



# AVS FT06E VEHICLE TRACKER USER GUIDE

Version 202007

0800 438 862

[avscarsecurity.com](http://avscarsecurity.com)

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vehicle security specialist AVS







## WELCOME TO FREETRACK

**This is the user and installation guide for the Freetrack AVSFT06E GPS tracker.**

**Freetrack** is a GPS tracking solution from vehicle security specialist AVS.

Affordable GPS hardware. No subscription fee. No contract term.

Alarm activation alert via SMS, phone call and push notification. Full real time tracking. Many extra features.

Add as many trackers as you want. Track any asset with different hardware options.

All from the easy to use Freetrack app.

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## SIM CARD INTRODUCTION

The tracker requires a SIM card with credit to be able to communicate with the tracking server. This must be a standard **full size** SIM with SMS and phone calls enabled, **do not use a data only SIM**. The tracker is able to operate with most NZ network providers including Spark, Vodafone and 2 Degrees.

It will work with a prepaid SIM however we recommend using an on account SIM to ensure there is always credit. If you choose to use a prepaid SIM it is your responsibility to comply with any network provider terms of service and to ensure the SIM remains active and has available credit.

**Prepay SIM cards must first be activated in a mobile phone before installing into the tracker.** Follow the instructions below or check with your SIM card supplier for latest instructions.

### Spark SIM

1. First you need to buy a SIM card online or in store.
2. Pop the SIM card into your phone and go to [spark.co.nz/go](https://spark.co.nz/go) (on a smartphone) or call \*333 from your mobile to activate.
3. You can top up online with a voucher, credit card or debit card and then select your preferred Value Pack from there.
4. While the SIM is in the phone go online and setup a myspark account here: <https://www.spark.co.nz/myspark/register> to allow you see account balance and usage.
5. It is recommended that an auto top up is set up if using a prepaid SIM.

### Vodafone SIM

1. First you need to buy a SIM card online or in store.
2. Pop the SIM card into your phone and go to [vodafone.co.nz/getgoing](https://vodafone.co.nz/getgoing) (on a smartphone) or call 777 from your mobile to activate.
3. You can top up online with a voucher, credit card or debit card and then select your preferred Value Pack from there.
4. While the SIM is in the phone go online and setup a myvodafone account here <https://www.vodafone.co.nz/#sign-in> to allow you see account balance and usage.
5. It is recommended that an auto top up is set up if using a prepaid SIM.

### 2Degrees SIM

1. First you need to buy a SIM card online or in store.
2. Pop the SIM card into your phone and call 200 from your mobile to activate.
3. You can top up online with a voucher, credit card or debit card and then select your preferred prepaid plan from there.
4. While the SIM is in the phone go online and setup a 2Degrees account here <https://www.2degreesmobile.co.nz/2d/mobile/common/login/login.jsp> to allow you see account balance and usage.
5. It is recommended that an auto top up is set up if using a prepaid SIM.

## IMPORTANT!

**DO NOT** set your mobile number to private/NO CALLER ID otherwise the tracker will not be able to identify you.

**DO NOT** insert the SIM card while the tracker is powered up. Ensure the switch is off and no LEDs are lit.

**YOU MUST ACTIVATE THE SIM CARD** (if using a prepaid SIM) in another phone before use or it will not work.

### Installer note:

Please also see INSTALLING THE SIM CARD on page 18.

## DOWNLOAD THE TRACKSOLID APP

Scan the QR barcode to download the iOS app



Or go to the Apple App Store and search for **TRACKSOLID**  
Or type in this url - <https://freetrackgps.co.nz/tracksolidapple>

Scan the QR barcode to download the Android app



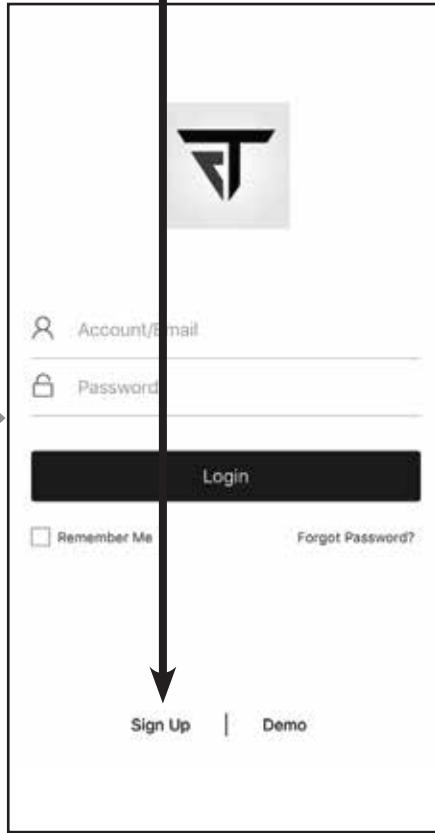
Or go to the Google Play Store and search for **TRACKSOLID**  
Or type in this url - <https://freetrackgps.co.nz/tracksolidandriod>

# SETTING UP THE APP AND ADDING YOUR TRACKER

Download the app to your phone and tap to open. The app will ask you to allow access to camera etc.



Tap through each screen until you get to the login screen and tap **SIGN UP**.



1. Enter your **EMAIL** address
2. Tap the arrow (→) next to **VERIFICATION CODE**
3. An email will then be sent with a verification code
4. Check your email then enter the code along with a new password and tap **SUBMIT**.

You have now successfully set up the app.



Next add your tracker/s to the app. Start by tapping **LIST** from the Home screen.



Tap **+** to open the Add Device screen.



Tap the barcode scan icon (📷).  
Or manually enter the IMEI number and tap Add Device.



To add a tracker to your app hold the square over the tracker's barcode to scan ...

Or manually enter the IMEI number (see previous page) and tap Add Device.



... OR scan the barcode on the box.

Or manually enter the IMEI number (see previous page) and tap Add Device.




Your vehicle will now appear on the map (once the tracker is installed). You have successfully added the tracker to your app.

If you need to add other trackers tap LIST and repeat the barcode scan.

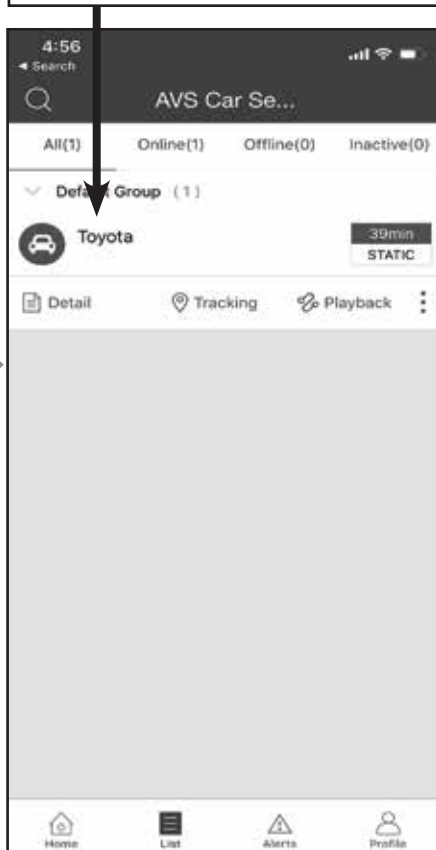



## USE THE LIST MENU TO SEE THE STATUS INFO ON YOUR TRACKER

Tap **LIST**  from the Home screen to open the device list.



Tap on a vehicle/asset to see the current status information.



