



User Manual

REV 01

Important Information:

TrackPIN.com

FCC and Industry Canada Regulatory Statements

FCC

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by manufacturer could void the user's authority to operate the equipment.

IMPORTANT! Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Industry Canada

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

IMPORTANT! Tous les changements ou modifications pas expressément approuvés par la partie responsable de la conformité ont pu vider l'autorité de l'utilisateur pour actionner cet équipement.

47 CFR 15.105- FCC

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Important Note:**Radiation Exposure Statement:**

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Note Importante: (Pour l'utilisation de dispositifs mobiles)**Declaration d'exposition aux radiations:**

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

For installation and setup videos, please visit: <http://app.trackpin.com/index.php/instructions>

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1.0 Getting Started

1.1 What's included

TrackPIN Switch (A)

TrackPIN Keypad (B)

TrackPIN Hub (C)

Hub power cord (D)

Switch power cord (E)

Ethernet cable (F)

Position sensor (G)

Note: Before you install your hardware, make sure to set up your TrackPIN™ account.

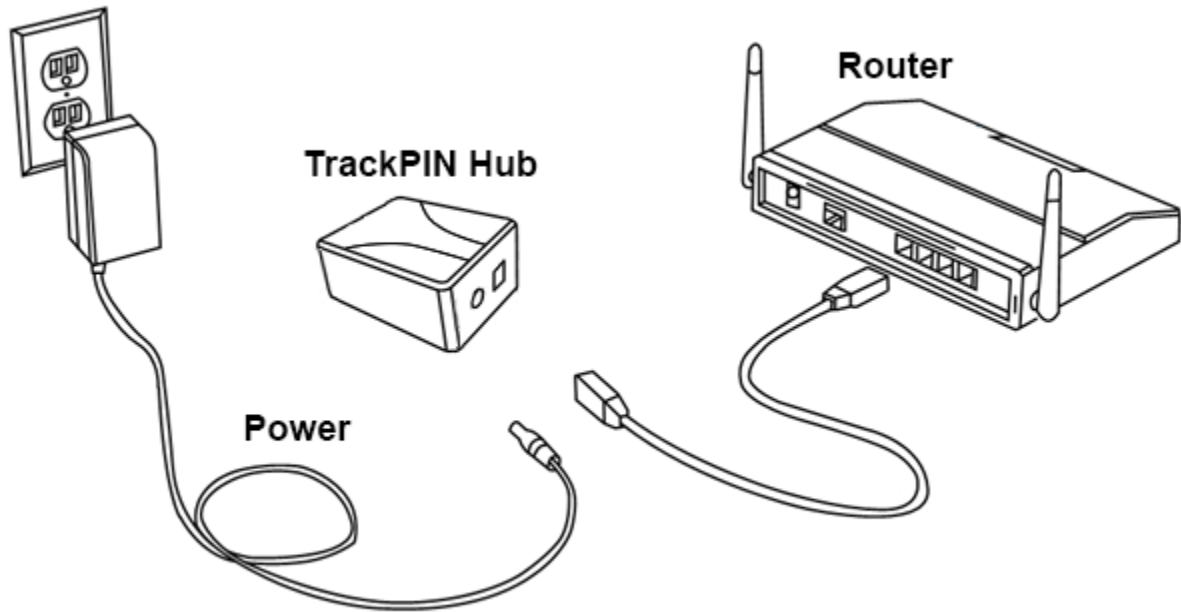
1.2 Creating Your Account

1. Log on to app.trackpin.com and click on "+New/Setup".
2. Enter your email, password, and zip code in the provided fields.
3. Enter the key number found on the Hub (C)
4. Click on "Create Account."

2.0 Installing Your Hub

When installing your Hub please be mindful of the location you choose for it. The Hub transmits and receives a radio frequency signal that can be blocked by metal objects and other electronic devices. To ensure best performance and maximum range, avoid metal objects between your Hub and gate and allow as much distance as possible between your Hub and other electronic devices.

