

## Quick Operation Guide

### Step 1 Install SIM Card.

A. Make sure the SIM card is with 2G service still if you are using 3G or 4G SIM cards. Make sure the SIM card is with both GSM SMS and GPRS service even you don't want to use online tracking platform. Make sure the SIM card is with Call ID service also.

B. Make sure SIM with metal face top, clipped icon to the right as below. Or follow the SIM direction sticker on the device to operate!

C. For Portable Trackers (T12SE/T4400SE/T8800SE/T15400SE; TK05/TK10/TK20), insert SIM and you will see GREEN light flash once and then turn to on for 30 second, trackers will be on directly, don't need press the button again. For Installed Trackers (T0024/T0080/T1024/T1124/T5124/T3124./T3180/T2024), once complete installation and get power with car battery, trackers will be on also. For other trackers (T16/T18/T18H/T10/C20T/C30T), please kindly refer to the user manual.

D. Call Device's SIM phone number and make sure it could get through;



### Step 2 Set APN (Access Point Name).

This setting is to enable tracker to upload data to the server through GPRS!

A. Different Telecom provider has different APN. Please confirm APN setting on your SIM operator's website or call your SIM operator directly. E.g. Vodafone APN:live.vodafone.com (Some time APN will include username and password)!

B. Use your cellphone to send SMS \*APN\*A\*\*\*B\*\*\*C\*\*\* to the SIM number in the device.

A\*\*\* refer to APN, B\*\*\* refers to username, C\*\*\* refers to password. If there is no username and password required, just leave B\*\*\*\*\*C\*\*\*\*\* as blank.! A\*\*\*, B\*\*\*, C\*\*\* are just samples, don't send this SMS directly!



C. Your cellphone will receive SMS reply, says the appointed APN is set (See screenshot as below).

Notes:!

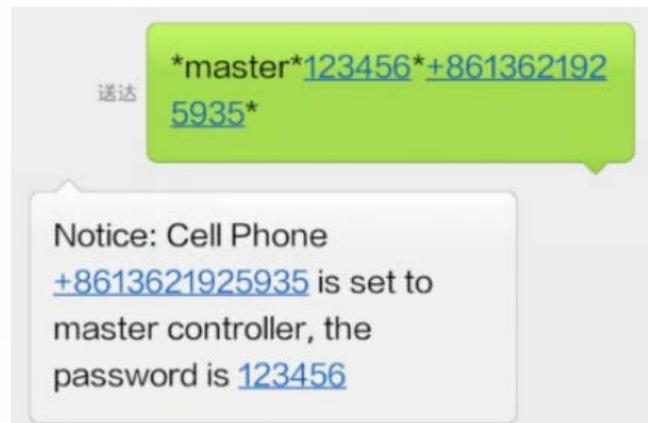
1. No matter what APN settings you send to the device, system will reply reply as what you set. But it doesn't mean the device has connected to server successfully. You have to finish the second step to make sure the APN settings is correct.!

2. The APN setting is for the SIM card inside the GPS tracker, not for your own master control cellphone number. Especially, when the SIM card inside the tracker and the SIM card inside your master control cellphone are from two different operator, and you mess them up, then you can't see the device work at all.

### 3. Step 3 Set Master Number.

A. Use master controller cellphone to send SMS \*master\*123456\*+country code and your cellphone number\* to the device Sim number!

B. Your cellphone will receive reply says mater phone number is successfully set. And you cellphone number will be the only master phone to the tracker (See screenshot as below).



Notes:

- 1.on above photo, +86 is our country code, please replace it to your own country code; 13621925935 is the cellphone number which is sending SMS to the tracker SIM phone, not the tracker SIM phone number. Don't mix it up!
- 2.123456 is the default password, it can be changed by SMS command after the registration.
- 3.“+” symbol is necessary before the country code so that server is able to tell where the data is coming from. E.g. +1 for US, +44 for UK , +39 for Italy!
- 4.If there is no SMS reply. Please kindly double check: whether APN settings is not correct, please contact the SIM operator to confirm APN settings again; whether the tracker is with signal now, please kindly call it; whether the SIM card is with 2G service still, please contact with your operator.

