

# REGISTRATION / INSTALLATION GUIDE

B O L T 3 G

**trackmate**<sup>gps™</sup>

Real Time GPS Tracker

[www.trackmategps.com](http://www.trackmategps.com)

## WELCOME!

Welcome to a new dimension of safety and security for your vehicles with your purchase of the TrackmateGPS BOLT 3G and its advanced technology. You are now able to have control of your vehicles, whether you operate a business with company cars, a fleet of limousines, or you are a parent of a teenage driver. The BOLT 3G 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 you you'd rather him/her not be there.

The BOLT 3G is ideal for commercial or personal use, simple to install and easy to use.

***\*Read this Registration / Installation Guide carefully before installing your new BOLT 3G***

## STEP ONE: Registration and Activation

Before you turn on or install your BOLT 3G, you must create an account, and register your device(s) on our website. At the account setup page, you will be prompted to fill out the account information form. Next you will be prompted to select one of the service plans: saver, basic, premium or platinum. After selecting a service plan you will be prompted to enter your credit card information.

You will now be redirected to the homepage where you will be able to enter the device's serial number which can be found on the device.

## STEP TWO: Installation

- Since the BOLT 3G is a portable device, there is no time consuming installation involved. Just turn it ON and place it wherever you feel is a good location for it. Use your creativity to find an ideal spot. The built-in magnets can be used to attach it to any ferromagnetic metal. When placing it under a vehicle body, you should test different locations to insure strong adhesion. If you can remove it easily, it is not recommended to place it there since any bump in the road can cause it to fall off.
- Once activated, you'll be able to judge on your own if the chosen location is ideal. As long as there are no major gaps in tracking, your device is doing well.
- If you choose to use the optional wiring, just locate a continuous power source, delivering 12V-24V DC. The red wire should be connected to constant power and the black one to ground. The power consumption is minimal (<30mA), and will not affect your vehicle's battery.
- You can test your device before actually installing it by turning it ON and checking off the "Installed" box online. Once this is completed, the activation process begins automatically. In order for your device to be able to start tracking it must be outdoors, under the visible sky. Your device will usually start tracking within the hour. Upon completion of your test, you should uncheck the "installed" box if you don't intend to finish your installation on the same day.
- Optimal installation locations are below the dashboard, behind the glove compartment or radio. For additional installation options, view the attached image. It is critical

that your device is not obstructed by thick metal. Installing in the engine compartment is not recommended, because of the extreme temperatures which can affect performance of the device.

***In the event the tracker does not begin tracking, please contact us by phone at 718-878-4056 or email us at 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 your tracking. At time of registration the quarterly fee will be put on hold on your credit card (please note that the free trial period does not apply to any additional devices that you add to the account).

**No contract or service agreement is required. The tracking fee is billed automatically every three months. No-fee cancellation can be done online. Prepaid tracking fees greater than one month will be refunded.**

## OTHER IMPORTANT INFORMATION

Most electronic devices that rely on software to operate occasionally become unresponsive (freeze) and require re-booting. This reboot can in most instances be done remotely by us. However, occasionally the device has to be rebooted manually.

Manual reboot instructions: 1) Remove back from device and disconnect battery. 2) after about 10 seconds, re-attached the battery and close the cover.

Feel free to contact us for any assistance or troubleshooting.

When you activate your BOLT 3G , you acknowledge and accept the terms and conditions of the service agreement. Should you discontinue service, your SIM will be de-activated. Re-activating your service might carry a \$20 fee.

***We reserve the right to occasionally request from you to replace the SIM card with a new SIM card in order to provide improved tracking reliability.***

**THANK YOU!**

Thank you for purchasing the TrackmateGPS™ BOLT 3G. 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:

**[support@trackmategps.com](mailto:support@trackmategps.com)**

**WWW.TRACKMATEGPS.COM**

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