

iTrack

User Guide



All information and instructions included in this manual are current as of April 2017. However, due to the fluid nature of advancing technology, some characteristics may change or need modifications in the future. Should you encounter any problems or have any further questions about your purchase, please visit our website www.ElectroFlip.com and contact us through our Contact Us page.

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IMPORTANT INFORMATION

SAFETY PRECAUTION

Please follow these guidelines when configuring or using your device. Violating these guidelines may cause harm or void the warranty of your product. Detailed instructions are provided in this manual.

Water Resistance

The device is not waterproof. The presence of liquids may compromise the safety features of the device.

Right Temperature

For the unit to run smoothly, do not overheat or over-cool it. Follow prescribed storage and operating temperature which is outlined in the Product Specification. Overheating or over-cooling this device can lead to electronic circuit damage.

Handling the device

Do not vibrate or shake the device violently.

Other Chemicals

Do not use harsh chemicals, cleaning solvents or strong detergents to clean the unit. Just use a clean, dry cloth to wipe the product. Do not paint the unit as this may cause some foreign materials to get in between the parts.

Disassembling the Unit

Do not attempt to disassemble the unit. Attempting to disassemble the unit can result in electrical hazard. If you experience problems with the unit, discontinue the use and contact us, ElectroFlip, for assistance.

Accessories

Use only the batteries and chargers provided by the manufacturer. Do not connect incompatible products to this device.

Interference

Like all wireless devices, this device may encounter electrical interference and increase the radiation that may affect its performance. Please do not dismount the antenna or use the other antennas.

USEFUL TIPS

To understand information contained in this user manual, please keep in mind the following:

- Commands are typed in lower-cases or small letters. If in any case your phone automatically capitalized the first letter, just type the first letter twice then delete the capital letter.
- The symbol "+" is used for clarity and does not need to be entered during programming.
- The word "space" simply means to press the space key on your mobile device.

