Tack GPS TK-20 GPS Location Tracker User Manual

User Manual and Troubleshooting Guide
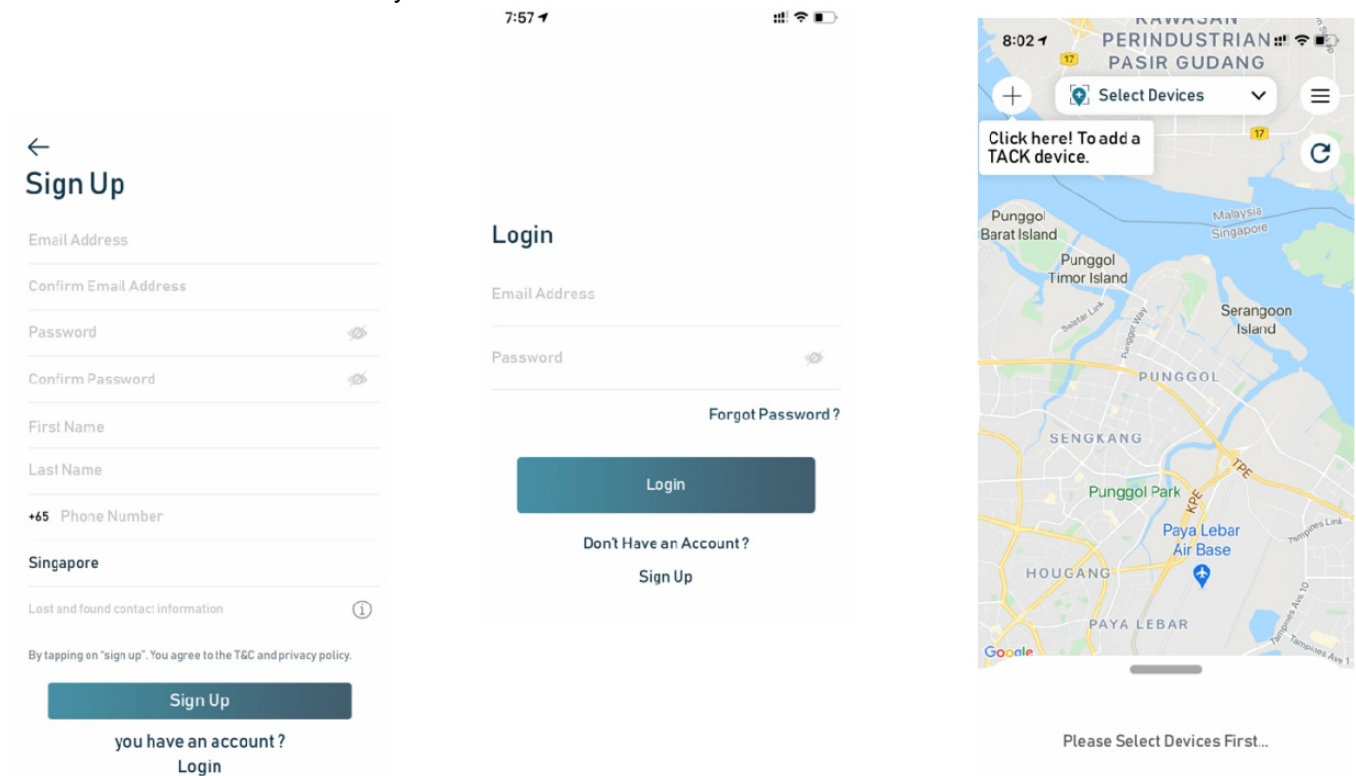

Tack GPS User Manual

Contents

Activate your Tack GPS

1.1. Sign up for a new account
Note: i. Password should be at least 8 characters and consists of alphanumeric with upper and lowercase only, no special characters
1.2. Login to your new account
1.3. Click on the "+" icon to add your new device

