FREETRACK

AVS FT-802 VEHICLE TRACKER
USER GUIDE

Version 2023-12

09 273 3600

freetrackgps.co.nz

FREETRACK

WELCOME TO FREETRACK

This is the user and installation guide for the Freetrack AVS FT-802 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.

All from the easy to use Tracksolid Pro App.
Add as many trackers as you want.

CONTENTS

Information for Your Installer

AVS and Freetrack are registered trademarks.

SIM CARD INTRODUCTION

The tracker requires a SIM card with credit to be able to communicate with the tracking server. This must be a **micro size SIM** card 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, OneNZ and 2 Degrees.

It will work with a prepay SIM however we recommend using an on account SIM to ensure there is always credit. If you choose to use a prepay 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 (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 prepay SIM.

OneNZ 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 one.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 My One NZ account here https://www.one.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 prepay 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 prepay 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 prepay 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 prepay 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 PRO APP

Scan the QR barcode to download the iOS app

Or go to the Apple App Store and search for **Tracksolid Pro**
Or type in this url - **https://freetrackgps.co.nz/tracksolidpro-apple**

Scan the QR barcode to download the Android app

Or go to the Google Play Store and search for **Tracksolid Pro**
Or type in this url - **https://freetrackgps.co.nz/tracksolidpro-andriod**

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.
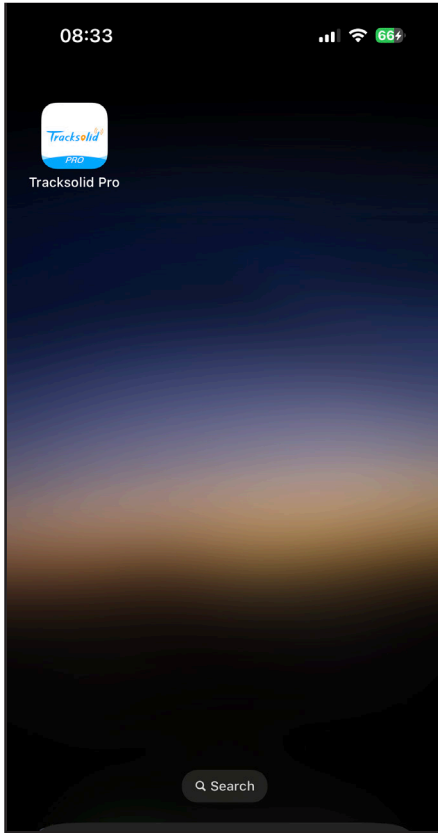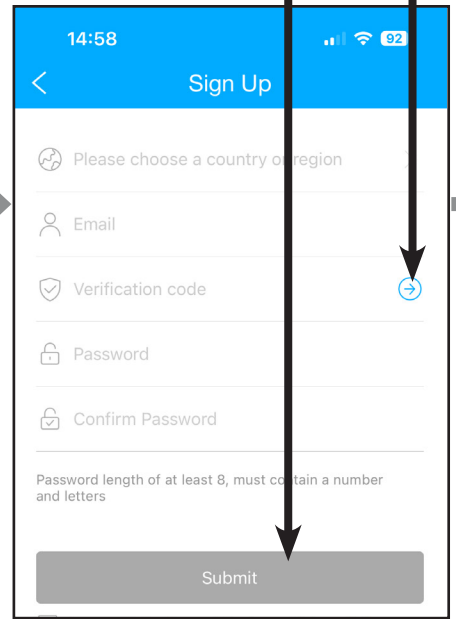
Tap through each screen until you get to the login screen and tap **SIGN UP.**
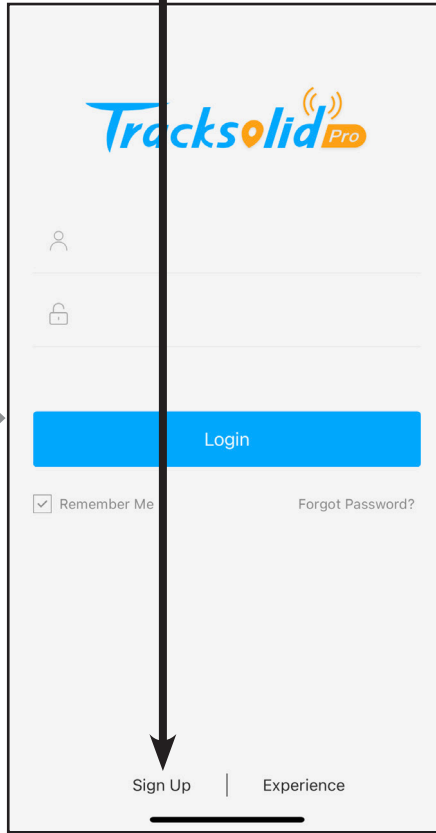
1. Select **NEW ZEALAND** as the region, tap **DONE** on top right
2. Enter your **EMAIL** address.
3. Tap the arrow next to **VERIFICATION CODE.** ➔
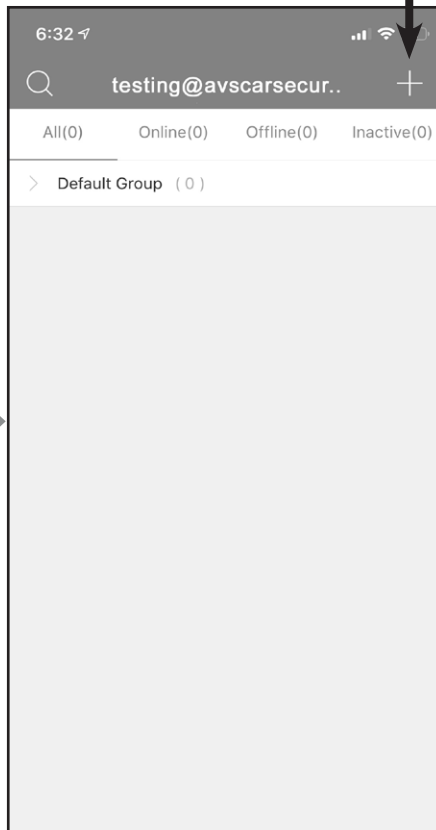4. Check your email then enter the code along with a new password and tap **SUBMIT.**
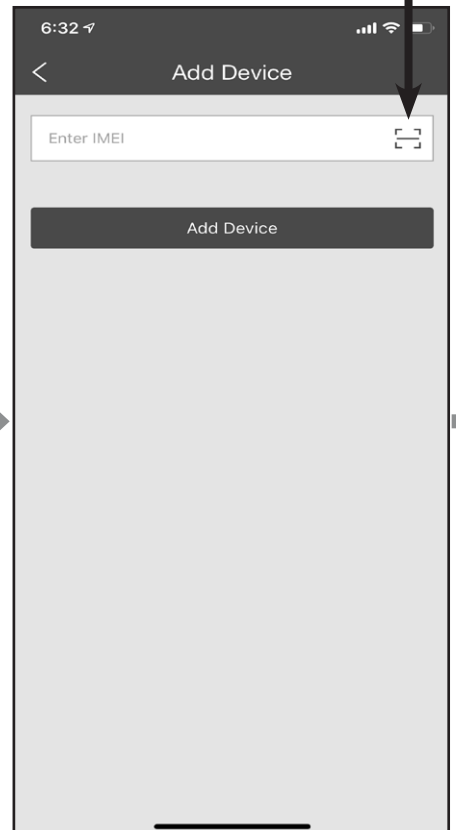
You have now successfully signed up!

Next add your tracker/s to the app. Start by tapping **LIST** ☰ from the Home screen.
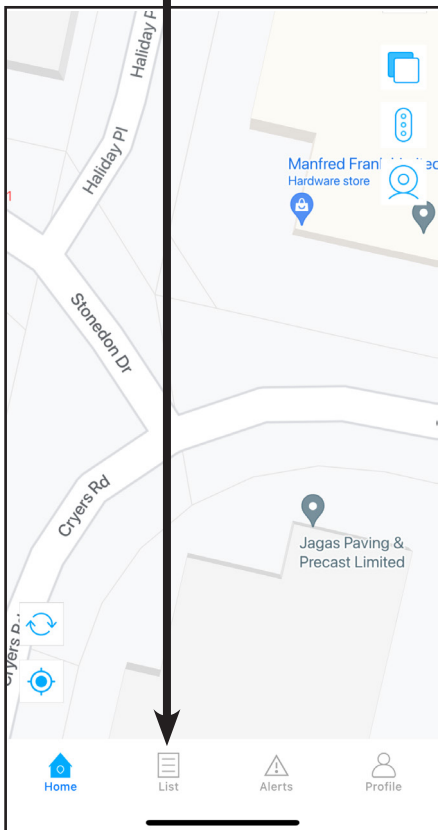
Tap ✛ to open the Add Device screen.

