



# TackGPS

User Manual and Troubleshooting Guide

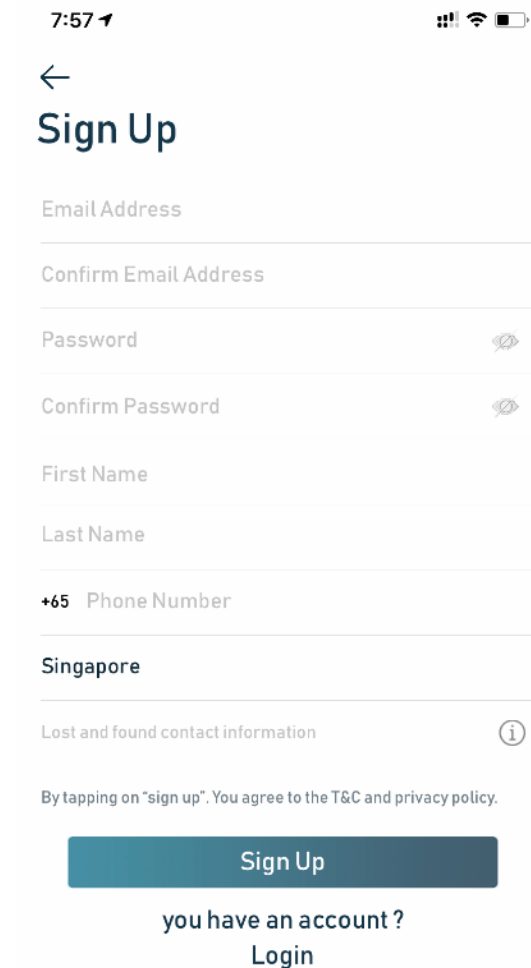


## 1. Activate your Tack GPS

### 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.



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### Sign Up

Email Address

Confirm Email Address

Password

Confirm Password

First Name

Last Name

+65 Phone Number

Singapore

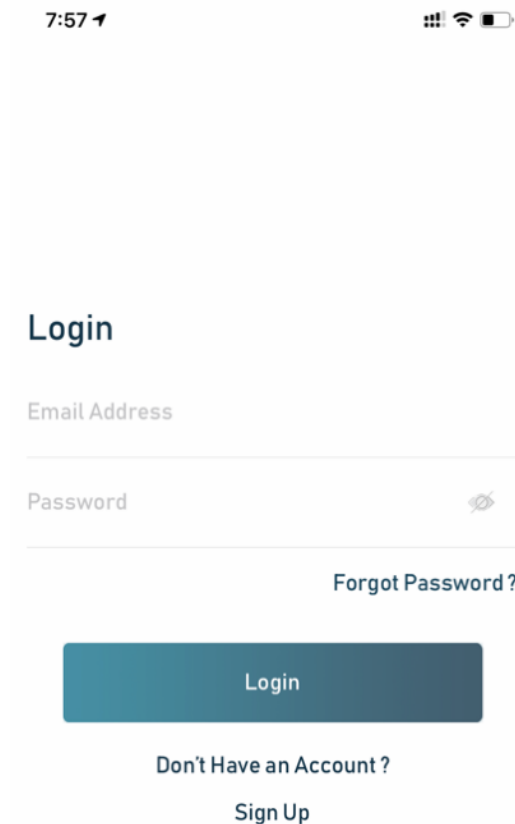
Lost and found contact information ⓘ

By tapping on "sign up". You agree to the T&C and privacy policy.

