



# TackGPS

User Manual and Troubleshooting Guide



## 1. Activate your Tack GPS

### 1.1. Sign up for a new account

Note:

- i. Password should be at least 8 characters and consists of alphanumeric with upper and lowercase only.

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←

**Sign Up**

Email Address

Confirm Email Address

Password

Confirm Password

First Name

Last Name

+65 Phone Number

Singapore

Lost and found contact information 

By tapping on "sign up", You agree to the T&C and privacy policy.

**Sign Up**

### 1.2. Login to your new account

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**Login**

Email Address

Password

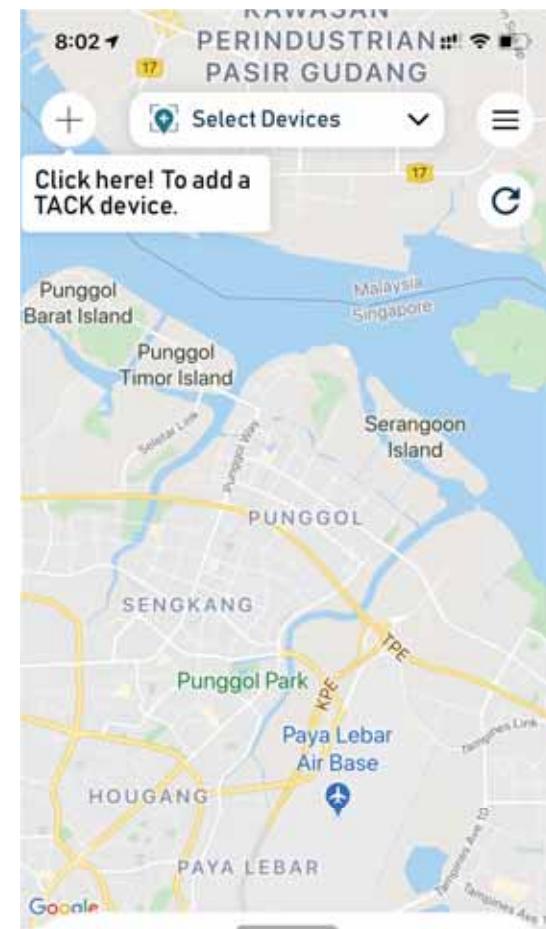
[Forgot Password?](#)

**Login**

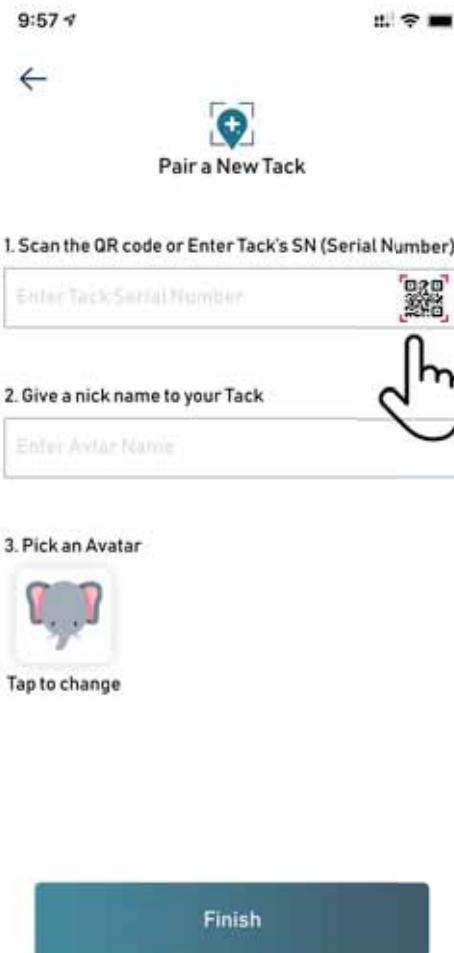
[Don't Have an Account ?](#)

[Sign Up](#)