Tap the up arrow  to expand the menu and see more information. See the next page for a summary.



# STATUS INFO

**IGNITION STATUS** In this example the ignition is off.

**CURRENT SPEED**  
In this example the tracker has not moved (so is static) for 2 minutes.

**LAST UPDATE** The time and date tracker info was last updated to the server.

**PLAYBACK TRIP** Tap to open the Playback window (see Playback).

**SATELLITE COUNT** The more satellites visible the more accurate the GPS fix.

**LAST GPS FIX** The time and date the server last received an update from the tracker.

**GEO FENCES** Tap to add Geo Fences. See the Geo Fence section to learn how to add a Geo Fence or edit a Geo Fence (Home screen > Profile > Geo Fence).

**DETAIL** Tap to edit the details of the device such as the tracker's name or the rego number of the vehicle. See Device Detail below.

**ALERTS LIST** Tap to open a list of recent alerts including alarm activations, over speed alerts etc.

# DEVICE DETAIL

To find this screen tap the **DETAIL** icon on the Status Info screen (see above).

Tap to edit/update details.

Tap to edit the **DEVICE NAME** e.g. the name of your tracker.

Tap to edit the **REGISTRATION PLATE** of the vehicle.

Tap to add a **DRIVER NAME** if preferred (Note - this field does not affect any functions or alerts).


Tap to add a **DRIVER PHONE NUMBER** if preferred (Note - this field does not affect any functions or alerts).

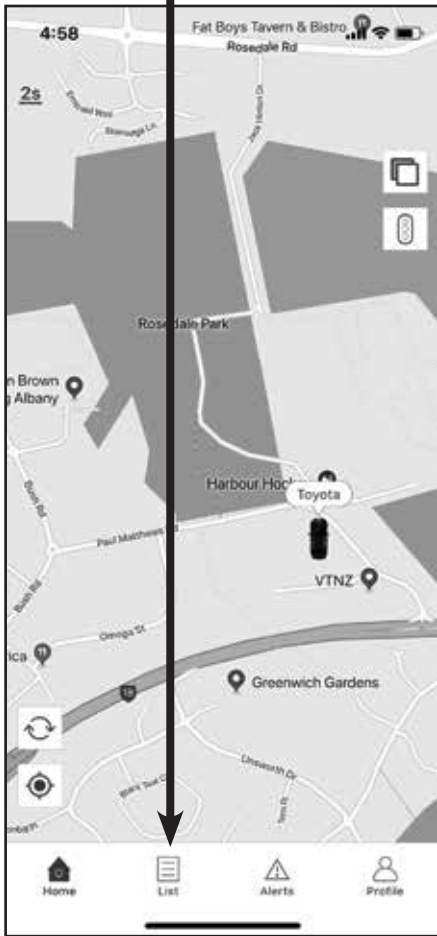
Tap to choose the **DEVICE ICON** displayed on screen.

Tap to **SAVE** settings.

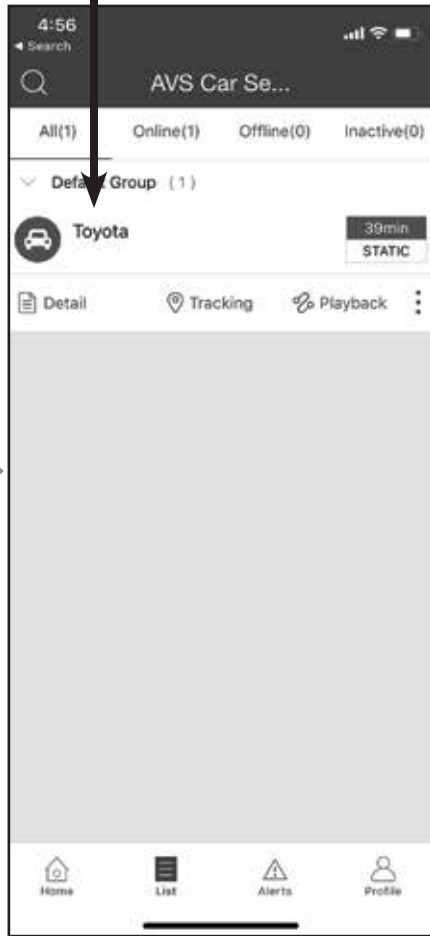



# PLAYBACK TRIP HISTORY ON THE MAP

Tap **LIST**  from the Home screen to open the device list.




Tap on a vehicle/asset.



Tap the up arrow  to expand the Status Info menu.

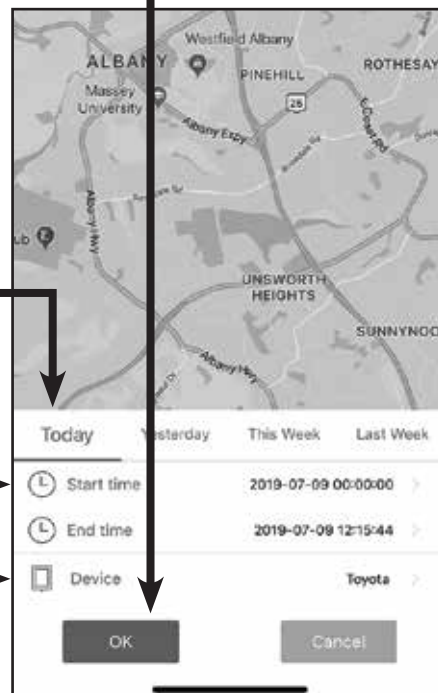


Tap **PLAYBACK**  to open the Playback screen.



Select the **DATE AND TIME RANGE** you want to view Playback for and tap **OK**.

Trip history will then Playback on the map (see the next page).



### QUICK SELECT

Tap on one of the quick select playback periods.

### CUSTOM PERIOD

OR tap on Start Time and End Time to choose custom date and time ranges. Up to 6 months history is stored.



### SELECT DEVICE



Tap Device to choose a different tracker.





Continued next page ...

**PLAYBACK** continued ...



The **PLAYBACK** screen is now displayed.


**GO BACK** <  
Tap the Go Back arrow to return to the Status Info menu.  
Then tap Playback  to choose another trip to view.  
OR tap Go Back < to return to the device list to choose another tracker.  
OR tap Home  to return to the Home screen.

**TRIPS SCREEN**   
Tap to open the Trips screen to list trips by day. See the next example for details.  
**MAP LAYERS**   
Switch between map or satellite views.

**TIME LINE** ●  
Move the blue dot along the line to advance time through the time period.  
**START/STOP PLAYBACK**    
**AVERAGE SPEED**   
Of the trip.  
**SPEED**   
At each track point on the trip.



**PLAYBACK SPEED**   
Tap to speed up/slow down Playback.  
**TRACK POINT TYPE**  
Switch between GPS (track points from satellite only) OR LBS track points (track points from cellphone towers) OR both (if applicable to your device).  
**SHOW HIDE TRACKS**   
Removes the trip track line from the map.

Tapping  from the PLAYBACK screen will open the **TRIPS** screen.

