



MANUAL

TRACKJACK OTM 3



TrackJack Europe BV

V2024-1





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1. Welcome to TrackJack!

Thank you for choosing TrackJack. From now on, with your TrackJack OTM 3, you will have a track and trace system that will allow you to track the location of your vehicle or other equipment anywhere, anytime throughout Europe.

Before using the TrackJack OTM 3, please read this manual to ensure you are fully informed.

2. Contents of the package

The following products are included in the package:

- ✓ TrackJack OTM 3
- ✓ Connection cable
- ✓ TrackJack code of your TrackJack OTM 3
- ✓ Double-sided adhesive for mounting
- ✓ Quick Guide with step-by-step plan via QR code

3. Installation

For proper operation it is important that the TrackJack OTM 3 is installed correctly. You can take care of the installation yourself, or have it done for you.

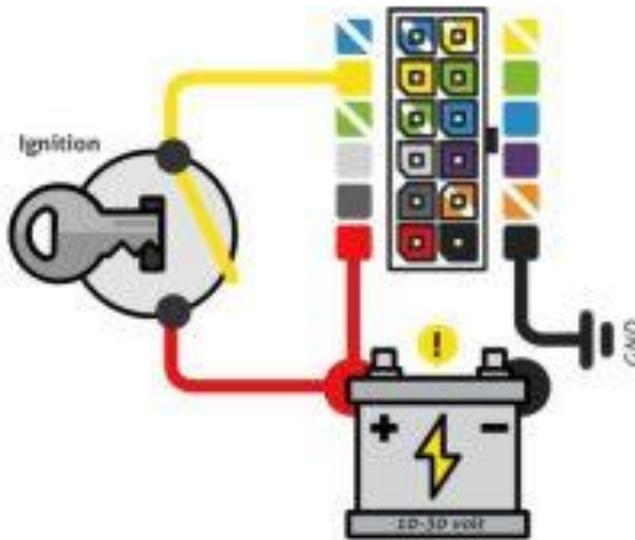
3.1. Have it installed

We work with a team of professional installation specialists who are happy to take care of the installation for you at a location of your choice in the Netherlands or Belgium (except the Wadden Islands). If you want to outsource the installation, you can request an installation voucher order in the webshop.

3.2. Self-installation

You can also install the system yourself. Follow the connection 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 in relation to the GPS signal.

Normal connection



3.3. Explanation of signal lights

There are two signal lights on the side of the TrackJack OTM 3.

Left Led Light:

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

Flashing every second: Normal status, GPS is working.

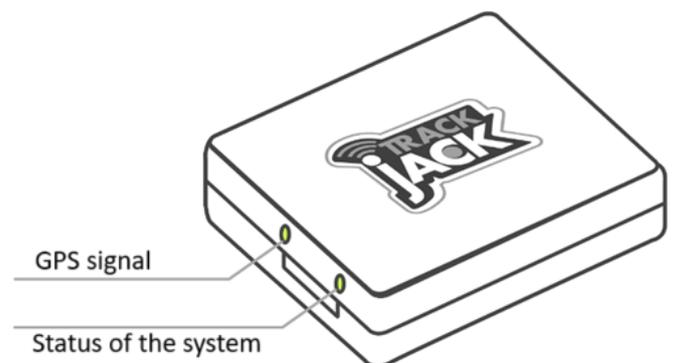
Out: The TrackJack is off.

Right Led Light:

Flashing every second: Normal mode.

Flashes short and fast: System is active.

Out: The TrackJack is off.



4. Online account and app

Now that the TrackJack OTM 3 is properly installed, you can start using the system. Below we 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 OTM 3. 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 of the TrackJack OTM 3 that is included in the packaging. If you installed the system yourself, 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 it [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. Service levels and functionalities

The TrackJack OTM 3 works with different service levels. You choose the service level that suits your needs. In the overview below you can see per service level which functionalities the service level has. The prices mentioned are ex. VAT.

| Functie | LIGHT | BASIC | PLUS | FLEET MANAGEMENT | FLEET MANAGEMENT + LIVE TRACKING |
|----------------------------|----------------|---------------|---------------|--------------------|----------------------------------|
| European coverage | ✓ | ✓ | ✓ | ✓ | ✓ |
| Location reporting | every 12 hours | every 20 min* | every 10 min* | trip registration* | trip registration live** |
| History | 1 day | 1 day | 1 month | 1 year | 1 year |
| Working hours registration | | ✓ | ✓ | ✓ | ✓ |
| Trip registration | | | | ✓ | ✓ |
| Private/business trips | | | | ✓ | ✓ |
| Safety zone | | | ✓ | ✓ | ✓ |
| Speed alert | | | ✓ | ✓ | ✓ |
| Theft alert | | ✓ | ✓ | ✓ | ✓ |
| Tampering alert | ✓ | ✓ | ✓ | ✓ | ✓ |
| Email notifications | ✓ | ✓ | ✓ | ✓ | ✓ |
| SMS notifications*** | optional | optional | optional | optional | optional |
| Location on demand*** | optional | optional | optional | optional | optional |
| Enable tracking mode*** | optional | optional | optional | optional | optional |

* When stationary, a location is reported every hour.

