



MANUAL TRACKJACK CAMPERTRACKER



TrackJack Europe B.V.

V2025-1



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1. Welcome to TrackJack!

Thank you for choosing TrackJack. From now on, with your TrackJack CamperTracker, you have access to a track and trace system that allows you to locate your camper anytime and anywhere throughout Europe.

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

2. Package Contents

The package contains the following items:

- TrackJack CamperTracker
- Connection cable
- TrackJack code for your TrackJack CamperTracker
- Double-sided adhesive pad for mounting
- Quick Guide with step-by-step instructions via QR code

3. Installation

For optimal performance, it is important to install the TrackJack CamperTracker correctly. You can either install it yourself or have it professionally installed.

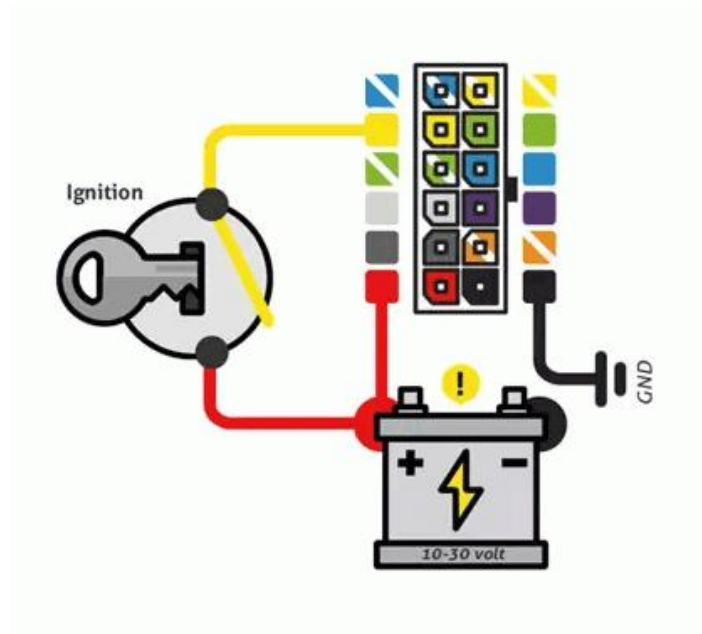
3.1. Professional Installation

We collaborate with a team of professional installation specialists who can install the system for you at a location of your choice in the Netherlands or Belgium (excluding the Wadden Islands). If you prefer professional installation, you can order an [installation voucher from our webshop](#).

3.2. Self-Installation

You can also choose to install the system yourself. Follow the wiring diagram below for installation. Always mount the system in a safe, dry place out of sight, and ensure minimal obstacles for optimal GPS signal reception.

Standard installation



3.3. Indicator Light Explanation

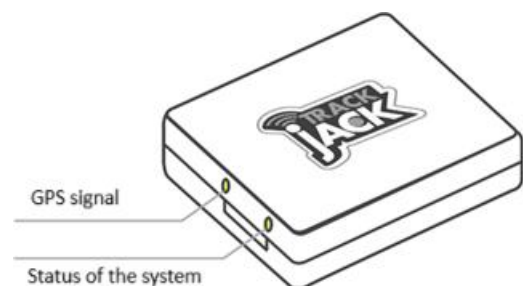
There are two indicator lights on the side of the TrackJack CamperTracker.

Left LED Light:

- **Solid light:** The system is not receiving a GPS signal.
- **Blinks every second:** Normal status, GPS is functioning.
- **Off:** The TrackJack is turned off.

Right LED Light:

- **Blinks every second:** Normal mode.
- **Short, rapid blinking:** The system is active.
- **Off:** The TrackJack is turned off.





4. Online Account and App

Now that the TrackJack CamperTracker has been properly installed, you can start using the system. Below, we explain how to create an online account and activate the system.

4.1. Creating an Account

Inside the package, you will find a card with a QR code and a Quick Guide. You will need this to get started with your TrackJack CamperTracker. Follow the step-by-step guide and complete the steps below:

1. Go to the [TrackJack login page](#).
2. Click on “No account yet” to create your personal account, or log in if you already have one.
3. You will receive a verification link by email to confirm your account. Make sure to enter a correct email address. Click the link in the email to activate your account.
4. Next, add the TrackJack code included in the package. If you installed the system yourself, the installation wizard will guide you through the setup process and ask for the necessary information.
5. In the final step, you will be asked to enter the service code. You received this code by email on the day of purchase. Haven’t ordered a service level yet? You can do so during this step.