PRODUCT INFORMATION

HARDWARE PARTS

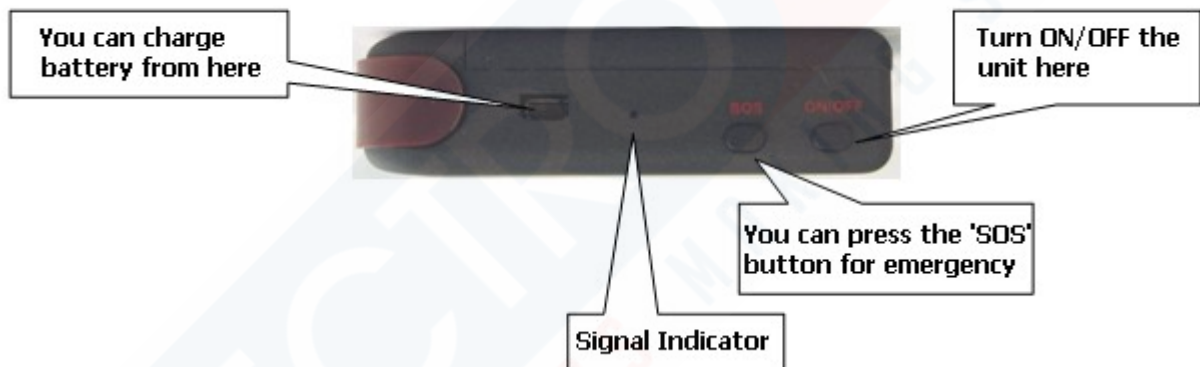


FRONT FACE



REAR FACE

SIDE FACE



BOTTOM FACE



GSM/GPRS antenna inside



Microphone

INTERIOR



SIM Card Slot



Install battery here

PRODUCT SPECIFICATION

CONTENT	SPECIFICATION	CONTENT	SPECIFICATION
Dimension	64mm x 46mm x 17mm	Time to First Fix	Cold Status 45s
	1.8in x 2.5in x 0.65in		Warm Status 35s
Weight	50g		Hot Status 1s
Network	GSM/GPRS	Car Charger	Input 12 – 24V
Band	850/900/1800/1900Mhz		Output 5V
GPS Chip	SIRF3 chip	Wall Charger	Input 110 – 220V
GPS Sensitivity	-159dBm		Output 5V
GPS Accuracy	5m	Storage Temperature	-40°C to +85°C
Battery	Chargeable 3.7V 800mAh Li-Ion Battery	Operation Temperature	-20°C to +55°C
Standby	80 hours	Humidity	5% --95% non-condensing

QUICK START GUIDE

SIM CARD

This device requires a standard size unlocked prepaid GSM SIM card in order to work. You can use a T-Mobile SIM Card which is available from your local T-Mobile wireless stores, or wireless store reseller's or online the link below:

<https://prepaid-phones.t-mobile.com/pay-as-you-go>

To check your areas T-Mobile network coverage visit:

<http://www.t-mobile.com/coverage-map.html>

You might find it easier to work with smaller third party network carrier's found here:

ElectroFlip SpeedTalk

<http://www.electroflip.com/unlocked-prepaid-gsm-sim-card>

USMobile

<https://www.usmobile.com/shop/product/Triple-Cut-GSM-SIM-Card>

Ting

<https://ting.com/rates>

Net10

<http://www.net10wireless.com/#/plans/pay-as-you-go>

Please first make sure that the GSM SIM card you are using is already activated, has a phone number from the cellular carrier, and funding is loaded on the SIM card, so it's ready to use. This device only works with a specific size SIM card.

The correct size to use is a **Full Size / Standard SIM Card**, not a micro-SIM or nano-SIM size (**see example below**).



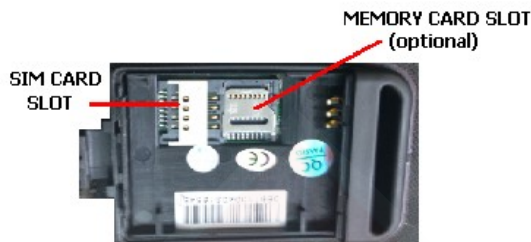
Note: If you're experiencing problems please keep in mind some technical points that are required for your SIM card to work with your tracker:

1. Make sure it has funding available and that it is able to receive incoming calls.
2. Call forwarding is not activated with the provider.
3. You're using a GSM provider with an unlocked SIM card.
4. SMS format must be a standard TEXT message. MMS format is not recognized by the tracker.
5. You gently popped out the CORRECT SIZE (illustrated above) card. The sim card plastic holder comes in three cutout sizes, only one is correct.
6. The sim card is correctly installed in the correct direction as described below.

HOW TO INSTALL SIM CARD

To insert the SIM card to the tracker, please follow the steps below:

1. Open the rear cover and take the battery out. You will see 2 slots, one for the memory card and one for the SIM card. Please refer to the picture on the right.



2. Slide the SIM card under the tray's bracket with the gold part facing down and the cut part on the upper right (refer to the image on the right). Keep the card flat, and simply slide it into the tray under the metal bracket. If the sim card falls apart on you (small card pops out of larger card) just find a flat hard table, and reassemble it. The sim card will click back into place.



CHARGING THE DEVICE

Make sure to fully charge the device for about 8 – 12 hours prior to its first use. Please use the battery and charger provided by the manufacturer. A fully charged battery will work for around 6 days in standby. The subsequent usage will only need 4 – 5 hours of recharging time.

NOTE:

Li-Ion battery has potential risk of fire and explosion if mishandled. Do not overcharge and do not deep discharge (Allowing its batteries to sit dead for months).

