



## Post-Configuration Guide

### Product: 4G Jimi Portable Car GPS Tracker

SKU: SP-TK-LL01

Please refer to these steps to finalize the setup of your new device:

1. Active the sim card on a prepaid or postpaid **mobile plan** of your choice that can take **calls and text**, with at least 2-3 GB Data per month.
2. Insert your new Full-Sized SIM card into the SIM tray which is underneath the plastic protector while the device is off. Once SIM is clicked into place, turn on the device.
3. Download the Tracksolid Pro App from the App or Play Store.
4. Create your account or Login to your existing account
5. Navigate to 'Devices' and select the + button in the top right corner, using the IMEI on the underside of the device to register your tracker.
6. If you cannot find the + button from step 5, navigate to the Tracksolid Pro website <https://tracksolidpro.com/mainFrame> and login, select DEVICE at the top and the 'Bind Device' option. Enter your IMEI and the tracker will be visible from both web and app account.

### Your GPS Setup is now complete!

You may now navigate through the menus of the app and access functions including real-time tracking, historical tracking and more. The icon representing your GPS will update automatically to its location in the app once it begins moving. If you're having trouble with these final stages of the setup, please refer to the Troubleshooting section below.

*Please also note that while these devices contain powerful magnets, we recommend them to be stored internally to a vehicle, as misadventures, loss or water-damage are not covered by the product warranty.*

If you'd like to view your tracker from your PC, you can navigate and login at: [www.mytkstar.net](http://www.mytkstar.net)



## Troubleshooting

### Why is the GPS not moving or responding?

This is the biggest obstacle our customers face when setting up their newly purchased GPS Unit. To get a response from your GPS and set it up, here are a few troubleshooting tips:

1. Ensure you've purchased a **MOBILE DEVICE SIM** that is activated with an **SMS**, Call & Data plan with 3GB or more. *It is essential that you purchase a SIM with SMS functionality.*
2. Insert the SIM as directed by the device imaging or video content. The right sized SIM inserted the correct way can be heard to 'click' into position. Note that if you're not getting a response you may find success with removing the SIM, turning the device off if applicable, then reinserting the SIM and turning the device back on and sending the SMS again.
3. If you're certain you've got the right SIM and selected the correct (SMS compatible) plan and are still not getting responses after activating the SIM, put the SIM into a mobile phone and send an SMS back and forth with another device effectively 'waking up' the SIM for use.
4. If you're using an iPhone/Apple device, and your SMS/Texts are going through blue in color, then disable iMessage in your settings to properly contact the device.

If you're still unable to get a response from your device, please contact our customer support team at [customersupport@thespystore.com.au](mailto:customersupport@thespystore.com.au) with your order number, device IMEI/ID, the Mobile Number of the SIM you've purchased and the SIM Carrier you've chosen. Have the device charged, SIM inserted and then turn the device ON so our team can attempt to remotely troubleshoot your device.