TOPIN Tracker FAQ

Question 1: How to use the GPS tracker?

Answer 1 :

1a-) Prepare a nano sim card which compatible **2G** network and open GPRS service (Very important because GPS tracker only work with **2G**).

If a new SIM card, need **24 hours** to activate properly; also need to **set off the PIN code** of the sim card -- very important!!

Also sim card open GPRS internet service is required, use the internet upload location data to our server.

1b-) Insert the nano sim card into the tracker slot (there is a missing angle alignment for sim card and the slot)

1c-) **Long press the power button for 3seconds** to turn on the tracker, wait yellow LED slow flashing
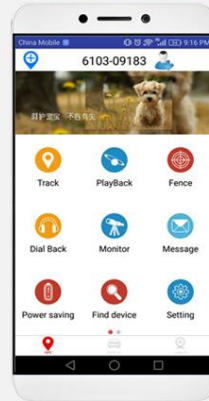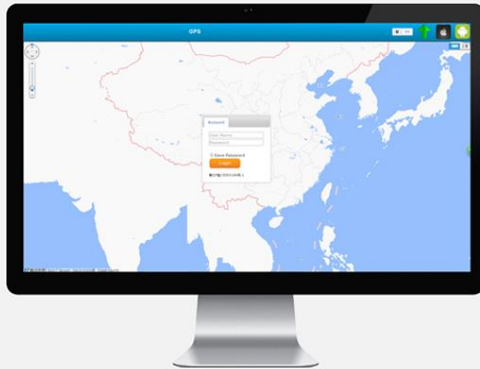
1d-) Download our APP 365GPS , login ID: 15digits IMEI on the tracker, password: 123456

1e-) Test in the outdoor **open sky** will be helpful to get GPS satellite signal and accuracy location.

GPS Tracking Platform

Web: WWW.365gps.net   **APP:** 365GPS

① Download APP

Android   iOS
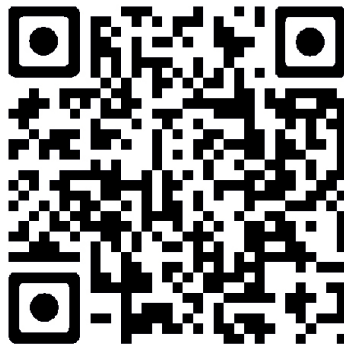
② Insert SIM Card first, then power on

power button

nano sim card

③ Login APP

ID : 15digits IMEI

Password: 123456

④ Track

Real-Time tracking

Historical Track

Voice Monitoring

Electronic Fence

......

New Version APP: GPS365

Question 2: Where are the Power button and LED lights ?

Answer 2:

2a-) Power button: next to the sim card slot

2b-) LED lights:
D3: below the sim card slot
T3: beside Micro-USB charging port

D3: opposite the power button   T3: beside the USB charging port

Question 3: What are the meaning of the LED lights ?

Answer 3:

Red: Battery capacity
Blue: GPS signal
Yellow: GSM signal

Fast flashing: mean search for signal (red fast mean low power)
Slow flashing: mean it's normal , work properly

Always on:

Red always on -- in charging mode

Yellow always on --
3a: no sim card is inserted
3b: you don't plug into the sim card correctly properly

Question 4: The yellow (orange) LED light always on bright ?

Answer 4:

At first -- Does your sim card support 2G GSM network? And is there 2G network service in your house now?
Only a sim card compatible with 2G works in the tracker, this is most important!

2G sim card -- Yes!

If the Yellow light always bright, mean you don't plug into the sim card correctly and tightly, please take it out and insert again. Or you try another new sim card into it.

Yellow LED blinking is normal, please make the Yellow LED blinking.

Question 5: Turn on the device, all lights blinking, APP display: Offline, the address is China ?

Answer 5:

5a: The Chinese address is our company, we tested this GPS tracker before sent to you, please don't worry about display Chinese address -- it means the tracker quality test and work properly.

