



TRACKJACK GO! MANUAL



TrackJack Europe BV

V2024-1



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1. Welcome to TrackJack!

Thank you for choosing TrackJack. From now on, you will have fully automatic trip registration with your TrackJack GO!

Before using the TrackJack GO!, please read this manual to ensure you are fully informed.

2. Contents of the package

The following products are included in the package:

- ✓ TrackJack GO!
- ✓ OBD2 connection cable
- ✓ TrackJack code of your TrackJack GO!
- ✓ Double-sided adhesive for mounting
- ✓ Step-by-step plan via QR code
- ✓ Tiewrap

3. Installation

For proper functioning it is important that the TrackJack GO! is installed correctly.

Follow the wiring diagram below for installation. Always mount the system in a safe, dry place out of sight and ensure there are as few obstacles as possible regarding the GPS signal.



3.1. Explanation of signal lights

There are two signal lights on the side of the TrackJack GO!

Left Led Light:

Lights up continuously: The system is not receiving a GPS signal.

Flashing every second: Normal status, GPS is working.

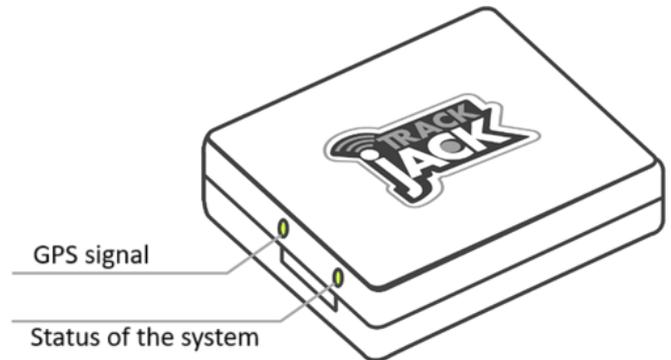
Out: The TrackJack is off.

Right Led Light:

Flashing every second: Normal mode.

Flashes short and fast: System is active.

Out: The TrackJack is off.



4. Create an account

Now that the TrackJack GO! is properly installed, you can start using the system. Below, we will explain how to create an online account and start using the system.

4.1. Create an account

In the packaging you will find a card with a QR code and a Quick Guide. This is necessary to get started with the TrackJack GO! Follow the step-by-step plan and go through the steps below:

1. Go to the [TrackJack login page](#).
2. Click on “Don't have an account yet” and create your own account or log in if you already have an account.
3. You will receive a verification link by email to confirm your account. Therefore, make sure you have a valid email address. Click on the link in the email to confirm your account.
4. Then add the TrackJack code from the TrackJack GO! that is included in the packaging. Go through the installation wizard and fill in the required data.
5. In the last step you will be asked to enter the service code. You received the service code by email on the day of the order. Have you not yet ordered a service level? Then you can order a service level directly in this step.

4.2. App for your smartphone

With the TrackJack app you also have your data at your fingertips via your smartphone or tablet.

More information about the app and download options [read here](#).

Tip! Use the [TrackJack step-by-step plan](#) to get your system up and running in one go completely correct. This will save you a lot of time later.

5. Operation and functionalities

The TrackJack GO! has all the functionalities for high-quality trip registration, but also has many other functionalities.

- ✓ Complete route registration in accordance with the requirements of the Tax Authorities.
- ✓ Export option in both Excel and PDF.
- ✓ Hours, trips and mileage overviews with 24 months retention period.
- ✓ Creating multiple drivers.
- ✓ Separation of private/business mileage.
- ✓ GPS Track & Trace for insight into current vehicle locations.
- ✓ Creating and setting up useful places.
- ✓ Sabotage notifications by email and in the app.
- ✓ Adjustable office hours.
- ✓ Standard coverage throughout Europe.

5.1. Closing trip registration

The TrackJack GO! provides fully automated journey registration. In addition, you have tools for optimal fleet management.

The following data is recorded in the route registration:

- ✓ The number of trips per day, including trip number.
- ✓ The driver per ride.
- ✓ The start and stop time.
- ✓ The starting and stopping address.
- ✓ The number of kilometers traveled.
- ✓ The total travel time.
- ✓ The mileage of the vehicle.
- ✓ The nature of the trip: business, private or mixed.
- ✓ The animation of the route together with the speeds reached.

5.2. Private/business trips

Within the route registration, the nature of a journey must be indicated. By default, all routes have a business nature. Making a distinction between private and business journeys can be done in the following ways:

1. Automatic - Set office hours

You can specify a time frame when trips are always business or private. For example, if trips between 07:00 and 18:00 are usually business, these trips are automatically marked as business. Trips outside the specified office hours are marked as private.

