GETTING TO KNOW YOUR GL300

The device you now own is the **GL300 Portable Rechargeable Tracking Device** (manufactured by Queclink Wireless Solutions®). GL300 devices (as well as their predecessor, the GL200) are highly regarded in the industry for their quality, battery life, and accuracy.

PRODUCT DIAGRAM

PORTS AND BUTTONS

1. **SIM Card Port** - Your device came with a SIM card pre-installed, so you do not need to do anything with this. You will also notice a small screwdriver in the package. This tool is for removing the cover of the SIM Card Port should you ever need to do so.

2. **Charging Port** - One end of the included charger plugs into this port, the other end into a wall outlet.

3. **Function Key (a.k.a.** *Panic Button***)** - You can set up alerts for use with this button. For example, your child carrying a GL300 in her backpack can press this button to immediately send a panic notification to you via text message and/or email.

4. **Power Button** - Used to turn the device on and off. Hold the key in for 2-3 seconds to turn the GL300 on/off.

LED STATUS INDICATORS

- The **Power** LED Status Indicator **flashes RED** when charging and lights **solid RED** when charging is completed. The light will be **OFF** when not connected to power.

- The **GSM (Cellular)** LED Status Indicator **flashes fast GREEN** (about once every 1 second) when searching for an adequate cellular signal and **flashes slow GREEN** (about once every 3 seconds) when cellular lock has been achieved. *NOTE: Cellular networks are used to transmit the location data to our servers for display for you.*

- The **GPS Satellites** LED Status Indicator **flashes BLUE intermittently** when communicating with one or more GPS satellites. Most of the time, this indicator will be **OFF**.

CHARGING YOUR TRACKER

1. Open the rubber **Charging Port** cover and insert the male mini USB (small end) of the charger. **DO NOT FORCE IT - it only goes in one way.**

2. Plug the other end of the charger into a wall outlet (charger supports 100-240V AC).

3. The **Power** LED Status Indicator **flashes RED** while charging and lights **solid RED** when charging is completed. If fully discharged, **allow 3-4 hours** for a full charge. *NOTE: The charger is equipped with overcharge protection, so you can feel safe charging the device overnight.*

4. If you do not see lights flashing after you unplug it from power, you will need to turn the device on before deploying it by holding in the **Power Button** for 2-3 seconds. You will know it's on by seeing LED indicator lights flickering.

ACCESSORIES

You can view and purchase accessories for your GL300, such as the Monster Magnetics® Magnetic Case, Pelican case, and 1, 3, and 6-month extended battery kits.

LOGIN AND SETUP YOUR GPS TRACK MANAGER™ ACCOUNT

1. Visit http://www.gpstrackmanager.com (or use this site and navigate to the login screen as seen below).
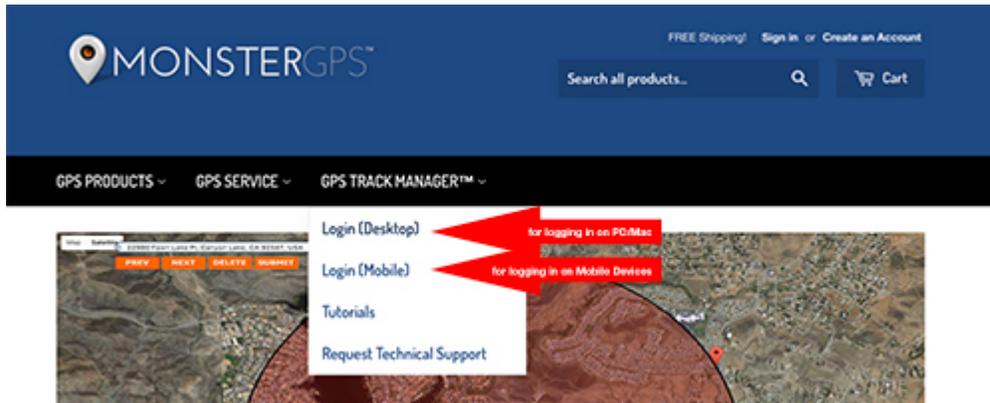
- Click here for instructions on downloading and installing the **Android® Mobile App**.
- Click here for instructions on setting up the **iOS® Mobile Viewer**.

