FREETRACK

AVS FTAT6 USER GUIDE

Version 201909

0800 438 862

avscarsecurity.com

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WELCOME TO FREETRACK

This is the user and installation guide for the Freetrack AVSFTAT6 asset 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 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 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.

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 (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 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!

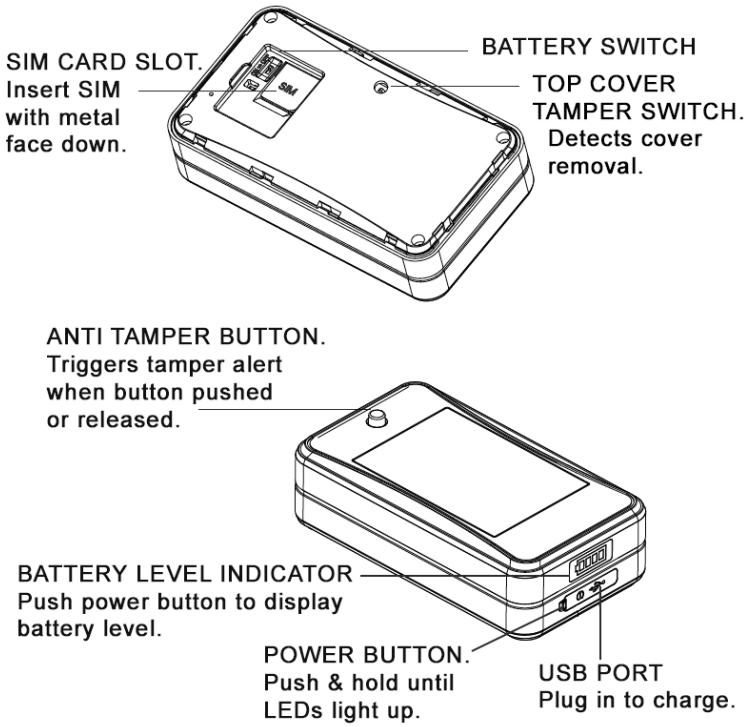
DO NOT set your mobile number to private/NO CALLER ID otherwise the tracker will not be able to identify you.

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.

CHARGING THE ASSET TRACKER

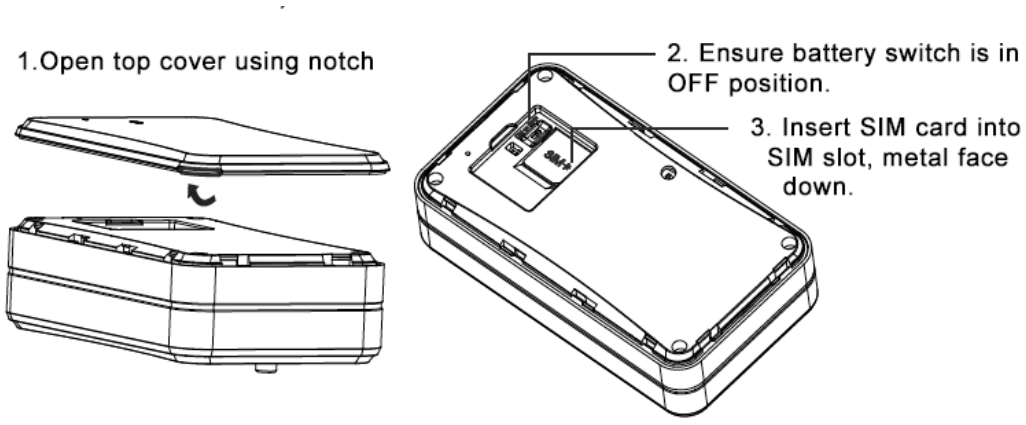
Before using the Freetrack AVSFTAT6 asset tracker please charge overnight using the supplied USB charge cable. The USB socket is located under the rubber cap on the end of the tracker.



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 the previous page for more information.

1. Remove the top cover by inserting a flat blade screw driver into the notch bottom left of top cover.
2. Ensure battery switch is turned off and check no LED lights are lit up.
3. Insert the SIM with the metal face down.



POWERING UP THE ASSET TRACKER

1. Turn the battery switch ON.
2. Replace the top cover ensuring it clicks firmly into place.
3. Push and hold the power button switch for approx 5-seconds until the battery indicator lights up.
4. Check the 3G status LED, the tracker will take approx 1-minute to connect to a 3G network.

DOWNLOAD THE FREETRACK APP

Scan the QR barcode to download the iOS app

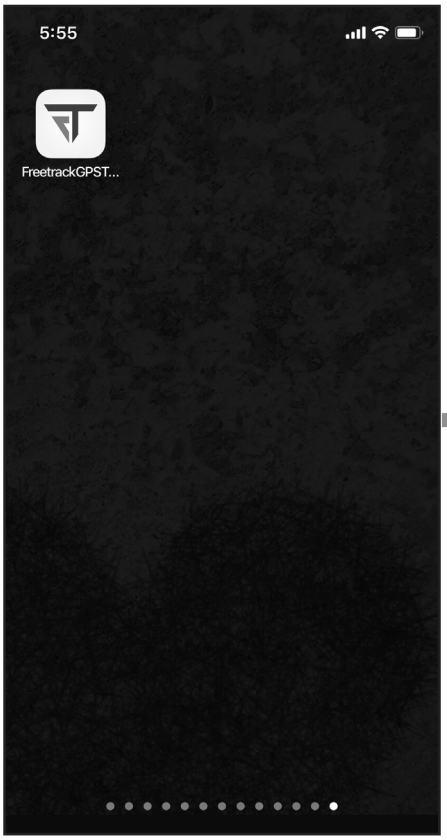
Or go to the Apple App Store and search for **FREETRACKGPSTRACKING** (no spaces)
Or type in this url - **https://apps.apple.com/nz/app/freetrack-gps-tracking/id1470346174**

Scan the QR barcode to download the Android app

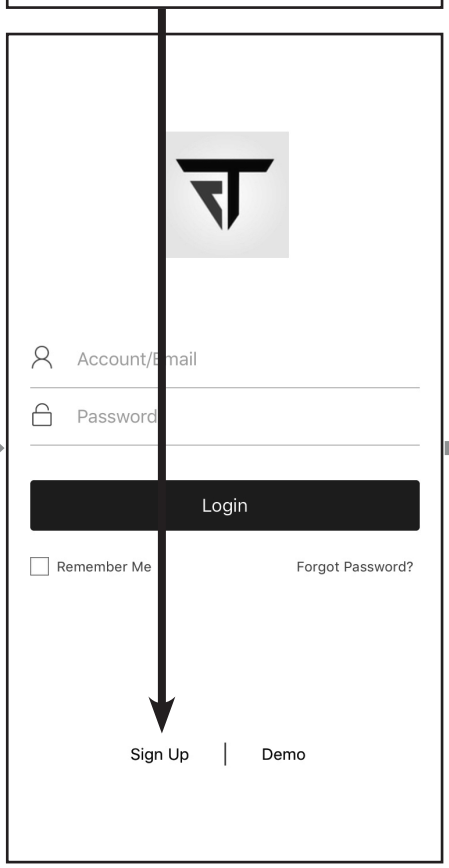
Or go to the Google Play Store and search for **FREETRACK GPS TRACKING**
Or type in this url - **https://play.google.com/store/apps/details?id=com.freetrack**

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.

