

User Manual and Troubleshooting Guide

1. Activate your Tack GPS

1.1. Sign up for a new account

i. Note: Password should be 8-16 characters and consists of alphanumeric with number(s), upper and lowercase only, no special characters

←
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

you have an account ?

Login

1.2. Login to your new account

7:57 17 

Login

Email Address

Password

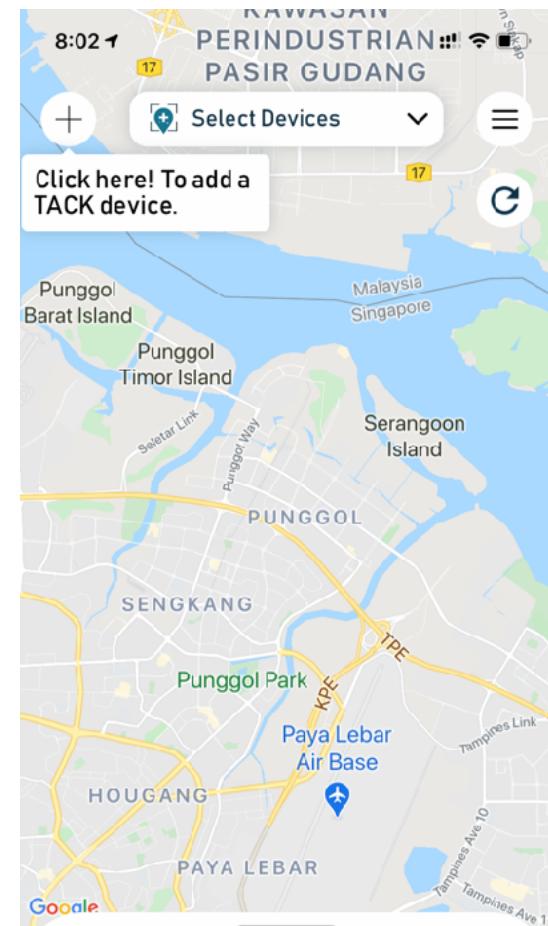
[Forgot Password?](#)

Login

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

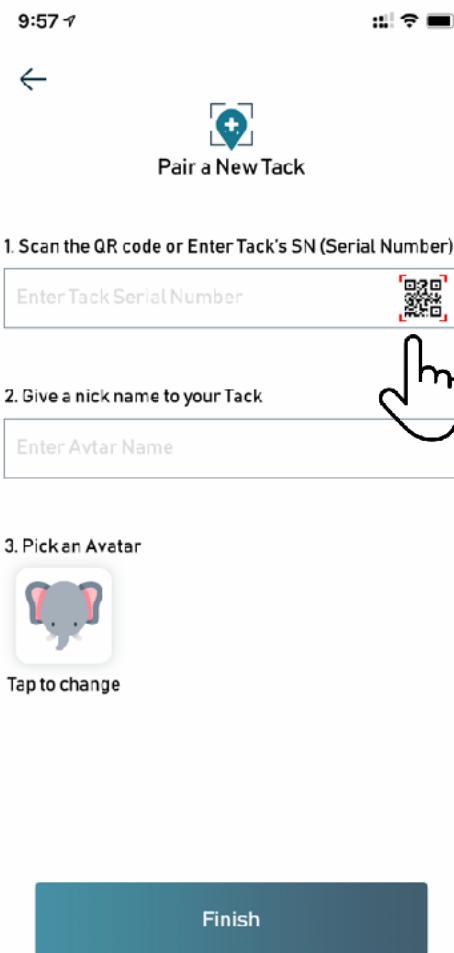
[Sign Up](#)

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



Please Select Devices First...

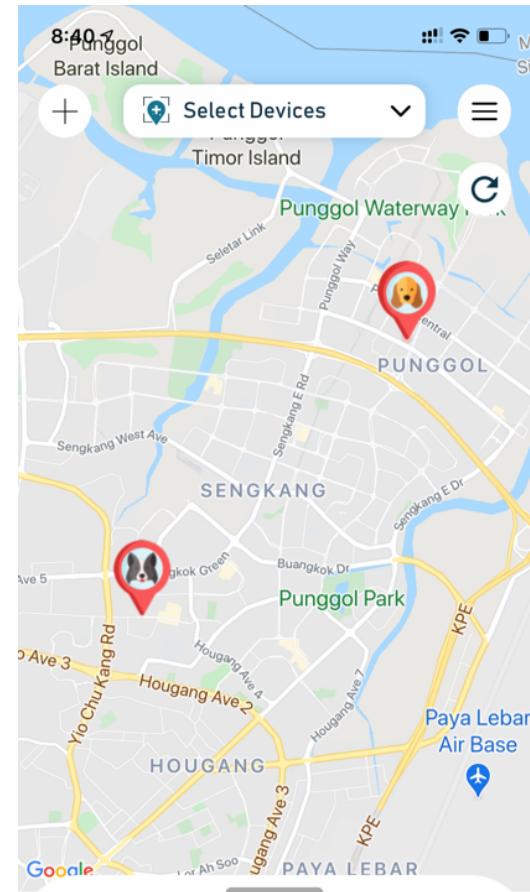
- 1.4. Click on the QR code icon to scan the QR code at the back of the device or enter the device serial number. Choose your Avatar & enter device nickname



- 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.



