

# TRACKALL

**SIM Card Activation | Setup Guide | Warranty**

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## Sim Card Activation

Your Activation  
Code:

### PLEASE READ THIS Before Operating the Tracker

(Applicable to Petrek 3G, LiveTrek Stealth, LiveTrek Guardian & LiveTrek Sentinel)

Before inserting your new AmaySim SIM card into your GPS unit, please be sure to write down the 13 digit number that is written on your SIM card as you will need it to activate your SIM card.

Go to the activation website: <https://www.amaysim.com.au/mobile/activate/sim>

Enter the 13 digit code into the white field and click 'get started.'

When recharging, make sure you select the 'Pay As You Go' option.

**NOTE: When activating SIM card DO NOT request to transfer your existing number.** (See image Below)

#### AS YOU GO

Only pay for what you use. 12c/min, 12c/SMS and  
5c/MB data.

\$10

Choose >

**\*PLEASE CLICK PICK A NEW NUMBER' OPTION AND DO NOT TRANSFER YOUR EXISTING MOBILE PHONE NUMBER ACROSS\***

your mobile number

transfer your number    pick a new number

CHOOSE THIS OPTION

what's your number?  
Your number must be active before being transferred

Your mobile number

your current provider  
Please select...

Transferring your number is free, and typically takes between 3 hours and 3 days to transfer over.

You'll then need to enter your details and create an account using your email and choosing a password.  
Please make sure you keep your login details as you'll need them to recharge your unit.  
You will receive an email to confirm your email address, follow the prompts.

Should you require further support, please call:  
**Microchips Australia: 03 9706 3165**

## Setup Guide



### 1. Installation:

- Connect RED wire to a constant power supply and BLACK wire to Ground. The tracker can be connected to power supplies from 6V to 24V.
- DO NOT mount the tracker directly under metal. Try to mount under plastic, if possible e.g. under the dash near the windscreen. You can simply test the position and orientation of the tracker to get the best results by checking location accuracy on your iCAR phone app.
- We recommend that you use a qualified auto electrician for warranty protection



Red cable-Positive electrode

### 2. Important Information:

- A GPS signal is required for the tracker to find its location.
- Tracker may not work when under cover, shelter or indoors due to poor GPS signal. GPS signal is best when outdoors in clear view of the sky.
- Tracker will not work without adequate GSM (mobile phone network) signal. The mobile phone network is required to transmit location data to your phone app.
- DO NOT mount tracker deep inside the vehicle under metal etc.
- Poor installation will void warranty. Use a qualified auto electrician.
- Ensure you always have sufficient credit for data on the SIM card by logging in to your SIM card account.

### 3. LED Indicator Lights:

- Low Power - **Flash Red**
- GPS Working - **Flash Blue**
- GSM Working - **Flash Green**



#### NOTE:

- As above, after entering the IMEI code it will ask you for a security code... type in 12345678 to complete adding the tracker.
- To share the tracker, Enable & enter a 4 digit security code. The sharer then goes to "Add Tracker" on their app, types in your tracker's IMEI code and then enters that same 4 digit security code. The sharer can only see Current Location and cannot change any settings.
- To vary the **Map Display Mode** go to "APP Settings" on Current Location screen - "Hybrid" is preferred.
- To change the type of **Notification** and to enable **Continuous Alarm** go to "APP Settings".

#### About GPS accuracy:

**Global Positioning System is used as a navigation tool. It is normal to have random accuracy fluctuations due to a number of factors. When the tracker is under shelter or in hilly terrain areas, the accuracy may vary from 2 metres to 50+ metres.**

The tracker may not work when under cover, shelter or indoors due to poor GPS signal. GPS signal is best when outdoors in clear view of the sky.

- \* Tracker will not work without adequate GSM (mobile phone network) signal. The 3G mobile phone network is required to transmit location data to your phone app.
- \* Ensure you always have sufficient credit for data on the SIM card by logging in to your SIM card account.

#### Tips on using the device

##### 📍 About Global Positioning System (GPS)

- ① GPS signal is best when outdoors ONLY.
- ② As the tracker uses Google maps, not all locations will be accurate. Location accuracy will depend on environmental surroundings and weather.
- ③ If the tracker is used indoors or in bad weather, location inaccuracies can occur of up to 200metres.
- ④ If a window film containing metallic or defogging heating layer is above the tracker it may disturb or even block the GPS signal and effect accuracy.

##### 📶 About Location-Based Service (LBS)

1. LBS positioning means the position of the nearest mobile phone tower - not the actual position of the tracker.
2. In metropolitan areas there are more mobile phone towers so LBS position will be more accurate than in rural or regional areas.
3. Different trackers in the same physical location may show different LBS positions as they are accessing different mobile phone towers to guess position.