**PLAY TRIP**  
Tap on a trip to Playback on the map.  
Tap Go Back < to return to the Trips list.

4:29


Trips

Freetrack Demo

2019

8 9 8 7 6 5

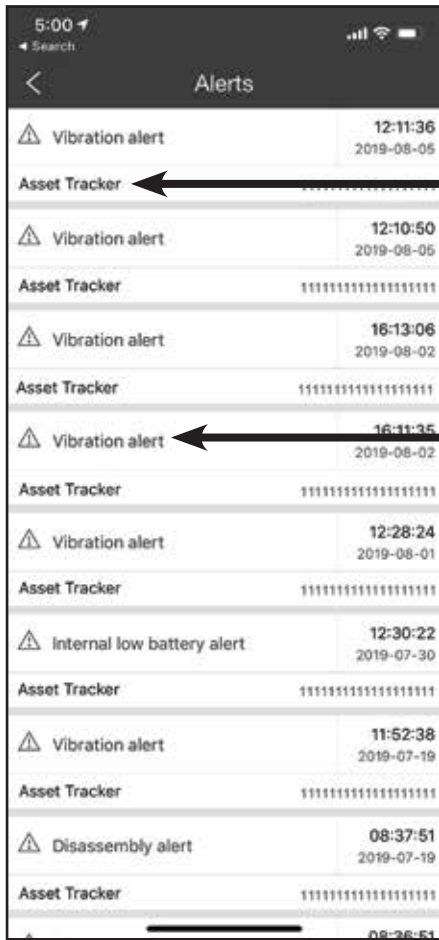
2019-07-18 19:03:39	South 44m, Farmers, Tawhia Dr Whenuapai Auckl...	18,4
2019-07-18 19:25:51	East 13m, Mavalinas Showroom, 28 Mackelvie St...	8
2019-07-18 17:23:30	Southwest 88m, Albany United Football Club, Ros...	14,0
2019-07-18 17:42:55	South 58m, Farmers, Tawhia Dr Whenuapai Auckl...	6
2019-07-18 10:54:33	Southwest 95m, Albany United Football Club, Ros...	1,20
2019-07-18 10:59:38	Southwest 100m, Albany United Football Club, Ro...	6
2019-07-18 10:41:27	Southwest 91m, Albany United Football Club, Ros...	1,23
2019-07-18 10:43:48		8

**SELECT DEVICE**   
Tap to list trackers/ vehicles.  
**SELECT DATE**  
View a list of recent trips or tap on a date to list trips just for that day.  
**DISTANCE TRAVELLED**  
In this trip.

# ALERTS

Alerts are events such as alarm activations, power disconnected warning or vehicle entering a geo fence. Tapping on an alert will show the location of the event on the map.

Alerts can be found by tapping the **ALERTS** icon  on the Home screen or Status Info screen.



**DEVICE NAME**

**IMEI NUMBER OF DEVICE**

**TYPE/NAME OF ALERT**  
Tap to display the location of the alert on the map.

**TIME/DATE OF ALERT**

Depending on the Alert type either a **PUSH NOTIFICATION** or in some cases an **SMS** or **PHONE CALL** Alert can be configured.

If no notification is set the alert will still show on the Alerts screen.

A red dot will show on the Alerts icon on the Home screen if a new Alert has been triggered.

To set which alerts trigger a push notification go to the Alert Settings screen (see next example).

**IMPORTANT!**

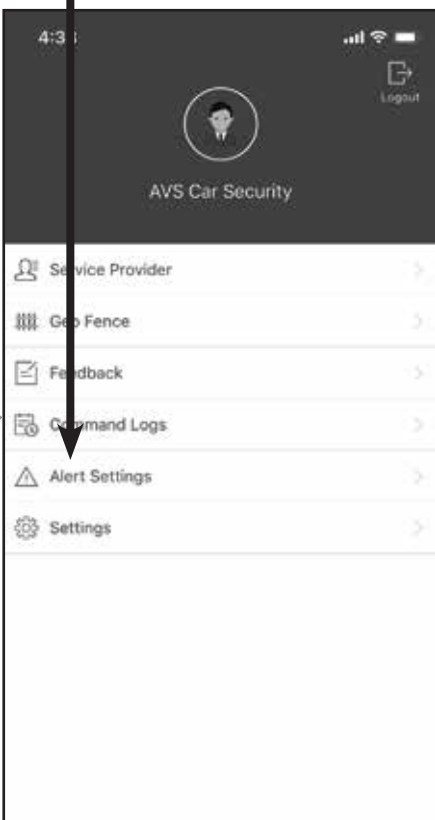
If your tracker is connected to an alarm system we recommend configuring SMS and phone call notification as well as push notification to ensure the best chance of being made aware of any alarm activations.

Note: if using a Prepay SIM card additional charges may be incurred depending on the cellular provider and plan you have.

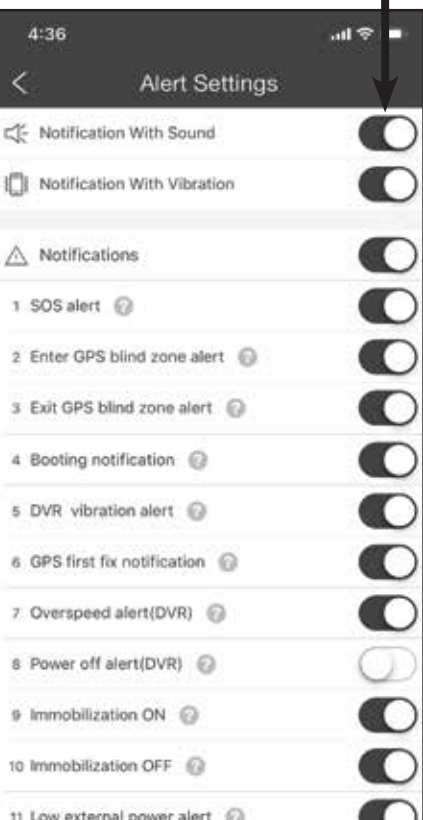
To find **ALERT SETTINGS** tap **PROFILE**  from the Home screen.



Tap **ALERT SETTINGS**.





Turn ON/OFF push notification by Alert type.



# CONFIGURING SMS AND PHONE CALL ALERTS

Important Alerts can be notified by SMS (and for some alerts a phone call) to ensure you receive notifications promptly (if using a Prepay SIM card additional charges may be incurred depending on which provider and plan you have).

It is recommended that you add the phone number of your device's SIM card as a "Favourite" in your smart phone and configure your phone's DO NOT DISTURB feature to allow calls from Favourites.

To configure SMS and phone call alerts select your device from the **LIST** icon  on the **HOME** screen. Tap the up arrow  to expand the Status Info menu. Also see **SOS ALARM SETTING** (next page) for configuring Alarm Activation/SOS alerts.

## Programming SOS mobile numbers

Tap **COMMAND** to open the configuration settings.



To program what mobile numbers receive SMS alerts (and for some alerts a phone call) scroll down and tap **SOS NUMBER**.



Up to 3 mobile numbers can be programmed to receive SMS alerts (and for some alerts a phone call).

**IMPORTANT:** program the mobile number you want to receive phone call alerts to in SET SOS NUMBER 1.

This screen shows you what mobile numbers are currently programmed (in this example no numbers are currently stored).

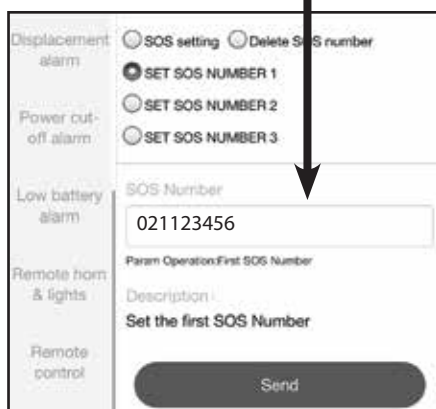
To program a mobile number tap **SET SOS NUMBER 1** (or 2 or 3).