 50029187312C7
Last seen : 24 Dec 2020

 5002918732740
Last seen : 8:27:43 PM

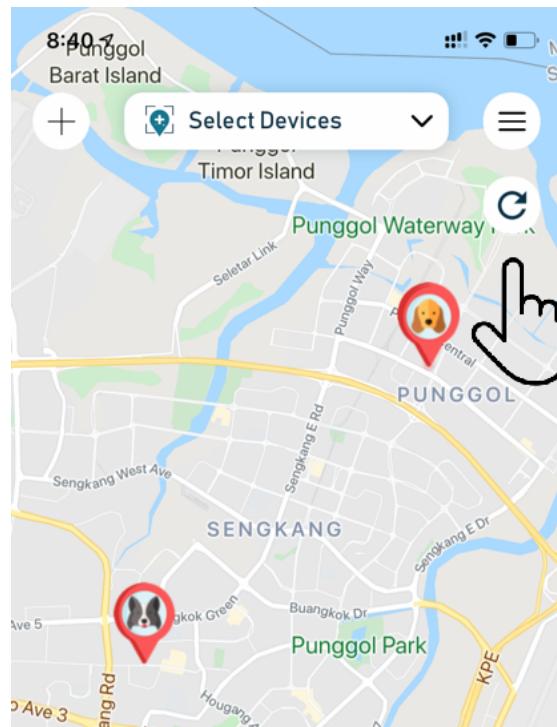


- 1.7. If the device does not show up on the TackGPS app after green LED light goes off, click twice on the power button to restart the network search. Green light will come on again to indicate network search is restarted



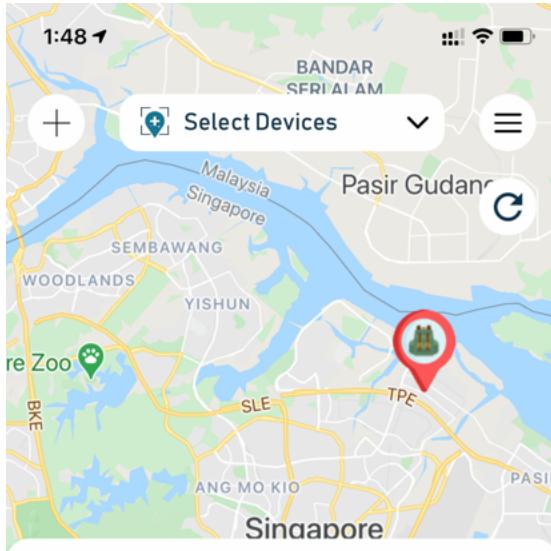
It may take up to 2-3 network searches for Tack to acquire the network on the first time.

- 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.



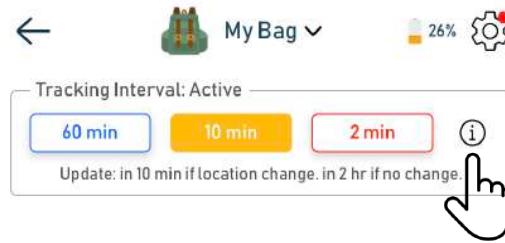
2. Setting up your Tack GPS

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



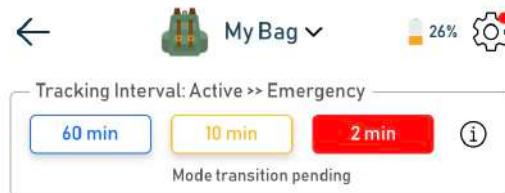
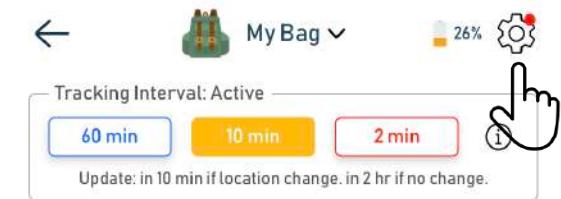
- Avo
Last seen: 12:29:57 PM
- My Bag
Last seen: 12:40:04 PM
- Standard Mode - 1 hourly update
- Active Mode - 10 minutes update
- Power Saving Mode - 4 hourly update
- Emergency Mode - 2 minutes update

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



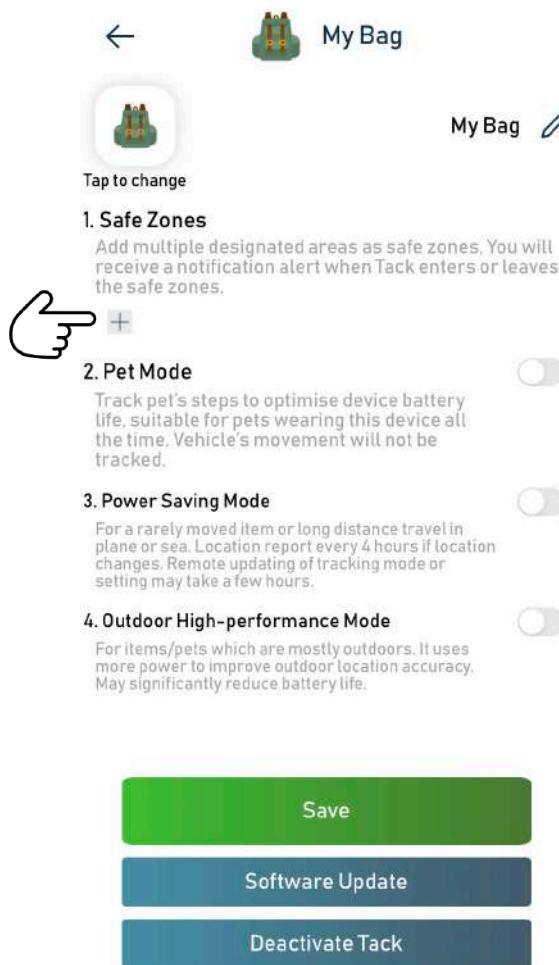
Hint: Click on the info button beside the mode setting to find out how they work