You can set this via Management > Devices > Select settings for the relevant system > Set office hours.

2. Via the TrackJack app

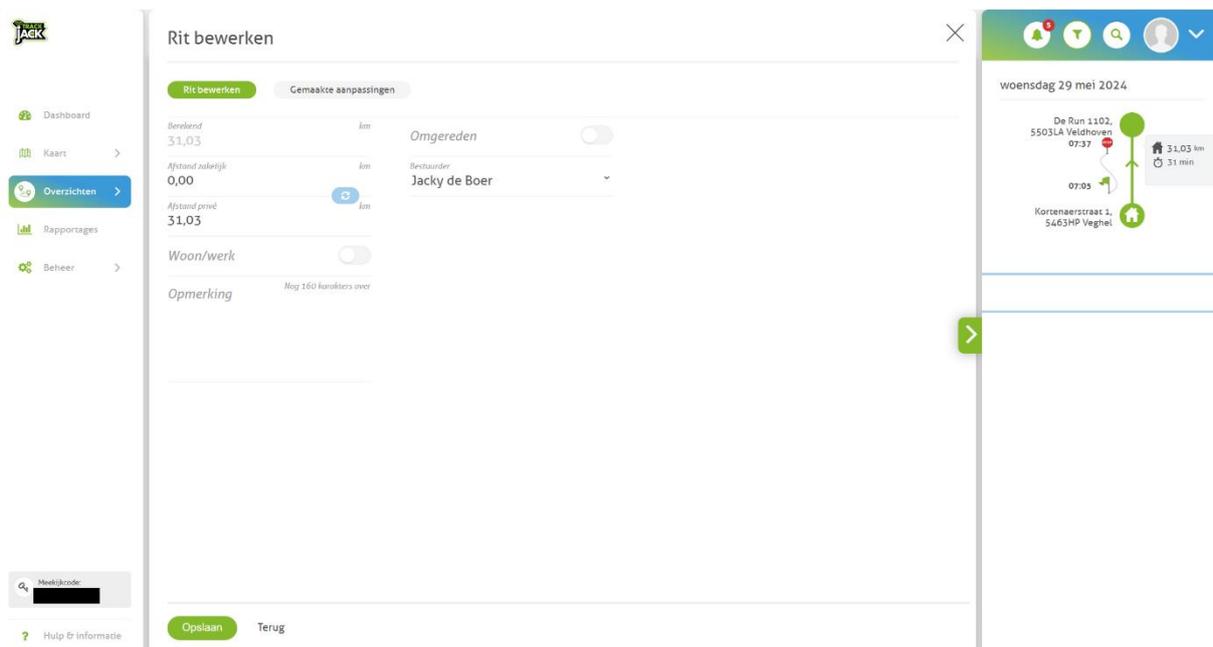
In the app, you can indicate that a ride is private before you start driving. Suppose you are in the car and want to give the next ride a private character, click on “next ride private” in the app and then on “Yes”, after which this ride will automatically be given the character private. Afterwards, you can always adjust the character of a ride in the app.

3. Manually

In the online account, under Overviews > Routes overview, you can always manually adjust the nature of a trip. In the trip overview, go to the trip in question and click on the icon of the 'house' for a private trip and on the icon of the 'suitcase' for a business trip. The adjustment is implemented immediately and visible in the trip overview.