5b: If your sim card compatible with 2G, yellow LED blinking fast --

5b1: You didn't remove off the PIN code of your sim card , put the sim card in your mobile, turn off the PIN code, then insert the sim card into the tracker again.

5b2: If you already turn off the PIN code, yellow LED still blinking fast -- it's the APN set problem, you sim operator APN not in our server list, this is the SMS command to set APN:
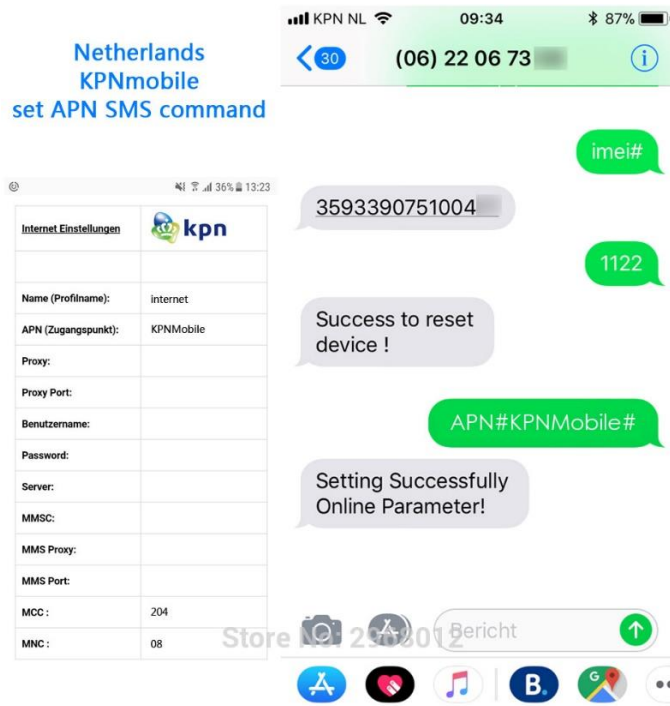--
APN setting: ldquoAPN#parameter#account#password#rdquo (if there is no account password, don't need to fill in.)
(For example, there is a Holland Mobile APN is: KPNMobile, text message: APN#KPNMobile#)
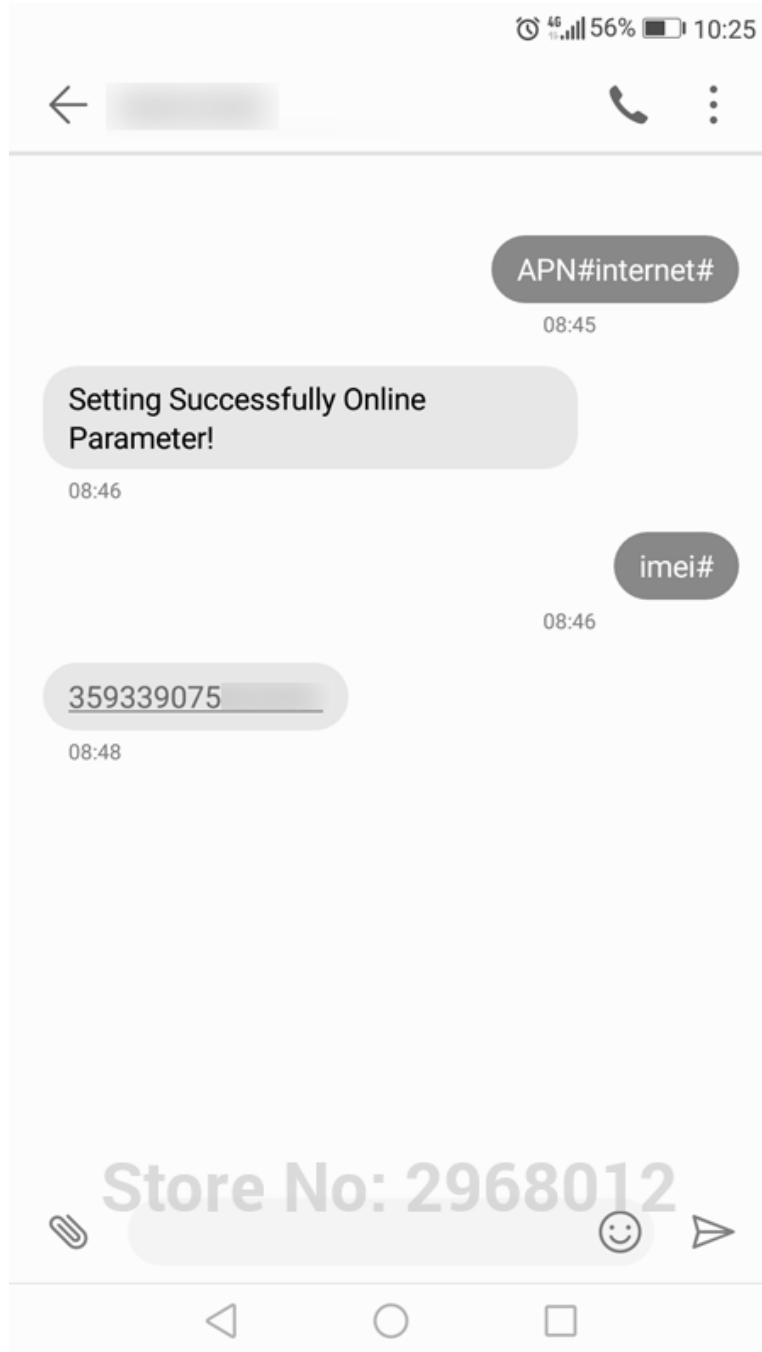--
Text this message: APN#parameter to the sim number in the tracker, will reply you a message: set successfully.
Please have a try, thanks.