Enter the mobile number you want to program. Enter numbers **without** international formatting e.g. 021123456 not +6421123456.

Tap **SEND** to send the command to the system. The system will confirm the number has been set.

Repeat for SET SOS NUMBER 2 and 3 if required.

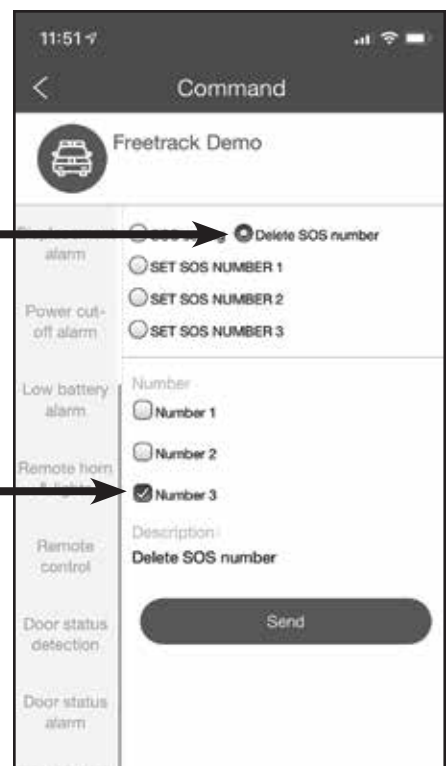


To **delete** a programmed number tap on **DELETE SOS NUMBER**.

Then select what numbers you would like to delete. In this example we delete the number stored in Number 3 (you can select more than one number to delete).

Tap **SEND** to send the command to the system. The system will confirm the number has been deleted.

Note: the number may continue to show for a period of time after the system has confirmed delete.





## Setting up alarm activation alerts

If your tracker is connected to an alarm system **configure** the Alarm activation/SOS alert settings.

You can choose to receive push notification (platform) only, push/SMS, or push/SMS/ phone call.

We recommend configuring SMS and phone call notification as well as push notification to ensure the best chance of being made aware of any alarm activations.

Note: additional charges may be incurred depending on which SMS provider and plan you have.

**IMPORTANT:** make sure that the mobile number you want to receive phone call alerts to is programmed into SET SOS NUMBER 1 in SOS Number (see previous page).

Make sure **SOS ALARM SWITCH** is set to on.

Tap your choice of **ALARM METHOD**. In this example we have selected to receive push/SMS/phone call.

Tap **SEND** to send the command to the system. The system will confirm receipt of the command.

Note: if you have an alarm please make sure SOS Alarm Setting is set up otherwise you may not receive an alert in the event of an alarm trigger.



## Setting up alerts for other events

Tap on the grey menu on the left hand side of the screen to swap between Alert screens (in this example we are setting up an alert for Overspeed). Don't forget to press Send to save any changes you make.

### CENTRE NUMBER

Fuel Kill by SMS. See **REMOTE FUEL KILL/IMMOBILISATION** for more info.

### OVERSPEED ALARM

Notifies when the set speed is exceeded for set number of seconds. The tracker can send push notification (platform) and/or SMS Alerts.

### VIBRATION ALARM

Notifies if a shock is detected to the vehicle. The tracker can send push notification (platform) and/or SMS and/or phone call.

### DISPLACEMENT ALARM

Once this command has been sent, if the device moves out of a set radius of 100-1000m from the arming location while the ignition is off the displacement alert will be sent via push notification (platform) and/or SMS and/or phone call.

### POWER CUT OFF ALARM

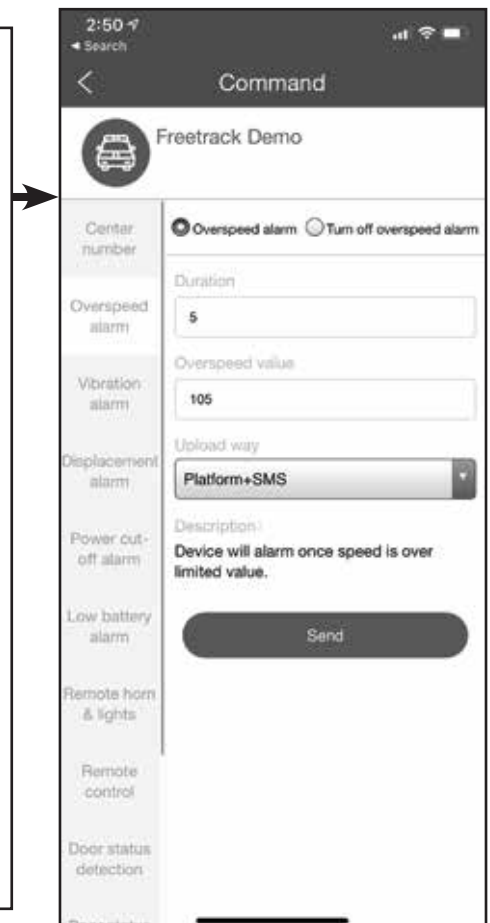
Notifies if power to the device is disconnected. Can send push notification (platform) and/or SMS and/or phone call.

### LOW BATTERY ALARM

Notifies if the internal battery in the device is low. Can send push notification (platform) and/or SMS.

### REMOTE CONTROL

Controls remote fuel kill/immobilisation if fitted. See the next page for details.



# REMOTE FUEL KILL/IMMOBILISATION

If remote immobilisation has been installed on your vehicle the tracking device can remotely shut down the engine if the vehicle is stolen. Once the fuel cut command (sent via **Remote Control** page or **SMS**) is received by the tracker it will wait until the vehicle speed drops below 20km/h before activating the fuel kill relay.



## IMPORTANT!


Immobilising a moving vehicle is dangerous and could result in injury or death. You as the operator are **SOLELY RESPONSIBLE** for ensuring it is safe to immobilise your vehicle remotely. It is **STRONGLY RECOMMENDED** to wait until the vehicle is stationary before sending the fuel kill command.

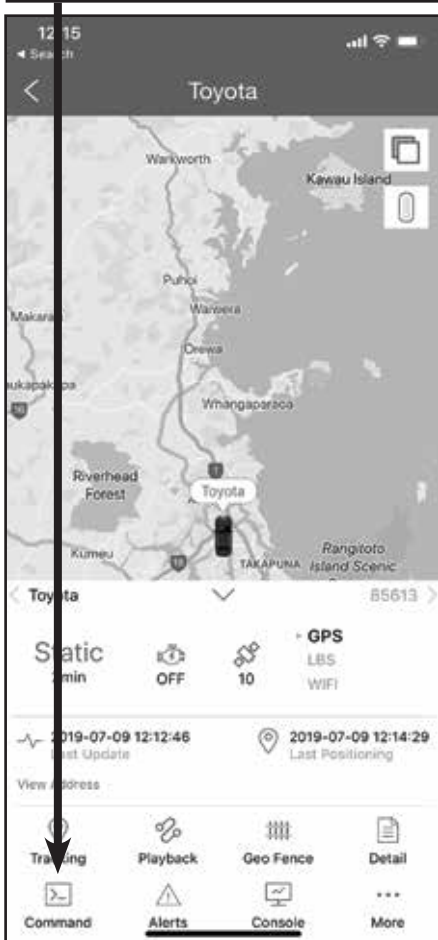
The fuel kill command is for emergency use only. **DO NOT** use the fuel kill to immobilise the vehicle for long periods of time as the fuel kill relay remains energized and will flatten your car battery.

