

## To connect your device, you have to do next steps:

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### Step 1. Set up device

#### Before set up

Prepare your tracker's Sim card

- Delete pin code at start (insert Sim card to smartfone/tablet/any phone and turn off pin code)
- Connect the tariff with the Internet and SMS

Insert a SIM card into your device

Choose how to configure the device

- SMS commands (most devices)
  - How to find SMS commands? Answer: **Look at the instruction that come with the tracker.**
  - If there is not commands read our recommendation [here](#)



#### **If the instruction does not contain commands or necessary commands**

- Look at the list of trackers connected to our service. Some models have a "Description" item. The "How to configure" tab has all the commands you need to configure.
- Open a search engine (Google, Bing, etc.), type in the model name and look for suitable commands.
- If possible, write to the manufacturer or seller of the tracker with a request for a list of commands for configuration.



#### **I searched the Internet and found commands for my model, but the tracker does not accept them. What to do?**

Look for other command sets for this model. Very often, Chinese trackers have the same name, but the command sets are different. Look carefully at the tracker itself or the box, it may have additional markings. Try searching for commands by additional markings in the model name or manufacturer.



### What if the search finds many different sets of commands?

Unfortunately, you will have to select the right set exclusively by experience.

- Configuration through special software (specialized equipment)

- If the tracker has the ability to configure this type, then there will be information about it on the manufacturer's website or in instruction to device. If there is no such information, most likely the tracker is configured only through SMS commands.

☐ Remember the most important rule when setting up a tracker - **calmness and sequence of actions**.

- Setup may not work the first time.
- The biggest mistake is to start randomly sending commands, repeatedly resetting the settings completely and thinking that the monitoring platform is not working.

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## Configuration through SMS commands.

### How is the setting going?

- A SIM card is inserted into the tracker, you know its number.
- On your phone, you type an SMS message with the text of the command and send it to the number inserted into the tracker.
- The tracker receives a message with command and, as a rule, sends a response to your phone whether it accepted the command or not.

### Order to send commands:

☐ The command to reset the tracker to factory settings

*It is recommended if the tracker is used or has not been used for a long time and it is not clear what settings could be set there*

☐ Command to set the control number

*Not on all trackers, but on many Chinese, you first need to set the number from which commands will come. If the number is not set, devices may ignore receiving commands.*

☐ Command to set an Internet access point (APN)

*The name of the access point itself must be viewed on the website of the mobile operator whose SIM card is inserted into the tracker*

☐ Command to set data transmission interval

*For the initial setup, we recommend setting the minimum interval to 10-30 seconds. This will make it easier to*

*understand whether the tracker works or not. In the future, when you make sure that the tracker works on the monitoring server, you can set the interval you need.*

#### □ Commands for disabling various saving modes

*Some trackers have modes when trackers turn off data transfer to the server under certain conditions. Often in instructions, such commands are called "alarm". For example, it can be a command to turn off the tracker if there is no movement. For the initial setup, we advise you to disable such modes as much as possible. After successful setup, you can install them if necessary.*

#### □ Command to set server address and port

At this point go to [step 2](#)

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## Configuration through special software

### How is the setting going?

- Install specialized software on your computer provided by the device manufacturer
- Connect the tracker to your computer. You can read about the type of cable [here](#)
  - For personal trackers, as a rule, a special cable is needed. This cable may be included or sold separately.
  - For professional car trackers, a regular mini-micro-usb cable may also work.

### How to configure:

In the software find next fields:

#### □ To set an Internet access point (APN)

*The name of the access point itself must be viewed on the website of the mobile operator whose SIM card is inserted into the tracker*

#### □ To set data transmission interval

*For the initial setup, we recommend setting the minimum interval to 10-30 seconds. This will make it easier to understand whether the tracker works or not. In the future, when you make sure that the tracker works on the monitoring server, you can set the interval you need.*

#### □ Settings for disabling various saving modes

*Some trackers have modes when trackers turn off data transfer to the server under certain conditions. Often in instructions, such commands are called "alarm". For example, it can be a command to turn off the tracker if there is no movement. For the initial setup, we advise you to disable such modes as much as possible. After successful setup, you can install them if necessary.*

#### □ To set server address and port

At this point go to [step 2](#)

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## My tracker is already configured and working with another monitoring platform

If your tracker is already configured and works correctly with some other monitoring platform:

Find only one SMS command to change **server address and port**

At this point go to [step 2](#)

Relevant only if the tracker is now sending data to any other server. If the tracker has not been used for a long time, then it is worth doing the setup steps again.