Note: send SMS to sim card number remove country code: +39 / +44 / +49... , only leave the phone number

Another country telecom operator APN is: " internet " , send SMS to set APN: APN#internet#
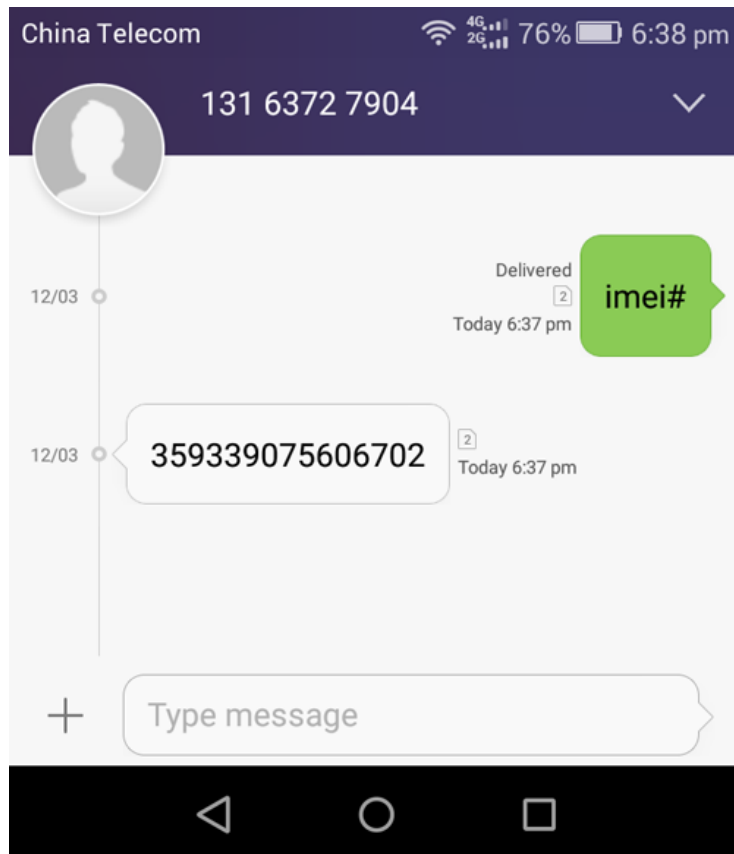
Question 6: How do I know the tracker communication is connected ?