The tracking device relies on the cellular network to send/receive commands. Low cellular signal may delay activation or deactivation of the fuel kill relay.


## Remote fuel kill/immobilisation via command (recommended method)

To activate remote fuel kill/immobilisation select your device from the **LIST** icon  on the **HOME** screen. Tap the up arrow  to expand the Status Info menu.

Tap **COMMAND** .



To activate **FUEL KILL/IMMOBILISATION** tap Remote Control.



Select **CUT OFF FUEL/POWER** to immobilise the engine.  
Or Select **RESTORE FUEL/POWER** to allow the engine to run.

Enter your Freetrack app password.

Tap **SEND** to send the command to the system. The system will confirm the command.

Note: if you have selected CUT OFF FUEL/POWER the fuel kill relay will activate once the vehicle speed drops below 20km/h.  
To be able to start the car again you need to send the RESTORE FUEL/POWER command.

## Remote fuel kill/immobilisation via SMS

### SET UP VIA Centre Number ON COMMAND PAGE BEFORE USE.

To control FUEL KILL (if fitted) by SMS the phone sending the SMS must be entered in the **CENTRE NUMBER** setting first or the device will ignore the SMS. It is recommended you enter your phone number here and only use if the POWER CUT OFF command below does not operate e.g. where 3G data is not available.

Enter your mobile phone number in non international format and tap SEND.

Tap **COMMAND**

To configure **FUEL KILL/IMMOBILISATION VIA SMS** tap Centre Number.

**ENTER YOUR PHONE NUMBER**  
Enter the phone number you want to allow SMS control of fuel kill relay. Enter numbers **without** international formatting e.g. 021 123456 not +6421 123456.

Tap **SEND** to send the command to the system. The system will confirm the command.

## Remote Fuel kill/immobilisation SMS commands

### TO ACTIVATE THE FUEL/ENGINE KILL RELAY:

Send **RELAY,1#** to your device's SIM card phone number. Once the fuel cut SMS is received by the tracker it will wait until the vehicle speed drops below 20km/h before activating the fuel kill relay.

### TO DE-ACTIVATE THE FUEL/ENGINE KILL RELAY:

Send **RELAY,0#** to your device's SIM card phone number. Once the restore SMS is received by the tracker it will de-activate the relay and allow the engine to start.

## IMPORTANT!

Immobilising a moving vehicle is dangerous and could result in injury or death. You as the operator are **SOLELY RESPONSIBLE** for ensuring it is safe to immobilise your vehicle remotely. It is **STRONGLY RECOMMENDED** to wait until the vehicle is stationary before sending the fuel kill command.

The fuel kill command is for emergency use only. **DO NOT** use the fuel kill to immobilise the vehicle for long periods of time as the fuel kill relay remains energized and will flatten your car battery.

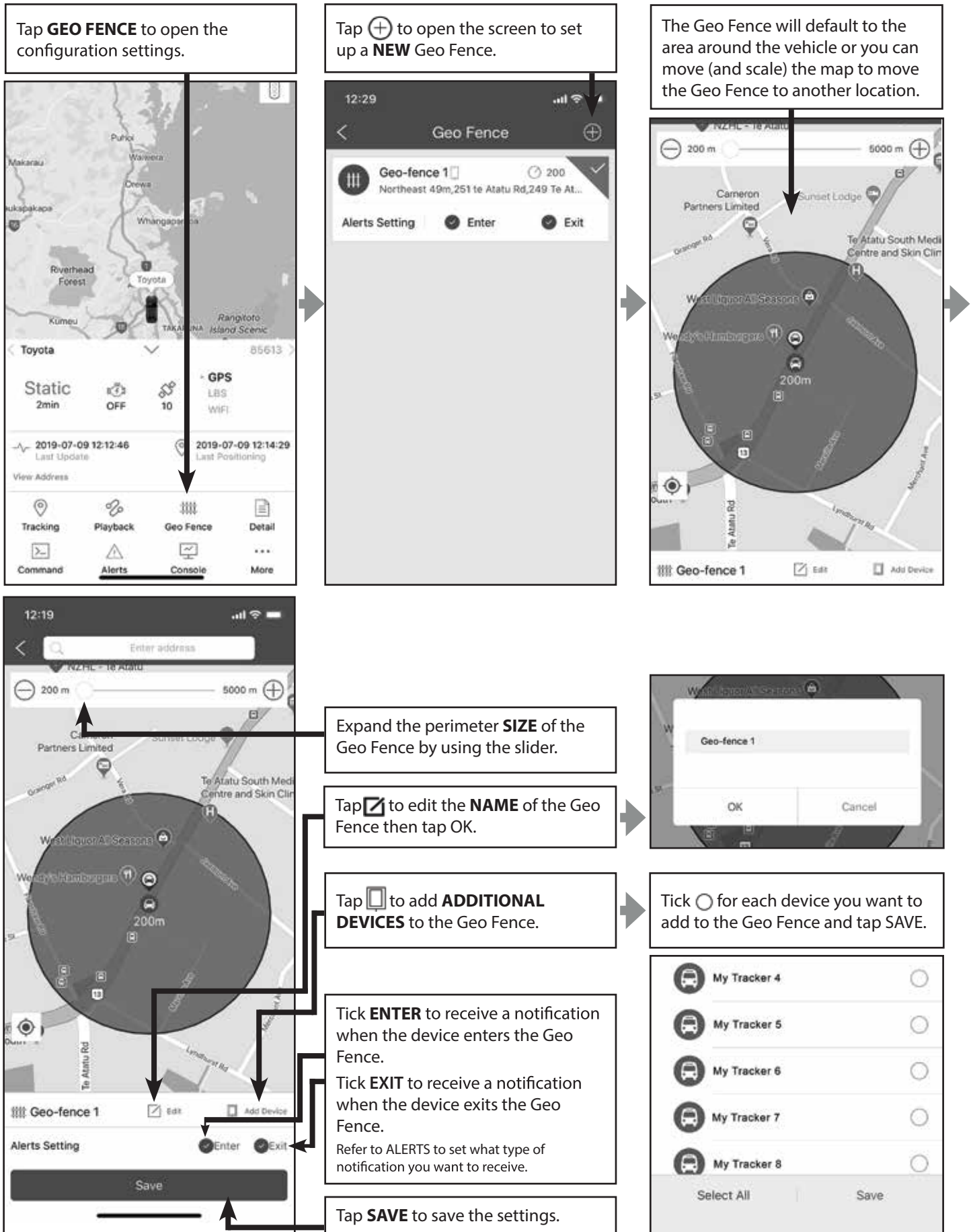
The tracking device relies on the cellular network to send/receive commands. Low cellular signal may delay activation or deactivation of the fuel kill relay.

# GEO FENCE


**GEO FENCE** allows the tracking system to notify you if a device/vehicle enters and/or leaves a predefined area (the Geo Fence). You can adjust the size of the Geo Fence, customise its name and set which device you want to receive a notification for.

## To Set Up a New Geo Fence

To configure Geo Fence select your device from the **LIST**  icon on the **HOME** screen. Tap the up arrow  to expand the Status Info menu.





Tap **GEO FENCE** to open the configuration settings.

Tap  to open the screen to set up a **NEW** Geo Fence.

The Geo Fence will default to the area around the vehicle or you can move (and scale) the map to move the Geo Fence to another location.