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 the IoT network search is done, a notification will be sent to TackGPS App and the newly added device will appear on the TackGPS dashboard.
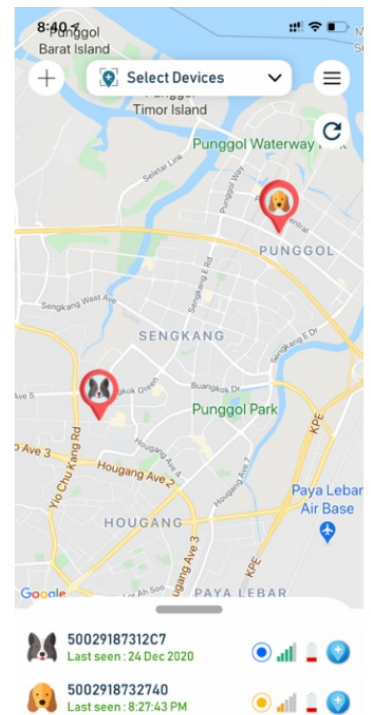
1.7. If the device does not show up on the TackGPS app after the green LED light goes off, click twice on the power button to restart the network search. Green light will come on again to indicate network search is restarted

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 the refresh button on the TackGPS dashboard to view the new device after the new device setup notification is sent to TackGPS App.
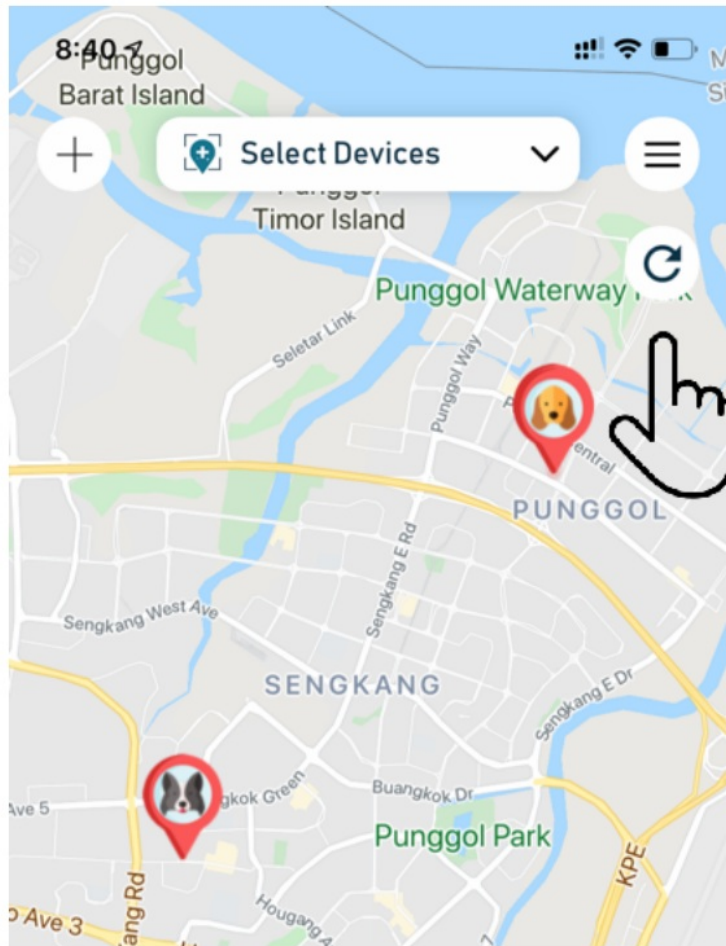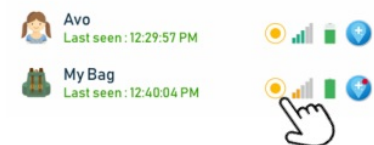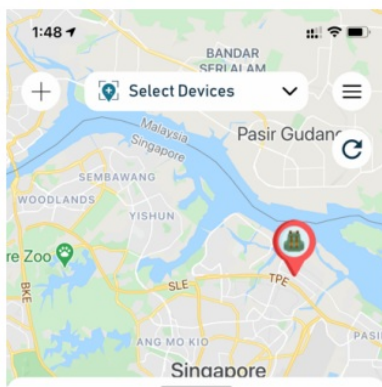
Setting up your Tack GPS

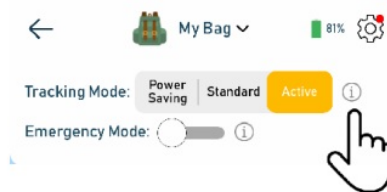2.1. To enter the device settings page tap on the icon shown beside each device:

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

i. Tracking Mode

ii. Emergency Mode – On/Off

2.3. To enter advanced settings, tap on the settings wheel located at the top right corner

Hint: Click on the info buttons beside the mode settings to find out how they work

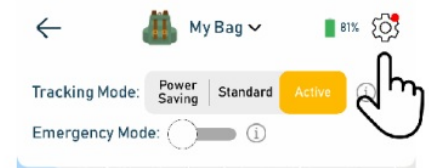Note: During the mode change, the previous mode will start flashing and stop once mode change is completed,

- Standard Mode – 1 hourly update
- Active Mode – 10 minutes update
- Power Saving Mode – 4 hourly update
- Emergency Mode – 2 minutes update

2.4. At the device advanced menu, safe zones may be added by pressing on the "+" icon. Up to 4 safe zones may be added for each Tack device

2.5. Safe zone creation screen:

2.6. After the safe zone is added, TackGPS App will receive a notification whenever the device enters or leaves the designated safe zones.
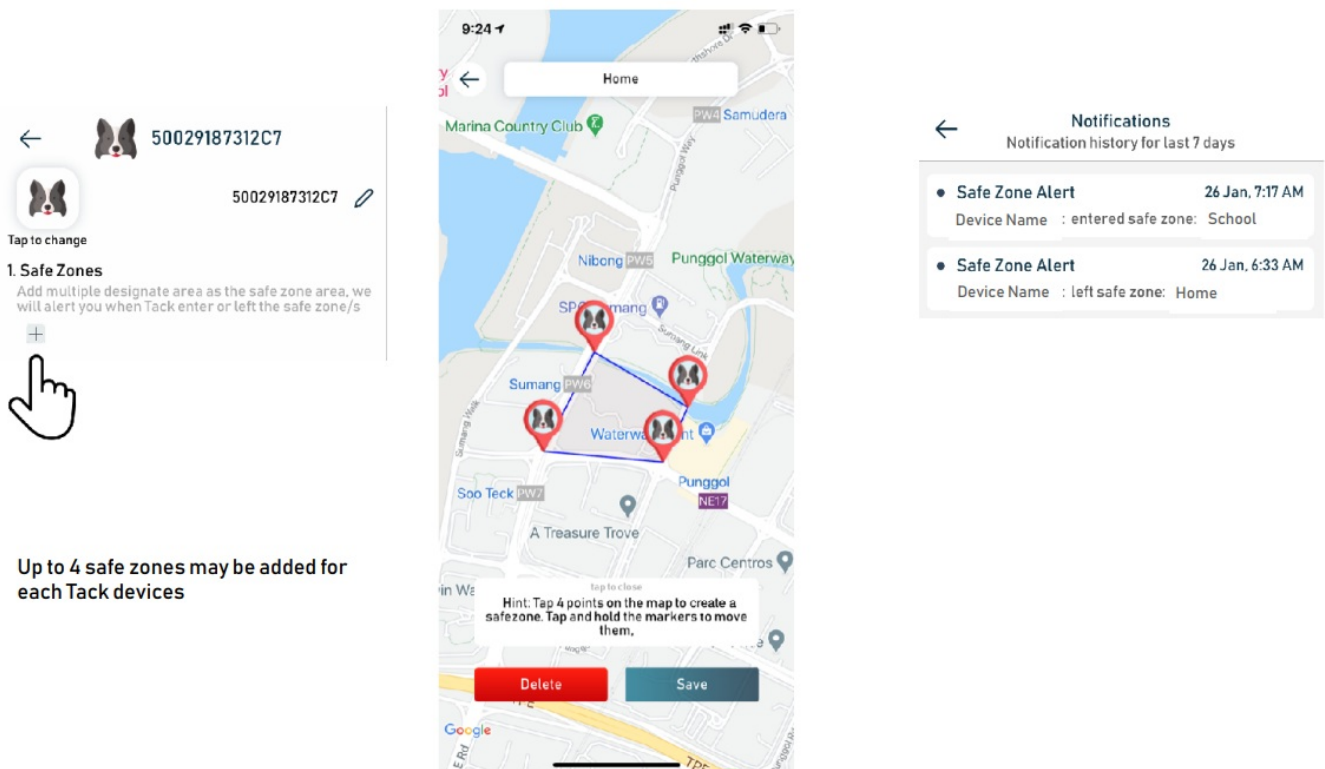
2.7. On-demand location alerts can also be sent from the device by pressing the power button twice. The green led lights will come on to indicate on-demand alerts being sent.
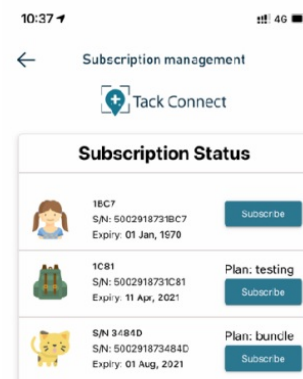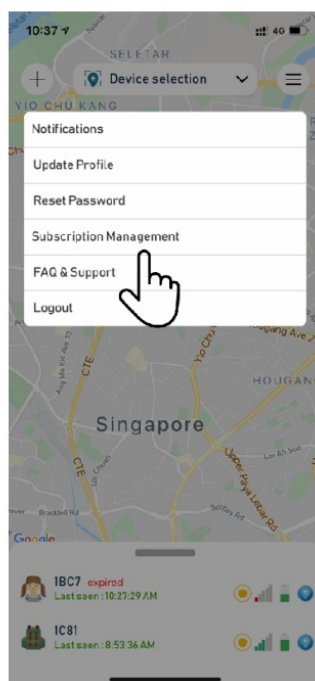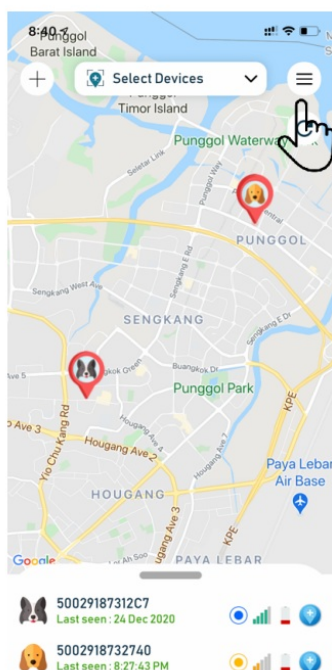