Tap the barcode scan icon ⬚.
Or manually enter the IMEI number and tap Add Device.

To add a tracker to your app, scan the barcode on the tracker or the tracker box.
Or manually enter the IMEI number which is visible under the barcode.

You will be directed to tracker set-up page, fill in the following details to finish setting up your tracker.
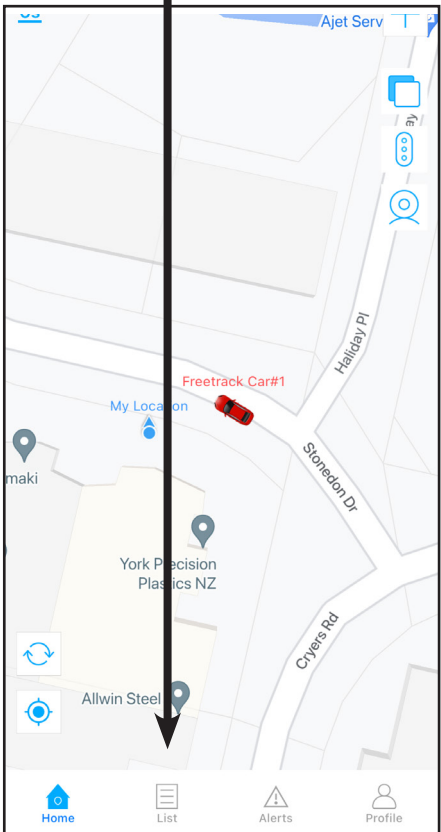

15:22	📶 📶 📶 🛜 90
‹ Edit Device	
Device Name	Freetrack Car#1
Plate No.	FT-802
Driver Name	Freetrack Demo
Contact Number	021499779
Device icon	🚗 🚚 🚌 🚕 🏍 🚔
	🛵 🚐 🚙 🚜 🚜 🚢
	🛻 🚙 🛺

Save

1. Add **DEVICE NAME** e.g. the name of your tracker.
2. Add your vehicle's **REGISTRATION PLATE.**
3. Add **DRIVER NAME.** (Optional, does not affect any function or alerts)
4. Add **DRIVER PHONE NUMBER.** (Optional, does not affect any function or alerts)
5. Choose **DEVICE ICON** which will be displated on screen.

Tap to **SAVE** settings.

Tracker successfully added!
It will appear on the map.
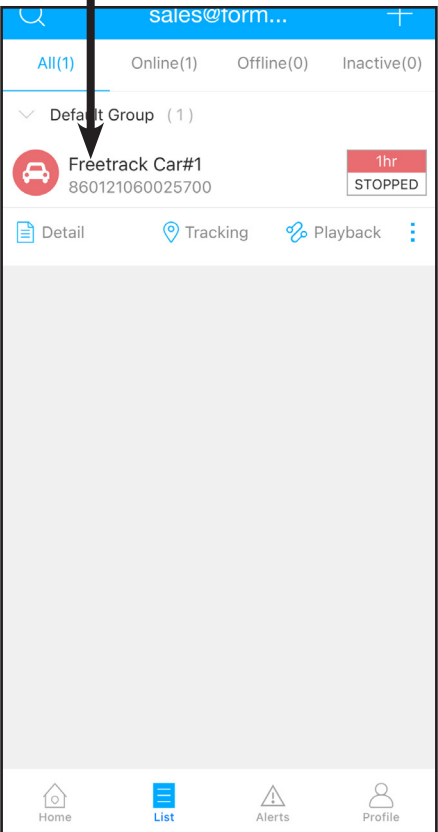To add more trackers, repeat the steps
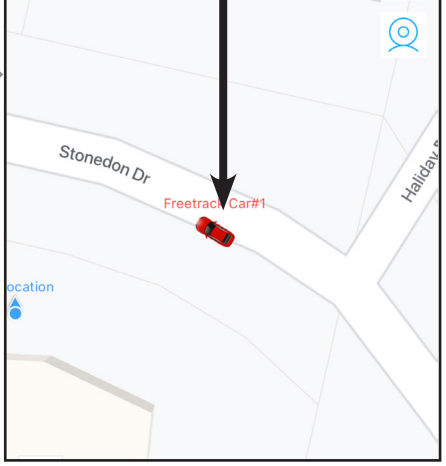
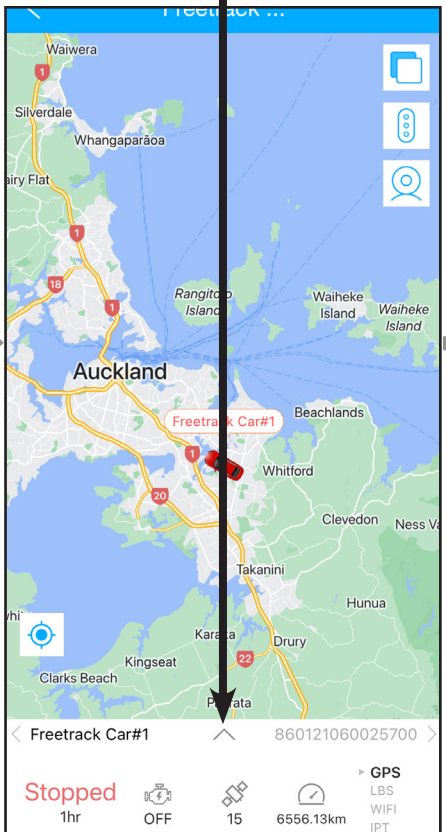# USE THE LIST MENU TO SEE THE STATUS INFO ON YOUR TRACKER

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

Tap on a vehicle to see the current status information.

All(1)	Online(1)	Offline(0)	Inactive(0)

∨ Default Group (1)

🚗 Freetrack Car#1
860121060025700
1hr STOPPED

📄 Detail   📍 Tracking   🔗 Playback   ⋮

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

Freetrack Car#1 ∧ 860121060025700

Stopped 1hr   OFF   15   6556.13km   GPS LBS WIFI IPT

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

TRACKING 📍
Tap to track the vehicle live

CAMERA ◎
Feature not available for Freetrack.

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

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

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

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.

DEVICE DETAIL

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

|		
Device Name	Freetrack Car#1	→ Custom DEVICE NAME
Device Type	VL802	
IMEI	860121060025700	
Expiration	2024-04-21 18:08:27	
SIM	0225125746	→ SIM Number that's in the TRACKER
Device icon		
charging		
ACC	OFF	→ Ignition Status
Location Time	2023-10-10 07:33:41	→ Last Position
Latest Update	2023-10-10 09:19:01	→ Last Update
Speed	0km/h	
Longitude	174.887787	
Latitude	-36.930626	→ Current / Last Position
Address	80, Stonedon Drive, Burswood, Howick, Auckland, 2013, New Zealand	
Driver Information		