Answer 6:

Text this SMS message: imei# , from your mobile phone sent to the number in tracker
You will get a SMS reply: 359339075000*** (15digits imei numbers)

Note: send SMS to sim card number remove country code: +39 / +44 / +49... , only leave the phone number

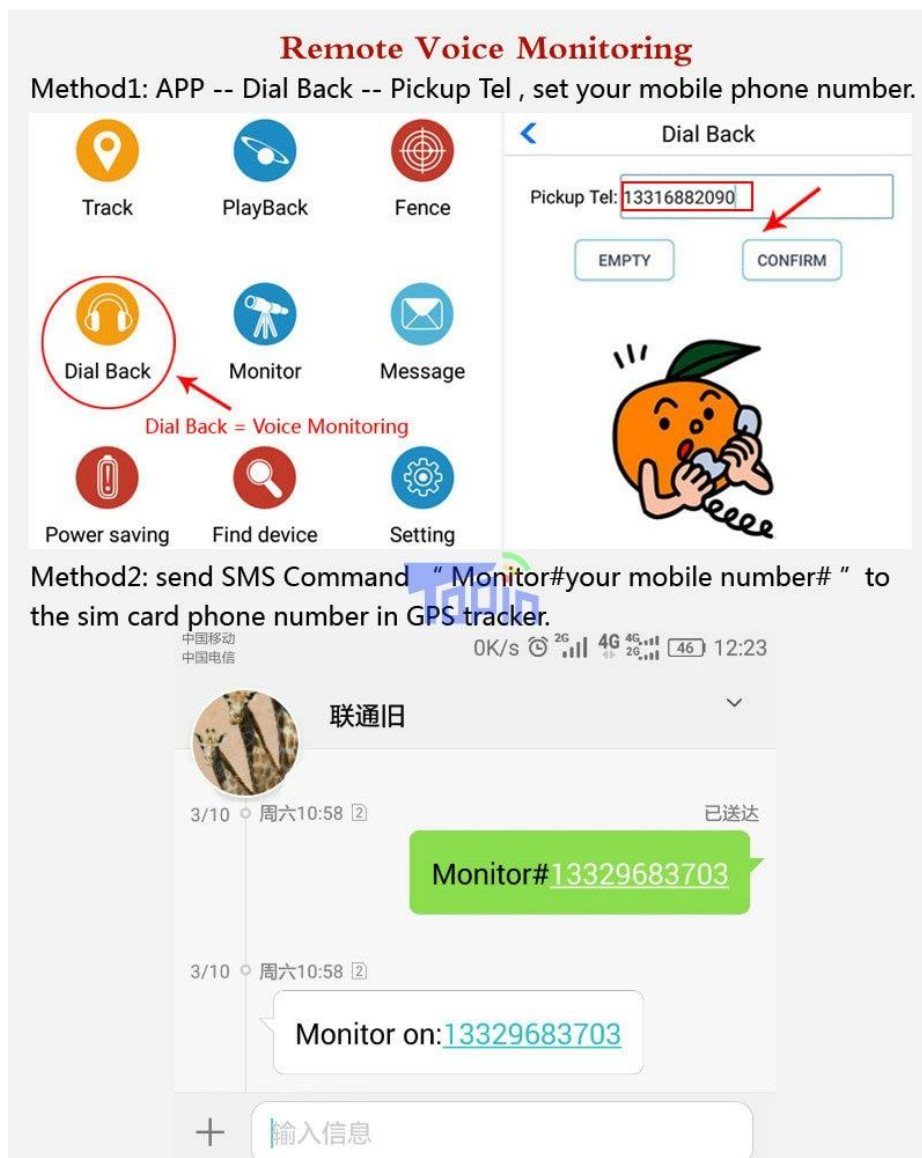**Question 7: How to set Voice Monitor number and how it works ?**

Answer 7:

Method1: APP -- Dial Back -- Pickup Tel , set your mobile phone number.