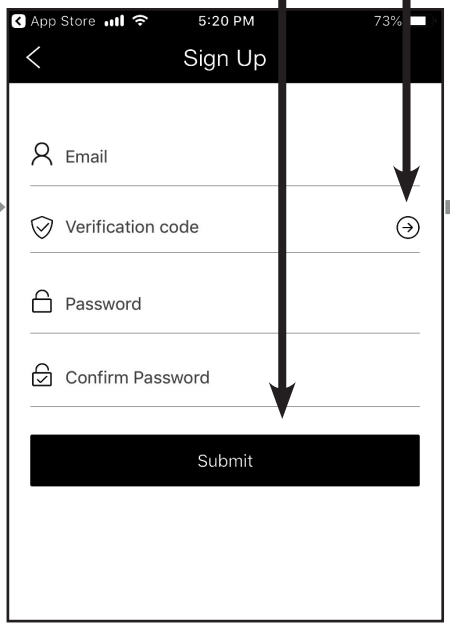


Tap through each screen until you get to the login screen and tap **SIGN UP.**

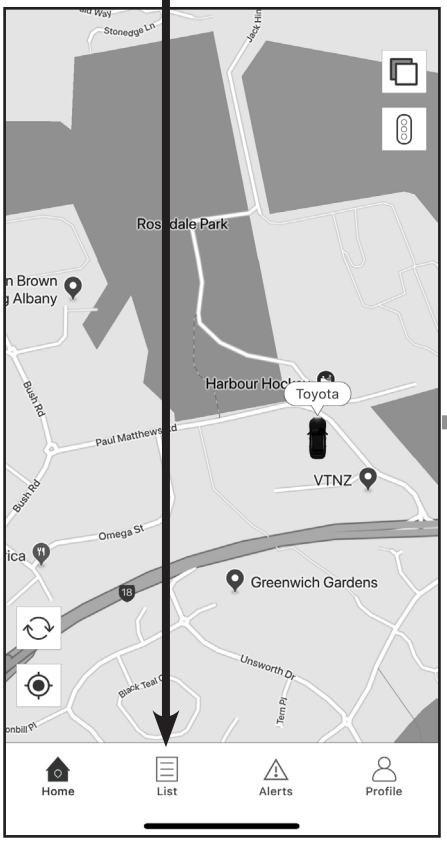


1. Enter your **EMAIL** address
2. Tap the arrow ⊕ next to **VERIFICATION CODE**
3. An email will then be sent with a verification code
4. Check your email then enter the code along with a new password and tap **SUBMIT.**

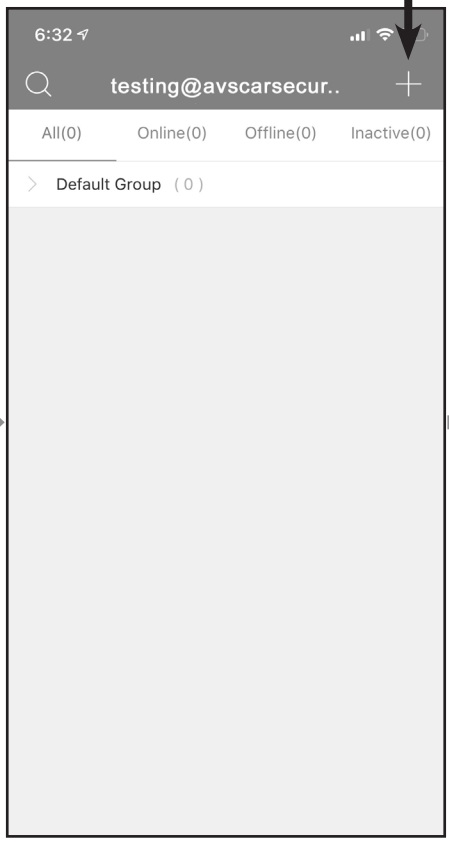
You have now successfully set up the app.



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

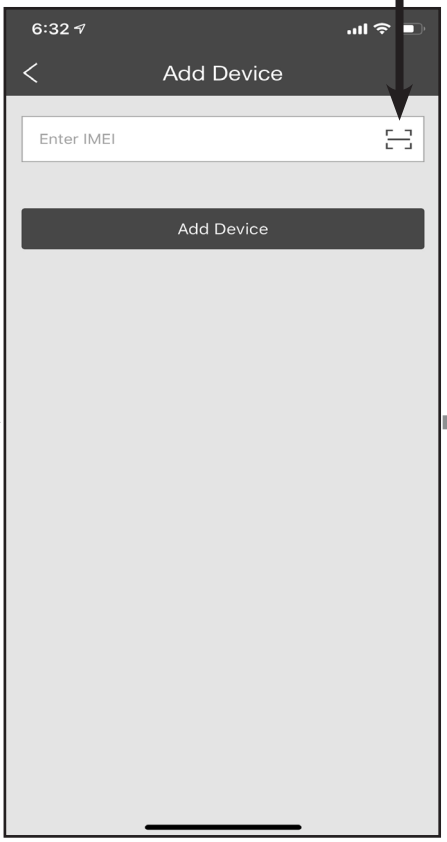


Tap ＋ to open the Add Device screen.



Tap the barcode scan icon ⊡.

Or manually enter the IMEI number and tap Add Device.

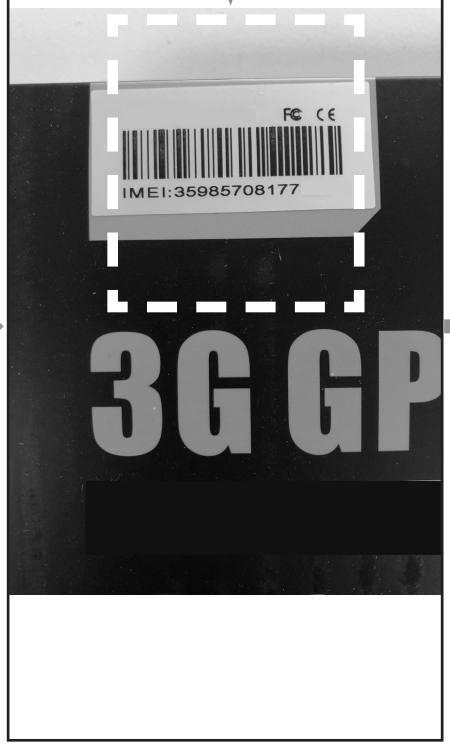


To add a tracker to your app hold the square over the tracker's barcode to scan ...

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

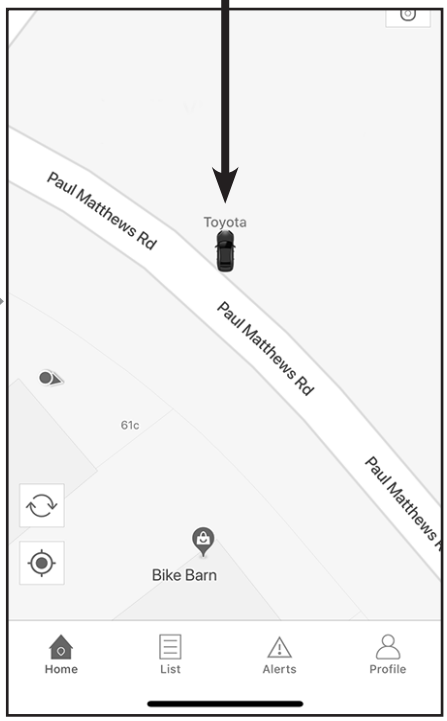
... OR scan the barcode on the box.