Image 2.1



1. Insert the Hub power cord (D) into the power port on the Bottom side of the Hub (C) and plug the power cord (D) into an existing power outlet.
2. Connect one end of an Ethernet cable (F) into an open Ethernet port on your internet router, then insert the other end of the Ethernet cable into the Ethernet port located on the bottom side of the Hub.

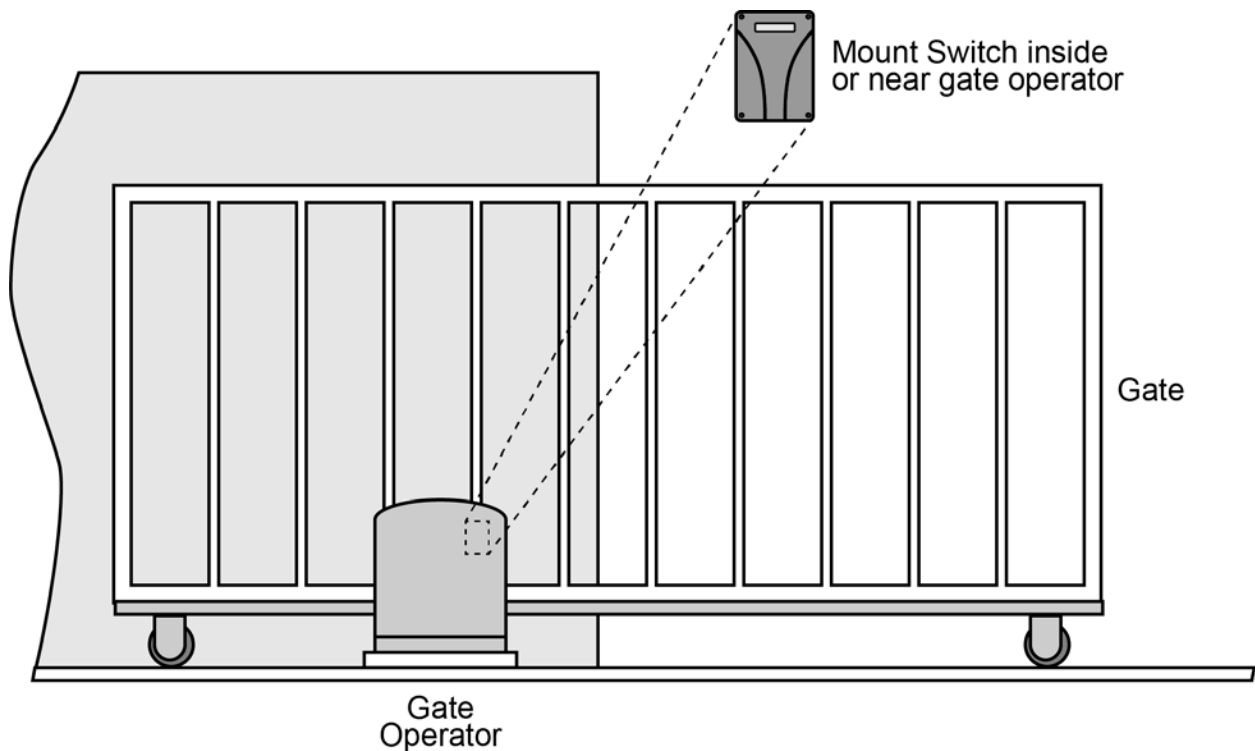
Note: Once the Hub is connected to a power source, you should see a blue light indicating that the Hub is now ON.

3.0 Installing Your Switch

3.1 Mounting Your Switch

When choosing a location to mount your Switch we advise you to make sure the LED light is easily visible. If you ever contact customer support, the agent will ask what the status of the LED light is.

Image 2.2



Note: For your safety, unplug/ disconnect power to the Gate Operator before installation to prevent the motor from accidentally operating during installation.

Mount your Switch using one of the following two methods.