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## Software trackers

### How is the setting going?

Software trackers are configured through the settings in the application itself. Find and change necessary settings

### How to configure:

Settings to find in the app:

To set data transmission interval

*For the initial setup, we recommend setting the minimum interval to 10-30 seconds. This will make it easier to understand whether the tracker works or not. In the future, when you make sure that the tracker works on the monitoring server, you can set the interval you need.*

To set server address and port

At this point go to [step 2](#)

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## Step 2. Set up correct server port

Setting the port is the most important step in configuring the device. Whether you see the tracker on the map or not depends only on the correctly installed port.

### How to choose the correct port?

Open the form for adding a new tracker in your account on the [livegpstracks.com](https://livegpstracks.com) website or in the "Mobile Dispatcher" application

In the "Tracker model" field, select the name of your model. Once selected, you will see in red the intended port on which this model should work.

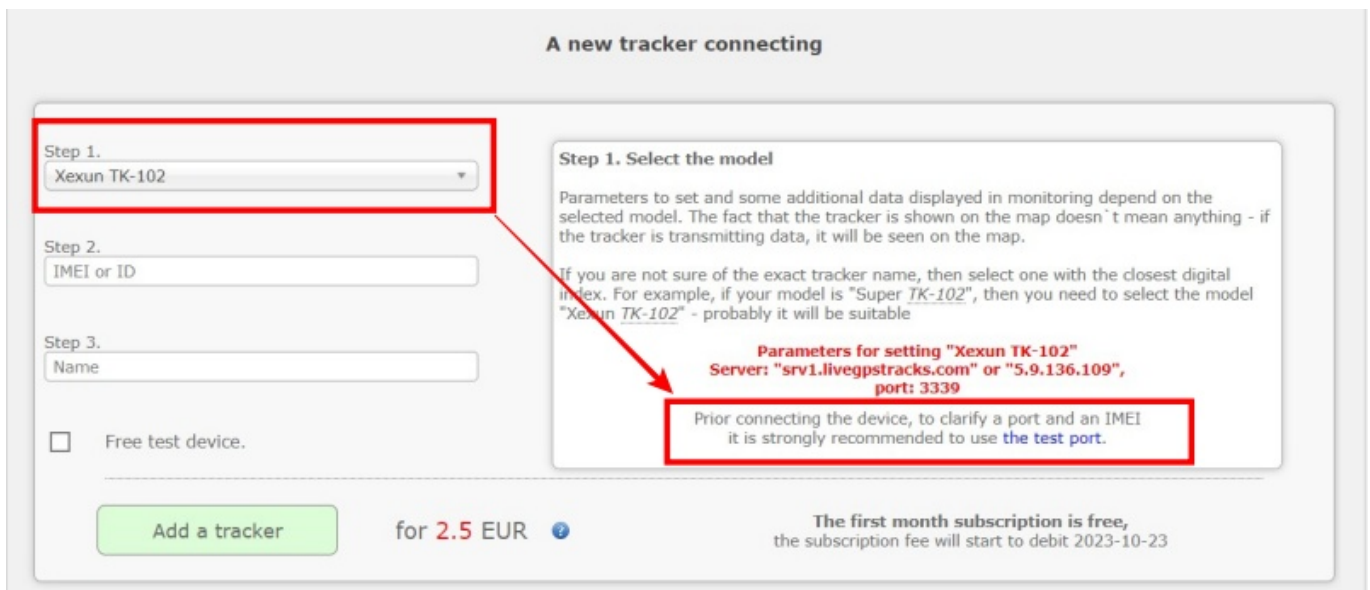
Carefully look at the information and if you see the inscription "Before adding a device, to clarify the port and IMEI, we strongly recommend using a test port.", then you need to use a test port first. You should not try a real port, most likely there will be no result and only waste a lot of time.