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



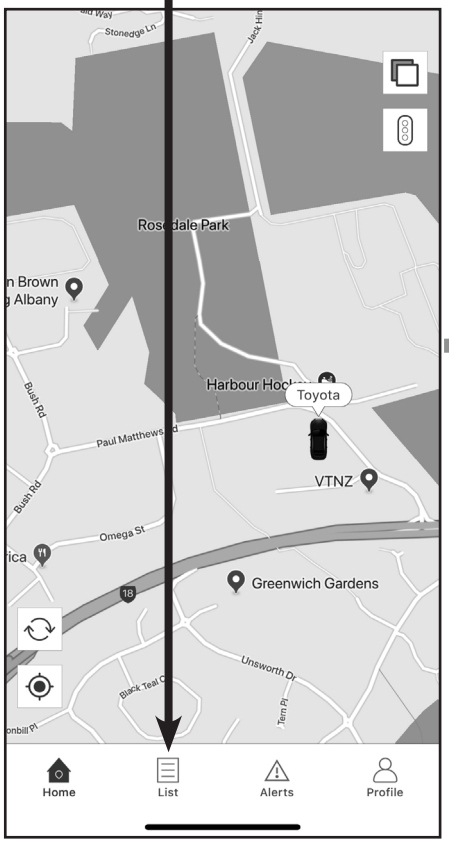
Your asset will now appear on the map (once the tracker is powered up). You have successfully added the tracker to your app.

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

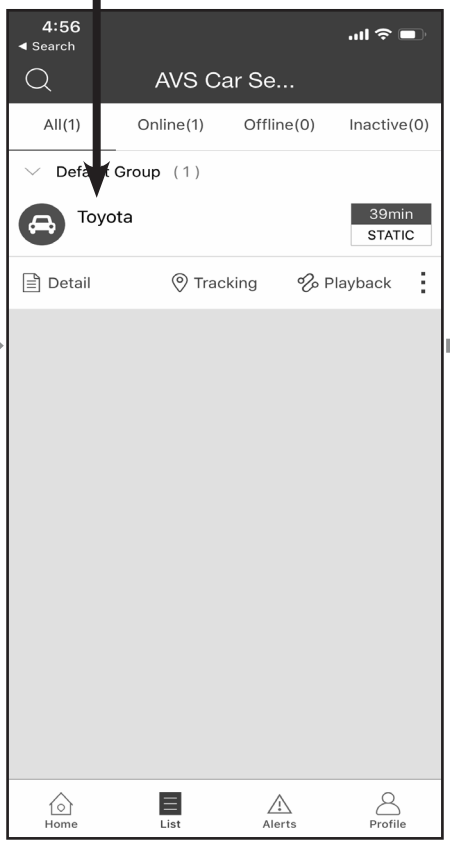


USE THE LIST MENU TO SEE THE STATUS INFO ON YOUR TRACKER

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.

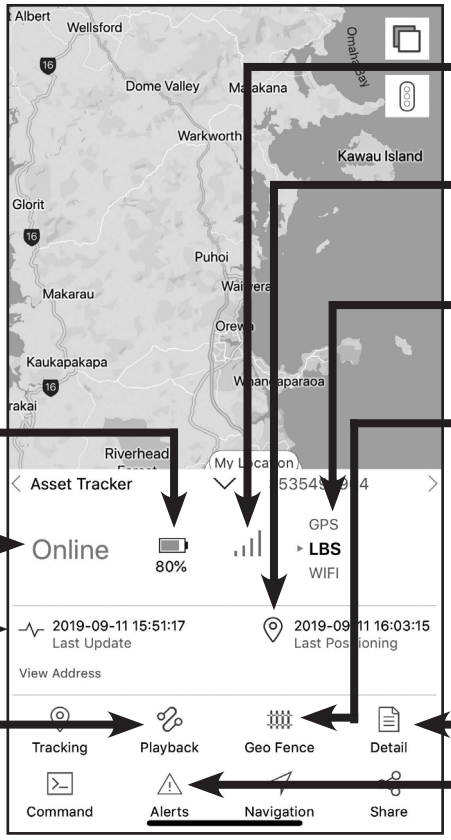
STATUS INFO

BATTERY LEVEL
Battery capacity remaining.

TRACKER STATUS
Current status (online/offline).

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/SIGNAL STRENGTH
Displays how many satellites are visible or the strength of the cell site (GPS or LBS fix dependent).

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

GPS/LBS POSITIONING
Indicates whether location fix is via satellite (GPS) or cell site (LBS).

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).

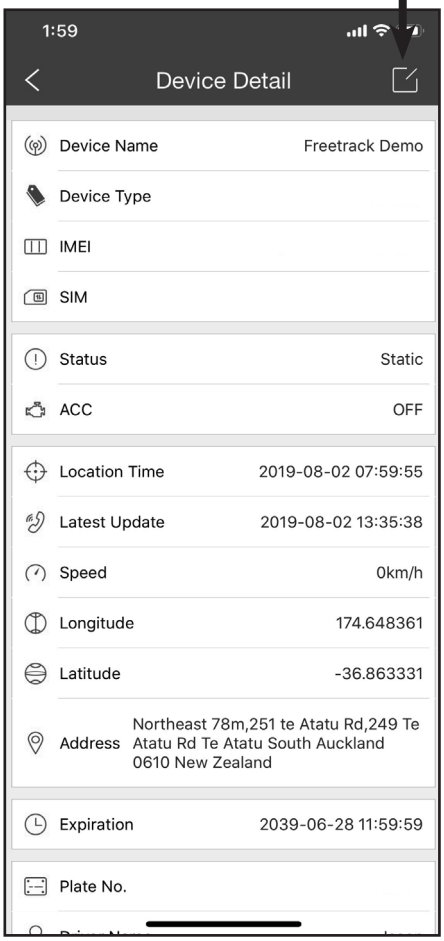
DETAIL
Tap to edit the details of the device such as the tracker's name or the rego number of the asset. See Device Detail below.

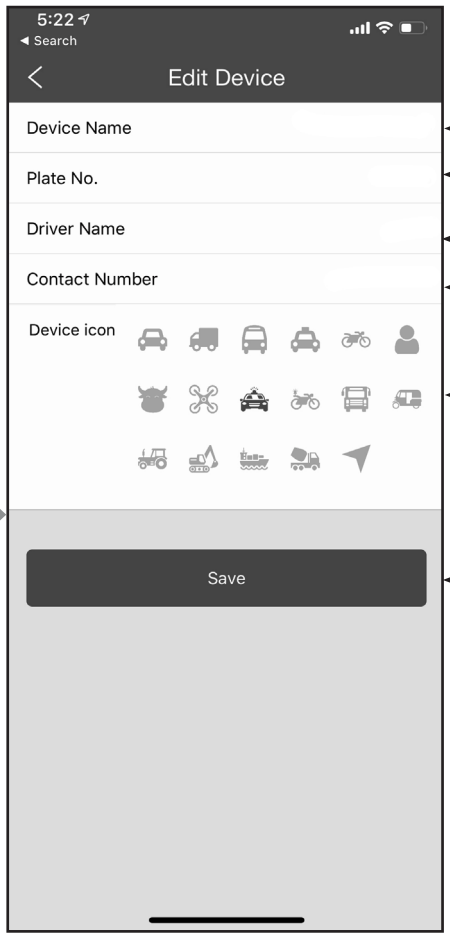
ALERTS LIST
Tap to open a list of recent alerts including alarm activations, over speed alerts etc.

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 asset (if applicable).

