



## Welcome to AMERICALOC

**IMPORTANT:** Your complete satisfaction is our first priority! If you have a problem or need assistance please contact us at [support@americaloc.com](mailto:support@americaloc.com). Rest assured we will find a solution for you. Our friendly, knowledgeable customer service representatives are standing by to explain our services and to assist you in getting the most from your GPS tracking service.

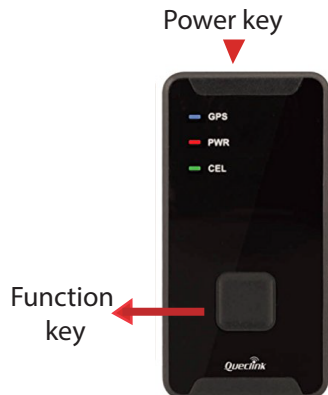
Your device's settings are optimized for vehicle tracking. Please reach out to our Support Team at [support@americaloc.com](mailto:support@americaloc.com) if you are tracking something other than a vehicle. We will gladly assist you with configuring the device for maximum performance and battery life.

Before using our products or installing a device, carefully read our legal terms which you can find at [http://us.americaloc.com/legal\\_info.html](http://us.americaloc.com/legal_info.html).

## Activate your account and device **GL300 W**

- 1 Go to [www.americaloc.com](http://www.americaloc.com), select United States and click the Activate Now button.
- 2 Fill in the required information. The IMEI code can be found below the bar code that is printed on the back of your device. Your account will now be ready to use.
- 3 Go to [www.americaloc.com](http://www.americaloc.com) and log in with the username and password established in the previous step.
- 4 Purchase one of our service plans by clicking on the [Click to pay service](#) button. A window will open to provide you with payment instructions.
- 5 **Turn OFF and then ON the device after initial service payment.** Your device already comes with a SIM card installed. **Please do not remove the SIM card.**

## Appearance



The **POWER** key is in the upper side of the device.

**POWER ON:** Press the power key for 5 seconds. Check LEDs are ON before using

**POWER OFF:** Press the power key for 5 seconds, release the button and wait until the LEDs power off. It may take up to a minute for the device to power down.

**CHARGING:** Fully charge your device before using it for the first time. A full charge takes about **8 hours**.

**FUNCTION KEY:** You can configure notifications in your Americaloc's account so every time this key is pressed an email will be sent to the subscribed email warning about this event.

## Led behavior

### RED (POWER LED)

Fast flash: Charging  
Slow flash: Low battery  
Dark: Normal behavior or Device OFF  
Solid: Charging completed

### GREEN (MOBILE NETWORK LED)

Fast flash: Searching for network  
Slow flash: Registered on network  
Dark: Device OFF

### BLUE (GPS ERROR LED)

Will work for some minutes for testing purposes and then it will go to *sleep mode* to save battery.

## Frequently asked questions

**Dear Customer. This section contains very important information. Please do not skip it.**

### 1. How long does it take to activate my device after processing a payment?

Your device will be active after the payment once you turn it off and turn it back on.

### 2. How does this technology work?

Your device reads data from satellites to find its location; it then uses mobile networks to transmit its location to our servers. Your device needs both: mobile network and GPS signals to work.

### 3. Do I need to purchase or provide a SIM card?

No, we ship the device with the SIM card it needs to transmit data. That SIM card only works with this device.

### 4. Do I need to install the SIM card?

No, the card is already installed. Please do not remove it.

### 5. I can't see my device's location on the website.

If your device is powered ON, there are 2 reasons for this problem:

• **Poor mobile network signal:** Your device may be in a zone with poor mobile data coverage. It will start transmitting again as soon as it gets into a better coverage zone. The device has an internal memory to store locations in those cases. That information will be transmitted as soon as the device can connect to the network again.

• **Poor GPS signal:** Your device may have lost GPS signal. That may happen when your GPS tracker is covered by a thick surface or if your device is inside a building, underground or near tall buildings.

