



Long Life GPS108 / GPS108-PRO User Manual



Preface

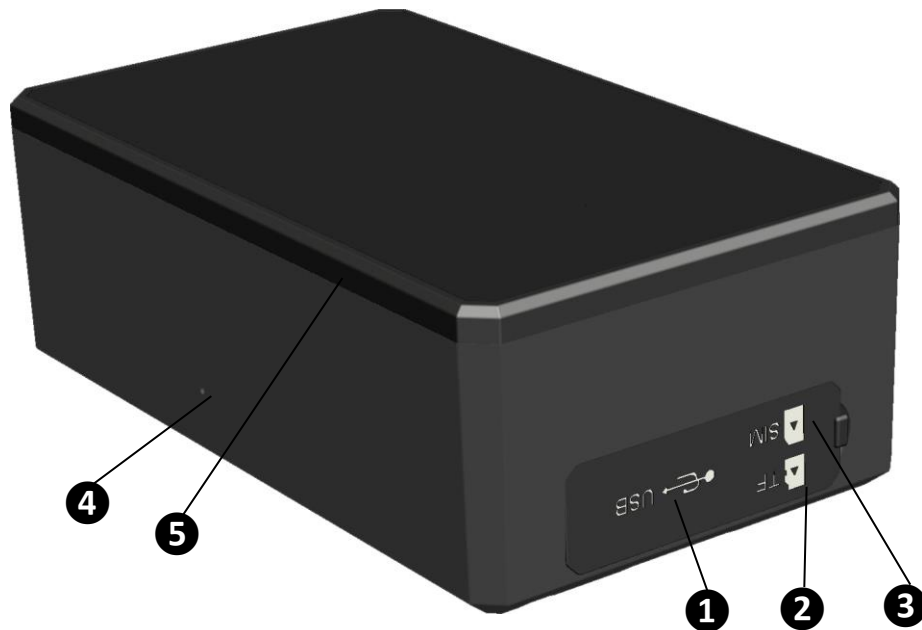
Thank you for purchasing the iTrack Long Life GPS108/GPS108-PRO GPS tracker. This manual shows how to operate the device smoothly and correctly. Make sure to read this manual carefully before using this product. Please note that specification and information are subject to changes without prior notice in this manual.

Any change will be integrated in the latest release. The manufacturer assumes no responsibility for any errors or omissions in this document.

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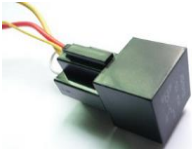
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1. Introduction



- ① USB Port ② TF card slot ③ SIM card slot
- ④ Microphone ⑤ Powerful magnetic rear cover

2. Accessories

No.	Picture	Name	Specs
1		USB cable	Micro USB
2		Hard Wire Kit	4PIN, for GPS108-PRO model only
3		Relay switch for engine cut-off feature	12V/40A or 24V/40A depends on vehicle type, for GPS108-PRO model only

3. Specifications

Content	Specification
DIM.	106mm x 63mm x 37.5mm
Weight	343g
Network	GSM/GPRS
Band	850/900/1800/1900Mhz
GPS sensitivity	-159dBm
GPS Accuracy	5m
Time To First Fix	Cold status 45s Warm status 35s Hot status 1s
Battery	Chargeable 3.7V 10000mAh Li-ion battery
Storage Temp.	-40° C to +85° C
Operation Temp.	-20° C to +55° C
Waterproof Grade	IP67

4. Quick charger

This device supports a maximum 2A current quick charger.