Expand the perimeter **SIZE** of the Geo Fence by using the slider.

Tap  to edit the **NAME** of the Geo Fence then tap OK.

Tap  to add **ADDITIONAL DEVICES** to the Geo Fence.


Tick  for each device you want to add to the Geo Fence and tap **SAVE**.

Tick **ENTER** to receive a notification when the device enters the Geo Fence.  
 Tick **EXIT** to receive a notification when the device exits the Geo Fence.  
 Refer to **ALERTS** to set what type of notification you want to receive.

Tap **SAVE** to save the settings.

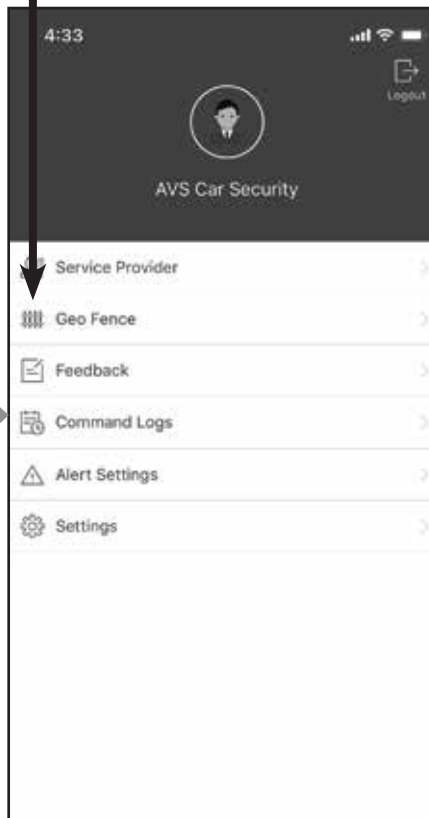


## To Edit a Geo Fence


To edit a Geo Fence tap **PROFILE**  from the Home screen.




Tap  **GEO FENCE**.

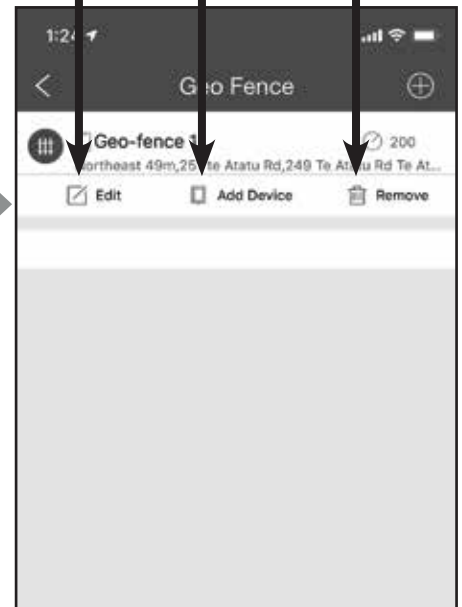


Select the Geo Fence you want to edit.

To remove a Geo Fence tap **REMOVE** .

To edit the **NAME** of the Geo Fence tap .

Tap  to add **ADDITIONAL DEVICES** to the Geo Fence.



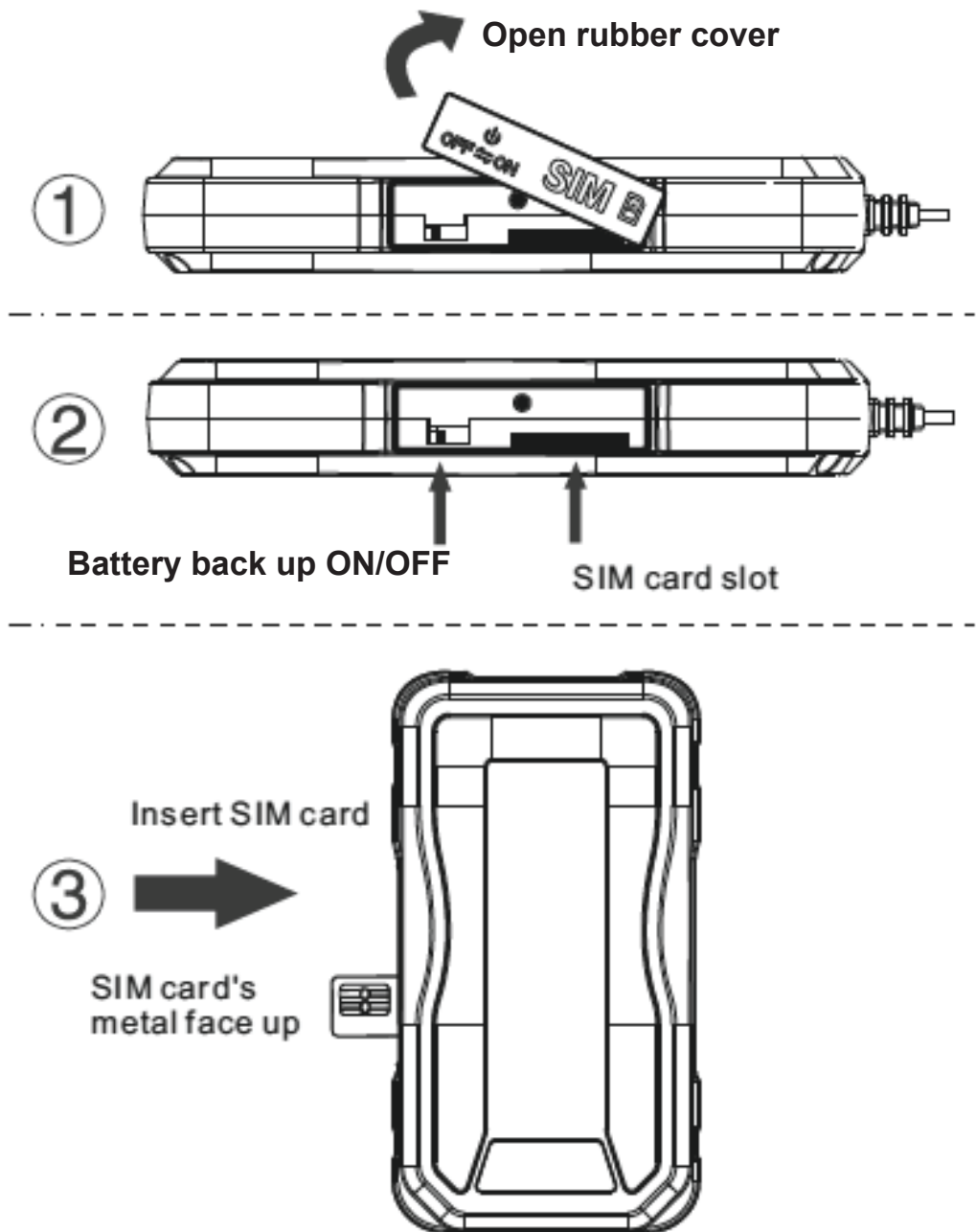
The following pages are for your installer.

AVS recommends professional installation to protect your product warranty. Please refer to the AVS website (avscarsecurity.com) for product warranty information.