### 1.3. Click on the "+" icon to add your new device



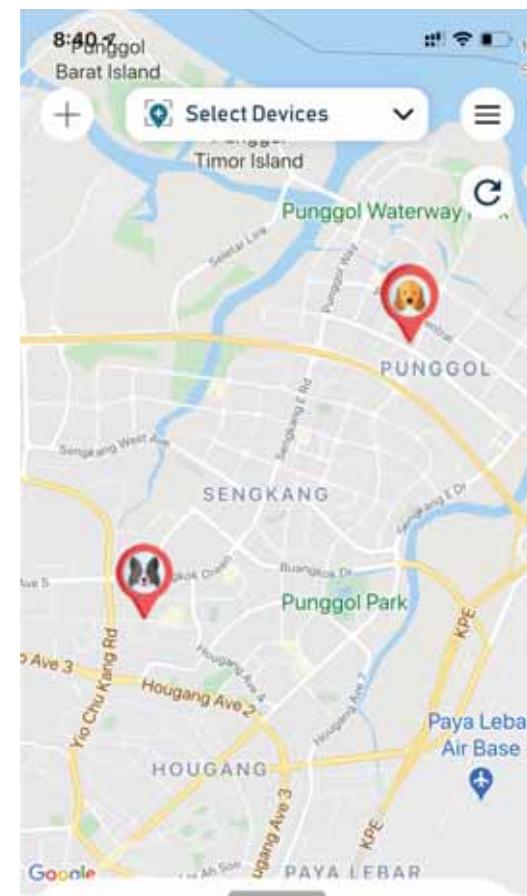
1.4. Click on the QR code icon to scan the QR code at the back of the device or enter the device serial number. Choose your Avatar & enter device nickname



1.5. Single click on the button to turn on the Tack device. After the blue led blinks for 10 secs, the green led will come on and IoT network searching will start.



1.6. Once IoT network search is done, a notification will be sent to TackGPS App and the newly added device will appear on the TackGPS dashboard.

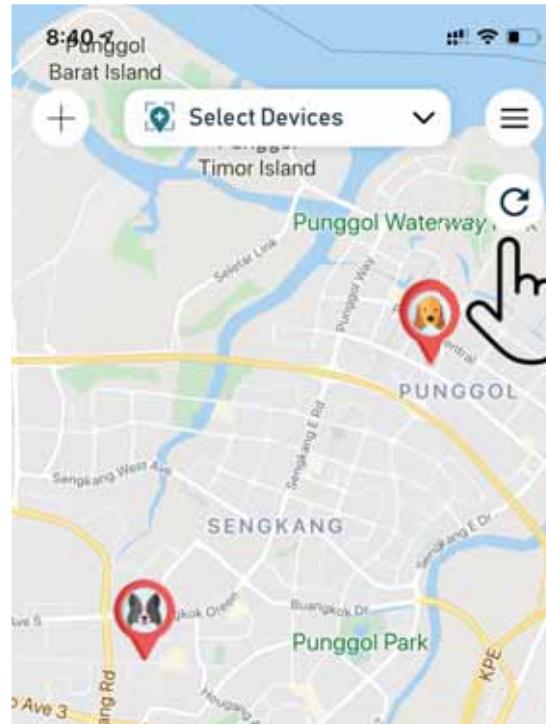


1.7. If the device does not show up on the TackGPS app after green LED light goes off, click twice on the power button to restart the network search. Green light will come on again to indicate network search is restarted



It may take up to 2-3 network searches for Tack to acquire the network on the first time.

1.8. When adding multiple devices, please hit refresh button on the TackGPS dashboard to view the new device after the new device setup notification is sent to TackGPS App.