4.2. App for Your Smartphone

With the TrackJack app, you’ll have access to your data anytime via your smartphone or tablet. You can find more information about the app and download options [here](#).

5. Service Levels and Features

The TrackJack CamperTracker operates with two different service levels. You can choose the service level that best suits your needs. The overview below shows the available features for each service level.

Feature	Service Theft protection	Service Theft protection + trip registration
European coverage	Yes	Yes
Location updates*	Every 20 minutes	Every minute
Location history	1 day	1 year
Hour registration	Yes	Yes
Trip registration	-	Yes
Safety zone	Yes	Yes
Speed alerts	-	Yes
Theft alert	Yes	Yes
Tamper alert	Yes	Yes
Email notifications	Yes	Yes
SMS notifications**	Optional	Optional
Location on request**	Optional	Optional
Follow mode**	Optional	Optional

* When stationary, a location is reported every hour

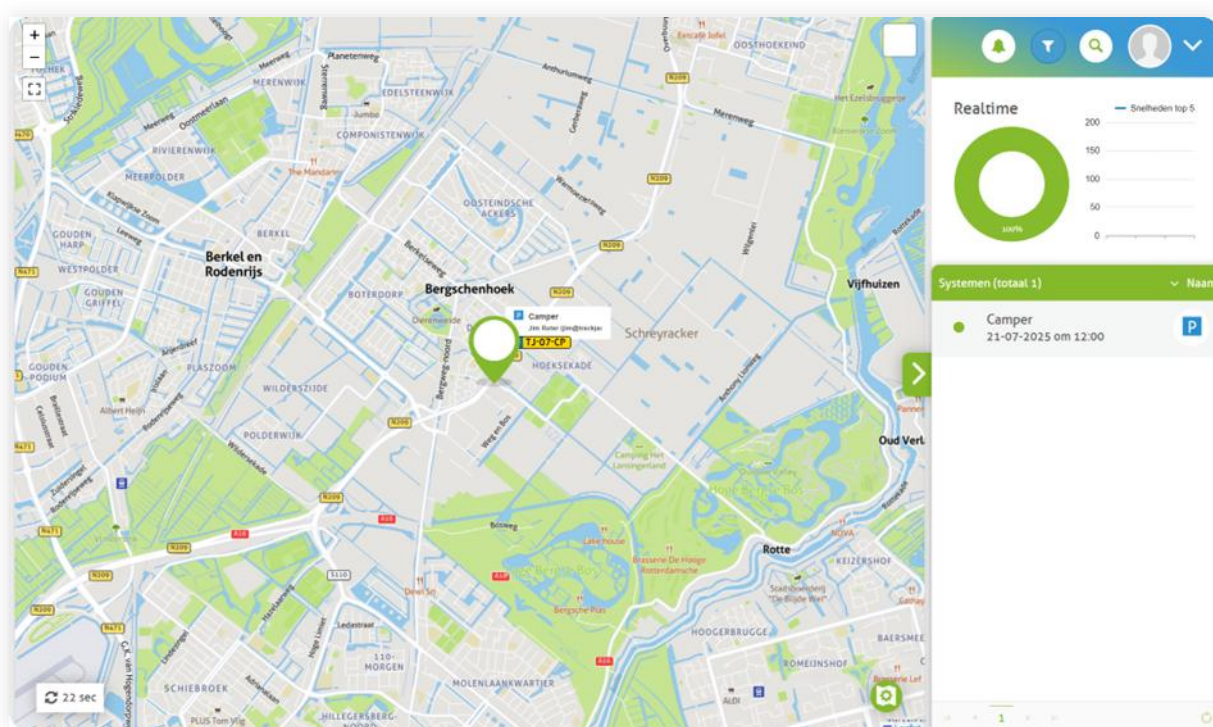
** This functionality operates using credits

5.1. European Coverage

The TrackJack CamperTracker comes with standard coverage throughout Europe at no additional cost. The system is equipped with a roaming SIM card and is therefore independent of any specific provider. This means the system automatically switches to the best available provider in a given area. As a result, you are ensured of optimal connectivity and coverage. For example, if Provider A experiences an outage, the system will switch to Provider B. You can view the list of all countries where the TrackJack CamperTracker has coverage [here](#).