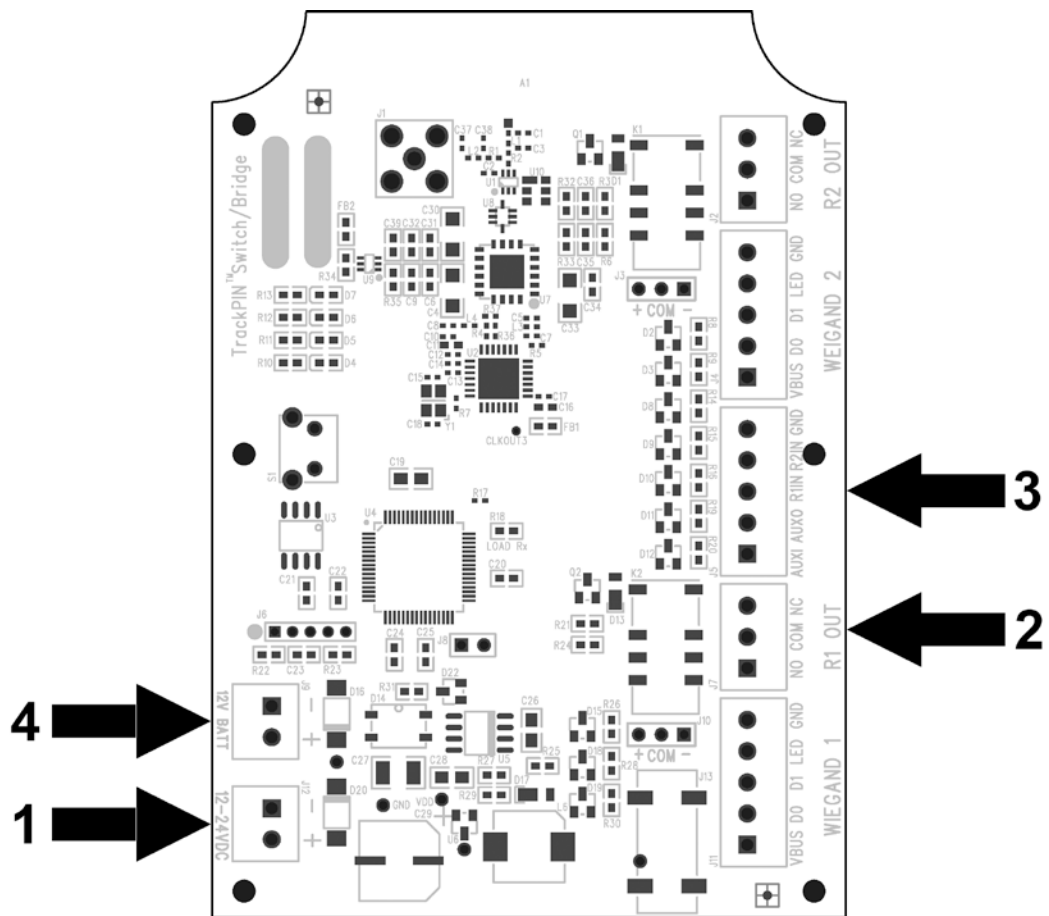
- 1) Locate a spot near the Gate Operator and mark the position of the two screw holes of the switch onto the mounting surface. Drill out the holes then press a wall anchor into each hole. Mount your Switch (A) and insert two screws to fasten it to the anchors.
- 2) Secure your Switch (A) to the existing gate pedestal, gate operator or bracket using the adhesive tape or supplied screws.

Make sure the Switch and wires are clear of any moving parts on the Gate Operator and drive assembly!

