

# USER GUIDE



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# Introduction

Welcome to a new dimension of safety and security for your vehicles with your purchase of the TrackmateGPS HYDRO LTEIts advanced technology provides you with the ability to control your vehicles.

Whether you operate a business with company cars, a fleet of limousines, or are a parent of a teenage driver, the HYDRO LTE lets you know where your car is at all times. It can even signal you if someone exceeds your pre-determined speed limit or enters an area where you prefer the driver not be.

The HYDRO LTE is simple to install and easy to use.

Read the Installation section of this guide carefully before installing your new HYDRO LTE.

**NOTE: The latest version of this guide is available at [www.trackmategps.com](http://www.trackmategps.com). The guide's version number is on the back cover, and may be compared to the online version.**

# Technical Information

Power Supply	9v - 36v / 1.5A
Internal Battery	3.7v - 300mAh Rechargeable lithium-ion polymer battery Temperature durability up to 176°F (80°C)
Working power consumption	.78W/12V
Working Current	65mA /12V
Standby power consumption	.168W/12V
Standby Current	14mA/12V
Dimensions	4.2×2.2×1in (106×56.8×22mm)
Weight	3.7oz (104g)
Operating temperature	-22° to 158° F ( -30° to 70° C)
Bands	<b>LTE:</b> B1/82/83/84/85/B 12/B 13/828/866
GPS Module	MTK high sensitivity chip
GPS Sensitivity	-165dBm
Velocity Accuracy	0.1 m/s
Reacquisition	1 sec., average
Heading accuracy	0.5 degrees

# Registration

If this is your first TrackmateGPS™ tracking device you need to create an account at [www.trackmategps.com](http://www.trackmategps.com).



**Figure 1** - “REGISTER YOUR ACCOUNT” button as it appears on the homepage

1. On the Sign Up page, you need to fill out an account information form.
2. Next, you need to enter your credit card information. You will not be charged at this point, but your card will be verified. You will not be able to register a new device without a valid card on file.
3. Next, you land on the “Register Device” page where you will enter your device’s serial number. The serial number can be found on the device as well as on the box.
4. On this page you will select one of our service plans:
  - **SAVER** - 5min updates \$9.99/month
  - **SAVER+** - 3min updates \$13.99/month
  - **BASIC** - 1min updates \$16.99/month
  - **PREMIUM** - 30sec updates \$24.99/month
  - **PLATINUM** - 5sec updates \$29.99/month

5. Select the country where your device is located.
6. Any subsequent devices may be registered by navigating to the “Register Device” page located under the “Devices” section of the website’s header menu.

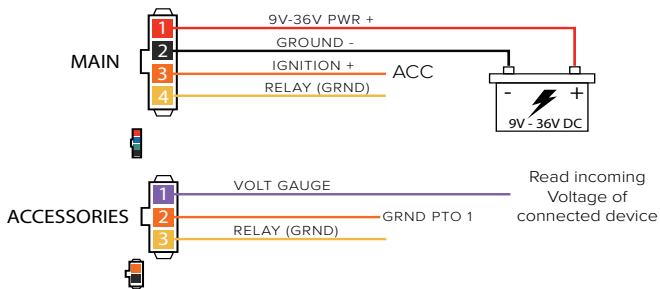
**Failure to provide the correct information will cause the activation to fail.**

## Installation

The estimated time required for installation is 30 to 45 minutes for an experienced installer.

- We recommend using a professional car electrician to install your tracker. However, if you are familiar with auto electronics, you may choose to install it on your own.
- Tools needed for installation:
  - Voltage tester/meter
  - Wire stripper
  - Electrical tape or heat shrink tubing
  - Wire connectors
  - Fuse taps (optional)
- The first step is to identify a good location to mount your device. [Figure 4 on page 15](#) offers some suggestions.