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

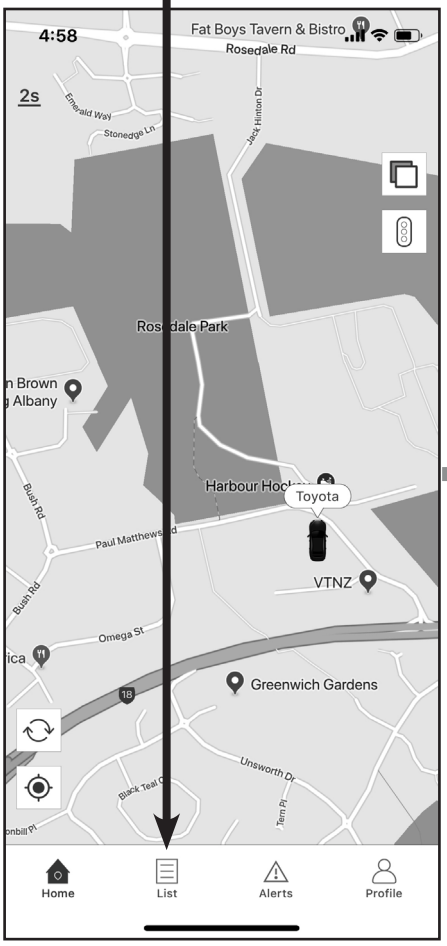
Tap to add a **DRIVER PHONE NUMBER** if preferred (Note - this field does not affect any functions or alerts).

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

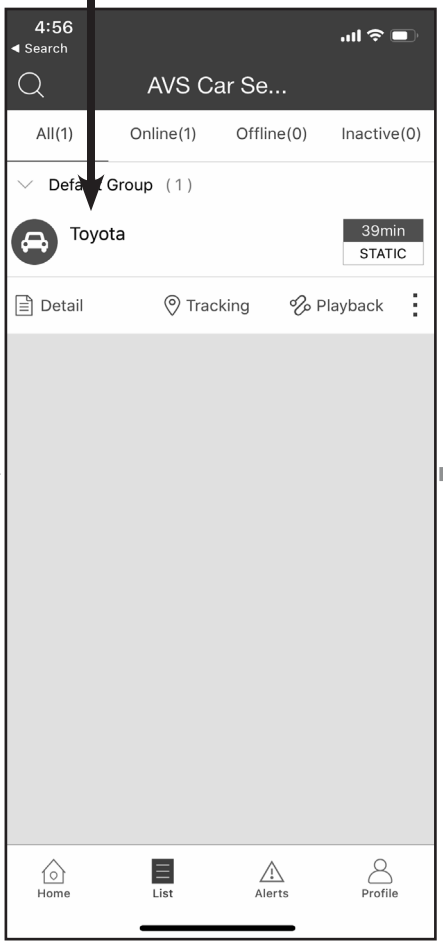
Tap to **SAVE** settings.

PLAYBACK TRIP HISTORY ON THE MAP

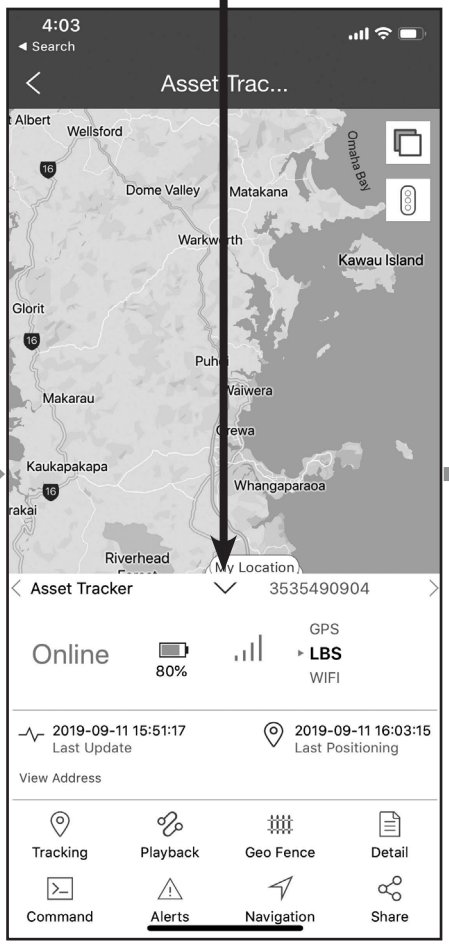
Tap **LIST** from the Home screen to open the device list.



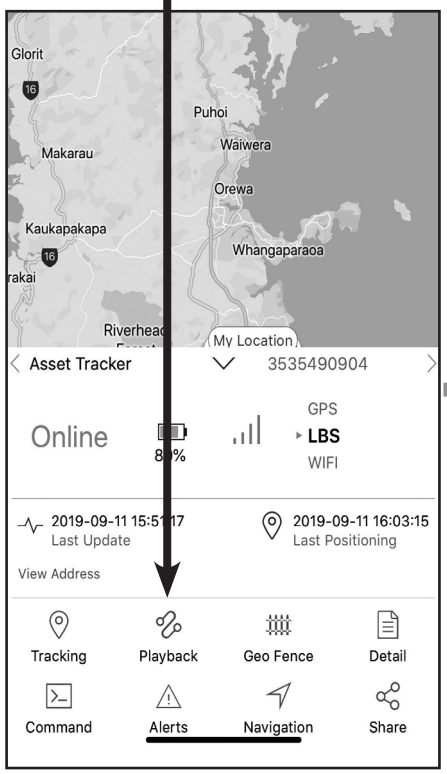
Tap on a vehicle/asset.



Tap the up arrow to expand the Status Info menu if not showing.



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



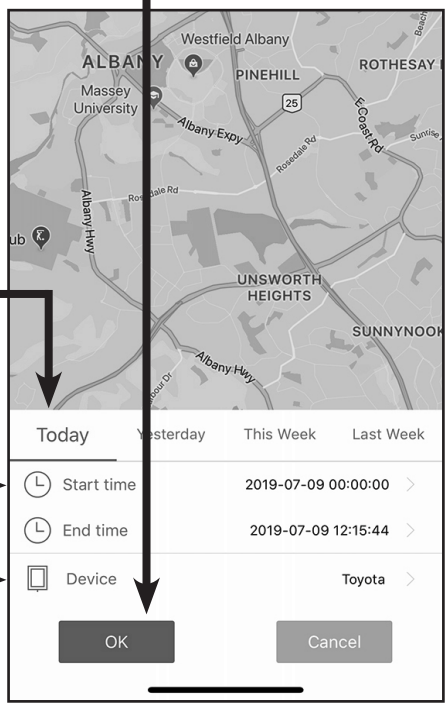
QUICK SELECT
Tap on one of the quick select playback periods.

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.

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).



Continued next page ...

PLAYBACK continued ...