How to use Test port read in [this article](#)

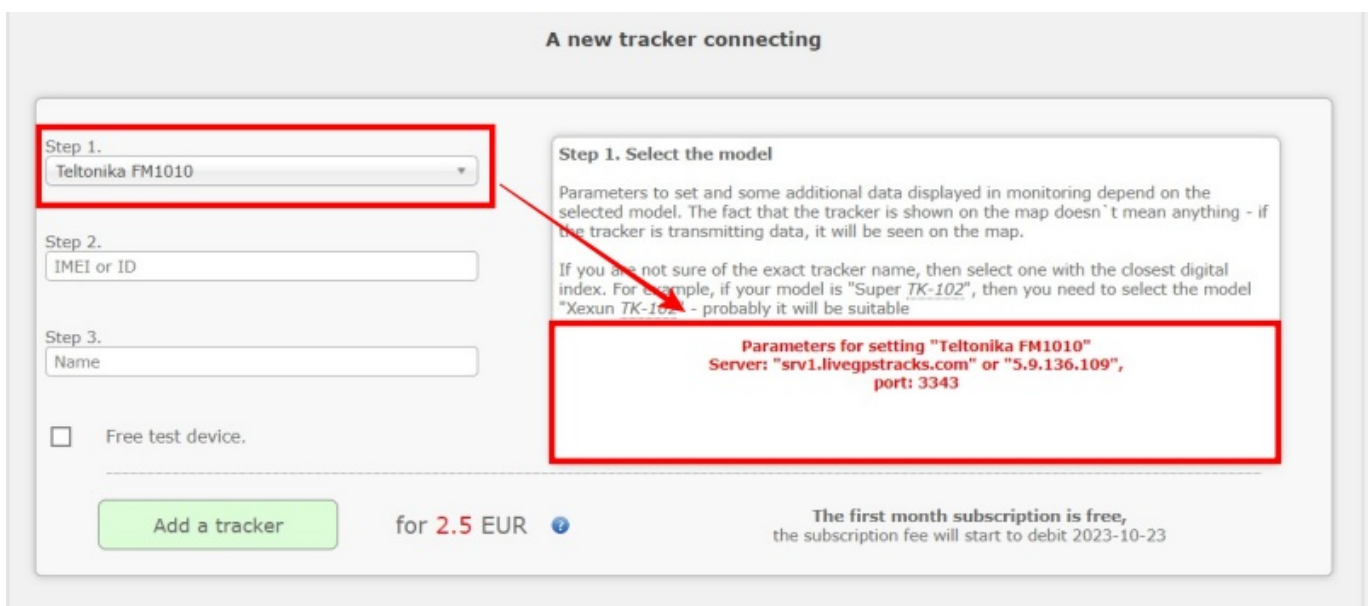
If there is no such inscription, then immediately enter the port that is written in the text.

Text about using a test port:

On the website:



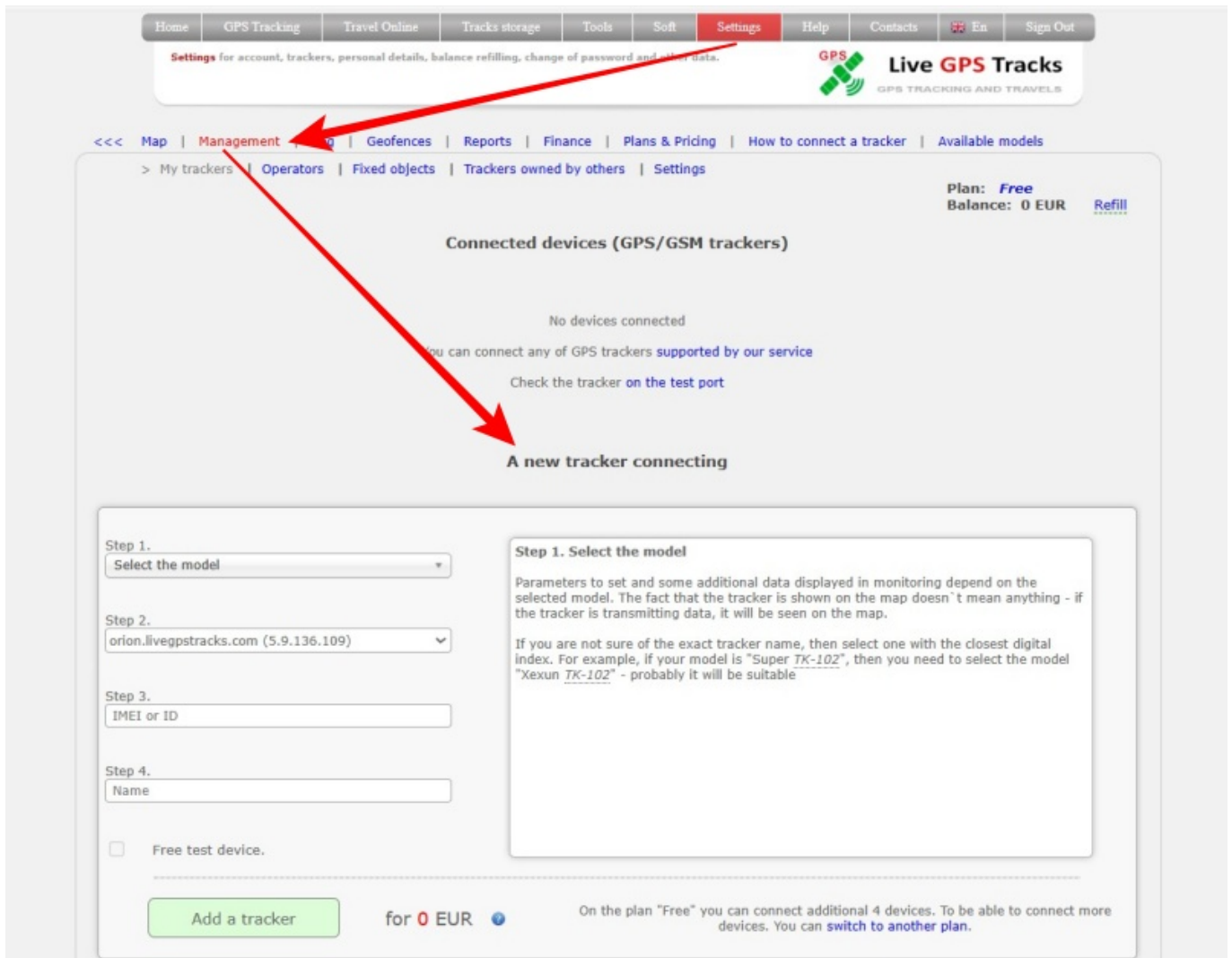
When you need to use a working port at once:



Set the server address and port using the SMS command or other methods described in step 1.

### Step 3. Add tracker to your livegpstracks.com account

- Go to tracker management (Top menu - Settings - tab "GPS Monitoring")
- In the submenu "**Management**" - "**My trackers**" - "**A new tracker connecting**" block



Fill in the fields:

□ Step 1. the device model is a mandatory parameter. Once connected, you can change it.

- Does model selection affect the display of coordinates? Read [here](#)

If you have configured the tracker to the correct port and the tracker sends coordinates to the server, then whatever model you choose, you will see the tracker on the map (displaying the tracker in the coordinates sent).

Besides coordinates trackers can send different additional parameters, such as speed, altitude, direction, number of satellites, different information about device status, sensor status and many others. Each model has its own set of such additional parameters. To see the correct set of additional parameters you need to select a model.

- What to do if the test port gives IMEI and port, but my model is not in the list. Read [here](#)

- Select any close model by model series name.
- If the model is from a specific manufacturer, select any model from the same manufacturer.
- If no manufacturer or similar models are listed, select any model from the list. If you know (from the user manual) that this model should send a set of additional data

(sensors, inputs, etc.), contact the support team (support@livegpstracks.com) with a request to process additional data for this model.

□ Step 2. Select the server complex that will be responsible for receiving and storing data from the tracker

This setting can be changed at any time without removing the tracker.

