



SyncUp Tracker User Guide: T-Mobile R38YLCP314AT Model

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The T-Mobile SyncUp Tracker User Guide provides detailed instructions on how to use the R38YLCP314AT model of the SyncUp Tracker. This guide is designed to help users get the most out of their device by providing information on its features and how to use them. The guide covers topics such as getting to know the tracker, how to charge it, and how to set it up using the SyncUP TRACKER app. The guide also includes additional information on approved firmware versions, qualifying plans, and GPS signal requirements. Users can personalize their tracker by selecting what they are tracking, naming the tracker, picking a custom avatar, and energy/performance setting. If users require further assistance, T-Mobile's Team of Experts is available 24/7 to provide support. The guide is an essential resource for anyone who wants to use their SyncUp Tracker effectively and efficiently.

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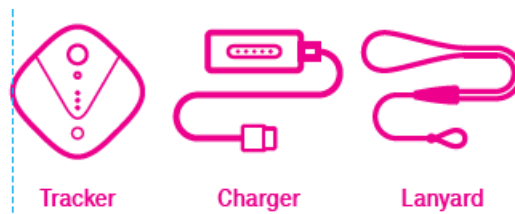
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SyncUP **TRACKER**TM

T-Mobile SyncUp Tracker User



What's Inside



Get to know your tracker



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

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

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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>

Die Reference: 314AT Tracker 2 QSG Dieline.ai

Pearlfisher. Pearlfisher Inc. 455 Broadway New York NY 10013 USA T 212 604 0601 www.pearlfisher.com		Artwork scale 100% Date created 08/04/20 Modified date Version v1	Client / Project T-Mobile/ SyncUp Tracker Start Guide IMPORTANT NOTES: Please check this artwork proof thoroughly, including all copy, colors, dielines and legal/mandatory information, prior to approval. Once the artwork has been approved by you and released by Pearlfisher, we can no longer take responsibility for any errors or omissions, as outlined in our terms and conditions. If you have any questions relating to this or if you require any guidance on checking artwork proofs, then please let us know and we will happily advise. Barcode shown is for positional only and should be set by printer according to client's specifications.
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Specifications

Product Specifications	Description
Model	T-Mobile R38YLCP314AT SyncUp Tracker
Power Button	Press and hold for 3 seconds to turn the device on/off
LED Indicator	Displays current status of the tracker
Speaker	Press the play sound button on the app to play a sound on the tracker
Light Sensor	Detects changes in light
IMEI Number	Used during manual pairing process
Personal ID	Write initials or belongings being tracked
Magnetic Charging Strip	Align included charger with magnetic charging strip on device
QR Code	Used to pair device during onboarding
Charging	Connect USB cable to magnetic charging port on device and charging block (included)
LED Indicator	Lights up yellow when charging
SyncUP TRACKER App	Download from Apple Appstore or Google Play
Customization	Select what is being tracked, name the tracker, pick a custom avatar, and energy/performance setting
Approved Firmware Versions	Device only operates with approved firmware versions
Qualifying Plan	Plan, app, and GPS signal required
Support	T-Mobile Team of Experts available 24/7

FAQ's

How do I turn on/off the SyncUp Tracker?

Press and hold the Power button for 3 seconds to turn the device on/off.

How do I charge the SyncUp Tracker?

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.

How do I set up the SyncUp Tracker?

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

How do I customize what I am tracking with the SyncUp Tracker?

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

custom tracker profile. 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.

What are the approved firmware versions for the SyncUp Tracker?

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.



What requirements are needed for the SyncUp Tracker to function?

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.

How can I get support for the SyncUp Tracker?

Reach out to our T-Mobile Team of Experts, who are available 24/7. From your T-Mobile phones, please dial 611, or from any phone dial 1-800-936-8997. 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>.

Documents / Resources

	T-Mobile SyncUP Tracker [pdf] User Guide YLCP314AT, R38YLCP314AT, SyncUp Tracker
	T-Mobile SyncUP Tracker [pdf] User Guide SyncUP, Tracker, SyncUP Tracker

References

- [T AutoForward](#)
- [T T-Mobile® Official Site: Get Even More Without Paying More | T-Mobile & Sprint Merged to Give You More](#)
- [T SyncUP TRACKER, A GPS Device For Your Bike, Luggage & More | T-Mobile](#)
- [T Wireless | T-Mobile Support](#)
- [T Shop the Latest Hotspots, IoT & Connected Devices | T-Mobile](#)