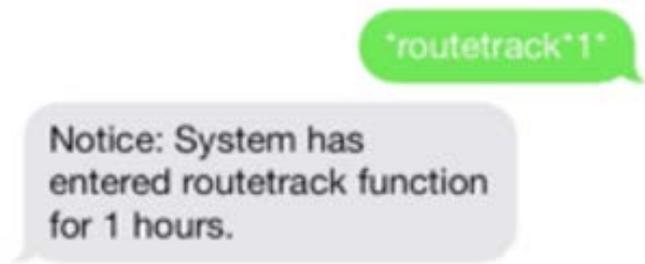
### Step 4 Enable the data upload function.

A. Use cellphone to send SMS \*routetrack\*1\* for 1 hour data upload, 6 locations per minute when device is moving; Or use cellphone to send SMS \*checkm\*10\*, tracker will upload 1 data each 10 minutes both stationary or moving.

(For other command you need to test, please see details in the user manual.)

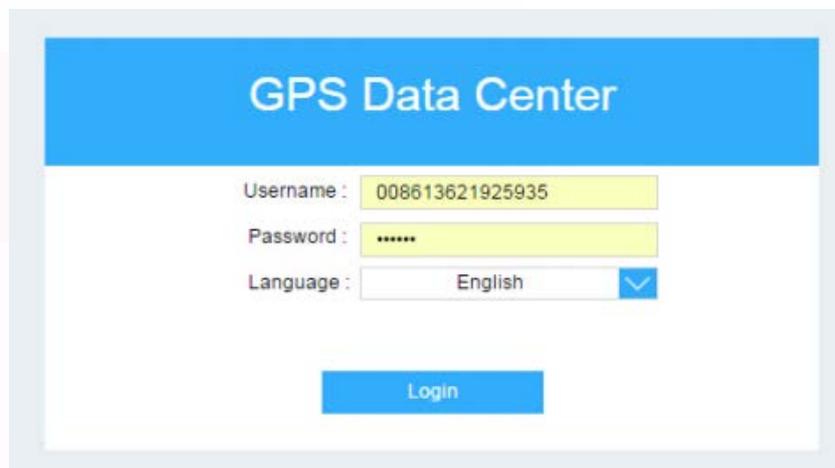
### Step 5 Send SMS to get tracker's location.

- A. If send \*locate\*, it will reply coordinates; if send \*locataddress\*, it will reply address; if send \*locatemap\*, it will reply google map link.

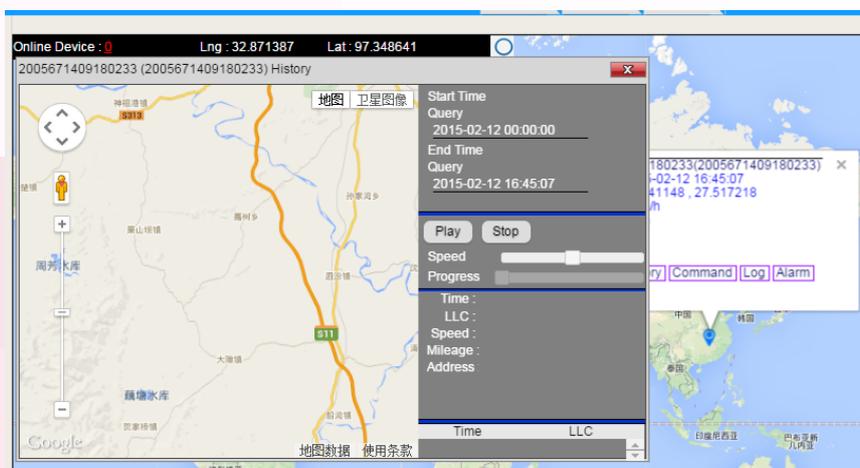


**Step 6 See tracking information on-line!**

- A. Visit website: [www.miitown.com](http://www.miitown.com)  
B. Login with master number (with 00country code) and default password 123456. (See screenshot as below). Replace the 00 to + on the master control number. E.g. if set master control number +8613621925935, then login in with : 008613621925935

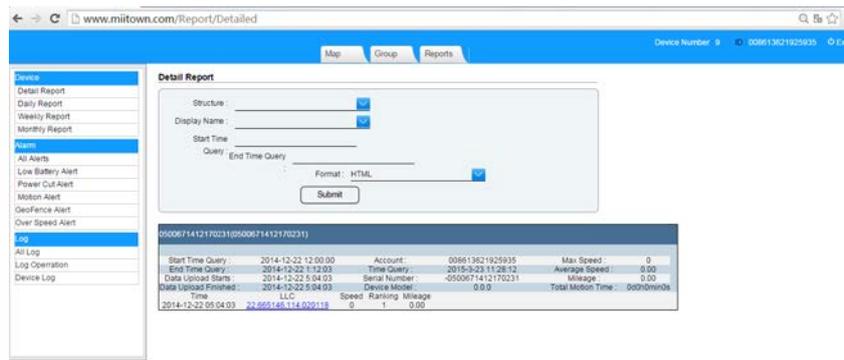


- C. All trackers under the same master phone number will be shown under the device list.  
D. Click history on the pop up info window, chose the date and time you need to view, and click [ Play ] to view the tracking history of the appointed time.



