

Nextech GPS Tracker info and troubleshooting guide

How Nextech GPS trackers work: You install a SIM card with a telco data and SMS plan in the tracker. The tracker gets its location from GPS satellite signals 1 or 2 minutes after power-on, and then every 30 seconds it sends this location to a remote internet server using the 3G/4G internet data connection.

You can see the tracker location and movement history by logging-in to the Nextech tracker app, or www.response1gps.com, using the last seven digits of the tracker ID as account and password.

You can also send commands to the tracker by sending SMS texts from your phone to the tracker's SIM phone number, and it will reply with SMS text to give you its current operating status.

Troubleshooting:

You cannot login to the GPS tracker website or app

Make sure you are using only the last seven digits of the tracker ID from the sticker on the tracker, as both the account and password. Call 1800 738 555 or email support@jaycar.com.au if this does not work, as your specific tracker ID may require manual activation by the remote operator.

You successfully login to the tracker website or app, but your tracker does not update its location.

Trackers showing they are located in China have yet to upload any tracking data. They are configured at the website and ready to receive data, but none has been sent by the tracker hardware yet.

You can find out if the tracker has successfully picked up a signal from the GPS system, by sending a text from your phone to the tracker's SIM phone number as follows: **url*12345678**

It should reply with a SMS containing a Google Maps link you can click. *See the next page if there is no SMS reply.* If the tracker replies with an accurate position, either the tracker does not have a working data connection, or the tracker's telco **APN (Access Point Name** - a setting for the gateway to the internet for mobile devices) is wrong or missing.

Check the data connection: Put the tracker's SIM in a phone, check there is mobile signal reception and data available on its phone plan, and then use the phone to browse the internet **with the phone's wifi turned off**. If the phone cannot get on the internet via the SIM's data, make sure the plan has sufficient data, or try another SIM. Check with the telco if GPRS/LTE has been disabled for your SIM.

Check the APN: You can find out what APN the tracker currently has by sending a SMS text from your phone to the tracker's SIM phone number as follows: **check*12345678**

It should respond with a SMS containing a status report - the APN name is the text after *ShockControl*, like this: *-95dBm, ShockControl, telstra.internet, User, Password, 46000*

You can give the tracker your telco's APN by sending it a SMS: **apn*12345678*telstra.internet**

Change **telstra.internet** in the example above to suit your telco APN if not using Aldi, e.g. **telstra.mms** for Telstra, **connect** for Optus, **live.vodafone.com** for Vodafone and Kogan. Ask your Telco to be sure.

Make sure the tracker has moved from its last location and is outdoors. It will not send further updates, if the location has not changed in the 30 minutes since it was switched-on last time. It needs to have access to the GPS satellite signals, so trackers that are indoors, under cover, underground, or buried deep inside vehicle interiors may not send updates reliably.

The tracker does not respond to SMS text commands for status or location

Make sure the tracker is on: **LA9038** has a switch under the cover that needs to be in the ON position, both the red and white wires need to be connected to +12V and the black wire to -12v to power-on the tracker. **LA9038** has two status LED lights - they should each be blinking once after a few minutes if the tracker is working OK – solid green means no mobile connection is available. **LA9039** OBDII tracker will only send updates whilst the vehicle ignition is switched on, and it will take several minutes after ignition switch-on for the first GPS position update to appear.

Make sure the SIM has SMS access available: If the tracker is powered on successfully, but not responding to SMS commands after more than a minute has passed, remove and test the SIM in a phone to make sure it has good mobile phone signal reception, and can receive and send SMS **from the same specific location as the tracker**. *Data-only telco plans may not have SMS access – these are not recommended.*

If the tracker is located far from a metropolitan area, make sure the SIM's telco has towers nearby (some telcos, eg Optus, don't support all frequencies outside metro areas – try a Telstra SIM in the tracker to see if this is your issue, as Telstra usually have towers for all frequencies in most parts of Australia). See <https://www.cellmapper.net/map?MCC=505&MNC=1> and change to suit your telco.

The tracker SMS response does not have an accurate GPS location

Take the tracker outdoors for a few minutes: it needs to have access to the GPS satellites, and some roofs/garages will block their GPS signals. If installed in a vehicle, put it on the dashboard to test this – trackers buried deep inside vehicles may have GPS signals blocked by the vehicle's metal bodywork. Use the **LA9037** extension cable to move the **LA9039** OBDII tracker to a better reception location.

The tracker date and time stamps for the tracking history are wrong

Choose the correct time zone in the tracker website: Log in to www.response1gps.com using the account and password of the last seven digits of the tracker ID. On the top-right corner, click **More** and then **My Account**. Now choose **Timezone**, pick your location from the list, and press **Save**.

Combining individual trackers to one login account

Customers with multiple trackers can request to have them combined under one account so that you can see all the trackers with one login to the website or App, and not have to log in to each tracker individually.

To do this, please send email to support@jaycar.com.au with the name of the account you would like to have, and the photos of the tracker ID serial numbers that need to be added to this account.

Note that trackers combined to an account will not show any tracking data if you log in with the individual tracker ID, instead of the account name.

If you are unable to log in to an existing account that has trackers combined to it, you can request an account password reset by emailing the account details to support@jaycar.com.au

If you need further assistance, please visit a Jaycar store near you and have the staff assist you over the counter.

<https://www.jaycar.com.au/store-finder>

General Questions and Answers

Q: Why does the tracker need a phone SIM? I have seen cheap ones that do not!

A: Our trackers use the 4G mobile phone network to send their positions to the App and website, just like a phone does. Data access is needed to send automatic position updates - you can also send update requests by SMS if you do not have a SIM with data plan. Some places still sell 2G/GPRS trackers – these do not work in Australia at all, as those networks were switched-off some years ago.

Q: Does the tracker need to know its phone number?

A: No, but you can list the number (and any other vehicle information such as licence plate and model details) in the tracker info at the website and App if you want to keep track of that info.

Q: Can the tracker tell me when a pre-paid SIM has run out of data?

A: No – trackers have no info about your telco account. You will need to check with your telco to ensure it does not run out, or set an automatic top-up credit card with the telco.

Q: What kind of SIM card should I buy?

A: One with both data and SMS included (a standard phone plan). Prepaid long expiry plans are the best value, and Telstra has the best coverage.

Q: The tracker shows it is “Offline” but it had tracking in the recent past.

A: This is normal when the tracker is not moving, by default it powers-down after half an hour of no movement. If you want constant updates, and do not care how much it uses the host-vehicle battery, text the following SMS command to its phone number: **KEEPONLINE*12345678**

Q: Is the tracker waterproof?

A: No. Please install it in a location that is not exposed to water or humidity (avoid installing in engine bays and undersides of vehicles).

Q: The tracker is giving a current position that is far away from where it actually is.

A: Like a PC or phone, it may need to be rebooted. Send it a text as follows: **reset*12345678**, or **LA9038 Wired tracker** - disconnect the power, switch it off, wait ½ hour and reconnect/switch it on. **LA9039 OBDII tracker** - unplug and replug it to the vehicle OBDII port.

Q: Is there anything I should tell an installer / Auto electrician?

A: Give them this sheet, take a photo of the tracker’s serial number sticker, and keep a record of the tracker’s phone SIM number. Tell them to test the tracker is working, before putting it in a hard-to-get-to location.