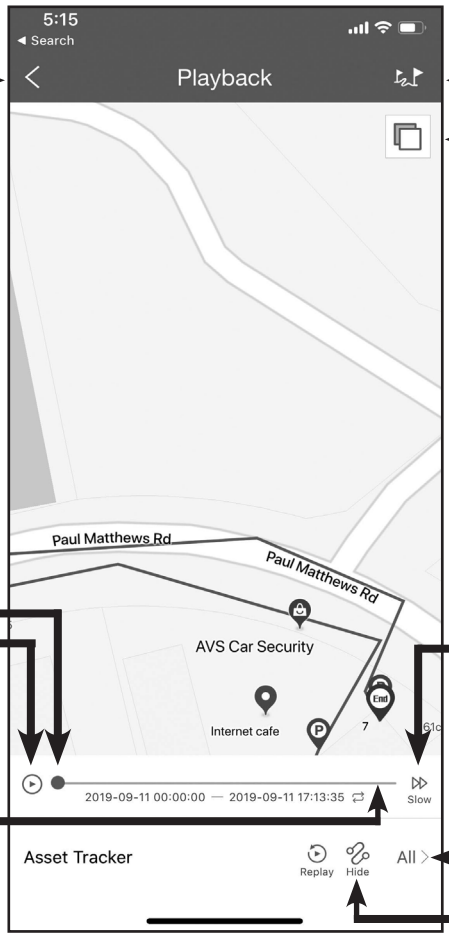
The **PLAYBACK** screen is now displayed.

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.

START/STOP PLAYBACK

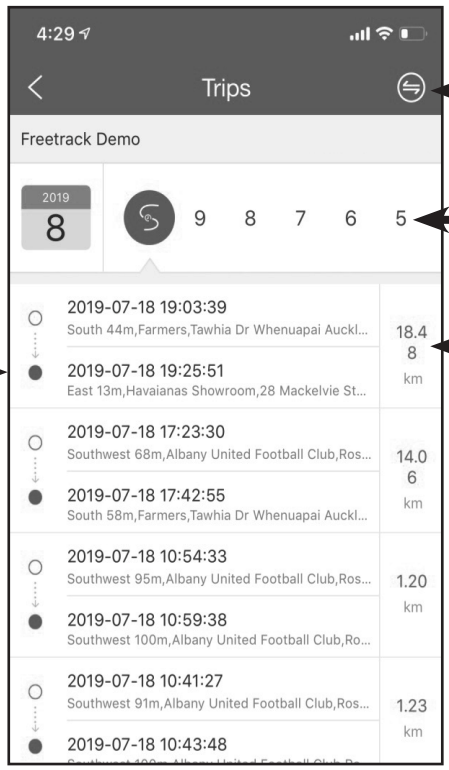
TIME LINE
Move the blue dot along the line to advance time through the time period.

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/ assets.

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.

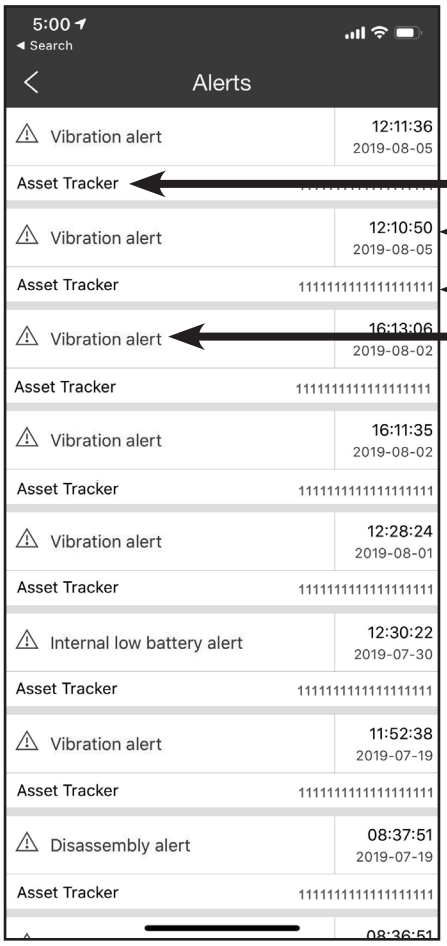
PLAY TRIP
Tap on a trip to Playback on the map.

Tap Go Back ‹ to return to the Trips list.

ALERTS

Alerts are events such as alarm activations, power disconnected warning or asset 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

TIME/DATE OF ALERT

IMEI NUMBER OF DEVICE

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

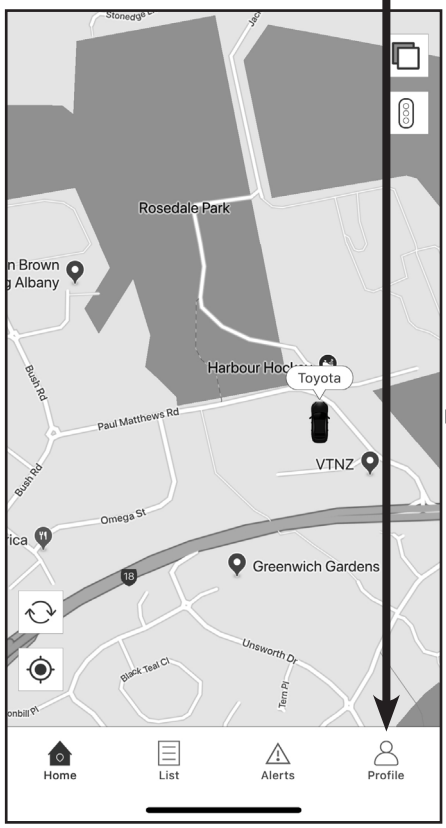
Depending on the Alert type either a **PUSH NOTIFICATION** or in some cases an **SMS** or **PHONE CALL** Alert an be configured.

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

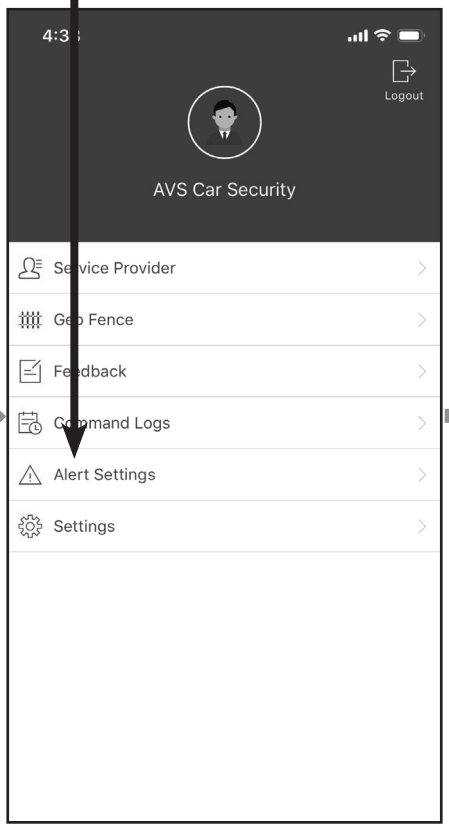
A red dot will show on the Alerts icon on the Home screen if a new Alert has been triggered.

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

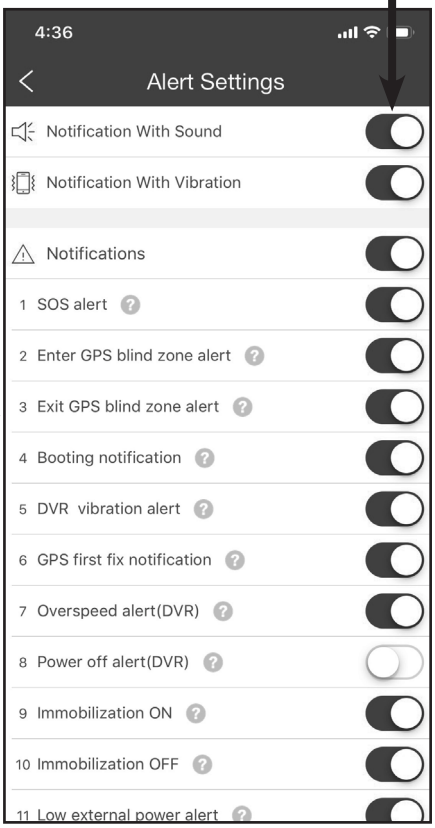
To find **ALERT SETTINGS** tap **PROFILE** 👤 from the Home screen.