Sign Up

you have an account ?  
Login

### 1.2. Login to your new account



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### Login

Email Address

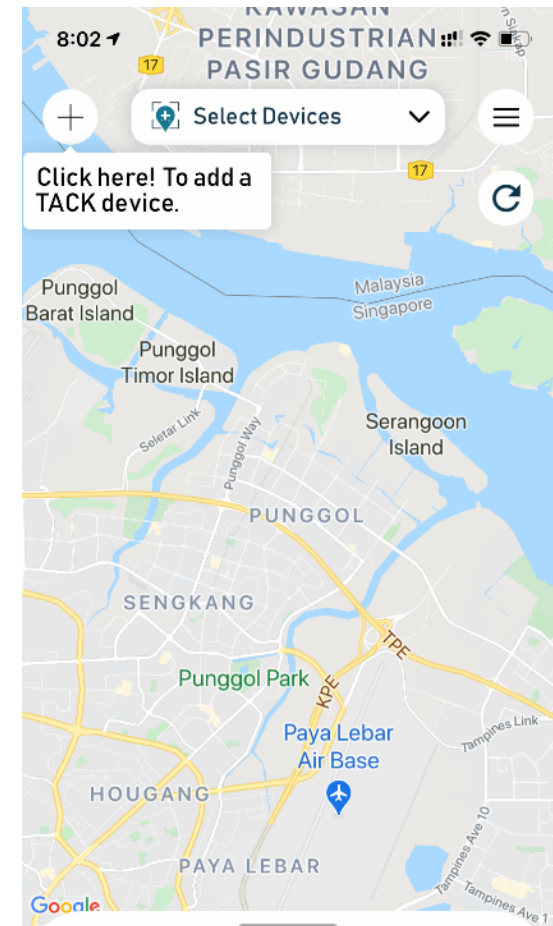
Password

Forgot Password ?

Login

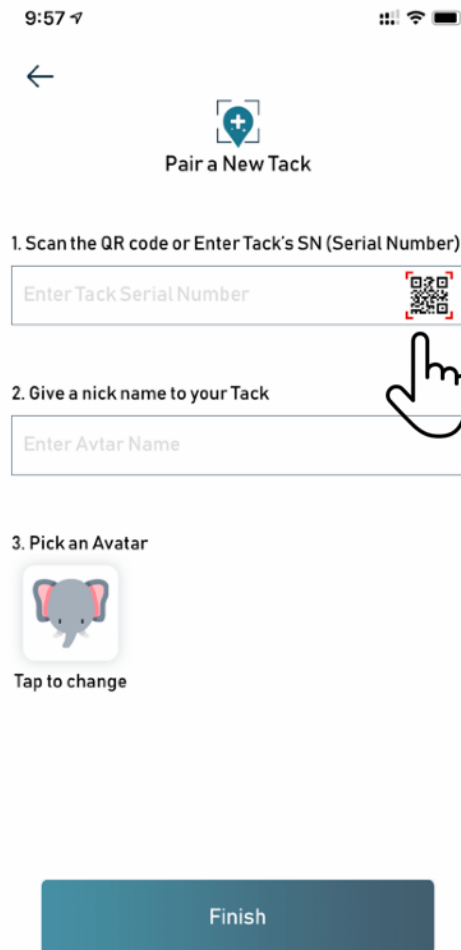
Don't Have an Account ?  
Sign Up

### 1.3. Click on the "+" icon to add your new device



Please Select Devices First...