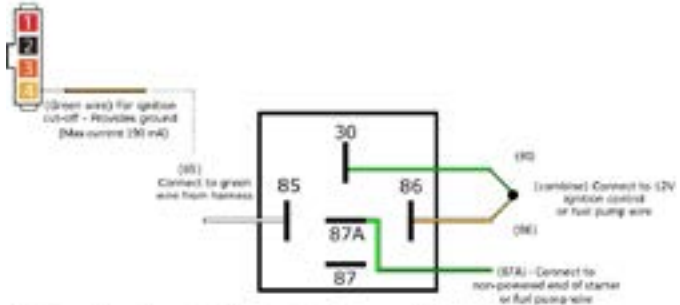
- The tracker must be connected to a power source providing 9V-36V DC and requires a constant power source. The device should not affect your vehicle's battery unless the vehicle is not used for an extended period (several weeks), or if the vehicle battery is in poor condition. An optional sleep mode can be activated on the platform in these cases.
- Safety is our number one concern. Before you begin stripping, splicing and connecting wires, it is important that you use your voltmeter to locate a ground, constant power and accessory or ignition powered wire (**It is important to test that this wire remains powered for the entire time that the ignition is on**), as well as any other connections you will be using.
- Mark these wires and disconnect the ground terminal of your vehicle's battery. You can now install the device.



**Figure 2 - Wiring Diagram**

- The **MAIN** wiring harness as shown in [Figure 2 on page 7](#) has 4 wires (approximately 3ft long).
  - Ensure that your contact points are exposed and are accessible. If your contact points are wires, use your wire stripper to expose a section of wiring large enough for you to work with.
  - Connect the black wire (PIN2) to ground.
  - Connect the red wire (PIN1) to a constant power source that provides between 9V and 36V DC. 12V is most common in vehicles.
  - Connect the orange wire (PIN3) to the ignition powered contact.
  - PTO (power take-off on the **ACCESSORIES** harness) can be connected to any peripheral device to get information regarding its current state. The orange wire (PIN2 takes grounded input) can be used for this out of the box when connected to a device's output. Common uses for this are:
    - School bus stop signs
    - Open doors, trunks
    - Emergency lights, sirens
    - Hydraulic lifts, tow/tailgate, etc.
  - The volt gauge wire (**ACCESSORIES** PIN1) can read the working voltage of a peripheral device. This can be useful to monitor power failures on such devices.





**NOTE:** Pay close attention to the numbers. Colors may differ for relay wires.  
 For ignition cut-off: A constantly powered ignition control wire will need to be spliced (cut).  
 For fuel cut-off: The constantly powered fuel pump wire will need to be spliced (cut).  
 The relay will connect the two ends with the green wires (87a and 30).  
 A relay with a flyback diode is required to avoid damaging your device.

**Figure 3 - Relay Diagram**

- If you are installing a relay for ignition cut-off, follow the diagram above (*Figure 3*). When doing so, pay attention to the numbers for the wires, as the colors may vary. Please note that the relay should be 12V Normally Closed with a flyback diode.
- Your tracker is shipped with the SIM card pre-installed and the back-up battery depleted.
- Plug the harness into the device’s “MAIN” port. Once connected to a 12V power source, the LEDs located on the top of the device will begin flashing.

- The following tables describe the behavior of the LED status indicators.

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### **Red LED – Power**

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On for 0.1 s and off for 1 s	0% - 20% remaining battery
On for 0.1 s and off for 4s	20% - 100% remaining battery
Solid on	Power supply connected

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### **Blue LED - GPS Module**

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On for 0.5s and off for 0.5s	GPS Initializing
On for 2s and off for 4s	GPS Positioning
On for 0.1 s and off for 4s	GPS Fixed
Off	GPS module is in sleep mode or not working

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### **Green LED - Communications Module**

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On for 0.5s and off for 0.5s	SIM card not recognized
On for 2s and off for 4s	Registered but no inbound acknowledgement
On for 0.1 s and off for 4s	Network connected
Off	Network connected

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- Test your device before installing it by connecting the wires to a 12V power source and checking off the “Installed” checkbox or pressing the “Test” icon online under “My Devices”. The device will usually start tracking within the hour.
- Upon completion of the test, you may uncheck the “installed” checkbox if you will not finish the installation on the same day.
- Optimal installation locations are below the dash board or behind the glove compartment. For additional installation options, view [Figure 4 on page 15](#). For best results, the device should not be blocked by metal. **IT IS CRITICAL TO MOUNT THE DEVICE HORIZONTALLY**, with the LED lights facing upwards. Installing in the engine compartment is not recommended, because the extreme temperatures can potentially affect the life and performance of the device.