Tap **ALERT SETTINGS.**



Turn ON/OFF push notification by Alert type.



CONFIGURING SMS AND PHONE CALL ALERTS

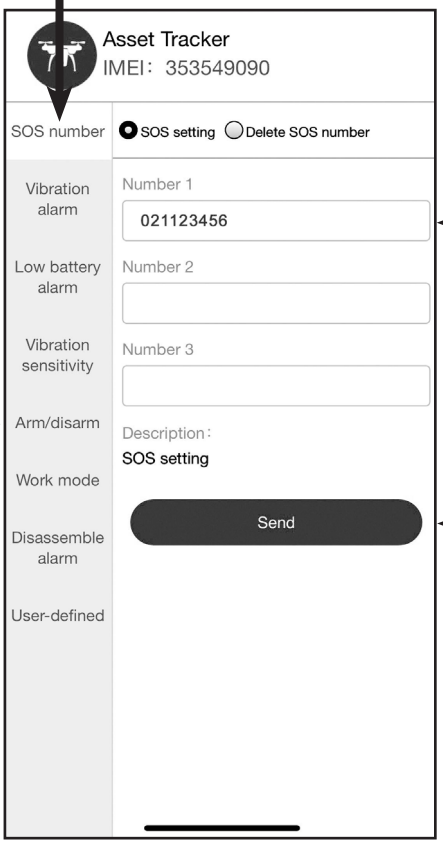
Important Alerts can be notified by SMS (and for some alerts a phone call) to ensure you receive notifications promptly (if using a Prepay SIM card additional charges may be incurred depending on which provider and plan you have).

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.

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

To configure **SMS/CALL** alerts tap SOS Number.



Enter up to 3 mobile phone numbers which will receive an SMS on alert events such as Vibration Alarm etc.

The number in location 1 will also receive a call.

Enter numbers **without** international formatting e.g. 021123456 not +6421123456.

Tap **SEND** to send the command to the system. The system will confirm the numbers have been set.

To **DELETE** a number simply delete the number from the box (e.g. make the box blank) then tap Send.

Tap on the grey menu on the left hand side of the screen to swap between Alert screens. Follow the same procedure as on the previous screen to set each configuration. Don't forget to press Send to save any changes you make.

VIBRATION ALARM
Notifies if a vibration is detected by the device. The tracker can send push notification (platform) and/or SMS and/or phone call.

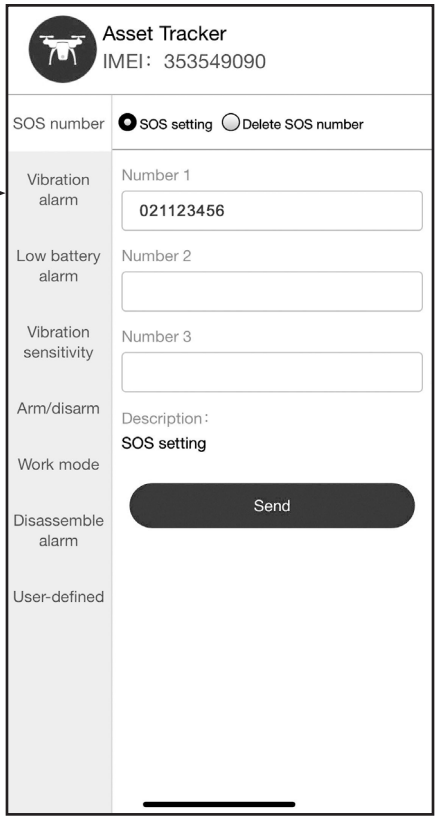
LOW BATTERY ALARM
Notifies if the internal battery in the device is low. Can send push notification (platform) and/or SMS.

VIBRATION SENSITIVITY
Adjusts the sensitivity of the vibration alarm.

ARM/DISARM
Arm and disarm the vibration alarm.

WORK MODE
Switches between tracking mode, see the next page for details.

DISASSEMBLE ALARM
Turn off disassemble (tamper switch) alarm.



TRACKING MODES (WORK MODE)

The Freetrack AVSFTAT6 asset tracker can be configured to track in real time (**TRACKING MODE**) or to wake up and update its location at regular intervals (**POWER SAVE MODE**) to conserve battery life.

To make a change to the configuration select your device from the **LIST** icon ☰ on the **HOME** screen. Tap the up arrow ^ to expand the Status Info menu. Then tap **COMMAND** >_ then **WORK MODE.**

Tracking Mode

The tracker will upload its position to the server at regular time intervals. Default settings are to upload the location every 10-seconds when moving and every hour when not moving. This can be adjusted in the tracker settings (see below) however please be aware that increasing the number of uploads will reduce battery life and increase data usage and cost. With default settings a fully charged battery will last up to 1 month tracking an asset that is moving for approximately 2 hours per day.

Power Saving Mode

In Power Saving Mode the Freetrack AVSFTAT6 asset tracker goes into a deep sleep state shutting down its GPS and cellular systems to conserve power and extend battery life. The tracker can be configured to wake up at regular intervals of between 1 hour and 24 hours (the default is 24 hours) from the wake up time. For example it can be set to wake up every 4 hours from an initial wake up time of 10:40 by setting Wake Up Time to 10:40 and Upload Interval to 4 hours as in the below screen shot.

Note: When the asset tracker is in Power Saving Mode it will not respond to commands until it next wakes up. For example if the asset is stolen and you wish to switch to Tracking Mode the command will not be actioned until the next time the tracker wakes up, which can be up to 24 hours time.

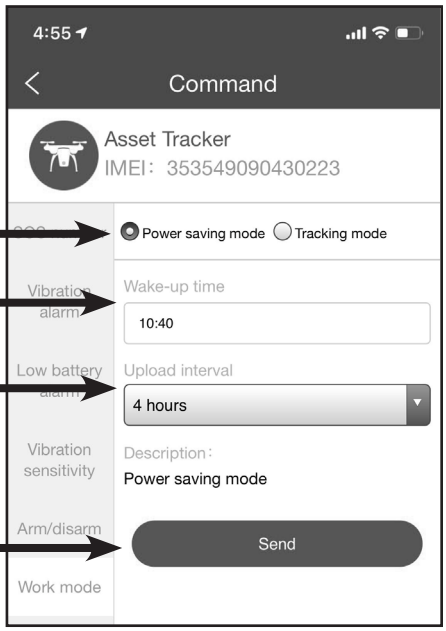
POWER SAVE MODE SETTINGS

Select **POWER SAVING MODE.**

Set the **WAKE UP TIME**. This is the first time the tracker will wake up and upload it's position.

Select the **UPLOAD INTERVAL**. This is how often the tracker will wake up and upload it's position.

Tap **SEND** to save settings.