HOW TO START USING THE DEVICE

1. After installing the SIM card and fully charged battery, turn on the tracker by pressing the ON/OFF button until you see the light indicator.
2. Put the device in an open area (outdoors, not in a house) for 5 – 10 minutes to allow the tracker to establish GSM and GPS connection.
3. Call the assigned phone of your newly activated SIM card inserted in the tracker to test if the iTrack and SIM card are properly setup. You should receive a text message containing the coordinates of the current position of the device after the call. If the line does not ring and go straight to voicemail, this means that the SIM card is not properly inserted or SIM card was not properly activated.

Remove and reinstall the SIM card or insert the SIM card to an unlocked GSM phone to check if the SIM card is activated properly.

4. If all is well once you receive the text message from the tracker, initialize the tracker by sending the text message containing:

begin123456 (**Note:** 123456 is the default password of the tracker)

The tracker would then send a reply "begin OK". This means that the tracker was successfully initialized and has returned to factory default settings. You can then start configuring the advanced functions of the tracker.

5. **Done.** We've already pre-configured your iTrack to last the longest on battery. If you proceed to the advanced functions section, please keep in mind activating any one of those features will draw significantly more power when enabled, than our current default out of the box configuration. However, we can always reset your iTrack to its defaults.

ADVANCED FUNCTIONS

There are several functions that you can set on the tracker and they are all discussed in this section. Please make sure to follow the correct text command and take note of the following:

- Commands are typed in lower-cases or small letters. If in any case your phone automatically capitalized the first letter, just type the first letter twice then delete the capital letter.
- The symbol "+" is used for clarity and does not need to be entered during programming.
- The word "space" simply means to press the space key on your mobile device.

CHANGE PASSWORD

To change the default password to your own password, send the text message containing the format below and wait for the reply to make sure that the password was changed successfully.

Message Format: **password+old+space+passwordnew**

Text Message: password123456 111111

Tracker's Reply: password OK

Note: The new password must be 6 digits or the tracking unit will not recognize the change. Make a note of your new password as well in case you forget it. Without the correct password, you cannot make any new changes to the device including resetting the password.

ADD/DELETE AUTHORIZATION

An authorized phone number can be used to track, control, setup alarms and configuring the settings of iTrack 2.0 GPS Tracker. You can only authorized up to 5 phone numbers including the master phone number. To add an authorized phone number, please follow the steps below.

➤ **First Authorization:**

Call and track the device 10 times from your cell phone in quick succession. The tracking unit will automatically authorize the number and send you a text message "**add master ok**".

➤ **Authorized Additional Numbers:**

To authorize additional phone numbers, send a text message containing:

Message Format: **admin+password+space+new (complete cell phone number here)**

Text Message: admin123456 13322221111

Reply: admin ok

If you need to track the device once it enters in another country, you must add the country code before the cell phone number, please refer to the text message below:

Message Format: **admin+password+space+00+country code+cellphone number**

Text Message: admin123456 008613322221111

Reply: admin ok

➤ **Delete Authorization:**

To delete an authorized phone number, send a text message containing:

Message Format: **noadmin+password+space+authorized number**

Text Message: noadmin123456 13322221111

Reply: admin ok

SINGLE LOCATING

Any number may call the tracking device and receive a latitudinal and longitudinal location of the device via SMS. If an authorized number has been successfully setup, the device won't reply when an unauthorized number calls. If the authorized number calls the device, it will hang up the call and respond with a real-time location as shown on the right.



NOTE: When the GPS signal is lost, the SMS reply will include the last known latitude and longitude position. Make sure to note the time stamp on the SMS to ensure that the position is still current.

AUTOMATIC TRACKING

Automatic tracking or auto-tracking is a tracking report's position information in a defined/undefined interval for a defined/undefined number of times.

➤ Limited Intervals and Tracking Time

Send the text message containing:

Message Format: **fix+intervals+time+tracking times+n+password**

Text Message: fix030s005n123456

The above text message denotes that the tracker will send GPS coordinates each 30 seconds (030s), 5 times (005n).

