

80mm

90mm

SyncUP TRACKER™

connected by T-Mobile

Start Guide

What's Inside

Tracker Charger Lanyard

Get to know your tracker

1. Power button
2. LED indicator
3. Speaker
4. Light sensor
5. IMEI number
6. Personal ID
7. Magnetic charging strip
8. QR code

1. Power button- Press and hold the Power button for 3 seconds to turn the device on/off
2. LED indicator- Display the current status of the tracker. For more details refer to page 3
3. Speaker- Press the play sound button on the app to play a sound on the tracker
4. Light sensor- Detects changes in light
5. IMEI Number- Enter this number during the manual pairing process
6. Personal ID- Write your initials or belongings you are tracking
7. Magnetic charging strip- Align the included charger with the magnetic charging strip
8. QR Code- Used to pair the device during onboarding. Just scan and go

LED Indicator

- Solid yellow: Battery charging
- Solid green: Battery fully charged
- ((●)) Blinking red: Low Battery or alert
- ((●)) Blinking green: Pairing mode
- Solid green for 2s: Paired
- Solid red: Received Find My Device command
- No light: Standby

How to charge

- Align the magnetic charging pins of the USB cable with the magnetic charging port on the back of the device.
- They will be automatically aligned.
- Once those are aligned, connect the USB end to the charging block (included).
- Connect the travel adapter to an electrical outlet to fully charge the device.
- The LED indicator will light up yellow when charging.

Get Started

To get started with SyncUP TRACKER, follow these steps

1. **Charge your tracker** for at least 2 hours
2. **Download the app** via Apple Appstore or Google Play and sign into your profile with your T-Mobile account credentials
3. **Add a new tracker** by following the app's onscreen instructions for a quick scan and connection to the T-Mobile network
4. **Personalize your tracker** by selecting what you are tracking, naming the tracker, picking a custom avatar, and energy/performance setting

Cover: Prints T-Mobile Magenta
Logo and Text K/O to White
Tracker overprints Black

Header prints
T-Mobile Magenta

Images print CMYK

Text prints Black

URLs prints T-Mobile Magenta

Cover: Prints T-Mobile Magenta
Logo and Text K/O to White

Get the App

Search for "SyncUP TRACKER" in the Apple, Google Play Store, or visit:

www.t-mobile.com/syncuptracker

Open SyncUP TRACKER App on your smartphone and follow the step-by-step instructions to set up your tracker.

Verify your smartphone is up to date with the latest operating system and meets the minimum technical requirements.

Set up a profile

What are you tracking?

After signing into the app and adding your tracker, you can customize what you are tracking.

Easily create a custom tracker profile

Have fun and personalize your tracker Name, Screen Image (icon type/color or picture), and the Energy/Performance level, or simply choose the default settings for what you want to track.

Additional information

Approved firmware Versions

This device will only operate with firmware versions that have been approved for use by T-Mobile and the device manufacturer. If unauthorized firmware is placed on the device, it will not function.

Additional information

Qualifying plan, app and GPS signal is required. All illustrations and images simulated. Coverage not available in some areas. See Terms and conditions (including Arbitration Provision) at T-Mobile.com, for additional information, and restrictions and details. T-Mobile, the T logo, Magenta and the magenta color are registered trademarks or Deutsche Telekom AG. SyncUP TRACKER and SyncUP TRACKER logo are trademarks of T-Mobile.

Support

Still need help?

Reach out to our T-Mobile Team of Experts, who are available 24/7

How to reach us:

From your T-Mobile phones, please dial 611, or from any phone dial 1-800-936-8997

Call Us-TTY

TTY service is available for the hearing and speech impaired. Hours are 5:00am to 10:00pm PT, daily. Call us toll free at 1-877-296-1018. For access to our T-Mobile Support Community, visit: <https://support.t-mobile.com>

ARE YOU WITH US?

NOTE: For legal review only, not for layout/design

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