3.1 Connecting your Switch to the Gate Operator

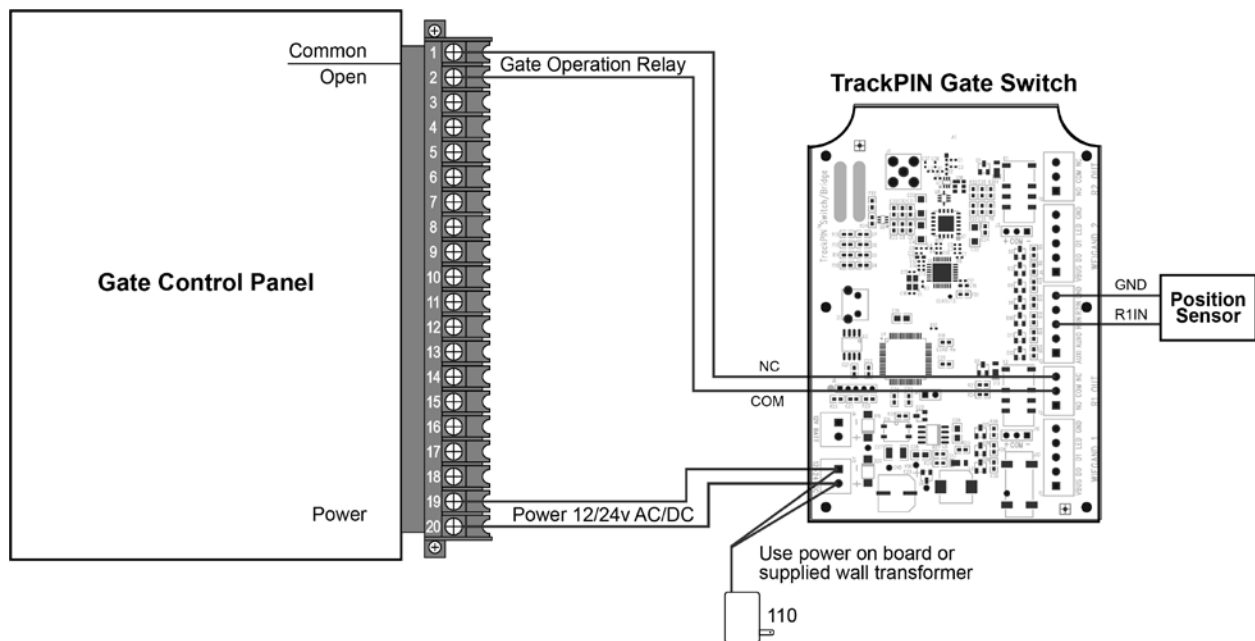
Note: The order in which you connect your Switch connecting wires is not important as long as they are inserted into the common and open ports of the gate operator.

Image 3.1



- 1) Identify if your gate requires a normally open or normally closed relay and install wires in the appropriate order (refer to #2 in image 3.1).
- 2) Connect the wires from #2 to the common and open ports on the gate controller (refer to image 3.2)
- 3) Wire one end of your Switch power cable (E) into the Switch (A) (Refer to #1 in image 3.1 and diagram 3.2) and the other end into a power source. Once connected to power, the LED light on your Switch will light up showing power is on.
- 4) Connect the battery backup (#4 on image 3.1), this step is optional.

Image 3.2



Note: The Switch can receive power from the supplied power adapter or from any 12-24 volt 1-amp gate control panel

3.4 Installing your Door Position Sensor (Option A)

1. Close your Gate.
2. Locate an unobstructed path to run the wiring for your door position sensor from your mounted Switch (A) to the side of your Gate.
3. Clean and dry a small area on the side surface of your Gate.

4. Peel the protective film from the non-wired door sensor's (D) adhesive tape and firmly press the sensor onto the Gate.
5. Place the wired sensor (K) on the Gate frame an inch or less from the non-wired sensor (D) while ensuring that the non-wired sensor (D) can clear the wired sensor (K) when the gate opens.
6. Clean and dry the mounting location of the wired sensor (K)
7. Peel off the film from the wired sensor's (K) adhesive pad and firmly press the sensor onto the Gate frame.
8. As an alternative, you may choose to mount these sensors with the supplied mounting screws and anchors.
9. Lead the wire from the wired sensor to your Switch
10. Plug the wire from the wired sensor into the sensor connector (refer to #3 on the image above). The order of the wires is not important. (R1IN and GND on the board)

Image 3.3



Note: Please make sure your Switch and wires are clear of any moving parts on the Gate Operator and

drive assembly!