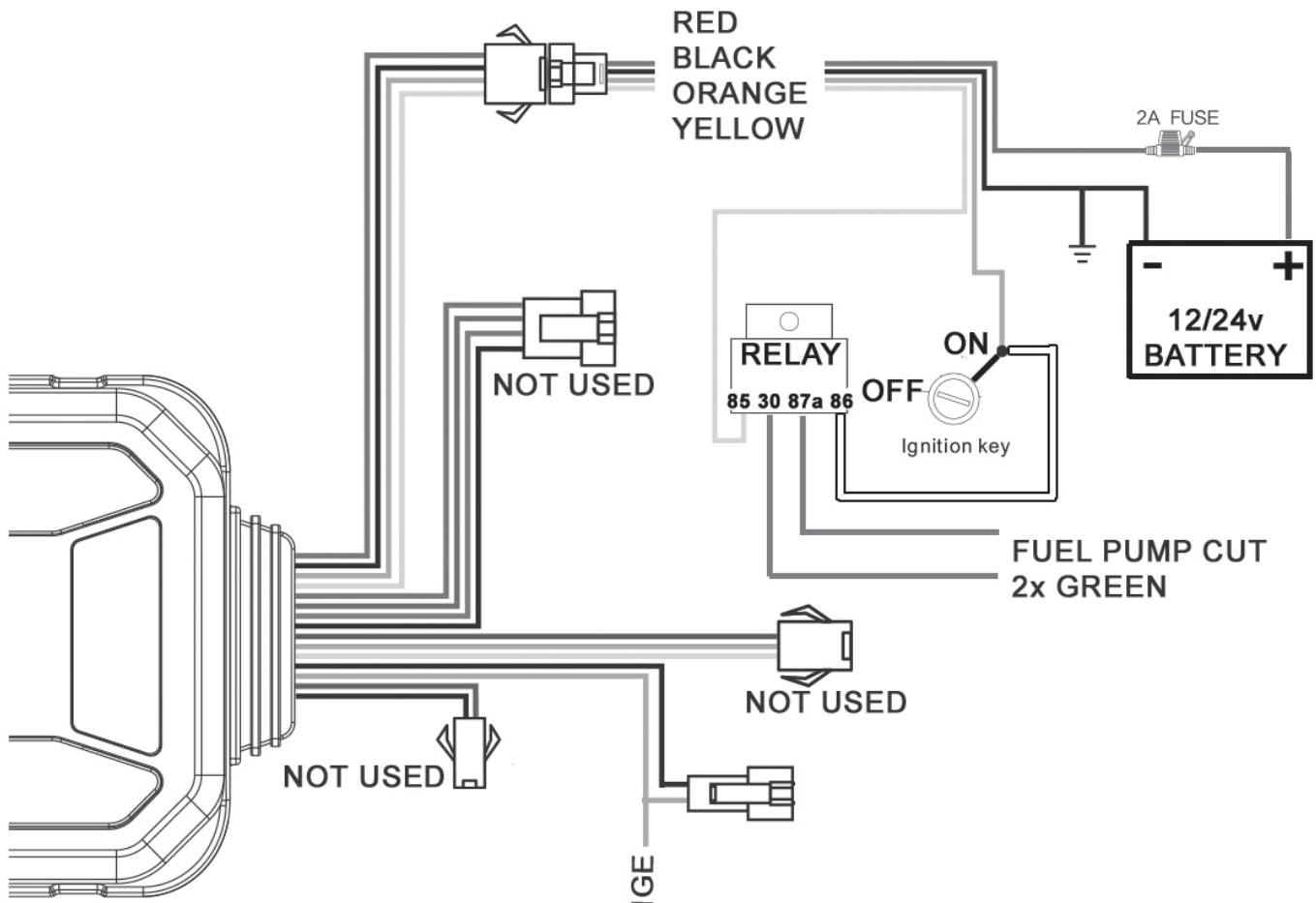
## INSTALLING THE SIM CARD

**IMPORTANT!** Before installing the SIM card ensure it has been activated in a mobile phone, has credit added and that it has been added to an online account with the user's cellular service provider (Vodafone etc) to allow the user to check and add credit online. See **SIM CARD INTRODUCTION** on page 4 for more information.

1. Open the rubber plug/cover.
2. Ensure power switch is turned off and check no LED lights are lit up.
3. Insert the SIM with the metal face up.



# WIRING DIAGRAM



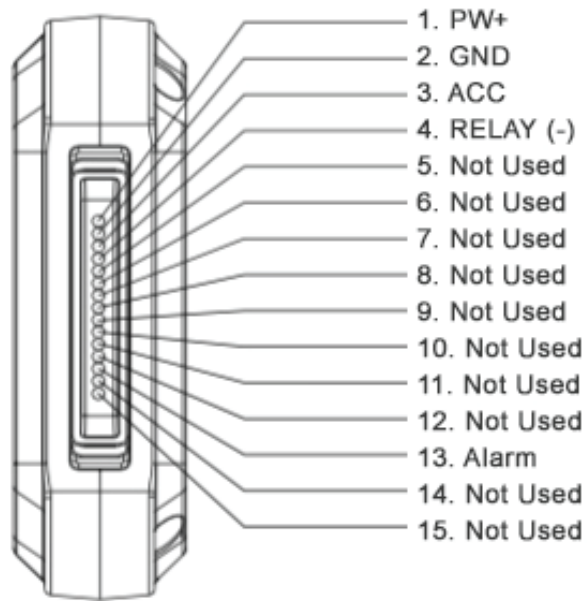
## ALARM ACTIVATION INPUT (-)

- AVS S-Series GREEN on data siren
- AVS A-Series GREEN on data siren
- AVS 3010 BROWN on 8 way plug
- AVS C-Series BROWN on plug B

### Note:

AVS recommends using a relay to ensure the tracker receives a strong earth for alarm activation.

## PIN OUT DIAGRAM



PIN	COLOUR	DESCRIPTION	DEFINITION
1	Red	PW+	12V/24V car battery positive
2	Black	GND	12V/24V car battery negative
3	Orange	ACC	ACC/ignition input (+)
4	Yellow	RELAY	Immobiliser/fuel kill output (-) to relay
5	Red		NOT USED
6	Blue		
7	Green		
8	Black		
9	Purple*		
10	Orange		
11	Yellow		
12	Black		
13	Orange	ALARM	Alarm activation (-) input.
14	Brown		NOT USED
15	Black		

**\* Note:**

The purple wire (PIN 9) can be connected to your permanent power source to monitor battery voltage in the vehicle. Text **ADT,ON,3600#** from the **USER DEFINED** tab under the **COMMAND** list. Text **ADT,OFF#** to turn this feature off.

## WIRING INSTRUCTIONS

**DEVICE POWER (RED PIN 1):** Connect to vehicle un-switched power 9-36v DC.

**IGNITION/ACC (ORANGE PIN 3):** Connect to switched vehicle ignition or ACC.

**RELAY OUT (YELLOW PIN 4):** Connect to 85 on relay.

### FUEL KILL RELAY - IMPORTANT!

Fuel kill relay supplied is for 12v vehicles only. Replace with suitable 24v relay if required. Fuel kill relay must be wired normally closed.

### ALARM ACTIVATION (ORANGE PIN 13)

Connect to negative out on alarm or pager output (-) from your alarm system. Alarm must trigger for 3 seconds before device will send alert.