NOTE: The **intervals** and **tacking times** must be in 3 digits and the maximum is 255; and the interval cannot be less than 20 seconds. Time is the unit which can be express in "s" for second, "m" for minute and "h" for hour.

➤ Non-limited Continuous Tracking

Send the text message containing:

Message Format: **fix+intervals+time+***n+password**

Text Message: fix030s***n123456

The above text message denotes that the device will continuously send GPS coordinates (***n) each 30 seconds (030s).

➤ **Cancelling Auto-Tracking**

Send the text message containing:

Message Format: **nofix+password**

Text Message: nofix123456

RECEIVE ABSOLUTE ADDRESS

To receive exact address including street name, you will need to set up the APN (Access Point Name) of your local GSM network for the SIM card before using this function. If your local GSM network needs a user name and password for GPRS then you will need to set it up according to the GPRS instructions discussed under GPRS Configuration section (page 18).

Once setup is complete, you can send the text message containing:

Message Format: **address+password**

Text Message: address123456

Reply: No. 113, Nantou Guankou 2nd Rd. Nshan District, Shenzhen, Guangdong, China

GPS DRIFT SUPPRESSION

This function is deactivated by default. When activated, the GPS data stops updating if vehicle is not moving and latitude and longitude are keep the same. GPS data updates automatically when vehicle starts to move.

➤ To activate this function, send text message containing:

Message Format: **suppress+password**

Text Message: suppress123456

Reply: suppress drift ok

➤ To deactivate, send text message:

Message Format: **nosuppress+password**

Text Message: nosupporess123456

Reply: no suppress ok

LOCATION BASED SERVICE (LBS)

When the tracker doesn't receive valid GPS signals, the tracker will locate by LBS (location based service). The message includes the GPS coordinates of the last position in SMS mode and an LAC code which is the current position.

MONITOR (VOICE SURVEILLANCE) MODE

To monitor the surrounding sounds including speech using the device, send a text message containing:

Message Format: **monitor+password**

Text Message/Command: monitor123456

Reply: monitor ok

Make sure to wait for the reply then call the tracker to listen to sounds/conversations near the tracker. To switch back to track mode (default mode) to get GPS coordinates, send a text message containing:

Message Format: **tracker+password**

Text Message/Command: tracker123456

Reply: tracker ok

DATA LOGGING

The tracker automatically logs tracking position and alerts to its built-in 1MB flash memory (can save about 16,000 positions) whenever GSM signal is lost or when tracker fall offline from GPRS. When GSM signals get back, all event alerts will be auto-sent to the authorized numbers. For GPRS, once online you would need to load the logged tracking data to the GPRS server via text message. See Data Load for instructions.

- You can also set the tracker to log tracking data at a particular interval. To setup this feature, send a text message containing:

Message Format: **save+intervals+time+tracking times+n+password**

Text Message: save030s005n123456

Reply: save ok

NOTE: The example above shows that the tracker will log the latitude and longitude locations every 30 seconds for 5 times. For **time**, you can set it to second (s), minutes (m), and hours (h).

- For multiple logging, send text message to the tracker containing:

Message Format: **save+intervals+time+***n+password**

Text Message: save030s***n123456

Reply: save ok

- To clear the logs, send a text message containing:

Message Format: **clear+password**

Text Message: clear123456

Reply: clear ok

DATA LOADING (GPRS Mode Only)

- **Current Data Load**

To load current data (location information), send text message containing:

Message Format: **load+password**

Reply: load ok (if device is working under GPRS mode)

Other Reply: load failed. Please check GPRS (tracker is not in GPRS mode)

- **Specified Data Load**

Load data to GPRS server upon a specific date you choose. To set, send text message containing:

Message Format: **load+password+space+year month day**

Text Message: load123456 20131002 (means load tracing data of October 02, 2013)

Reply: load ok

SHOCK SENSOR ALERT

By default, this alarm is disabled. This alarm when activated will send text message/SMS to the authorized phone numbers for each movement shock event that is triggered. It will not continue sending alarms unless it is shocked again. To activate this alarm, send a text message containing:

Message Format: **shock+password**

Text Message: shock123456 Reply:

shock is activated

When the tracker is shocked, it will send an SMS alert to the authorized phone numbers with the following details "**Sensor alarm+Geo-info**".