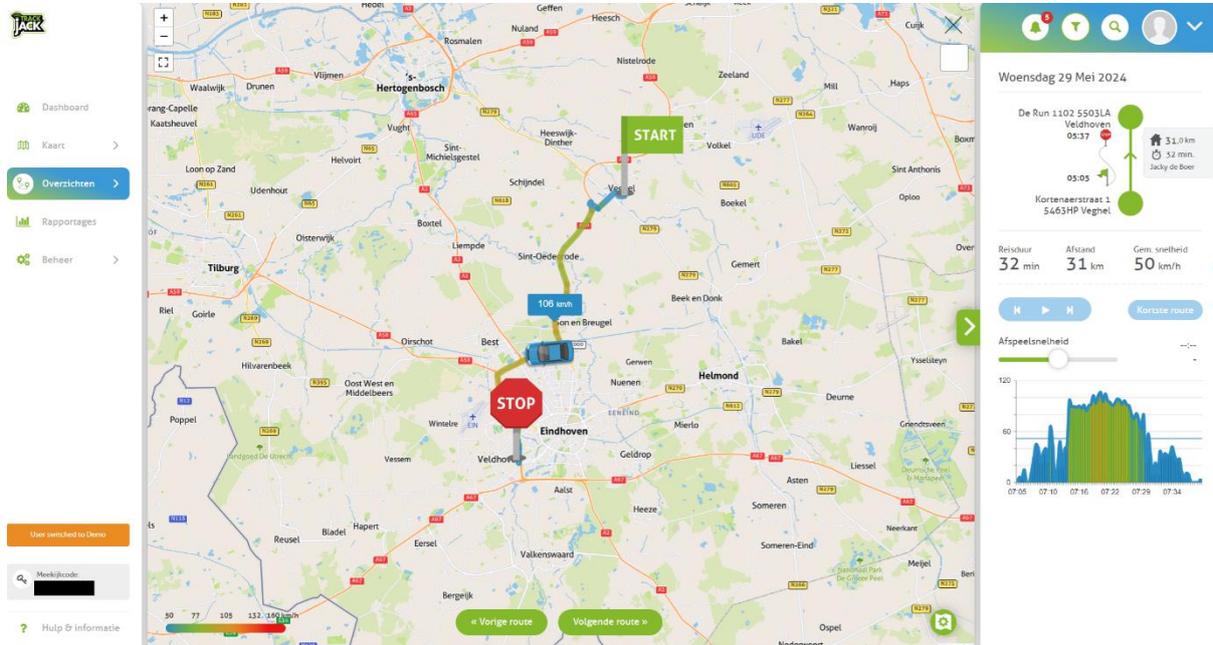
5.3. Editing routes

Within the route registration you have the possibility to make an edit per route. It is not possible to adjust the fixed data such as addresses and times, but you can adjust the character of a route (see 5.2.), change the driver or add a comment. To edit routes, go to Overviews > Routes overview > Here you click on the route and then on “Edit route”.



5.4. Animating rides

Do you want to see how a trip was driven? Then click on the relevant trip in the route overview and then on “View route on the map”.



5.5. Exporting data

The data within the route registration can easily be exported to an Excel or PDF file within a few mouse clicks.

5.6. Have periodic reports emailed

To make it easy for you, you can have reports sent periodically by e-mail. We will take the trip registration as an example. You go to Reports > Route report and see the screen below appear. You give the report a name, indicate from which systems you want to receive a periodic report, whether this should be a weekly or monthly report and whether you want to receive the report immediately or also periodically. Finally, you indicate at which e-mail address you want to receive the report and from this moment on you will receive the reports periodically by e-mail. The monthly reports are e-mailed on the 1st of the month and the weekly reports on Monday morning.

Route report



Report name

Devices

>> TrackJack GO!
>
<
<<

And/or tags

Select tags...

In the format



Sent me a

Week report

Month report

Year report

Execute report immediately

Sent report periodic

Send e-mail to:

• email@trackjack.nl

Append Email Address



5.7. Sabotage alerts

When the system is disconnected from the power supply (for whatever reason), a notification is sent immediately to the online account and by email or optionally SMS (for which you pay a credit). This is shown as a sabotage notification in Overviews > Alarms, actions and emails. The sabotage notification is enabled by default.

5.8. Retention period

All data is stored for 24 months on the online account and can be exported at any time. You can also have reports sent periodically by email. (see 5.6)

5.9. Standard European coverage

The TrackJack GO! has standard coverage throughout Europe without additional costs. The system has a roaming SIM card and is therefore provider independent. This means that the system itself switches to the best provider in a certain area. This ensures you an optimal connection and range. Suppose provider A has a malfunction, the system switches to provider B.

5.10. Notification by email, push message or SMS

Notifications are displayed by default on your online account, sent by email and sent as a push message to your phone if you have installed the app correctly.

You can also receive alarm notifications by SMS. This works by means of credits that you can purchase the webshop. You can set up the SMS notification under Management > Devices > click on the relevant TrackJack > Settings > Functions and notifications. Now indicate to which telephone number the SMS messages should be sent. Please note: always enter the country code before the telephone number, e.g.+31612345678for a Dutch telephone number.

6. Systems on the map

6.1. Insight into current locations

In the menu, select Map > Devices on the map. This displays the current locations of vehicles.

By default, a location is determined every 30 seconds while driving and shown on the map every 9 minutes. You will then receive the last 18 locations. When stationary, the location is displayed every hour.

Want to see new locations every minute? Then you can order the service level for a TrackJack GO! with live tracking, which shares the last 2 locations online every minute.

6.2. Options per system

If you click on a vehicle on the map, you will see where the vehicle is located. There are also some functionalities available.