If connecting to an AVS alarm use:

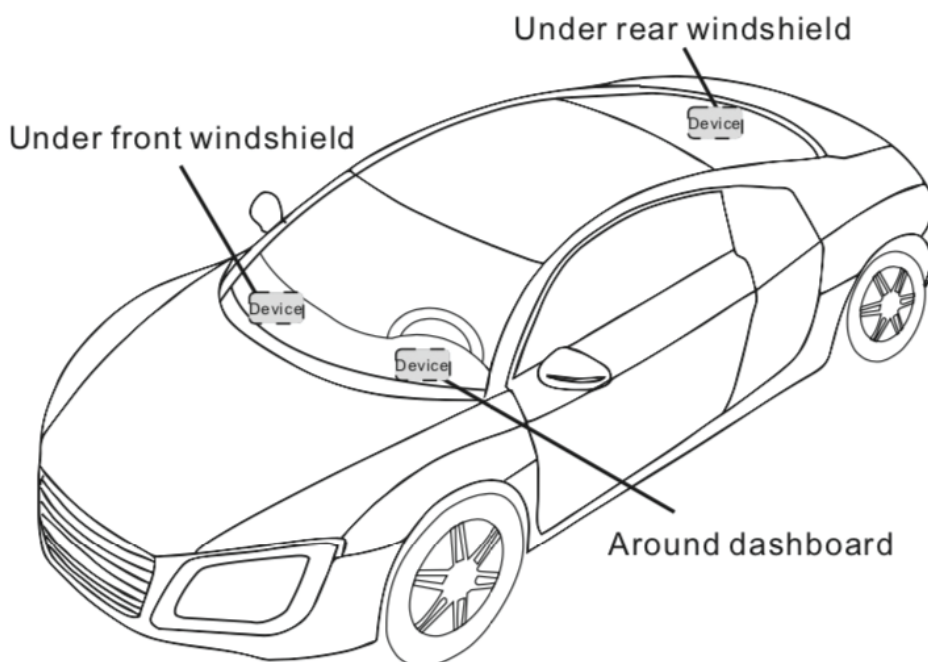
- AVS S-Series Range (S5/S4) - GREEN wire on the AVS data battery back-up siren
- AVS A-Series Range (A5/A4) - GREEN wire on the AVS data battery back-up siren
- AVS 3010 Range (3010+/3010) - BROWN wire on the 8-way plug
- AVS C-Series Range (C5/C4/C3) - BROWN on plug B

**Note:** AVS recommends using a relay to ensure the tracker receives a strong earth for alarm activation.

## TRACKER LOCATION

For the best possible GPS signal and location accuracy the tracking device must have a clear view of the sky without being blocked by metal. The device should also be well hidden to increase the difficulty of a thief detecting and removing it.

Ensure the device is correct way up with **THIS SIDE TOWARDS SKY** label on top.



# POWER UP THE TRACKER

Once a SIM is installed and all wiring is completed the device can be powered up.

The **POWER** LED (RED) will flash first then the **GSM** LED (GREEN) will flash until a cellular data connection is established.

The **GPS** LED (BLUE) will flash until a GPS fix is obtained.

**IMPORTANT!**

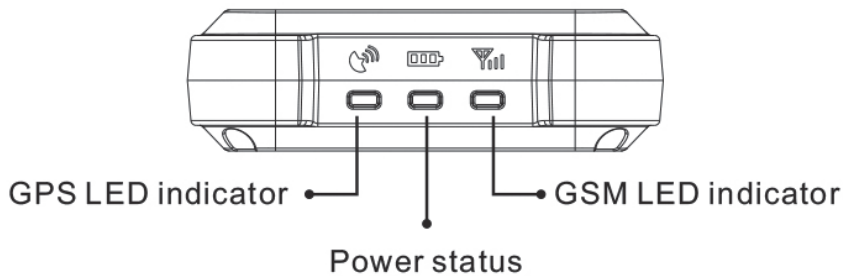
The **BATTERY POWER SWITCH MUST BE TURNED ON** before the internal backup battery will charge and operate the device if external power is disconnected. The device will power up from the external power supply when the switch is OFF however the battery will not charge.

## INTERNAL BATTERY SWITCH



SLIDE → TO TURN ON AND CHARGE BACK UP BATTERY

# LED STATUS INDICATORS



GPS LED Indicator - Blue		
● - ○	0.1s ON & 0.1s OFF	Searching GPS signal
●	Steady on	GPS is fixed
○	OFF	No GPS fixed or initializing

GSM LED Indicator - Green		
● - ○	0.1s ON & 0.1s OFF	GSM initializing
● - ○○	0.1s ON & 1.9s OFF	Receive GSM signal normally
●	Steady on	Connected to GPRS network
○	OFF	No GSM signal

Power Status - Red		
● - ○	0.1s ON & 0.1s OFF	Low battery
●● - ○○	2s ON & 2s OFF	Full charged
● - ○○	0.1s ON & 1.9s OFF	Normal operating
●	Steady on	Device is charging
○	OFF	Low battery/Power off

● - ● - ●	Flash in a loop	Device is in defense status
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Blue - Green - Red

## TROUBLE SHOOTING

### DEVICE/VEHICLES LOCATION DOESN'T UPDATE

Check the BLUE GPS LED is solid. Make sure device has a clear view of the sky. Take the vehicle outside and away from tall buildings. Relocate the device in the vehicle, avoiding metal above the device. Ensure the device is correct way up with THIS SIDE TOWARDS SKY label on top. See TRACKER LOCATION on page 21 for more information.

### INACCURATE GPS FIX

Check the GPS satellite count on the app (see STATUS INFO on page 8 for more info on where to find the satellite count). The device needs at least 4x satellites to get an accurate location fix. It may get a fix with 3x satellites but it will be inaccurate. Take the vehicle outside and away from tall buildings. Relocate the device in the vehicle, avoiding metal above the device. Ensure the device is correct way up with THIS SIDE TOWARDS SKY label on top.

### WON'T CONNECT TO SERVER

Check the SIM card has been activated and has credit by installing it in a phone and checking it has an internet connection and can send an SMS. See INSTALLING THE SIM CARD on page 18 and SIM CARD INTRODUCTION on page 4 for more information.

### SLOW TO COMMUNICATE

Check the cellular signal strength at the device's locations. Low signal will slow data connection speeds.

### DEVICE UNABLE TO BOOT UP/RED POWER LED DOES NOT LIGHT UP

Check the device has constant power from the vehicle. Check battery switch is ON.

### BACK UP BATTERY DOESN'T WORK

The BATTERY POWER SWITCH must be turned ON before the internal backup battery will charge and operate the device if external power is disconnected. Switch on power and allow 8 hours for the battery to charge fully. See POWER UP THE TRACKER on page 22 for more information.

## RECORD YOUR DEVICE'S DETAILS

Please record the tracking device's details below for future reference:

<b>MODEL</b>	e.g. AVS FT06E
<b>IMEI NUMBER</b>	Shown on the device label and box
<b>FREETRACK APP PASSWORD</b>	
<b>SIM PH NUMBER</b>	
<b>SIM PROVIDER ACCOUNT LOGIN</b>	e.g. Login to vodafone.co.nz or spark.co.nz
<b>SIM PROVIDER ACCOUNT PASSWORD</b>	e.g. Password to vodafone.co.nz or spark.co.nz
<b>INSTALLER NAME</b>	

## SUPPORT

Please see your AVS installer for support with your Freetrack AVSFT06E tracker.

Alternatively you can contact **AVS Car Security** on **0800 438 862** or **sales@avscarsecurity.com**.

Please note a service fee may apply for technical help related to problems with the SIM card you have provided.

For warranty information please see our website **avscarsecurity.com**. Please note AVS strongly recommends professional installation to help protect your product warranty.



**0800 438 862**

**[avscarsecurity.com](http://avscarsecurity.com)**

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