



# USER Manual

## In the box

- Trax G+ packaging
- Attachment Case with Keyring
- USB Cable for Wireless Charger
- Trax Card with Tracker ID & PIN code\*
- Trax G+ Smart GPS

\*Please keep the card in a safe place, or save the Tracker ID & PIN code for future use.





## Getting started

### Step 1: Make sure your Trax device is charging.

Plug your wireless charger into a power source using the supplied cable and put your Trax on the charging surface. The Trax G+ device is normally charged within 2 hours.

- It is important to use the USB cable that is supplied with your wireless charger, as failure to do so will mean that your device will fail to charge correctly.
- If the battery is totally depleted, it may take up to 30 min or more before the battery starts charging again.



#### Power On:

Hold down the power button until a solid green light appears, and then release.



#### Power Off:

Hold down the power button until a solid red light appears, and then release.

It can take up to 10 seconds for the red light to disappear when the device has powered off.



#### Charging LED Indications:

Charging: Flashing Green

Fully charged: Solid Green

### Step 2: Download the Trax G+ App.

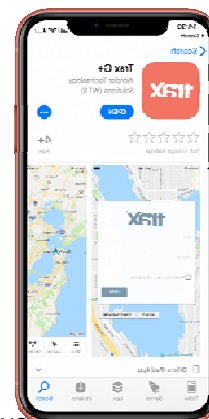
Trax G+ comes with a free App, that is intuitive and easy to use. The App is essential to your Trax G+ experience. You will be able to follow your trackers in real-time, and there's no limit to how many trackers you can add.

Please make sure you download the new "Trax G+" App, NOT the Trax Play App.

Trax G+ devices can only be connected to the new Trax G+ App!

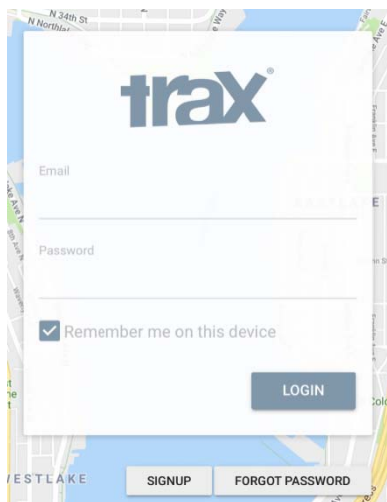
[App store link](#)

[Google Play link](#)



### Step 3: Create a user account for the Trax G+ App.

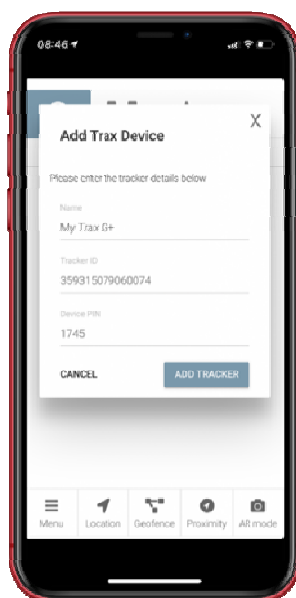
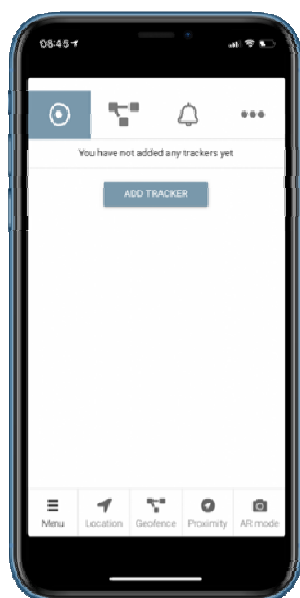
Open the Trax G+ App on your smartphone and create a user account, to manage your Trax G+ devices. This account is different from your Trax Play account or your Trax Shop account.



Here's everything you need to know about our [Terms and Policies](#). Your data is secure.

#### Step 4: Add your Trax G+ device to your account.

1. Go to "Menu" in the Trax G+ app.
2. Select "Add Tracker".
3. Choose a name for your Tracker.
4. Enter the Tracker ID & Device PIN written on the ID Card in the box. The ID Card is a small business card with essential details to identify your device, and can be found inside the box.
5. Tap "Add Tracker" button.
6. Your Trax G+ will appear in the "Trackers" list.



#### Step 5: Update your Trax G+ Firmware

1. Make sure your tracker is on the charging surface.
2. Go to "Menu" in the Trax G+ app.



3. Select “More” from the top menu (the last button with three dots symbol).
4. Select “Update devices”.
5. Your list of active devices will be displayed on the screen.
6. Tap on the list for the device you want to update.
7. The update progression bar will be displayed on the screen.
8. Your Trax G+ has been updated to the latest firmware version.

**Make sure your Trax device is charging during the entire time of the firmware update!**

Failure to put the Trax G+ device on the wireless charging pad may lead to failure of the update and will affect the device performance.

**Step 6: Activate a Data Plan for your device.**

1. Purchase a Trax data plan from [Trax Online Shop](https://traxfamily.com/online-shop/). There are several prepaid options for 6, 12 and 24 months, suitable for individual needs.
2. After purchasing a data plan, you will receive a purchase confirmation email with an activation code.
3. In the Trax G+ App you will be asked to enter the activation code you received via email. This will activate the data plan.
4. Once the data plan is activated, the built-in SIM card will automatically connect your Trax device to the cellular network.