Note: During the mode change, the new setting mode will start flashing and stop once mode change is completed,



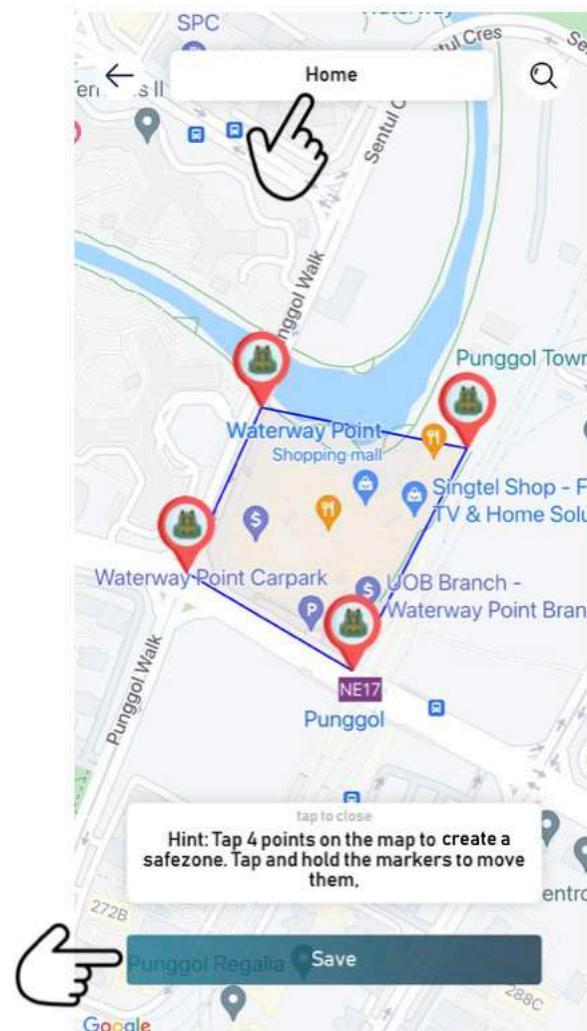
2.4. At the device advanced menu, safe zones may be added by pressing on the "+" icon.

the device advanced menu, save
phones may be added by pressing on
the “+” icon.



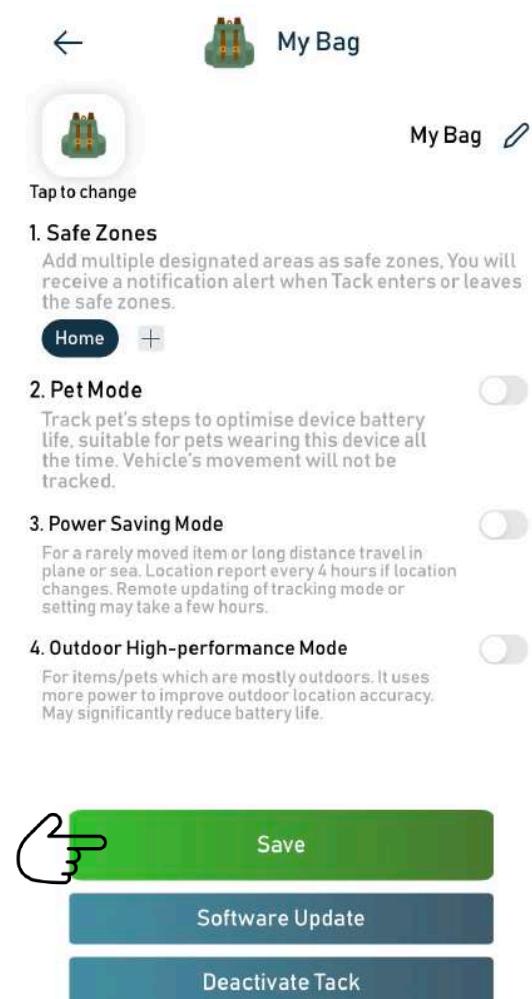
2.5. Safe zone creation screen:
Tap 4 points on the map, give the safe zone a name and hit “Save”.

Tap 4 points on the map, give the safe zone a name and hit “Save”.



2.6. Hit “Save” again at the device menu page screen. Up to 4 safe zones may be added for each Tack device.

page screen. Up to 4 safe zones may be added for each Tack device.



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

 **Notifications**
Notification history for last 7 days

- Safe Zone Alert 26 Jan, 7:17 AM
Device Name : entered safe zone: School
- Safe Zone Alert 26 Jan, 6:33 AM
Device Name : left safe zone: Home

2.8. 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.