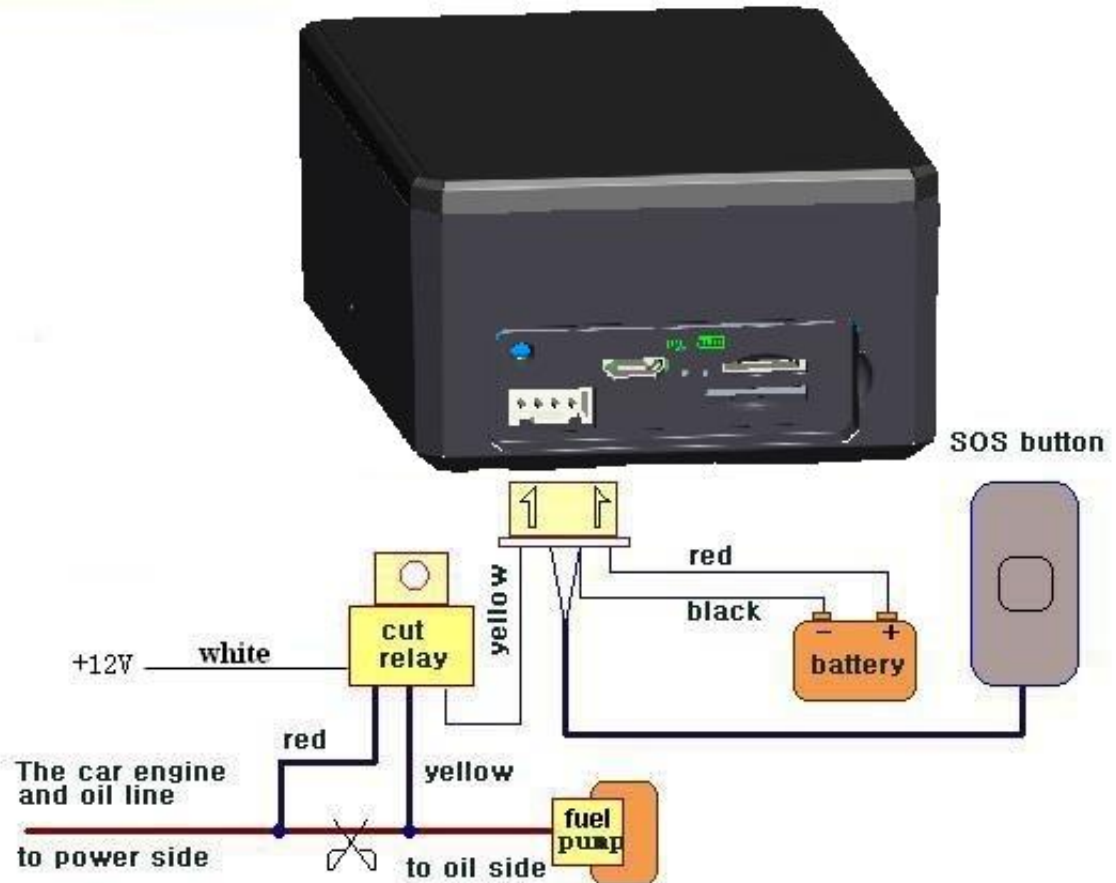
Charging instructions: Connect the device to the AC adapter (Output voltage: 5V, current:2A) with the original MICRO USB cable.



Warning: Please use the original USB cable to charge, if the original USB cable is lost, the replacement USB cable is required to carry at least 2.5A and above.

5. Installation (GPS108-PRO only)

If you need to connect to an auxiliary power source such as a vehicle battery then stop the engine and SOS function. Please find the 4 PIN connector wire to connect it as following diagram. Always seek expert advice or ask a qualified autoelectrician to carry out any hard wire installation to avoid any damage to your vehicle.



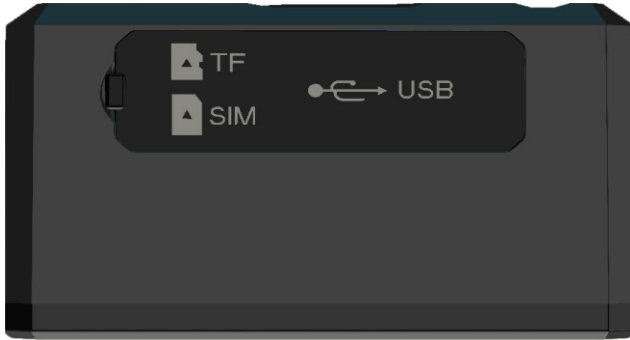
Note: Please install SOS button on the hidden place where the driver can access.

6. Insert SIM card and turn on the device

Attention: Please make sure caller ID is enabled and mobile data is enabled on the SIM. The recommended data plan for the SIM card should be no less than 30MB per month.



- 1 Open the soft rubber plug.
- 2 Insert TF card as the picture shows.
- 3 Insert SIM Card as the picture shows, and tracker will be turned on



4 Close the soft rubber plug

Please use the manufacturer’s original charger and battery; the charge time of the battery is approximately 7-9 hours.

Warning: Lithium batteries contain harmful chemical constituents and may explode, please do not slam, stab or put near fire or extreme heat.

Please place the device outdoors for the first time and wait for 10- 40 seconds to search for GSM and GPS signals to start work normally.