**In the event that the tracker does not begin tracking, please contact us by phone at 718-878-4056 or email us at [support@trackmategps.com](mailto:support@trackmategps.com) with your username in the subject line. We will assist you promptly.**

# Free Trial Period

Your purchase includes a free trial period for 7 days from the date of activation for your first device. At the time of activation, the quarterly fee will be put on hold on your credit card.

**No further contract or service agreement is required. The tracking fee is billed automatically monthly, quarterly or annually (your choice). No-fee cancellation may be completed online. You will receive a refund for any additional months that were prepaid past the cancellation month.**

# Troubleshooting

Many electronic devices that rely on software to operate occasionally become unresponsive and require a reboot. In most instances, reboots can be done remotely by one of our technicians. However, occasionally the device may be unresponsive and will need to be rebooted manually.

To reboot your device:

- Unplug the wiring harness from the device.
- Pop the SIM card out by opening the rubber flap on the side and pushing the SIM card in until you hear a soft click. Once the SIM card is out and the harness is unplugged, the LED indicators will shut off.

- After 60 seconds push the SIM card back in and then plug the wiring harness back in. Refer to the table on [page 10](#) of this document for the LED indicators.

If your device doesn't send data at regular intervals or shows the wrong location:

- Ensure that the device is clear of any surrounding metal.
- Ensure that the device is lying horizontally and flat with the lights facing the sky.
- Ensure that all the wires are connected properly as indicated in [Figure 2 on page 7](#). Connection can come loose.

Feel free to contact us for any troubleshooting or other assistance.

**We reserve the right to occasionally request that you replace parts we provide in order to improve tracking reliability.**

When you activate your HYDRO LTE unit, you acknowledge and accept the terms and conditions of the aforementioned service agreement. If you discontinue service, your SIM will be de-activated.

# Thank You!

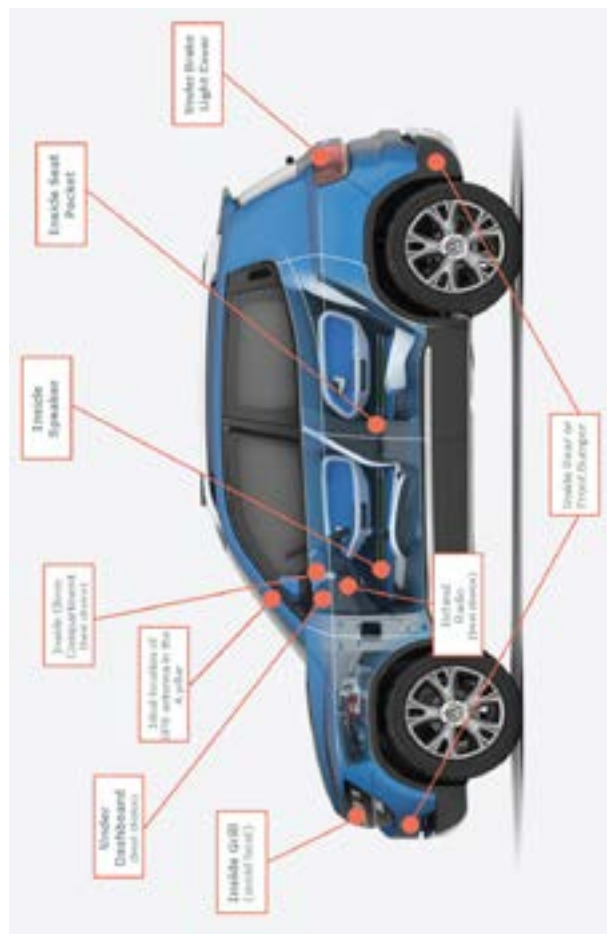
Thank you for purchasing the TrackmateGPS™ HYDRO LTE. We are confident you will find the service and features a valuable part of your personal or professional life. If you have any questions, please feel free to contact us at:

**Email:** support@trackmategps.com

**Phone:** 718 878-4056

We strive to provide a pleasant and professional service experience.

Please be kind enough to leave a review on [Amazon](#) for this product.



**Figure 4 - Where to mount your device**