5.2. Location Updates

You can choose how frequently the system reports its location. You have the option of receiving location updates every 20 minutes or every minute. These locations are displayed on a map in your online account or via the app.



5.3. Location History

You can also choose how long your data is stored—ranging from one day to one year of location history.

5.4. Speed Alerts

When you set a speed limit, you will automatically receive a notification when that limit is exceeded. You will also receive a notification when the vehicle returns to within the set speed limit.

5.5. Trip Registration with Reporting Function

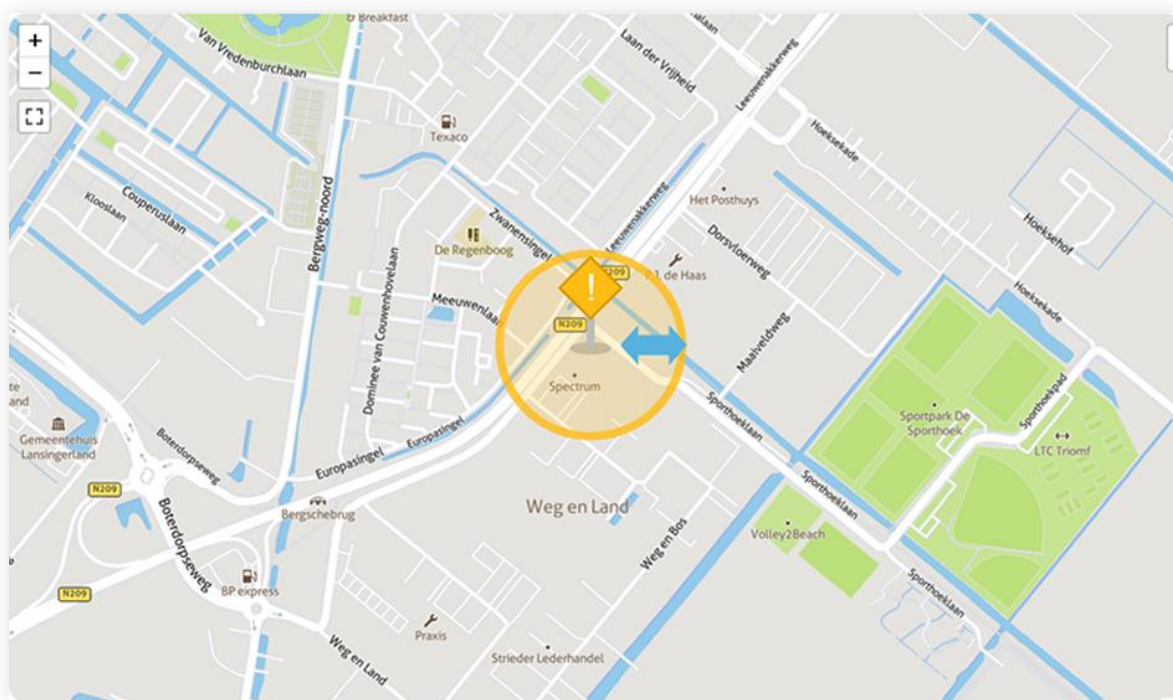
If you choose the "Theft Protection + Trip Registration" service level, a location is recorded every 30 seconds and transmitted every minute.

This service level is ideal if you want to track where a vehicle has been or if you need to maintain a trip log.

You will receive detailed information including start and stop times, distance traveled, addresses, and locations. This data can be exported to Excel.

5.6. Safety Zone

You can define a zone within which the TrackJack must remain. On the map, you use a circular marker to indicate the desired safety zone. The circle can be resized and repositioned on the map. If the vehicle crosses the boundaries of this zone, you will automatically receive a notification.



5.7. Tamper Alerts

If the system is disconnected from its power source (for any reason), a tamper alert is immediately sent to your online account and via email—or optionally via SMS (this requires one credit).

The alert will appear under *Overviews > Alarms, Actions and Emails* as a tamper alert. This feature is enabled by default.