PLAYBACK TRIP HISTORY ON THE MAP

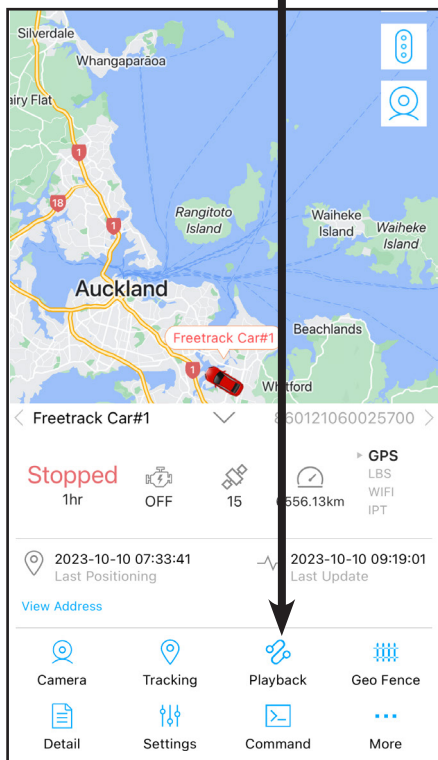Tap **LIST** 📋 from the Home screen to open the device list.
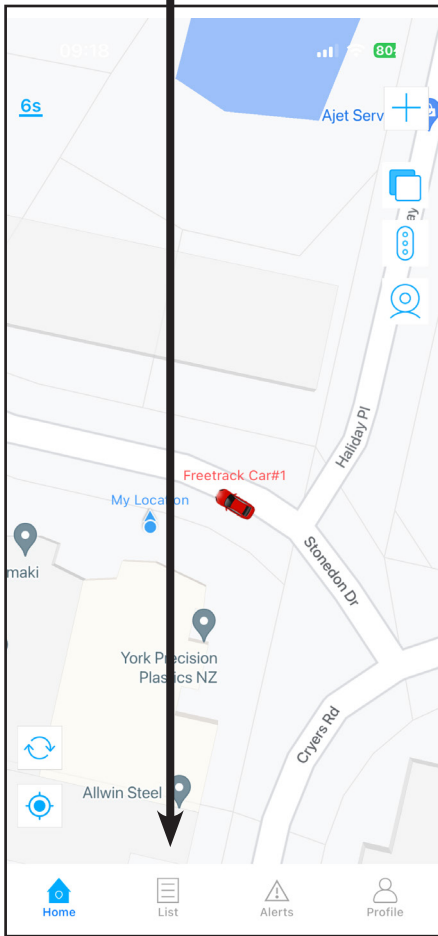
Tap on a vehicle.
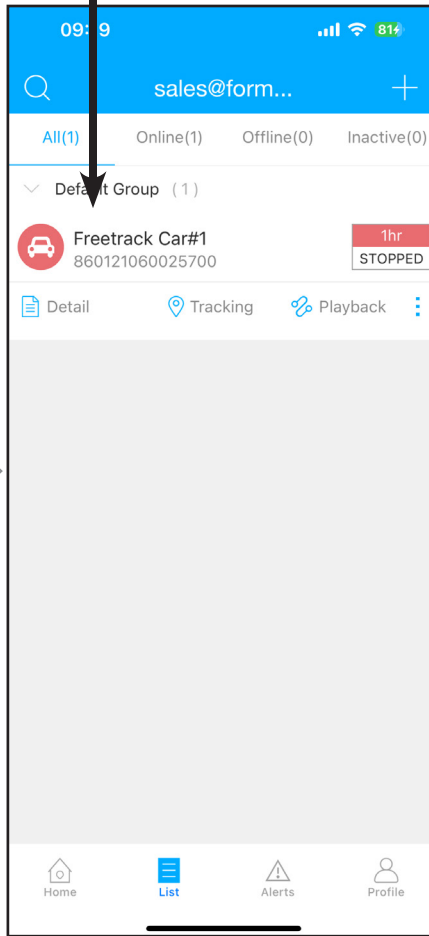
Tap the up arrow ⌃ to expand the Status Info menu.
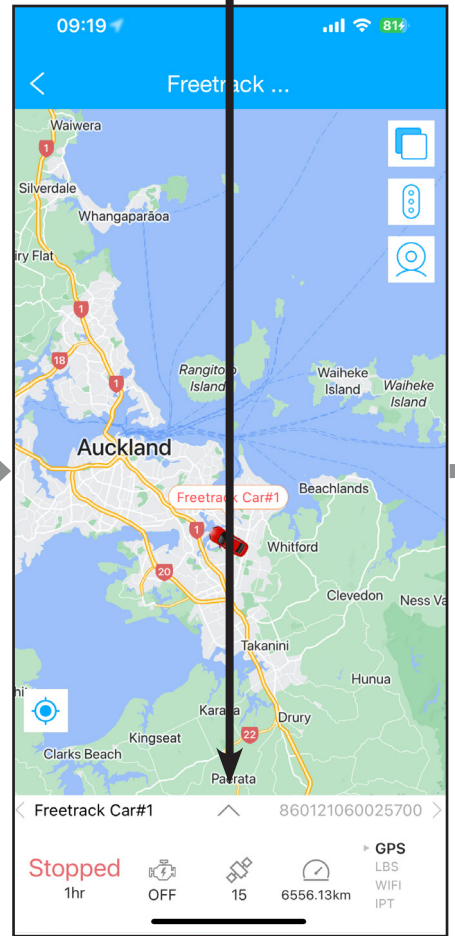
Tap **PLAYBACK** ✗ to open the Playback screen.

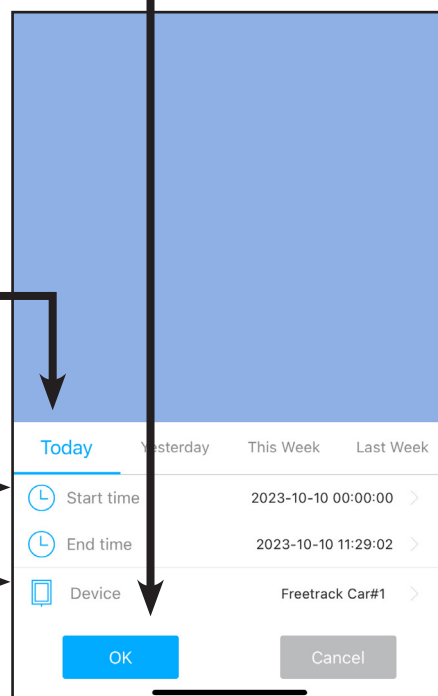Select the **DATE AND TIME RANGE** you want to view Playback for and tap **OK**.

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.

PLAYBACK continued ...

The **PLAYBACK** screen is now displayed.
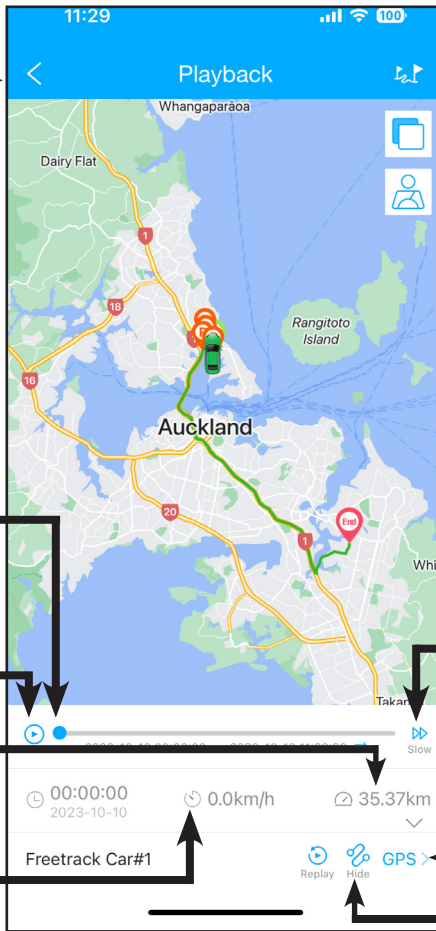
GO BACK ‹
Tap the Go Back arrow to return to the Status Info menu.

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.

SELECT DEVICE ⊖
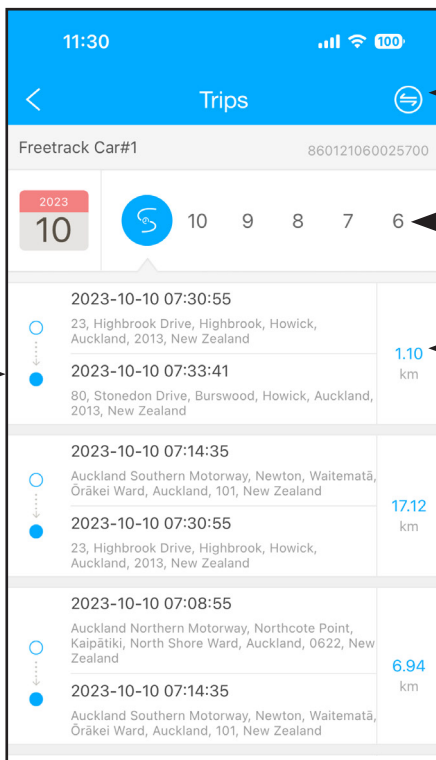Tap to list trackers/ vehicles.