4.0 Installing Your Keypad

4.1 Mounting Your Keypad

If you have an existing keypad—

1. Remove your existing keypad.

2. Where possible, line up the existing screw holes with the mounting holes in your TrackPIN™ Keypad.

If you do not have an existing keypad—

1. Hold the TrackPIN Keypad up to the wall/pedestal and mark where you would like to mount your new Keypad
2. Drill a small hole for each of the supplied wall anchors.
 - i. Insert the anchors into the new holes, if required.
 - ii. Insert the supplied screws into the holes/anchors and tighten them.

Image 4.1



4.2 Installing the Batteries

1. Unlock and lower the front of the keypad
2. Insert batteries into battery holder.
3. Replace the keypad face and lock the keypad.

Note: To verify that the keypad is ON, press any key and watch the lights illuminate. If the keypad is in direct sunlight, the illuminated lights may appear dim.

5.0 Programming Your First PIN

5.1 Creating and Testing Your PIN on the Keypad

1. Navigate to the MY PINs menu and select "+ New PIN".
2. A random PIN will be automatically created. If desired, you may reenter any four-digit number of your choice into the provided field.
3. Name the PIN by clicking in the name field and typing. Once you have created a name select SAVE. After 5-15 seconds your new PIN will be available for use.
4. Enter your new four-digit PIN onto your Keypad to open or close your gate.

5.2 Verifying TrackPIN™ Logging

1. After entering your four-digit PIN on the keypad, a log of your activity will appear on the home screen/ activity log of your TrackPIN™ account.

Note: a screen refresh may be required.

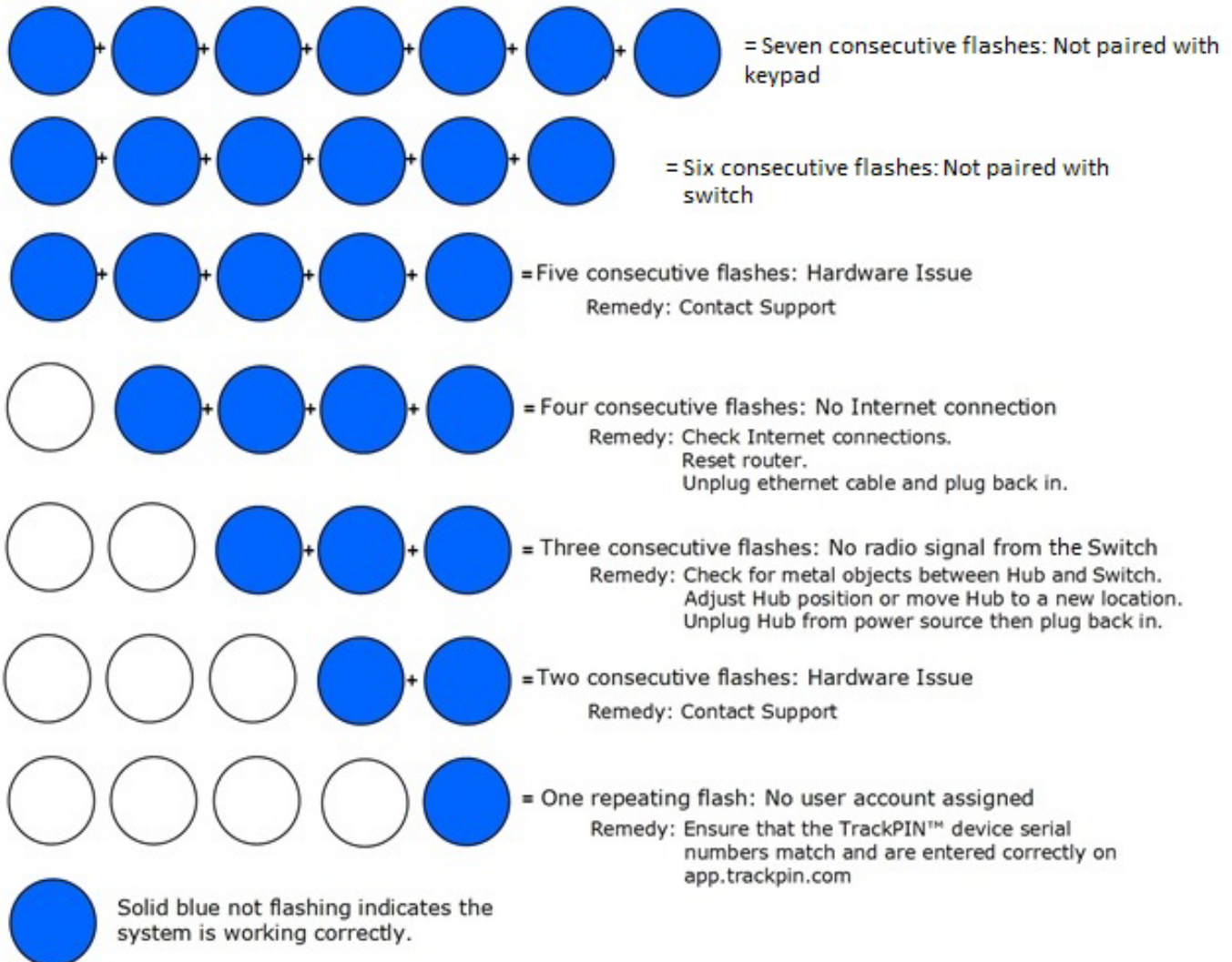
Congratulations! Your TrackPIN™ system is now ready for use.