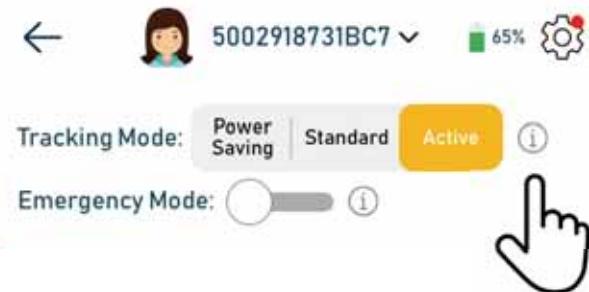
## 2. Setting up your Tack GPS

2.1. To enter the device settings page tap on the icon shown beside each device:



2.2. At the device setting page, the following settings may be changed:

- i. Tracking Mode
- ii. Emergency Mode - On/Off

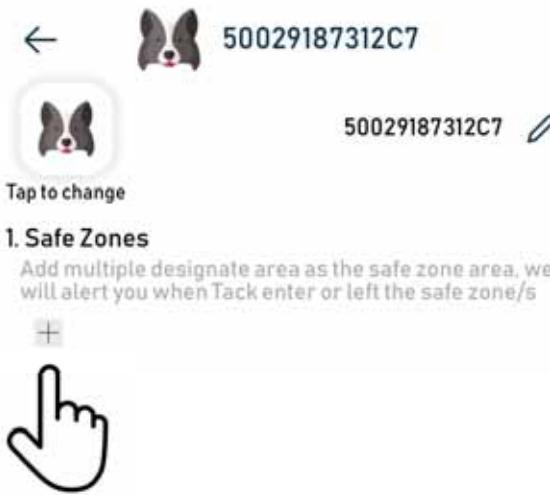


2.3. To enter advanced settings, tap on the settings wheel located at the top right corner



[Hint: Click on the info buttons beside the mode settings to find out how they work](#)

2.4. At the device advanced menu, safe zones may be added by pressing on the "+" icon. Up to 4 safe zones may be added for each Tack devices

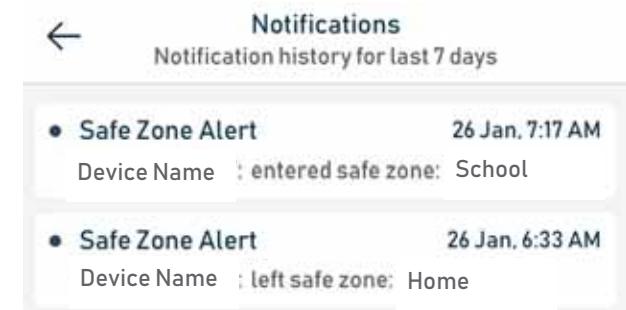


Up to 4 safe zones may be added for each Tack devices

2.5. Safe zone creation screen:



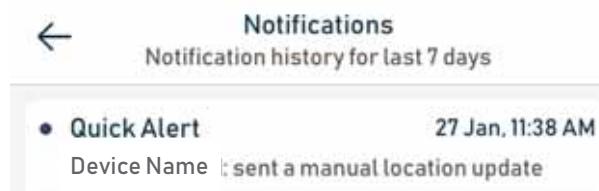
2.6. After the safe zone is added, TackGPS App will received a notification whenever the device enters or leaves the designated safe zones.



2.7. On demand location alerts can also be sent from the device by pressing the power button twice. The green led lights will come on to indicate on demand alerts being sent.



2.8. Notification alerts will also be sent to the TackGPS app whenever on demand location alerts are triggered on the device.