1. View last route

This will show you the detailed route of the last trip you have driven. (See also section 5.4)

2. History

Here you can select the desired start and stop time of the vehicle within which you want to view the locations. By default, the last two hours are selected. For each location, you can see the status (driving, stationary, parked, engine started, engine stopped), time, speed and the quality of the location/number of satellites used.

3. Alarms

This page shows you the different alarms and notifications, such as a sabotage notification.

4. Settings

You will now arrive directly at the settings of this TrackJack system. See 7.1.

5. Directly request location

It is possible to manually request the location. If you want to know where the vehicle is at a certain moment, you pay one credit to see the location immediately.

6. Street view

This functionality shows you the Google Streetview view of the location of your TrackJack.

7. Follow Mode

This function is not applicable for the TrackJack GO! Do you want to receive a location more often? With [Live Follow](#) you get a new location every minute.



8. Calculate route

By placing the stop sign on a location on the map, the fastest route and time will be calculated from the location of your TrackJack. This allows you to tell your customers, for example, how long the vehicle is still at its destination.

7. Management

Within the management section of the online account you can change the settings below.

7.1. Systems

Here you can see a complete overview of systems linked to the account, distinguishing between operational, non-operational and expired systems.

By clicking on the system in the systems overview, you can view and change the settings of a system.

Settings - TrackJack GO!

7.2. Add device

You can also easily add new systems to the account under Devices. To do this, click on Add device and enter the system code that was supplied on the card with the QR code that was included in the packaging.

Devices ↑	License ...	Device code	Device type	Tags	Expires on	
TrackJack GO!	TJ-01-PF	PSQYCHKTTYAA	PRO Fiscaal		10/25/2026	Add device

7.3. Account settings

Here you fill in all the data that relates to the account itself. For example, the email address and password can be changed and your company and address details can be filled in.

7.4. Points of interest

Within the trip registration you can create points of interest. Suppose you or a driver visit fixed addresses of which you want to see the customer name in the trip registration. This way you have a clear picture in the trip overview of which locations have been visited.

You create a useful place by following these steps: Go to Management > Points of Interest > Add Point of Interest. Here you can type in an address, after which you will arrive at the following screen:

Add point of interest ✕

Name
Nieuwe POI ❌

Street
Catsstraat

House number 15 ❌ **Postal code** 2662 BA

City
Bergschenhoek

Range 500 (in meters)

For driver

Amber Schmidt	>>	
Bernard Dubois	>	
Ferry Edelman	<	
Hans Witteman	<<	
Jacky de Boer		

Here you can specify a diameter in addition to the exact address. All starts and stops of your vehicles within this area will be given the address of this Point of Interest. Select for which driver the Point of Interest applies and click 'Save' to add this Point of Interest.

NB. If you create multiple Points of Interest with an overlapping area, your trip registration may show incorrect addresses. So don't make the diameter unnecessarily large.

If points of interest have been set for the home address and business address, the trip will automatically be marked as home-work.

7.5. Transfer to another vehicle

Changing vehicles? It is possible to remove the system from the vehicle it is currently in and install it in the new vehicle. For more information on the correct steps, go to

<https://www.trackjackeurope.com/en/system-transfer/>

8. Extend service

To use the TrackJack GO! you need a service level on the system.

Here's how you can easily renew your service online:

1. Go to Management > Devices
2. Click on the system you want to renew and click on 'Extend service'
3. You can extend multiple TrackJack systems at once if you have more than one.
4. Please select the desired service.
5. Enter your address details, if they have not already been filled in, and select 'Continue to order'.
6. Pay for your order here. The service code will be automatically extended for you after payment.

9. Technical data

Supply voltage	10 – 30V
Protection mode on, system turns off	34V
Average consumption	65 mA
Dimensions	6.5 x 5.6 x 2 cm (lxwxh)
Weight	62 grams
Seal	IP41 – protected against dripping water.
Can be linked to alarm	Yes
Internal battery	Li-Polymer 170 mAh (for giving a sabotage warning when disconnecting the power supply).
Temperature during use	-24 to 70°C



10. Support

If you have any questions during use, we are available to help you on working days.

10.1. How do I create a case?

You create a case via your online account via Management – Report problem. We aim to answer your question within 48 hours.

Our customer service can watch your TrackJack system. You must give permission for this, in connection with the AVG legislation. In order to watch, we need your access code. We will never ask you for your password. Do not share it.

You can enable the co-viewing code via Management > Account settings. In the right panel you can enable or disable the access code. The access code is also located. If enabled, always at the bottom left of your screen in your online account.

11. Warranty scheme

You have a 2-year warranty on the TrackJack GO! Would you like to review the TrackJack Europe warranty scheme? [View this on our website.](#)