** During trips, the location is updated every minute.

*** This functionality works using credits.

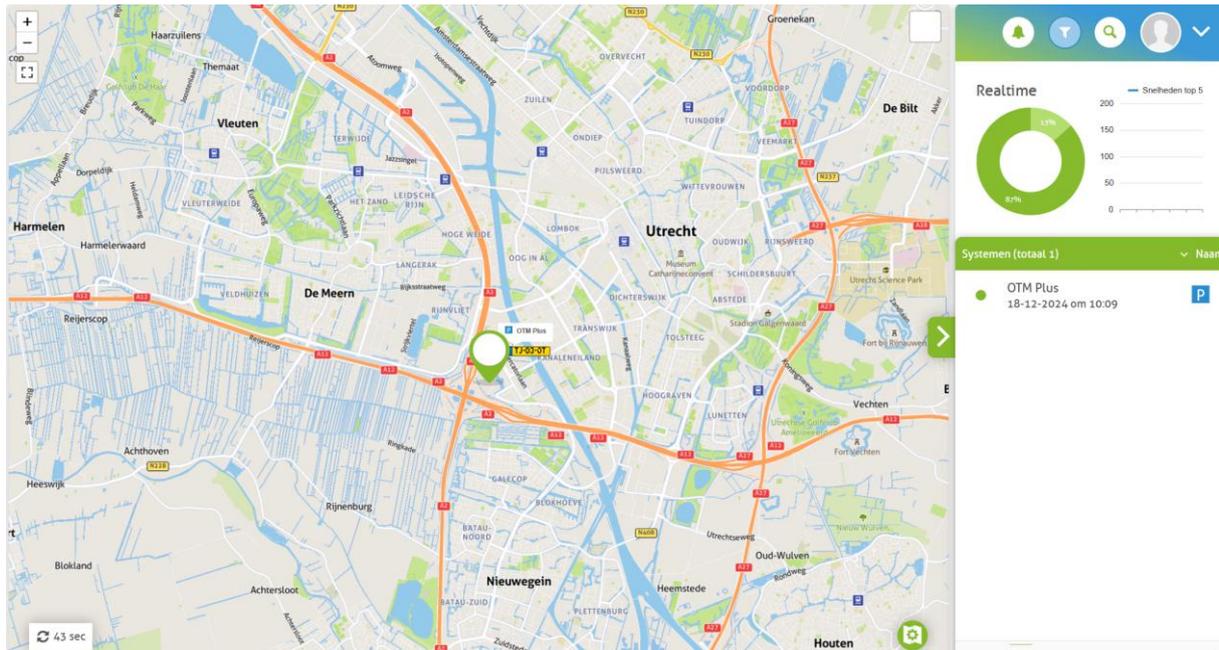
[View the overview of service levels on the website here.](#)

5.1. European coverage

The TrackJack OTM 3 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.

5.2. Location frequency

You can determine the frequency of location releases yourself. You can choose between a location release of every 12 hours, every 20 minutes, every 10 minutes or you can opt for trip registration (see 5. Service levels). These locations are displayed on a map in your online account or via the app. If you want to see the locations every minute, you need the Fleet Management with Live tracking service level.



5.3. History

You also determine the storage of data yourself. This ranges from a history storage of one day to one year.

5.4. Speed notification

When you set a speed limit, you will automatically receive a notification when it is exceeded. A notification will also be sent when the vehicle is back within the set speed limit.

5.5. Trip registration with report function

If you choose the Fleet Management service level, one location is measured every 30 seconds. The locations are sent out every 9 minutes. You choose the Fleet Management service level if you want to know where a vehicle is or if you want to keep a trip registration. You will receive start and stop times, driven kilometers, addresses and locations. This data can be exported to Excel.