- E. Click report, chose the device, date and time you need to view, and click

[ Submit ] and you will see the detail tracking report.



## FAQ about Usage:

### 1. Can your GPS trackers work in our country?

**Answer:** Yes, it can. As long as your country has regular 2G GSM network. If you use 3G SIM card or 4G SIM card, before testing, make sure it has 2G GSM service.

### 2. When I send SMS to it, it doesn't reply GPS location, only LBS location.

**Answer:** Is your GPS tracker indoor? Please make sure it's outdoor. No heavy rain, then the signal is good. Still LBS location? Then, please send \*0000\* or \*status\* to check its status, and see how many satellites quantity it has now.

### 3. How does the command \*sleepv\* works?

**Answer:** Once the device receives SMS command \*sleepv\* and keep stationary for over 3 minutes. The device will go to sleep right now. Once it detects the motion or vibration, it will wake up directly and keep awake for 12 minutes. After 12 minutes, it will go to sleep again, don't care whether the device is moving or stationary. However, if after this 12 minutes, it detect motion again, it will wake up again, then keep wake still. ( As usual, it takes around 1-3 minutes to wake up from sleeping mode).

### 4. Under \*sleepv\* mode, does the GPS and GSM module still work?

**Answer:** No. Both GSM and GPS doesn't work. When you send SMS or call the device, no answer at all. Only when the device detects motion, it will wake up and send you the location. Therefore, if you are using the signal detector to detect it, nothing could be detected.

### 5. Under \*sleep\*3\*, does the GPS and GSM module work?

**Answer:** No. Both GSM and GPS are off. When you send SMS or call the device, no answer at all. It only wakes up after 3 hours later.

**6. Under \*sleep\*3\*, will the GPS wake up if detect motion or vibration?**

**Answer:** No, it won't. It will only wake up when the time is up to 3 hours.

**7. Can I wake the GPS up remotely if under deep sleeping mode e.g.: \*sleepv\* or \*sleep\*3\***

**Answer:** No, it can't wake up remotely. \*sleepv\* only wake up when it detect motion; \*sleep\*3\* only wake up after 3 hours. Can't wake the GPS trackers by SMS remotely. However, if you press the "ON" button for 5 times by hand to wake the device up

**8. When I set sleeping mode for my GPS, then power off the device, and power on again , can it remember the old setting?**

**Answer:** Yes, it can. However, it will stay " awake" for 12 minutes because it treat you "power on/off" as motion. After 12 minutes, it will go to sleep mode again.

**9. What does \*routetrack\* command mean?**

**Answer:** routetrack default setting is: collecting interval = 10seconds, and uploading interval=60seconds. It means it will upload 6 pieces of location each 1 minute, but it will work only when the device is moving. If you want to set the routetrack function detailed, please kindly use rsampling and rupload command.

If you set \*routetrack\*1\*, it will upload 6 pieces of locations in each 1 minutes when the device is moving, and keep this kind of working mode in the follow 1 hours. If you set \*routetrack\*2\*, it will upload 6 pieces of locations in each 1 minutes when the device is moving, and keep this kind of working mode in the follow 2 hours. If you set \*routetrack\*99\*, It will upload 6 pieces of locations in each 1 minutes when the device is moving, and keep this kind of working mode forever.

**10. What's the difference between "routetrack" and "rsampling" / "rupload"**

**Answer:** routetrack is a rough setting with collecting interval = 10seconds, and uploading interval=60seconds. However, rsampling is used to set the detailed collecting interval, and rupload is used to set the detailed upload interval.

**11. T16/T18/T18H bike lamp GPS looks bad because it will attractive the bike theft notice, we want it to be a faulty lamp always, Can I ?**

Answer: yes, just press the "on/off" button for 3 times to turn off the light always.

**12. Does your device has the identifies function for its inserted SIM card?**

**Answer:** Yes, when the SIM card is moved out, and insert a new SIM card, it will send a alert to the master controller number: mobile 0000000000000000(device SN number) has changed to this phone number.