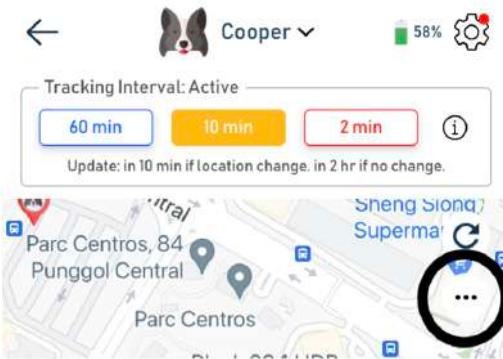
2.9. Notification alerts will also be sent to the TackGPS app whenever on demand location alerts are triggered on the device.

 **Notifications**
Notification history for last 7 days

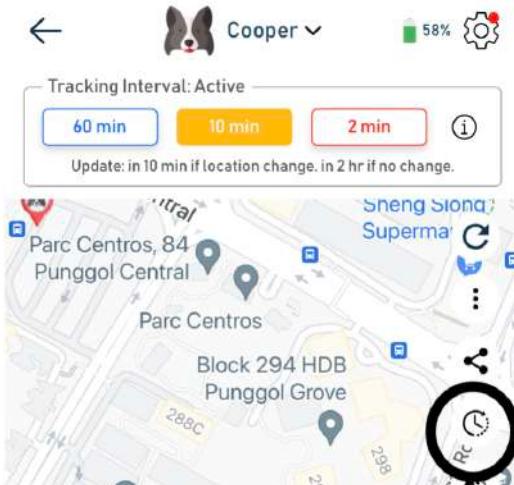
- Quick Alert 27 Jan, 11:38 AM
Device Name : sent a manual location update

3. Sending location to Google

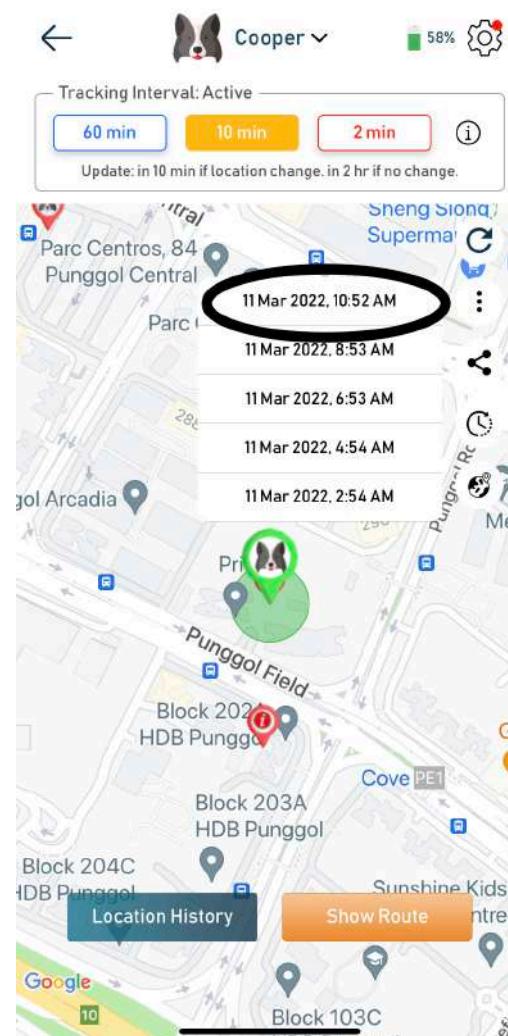
3.1. On the device menu, tap on the dotted circle on the top right hand corner



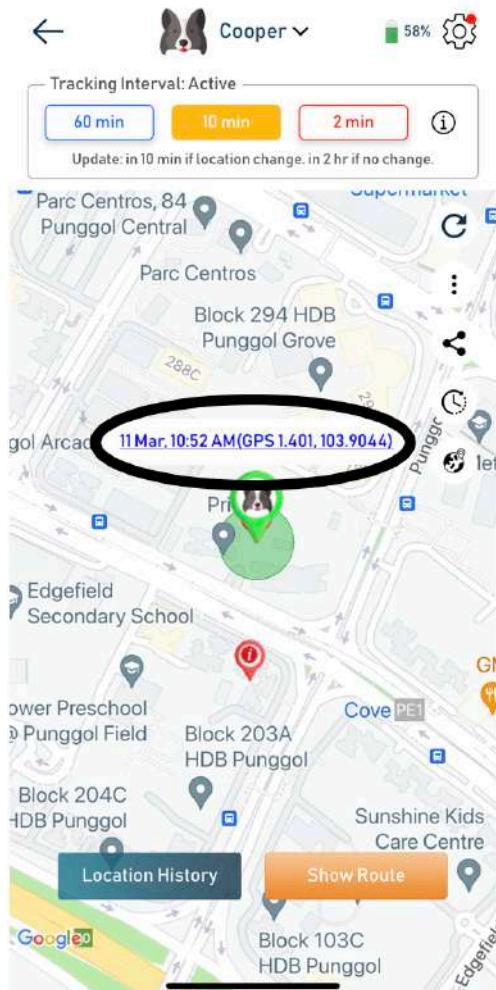
3.2. Tap on timer icon too see the past location timestamps.



