

Portman/GT-2000/Locate 1/20-20 Tracker Quick Guide

This device goes by all the names listed above

LED Function

Top LED: Power Indicator

Green = Normal

Red = Low Battery

Middle LED: GPRS (Cell)

Flashing = Has Signal

Off = No Signal

On = GSM

Bottom LED: GPS

On = GPS Signal

Off = No Signal

Flashing = Searching for GPS Satellites

Battery Function and Charging

Battery lasts about 4-7 hours depending on reporting interval. Most devices are set to 5 or 10 minute intervals.

Charging takes about 4 hours maximum. It is good to fully discharge the battery from time to time and given a solid 12 hour charge. This will help build and keep the battery's capacity.

It is a Lithium-Ion battery. It is rated at 3.6 volts so a full charge would be about 4.2 volts. It's mAh rating is 1600 mAh.

Troubleshooting

1. Ensure the battery LED is flashing green
 - a. If not, have the customer charge the device for approximately 4 hours
2. Ensure the GPRS LED is flashing
 - a. That will indicate it is on our network and reporting
 - i. If it is not flashing, it will not be reporting to our servers
 1. Check coverage of the area using AT&T coverage map
 2. Make sure the device is not inside a building or metal structure
 - ii. If the device has not reported within the last 3 months, it will need to be sent in for testing/reconfiguration
3. Ensure the GPS LED is on solid
 - a. That will indicate that it has a solid GPS satellite lock
 - i. If it is flashing, have the customer step outside and power cycle the device
 1. Make sure the device is not inside a building, garage or metal structure
 2. Also ensure the device is not surrounded by metal
4. If any problems persist, contact Technical Support