**13. Hong long can the battery last?**

**Answer:** Please kindly check our battery testing report here. All of our device are using the same battery, the only different is the capacity.

<http://www.vjoycar.com/Company-News/tk-star-gps-tracker.html>

**14. What's the battery consumption?**

**Answer:**

For 2G tracker:

When GPS tracker is under standby mode, its current is 2-3mA;

When GPS is working, the current is 50-80mA;

When it's uploading data, the current is 100-200mA.

For 3G tracker:

When GPS tracker is under standby mode, its current is 2-10mA;

When GPS is working, the current is 80-100mA;

When it's uploading data, the current is 170-300mA.

**15. Can I combine your GPS trackers on our own web tracking platform?**

**Answer:** Yes, of course, if you need, please kindly contact with us to ask for our hardware communication protocol.

**16. Do your GPS device support UDP protocol? What's the format to transfer the default IP from your server to our server?**

**Answer:** Yes, our device support both UDP and TCP protocol. If you need, please contact with our sales to ask for hardware communication protocol.

Besides, the format sample is as below: If your server is:

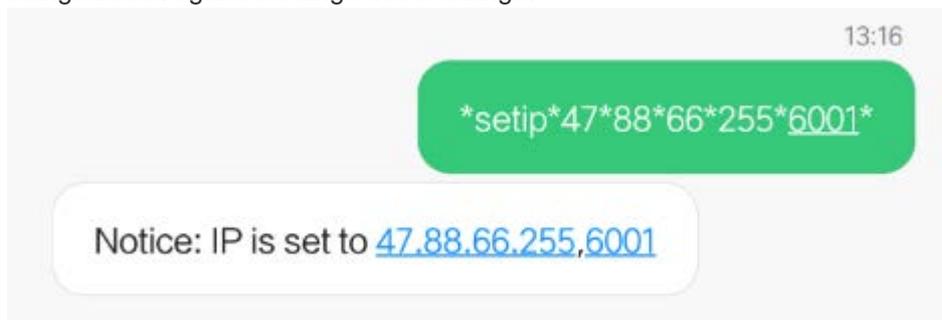
IP: 47.88.66.255

Port: 6001

Then the command is:

\*setip\*47\*88\*66\*255\*6001\*

Please pay attention: once you transfer the default server from ours to your own, it can't be changed back again. It's single travel change.



**17. Do your GPS tracking devices have CE certifications?**

**Answer:** yes, all of our gps trackers have passed testing from HEALTH, SAFETY, RF1, RF2 to RADIO, and got CE certifications. Please kindly contact with us to ask for CE certifications and detailed testing reports.

**18. Can you only sell your GPS trackers to our company in our Country. Eg, Denmark, Poland, Netherlands, Brazil, Chile, Mexico?**

**Answer:** sorry, no, we don't set sole distributors currently now. Because we have many old clients worldwide already especially in Europe and Southern American Countries.

**19. Could you print our company label for us? Print our logo on the device?**

**Answer:** Yes, we could print your company label and paste on our device & gift box package, MOQ = 20pcs; we could print your company logo on the device , MOQ = 100pcs.

**20. How long can i charge the GPS device?**

**Answer:** when you insert the charge, the LED light will be on, it means the device is charging; when it's full charged, the LED light will be off. For your reference, below is the charging table if you use 5V /1A adaptor:

TK05 (5000×1.3) ÷1000 = around 7 hours

TK10 (10000×1.3) ÷1000 = around 13 hours

TK15 (15000×1.3) ÷1000 = around 20 hours

TK20 (20000×1.3) ÷1000 = around 26 hours

T13 (3000×1.3) ÷1000 = around 4 hours

T10 (2200×1.3) ÷1000 = around 3 hours

T18 (2200×1.3) ÷1000 = around 3 hours

## 21. How can I know the device battery level?

**Answer:** when the device is at your hand, if you press the button on, the LED light will show the battery level. When the device is not at your hand, you could send \*status\* to know its battery level. If you active \*uploadalert\*on\*, you could see the battery level on the server platform also.