- Read about server complexes [here](#)

Main data centre in the EU - Name: orion.livegpstracks.com IP address: 5.9.136.109

Data centre outside the EU - Name: vega.livegpstracks.com IP address: 89.248.193.215

**It is very important** to specify the **same server address** here and in the tracker settings.

If you make different settings, the tracker will send data to one data centre, but data for viewing and reporting will be requested from another. So you will not see the tracker on the map.

□ Step 3. Unique identifier (IMEI or device ID) is a mandatory parameter. Once connected, it cannot be changed. One unique identifier (IMEI/ID) can only be connected to one account

- Read useful information about IMEI [here](#)

For most models you need to enter the full 15-digit IMEI number.

Some models may send cut IMEI or unrelated IMEI ID numbers. In this case you need to enter in this field only in the form sent by the tracker (truncated IMEI or short ID).

IMEI (International Mobile Equipment Identity) is a number (usually 15 digits) unique for each device that has a SIM card slot. As a rule, the IMEI can be found: in the software information (applicable for smartphones), under the battery next to the SIM card slot, on the packaging and in the warranty card.

IMEI is important for the monitoring server, because the tracker sends it in every data packet and it is based on its uniqueness that the server understands in which account the data should be displayed on the card.

□ Step 4. Device name is an optional parameter. It can be changed after connection.

Allows you to identify the tracker more conveniently when viewing it on the map or in Mobile Dispatcher app. If the field is not filled in, the device model will be displayed on the map.