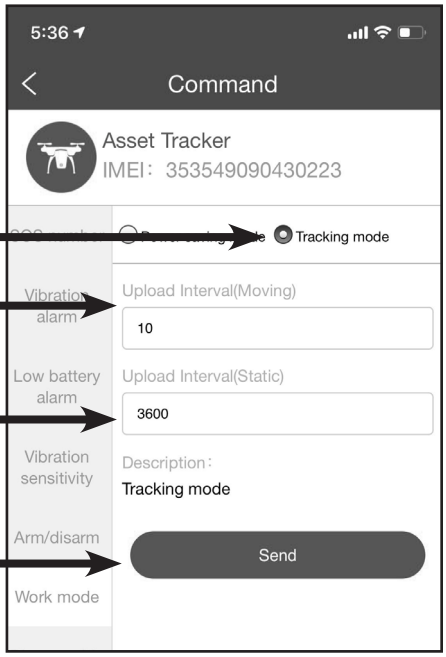
TRACKING MODE SETTINGS

Select **TRACKING MODE.**

Enter the **UPLOAD INTERVAL (MOVING)**. e.g. upload the position every X seconds while moving. Default: 10-seconds.

Enter the **UPLOAD INTERVAL (STATIC)**. e.g. upload the position every X seconds while stationary. Default 3600-seconds.

Tap **SEND** to save settings.



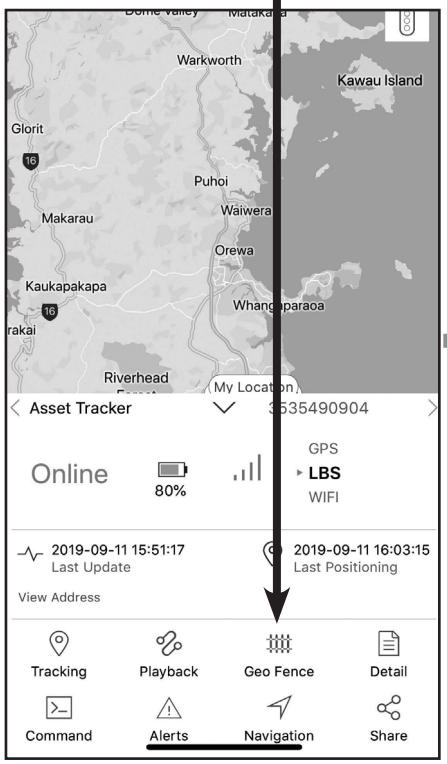
GEO FENCE

GEO FENCE allows the tracking system to notify you if a device/asset 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.

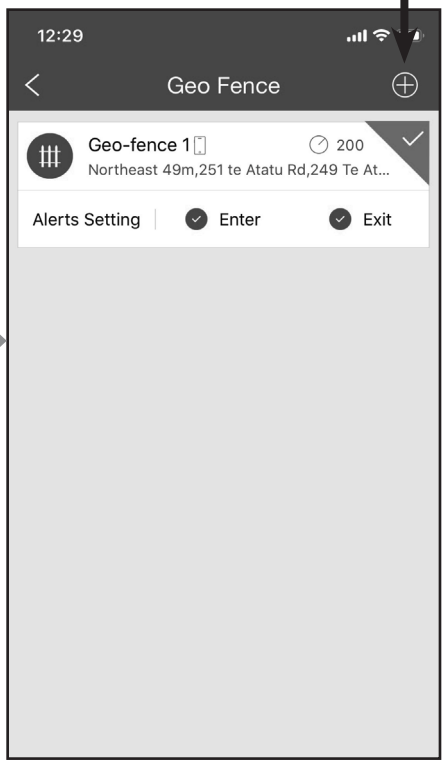
To Set Up a New Geo Fence

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.

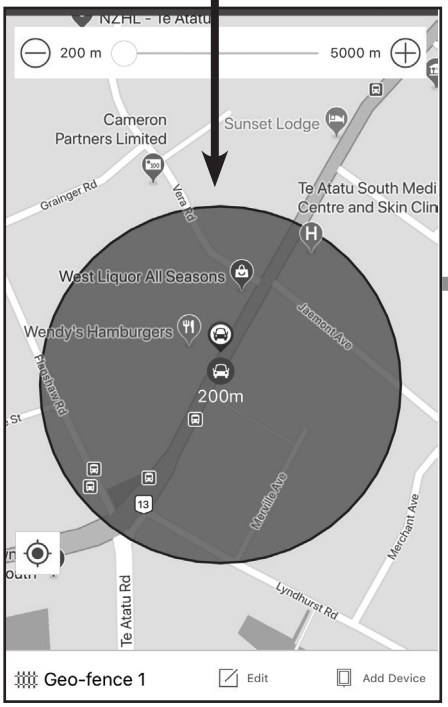
Tap **GEO FENCE** to open the configuration settings.

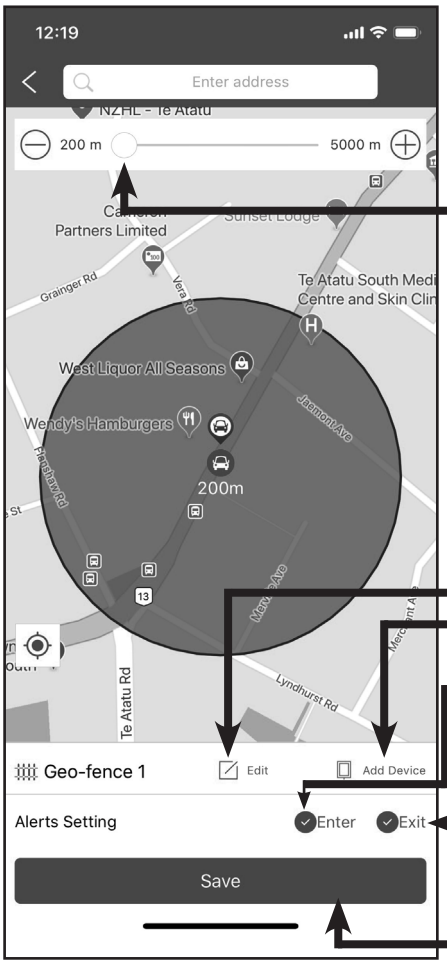


Tap ⊕ to open the screen to set up a **NEW** Geo Fence.



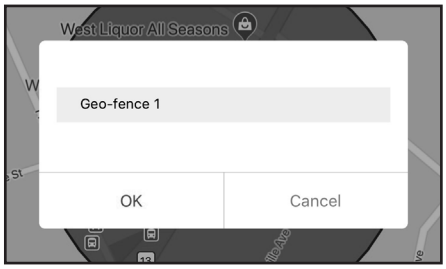
The Geo Fence will default to the area around the asset or you can move (and scale) the map to move the Geo Fence to another location.





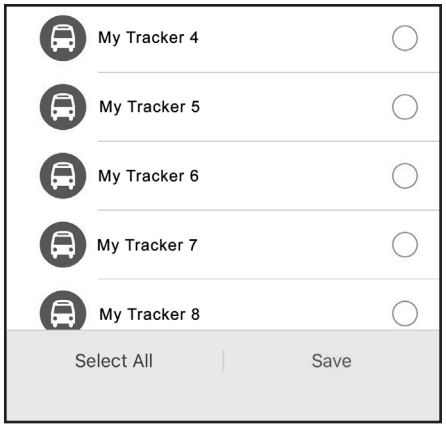
Expand the perimeter **SIZE** of the Geo Fence by using the slider.

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.