7. LED indicators

Indicators	Status	
Power LED (Red)	Flash	Low battery
	ON	Charging
	OFF	Fully charged
GSM LED (Green)	ON	No GSM signal
	Flash 1 time each second	GSM mode
	Flash 2 times each second	GSM mode, GPS fixed
	Flash 3 times each second	GSM mode, GPS signal is very good
	Flash slowly 1 time each 3 seconds	GPRS mode
	Flash slowly 2 times each 3 seconds	GPRS mode, GPS fixed
	Flash slowly 3 times each 3 seconds	GPRS mode, GPS signal is very good

8. Function Introduction

8.1. Initialization

Send SMS "begin+password" to tracker, it will reply "begin ok" and return to the default factory settings. (Default password: 123456). For example - "begin123456", the device will reply "begin ok".

8.2. Change Password

- 8.2.1. Send SMS "password+old password+space+new password" to the tracker to change the password. For example: Send SMS "password123456 888888" to tracker, it will reply "password OK", it means the password has changed successfully. And please make a note of the new password and keep it safe.
- 8.2.2. Note: The new password must be 6 digits (numbers), or the tracker can't recognise.
- 8.2.3. When reading this user manual, you will notice that we have used "+" and "space" between some words;"+" between two words means they should be written together as one word and "space" between two words means you should leave one character space between two words.

8.3. Set the Time Zone

- 8.3.1. Send the SMS command "time+space+zone+password+space+time zone" to the tracker to change the time zone. For example: Send SMS "time zone123456 0" to set the time zone for the UK (0 = GMT). When the clocks go forward in the summer you would send the SMS command: "time zone123456 1" to set the time zone to +1.

8.4. Add and Delete Authorised Phone Numbers

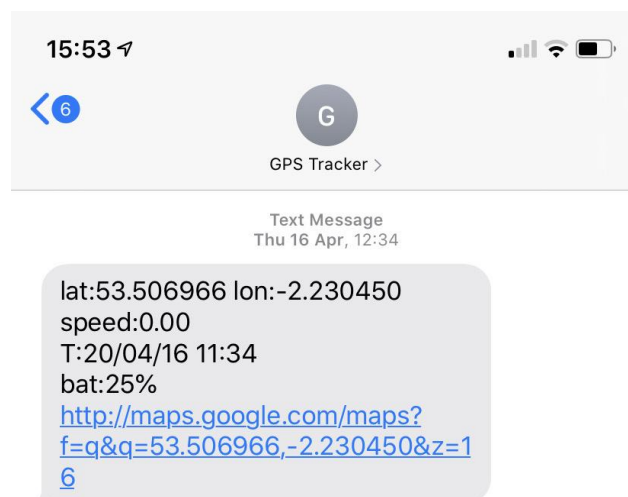
- 8.4.1. You must setup the authorised phone numbers before using geo-fence alarm, movement alert etc. Up to 5 numbers can be authorised.
- 8.4.2. Authorisation: Send SMS command "admin+password+space+cell phone number" to set up an authorised number. The other authorised numbers should be set by the first authorised number. If the number is successfully authorised, the unit will reply "admin OK" by SMS. Please avoid using international format – e.g. '+44'
- 8.4.3. Alternatively you can call the tracker 10 times continuously and get its position, then it will save the cell phone number as the authorised number automatically. It will reply "add master ok".
- 8.4.4. Delete authorisation: Send SMS "noadmin+password+space+authorised number" to delete the authorised number.

8.4.5. If you want to track the target when it enters into another country, you must add the country code before the cell phone number. You should authorise your number in international format as follows: “admin123456 00447989123456” to tracker to set 07989123456 as an authorised number. Please make sure you don’t use a ‘+’ sign.

8.5. Single Tracking

8.5.1. If there aren’t any authorised numbers set up, the tracker will reply all to calls with a location report. If there are authorised numbers set-up, then it will not respond when an unauthorised number calls it.

8.5.2. If you call it from authorised phone number, hang up the call once voicemail connects. If voicemail has been deactivated on the SIM it will hang up automatically and send a real-time location report via SMS as below:



8.5.3. When there is no GPS signal, the message will include the GPS coordinates of last known position and LAC code of current position as well. The message will say the word ‘LAST’ at the beginning of the location report to show you it is the last known location.