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.

PLAY TRIP
Tap on a trip to Playback on the map.

Tap Go Back ‹ to return to the Trips list.

ALERTS / PUSH NOTIFICATIONS

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.
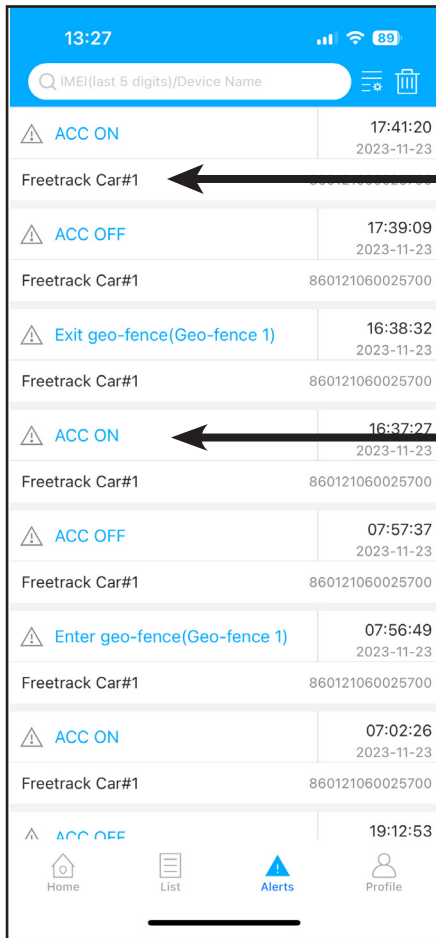
DEVICE NAME

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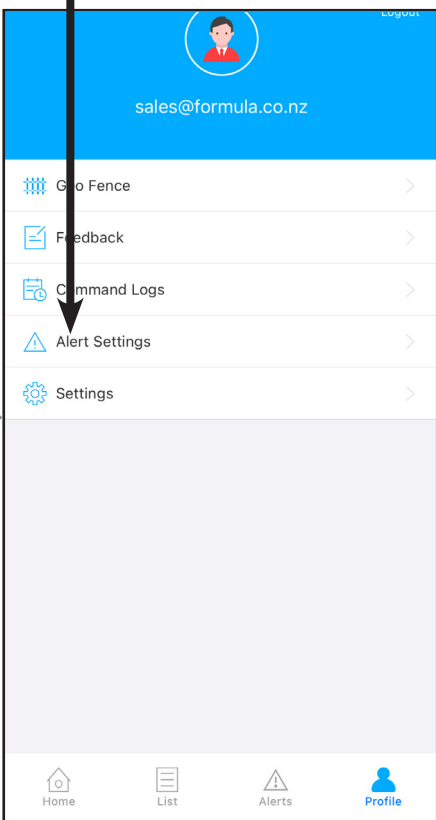
To set which alerts trigger a push notification go the Alert Settings screen (see next example).

Note: if using a Prepay SIM card additional charges may be incurred depending on the cellular provider and plan you have.
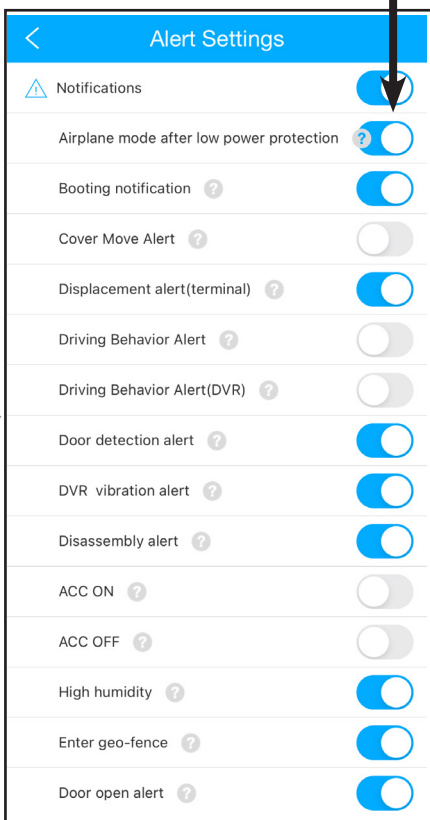
To find **ALERT SETTINGS** tap **PROFILE** 👤 from the Home screen.
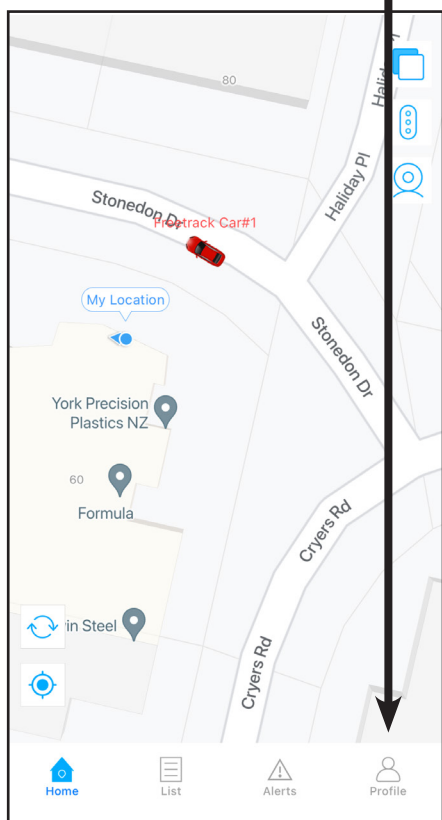
Tap **ALERT SETTINGS.**

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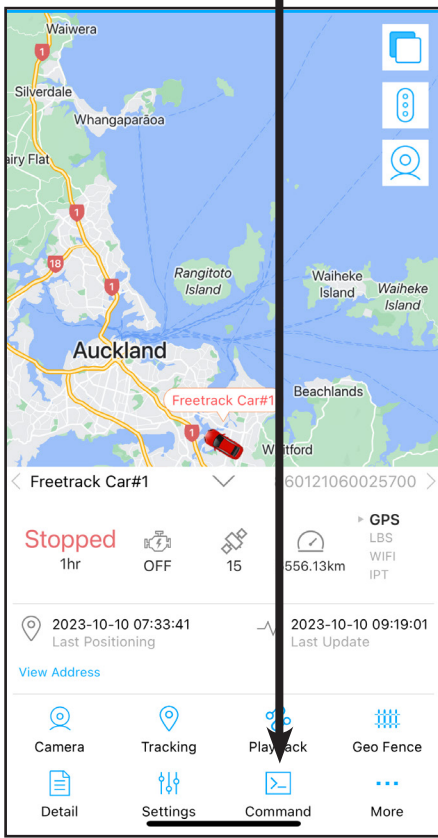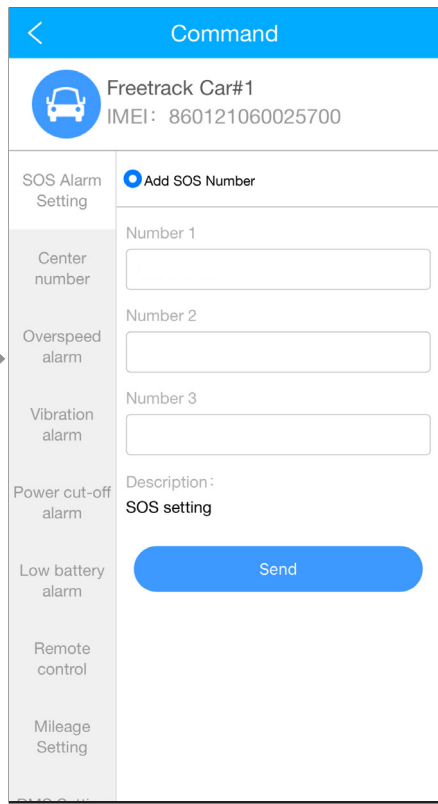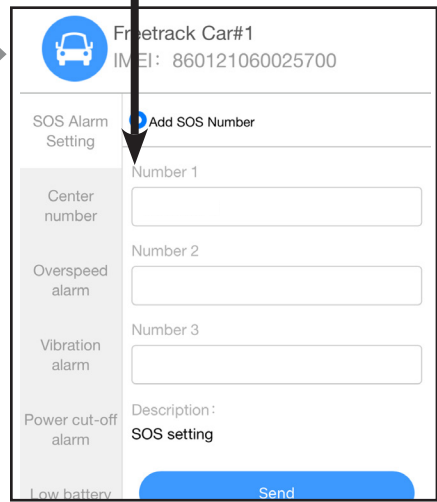
To configure SMS and phone call alerts select your device from the **LIST** icon ▤ on the **HOME** screen. Tap the up arrow ⌃ to expand the Status Info menu. Also see **SOS ALARM SETTING** (next page) for configuring Alarm Activation/SOS alerts.