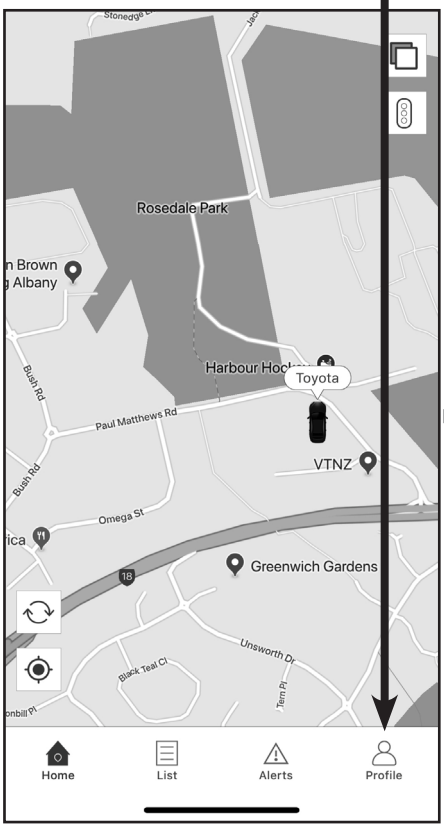
Tick **EXIT** to receive a notification when the device exits the Geo Fence.

Refer to ALERTS to set what type of notification you want to receive.

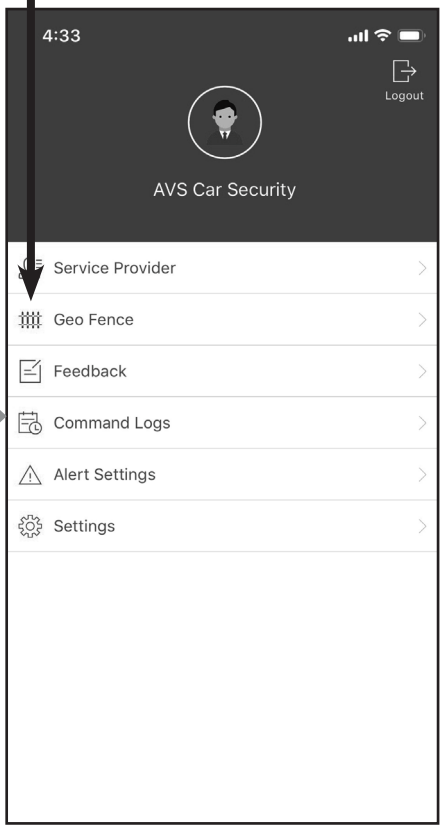
Tap **SAVE** to save the settings.

To Edit a Geo Fence

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



Tap **GEO FENCE**.

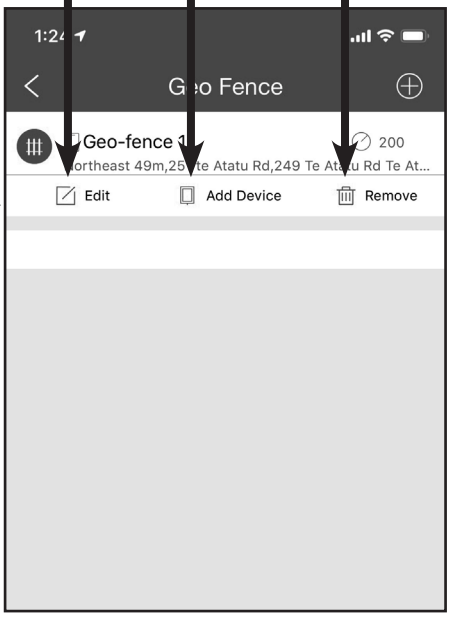


Select the Geo Fence you want to edit.

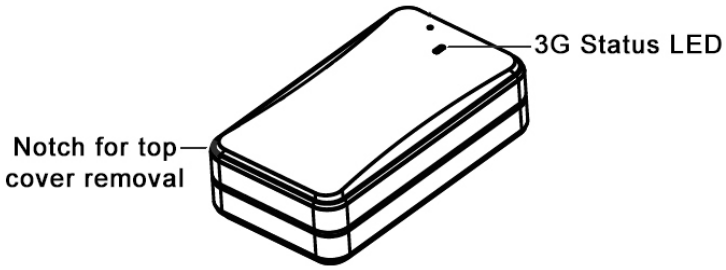
To remove a Geo Fence tap **REMOVE**.

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

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



LED STATUS INDICATORS

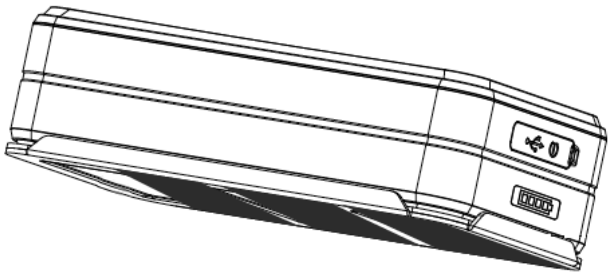


STATUS	DESCRIPTION
FLASHING QUICKLY (every 0.3 secs)	3G initialising/no cellular signal/no SIM card installed
FLASHING SLOWLY (flash 0.1 sec off 2 secs)	Logged into tracking server
ON SOLID	Calling

MOUNTING OPTIONS

The Freetrack AVSFTAT6 asset tracker has a strong magnetic mount to allow it to be attached to a metallic surface.

If installing on a non-metallic surface use the included base with extra strong 3M mounting tape. The trackers magnets will stick to the base.



METALLIC BASE WITH 3M MOUNTING TAPE
Used when fitting asset tracker to non metalic surfaces .

IMPORTANT!

The asset tracker is not waterproof and is not designed to be installed in a position where it is exposed to the elements. Please ensure a waterproof enclosure (such as an Otter box) is used for external applications.

Water damage will not be covered by the product warranty.

SPECIFICATIONS

3G Frequency	GSM: 850/900/1800/1900MHz WCDMA: 850/900/1900/2100MHz (B1/B2/B5/B8)
Location accuracy	<10m
Battery	10,000mAH/3.7v industrial grade Lithium Polymer
Operating Temperature	-20 to 70 degrees C

TROUBLE SHOOTING

DEVICE LOCATION DOESN'T UPDATE

Check the STATUS LED is FLASHING SLOWLY (flash 0.1 sec off 2 secs). Make sure the device has a clear view of the sky. Take the tracker outside and away from tall buildings. If using in an asset relocate the device in the asset, avoiding metal above the device. Ensure the device is correct way up with the IMEI label on the bottom.

INACCURATE GPS FIX

Check the GPS satellite count on the app (see USE THE LIST MENU TO SEE THE STATUS INFO ON YOUR TRACKER on page 8 for more information about 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 tracker outside and away from tall buildings. If using in an asset relocate the device in the asset, avoiding metal above the device. Ensure the device is the correct way up with the IMEI label on the bottom.

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 SIM CARD INTRODUCTION on page 3 and INSTALLING THE SIM CARD 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/STATUS LED DOES NOT LIGHT UP

Check battery switch is ON. Push and hold power button for approx. 5 secs until the LED lights up.

RECORD YOUR DEVICE'S DETAILS

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

MODEL	e.g. AVSFTAT6
IMEI NUMBER	Shown on the device label and box
FREETRACK APP PASSWORD	
SIM PH NUMBER	
SIM PROVIDER ACCOUNT LOGIN	e.g. Login to vodafone.co.nz or spark.co.nz
SIM PROVIDER ACCOUNT PASSWORD	e.g. Password to vodafone.co.nz or spark.co.nz
INSTALLER NAME	

SUPPORT

Please see your AVS installer for support with your Freetrack AVSFTAT6 asset 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.

FREETRACK

CAR SECURITY AVS

0800 438 862

avscarsecurity.com

Proudly bought to you by vehicle security specialist AVS