The tracker will call your phone, you can answer ro reject the call. -- This mean it sets successfully.

Next time: your phone call the tracker directly, it will answer automatically, don't need to set again.

Method2: send SMS Command ldquo Monitor#your mobile number# rdquoto the sim card phone number in GPS tracker.

Question 8: How to use Voice Recorder?

Answer 8:
Method1: APP voice recorder: Voice -- click blue icon, upload 15seconds recorder

Method 2: TF card voice recorder --

At first: send 000#phone number , binding your phone number into the device.

SMS: 111 -- recording 10 minutes pause
222 -- voice recording 10 minutes pause, auto recording 10minutes again if any voice, every time 10minutes, cancel send SMS 555

Question 9: How to use SMS coordinate / Track using SMS not APP ?

Answer 9:
SMS coordinate SMS Command : 999
then you get a link of google map, open link to get the location.

9a: SMS coordinate only work when the tracker is power on and connected with server, if the device is shutdown or don't open GPRS service or out of credit -- can't get SMS coordinate successfully.

Question 10: How to check many devices from Topin 365GPS in one account / Creat Admin account group ID ?

Answer 10:
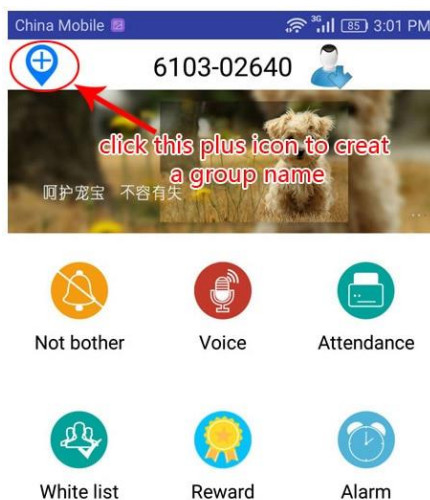10a-) Click the top left corner plus button

10b-) Creat a new login ID(6-12characters) , input the second device's IMEI and password which you want to add them in one group

10c-) Log out the first device and login APP again:
Login ID: use the ID you creat
Password: same as first device's (default is 123456)

10d-) Click the middle head icon , so you will see all the devices' list in this group ID :

Device list

All(36) | Online(13) | Offline(20)

🔍 Enter the Ac/imei

6103-00420[359339075100420]
10% Online

607021[359339075607021]
31% Online

6103-00350[359339075100350]
30% Online

00009[200000000000009]
72% Online

00008[200000000000008]
62% Online

6103-00485[359339075100485]
31% Online

609998[359339075609998]
69% Online

Question 11: How to make difference with GPS AGPS LBS Wifi ? Why does the device display a large deviation / tolerances of location ? What does Wifi location mean, is it using the wifi wireless network to upload data?

Answer 11:
11a-) GPS: Global Positioning System , searching for the satellite signal in the open sky, the most accuracy location mode, error range within 10meters. Two preconditions to get GPS: 1- outdoor , 2- keep on moving.

11b-) AGPS: Assisted Global Positioning System, cooperate with GPS, don't display individually

11c-) LBS: Location Based Service, it depends on how many Base Station Towers in your city, and search the nearest stations tower near your house, comprehensive calculation to get a location take it as your tracking location. If indoor, there is only LBS or Wifi, no GPS, error range from 10-500meters.

11d-) Wifi location mean the GPS tracker read the wireless router's MAC address in the house, take the MAC address as real-time locations. Don't need to input password or access Wifi network, only read MAC address. Wifi location is more accurate than LBS when indoor, error range from 10-50meters.