2.8. Notification alerts will also be sent to the TackGPS app whenever on-demand location alerts are triggered on the device.

Subscribing to Tack Connect

3.1. On the dashboard, tap on the menu bar on the top right-hand corner
3.2. Tap on Subscription Management from the drop-down selection
3.3. Tap on Subscribe button against the device to which you wish to subscribe

Updating Tack GPS firmware
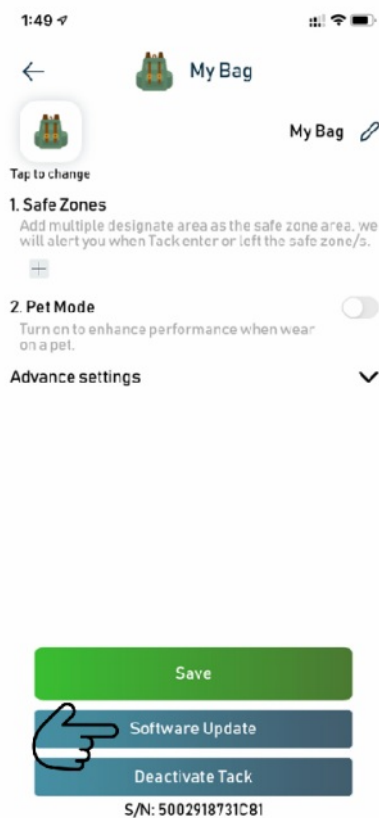
Note:
i. Bluetooth on phone must be turned on.
ii. A wifi (2,4GHz only) or phone hotspot is required to download the firmware.
4.1. When there is a new firmware update for the Tack GPS device, the user will be notified via a red icon beside the device setting icon. Tap on the icon.
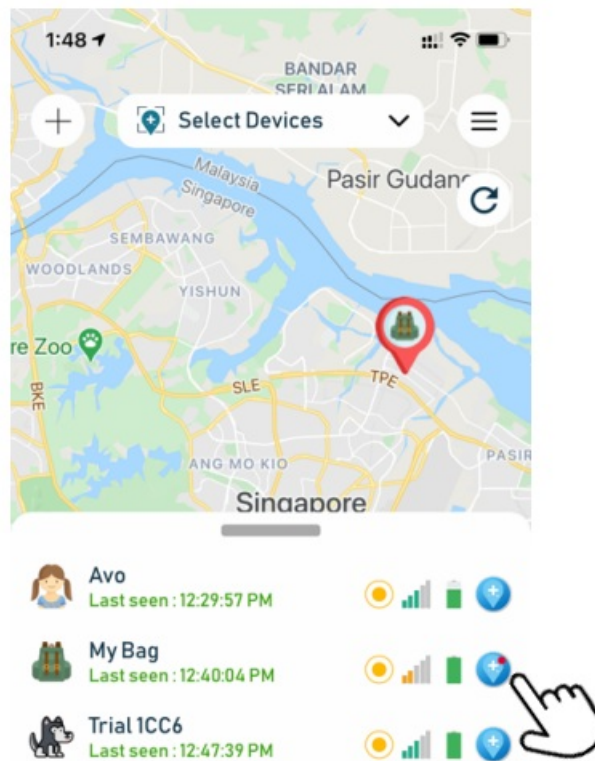
4.2. Tap on the advance settings wheel at the device menu.