Programming SOS mobile numbers

Tap **COMMAND** to open the configuration settings.
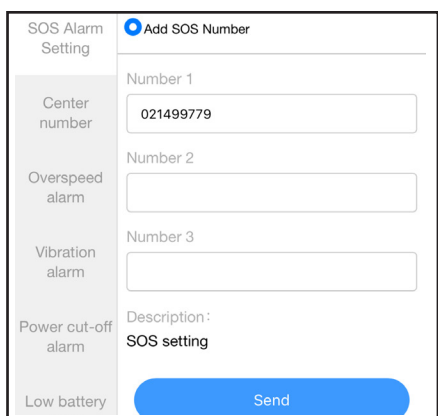
To program what mobile numbers receive SMS alerts (and for some alerts a phone call) scroll down and tap **SOS Alarm Setting**

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 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 **SOS NUMBER 1** (or 2 or 3).

Enter the mobile number you want to program. Enter numbers **without** international formatting e.g. 021499779 not +6421499779.

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

Repeat for additional SOS NUMBER 2 and 3, if required.

To **DELETE** a programmed number, select the block, remove the number.
Once the number is removed, press **SEND.**
The number is now **REMOVED** from the tracker.

Setting up alarm activation alerts

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

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

IMPORTANT: Make sure the mobile number you want to receive phone call alerts to is programmed into **SOS ALARM SETTING-NUMBER 1**

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.

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.

MILEAGE SETTING
Not used.

DMS SETTING
Not used.

USER-DEFINED
Not used.

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 10km/h before activating the fuel kill relay.

<div style="background:black;color:white;padding:1em">

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. Its is STRONGLY RECOMMENDED to wait until the vehicle is stationery before sending the fuel kill command.

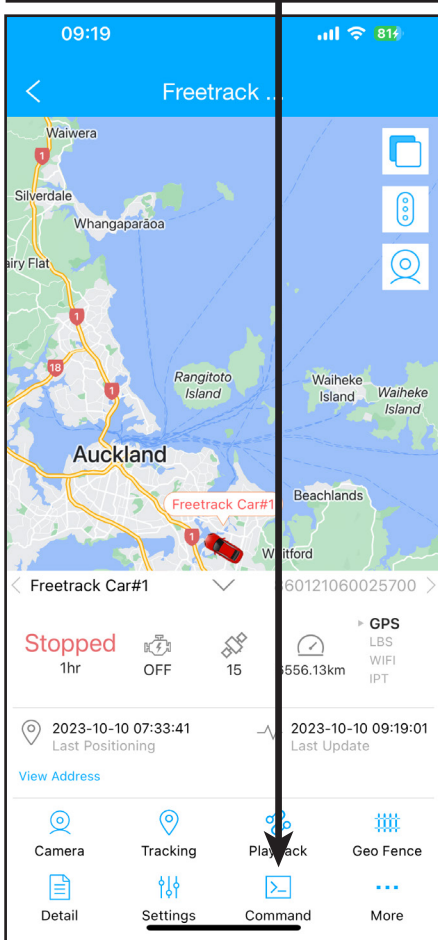The fuel kill command is for emergency use only.

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.

</div>

Remote fuel kill/immobilisation via command (recommended method)
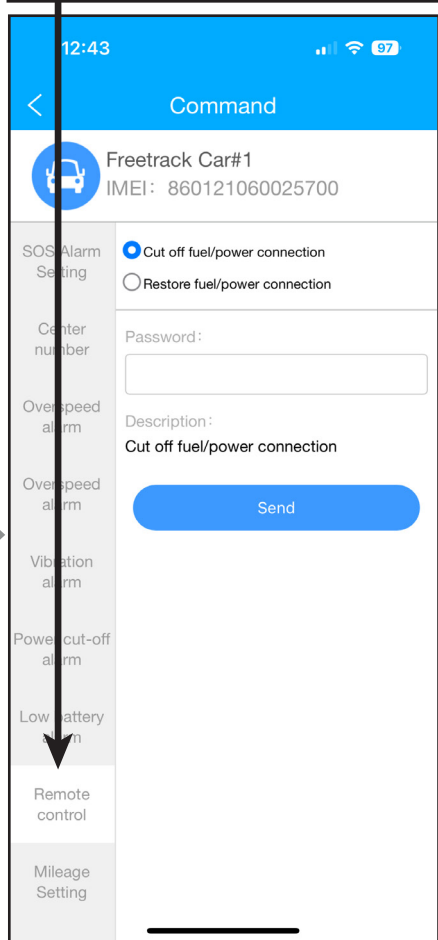
To activate remote fuel kill/immobilisation select your device from the **LIST** icon ☰ on the **HOME** screen. Tap the up arrow ⌃ to expand the Status Info menu.

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 Tracksolid Pro's app Log-in 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 10km/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 4G data is not available.
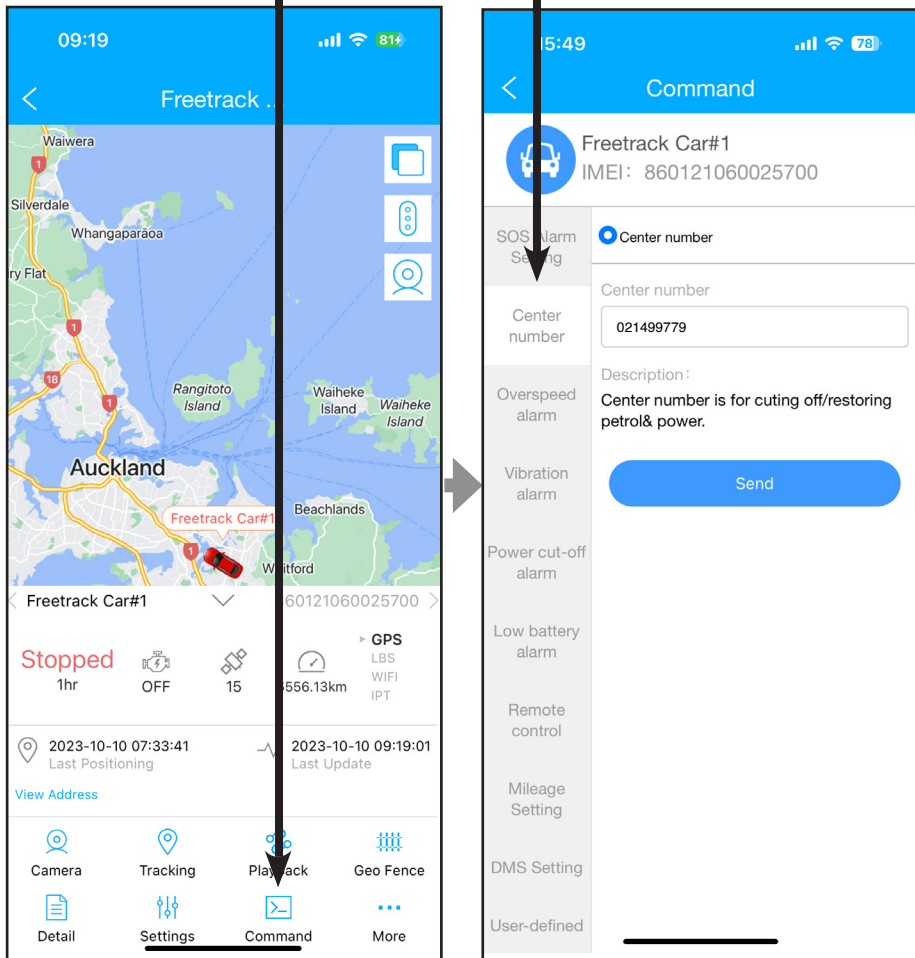
Enter your mobile phone number in non international format and tap SEND.