8.6. Auto Track Continuously

8.6.1. Track with time intervals for a limited number of times

Send SMS command “fix030s005n+password” to the GPS tracker, it will report the latitude & longitude at intervals of 30 seconds for 5 times. (s:second, m:minute, h:hour). This command must be set in 3 digits (numbers) and the maximum value is 255.

e.g. fix030s005n123456.

8.6.2. Track with time intervals without any limit

Send SMS “fix030s***n+password” to the GPS tracker, it will report the latitude & longitude continuously at 30 seconds intervals.

Note: the interval must not be less than 10 seconds (10s).

8.6.3. Track unlimited times based on distance

8.6.3.1. Send the SMS command “distance+password+space+distance”. The GPS tracker will reply “Distance ok”, and then tracker will track according to this distance value interval.

e.g Send “distance123456 0050” - that means the distance interval is 50 meters, the value must be 4 digits (numbers).

8.6.3.2. To cancel setting: Send SMS “nofix+password” to the tracker device.

8.6.4. Smart track upon time and distance interval

8.6.4.1. Send SMS command “fix030s600s***n+password+space+distance” to the tracker. The units of distance value are meters.

e.g. Send SMS command “fix030s600s***n123456 0200” - that means track interval is 600 seconds when tracker is motionless, and tracker interval is 30 seconds when tracker is moving, or track each 200 meters movement.

8.6.4.2. To cancel: Send SMS “nofix+password” to the tracker.

8.6.5. Turning points update automatically (direction change)

8.5.5.1 The tracker will update the positions automatically to web platform once the vehicle changes driving direction over a preset angle to form a smooth trajectory consistent with the actual road, this function is only effective in GPRS live tracking mode.

8.5.5.2 Send "angle+password+space+angle" to the tracker and it will reply "angle ok". e.g. angle123456 040

8.5.5.3 The angle must be 3 digits (numbers), default angle value is 30 degree.

8.6.6. GPS drift suppression

8.5.6.1 This function is deactivated by default. To activate send the SMS command "suppress+password" to the tracker. It will reply "suppress drift ok". The GPS data stops updating if the vehicle is not driving (ACC is OFF) and the latitude and longitude doesn't change. GPS data updates automatically when vehicle begins to move again.

8.5.6.2 To cancel: send SMS command "nosuppress+password" to tracker and it will reply "nosuppress ok".

8.7. Monitor mode – Voice Listening Surveillance

- 8.7.1. The command to switch between Tracker mode and monitor mode are “tracker” and “monitor”. The default mode is “tracker” (GPS tracking mode).
- 8.7.2. Send the SMS command “monitor+password” to the unit and it will reply “monitor ok!” and switch to listening mode.
- 8.7.3. Send SMS “tracker+password” to the unit, and it will reply “tracker ok!” and switch to “tracker” mode.
- 8.7.4. Once monitor mode is activated, simply call the tracker and it will automatically answer the call and allow you to listen discretely via a one-way call.

8.8. Forward a Third Parties’ Message

- 8.8.1. Send the SMS command "forward+password+space+third parties phone number" from an authorised phone number and the tracker will reply "forward ok". Only one third party phone number is supported.
- 8.8.2. For example, set the service phone number of carrier of the SIM card in the tracker. When message is received to remind you to top up the SIM card, the tracker will forward it to the authorised phone number.
- 8.8.3. To cancel: Send SMS command "noforward+password".

8.9. Decide How Many Times of Alarm Message

For alarm messages sent in a cycle, you can decide how many times the alarm is sent via SMS. Send SMS “xtime+password+005” to tracker, alarm message will be sent 5 times once alarms are triggered.

Alarm SMS will be sent 5 times by default.

8.10. Engine Cut-Off Feature (GPS108-PRO ONLY)

8.10.1. Send the SMS command “stop+password” to tracker, tracker will execute it and reply “Stop engine Succeed”. It will remain immobile until it received a SMS command to resume.

8.10.2. Various stop modes

Execute immediately: Send command “quickstop+password” to the tracker, it will reply “quickstop OK”. Then the tracker will stop the car immediately after “stop” SMS command is received.

Execute depending on speed (Default mode): Send SMS command

“noquickstop+password” to tracker. It will reply “noquickstop OK”, Then the tracker won't stop the car immediately after “stop” command.

Instead, it will reply “it will be executed after speed less than 20KM/H”, and stop the car when the speed is less than 20KM/H.