- 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



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Pair a New Tack

1. Scan the QR code or Enter Tack's SN (Serial Number)

Enter Tack Serial Number

2. Give a nick name to your Tack

Enter Avatar Name

3. Pick an Avatar

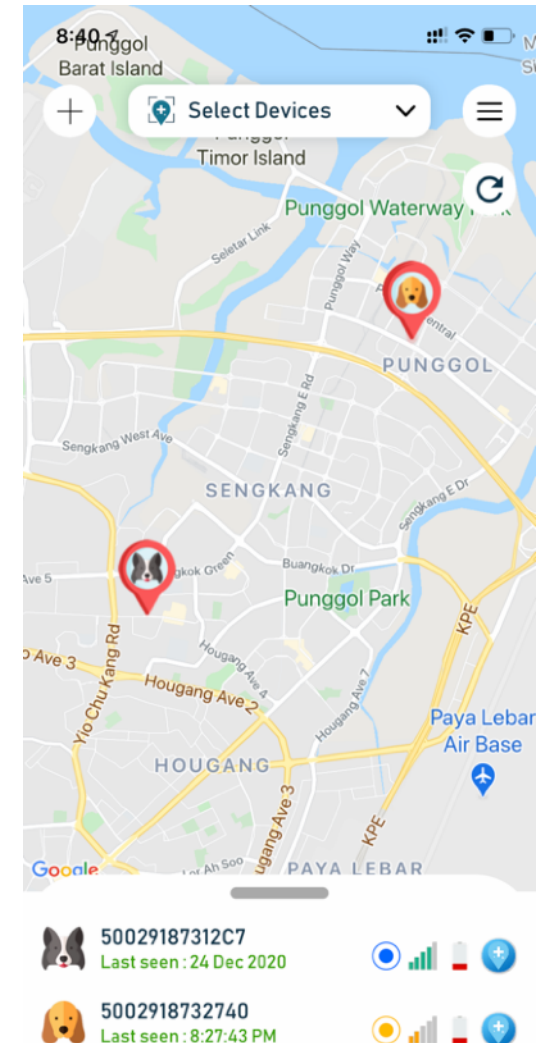
Tap to change

Finish

- 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.



- Once IoT network search is done, a notification will be sent to TackGPS App and the newly added device will appear on the TackGPS dashboard.

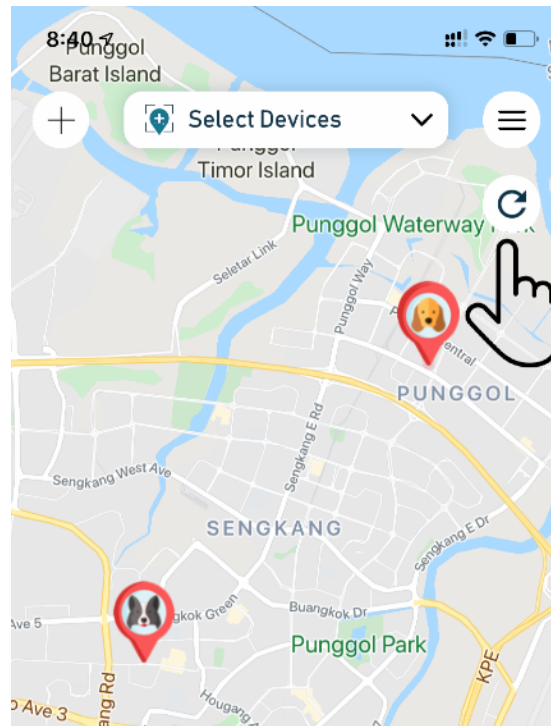


- 1.7. If the device does not show up on the TackGPS app after green LED light goes off, click twice on the power button to restart the network search. Green light will come on again to indicate network search is restarted



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 refresh button on the TackGPS dashboard to view the new device after the new device setup notification is sent to TackGPS App.