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. 021499779 not +6421499779

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 10km/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. Its is STRONGLY RECOMMENDED to wait until the vehicle is stationery before sending the fuel kill command.

The fuel kill command is for emergency use only.

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.
Note: Geofence notifications are sent via app/push notifications only.

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.

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.

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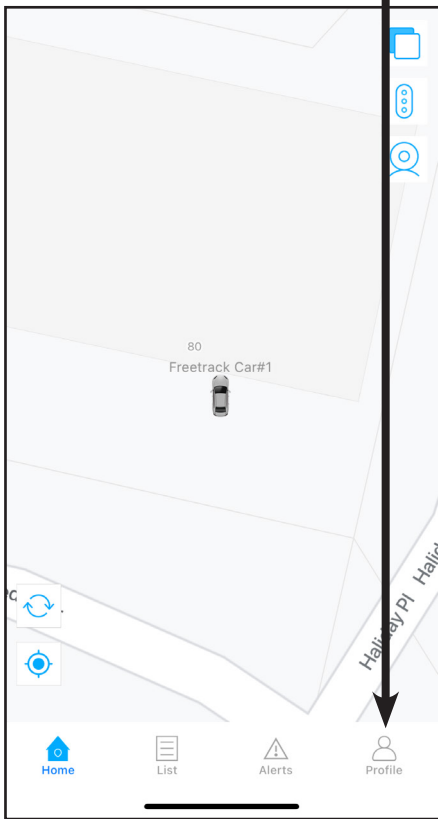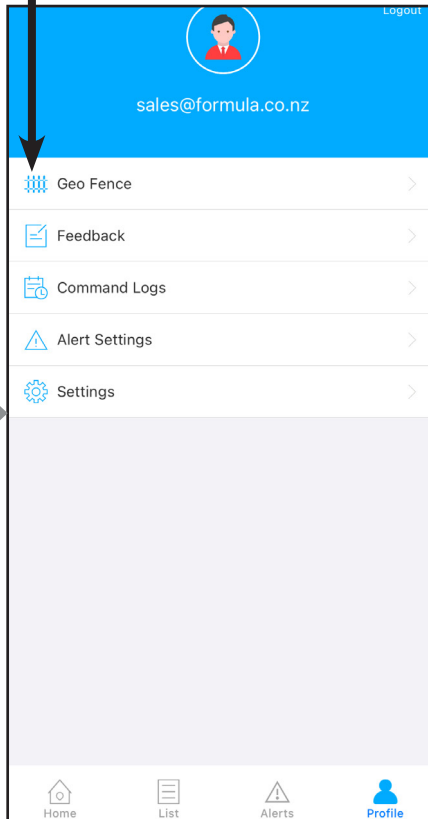
To remove a Geo Fence tap **REMOVE** 🗑.

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

Tap ▢ to add **ADDITIONAL DEVICES** to the Geo Fence.
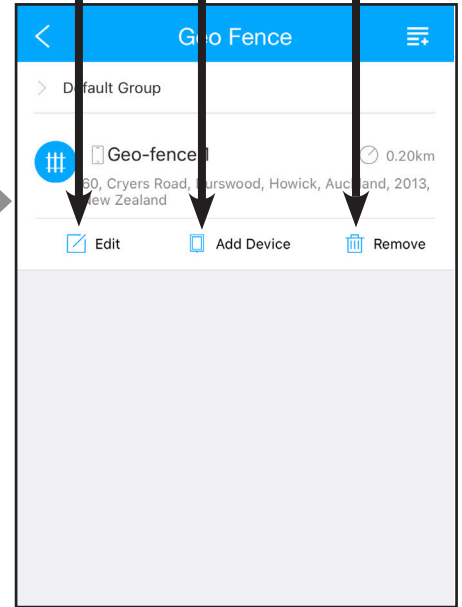
Home screen:

80
Freetrack Car#1

Halfway Pl Hal...

Home   List   Alerts   Profile

Profile screen:

sales@formula.co.nz

⫾⫾⫾ Geo Fence ›

Feedback ›

Command Logs ›

⚠ Alert Settings ›

⚙ Settings ›

Home   List   Alerts   Profile

Geo Fence screen:

‹   Geo Fence   ☰+

› Default Group

⫾⫾⫾ 📱 Geo-fence 1   ⏱ 0.20km
60, Cryers Road, Burswood, Howick, Auckland, 2013, New Zealand

✎ Edit   📱 Add Device   🗑 Remove

Home   List   Alerts   Profile

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 (ONE NZ 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.

Open rubber cover
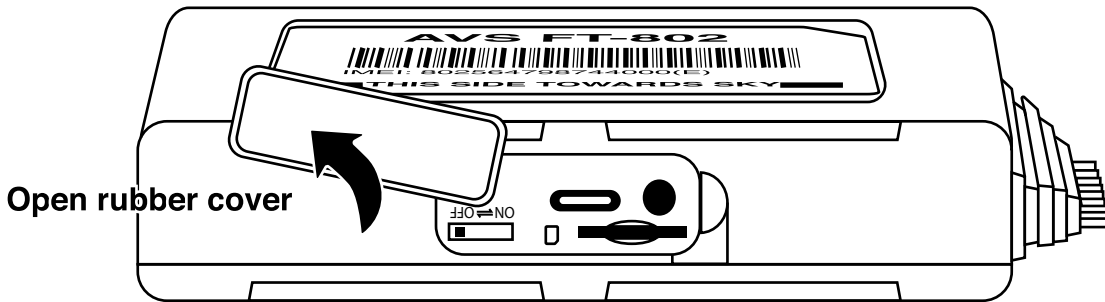
2. Ensure power switch is turned off and check no LED lights are lit up.

Battery back up OFF/ON   **SIM card slot**
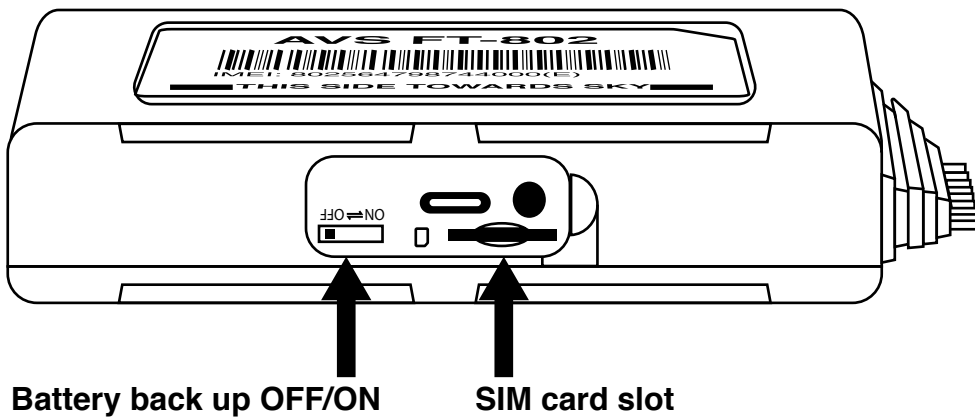
3. Insert the SIM with the metal face up.