3.3. Select the particular timestamp which you want to view on the map.



3.4. Tap on the timestamp to send the GPS coordinates to google and navigate to the location app using google app.

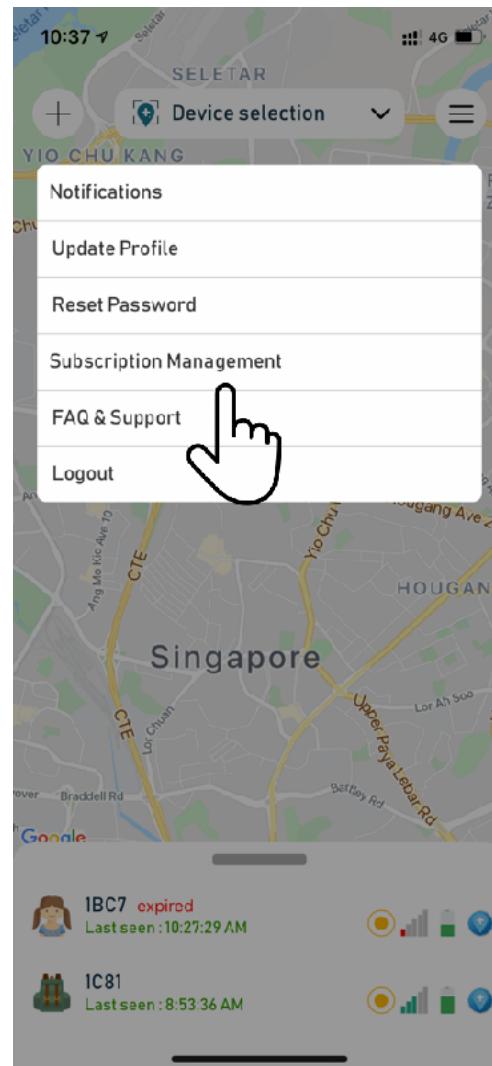


4. Subscribing to Tack Connect

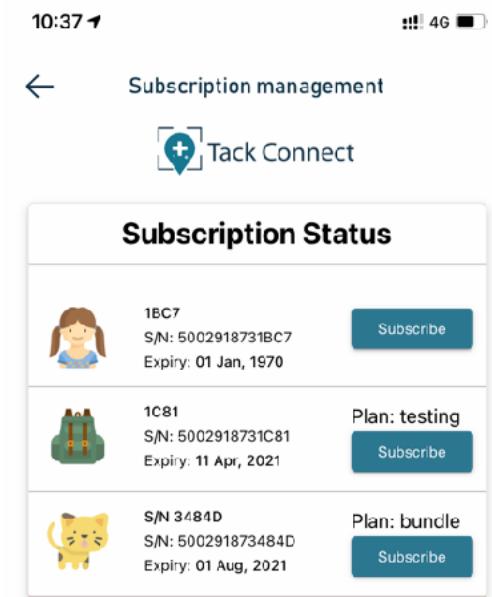
- 4.1. On the dashboard, tap on the menu bar on the top right hand corner



- 4.2. Tap on Subscription Management from the drop down selection



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

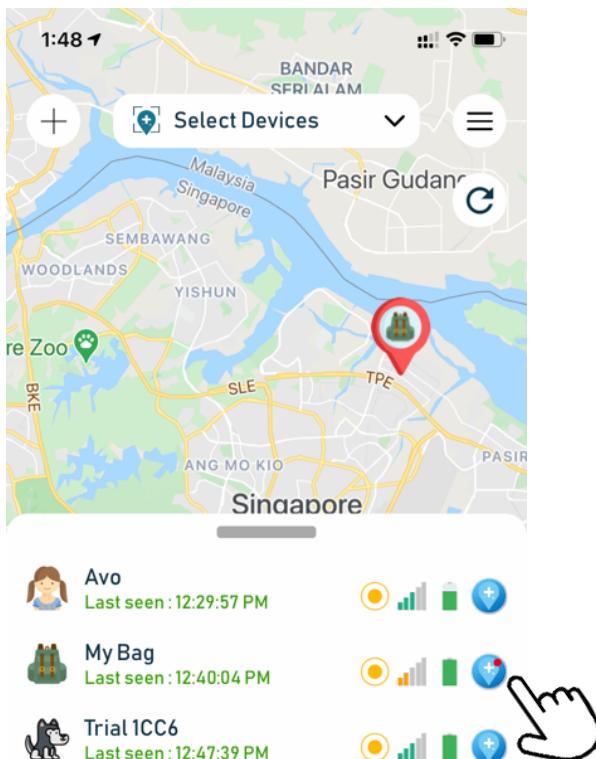


5. Updating Tack GPS firmware

Note:

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

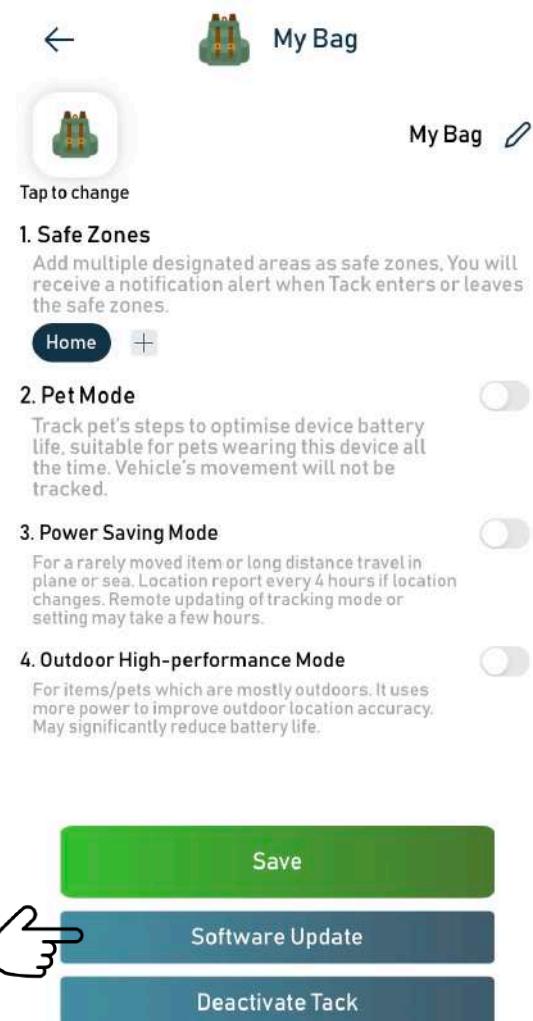
5.1. When there is a new firmware update for the Tack GPS device, user will be notified via a red icon beside the device setting icon. Tap on the icon.