8.10.3. Reactivate relay switch and resume fuel supply

Send SMS command “resume+password” to the tracker, it will reply "Resume engine succeed", it means the relay switch is reactivated and the fuel supply is resumed.

Note: Tracker must be fully hard wired by a qualified autoelectrician for engine cut-off feature to work. Please do not attempt to install without any qualifications or knowledge.

8.11. Alarm Functions

8.11.1. Low battery alarm

8.11.1.1. Send the SMS command “lowbattery+password+space+on” and the tracker will send the SMS “low battery+latitude/longitude” to authorised numbers 2 times in total at 15-minute intervals when voltage of battery is approximately 3.5V.

8.11.1.2. This function is activated by default.

To cancel: Send SMS “lowbattery+password+space+off” to deactivate.

8.11.2. Geo-fence Alert

8.11.2.1. Set up a geo-fence for the tracker to restrict its movements within a boundary. The unit will send an SMS to authorised numbers when it goes in or out of this boundary.

8.11.2.2. Set up: When the unit stays immobile in a place for 3-10 minutes, the user can send SMS “stockade+password+space+latitude,longitude;latitude,longitude” to unit to set the restricted area. In the event of a breach, it will send the SMS “stockade!+ latitude & longitude” to the authorised numbers.

Attention: The first latitude & longitude is coordinate of the top left corner of the Geo-fence, while the second latitude & longitude is the coordinate of the bottom right corner. It will send SMS alarms at 3 minute intervals once the tracker breaches the boundary.

8.11.2.3. To cancel: Send SMS “nostockade+password” to deactivate this function.

8.11.3. Multi-area management

8.11.3.1. Set area

Send the SMS command:

area+password+space+latitude,longitude+space+areaname,distanceM" to GPS tracker (distance unit: M for meter, K for kilometer), it will reply "area01 ok".

For Example: Send: "area123456 22.353648,113.543678 school,800M".

Note: 5 areas maximum. Distance between two points can't be less than the total distance in the 2 commands, and different areas can't cover each other.

8.11.3.2. Delete area

Send the SMS command: "noarea+password+space+area name" to the tracker and it will reply: "noarea ok".

8.11.3.3. Rename and set distance

Send the SMS command "rename+password+space+old name;new name,distanceM" to the tracker. If the name is not repeated and the area doesn't cover others it will reply "rename ok!" for successful configuration.

Example: Send "rename123456 area01;school,800M" - this means the new area name is "school" and it covers an area of a radius of 800 meters.

8.11.3.4. Activate multi-area management

Send the SMS command "area+password+space+on" to the tracker and it will reply "Area on ok!". When the tracker enters the pre-set area, the tracker will send the SMS "area name+latitude & longitude" to all the authorised phone numbers and send the same SMS when goes out of the area.

8.11.3.5. Deactivate Multi-area management

Send SMS command "area+password+space+off" to the tracker and it will reply "area off ok!"

8.11.4. Movement alarm

8.11.4.1. Set up: when the unit stays immobile in the same place for 3-10 minutes with an active GPS signal, the user can send the SMS command "move+password+space+0200" to the tracker (This example is a radius of 200 meters - it supports 4 digits at most. Units: Meters). It will reply "move OK". In the case of such a movement it will send the SMS "Move + latitude & longitude" to the authorised numbers. (the default distance is 200m)

8.11.4.2. To cancel: Send SMS "nomove+password" to deactivate the movement alarm.

8.11.5. Over-speed alarm

8.11.5.1. Set up: Send SMS “speed+password+space+080” to the unit (This example uses a speed of 80km/h), and it will reply “speed OK!”. When the target moves and exceeds 80km/h, the unit will send the SMS “speed+080!+ latitude & longitude” to the authorised numbers. It will send only one SMS in 3 minutes in SMS mode.

8.11.5.2.To cancel: Send SMS command “nospeed+password” to deactivate the overspeed alarm.

Attention: The recommended speed should be not less than 30km/h as below that rate the accuracy will be effected by GPS drift etc.

8.11.6. GPS blind Spot alert

8.11.6.1.This function is deactivated by default.

Send SMS command: “gpssignal+password+space+on” and the tracker will send alert SMS “no gps+last valid latitude/longitude before lost signal” when no GPS signal is received.

8.11.6.2.To cancel: Send SMS “gpssignal+password+space+off” to deactivate.