Gold contact faces up

WIRING DIAGRAM

Vehicle Battery

+

−

RED

BLACK

ORANGE

YELLOW

1A FUSE

Relay

85 86 30 87a

WHITE

LOCK ACC ON START

FUEL PUMP CUT
2 x GREEN

ORANGE
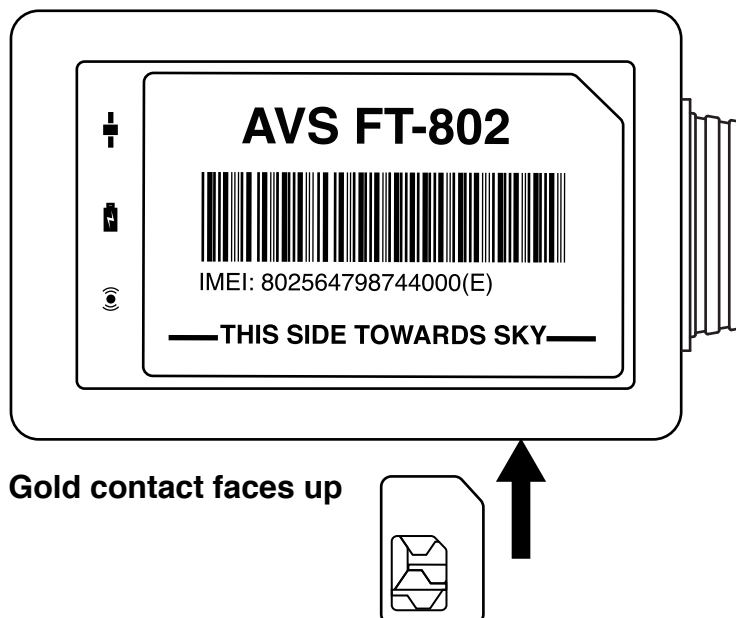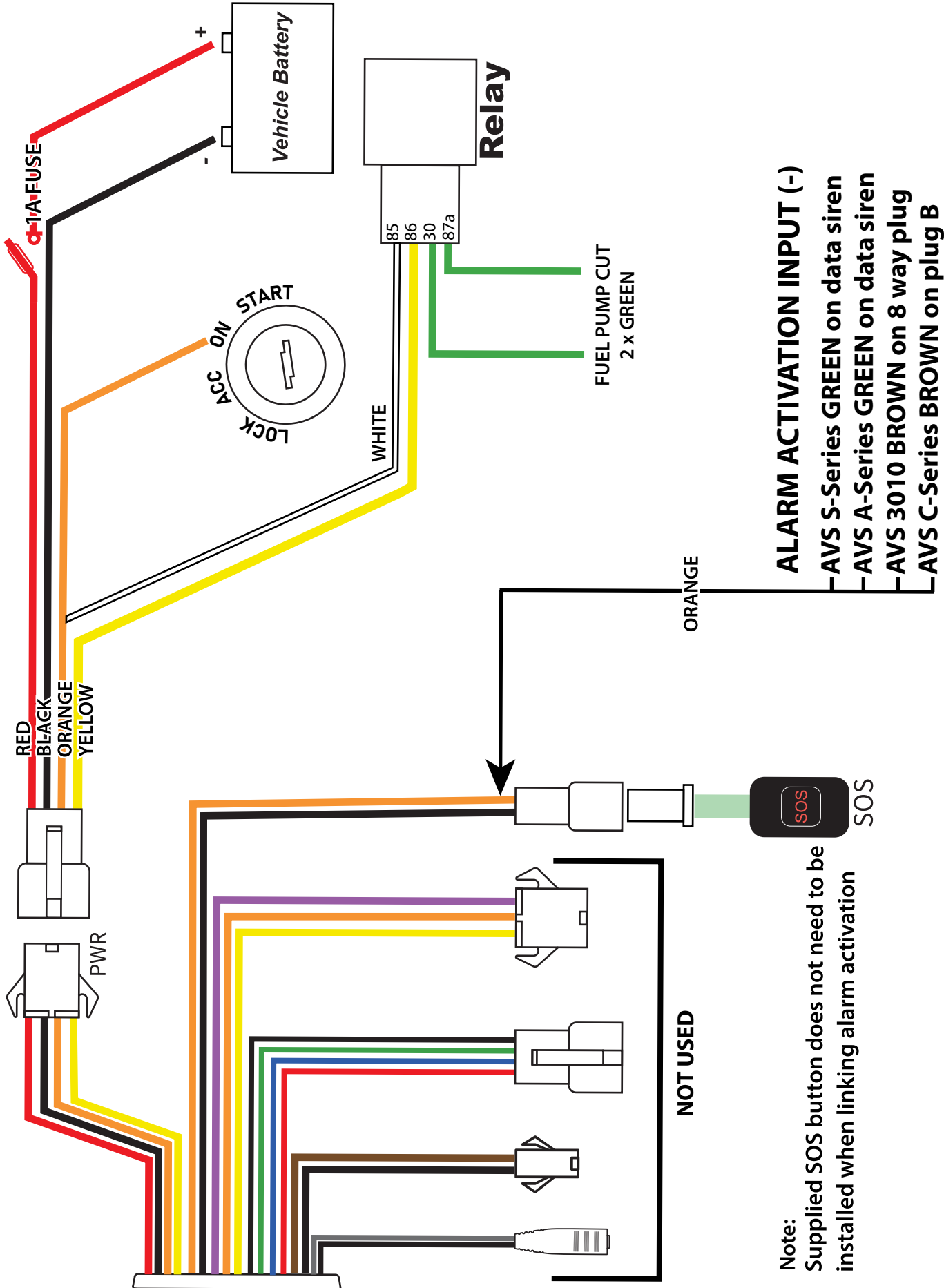
ALARM ACTIVATION INPUT (-)

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

PWR

SOS

SOS

NOT USED

Note:
Supplied SOS button does not need to be
installed when linking alarm activation

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

PIN OUT DIAGRAM

1.	PW+
2.	GND
3.	ACC
4.	RELAY (-)
5.	ALARM
6.	NOT USED
7.	NOT USED
8.	NOT USED
9.	NOT USED
10.	NOT USED
11.	NOT USED
12.	NOT USED
13.	NOT USED
14.	NOT USED
15.	NOT USED
16.	NOT USED
17.	NOT USED
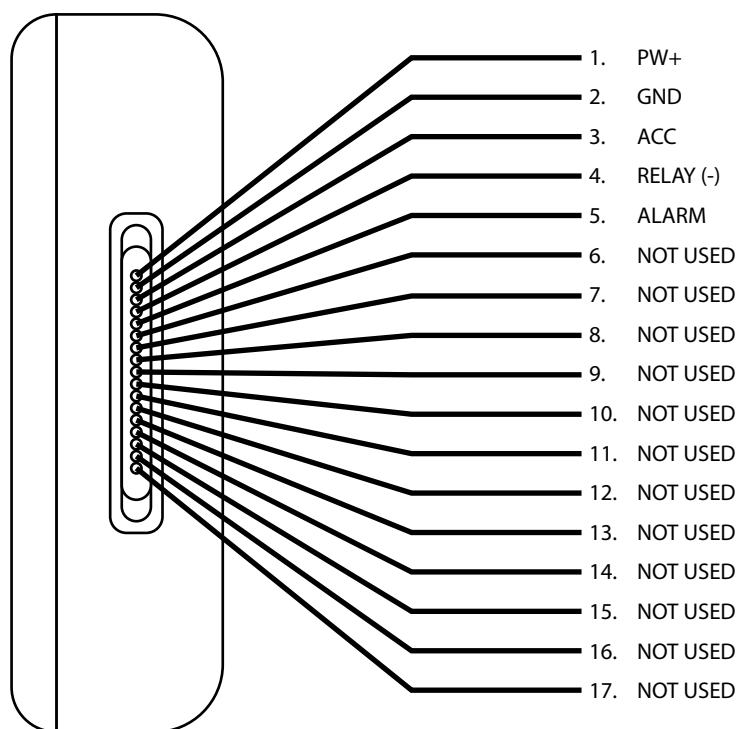
PIN	COLOUR	DESCRIPTION	DEFINITION
1	RED	PW+	9V-36V CAR BATTERY POSITIVE
2	BLACK	GND	9V-36V CAR BATTERY NEGATIVE
3	ORANGE	ACC	ACC/IGNITION INPUT (+)
4	YELLOW	RELAY	IMMOBILISER/FUEL KILL OUTPUT (-) TO RELAY
5	ORANGE	ALARM	ALARM ACTIVATION (-) INPUT
6	BLACK		
7	PURPLE		
8	ORANGE		
9	YELLOW		
10	BLACK		
11	GREEN		**NOT USED**
12	BLUE		
13	RED		
14	BROWN		
15	BLACK		
16	GREY		
17	BLACK		

WIRING INSTRUCTIONS

DEVICE POWER (RED PIN 1): Connect to vehicle un-switched power 9-36V DC.
DEVICE GROUND (BLACK PIN 2): Connect to ground

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

RELAY OUT (YELLOW PIN 4): Connect to 86 on relay.