## 22. What's the battery life?

**Answer:** the battery life is based on the working mode. Eg, if routetrack is on or only under sleeping mode, then the battery life will be very different. For detailed battery life,pls kindly check our battery testing result:

[http://www.vjoycar.com/Up/day\\_150101/Product%20Specification%20List.pdf](http://www.vjoycar.com/Up/day_150101/Product%20Specification%20List.pdf)

## 23. Which model have built-in microphone, support voice monitor remotely?

**Answer:** Following Models supported voice monitoring:

2G: TK05/TK10/TK20/T13/T4024

3G: TK05G/TK10G/TK20G/T13G

Audio Monitoring Call in	*callin*	call the device to start listening within 30mins after the SMS is sent.
Audio Monitoring Call back	*callback*	The device will call the master phone number and enabling the Maser Controller to listen when the call is accepted.

## 24. Do the portable GPS tracker have overspeed alert?

**Answer:** No, all of our portable device does NOT have over speed alert feature.

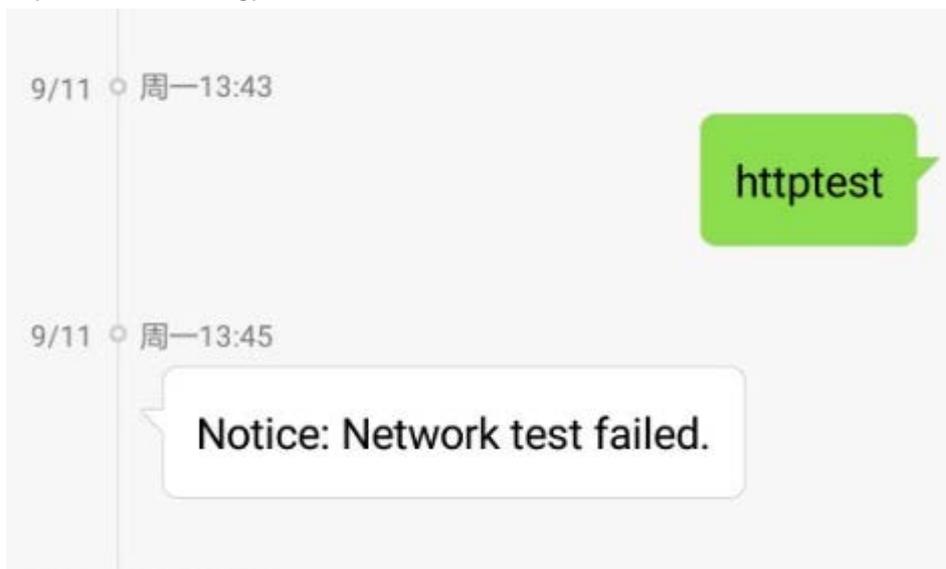
## 25. How much data will the GPS use in one month?

**Answer:** As usual, one piece of data is around 1KB. If you active the routetrack and drive the

vehicle always, 50M is enough for one month.

**26. When I register master control phone number, it shows " register failure, no gprs..."**

**Answer:** it means the SIM card inside the GPS is without GPRS function. Please kindly contact with your SIM card operator and active the GPRS function. Or kindly send command: httpptest, to check if gprs connect, no star icon \*.



**27. How to reset the GPS? How to back to factory setting?**

**Answer:** Please kindly send 88888888 or \*default\* to reset the device.

**28. It replies a SMS in Chinese sometime?**

**Answer:** It's not our Chinese, it's a software bug. We will try to improve it. Please kindly ignore it. Resend the SMS, then it will reply the right SMS.

**29. I have set the master control and APN, but can't see the GPS online, why?**

**Answer:** 1). Did u set the right master control number? If master control number is set succeed, you could login into our web platform or app. Else can't login;  
2). Did you set the right APN? If APN is not set succeed, it won't reply. Maybe when u send the APN SMS, it reply u, it just means the SMS is sent succeed, not means the APN is correct. Please kindly contact with your operator and make sure it's correct.  
3). Did u active the check or routetrack function? They will make the device send data to server, then you could see device on the platform.

**30. How can I configure just for night alerts (SMS or call) for example: from 20:00 to 8:00 in the morning?**

**Answer:** First of all, our device default time is Greenland time(UK time).If you are not in time, you need set the time zone. The SMS format is \*timezone\* your local time\* e.g., in China, we send SMS \*timezone\*8\*. Secondly, set the SMS \*continuousalert\*20\*08\*

**31. What does the vehicle color mean (on the web tracking platform)?**

**Answer:**

- Blue Car Icon: Device has connected to server within the past 24 hours!
- Red Car Icon: Device has connected to server before the past 24 hours!
- Green Car Icon: Device has connected to server within the past 15minutes!
- Gray Car Icon: Device has been activated, but there is no any server connection so far!
- Gary Minus Icon: Device is not activated. Till far no any master number is registered with this device.