Attention: maybe Wifi location can't visit your country telecom operator database, not 100% work in the countries all over the world.

The accuracy is: GPS > Wifi > LBS (Priority : First: GPS, Second: Wifi, Last: LBS)

Question 12: How can I do if the locatoin tolerance is too high / too large deviation? How to do if can't run GPS / no GPS positioning / weak GPS signal?

Answer 12:

Are you indoor or outdoor when you testing? If indoor, there is no GPS only LBS, will be a big accuracy.

But if you are outdoor and keep on moving, receive the GPS satellite signal, get the GPS tracking mode it will be very accuracy less than 10meters error. Please go to outdoor in the sky when testing.

If can't run GPS , no GPS data:

Set 1: upload interval time 1minute
Set 2: setting - refresh time 1minute too

keep outdoor not indoor, if indoor no GPS satellite signal. Also keep moving, not stay static in outdoor.

These will help to search and get GPS satellite .

Question 13: How to set upload interval (in Minutes / Seconds) ?
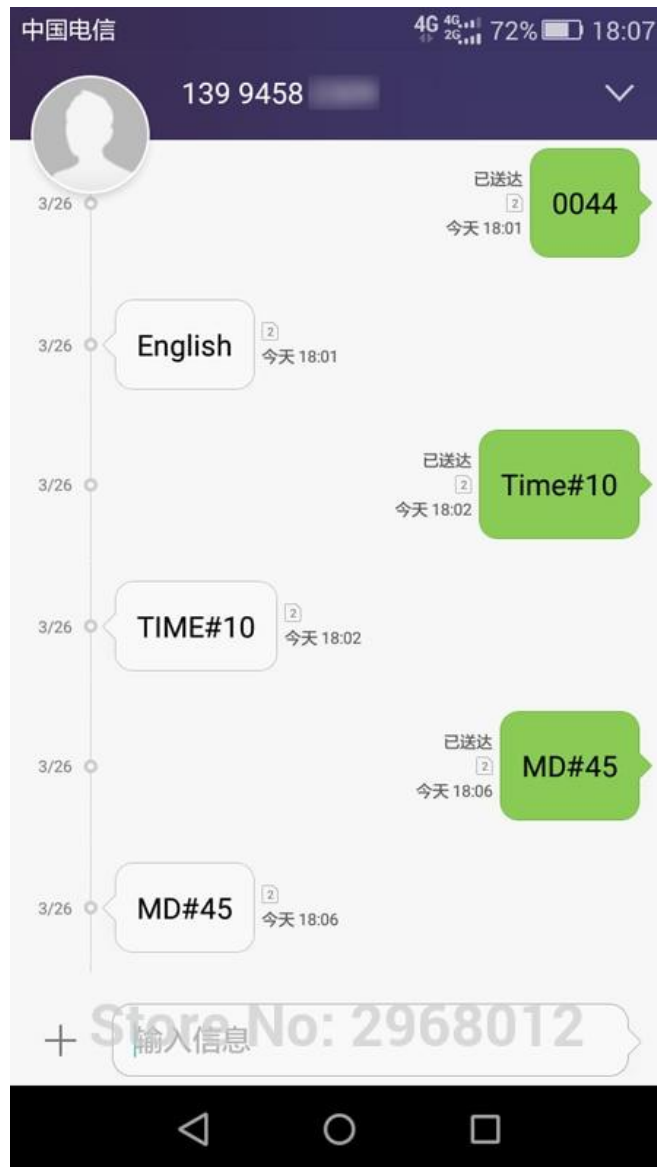
Answer 13:

13a-) APP -- Track -- Click the top right button -- Upload Interval Setting (only support 1-120minutes)
13b-) SMS:
Time#number: number is minute (time#10, set the upload interval to every 10minutes, range 1-120minutes)
MD#number: number is second (md#45 , set the upload interval to every 45seconds, range 10-60seconds)

Question 14: How to turn off the device?

