

# REGISTRATION / INSTALLATION GUIDE

# H Y D R O

**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 HYDRO 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 HYDRO 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 HYDRO is ideal for commercial or personal use. This device was specifically designed to weather humid and wet conditions. Its waterproof design will accommodate usage on boats, jet skis, motorcycles or any equipment which is susceptible to wet conditions. It is very simple to install and easy to use.

***\*Read this Registration / Installation Guide carefully before installing your new HYDRO.***

## ***STEP ONE: Registration and Activation***

Before you turn on or install your HYDRO, 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 asked 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**

Estimated time required for installation: 15 to 30 minutes for experienced installer –30 minutes to 1 hour for novice.

- It is recommended you use a professional car electrician to install your tracker. However, if you're handy, you may choose to install it on your own. Tools needed for installation: voltage tester/meter, wire stripper, electrical tape, wire connectors, fuse taps
- The tracker has to be connected to a power source providing 9V-30V DC. The wiring should be connected to constant power for best results. The power consumption is minimal (<30mA), and should not affect your vehicle battery, unless the vehicle is not used for an extended period (several weeks) or the vehicle battery is in poor condition.
- The device has two wires (approximately 3ft long). The black wire should be grounded securely. The red wire should be connected to a constant power source (fuse or wire) providing between 9V and 30V. Shortly after connecting power to your device, the red LED light will turn on. After several minutes, the red LED will start blinking, initially slowly and after a short period, rapidly. A few minutes thereafter, the LED will change to a solid blue color with an occasional purple flash in the background. This is the indicator that your device has acquired its GPS location. At this point, the device begins transmitting its data to the tracking platform. Under

normal conditions, the location will be visible in your account within 30-45 minutes.

- You can test your device before actually installing it by powering it up and checking off the “Installed” box online. Once this is completed, the activation process begins automatically. In order for your device be able to start tracking it must be outdoors, under the visible sky. 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, refer to the image of the vehicle on our website. 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. These wires are very delicate and must be handled with great care. 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 HYDRO unit, 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™ HYDRO. 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)**

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