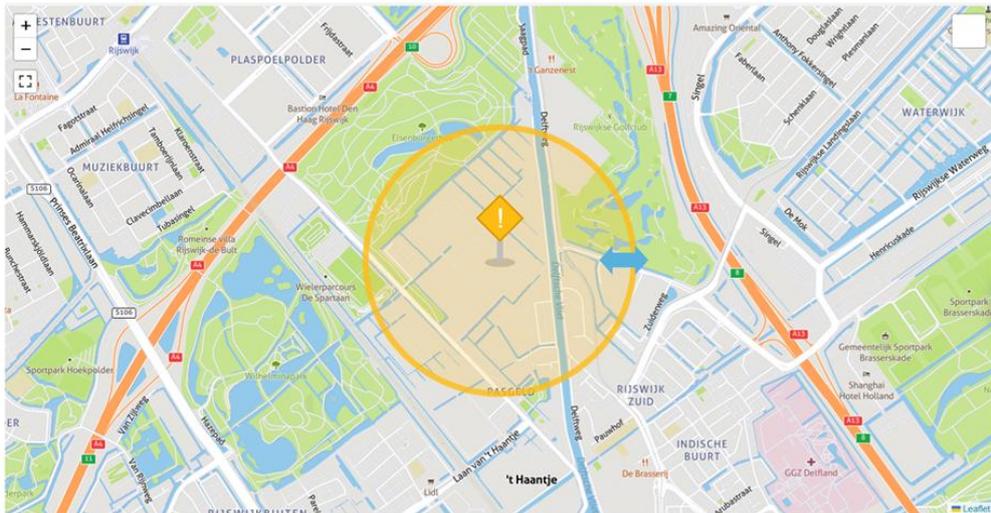
If you keep a record of your journeys for the Tax Authorities, the TrackJack PRO Fiscaal is recommended. This system has been specially developed based on the current requirements of the Tax Authorities and the future ones. Read more about the [TrackJack PRO Fiscaal](#).

5.6. Private/business trips

If you have chosen the Fleet Management service level, you will have the functionality of trip registration. Here you can indicate which trips were private and which were business. You can indicate this on the online account before the trip or adjust it afterwards. You can also work with office hours.

5.7. Safety Zone

You can define a zone within which the TrackJack must remain. On the map, you indicate the area you want to set as a safety zone by means of a circle. This circle can be made larger or smaller and you can move it on the map. If the boundaries are exceeded, you will automatically receive a notification.



5.8 Sabotage reports

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 one credit). This is shown as a sabotage notification in Overviews > Alarms, actions and emails. The sabotage notification is enabled by default.

5.9. Theft notification

The TrackJack OTM 3 is connected to the ignition as standard (see chapter 3). When the vehicle or vessel moves without the ignition being activated, a theft notification is sent after 500 meters.

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 > Systems > 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.+31612345678 for a Dutch telephone number.

6. Systems on the map

6.1. Insight into current locations

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

Depending on the service level, the location is shown every 12 hours, 20 minutes, 10 minutes, in the form of a full trip log or every minute.

When stationary, the location is displayed every hour.

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. 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.

2. Alarms

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

3. Settings

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

4. 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.

5. Street view

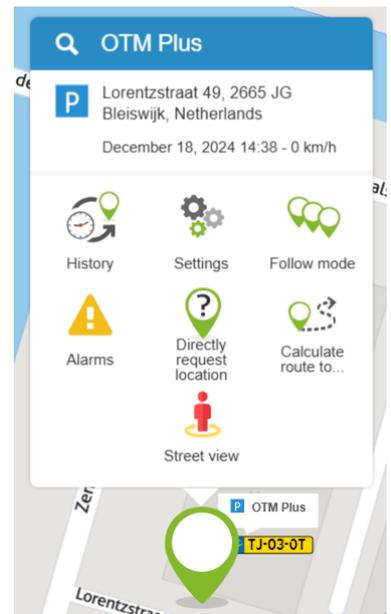
This functionality shows you the Google Streetview view of the location of your TrackJack.

6. Follow Mode

Do you suspect that the vehicle or vessel has been stolen? By starting the tracking mode, you will receive a location every 30 seconds for 24 hours. This costs 30 credits.

7. Calculate route to...

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 it will take for the vehicle to reach its destination.



7. Management

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

7.1. Devices

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

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

7.2. Add System

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.

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. 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 OTM 3 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.

You create a case via your online account via Management – Contact Customer Service. 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, if enabled, is also always at the bottom left of your screen in the online account.

11. Warranty scheme

You have a two-year warranty on the TrackJack OTM 3. Would you like to review the TrackJack Europe warranty policy? [View this on our website.](#)