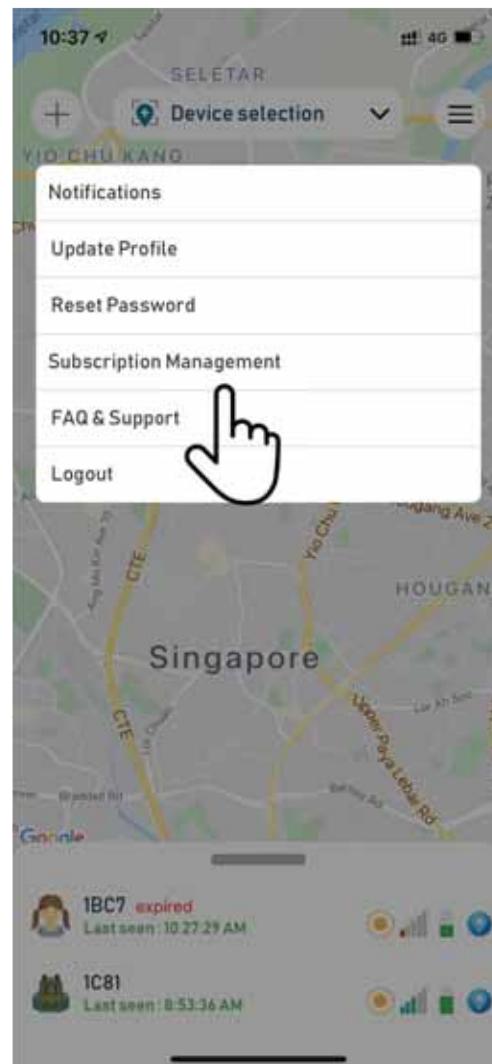


### 3. Subscribing to Tack Connect

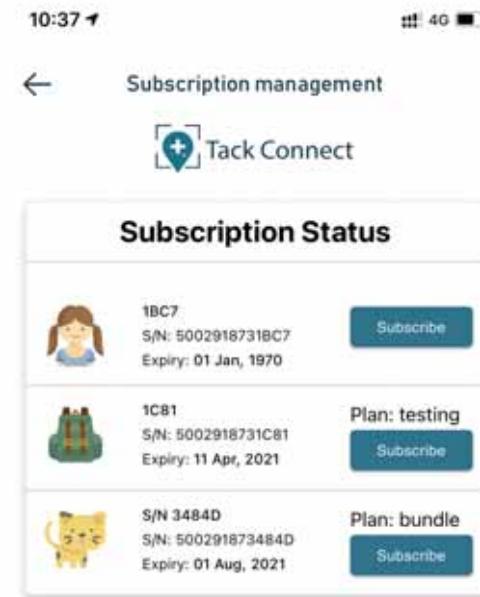
3.1. On the dashboard, tap on the menu bar on the top right hand corner