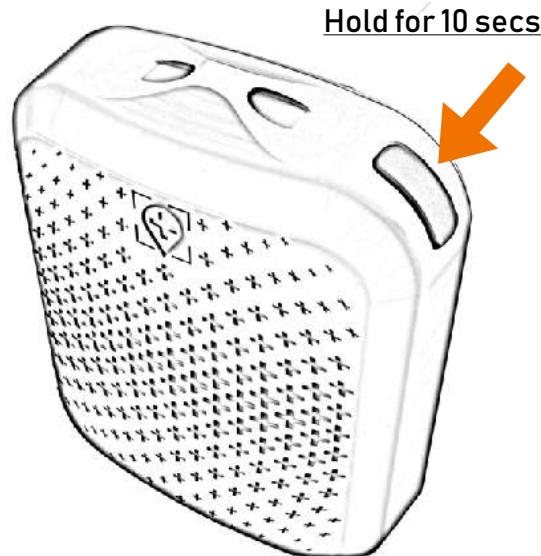
5.2. Tap on the advance settings wheel at the device menu.



5.3. Tap on Software Update



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



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



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



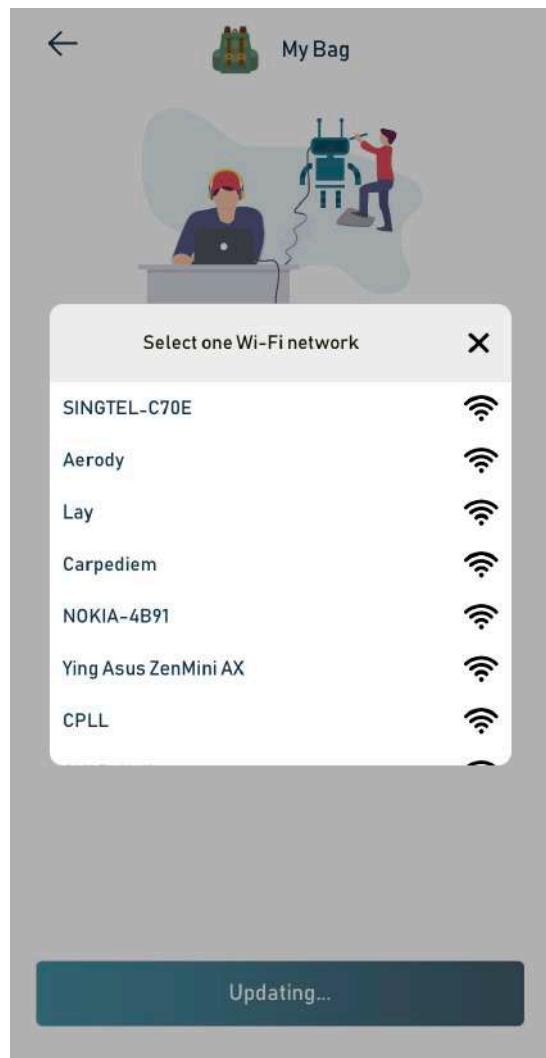
New version available: 2.1883
Enhancing battery life in poor network area

1. Please long-press the button on Tack for 10 seconds to turn off the Tack.
2. After Tack is off, please press once to turn it on.
3. Press "Update" button below, once the blue light start blinking on Tack

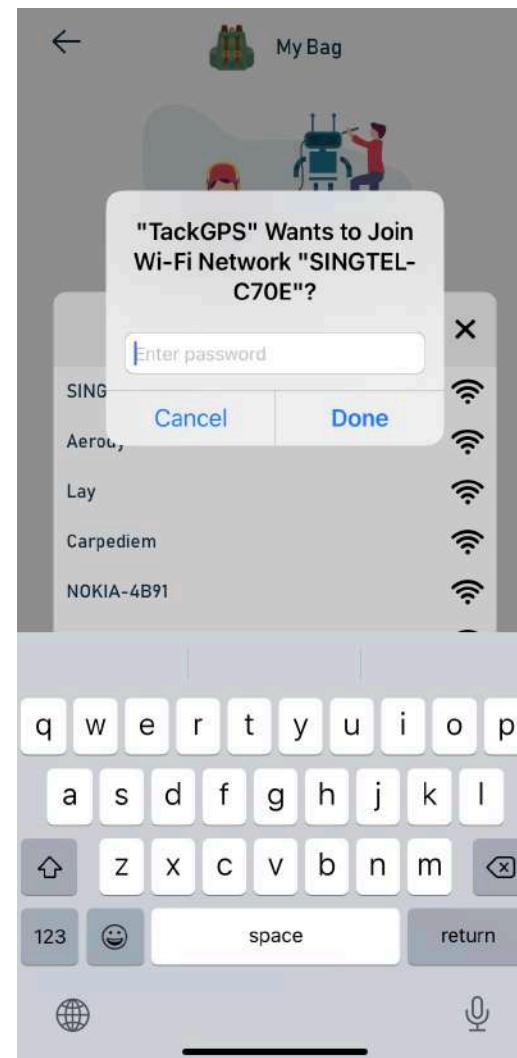


A dialogue box will appear to enable Bluetooth if Bluetooth is not turned on.