**32. I forget master number of the device, what should I do?**

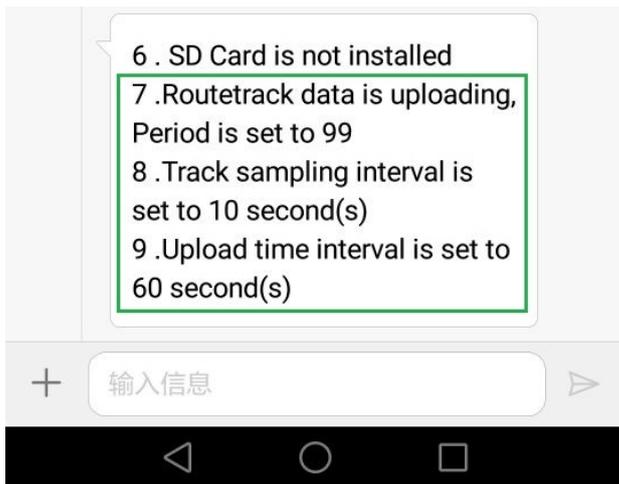
- Send command 999999 to inquiry;
- Or use a new number to register APN and register Master Controller again. Previous master number will be invalid automatically.

**33. I insert the SIM Card into device, but the device will always flash green light?**

- Are you using standard size of SIM? To make sure the connection is stable, we don't suggest using card set;
- Please make sure the SIM insert correctly, metal face up;
- Take device outdoor or near window, so that it helps device to searching signal more quickly.

**34. I forgot my device's setting for data collecting and upload interval. How can I find back?**

**Answer:** Please send command 0001 to check;



**35. How do I know I need use what kind of SIM for the device?**

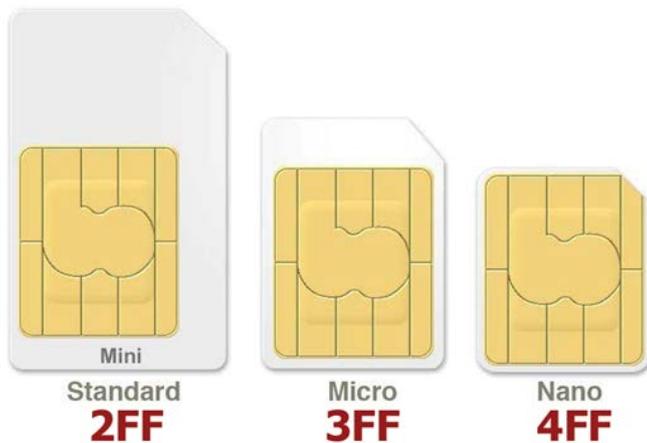
**Answer:** Normally speaking, SIM card has 3 kinds of size: Standard / Micro / Nano.

Most of our items (Including all portable Magnet Items) are using Standard Size:

Others items requires Nano Size:

T531/T532/T630/T580/TK101/T633G

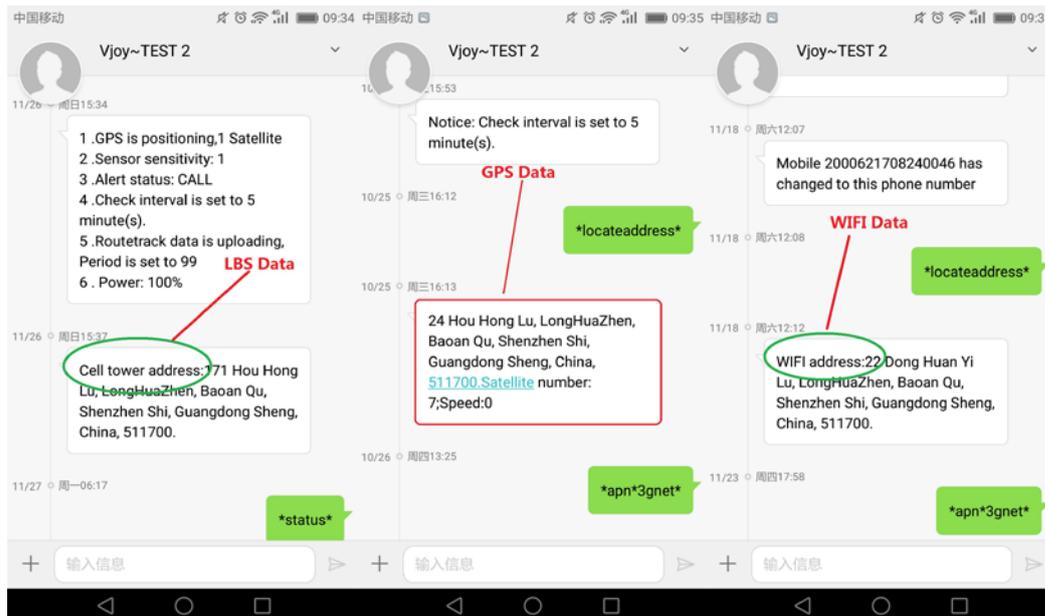
## Sim Card Size Metric



**36. How do I know if my address is GPS Data, WIFI address or LBS address?**

**Answer:** Send command \*locateaddress\* and device will reply you a real-time address:

- LBS Data will begin with “Cell tower address”;
- WIFI Data will begin with “WIFI address”;
- GPS Data only shows full address information;



**37. I setup the device, but got all the data is LBS data. How can I get GPS location?**

**Answer:** If you put device indoor, it may possible only show LBS data. Please take device to outdoor wide environment. And check if have GPS data now? If not, please try following:

- Send command `*routetrack*99*` to enable real-time tracking mode;
- Take along with device to walk / to ride a period of time;

**38. I throw away the device's packing box, how can I find its IMEI information?**

**Answer:** Send SMS command `imei` to inquiry.

**39. The device keeps still on the desk, but always call to my phone. It's too annoyed. How can off it?**

**Answer:** By default, device motion alert is enabled. It is very sensitive, once it detects any movement, will call to notify the master number. You can send SMS command `*alertoff*` to disable the motion alert.

**40. The device time is wrong, how can I change to correct local time?**

**Answer:** Please make sure the device SIM is buy from your local market. Don't use a roaming SIM Card.

If time is still wrong, please send command to set to your own timezone.

Italy= `*timezone*2*`

UK= `*timezone*0*`

Australia Perth = \*timezone\*8\*

**41. Can it set multi-master controller phone besides Master number?**

**Answer:** No, it has only one master controller, if you use different phone to register device, it will listen to the latest master, the old one will be invalid automatically. However, you can set \*multiquery\* to allow any cell phone number to check the device location/status besides its master. Other cell phones has right to query only, can't change device tracking settings.

**42. How I make geofence work on miitown.com platform?**

**Answer:**

- 1, login miitown.com platform
- 2, Click the right device from the list, and click 'track' option
- 3, You will see 'fence' option, then click
- 4, Click the fence type which you favor, support :circlefence, rectfence and polygonfence

3 types.

- 5, Draw the fence on the map, and adjust its location.
- 6, Name for the fence
- 7, Final submit and click bind.

**43. How we recharge the device, there's no charger in the package box?**

**Answer:** Our package box included:

Tracker x 1 set

English manual x 1 set

USB cable x 1 set

We don't provide charger for clients, so you have to get a charger/adapter with input 5V/1A or 5V/2A in local.

**44. I have registered the device, can we define the name of device by myself on miitown platform or mobile app?**

**Answer:** System default series number as the name of device. Yes, you can change the name you like.

miitown.com: Settings—Device settings--SN/Name

Mobile app: Setting—Pen icon—Save

**45. What's the difference between 'routetrack' and 'checkm' command?**

**Answer:** Routetrack is a real time tracking, higher power consumption, will enable device to upload all data to server in motion only. While checkm will work and upload data to server no matter device is in moving or not moving, with medium power consumption.

**46. Why can't get dismount alert when device drop down?**

**Answer:** 1. Please kindly query if your device has dismount alert function, command: 0001. 2. Our system default as on, but please double check if your device close the function, open command: \*keylong\*

Ps: Drop alert be triggered when device need to mounted to metal surface over 1 minute, and will send alert when drop down after 1 minute.

**47. I would like to import your product for resell and want to know about tax/tariff, what's your gps tracker's HS code?**

**Answer:** Each country use different HS Code, pls double if the same one as your local customs.

T/TK series tracker: 85269110.00

T300S/T500S/T5010S/T5020S/T16/16+/T18/T18H/T19: 85269190.90

**48. How many memory do your tracker have?**

**Answer:** Sorry, there is not internal memory in our devices, only CPU has 15 minutes flash memory, if signal still not recover within 15 minutes, all data will lose again. By the way, we have model 2G TK05 TK10 TK20/ 3G TK05G TK10G TK20G can insert into TF card, max support 32GB.