To deactivate this alarm, send text message containing:

Message Format: **noshock+password**

Text Message: noshock123456

NOTE: Shock sensor detects vibration once in every 3 minutes. It will start to detect the second shock 3 minutes after the first alarm.

Shock Sensor Sensitivity Configuration

The sensitivity of the built-in shock sensor has three different level and they are as follows:

- **First Level:** Alarm will be triggered after the device detects slight vibration. To activate, send text message containing:

Message Format: **sensitivity+password+space+1**

Text Message: sensitivity123456 1

- **Second Level:** Alarm will be triggered after the device detects vibration 8 times in 2 seconds. To activate, send text message containing:

Message Format: **sensitivity+password+space+2**

Text Message: sensitivity123456 2

- **Third Level:** Alarm will be triggered after the device detects vibration 25 times in 5 seconds. To activate, send text message containing:

Message Format: **sensitivity+password+space+3**

Text Message: sensitivity123456 3

GEO-FENCE

This alarm restricts the movement of the vehicle where the tracker is attached to within a district. When the vehicle goes out of the specified area the tracking device will send text message/SMS to the authorized phone numbers. To setup the function, follow the steps below:

1. Let the tracker stay in one place for 3 to 10 minutes.
2. Then, send a text message containing:

stockade+password+space+latitude,longitude;latitude,longitude

If the device goes out of the set restricted area, it will send a text message "**stockade!+geo-info**" to the authorized phone number. The tracker will stop sending alarm once the device returns to the designated area.

To cancel this alarm, just send a text message containing: **nostockade+password**

NOTE: The latitude and longitude format is like dd.dddddd and up to 6 decimal places. For south latitudes and west longitudes please add '-' before the digits. The first latitude and longitude is the coordinate of the top left corner of the geo-fence while the second latitude and longitude is the coordinate of the bottom right corner.

MOVEMENT ALERT

This alarm is much like Geo-Fence but the alarm is triggered by moving the tracker or the vehicle where the tracker is, beyond a specified distance of 200 meters or more. To activate this alarm, send a text message containing:

Message Format: **move+password**

Text Message: move123456 Reply:

area off ok

In case of breach, the tracker will send a text message "move" along with the geo-information to the authorized numbers.

To deactivate the alarm, send a text message containing:

Message Format: **nomove+password**

Text Message: nomove123456

Reply: nomove ok

OVER-SPEED ALERT

This is an alarm set to monitor the speed and to trigger an alarm if the speed exceeds the defined speed limit you programmed. The speed alarm may be triggered by changes in the GPS signal reception even without a real move of the tracking device. Due to this it is recommended not to set the speed limit below 30km/h.

- To setup this alarm, send a text message containing:

Message Format: **speed+password+space+speed**

Text Message: speed123456 080 (**Note:** 080 mean 80 km/h)

Reply: speed ok

The text message above means that when the tracker's speed exceeds 80 km/h, the device will send a text message with the format "**speed+080+Geo-info**" to the authorized numbers.

- To deactivate this alarm, send a text message containing:

Message Format: **nospeed+password**

Text Message: nospeed123456

Reply: nospeed ok

NOTE: The recommended speed should not be less than 30 km/h. For below recommended speed, the accuracy will be affected by GPS signals drift and others.

SOS ALERT

This is activated by pressing and holding the SOS button of the tracking device for 3 seconds. Once activated the tracker will send a text message/SMS "**help me!+latitude/longitude**" to all authorized numbers in 3 minute interval. It will only stop sending text message/SMS when a reply is received from any one of the authorized numbers. The reply should be sent in this format "**help me**".