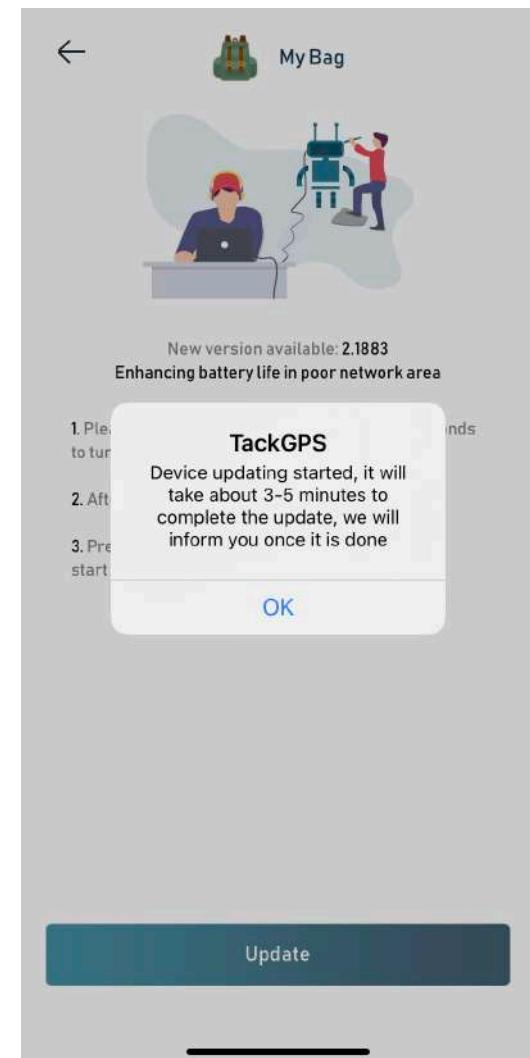
5.7. Scan of WiFi networks will start and list of WiFi (2.4GHz only) will be displayed.



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



5.9. 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 with 2G network fallback
4G LTE-M/NB IoT + GSM
- ▶ Wireless Communication
Bluetooth
- ▶ Outdoor Positioning
GPS (1575.42 MHz)
- ▶ Indoor Positioning
Wifi Positioning - 802.11b/g/n (2.4 GHz)
- ▶ Motion Detection
Tri-Axis digital accelerometer
- ▶ Waterproof
Water and dust resistant
- ▶ Integrated SIM in device
Roaming unlimited data plan*

* Please refer to 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 02](#)
3. United Kingdom - [02](#)
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](#)

For the up to date list of supported roaming countries, please visit www.tackgps.app/support

6.2. My Tack GPS LED does not lit up when I press the power button

- ▶ This means that the battery is totally drained. Please charge the device. The Red LED will come on when charging and turn green when battery is fully charged.
- ▶ Once the battery is fully charged, please press the power button once to turn on the device again.

6.3. My Tack GPS LED is blinking Red. What is happening?

- ▶ This is an indication that the network connection has failed, i.e. there is no network coverage/reception at the particular location where the Tack GPS LED blinks Red.
- ▶ To retry, press the power button once after the blinking Red light stops to start a new on-demand location update to check if the network connection error is an intermittent issue.
- ▶ You can also check with the operator providing the IoT connectivity in your country (Refer to FAQ at www.tackgps.app/support)

6.4. The tracking mode on the app is flashing after I change tracking mode. What does this mean?

- ▶ The flashing on previous tracking mode indicates that the new tracking mode is being changed and will take effect within 10 mins. Once the new tracking mode is changed. The flashing will stop.

6.5. 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 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.

6.6. My Tack does not update location on 10 mins interval on Active mode or 2 mins interval in Emergency mode. Why Is that?

- ▶ The Tack GPS has a built in smart algorithm to determine if the device has moved from the last position before sending a new location report. If the algorithm determines that the device's last location has not changed, it does not trigger a new location update, even in emergency mode.
- ▶ In Active mode when the device's location is not changed, the updates will be once every 2 hours. In Normal mode when the device's location is not changed, the updates will be once every 4 hours.
- ▶ This is a power saving feature that will ensure the device battery lasts as long as possible especially in times of lost. For more information, please refer to this [video guide](#).

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 4.5 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:

- o Reorient or relocate the receiving antenna.
- o Increase the separation between the equipment and receiver.
- o Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- o 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.