3.2. Tap on Subscription Management from the drop down selection



3.3. Tap on Subscribe button against the device which you wish to subscribe

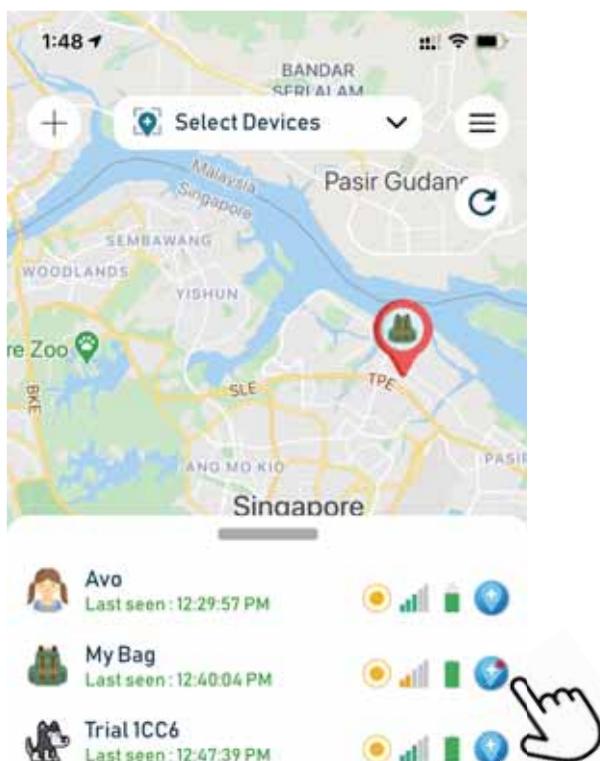


## 4. Updating Tack GPS firmware

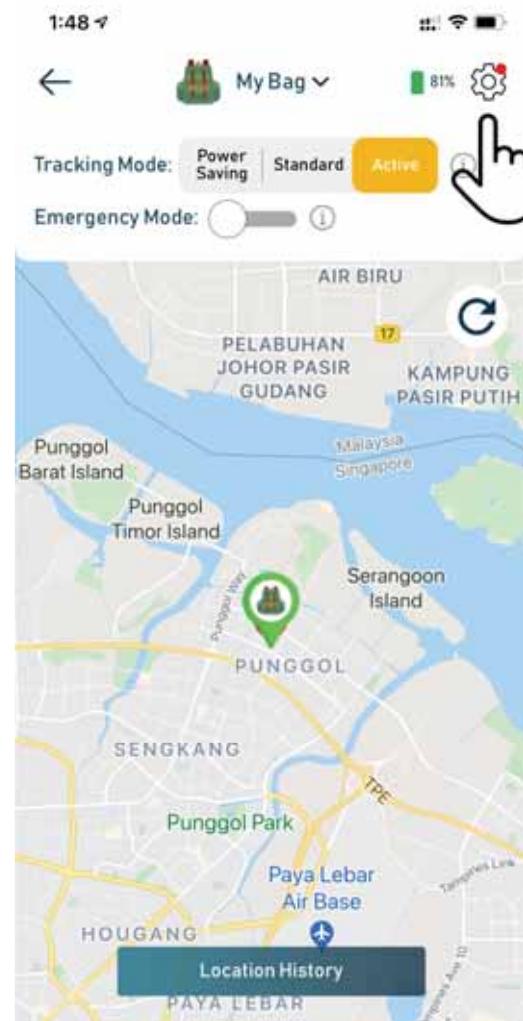
### Note:

- Bluetooth on phone must be turned on.
- Wifi (2.4GHz only) or phone hotspot is required to download the firmware.

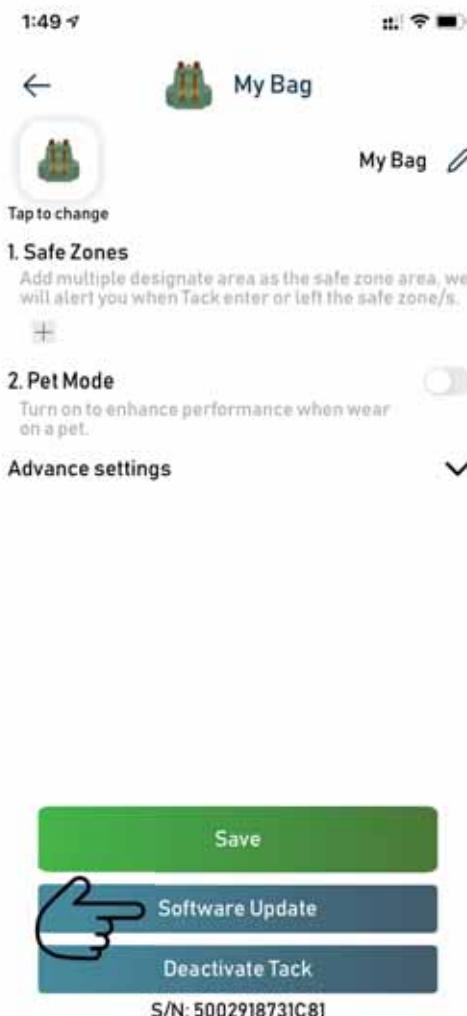
4.1. When there is a new firmware update for the Tack GPS device, user will be notified via a red icon beside the device setting icon. Tap on the icon.