LOW BATTERY ALERT

When the tracker's battery level is about 3.55V, the device will send text message to the authorized numbers with the following information "**low battery+latitude/longitude**".

This alarm is activated by default, however if you want to deactivate this alarm just send a text message containing:

Message Format: **lowbattery+password+space+off**

Text Message: lowbattery123456 off

GPS BLIND SPOT ALERT

This alarm is deactivated by default but when activated the tracker will send a text message "**no gps+last valid latitude/longitude before signal lost**" to the authorized number when device is does not have GPS signal.

- To activate this alarm, send text message containing: **gpssignal+password+space+on**
- To deactivate, send text message containing: **gpssignal+password+space+off**

SLEEP MODE

The sleep mode can save the device's power and extend its standby time. Make sure that no alarms/alerts have been configured on the tracker before setting this mode.

➤ Sleep by Time

When this sleep mode is setup, the tracker will go to sleep if no alarms/alerts have been setup and no operations in 5 minutes. GPS module shuts off and **LED lights will turn off**. To wake up the tracker, just call or send a text message to the device. To activate this mode, send a text message containing:

Message Format: **sleep+password+space+time**

Text Message: sleep123456 time

Reply: sleep time ok

➤ Sleep by Shock Sensor

When this is setup, the tracker will enter sleep mode if no vibration is detected. GPS module shuts off and **LED lights will turn off**. Vibrations or any operations can wake up the device. To activate this mode, send a text message containing:

Message Format: **sleep+password+space+shock**

Text Message: sleep123456 shock

Reply: sleep shock ok

➤ **No Sleep Mode**

To turn off sleep mode, send a text message containing:

Message Format: **sleep+password+space+off**

Text Message: sleep123456 off

Reply: sleep off ok

CHECK ITRACK STATUS

This command is to check the status/state of your tracker in terms of power, battery level, GPS and GSM signal. To check, send the text message containing:

Message Format: **check+password**

Text Message/Command: check123456

Reply: GSM: 100% GPS: OK/NO GPRS: ON/OFF Battery: 100%

CHECK IMEI

To check the 15 digit IMEI (International Mobile Equipment Identity) number of your tracking unit, send a text message containing:

Message Format: **imei+password** Text

Message/Command: imei123456 Reply:

15 digit IMEI number

SETTING THE TIME ZONE OF YOUR TRACKER

Different countries as well as different state in the US observe different time zones. If you do not know your specific time zone please search it through Google before configuring this setting. Then, send a text message containing:

Message Format: **time+space+zone+password+space+time**

Text Message/Command: time zone123456 -8 **(Note: -8 is the Pacific Coast time zone)**

Reply: time ok

HARDWARE RESET

To reset the GSM and GPS modules of the device, send a text message containing:

Message Format: **reset+password**

Text Message: reset123456 Reply:

reset ok

GPRS CONFIGURATION

GPRS allows online tracking of the device over the Internet. You can log into the web server and see the position of the device on a map and it may also be possible to see device's past positions.

Please note that the service fees for GPRS may be higher than regular SMS chargers and this service requires a Talk, Text and Data plan for your GSM SIM card. To find out the costs/rates for the GPRS service please contact your network provider. You would need to subscribe to a GPRS server as well.

We do offer a 1 year subscription (fees apply) with our GPRS server with free setup assistance. To get more information please contact us at www.ElectroFlip.com or through our customer support number 1-877-686-7495. Alternatively you can use your own GPRS server.

APN SETUP

Send text message to the tracker containing:

Message Format: **APN+password+space+APN**

Text Message: APN123456 epc.tmobile.com

Reply: APN ok

NOTE: The APN varies with different GSM network operators in different countries. Check with your local GPRS network operator for the correct APN.