5.8. Theft Alert

The TrackJack CamperTracker is typically connected to the vehicle's ignition (see Chapter 3). If the camper is moved without the ignition being activated, a theft alert is triggered after the vehicle has traveled 500 meters.

5.9. Notifications via Email, Push Message, or SMS

Notifications are shown by default in your online account, sent by email, and delivered as push notifications to your phone (if the app is properly installed).

You can also receive alarm notifications via SMS. This feature works with credits that can be purchased in the webshop.

To enable SMS notifications: go to *Management > Devices*, select the relevant TrackJack device, then go to *Settings > Features and Messages*.

Enter the phone number to which SMS messages should be sent.

Note: Always include the country code before the number—for example, +31612345678 for a Dutch phone number.

6. Systems on the Map

6.1. Overview of Current Locations

In the menu, select *Map > Systems on the Map*. Here, the current locations of vehicles are displayed.

Depending on your service level, the location is updated every minute or every 20 minutes. When stationary, the location is displayed once every hour.

6.2. Options per System

When you click on a vehicle on the map, you see where the vehicle is located. Several functionalities are available:

1. History

Here you can select the desired start and stop time to view the camper's locations within that period. By default, the last two hours are selected. For each location, you 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 various alarms and notifications, such as tamper alerts.

3. Settings

You will be taken directly to the settings for this TrackJack system. See section 7.1.

4. Request Location Immediately

You can manually request the current location. If you want to know where the vehicle is at a particular moment, you pay one credit to view the location immediately.



5. View Street

This feature shows a Google Street View of the location of your TrackJack.

6. Follow Mode

Do you suspect the vehicle or vessel has been stolen? By activating follow mode, you receive a location update every 30 seconds for 24 hours. This costs 30 credits.

7. Calculate Route To

By placing the stop marker on a location on the map, the fastest route and travel time from your TrackJack's location is calculated. This allows you, for example, to check how long it will take until you arrive at the destination.

7. Management

Within the management section of your online account, you can change the following settings.

7.1. Systems

Here you will see a complete overview of all systems linked to your account, with a distinction made between active and expired systems.

By clicking on a system in the overview, you can view and modify that system's settings.

7.2. Adding a System

You can also easily add new systems to your account under *Systems*.

Simply click on *Add device* and enter the TrackJack code found on the card with the QR code included in the packaging.

7.3. Account Settings

Here you enter all the details related to the account itself. For example, you can change your email address and password, and fill in your company and address information.

7.4. Transferring to Another Camper

Are you switching to a different camper? It is possible to uninstall the system from the current camper and install it in the new one. For more information about the proper steps, visit

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



8. Extending Service

To use the TrackJack CamperTracker, you need to have a service level activated on the system.

You can easily extend your service online by following these steps:

1. Go to *Management > Devices*.
2. Click on the system you want to extend and select *Extend Service*.
3. If you have multiple TrackJack systems, you can extend them all at once.
4. Choose the desired service level.
5. Enter your address details if they have not been filled in yet, then click *Proceed to Checkout*.
6. Complete your payment. The service code will be automatically extended after payment.

9. Technical Specifications

Power Supply Voltage	10 – 30V
Protection level when system shuts down	34V
Average Power Consumption	65 mA
Dimensions	6.5 x 5.6 x 2 cm (L x W x H)
Weight	62 grams
Sealing	IP41 – protected against dripping water
Connectable to alarm	Yes
Internal battery	Li-Polymer 170 mAh (for sending a tamper alert when power is disconnected)
Operating Temperature	-24 to 70°C



10. Support

If you have any questions during use, we are available for you on weekdays.

You can create a case via your online account under *Management – Report a problem*. We aim to respond to your inquiry within 48 hours.

Or check here the most frequently asked questions from our users. Your question might already be answered there.

Our customer service can view your TrackJack system remotely. For this, you must give permission in accordance with GDPR regulations. To view your system, we need your viewing code. We will never ask you for your password, so do not share it.

You can enable the viewing code via *Management > Account Settings*. In the right panel, you can turn the viewing code on or off. If enabled, the viewing code is always displayed at the bottom left of your screen in the online account.

11. Warranty

You have a two-year warranty on the TrackJack CamperTracker.

Would you like to review the TrackJack Europe warranty policy? [You can find it on our website.](#)