**NOTE: This product operates using 3G mobile networks. If there is weak or no 3G network coverage, the tracker will not function properly.**

##### 🔋 About Sleep Mode

1. The device will enter Sleep mode after being still for a few minutes ceasing all network connection and GPS function to save power. When the device senses movement it will resume normal function.
2. The device does not enter Sleep mode when in Power saving Mode (2 hour updates)

## Setup Guide



### 4. App Download:

The iCAR Tracker app is available on the Google Play Store for Android and the App Store for IOS.



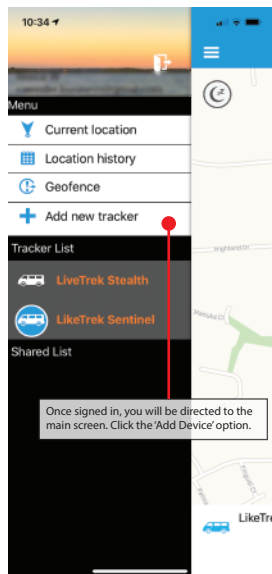
#### Add New Tracker:

Click 3 line symbol in top left of screen to get to this screen and login using your existing google account, create a Traceez tracker account by selecting 'Sign in with Traceez' or sign in with Apple (iOS only)



#### Add New Tracker:

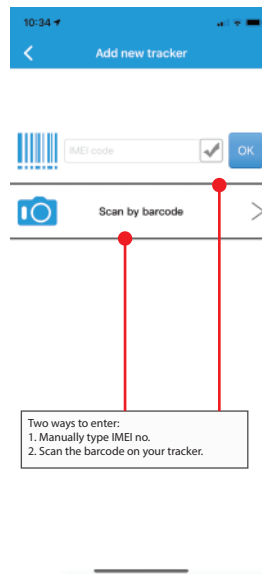
Click 3 line symbol in top left of screen to get to this screen



Once signed in, you will be directed to the main screen. Click the 'Add Device' option.

#### Add New Tracker:

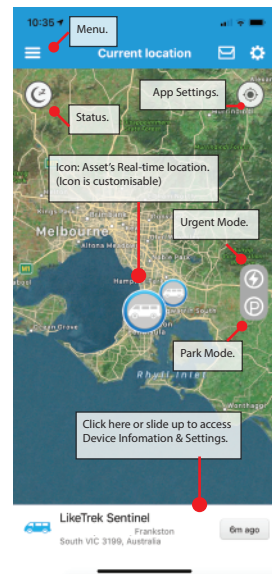
Find IMEI no. on tracker or box and type in or scan barcode



Two ways to enter:  
 1. Manually type IMEI no.  
 2. Scan the barcode on your tracker.

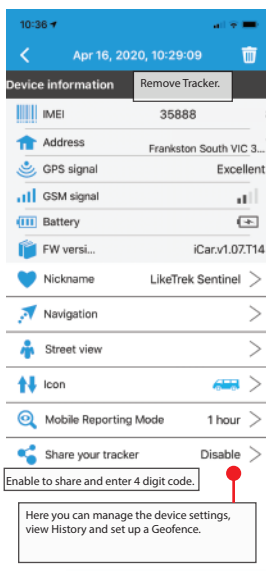
#### Current Location:

Find IMEI no. on tracker or box and type in or scan barcode



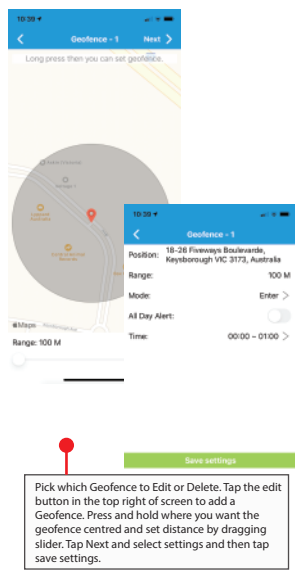
Click here or slide up to access Device Information & Settings.

#### Device Information Screen:



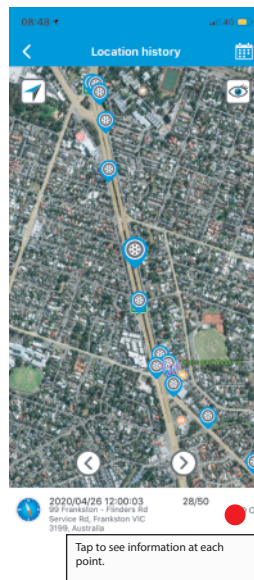
Here you can manage the device settings, view History and set up a Geofence.

#### Geofence:



Pick which Geofence to Edit or Delete. Tap the edit button in the top right of screen to add a Geofence. Press and hold where you want the geofence centred and set distance by dragging slider. Tap Next and select settings and then tap save settings.

#### Location History:



Tap to see information at each point.

#### Location Point Info:



Distance from start.

