What's inside

Tracker

Lanyard
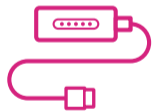
USB charging cable

Power adapter

Get to know your Tracker

1. Power button
2. LED indicator
3. Temperature sensor
4. Speaker
5. Light sensor

1. **Power button** - Press and hold for 5 seconds to turn the Tracker on/off.
2. **LED indicator** - Displays Tracker status.
3. **Temperature sensor** - Detects ambient temperature.
4. **Speaker** - Audible feedback from device.
5. **Light sensor** - Detects changes in light.

6. IMEI Number
7. Personal ID
8. Magnetic charging strip
9. QR code

6. **IMEI number** - Refer to this number for set up if needed.
7. **Personal ID** - ID label space.
8. **Magnetic charging strip** - Charger attaches here during charging.
9. **QR code** - Scan to pair the Tracker during set up in the app.

Step 1: Charge your Tracker

- Align the magnetic charging pins of the USB charging cable with the magnetic charging strip on the back of the Tracker. Ensure all magnetic charging pins make contact and sit flush against the charger.
- Connect the USB end to the power adaptor (included).
- Plug the adapter into an outlet to fully charge the Tracker.
- The LED indicator will be yellow when charging and solid green when fully charged.

Helpful tip: Fully charge your Tracker before use, until LED indicator displays solid green, approximately 2 hours.

Step 2: Download the app

- Search for "SyncUP TRACKER" in the Apple App Store or Google Play Store. Or visit: **www.t-mobile.com/syncuptracker**
- Open the SyncUP TRACKER app on your smartphone; log in to the app and follow the step-by-step instructions to start using your Tracker.

Helpful tip: Verify your smartphone is up to date with the latest operating system and meets the minimum technical requirements.

[Download on the App Store]

[GET IT ON Google Play]

Support

Still need help?

Reach out to our T-Mobile Team of Experts, who are available 21/7.

How to reach us:

From your T-Mobile phones, please dial 611, or from any phone dial 1-800-936-8997.

Call Us-TTY

TTY service is available for the hearing and speech impaired. Hours are 5:00am to 10:00pm PT, daily. Call us toll free at 1-877-296-1018.

For access to our T-Mobile Support Community, visit:

https://support.t-mobile.com

Additional information

Approved firmware Versions

This device will only operate with firmware versions that have been approved for use by T-Mobile and the device manufacturer. If unauthorized firmware is placed on the device, it will not function.

Additional information

Qualifying plan, app and GPS signal is required. All illustrations and images simulated. Coverage not available in some areas. See Terms and conditions (including Arbitration Provision) at T-Mobile.com, for additional information, and restrictions and details.

T-Mobile, the T logo, Magenta and the magenta color are registered trademarks or Deutsche Telekom AG.

SyncUP TRACKER and SyncUP TRACKER logo are trademarks of T-Mobile.

SyncUP *TRACKER*™
connected by **T** Mobile

Start Guide