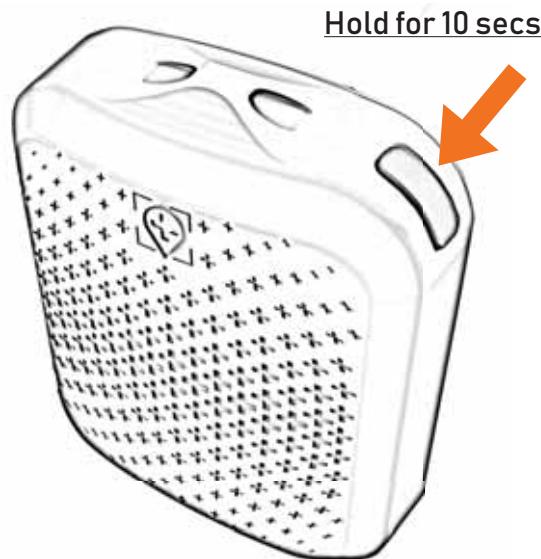
4.2. Tap on the advance settings wheel at the device menu.



4.3. Tap on Software Update



4.4. Power off the device by long pressing power button for 10 secs. Tack GPS is powered off after blue LED goes off completely.



4.5. Single press on power button to power up the device again. LED will start blinking blue.

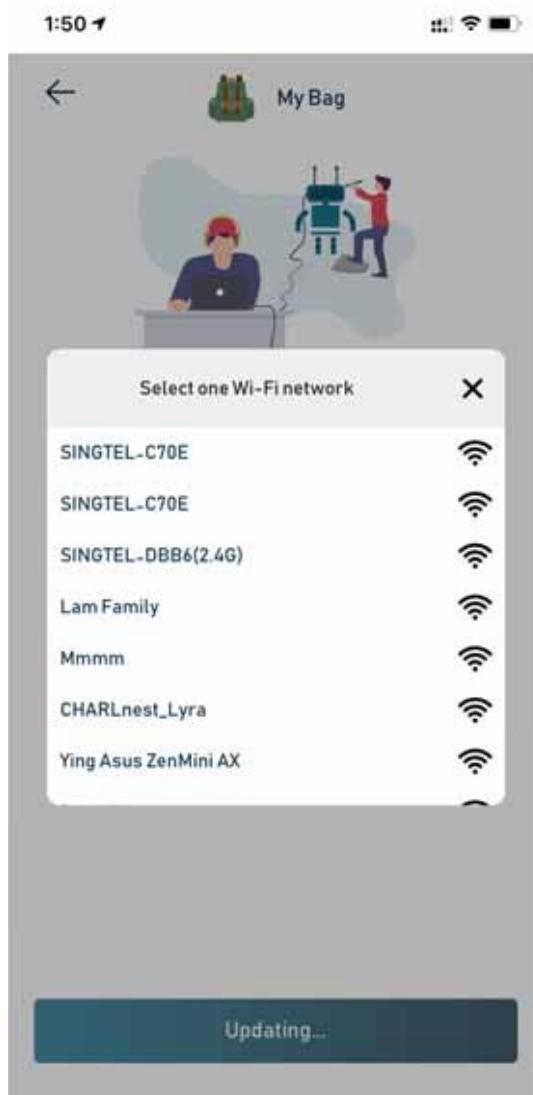


4.6. While blue LED is blinking, tap on update button to initiate firmware update for Tack GPS device.