Answer 14:

14a-) if insert sim card, long press power button for 9seconds (skip SOS step , so need 9seconds)

14b-) if without sim card, long press power button for 3seconds

Question 15: What's the difference with D3/D7, T3/T7, G02, G03 ?

Answer 15:

T3: PCBA inside is ZX612 -- GPS chip is MTK6261D + Ublox7020 , size 35*20mm (T3: 400mah, T7: 1000mah)

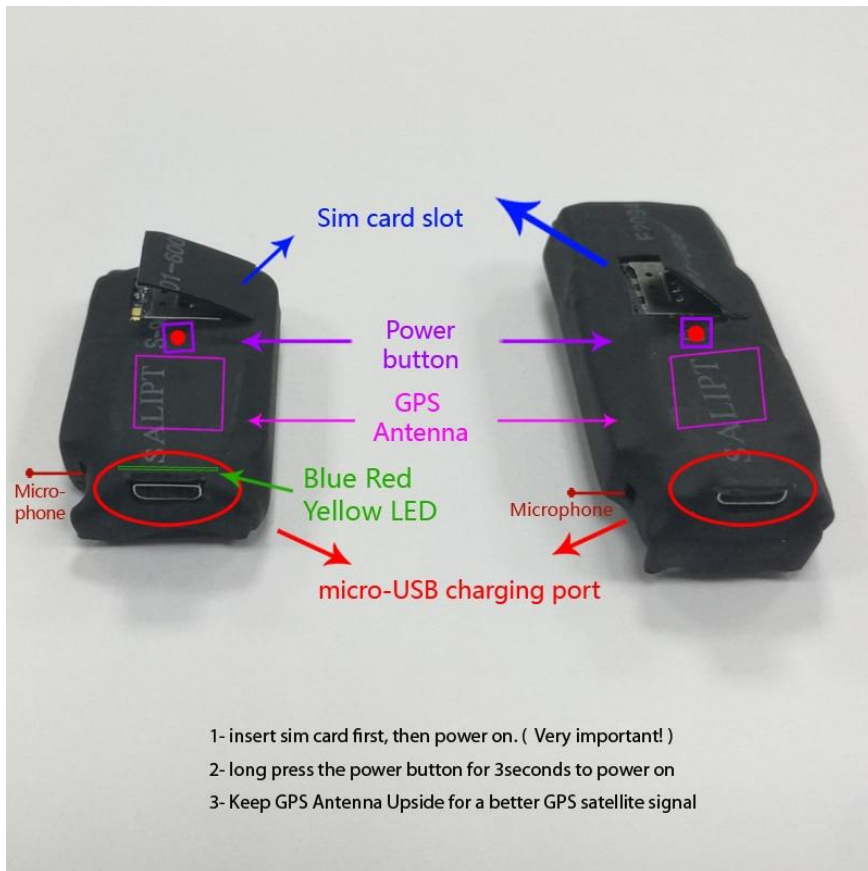G02 -- same as T3 ,only difference is the housing, 850mah battery

D3: PCBA inside is ZX302 -- GPS chip is MTK2503 + MTK3333, size: 31*18mm (D3: 400mah, D7: 1000mah)

G03: PCBA inside is ZX303 -- GPS chip is MTK2503 + MTK3333 + MTK5931, size 35*20mm, 850mah battery

D3/D7

micro-USB charging port

GPS side Up, Keep away from metal

GPS Antenna

Power button

Microphone

Microphone

Blue Red Yellow LED

Blue Red Yellow LED

Sim card slot

1- insert sim card first, then power on. (Very important!)
2- long press the power button for 3seconds to power on

T3/T7

Sim card slot

Power button

GPS Antenna

Micro-phone

Blue Red Yellow LED

Microphone

micro-USB charging port

1- insert sim card first, then power on. (Very important!)

