

# GPS PET TRACKER

## Quick Start Guide



**Please read the installation guide carefully before use, so as to get the correct installation method and quick operation. If the appearance and color of the product are changed, please refer to the actual product! If the software content is updated, the documentation provided with the latest version of the software shall prevail. The company does not assume legal responsibility for the faults and omissions in the use process.**

# 1. Product function parameters

## 1.1. Product features:

Location query, Track playback, Electronic fence, Low battery alarm, Light pet search, Sound pet search, etc.

(Different models with different functions, please refer to corresponding models.)

## 1.2. Performance parameters:

- Charging requirements: 5V DC - 1000mA;
- Location time: Average hot start: ≤3sec (opensky)  
Average cold start: ≤35sec (opensky)
- Positioning accuracy: ≤10 meters (open sky)
- Working temperature: -20°C-70°C.

(Please install and use correctly within the tolerance range of the equipment performance, if any illegal installation exceeds the equipment performance tolerance range, all the consequences caused by the user shall be borne by themselves!)

# 2. Product accessories and LED light status

## 2.1 Product accessories:

Standard: Main unit, Charging cable, Rubber buckle, Quick installation guide.

## 2.2 Terminal LED status

### 2.2.1 Red LED (power/charging indicator)

Status of the lights	meaning
Always bright	charging
not bright	Uncharged/Fully charged/Powered off

### 2.2.2 Yellow LED (network signal status)

Status of the lights	meaning
flashing	Network initialization
Always bright	Communication normally/Online
not bright	Hibernate/Shutdown

### 2.2.3 Blue LED (positioning signal status)

Status of the lights	meaning
flashing	Searching for positioning signal
Always bright	GPS located
not bright	hibernate/shutdown

### 2.2.4 Bright white LED (pet-seeking light status)

Status of the lights	meaning
Always bright	Light pet search function is on
not bright	Light pet search function is turned off

### 3.Terminal Instructions

#### Full set

- 1x gps tracker 4G
- 1x gift box
- 2x collar fixing silicone buckle
- 1x Magnet charging cable

#### 3.1 Preparations before installation:

**3.1.1.** Open the box, check whether the model of the device is correct and whether the accessories are complete, otherwise please contact your dealer.

**3.1.2.** SIM card selection, the terminal needs to insert a standard SIM card and select the supported operator SIM card.

**3.1.3.** For the installation of the SIM card, confirm the orientation of the SIM card according to the type of the SIM card slot of the device, and place the SIM card correctly.

#### Precautions:

**3.1.3.1.** Please turn off the terminal before installing or removing the SIM card.

**3.1.3.2.** The terminal SIM card needs to enable the networking function and the tariff is normal.

#### 3.2 SIM card installation

Unscrew the screw counterclockwise with the provided screwdriver, open the SIM card cover, insert the SIM card, then cover the SIM card cover and lock it tightly screw. Please refer to the below **Picture 1-1 place of inserting the sim.**



**Picture 1-1**

#### Precautions:

**3.2.1.** The installation direction of the SIM card needs to be fastened correctly.

**3.2.2.** The anti-rubber ring on the SIM card cover cannot be lost, otherwise it will affect the waterproof performance.

### 3.3 Charging

Insert one end of the charging cable into the charger that supports 5V, and attach the other end to the magnetic charging port of the device.

Then observe the device charging indicator. The red light is always on: charging; the red light is off: fully charged. Please refer to the above **Picture 1-1 for the charging position**.

#### Precautions:

**3.3.1.** Fully charge the device before using it for the first time.

**3.3.2.** After charging is completed, please unplug the charger or the USB on the charger side first, and then unplug the magnetic charging connector on the device.

**3.3.3.** When the charging cable is connected to the charger, the other end should not be attached to metal and conductive objects to avoid short circuit.

### 3.4 Switch the machine on and off

Power on: Press the power button for 1 second when the device is off, the work indicator lights up, and the device boots up successfully.

Shutdown: When the device is turned on, press and hold the power button for 3 seconds, the work indicator will flash quickly, and the device will be turned off. Please refer to the above **Picture 1-1 for the on/off position**.

#### Precautions:

If the battery is powered and not used for a long time, the battery is in a protected state, please charge it for half an hour before turning it on.

## 4.Fourth, the terminal operation instructions

### 4.1 SMS Instructions

The user uses the mobile phone to send the SMS instruction to the SIM card number of the positioning terminal (note that the SIM card needs to support the SMS function).

The comma in the following SMS instruction format is the English input status format, and the letters are case-sensitive according to the instruction requirements.

Common query functions	SMS command	Reply
Terminal status query	CXZT	Version, ID,IP, etc...
Longitude and latitude link query	G1234	Google address link
reboot device	CQ	CQ OK
reset	FORMAT	FORMAT OK
Revise APN	APN,123456,cmnet	APN SET OK
Revise APN user name	APNUSER,123456,user	APNUSER SET OK
Revise APN password	APNPASSWD,123456,password	APNPASSWD SET OK
upload interval time setting	FREQ,123456,600	FREQ SET OK

## **4.2 App operation**

### **4.2.1 Login the tracking platform:**

Users can log in to the global positioning service platform provided by the dealer to check the location and status of the vehicle.

For the service platform website, please consult your dealer.

### **4.2.2. login and check on web platform:**

If individual users, please log in with the device ID number. The ID number is on the GPS device and packaging box. When logging in to the platform, please select IEIM/license plate number to log in. The default password is: 123456.

For enterprise users and fleet management users, please log in by user name. The user name and password are set by the dealer, please contact the respective dealer to assign.

### **4.2.3. Login by Mobile APP:**

If Android system, please scan the QR code download, and if Apple mobile phone user can search the APP name in the Appstore to download.

If individual users, please log in by the GPS device ID number. The ID number is on the GPS device and packaging box. When logging in to the platform, please select IEIM/license plate number to log in. The default password is: 123456.

If enterprise users and fleet management users, please log in by user name. The user name and password are set by the dealer, please contact the respective dealer to assign.

## 5. Trouble shooting.

Common Problems	Reasons	Solutions
<b>Poor signal</b>	Test at areas where there are high buildings or underground parking lots, where radio waves cannot be sent or received normally.	Use it at a good signal place
<b>platform shows device not activated after first installation</b>	Main power supply connected correct or not	Do not connect to the main control line of the vehicle
	SIM inserted not correct	Check the SIM card
	Check LED status	Check if the indicator is blinking or steady
	SIM without GPRS activated or SIM card out of charge.	Please contact carrier to activate GPRS or charge
	Ip and port not correct (can check by SMS command)	Revise the ip and port by SMS command
<b>Platform map shows incorrect location</b>	GPS not locate	Please go to outdoor place where GPS signal is good
	Vehicle did not move after installation	Please drive the vehicle on the road
	ACC connected or not	Connect the device and turn on ACC
<b>Platform shows the main power disconnect</b>	Poor power supply connection	Check whether the power supply line of the device connected correct or not
<b>Platform shows device offline</b>	SIM card out of charge, or GPRS was canceled	Please check your SIM card
	Weak signal area	Please try again at good signal area