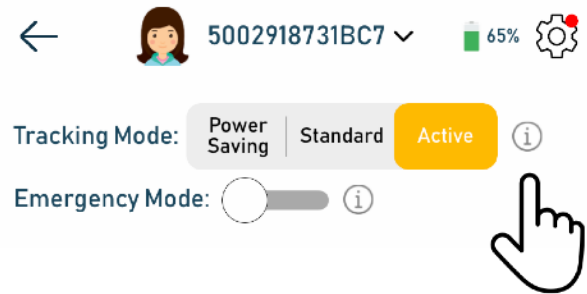
## 2. Setting up your Tack GPS

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

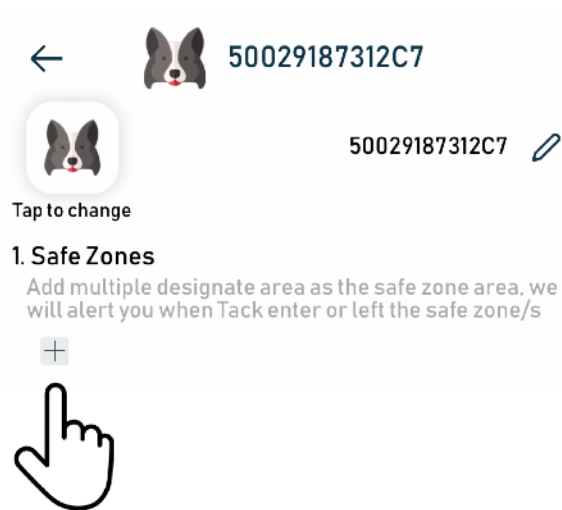


2.3. To enter advanced settings, tap on the settings wheel located at the top right corner



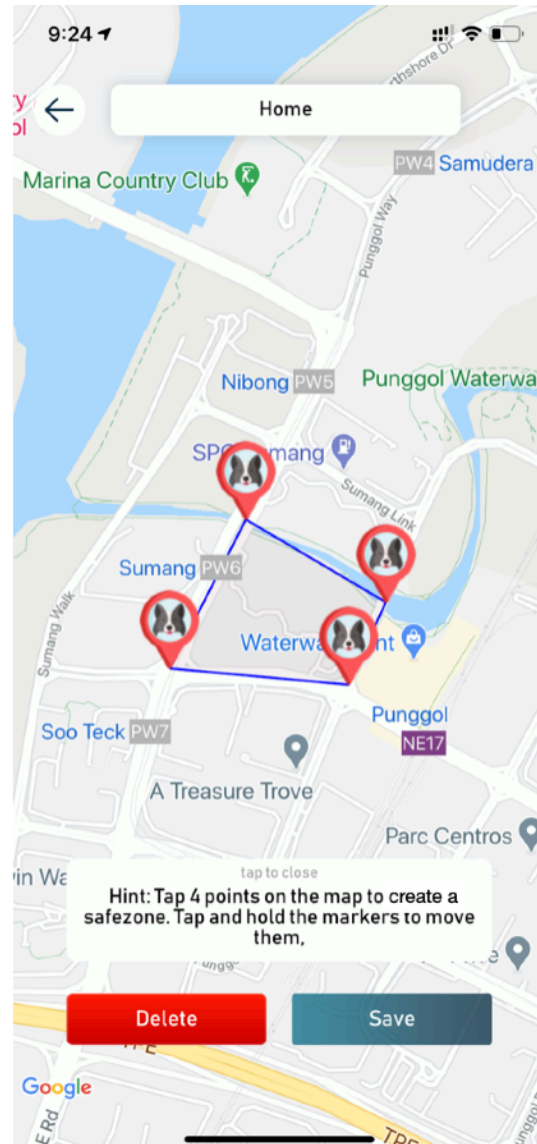
Hint: Click on the info buttons beside the mode settings to find out how they work

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 devices

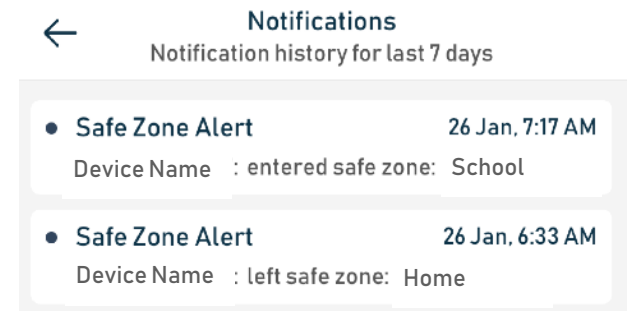


Up to 4 safe zones may be added for each Tack devices

2.5. Safe zone creation screen:



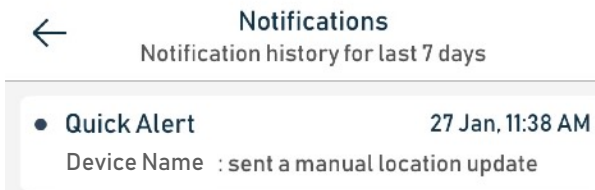
2.6. After the safe zone is added, TackGPS App will received a notification whenever the device enters or leaves the designated safe zones.



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.