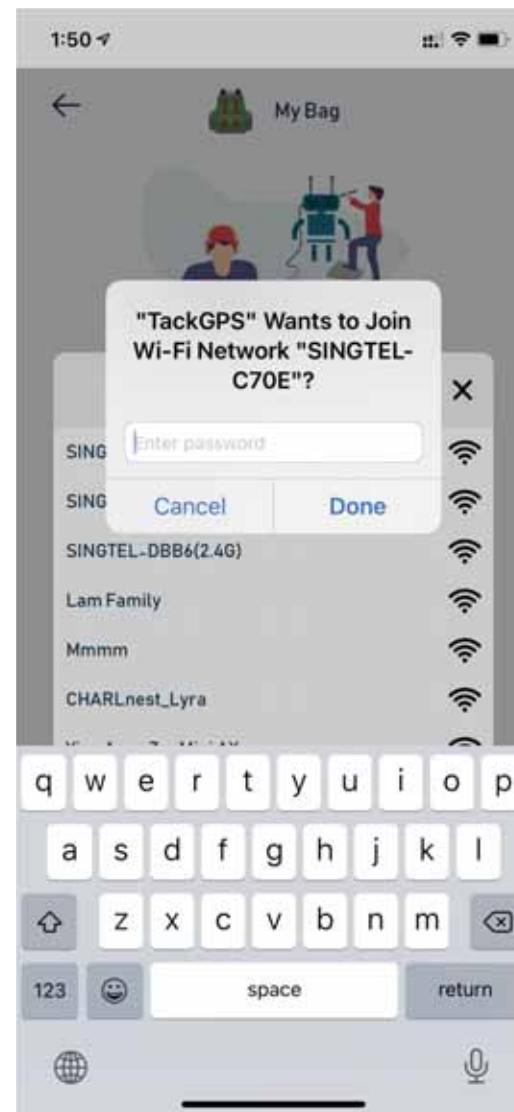


A dialogue box will appear to enable Bluetooth if Bluetooth is not turned on.

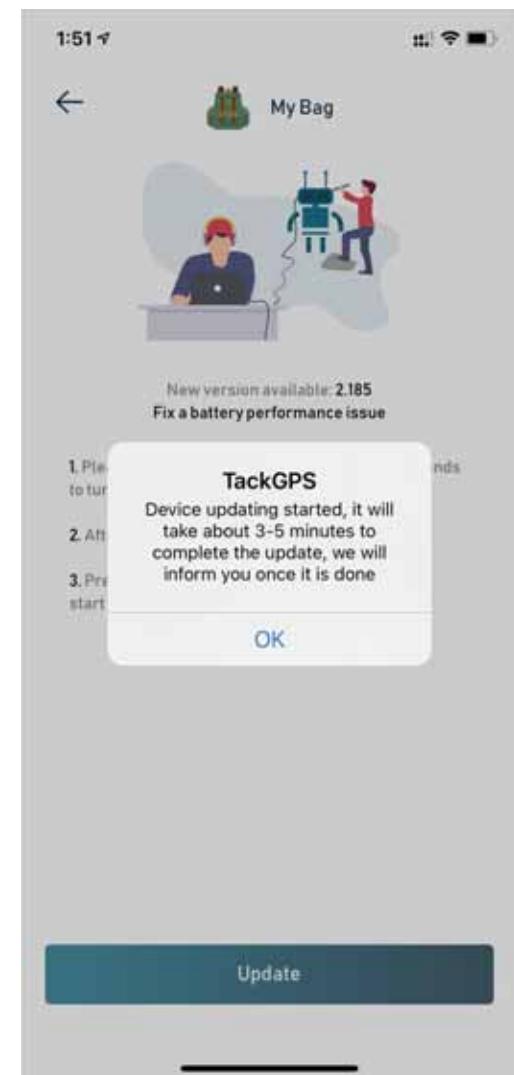
4.7. Scan of WiFi networks will start and list of WiFi (2.4GHz only) will be displayed.



4.8. Tap on your WiFi network and enter the password to connect.



4.9. Once WiFi is connected, firmware update will start. A notification message will be sent to the app when firmware update is completed.