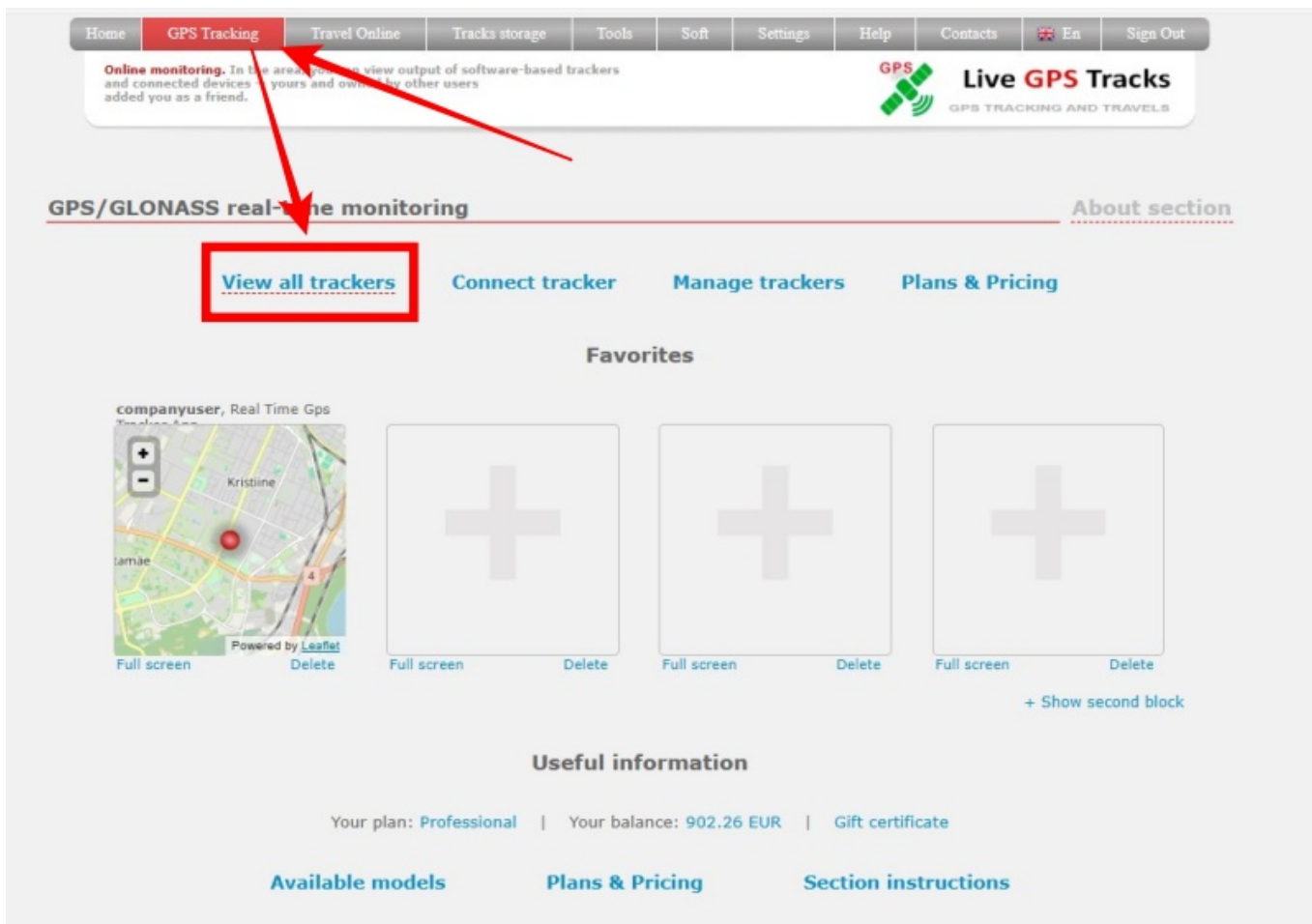
### Step 4. See the tracker on the map

In [step 2](#), you selected the port on which the tracker should work and entered this port in your device settings.

In [step 3](#) you connected the tracker to your account.

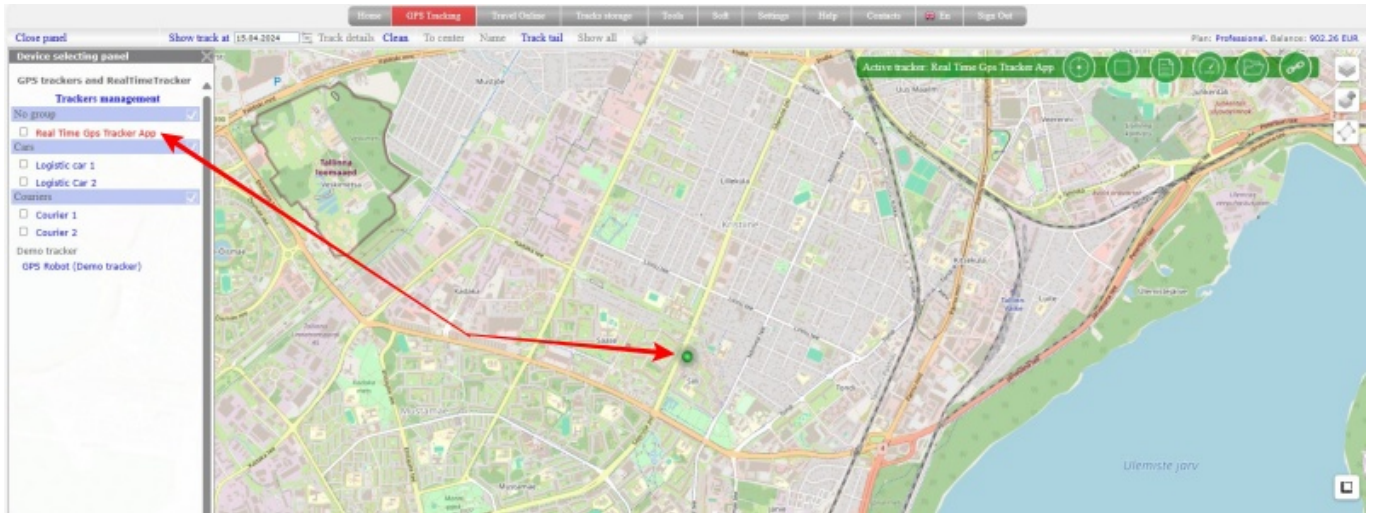
Go to the "GPS Tracking" section (top menu of the site)

Horizontal menu → item "**View all trackers**". Click on it to go to the map.



If you have made the setting correctly, you will see the actual location of your device on the map.





If the tracker is not displayed in the real location see the article [Typical connection and usage problems](#).

From:  
<https://help.livegpstracks.com/> - **LiveGPStracks.com**

Permanent link:  
[https://help.livegpstracks.com/doku.php?id=how\\_to\\_connect\\_tracker](https://help.livegpstracks.com/doku.php?id=how_to_connect_tracker)

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