Compliance with 2014/53/EU Radio Equipment Directive (RED)

In accordance with Article 10.8(a) and 10.8(b) of the RED, the following table provides information on the frequency bands used and the maximum RF transmit power of the product for sale in the EU:

Frequency Range (MHz)	Max. Transmit Power (dBm)
GSM 900 GPRS (1TX/2TX/3TX/4TX)	(30/28/27/26) dBm
WWAN 4G LTE Band 1 (Cat M1/NB-IoT)	(21/21) dBm
WWAN 4G LTE Band 3 (Cat M1/NB-IoT)	(21.5/21.5) dBm
WWAN 4G LTE Band 8 (Cat M1/NB-IoT)	(21.5/22) dBm
WWAN 4G LTE Band 20 (Cat M1/NB-IoT)	(21.5/21) dBm
WWAN 4G LTE Band 28 (Cat M1/NB-IoT)	(21.5/21.5) dBm
WiFi 2.4G Wireless	12.0 dBm
Bluetooth; 2.4 GHz	8.5 dBm

RF Exposure Information (SAR)

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



Waste Electrical and Electronic Equipment (WEEE)

In accordance to local laws and regulations this product and/or its battery shall be disposed of separately from household waste. When this product reaches its end of life, take it to a collection point designated by local authorities. Proper recycling of your product will protect human health and the environment.

Tack One Private Limited

22 SIN MING LANE #06-76,
Singapore 573969

EU Declaration of Conformity

We,

Name of Manufacturer: Tack One Private Limited

Address: 22 SIN MING LANE #06-76, SINGAPORE 573969

Telephone number: +65 91599405

hereby, declare under our sole responsibility that the requirements set out in the Directive 2014/53/EU has been fully fulfilled on our product with indication below:

Product Name: Tack GPS Location Tracker

Model Number: TK23

Object of the Declaration:



The object of the declaration described above is in conformity with the relevant Union harmonization legislation:

Radio Equipment Directive (RED) 2014/53/EU

Restriction of Hazardous Substances Directive (RoHS) 2011/65/EU

Waste Electrical and Electronic Equipment Directive (WEEE) 2012/19/EU

The following standards and technical specifications have been applied:

Article 3.2 : EN 300 328 V2.2.2, EN 303 413 V1.2.1, ETSI EN 301 908-1 V15.2.1, ETSI EN 301 908-13 V13.1.1
ETSI EN 301511 V12.5.1

Article 3.1(b) : EN 55032:2015+A11:2020, EN 55035: 2017, EN 55035:2017+A11:2020, EN 61000-3-2:2014, EN IEC 61000-3-2:2019+A1:2021, EN 61000-3-3:2013, EN 61000-3-3:2013+A2:2021+AC:2022
ETSI EN 301 489-1 V2.2.3, ETSI EN 301 489-17 V3.2.4, ETSI EN 301 489-1 V2.2.3,
ETSI EN 301 489-19 V2.2.1, ETSI EN 301 489-1 V2.2.3, ETSI EN 301 489-52 V1.2.1

Article 3.1(a) : EN 62479:2010, EN 50663:2017

Article 3.1(a) : EN IEC 62368-1:2020+A11:2020

The Notified Body (Name: Sporton International (USA) Inc., ID: 2907) performed the conformity assessment according to Annex III, Module B of the Radio Equipment Directive 2014/53/EU and issued the EU-type examination certificate (Ref. No.: SNxxxxxx) covering the essential requirements of article(s) 3.1a, 3.1b, 3.2.

Signed for and on behalf of:

Signature

August 23, 2023, SINGAPORE

Name and Job Title : Eric Yeo, Director

E-mail : eric@tackone.xyz

UK Declaration of Conformity

We,

Name of manufacturer: Tack One Private Limited

Address: 22 SIN MING LANE #06-76, SINGAPORE 573969

Telephone number: +65 91599405

declare that the DoC is issued under our sole responsibility and belongs to the following product:

Product Name: Tack GPS Location Tracker

Trademark: Tack

Model Number: TK23



Object of the declaration:

The object of the declaration described above is in conformity with the relevant UK legislation:

Electromagnetic Compatibility Regulations 2016

Radio Equipment Regulations 2017 (SI 2017/1206)

The following standards and technical specifications have been applied:

Regulation 6.2(Radio) : EN 300 328 V2.2.2, EN 303 413 V1.2.1, ETSI EN 301 908-1 V15.2.1,
ETSI EN 301 908-13 V13.1.1, ETSI EN 301511 V12.5.1

Regulation 6.1b (EMC) : EN 55032:2015+A11:2020, EN 55035: 2017, EN 55035:2017+A11:2020, EN 61000-3-2:2014, EN IEC 61000-3-2:2019+A1:2021, EN 61000-3-3:2013, EN 61000-3-3:2013+A2:2021+AC:2022

ETSI EN 301 489-1 V2.2.3, ETSI EN 301 489-17 V3.2.4, ETSI EN 301 489-1 V2.2.3,
ETSI EN 301 489-19 V2.2.1, ETSI EN 301 489-1 V2.2.3, ETSI EN 301 489-52 V1.2.1

Regulation 6.1a (Health) : EN 62479:2010, EN 50663:2017

Regulation 6.1a (Safety) : EN IEC 62368-1:2020+A11:2020, BS EN IEC 62368-1:2020+A11:2020

The Approved Body (Name: Sporton International (USA) Inc., ID: 2907) performed the conformity assessment according to Schedule 6 of the Radio Equipment Regulations 2017/UK and issued the UK -type examination certificate (Ref. No.: SNxxxxxx) covering the essential requirements of regulation(s) 6.1a, 6.1b, 6.2.

Additional Information:

Software: N/A

Accessories: N/A

Signed for and on behalf of:

Signature

Date 23rd August 2023