## 5. Technical Specifications

- ▶ Dimensions (W x H x D)  
**47 x 37 x 17mm**
- ▶ Product Weight  
**30g**
- ▶ Rechargeable battery via USB C (Cable Included)  
**Lithium-ion Polymer (capacity: 750mAh)**
- ▶ Works on latest Mobile IoT Network:  
**4G LTE-M**
- ▶ Wireless Communication  
**Bluetooth**
- ▶ Outdoor Positioning  
**GPS (1575.42 MHz)**
- ▶ Indoor Positioning  
**Wifi Positioning - 802.11 n (2.4 GHz).**
- ▶ Motion Detection  
**Tri-Axis digital accelerometer**
- ▶ Waterproof  
**IP6x**
- ▶ Integrated SIM in device  
**Roaming unlimited data plan\***

\* Please refer to [www.tackgps.app/support](http://www.tackgps.app/support) for the current supported list of roaming countries.

## 6. Troubleshooting & Support

6.1. What countries are supported at launch and how do I know if I have IoT coverage in my area.

► At Launch, Tack GPS is supported in the following countries with the following service providers:

1. USA - [AT&T Wireless, T-Mobile USA](#)
2. Germany - [Deutsche Telekom, Vodafone, Telefónica O2](#)
3. United Kingdom - [O2](#)
4. Australia - [Telstra](#)
5. Austria - [Magenta \(Deutsche Telekom\)](#)
6. Belgium - [Orange](#)
7. Canada - [Telus, Bell](#)
8. Denmark - [Telenor, Telia Mobile](#)
9. France - [Orange](#)
10. Finland - [DNA, TeliaSonera](#)
11. Japan - [Softbank, NTT Docomo](#)
12. Netherlands - [KPN Telecom, Vodafone Libertel, T-Mobile Netherlands](#)
13. New Zealand - [Vodafone, Spark](#)
14. Norway - [Telenor Mobile, TeliaSonera Norge](#)
15. Poland - [Orange Polska](#)
16. Romania - [Orange Romania](#)
17. Spain - [Orange España](#)

18. Singapore - [Singtel Mobile](#)

19. South Korea - [KT](#)

20. Sweden - [Telia Mobile](#)

21. Switzerland - [Swisscom](#)

22. Taiwan - [Chunghwa](#)

23. Thailand - [AIS](#)

24. Turkey - [Turkcell](#)

25. Argentina - [Movistar Argentina](#)

26. Brazil - [Vivo](#)

27. Colombia - [Telefónica Colombia](#)

28. Estonia - [Elisa](#)

29. Latvia - [Latvian Mobile](#)

30. Luxembourg - [Post Luxembourg, Orange Luxembourg](#)

31. Mexico - [AT&T Mexico, TelCel](#)

Currently, there are already about 155 countries with Mobile IoT Network coverage world wide and we are working hard to bring Tack GPS Connect service to you in all these countries - you can view them [here](#).

For the up to date list of supported roaming countries, please visit [www.tackgps.app/support](http://www.tackgps.app/support)

## 6.2. My Tack GPS LED is blinking Red. What is happening?

- ▶ This is an indication that the network connection has failed. It could be that there is no network coverage/cell tower reception in the particular location where the Tack GPS LED blinks Red.
- ▶ To retry, press the power button twice to start a new on-demand location update to check if the network connection error is an intermittent issue. You may also repeat this verification when your Tack device is in a new location.
- ▶ You can also check with the operator providing the IoT connectivity in your country (Refer to FAQ at [www.tackgps.app/support](http://www.tackgps.app/support))

**Note: During the emergency operating mode with the most frequent transmission cycle, this device connects to the LTE network once every 2 mins to send data, Each data transmission takes about 5 secs.**

### FCC Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

### FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

## 6.3. My Tack GPS LED is lit with a solid Red. What does this mean?

- ▶ If the USB-C cable is connected to power source and device is charging. This is completely normal. Red light will turn to green once charging is completed.
- ▶ If the device is not charging when RED solid light comes on, restart the device by powering off the device.
- ▶ To restart the device, hold on to the power button for 8-10 secs until LED goes off, then single press on the power button to turn on the device again. If the Red light does not come on again, you may use the device normally.

For more information, please contact us at [service@tackgps.app](mailto:service@tackgps.app)