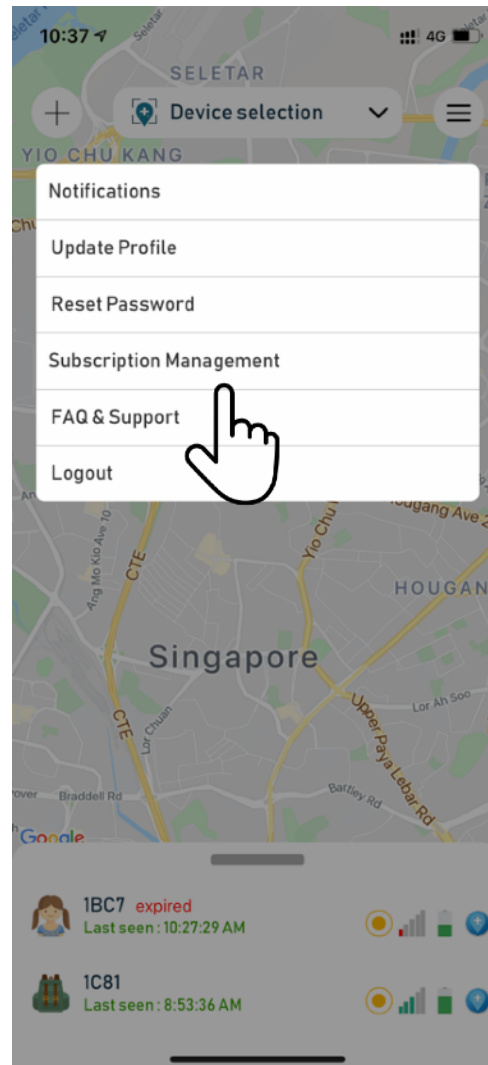


## 3. Subscribing to Tack Connect

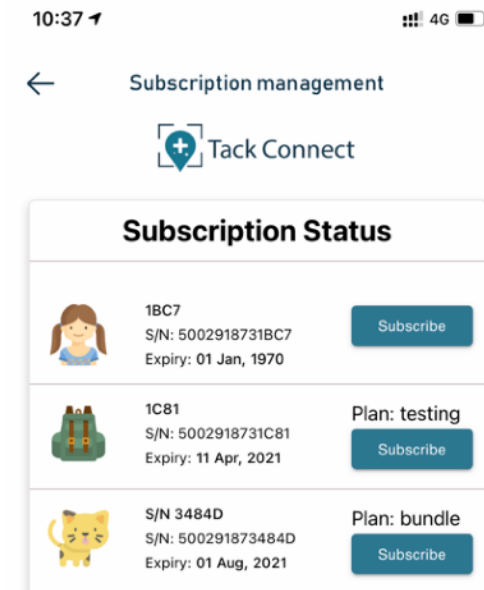
3.1. On the dashboard, tap on the menu bar on the top right hand corner



3.2. Tap on Subscription Management from the drop down selection



3.3. Tap on Subscribe button against the device which you wish to subscribe

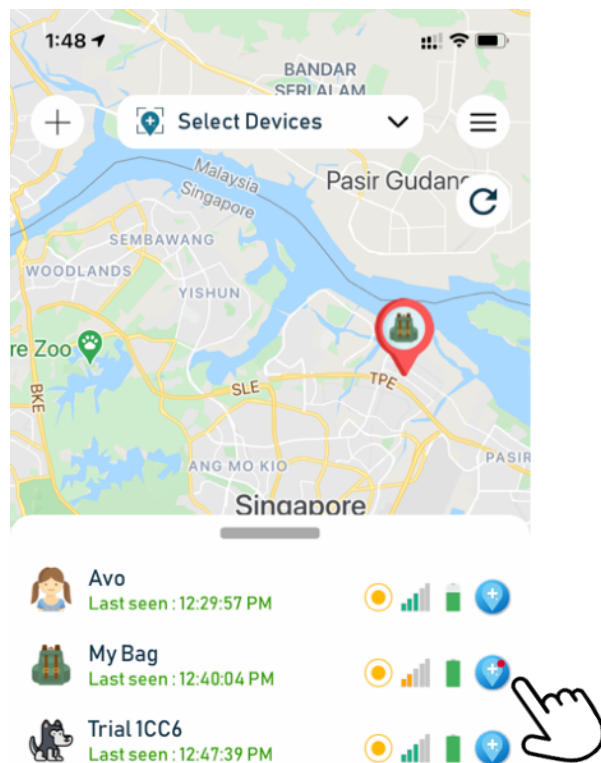


## 4. Updating Tack GPS firmware

### Note:

- i. Bluetooth on phone must be turned on.
- ii. Wifi (2,4GHz only) or phone hotspot is required to download the firmware.