8.11.7. Shock sensor Alarm (Accelerometer sensor alarm)

The built-in 3-axis accelerometer sensor can detect when the vehicle moves, tilts or is caused to vibrate.

8.11.7.1.Activate Shock alarm: Send “shock+password” to the tracker and it will reply “Shock is activated!”. The SMS “Sensor alarm+latitude&longitude will be sent to authorised phone numbers when vibration is detected.

8.11.7.2.To cancel: Send “noshock+password” to tracker to deactivate the shock alarm.

8.11.7.3.Configure sensitivity of vibration sensor (First level by default)

First level: alarm will be triggered after detecting a slight vibration; send SMS command “sensitivity+password+space+1”.

Second level: alarm will be triggered after detecting a medium vibration; send SMS command “sensitivity+password+space+2”.

Third level: alarm will be triggered after detecting a heavy vibration; send SMS command “sensitivity+password+space+3”.

8.11.8. SOS alarm (GPS108-PRO ONLY)

Press the SOS button for 3 seconds and the tracker will send the SMS:

“help me!+lat./long.” to all the authorised numbers at 3 minutes time intervals.

It will stop sending alerts via SMS when any authorised number replies with the following SMS to the tracker: “help me!”

8.11.9. Loss of external power alarm (GPS108-PRO ONLY)

8.11.9.1. This function is deactivated by default.

Send “extpower+password+space+on” to activate and it will send the SMS “power alarm+latitude/longitude” to authorised numbers when external power is disconnected.

8.11.9.2. To cancel: Send SMS “ extpower+password+space+off” to deactivate it.

8.12. Sleep mode

Sleep Mode	Description	Application Occasions	Standby Time
Always online	GPRS is always online. The tracker will be intelligent and shut down GPS module during the period where tracking isn't necessary.	Real time tracking	10000/31mA/24h = 13.4 days
Sleep by shock	GSM module runs in low power consumption when in sleep state. Vibration and calling can wake it up.	Sleep when it is motionless, and track when start to move	10000*0.9 (Battery self-loss) /1.9mA/24h = 197 days
Sleep by time	GSM module runs in low power consumption when in sleep state. Calling can wake it up but vibration cannot wake up. GPS module shuts down when motionless and no need to track in GPRS mode.	The target doesn't need to be tracked frequently and can track it any time when necessary.	10000*0.9 (Battery self-loss) /1.9mA/24h = 197 days
Deep sleep by shock	GSM module shuts down when in sleep state. Calling will not wake it up, vibration can wake it up.	Sleep if the target is motionless, and track when the target starts to move	10000*0.85(Battery self-loss) /0.3mA/24h/365d = 3.2 years
Schedule	GSM module shuts down when in sleep state. Calling cannot wake it up, but it will wake by itself to report its position according to the scheduled time set.	The target doesn't need to be tracked frequently and let it report positions according to the schedules.	10000*0.85 (Battery self-loss)/0.3mA/24h/36d = 3.2 years

Deep sleep by shock + schedule	GSM module shuts down when in sleep state. Vibration can wake it up. It will wake up to update the position according to the schedule time.	The target needs to be tracked when it starts to move and let it report positions according to schedule when it is motionless.	10000*0.85 (Battery self-loss)/0.3mA/24h/36d = 3.2 years
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8.12.1. Always online

Send the SMS command "sleep+password+space+off". The tracker will reply "sleep off ok", then the tracker will always stay online. GSM and the LED will work all of the time. GPS module shuts down intelligently according to the track interval when it is motionless and there is no need to track.

8.12.2. Sleep by shock

Send the SMS command "sleep+password+space+shock". The tracker will reply "sleep shock ok", and will enter sleep mode if no vibration is detected. GPS module shuts down and LED will be off. Vibration or any operation can wake up the tracker.
e.g. sleep123456 shock.

8.12.3. Sleep by time

Send the SMS command "sleep+password+space+time". The tracker will reply "sleep time ok". If no operations in 3 minutes the tracker will sleep. The GPS module shuts down and the LED will be off too. Calling or sending SMS can wake up the tracker. In GPRS mode, GPS module shuts down intelligently according to the track interval when it is motionless and there is no need to track.

8.12.4. Deep Sleep by Shock

Send the SMS command "sleep+password+space+deep". The tracker will reply "sleep deep ok". It will sleep if it doesn't detect vibration. GPS & GSM modules shut down and LED will be off too. Only vibration can wake it up and the tracker will send wake up messages automatically after it senses vibration and wakes up.