2- long press the power button for 3seconds to power on
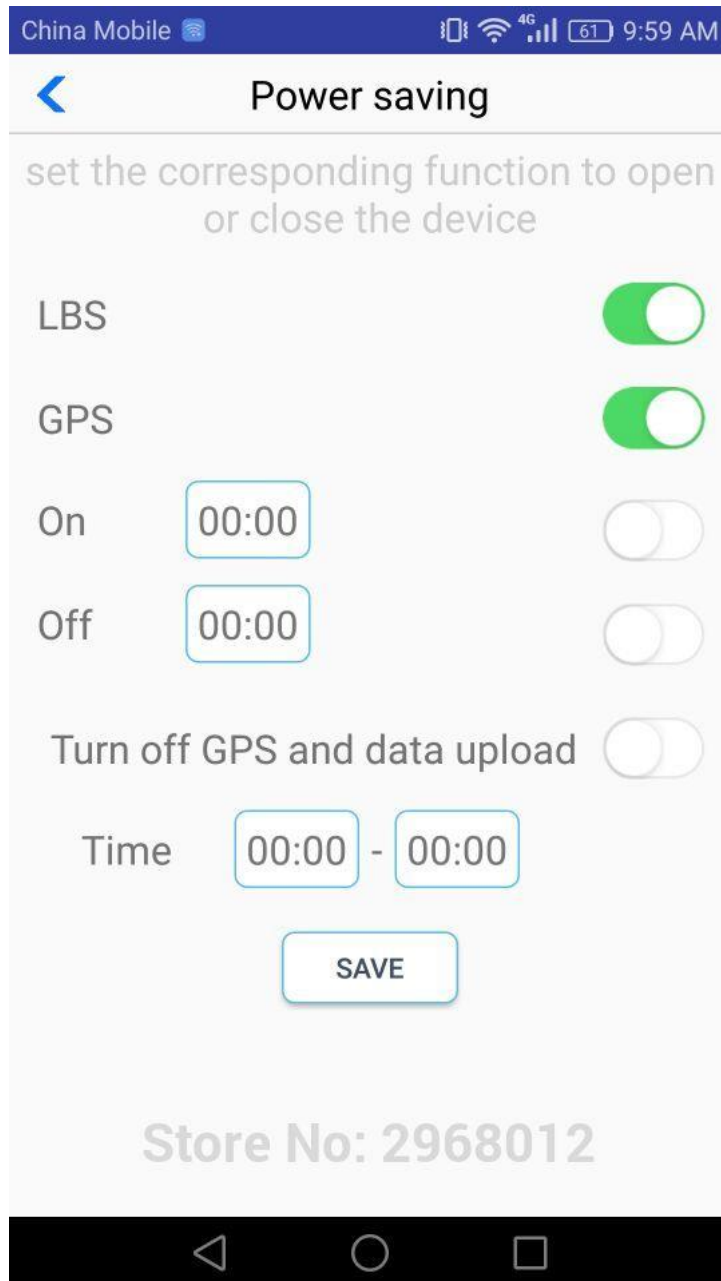
3- Keep GPS Antenna Upside for a better GPS satellite signal

Question 16: Can I disable LBS/GPS ? How to set a fixed time Power On/Off ? How to turn off data upload to consumption economy of battery at certain times to ? What's is intelligent power saving mode?

Answer 16:

All answers will find in: 365GPS APP -- Power Saving

Question 17: I can track and use the device successfully, but sometimes it shows Offline in the APP?

Answer 17:

If you are in underground / elevator / or some place with weak GSM signal, will lose connection with 365GPS Server, will show offline in the APP. But the device still in Power on mode, just can't connection.

Once you enter into a open sky or strong GSM signal, connect with 365GPS server, it will show online again automatically. Also the location data during the unconnection time, save in the memory of the device, and show in the Playback again after connection.