4.3. Tap on Software Update
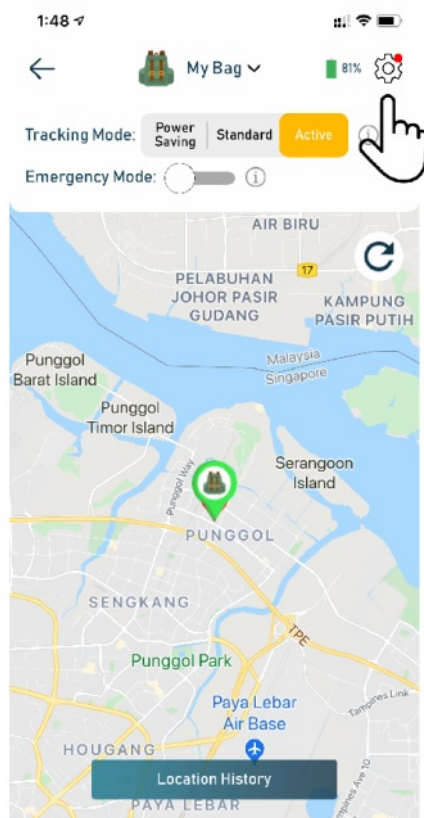
4.4. Power off the device by long-pressing the power button for 10 secs. Tack GPS is powered off after the blue LED goes off completely.