8.12.5. Schedule report

Send the SMS command "schedule+password+space+1h" to the tracker. It will wake up every one hour and automatically send a location message after it wakes up. (m: minute; h: hour; d: day). The maximum time interval is set to three digits and not more than 30 days. After sending this command GPS & GSM modules shut down and the tracker runs in super lowest power consumption. Calls or messages cannot wake it up. Triggered alarm can wake up the tracker to work normally but after alarm is canceled the tracker will resume schedule report mode.

To cancel: After the tracker wakes up, send SMS command "noschedule+password" to deactivate this function.

8.12.6. Deep sleep by shock + Schedule report

Send the SMS command "sleep+password+space+schedule+space+12h". The tracker will reply "sleep schedule ok". Then the tracker will wake up and send the SMS "work notify" message every 12 hours, and the vibration can wake up the tracker too. After the tracker wakes up it will send the SMS "deep shock".

8.13. Check the status of the tracker

Send the SMS command "check+password" to tracker and it will reply with a status report giving the remaining battery percentage, GPS signal, GSM signal, GPRS status, APN, UP, IP and port, etc.

e.g send SMS command "check123456" to the tracker, and the device will send a status report like this:

Battery: 100%

GPRS: ON/OFF

GPS: OK/NO GPS

GSM Signal: 1-32 (the higher, the better)

APN: cmnet,user,password;

IP: 104.250.138.146:9000/DNS: 04.GPSTrackerXY.com:9000

Shock: ON/OFF

8.14. Check IMEI number of the tracker

Send the SMS command "imei+password" to the tracker. For example, Send SMS "imei123456" to the tracker and the 15 digit IMEI number will be returned via SMS.

8.15. GPRS Configuration

User must send the SMS commands via a cell phone to set up the APN, IP and port before starting to use the tracking in real-time live tracking mode (GPRS mode).

8.15.1. Configure APN

APN standards for Access Point Name and differs from network to network.

For more information about the APN for your network, please inquire with your chosen network operator or search online. We will use O2 for the examples below.

Send the SMS command to the tracker “APN+password+Space+APN” via a cell phone and the tracker will reply “APN OK”.

For example: Send SMS command “APN123456 payandgo.o2.co.uk”. If executed, the tracker will reply “APN OK”.

Note: ‘payandgo.o2.co.uk’ is the APN of the O2 PAYG network in the UK.

8.15.2. Configure tracking platform server IP address and port:

Send the SMS command “adminip+password+space+IP+space+port” and the tracker will reply “adminip ok”.

For example: send the SMS “adminip123456 213.136.81.111 10200” and the tracker will reply “adminip ok”. (123456 is the password of tracker, and 213.136.81.111 is the IP and 10200 is the port.)

8.15.3. Switch to GPRS mode:

8.15.3.1. Send the SMS command “GPRS+password” to the tracker and it will reply “GPRS ok!” meaning the tracker has switched to work in GPRS mode.

8.15.3.2. TCP/UDP Switch

SMS command: “GPRS+password,0,0” is used to switch to TCP mode, TCP is the default mode.

SMS command: “GPRS+password,1,1” is used to switch to UDP mode.

8.15.3.3. Send the SMS command: “SMS+password” to the tracker and it will reply “SMS OK!” and switch the device back to SMS mode

9. Instructions for iTrack Live GPS Tracking Platform

You will need to register an account on our tracking platform before you can use live tracking via the website or mobile app. The account username and password are the same for both the website and the app login.

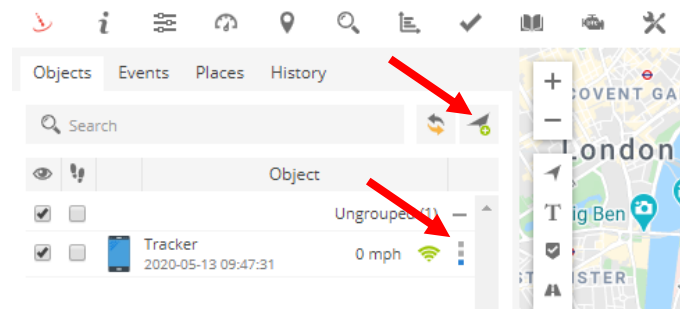
You will need to create a user account on iTrack Live before using the tracker in GPRS real-time mode (live tracking).

