

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.

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](#)

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](#)

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.

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](#)

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 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:

The screenshot shows a web form titled "A new tracker connecting". On the left, there are three steps: Step 1 (a dropdown menu showing "Xexun TK-102"), Step 2 (a text input field for "IMEI or ID"), and Step 3 (a text input field for "Name"). Below these is a checkbox labeled "Free test device." At the bottom left is a green button "Add a tracker", and next to it is the text "for 2.5 EUR" with a small blue icon. At the bottom right, it says "The first month subscription is free, the subscription fee will start to debit 2023-10-23". On the right side of the form, there is a box titled "Step 1. Select the model" containing explanatory text and a red-bordered box with the following text: "Parameters for setting 'Xexun TK-102' Server: 'srv1.livegpstracks.com' or '5.9.136.109', port: 3339. Prior connecting the device, to clarify a port and an IMEI it is strongly recommended to use the test port." A red arrow points from the "Xexun TK-102" dropdown to the red-bordered box.

When you need to use a working port at once:

The screenshot shows the same web form as above, but with "Teltonika FM1010" selected in the Step 1 dropdown menu. The red-bordered box on the right now contains the text: "Parameters for setting 'Teltonika FM1010' Server: 'srv1.livegpstracks.com' or '5.9.136.109', port: 3343." A red arrow points from the dropdown menu to this box.

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

The screenshot shows the 'Live GPS Tracks' web application. The top navigation bar includes links for Home, GPS Tracking, Travel Online, Tracks storage, Tools, Soft, **Settings**, Help, Contacts, En, and Sign Out. Below this, a sub-menu for 'Settings' lists: account, trackers, personal details, balance refilling, change of password and other data. The main navigation bar includes: <<< Map | **Management** | Geofences | Reports | Finance | Plans & Pricing | How to connect a tracker | Available models. Under 'Management', there are links for: > My trackers | Operators | Fixed objects | Trackers owned by others | Settings. On the right, it shows 'Plan: Free' and 'Balance: 0 EUR' with a 'Refill' button. The main content area is titled 'Connected devices (GPS/GSM trackers)' and states 'No devices connected'. It provides instructions: 'You can connect any of GPS trackers supported by our service' and 'Check the tracker on the test port'. Below this is a section titled 'A new tracker connecting' with a multi-step form:

- Step 1.** Select the model (dropdown menu)
- Step 2.** orion.livegpstracks.com (5.9.136.109) (dropdown menu)
- Step 3.** IMEI or ID (text input)
- Step 4.** Name (text input)

There is a checkbox for 'Free test device.' and a green 'Add a tracker' button. Below the button, it says 'for 0 EUR' and provides information about the 'Free' plan: 'On the plan "Free" you can connect additional 4 devices. To be able to connect more devices. You can switch to another plan.'

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.

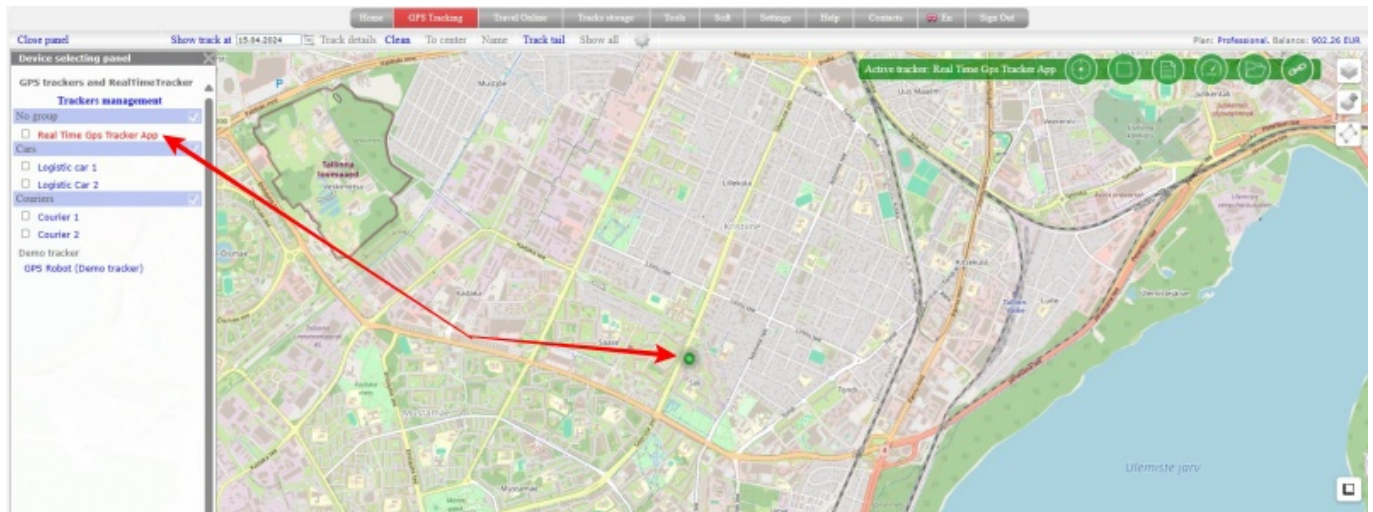
In [step 3](#) you connected the tracker to your account.

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.

The screenshot shows the Live GPS Tracks website interface. At the top, there is a navigation bar with the following items: Home, **GPS Tracking**, Travel Online, Tracks storage, Tools, Soft, Settings, Help, Contacts, En, and Sign Out. Below the navigation bar, there is a banner for "Online monitoring" with a red arrow pointing to the "View all trackers" button. The main content area is titled "GPS/GLONASS real-time monitoring" and includes a sub-header "About section". Below this, there are four buttons: "View all trackers" (highlighted with a red box), "Connect tracker", "Manage trackers", and "Plans & Pricing". Under the "View all trackers" button, there is a section titled "Favorites" which displays a map of Kristine and three empty boxes with plus signs. Below the "Favorites" section, there is a "Useful information" section with links to "Available models", "Plans & Pricing", and "Section instructions".

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](#).

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