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

Hold for 10 secs

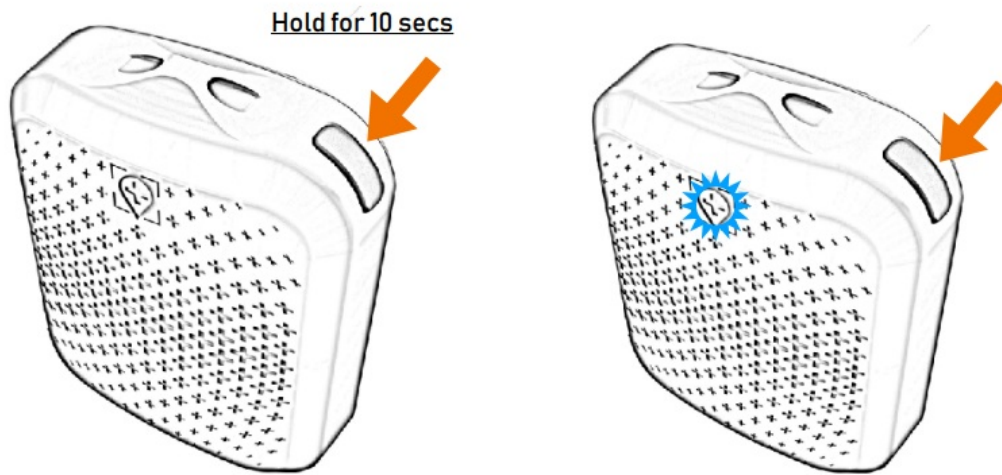4.6. While the blue LED is blinking, tap on the update button to initiate firmware update for a Tack GPS device.
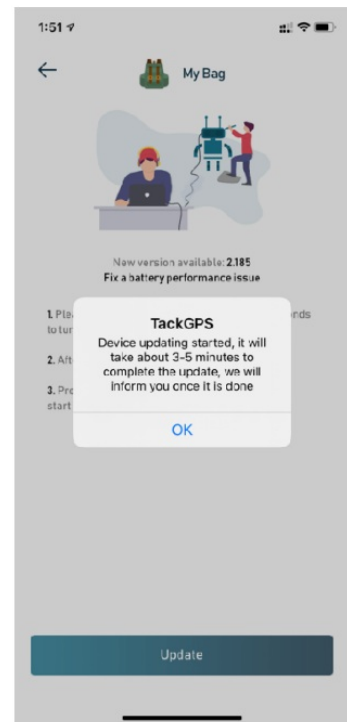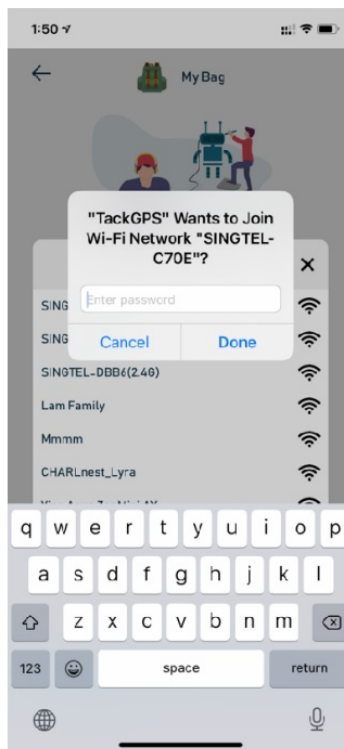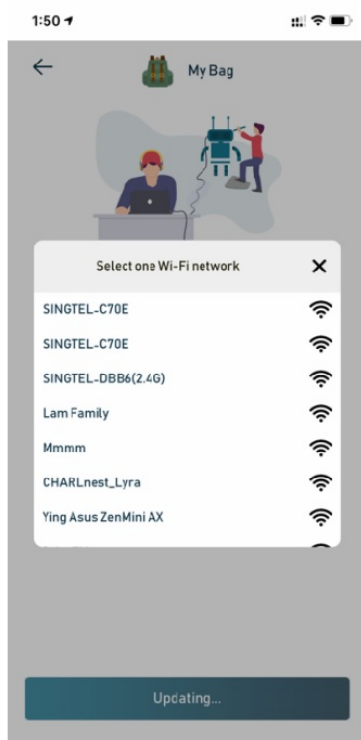

A dialogue box will appear to enable Bluetooth if Bluetooth is not turned on.

4.7. Scan of WiFi networks will start and list of WiFi (2,4GHz only) will be displayed.

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

4.9. Once WiFi is connected, the firmware update will start. A notification message will be sent to the app when the firmware update is completed.

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:**

  4G LTE-M/NB IoT

- **Wireless Communication**

  Bluetooth

- **Outdoor**

  Positioning GPS (1575.42 MHz)

- **Indoor Positioning**

  Wifi Positioning – 802.11 n (2.4 GHz) – Receiver Only

- **Motion Detection**

  Tri-Axis digital accelerometer

- **Waterproof**

  Water and dust resistant

- **Integrated SIM in device**

  Roaming unlimited data plan

* * Please refer to **www.backups.app/support** for the currently supported list of roaming countries.

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, Track 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 O2
3. United Kingdom – O2
4. Australia – Telstra
5. Austria – Magenta (Deutsche Telekom)
6. Belgium – Orange
7. Canada – Telus, Bell
8. Denmark – Telenor, Telia Mobil
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

Currently, there are already about 155 countries with Mobile IoT Network coverage worldwide, and we working hard to bring Tack GPS Connect service to you in all these countries – you can view them here.
For the up-to-date list of supported roaming countries, please visit **www. backups.app/support**

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

- This is an indication that the network connection has failed. It could be that there is no network coverage/cell tower reception in the particular location where the Tack GPS LED blinks Red.
- To retry, press the power button twice to start a new ondemand location update to check if the network connection error is an intermittent issue. You may also repeat this verification when your Tack device is in a new location.