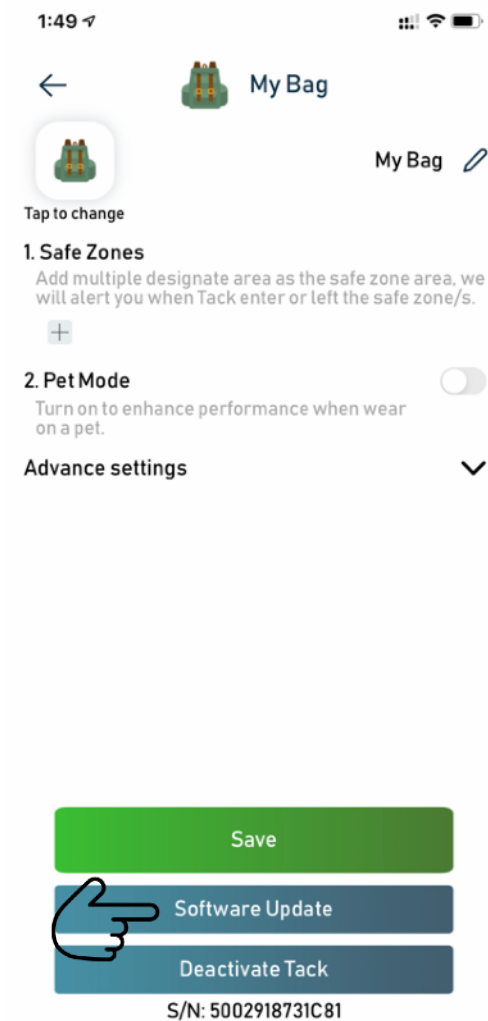
4.1. When there is a new firmware update for the Tack GPS device, user will be notified via a red icon beside the device setting icon. Tap on the icon.



4.2. Tap on the advance settings wheel at the device menu.



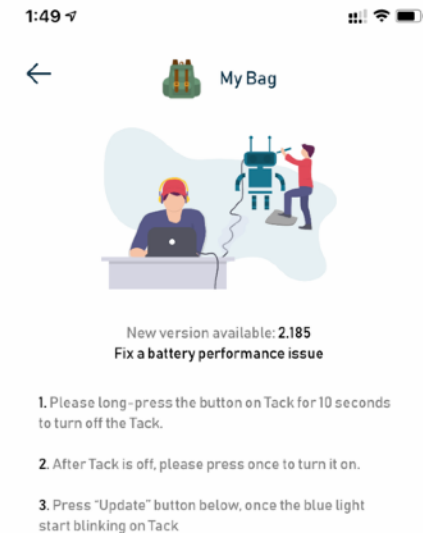
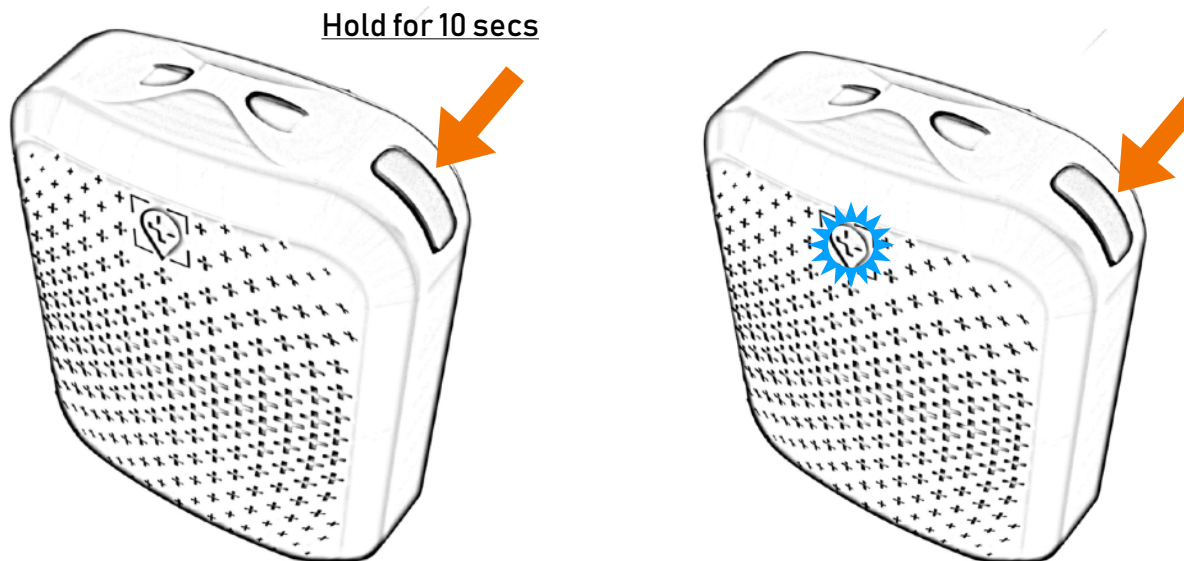
4.3. Tap on Software Update



