

Tracker is added but not working — what to do

If you have added a tracker to the system but don't see any coordinates, or it shows "somewhere in the ocean near Africa" - this is normal.

In most cases, the issue is **not with the system, but with the device itself.**

Let's go through it step by step in a simple way.

□ Why is there no data after adding the tracker?

Because the system can only display coordinates when the tracker itself starts sending them.

Adding a tracker by IMEI does not turn it on or connect it automatically.

↪ To see coordinates, the tracker must start sending data on its own.

□ How it works (very simple)

There are 3 parts:

- 1. Tracker (device)
It determines the location and sends it
- 2. SIM card inside the tracker
It provides internet access for the tracker
- 3. Monitoring system (website / app)
It receives the data and shows it on the map

↪ If the tracker does not send data — the system will show nothing.

□ Common mistakes

Check if this applies to you:

— You added the IMEI and expect everything to work

→ This does not start the device

— There is no SIM card in the tracker

→ Without it, the tracker cannot work

— You are trying to configure everything through the app

→ The app does not configure the tracker

— You think we can connect to your tracker and set it up

→ This is not possible. We do not have access to your device

- You are topping up the “number” but are not sure if the SIM card is actually there
- Adding balance will not help if the SIM card is missing or not working

☐ **Check right now**

Answer these questions:

- ✓ Is there a SIM card inside the tracker?
- ✓ Is it working (can you call it)?
- ✓ Does it have internet access?
- ✓ Do you know its phone number?

↪ If at least one answer is “no” — the tracker will not work.

⚙️ **What you need to do**

To make the tracker work:

- ✓ Insert a working SIM card into the device
- ✓ Make sure it has internet access
- ✓ Configure the tracker using SMS commands
(commands depend on the model — check the manufacturer’s instructions)

☐ **Important about apps**

We have two apps, and they serve different purposes:

Real Time GPS Tracker

Turns your phone into a tracker (if you do NOT have a separate device)

Mobile Dispatcher

Shows trackers on the map (same as the website)

↪ If you have a separate GPS tracker (not a phone),
you need Mobile Dispatcher, not Real Time GPS Tracker.

☐ **Summary**

In short:

- the system does not control the tracker
- the tracker must send data by itself
- without a SIM card and proper setup, it will not work

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