- You can also check with the operator providing the IoT connectivity in your country (Refer to the FAQ at **www.backups.app/support)**

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

- The flashing on the 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.

6.4. My Tack GPS LED is lit with a solid Red. What does this mean?

- If the USB-C cable is connected to the power source and the device is charging. This is completely normal. The red light will turn green once charging is completed.
- If the device is not charging when the RED solid light comes on, restart the device by powering off the device.
- To restart the device, hold on to the power button for 8-10 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.

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

- The TackGPS has a built-in smart algorithm to determine if the device has moved from the last position before the location report is being sent. If the algorithm determines that the device location has not been changed, it does not trigger a new location update, even in emergency mode.
- This is a power-saving feature that will ensure the device battery lasts as long as possible, especially in times of loss.
- For more information, please contact us at s**ervice@tackgps.app**

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:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- 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)
Bluetooth; 2.4 GHz	4.77
WWAN 4G LTE-Cat M1: Band 1	26.93
WWAN 4G LTE-Cat M1: Band 3	24.99
WWAN 4G LTE-Cat M1: Band 8	22.46
WWAN 4G LTE-Cat M1: Band 20	20.68
WWAN 4G LTE-Cat M1: Band 28	21.53

RF Exposure Information (SAR)

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

Documents / Resources

Tack GPS TK-20 GPS Location Tracker [pdf] User Manual
TK-20 GPS Location Tracker, TK-20, GPS Location Tracker

References

- 🌐 **Domain for Sale - smartperformance.eu**
- ᴀɪs **AIS 4G ADVANCED**
- 📍 **service@tackgps.app**
- 🟧 **Orange network in Belgium**
- 🟣 **Telia first to launch LTE-M in Denmark**
- 🟣 **TV, internett og mobil | Telia**
- 🌀 **AT&T Sitio Oficial - Celulares, Planes de Datos, Prepago, Promociones**
- 🌀 **AT&T Maps - Wireless Coverage Map for Voice and Data Coverage from AT&T**
- Bell **Request Rejected / Requête rejetée**
- 🌀 **- MOD 5G HiNet | CHT.com.tw**
- ᴅɴᴀ **Palveluita yhteydenpitoon, viihtymiseen ja työntekoon | DNA**
- elisa **Eraklient | Elisa Eesti**

- GSMA | Mobile IoT LPWA - LTE-M & NB-IoT Commercial Launches | GSMA
- LMT | The Future is Mobile Only
- Magenta: Handy, Internet, Festnetz, TV uvm. | Magenta
- Internet Fibra, Planes Móviles y Celulares - Movistar Argentina
- Communications/Areas | NTT DOCOMO
- Low Power IoT | LTE-M Solutions & Coverage | O2 Business
- Orange: Internet, Móvil y TV con Fútbol y Contenidos Exclusivos
- Portail Orange | Offres Mobiles, Internet, TV, Actu & Accès compte Mail
- Orange: Mobile operator, Internet Fiber, TV and telephone in Luxembourg | Orange Luxembourg
- Internet domowy, abonament komórkowy, telewizja, Orange Polska, Orange Love | Orange Polska
- Hartă acoperire pentru serviciile mobile | Orange Romania
- KPN network in focus
- POST Luxembourg: Mobile, Internet, TV, Mail, Finance - POST
- Singtel 4G+
- ____ | ____ | ____
- Spark NZ network coverage
- Mobile Coverage, optical fibre, radiation network maps | Swisscom
- 5G & 4G LTE Coverage Map: Check Your Cell Phone Service | T-Mobile
- T-Mobile: Smartphones en abonnementen voor Mobiel & Thuis
- Telcel es la Red
- Home - telefonica
- Network coverage | Telefónica Deutschland
- Deutsche Telekom launches LTE-M in Germany | Deutsche Telekom