4.4. Power off the device by long pressing power button for 10 secs. Tack GPS is powered off after blue LED goes off completely.

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

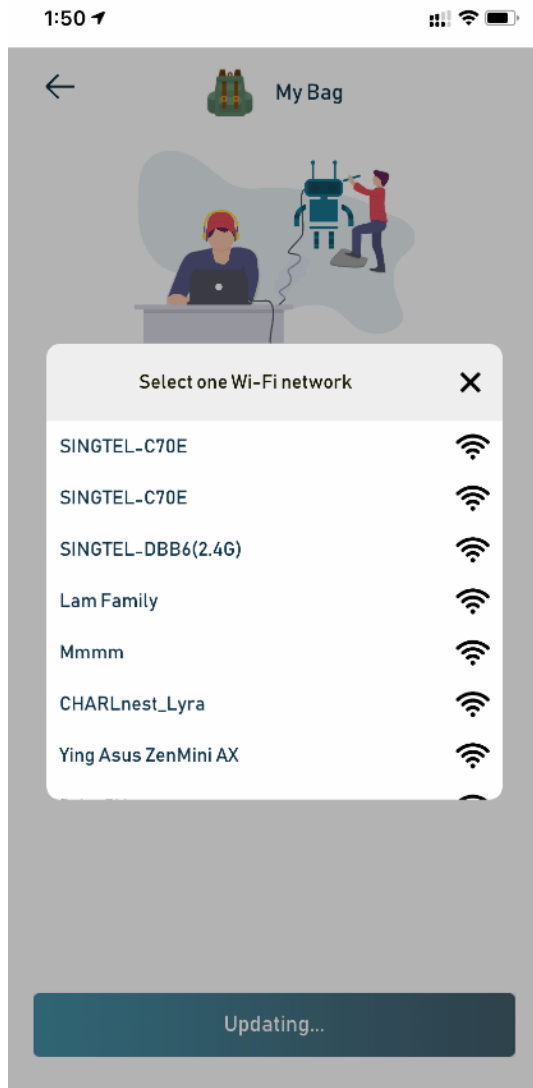
4.6. While blue LED is blinking, tap on update button to initiate firmware update for Tack GPS device.