FUEL KILL RELAY - IMPORTANT!

Fuel kill relay supplied is for 12V vehicles only. Replace with suitable 24V-36V relay if required. Fuel kill relay must be wired normally closed.
NOTE : Ignition / ACC cannot fall away on crank

ALARM ACTIVATION (ORANGE PIN 5)

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.
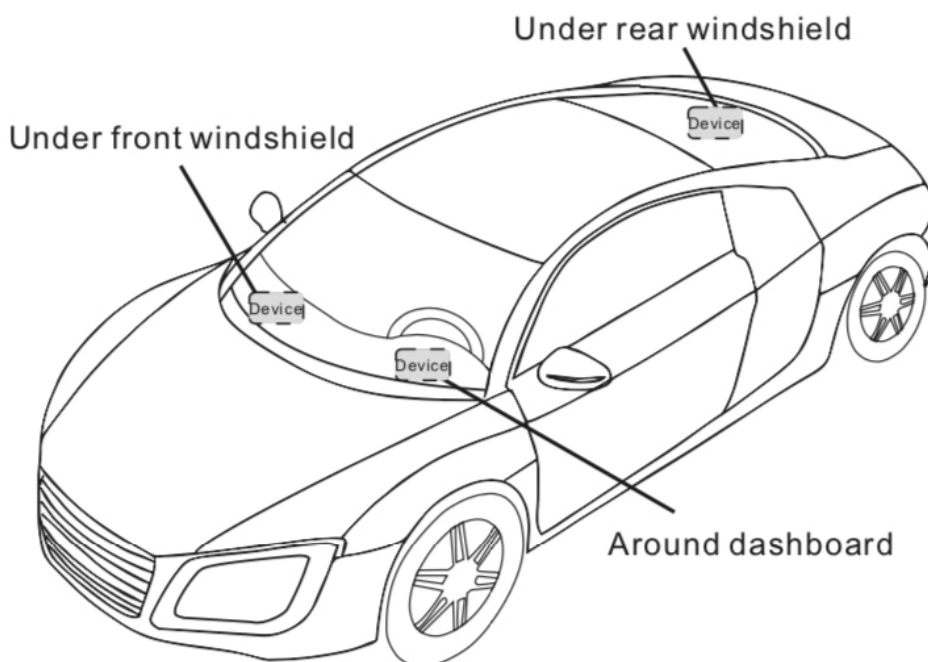
POWER UP THE TRACKER

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

- The BLUE , RED & GREEN LED's will illuminate.

- Then the **POWER** LED (RED) will remain on, indicating the internal back-up battery is charging.

- BLUE & GREEN will flash while searching for signals.

- Once the **GPS** LED (BLUE) has received a signal and position it will remain on.

- Once the **GSM** LED (GREEN) finds the network and is connected it'll flash, ON 0.1s & OFF for 3s.

- A short while after receiving these signal the LED's will turn off.

ON → SLIDE TO TURN ON AND CHARGE BACK UP BATTERY

IMPORTANT!

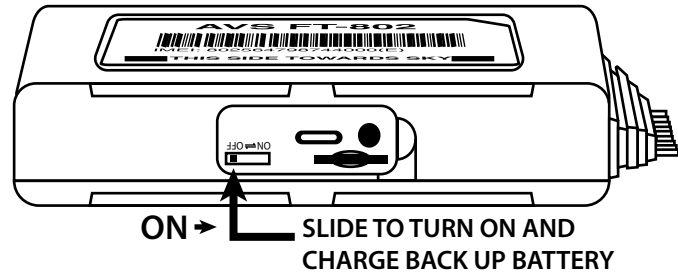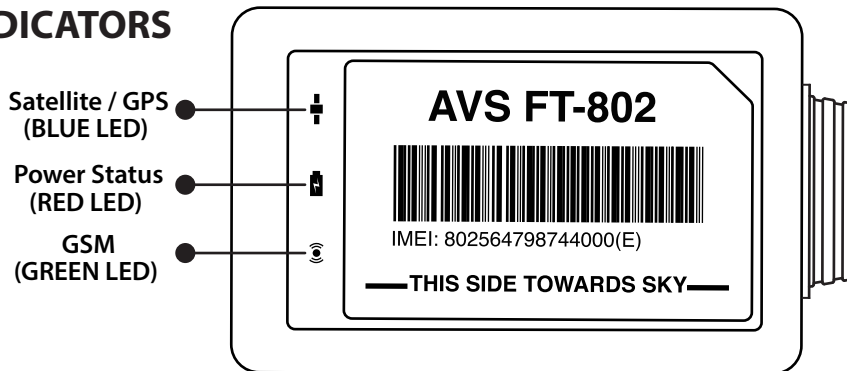The **BATTERY POWER SWITCH MUST BE TURNED ON,** before the internal backup battery will charge and operate the device if external power is disconnected. The device will power up from the external power supply when the switch is OFF however the battery will not charge.

LED STATUS INDICATORS

Satellite / GPS (BLUE LED)

Power Status (RED LED)

GSM (GREEN LED)

AVS FT-802

IMEI: 802564798744000(E)

━━THIS SIDE TOWARDS SKY━━

POWER STATUS (RED)	
On for 0.3s and Off for 0.3s	Low power
On for 1s and off for 3s	Fully charged
On for 0.1s and off for 3s	**Working normally***
Soild on	Charging (Higher priority than the status of low power)
Off	Battery is exhausted/Internal failure

GNSS STATUS (BLUE)	
On for 0.3s and off for 0.3s	Searching GNSS signal
Solid on	**Positioned***
Off	GNSS module is in slep more or not working

CELLULAR STATUS (GREEN)	
On for 0.3s and off for 0.3s	Network initializing
On for 1s and off for 3s	Receiving signal normally
On for 0.1s and off for 3s	**Network connected***
Solid on	Calling
Off	No signal received/No SIM card detected

POWER SUPPLY STATUS (RED, BLUE, GREEN)	
Red, Blue and Green on for	Connected/ disconnected power supply

*Normal State

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 $12x$ satellites to get an accurate location fix. It may get a fix with $7x$ 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 with with WIFI turned OFF 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:

MODEL	e.g. AVS FT-802
IMEI NUMBER	Shown on the device label and box
TRACKSOLID PRO APP PASSWORD	
SIM PH NUMBER	
SIM PROVIDER ACCOUNT LOGIN	e.g. Login to one.nz or spark.co.nz
SIM PROVIDER ACCOUNT PASSWORD	e.g. Password to one.nz or spark.co.nz
INSTALLER NAME	

SUPPORT

1. Please see your AVS installer for support with your Freetrack AVS FT-802 tracker.

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

3. Please note AVS strongly recommends professional installation to help protect your product warranty.

4. For warranty information please see our website **freetrackgps.co.nz**.

5. Alternatively you can contact **AVS Car Security/Formula Distribution** on **09 273 3600 or sales@formula.co.nz**

FREE**TRACK**

Multiple Freetrack GPS Trackers?

Linking the previous AVSFT-06E and the new AVSFT-802?

Is a simple procedure:

1.) Screenshot an image of the 'Detail' page on the app of your old tracker.

2.) Forward that image as an e-mail to sales@formula.co.nz, including your name and contact details.

Adding the subject line - Please transfer to **Tracksolid Pro.**

In most cases the move will take 24-48 hours to be completed.(Excl weekends)

• You will receive a reply e-mail alerting you that the change has been completed

• Continue to follw the steps at the bottom of pg6 of the AVSFT-802 User Guide to add your old Freetrack to your new app.

Proudly bought to you by vehicle security specialist AVS

CAR SECURITY
AVS

09 273 3600

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