Please visit www.itrackgpstrackers.com and click the ‘iTrack Live Login’ link in the top right corner of the page or go directly to www.itracklivettracking.com. Here you will be able to create a new user account. The username and password on the online platform will be the same for the mobile iOS/Android App so please make a note and keep it safe.

Adding your device to the platform

You now you need to add your tracker to the iTrack Live GPS Tracking Platform – you can add multiple trackers. From the control panel on the left hand side click the arrow icon with the green '+' sign as shown below. You will need the IMEI number of the tracker which can be found on a sticker in the battery compartment (alternatively send the SMS command imei123456 and the device will send the IMEI via SMS).

Once the 'object' is added you can then click the three small dots to control the tracker.



Once you have added the tracker to the object list you can now begin to control the monitor and control the tracker. When the device is online the signal icon will turn green – if the icon is grey this means the tracker is offline or has no GPRS reception.

GPRS settings must be configured before the tracker will show online (see section 5.19).

You will now be able to use the iTrack Live GPS Tracking Platform and all of its features.

To set continuous tracking intervals follow the steps below:

Click 3 dots icon > Send Command > Select 'Position Interval' template > edit command to required time interval in seconds

You can set the local time of the tracker as follows:

Send SMS Command: time+space+zone+password+space+time zone

Example for UK time zone: time zone123456 0

Note: You would need to change the time zone to '1' during British Summer Time

You can view historical location records as follows:

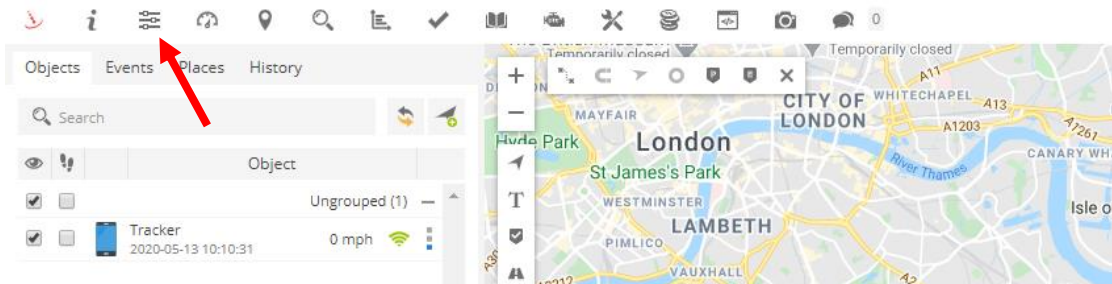
Click 3 dots icon > Show History > Choose parameter

It is possible to view a simulated route repeat when viewing the history. You are able to speed the timeframe up to 6x.

You can set up geofence zones as follows:

Right click on map > New Zone > Draw Zone > Save Zone

You can change the user settings by clicking the icon shown below:



IOS & Android mobile APP

If you have a smart phone or tablet you can download the iOS/Android App from the App store. Please search for 'iTrack Live' to find the App.

See image below of App icon:



10. Cautions

1. Do not put the unit in extremely hot OR cold places.
2. Handle carefully. Do not vibrate or shake the device violently.
3. Please use a dry cloth to clean and do not use chemicals or cleaning agents.
4. Please do not paint the device - this may lead to internal circuit failure.
5. Please do not attempt to dismantle the device. Warranty will be void.
6. Please read the user manual carefully before installation and operation.

11. Troubleshooting

Faults	Possible reason	Solution
No power	Insufficient battery charge SIM is not inserted correctly	Charge device Make sure SIM is properly inserted and 'clicks' in to place.
No GSM signal	SIM is not inserted correctly SIM card not activated	Make sure SIM is properly inserted and 'clicks' in to place. Try another SIM card
Not responding to calls	If authorised numbers have been configured the device will only reply to those numbers. Incorrect format when authorising number User has withheld phone number Insufficient SIM card credit	Call from authorised number or deauthorise the number. Authorise number in standard format without +44 country code Make sure caller ID is activated Check SIM card balance
Device not showing online in GPRS mode or in middle of ocean on map.	IP or APN configuration error GPRS is not activated on SIM. Insufficient SIM card credit	Carefully configure again Check with network operator Check SIM card balance
Device not sending movement alerts to my phone	Tracker will only send alerts to authorised numbers	Make sure your phone number is authorised
The time is wrong	Incorrect time zone set on device.	Set time zone for your country. (See section 9.3)