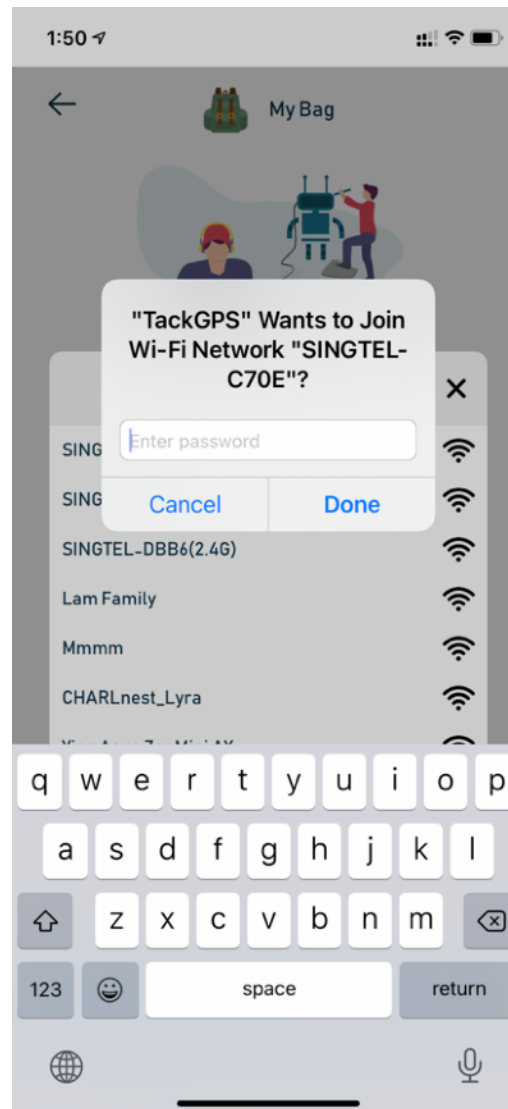
A dialogue box will appear to enable Bluetooth if Bluetooth is not turned on.



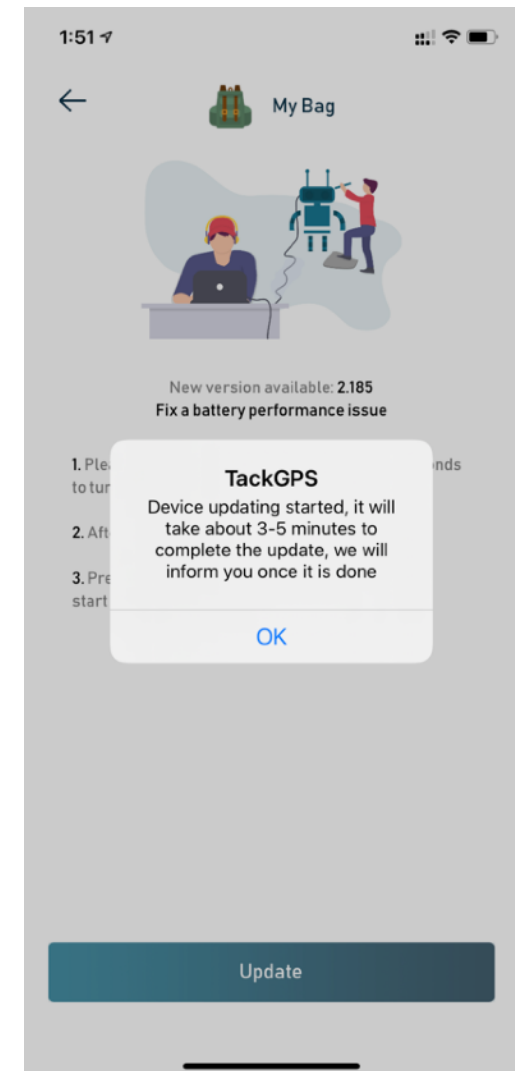
4.7. Scan of WiFi networks will start and list of WiFi (2,4GHz only) will be displayed.



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



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



## 5. 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
- ▶ Wireless Communication  
Bluetooth v4.2 BR/EDR and BLE compliant
- ▶ Outdoor Positioning  
GPS (1575.42 MHz)
- ▶ Indoor Positioning  
Wifi Positioning - 802.11 n (2.4 GHz),
- ▶ Motion Detection  
Tri-Axis digital accelerometer
- ▶ Waterproof  
IP6x
- ▶ Integrated SIM in device  
Roaming unlimited data plan\*

\* Please refer to [www.tackgps.app/support](http://www.tackgps.app/support) for the current supported list of roaming countries.

## 6. 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, Tack 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 Mobile](#)
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 world wide 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.tackgps.app/support](http://www.tackgps.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 on-demand 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 5.1 or FAQ at [www.tackgps.app/support](http://www.tackgps.app/support))

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

- ▶ If the USB-C cable is connected to power source and device is charging. This is completely normal. Red light will turn to green once charging is completed.
- ▶ If the device is not charging when 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.

For more information, please contact us at [service@tackgps.app](mailto:service@tackgps.app)