See our coverage details: <https://traxfamily.com/connectivity/>  
Shop data plans: <https://traxfamily.com/product-category/dataplans/>

**Step 7: Go outside and turn on your device to get a GPS position!**

This can take a few minutes.

For questions, contact us at [support.traxfamily.com](mailto:support.traxfamily.com)

## Handling of Trax

Trax is built to withstand normal wear and tear and is waterproof. Do not alter the cover of Trax in any way. Do not use or attempt to recharge Trax if it has been damaged, Damaged plastics due to misuse or abuse are not covered under the warranty.

**Maintenance.** If your Trax comes into contact with any contaminants clean it immediately using a soft, slightly damp cloth. Do not use any household cleaners to clean Trax. The USB cable may become warm during normal use. Unplug the USB cable if it has become frayed, damaged or exposed to liquids. Do not connect or disconnect the Trax USB cable with wet hands. Take care not to spill any food or liquid on the USB cable. In the event the USB cable gets wet, unplug the cable before cleaning and allow it to dry thoroughly before using it again. Do not attempt to dry Trax or the USB cable with an external heat source. Damage to the USB cable caused by contact with liquid is not covered under the warranty.

**Modifying or repairing Trax.** Never attempt to repair or modify your Trax. Do not attempt to replace the rechargeable battery in your Trax device. The battery is not replaceable. If you have attempted to repair or modify your Trax device, the limited warranty set out below, will not apply.



**Choking hazards.** Trax is a small self-contained unit and may present a choking hazard to children or pets if not used properly. Take care when using Trax and its accessories on children and pets.

**Using connectors and ports.** Only the enclosed USB cable should be used to charge your Trax, Never force a connector into a port. Make sure that the connector matches the port and that you have positioned the connector correctly in relation to the port.

**Keeping Trax within acceptable temperatures.** Trax is designed to be operated in temperatures between -10°C and 55°C (14°F to 131°F). Low or high temperature conditions may temporarily shorten battery life or cause the device to temporarily stop working properly. When Trax is in use or the battery is charging, it is normal for the device to get warm.

**Radio frequency interference.** Radio-frequency emissions from electronic equipment can negatively affect the operation of other electronic equipment, causing them to malfunction. Therefore, please take the following precautions:

- **Aircraft.** Use of a Trax Product may be prohibited while traveling in aircraft.
- **Vehicles.** Radio frequency emissions from Trax Products may affect electronic systems in motor vehicles.
- **Driving.** Before using Trax, or using your mobile phone to access its services, safely park your vehicle.
- **Pacemakers.** Persons with pacemakers should always keep Trax more than 15 cm (6 inches) from the pacemaker. If you have any reason to suspect that interference is taking place, remove Trax immediately.
- **Hearing aids.** Trax Products may interfere with hearing aids.
- **Hospitals and health care facilities.** Remove the GPS tracker (Trax) when staff or posted signs instruct you to do so.

**Exposure to radio frequency energy.** Trax contains radio transmitters and receivers. Trax receives and sends out radio frequency (RF) energy through its antennas. Trax is based in part on proximity to the wireless network. In general, the closer you are to a cellular base station, the lower the cellular transmitting power level.

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

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.

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.

**FCC RF Radiation Exposure Statement:**

This equipment meets the FCC RF exposure guidelines.

**LIMITED WARRANTY APPLICABLE TO YOUR TRAX**

WTS offers a limited warranty that the Trax sold by WTS will be free from defects in material and workmanship when used normally and in accordance with WTS instructions. To the extent permitted by applicable law, the limited warranty offered by WTS is limited for a period of one (1) year from the date when Trax was purchased. If the time limitation of one (1) year from the date when Trax was purchased is in non-compliance with mandatory law, WTS offers a limited warranty in accordance with the minimum permitted by mandatory law.

This warranty does not apply to: (i) cosmetic damage including but not limited to scratches and broken plastic (ii) consumable parts, such as batteries or protective coatings, unless failure has occurred due to a defect in materials or workmanship; (iii) damage caused by accident, abuse, misuse, liquid contact, fire, or other external cause; (iv) damage caused by use with another product; or (v) defects caused by normal wear and tear or otherwise due to the normal aging of the Trax device. This limited warranty does not cover software or licenses.

EXCEPT FOR THIS LIMITED WARRANTY WTS PROVIDES PRODUCTS "AS IS" AND WTS MAKES NO WARRANTY AS TO TRAX, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTY OF NON-INFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE, ACCESSIBILITY AND AVAILABILITY.

If you wish to make a claim under the limited warranty you have to contact WTS via **info@traxfamily.com** within one year from when your Trax device was purchased. The Trax device must be returned to WTS as soon as possible following your notice to WTS to the address provided by WTS together with an explanation of the defect.

**International purchases.** A separate warranty may be provided by international distributors for devices purchased outside Sweden depending on the country. If applicable, this warranty is to be applied to the in-country distributor, Distributor warranties are only valid in the area of intended distribution.

**Terms of Use/End User License Agreement.** Please visit <http://www.traxfamily.com> or refer to the mobile app to review and accept Terms of Use. The Trax End User/License Agreement contains information regarding:

- Acceptance of Terms of Use
- Changes of Terms of Use
- Definitions
- Privacy
- License