GPRS USER NAME AND PASSWORD SETUP

In most countries the user name and password involving GPRS login are not always necessary. For countries requiring user name and password please check with your service provider for this information if you do not know. If you know your user name and password, set it up by sending a text message containing:

Message Format: **up+password+space+user+space+password**

Text Message: up123456 jonnes 666666

Reply: user, password ok

NOTE: 123456 is the tracker's password while jonnes is the user name for the GPRS login and 666666 is the GPRS login password.

IP AND PORT SETUP

To setup, send text message containing:

Message Format: **adminip+password+space+IP+space+port**

Text Message: adminip123456 202.105.135.50 9000 Reply:

adminip ok

NOTE: 123456 is the tracking device's password, 202.105.135.50 is the IP and 9000 is the port.

MODE SWITCH (SMS AND GPRS)

The default mode of iTrack 2.0 GPS Tracker is SMS. To change the mode from SMS to GPRS, send a text message containing:

Message Format: **GPRS+password**

Text Message: GPRS123456 Reply:

GPRS ok

- To switch back to SMS mode, sent text message containing:

Message Format: **SMS+password**

Text Message: SMS123456

Reply: SMS ok

To know the difference between SMS and GPRS as well as their advantages and disadvantages please click the FAQ link: <http://help.electroflip.com/article-124.html>.

LESS GPRS TRAFFIC (GPRS Mode Only)

Tracker will change to less GPRS traffic mode after parking for 10 minutes. The GPRS will disconnect and will re-connect when alarm is triggered or when you start driving. To activate this alarm, send text message containing:

Message Format: **lessgprs+password+space+on**

Text Message: lessgprs123456 on

Reply: lessgprs on ok

To deactivate this mode, send text message containing:

Message Format: **lessgprs+password+space+off**

Text Message: lessgprs123456 off

Reply: lessgprs off ok

SETUP MONITOR CENTER NUMBER

This function allows you to setup a central monitoring number where text messages of auto- tracking will be sent. To set this function, send a text message containing:

Message Format: **centernum+password+space+number**

Text Message: centernum123456 138001138000

Reply: centernum ok

To deactivate this function, send text message:

Message Format: **nocenternum+password**

Text Message: nocenternum123456

Reply: no center num ok

TROUBLESHOOTING

Below are possible issues that you may encounter when using the device. If the issue you are having is not on the list you may visit our FAQ section (<http://help.electroflip.com/index.php>) or you can contact us through our website, www.ElectroFlip.com, and go to our Contact Us page. You may also give us a call at our Customer Support number 1-877-686-7495.

FAULTS	SOLUTION
Startup Fail	Check the battery and see if it is fully charged or correctly installed.
Hang up Fail	This happens when an authorized number is set on the tracker and an unauthorized number calls the unit. If this happens, initial the unit by sending text message containing: begin123456 Then, re-setup the authorized numbers.
No GSM Signal	Please make sure that the SIM card is in GSM network and installed correctly. Also, check if the call display is on and no call transfer or PIN is configured.

APPENDIX

MAPPING SOFTWARE

The following are the available mapping software that you can use to convert your latitude and longitude coordinates to a physical address. (FAQ link: <http://help.electroflip.com/article-41.html>)

1. <http://iTrack.ElectroFlip.com>

A nifty little web application that you can use to fast turn your latitude and longitude numbers to a physical address. Just enter your latitude and longitude numbers then click **go** as seen below:

Track an area or enter your coordinance:
e.g: 38.8976777, -77.036517

Track

123.456764, -45.456543

go



The 123.456764, -45.456543 are the latitude and longitude numbers respectively.

2. <http://itouchmap.com/latlong.html>

This is a quick easy way to get the location with minimal effort and still using Google Maps. This works great on your smart phone.

3. <http://maps.google.com/maps>

Another web application that you can use to turn coordinates to a physical address.

All information and instructions included in this manual are current as of April 2017. However, due to the fluid nature of advancing technology, some characteristics may change or need modifications in the future. Should you encounter any problems or have any further questions about your purchase, please visit our website www.ElectroFlip.com and contact us through our Contact Us page.