No. of satellites and signal strength.

Speed.

## Warranty

### SUPPORT

Detailed information, user guide and various instructional videos can be found at [www.trackall.com.au](http://www.trackall.com.au)  
Microchips Australia Pty Ltd will offer support to retail outlets and end-users via email or phone discussion.

### WARRANTY

All Petrek 3G and LiveTrek GPS Trackers carry a 12-month warranty as set out below. This warranty begins from the day of purchase by the end user unless otherwise stated. All warranty claims must be accompanied with a receipt of the purchase by the end user or proof of purchase. Microchips Australia Pty Ltd warrants to the purchaser that the hardware product shall be free from defects in material and workmanship for twelve (12) months from the date of purchase. If a defect covered by this warranty occurs during this warranty period, Microchips Australia Pty Ltd or a Microchips Australia Pty Ltd authorised repairer will repair the defective hardware product or component, free of charge after it has been returned to the Microchips Australia Pty Ltd office. This warranty shall not apply if the product:

is modified or tampered with; is damaged by negligence, accident, unreasonable use, usage not in accordance with product instructions, as a result of repairs not authorised by Microchips Australia Pty Ltd or by other causes unrelated to defective materials or workmanship;  
has had the serial/IMEI number altered, defaced or removed.

This warranty does NOT cover the replaceable battery or the Aldi Mobile Telstra SIM card. Any applicable implied warranties, including warranties of merchantability and fitness for a particular purpose, are hereby limited in duration to the warranty periods described above (12 months).

In no event shall Microchips Australia Pty Ltd be liable for consequential or incidental damages resulting from failure of the hardware.

### CREDITS/REFUNDS

Any product supplied which is returned requiring a credit or refund, may be subject to a 10% process and handling fee. Credit of goods will only be provided after written notification and will only be processed if returned undamaged and within 30 days of receipt of goods.

### Disclaimer

Microchips Australia Pty Ltd ("Company") assumes no responsibility for consequence or misuse of any of Petrek 3G GPS Pet Trackers or the range of LiveTrek GPS Trackers. By purchasing the Products, you agree that you will use them in a lawful manner.

The Company warrants that the products does not have any latent defects. This warranty is a 12 month warranty which takes effect from the date of sale. However, the Company does not warrant or make any representations concerning the accuracy, likely results, or reliability of the use of the tracking technology relating to the Products. For the avoidance of any doubt, any and all warranties or conditions which are not guaranteed under the Australian Competition and Consumer Act or, the Australian Competition and Consumer Regulations 2010 and which are not expressly warranted by the Company as additional warranties or conditions are excluded.

### Limitations

In no event shall the Company or its suppliers be liable for any indirect, special, consequential, incidental or punitive damages including without limitation loss of profits or revenue or costs of replacement goods, however caused, arising out of this disclaimer, the use or inability to use the tracking technology relating to the Products, even if the Company or any of its authorised representative has been notified orally or in writing of the possibility of such damage.

### Indemnity

You agree to defend and indemnify the Company and its officers, directors, employees and agents from and against any and all claims, actions, suits or proceedings, as well as any and all losses, liabilities, damages, costs and expenses arising out of any breach by you of this disclaimer or your violation of any law or the rights of a third party.

Modifications We reserve the right to make changes to this disclaimer at any time by updating this page with any such changes and indicating the effective date of those changes. You acknowledge and agree that it is your responsibility to review this disclaimer periodically to familiarize yourself with any modifications. By continuing to access and use the Product after those changes become effective, you consent and agree to be bound by the revised disclaimer.

### Miscellaneous

This disclaimer constitutes the entire agreement between you and the Company. You may not assign this disclaimer in whole or in part without the Company's prior written consent, and any purported assignment in violation of this disclaimer shall be null and void. The Company may assign or otherwise transfer this disclaimer and all rights hereunder in connection with any corporate merger or sale of all or substantially all of the assets and business to which this disclaimer relates. This disclaimer shall be binding upon and to the benefit of the parties hereto and their respective heirs and assigns. If any provision of this disclaimer is determined by a court of competent jurisdiction to be illegal, invalid or unenforceable, the remaining provisions shall remain in full force and effect. No waiver of any breach of any provision of this disclaimer shall constitute a waiver of any prior, concurrent or subsequent breach of the same or any other provisions hereof, and no waiver shall be effective unless made in writing and signed by an authorised representative of the waiving party.

### Governing Law

Any claim or dispute arising out of or relating to your use or attempted use of the [www.trackall.com.au](http://www.trackall.com.au) web site shall be governed by and construed in accordance with the laws of Victoria without giving effect to its conflict of law's provisions. By using the [www.trackall.com.au](http://www.trackall.com.au) web site, you submit to the exclusive jurisdiction of the State of Victoria and any proceeding relating to any such claim or dispute.