6.0 Quick Trouble Shooting Guide

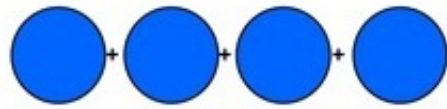
6.1 LED Status Light

There is a blue LED status light on both the Hub and the Switch. The below list indicates what the different patterns of flashing lights mean on each unit and suggested remedies for each problem.

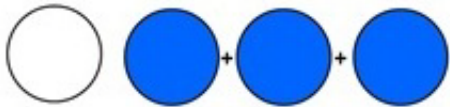
HUB



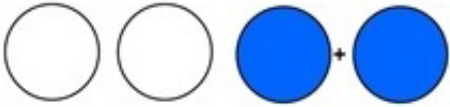
SWITCH



= Four consecutive flashes: Not paired with Hub
Remedy: Contact Support



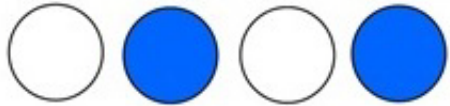
= Three consecutive flashes: No radio signal from the Hub
Remedy: Check for metal objects between Hub and Door Switch.
Adjust Switch position or move Switch to new location.
Unplug Switch from power source then plug back in.



= Two consecutive flashes: Hardware Issue
Remedy: Contact Support



= One repeating flash: Hardware Issue
Remedy: Contact Support



= Rapid flashing light: Gate is open
or position sensor is misaligned.
Remedy: Ensure that position sensor is positioned as described above
and that wires are properly connected.
Ensure that the gate is closed.



Solid blue not flashing indicates the
system is working correctly.


7.2 App Hardware Status Symbols

When logged into your TrackPIN™ account you can view the status of your hardware at any time. The below list provides an explanation of what the colored keys mean.

Hub Key

 Hub has not reported for ~5 minutes


 No server connection for ~2 minutes

 Active

Switch Key

 Hub unable to connect with the Door Switch

 Status unknown Hub has not reported for ~5 minutes

 Active

Keypad Key

 Battery is at 15% or less

 Status unknown Hub has not reported for ~5 minutes

 Status unknown Keypad has not reported for 24 hours

 Active

For frequently asked questions please visit: <http://trackpin.com/faq/>