### 6. How long should I charge the device to fully charge the battery?

Eight hours of charge is enough. The device is fully charged after 8 hours or when the RED Power LED is solid

### 7. My device reports a location that is slightly off from the actual location.

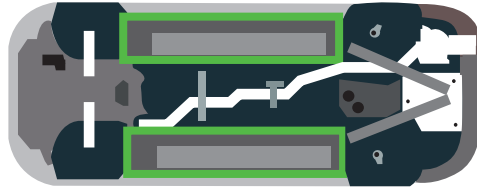
Accuracy depends on many factors beyond our control. For example: weather, clouds, tall buildings or trees, bodies of water and device location.

## 8. What is the Function Key for?

You can configure the device to generate an email notification when the function button is pressed. However, we do not guarantee receipt of function button notifications, nor do we monitor or take action on such notifications. Successful transmission of emails depends on many factors, most of which are beyond our control; cellular coverage, email spam filters and mail server downtime, to name a few. This button is provided by Americaloc but is to be used at your own risk. To configure the email notifications go [www.americaloc.com](http://www.americaloc.com), locate your device and navigate to Settings-->Notifications and select Panic/Key.

## 9. I'm using a magnetic case. Where should I place it?

The green rectangles in the image below show the best locations for a magnetic case.



When you place the device inside the magnetic case, make sure the LEDs are facing the ground once you place it under the vehicle. Please avoid heat sources like the exhaust and engine.

## 10. I don't have or do not want to use a magnetic case. Where should I place the device?

**Best spots:** glove compartment, under the windshield, seat pocket, rear tray, under a seat, door compartment. Those spots usually work fine, but it also depends on the vehicle, so we encourage you to try them and then select the best spot for your car.

**Worst spots:** Do not place the unit in the trunk or under the hood. GPS signal levels are not good in those spots. As a general rule we do not recommend the trunk. If you can not place the unit inside the car, a magnetic case under the car is recommended.

## 11. Does weather affect my device?

Atmospheric conditions, such as rain or snow, can weaken signals. For example, if your car or case has a thick coating of snow, then you can expect a lower accuracy level. Extreme temperatures can also affect battery operated devices and cause signal degradation which may result in lower accuracy or communication failures. Please do not put the device on a very hot or humid place, avoid exposure to direct sunlight. High temperatures will damage the device or even cause battery explosion.

### BASIC LOCATION INSTRUCTIONS

#### A. HOW TO LOCATE YOUR DEVICE

Follow these instructions to locate your device:

1. Click on menu 1. your devices; your list of devices will appear and you will see a group of buttons next to your device.



**Show location:** Your device updates its location at predefined intervals. The default interval is one minute while moving. We can configure the device to update its location more frequently while in motion and idle. Please contact us in order to change this configuration.



**Device settings.** Click this icon to access and configure your device's settings.  
**Important:** If you set the speed alert to ON, your device will permanently read speed data and this will strongly reduce battery life.

**B. HOW TO WATCH HISTORY** (User interface may change if you are using the website on a desktop or in a mobile phone)

1. Click on "History" tab. Select from the list of pre-determined date and **time ranges** or select **Advanced Search** to perform a historical search.
2. Click **Search** to view the results of the device you selected. Then Click **Watch** to view a map and table of all the actions and paths taken by a given device for the date range selected.
3. Click on each icon in the path or table to display the corresponding details.



**OPTIONAL ACCESSORY:** The following cable allows you to connect your device to your car so you don't have to charge it. If you are interested please email us at [support@americaloc.com](mailto:support@americaloc.com).

**IMPORTANT:** If you buy it, please use only the red and black cables. Do not use the small cables (*if present*) that are next to the USB plug.

You can find additional information about our devices and services in the "**Help section**" of your account. To access the online help click the help button from the top right corner of your account page. In this section you can also watch short videos corresponding to the "Frequently Asked Questions". Please note that functions may vary by model.

**IMPORTANT:** Thank you for buying our products. Our customers go first. We work strongly to ensure our customers will have the best experience with our products. If you ever feel something does not work as expected or have doubts, please feel free to contact us at [support@americaloc.com](mailto:support@americaloc.com). We will find a solution for you. We can even ship a replacement unit if necessary. We are committed with quality service.

To download our app please search by "**Americaloc Viewer**" in the Google Play Store and in the App Store.

For further information please contact us at [support@americaloc.com](mailto:support@americaloc.com) or watch our video tutorials at <http://us.americaloc.com/Help.html>

Thank you for choosing 