2. Login to **GPS Track Manager™** using the username and password that was sent to you in the Welcome Email.

3. **Change your password for account security**. Hover your mouse over the Change Settings menu and click Change Password. Enter your old password, new password twice, then click the **Submit** button.
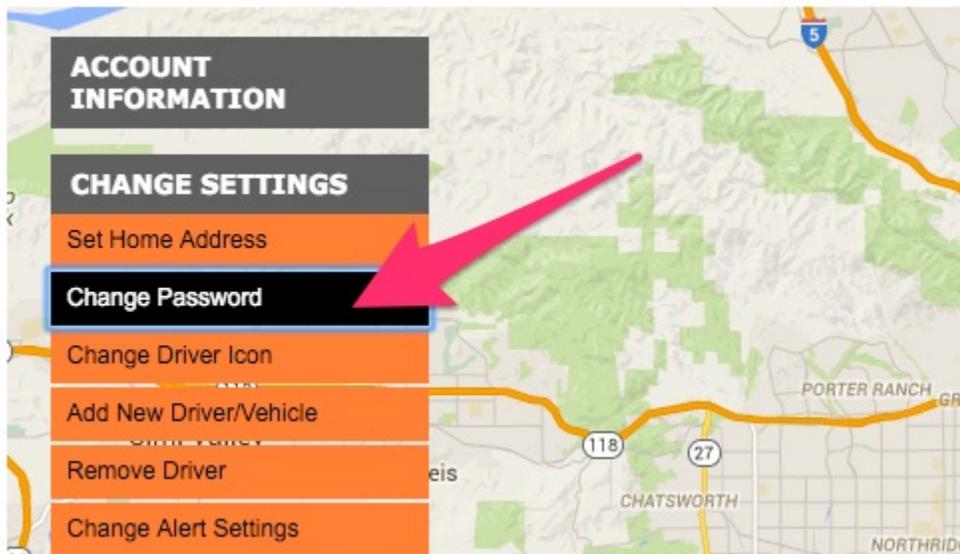
4. **Set your correct time zone**. Click **Change Timezone** under the **Change Settings** menu. Set your correct timezone based on the following chart.

Standard Time (Fall - Spring)	
GMT-5	Eastern Standard Time
GMT-6	Central Standard Time
GMT-7	Mountain Standard Time
GMT-8	Pacific Standard Time
GMT-10	Aleutian/Hawaii Time

Daylight Savings Time (Summer)	
GMT-4	Eastern Daylight Time
GMT-5	Central Daylight Time
GMT-6	Mountain Daylight Time
GMT-7	Pacific Daylight Time
GMT-10	Aleutian/Hawaii Time

Note: If you're like most and live in an area that observes daylight savings time, set yourself a reminder to change the time zone in your GPS Track Manager™ account any time you move the clock forward or back an hour.

TROUBLESHOOTING & TECHNICAL SUPPORT

If you're having problems and don't think the tracker is reporting as it should, check out this article for common troubleshooting tips. Most issues are resolved using this guide.

•   Common Issues, Troubleshooting, and Technical Support Guide

If you're still having problems, please open a Technical Support Request. You may do so by any one of the following methods:

• Send an email to techsupport@monstergps.com. Be sure to include your **GPS Track Manager™** username and a description of the problem.

• Under the **GPS Track Manager™** menu on any page of this website, click **Request Technical Support**.

• From within your **GPS Track Manager™** account by clicking the **Support** button at the bottom of the screen, as seen here:
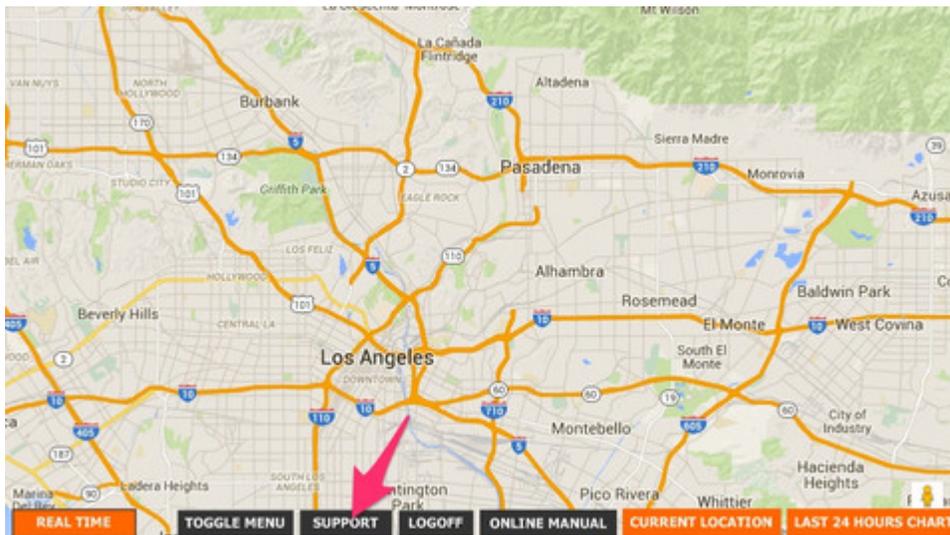
HELPFUL LINKS

Under the **GPS Track Manager™** menu at the top of any page on this website you'll find a link to our tutorial articles and videos. Learning all the features of GPS Track Manager™ will help you get the most out of your service plan.

BILLING AND RENEWING SERVICE

- You can renew your GPS service by clicking **Renew Service** under the **GPS Service** menu on any page of this website.

- If you would like to setup recurring billing on your account where we bill your card monthly, every 3 months, 6 months, 12 months, etc, please Contact Us and we will get that set up for you.

- Your service start date is the day your initially set up service and ends the day prior to that the following month (or 3, 6, or 12 months if you have a prepaid plan).

- Charges will show up on your statement as **JLM ENT LLC** (JLM Enterprises LLC is our parent company).

CANCELLING YOUR ACCOUNT

You can cancel your account any time by clicking **Cancel GPS Service** under the **GPS Service**menu on any page of the **Monster GPS** website or by emailing cancel@monstergps.com (be sure to include your **GPS Track Manager™** username).

NEED HELP?

If you have any questions, comments or concerns, please Contact Us and a member of our customer support team will take good care of you right away.