**49. When device wake up from deep sleep, it has 12 minutes keep awake, can I reduce to 3 mins because too long for 12 mins?**

**Answer:** After repeated testing and the feedback from our customers, 12-minute interval is the best and optimal. However, we can change the interval if you would like, MOQ: 200pcs.

**50. Do you provide me SDK/API if we buy your product so that we can develop own app application?**

**Answer:** We don't offer SDK/API for clients. But if you order more than 1000pcs, we could upload our miitown software to your own server directly.

**51. What does the red light, green light, blue light flash/on mean?**

**Answer:**

-Portable GPS tracker: T12/T4400/T8800/T15400/TK05/TK10/TK15/TK20/T13/T500S

On: 5 times, green light flash once and keep steady for 10s, then turn off

Off: 10 times, blue light will flash for 5 times

Reset: 15 times, blue light will flash for 3 times

Charge: Red light always on, 100% will turn off.

-Bike GPS tracker:T16/T16+/T18/T18H

On: long press, green light flash once and keep steady for 10s, then turn off

Off: no off button, but could send \*poweroff\* to turn off, blue light will flash for 5 times.

Reset:10 times, blue light will flash for 5 times

Charge: Red light always on, 100% will turn off.

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LED light always on: 1 time

LED light flashing: 2 times

LED light always off: 3 times

-Bike GPS tracker: T19/T19+

On: long press, red light flash once and keep steady for 10s, then turn off

Off: long press, red light will turn off (T630/T630W: red light will flash for 3 time)

Reset:5 short and 1 long press

Charge: Red light always on, 100% will turn off.

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LED light flashing: 1 short and 1 long press

LED light always off: 3 short and 1 long press

--Bike GPS tracker: T630/T630W

On: long press, red light flash once and keep steady for 10s, then turn off

Off: long press, red light will flash for 3 time

Reset:5 short and 1 long press

Charge: Red light always on, 100% will turn off.

-----  
LED light flashing: 1 short and 1 long press

LED light always off: 3 short and 1 long press

-Mini Tracker: T580/T580W

On:long time, blue light flash once and keep steady for 10s, then turn off

Off: long press, blue light will flash for 3 times

Charge: blue light always on, 100% will turn off.

-Mini Tracker: TK101/TK101W

On: 1 short press, blue light flash once and keep steady for 10s, then turn off

Off: 2 short and 1 long press, blue light will flash for 3 times.

Charge: blue light always on, 100% will turn off

-Installed GPS tracker: T1124/T0024/T4024/T6124/T8124

On: no on button, it will be on only once insert the SIM card and put the cover well.(the same as all of our other functions)

Off: no off button, but could send \*poweroff\* to turn off

Reset: no reset button, but could send 88888888(from the master control number) or default (from the factory numbers) to turn off

**52. My tracker is still pointing to VJOYCAR's old IP. How can I change to your new IP (47.88.66.255,6001)?**

**Answer:**

Please send command \*ip\* to check what's the current IP address. Our correct IP is:

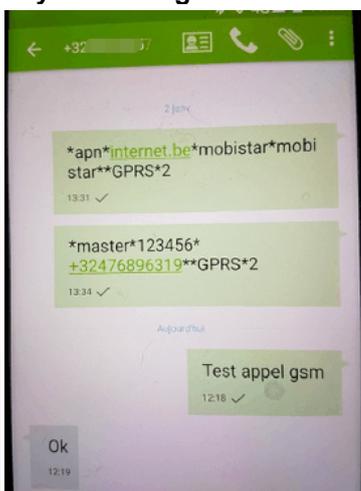
47.88.66.255:6001. If you need use our platform, and the IP is incorrect. Please try below:

- Use Master Controller number to send command default to come back factory setting;
- Send Command \*setip\*47\*88\*66\*255\*6001\*, or Command \*ip\*47\*88\*66\*255\*6001\*@GPRS\*0;

*Remark: Please be reminded that there is no star after 0*

- If the above steps not work, please provide the SIM number for device and IMEI information to us, our engineer will help to change to correct IP.

**53. I just received VJOYCAR tracker, now following the user manual to setup. I have entered correct APN setting and sent commands correctly, but device doesn't reply any of message. I have tried to send other message, it replies me. Why?**



**Answer:** Please check with the device SIM, and make sure the SIM's PIN code is unlocked;