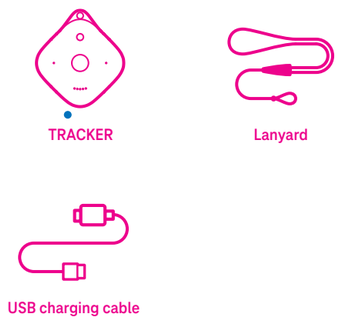
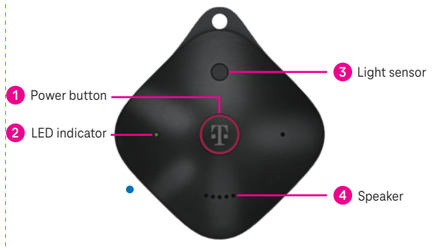
What's inside



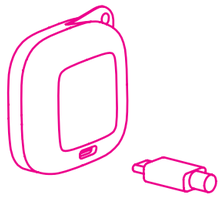
Get to know your TRACKER



1. Power button – Press and hold for 5 seconds to turn the TRACKER on/off.
2. LED indicator – Displays TRACKER status.
3. Light sensor – Detects changes in light.
4. Speaker – Audible feedback from device.

5. IMEI number – Refer to this number for set up if needed.
6. QR code – Scan to pair the TRACKER during set up in the app.
7. USB type-C port – Charger attaches here during charging.

Step 1: Charge your TRACKER



- Insert the USB charging cable into your TRACKER, attach it to a USB-C power adapter (not included), and connect it to a power outlet
- The LED indicator will be yellow when charging and solid green when fully charged.

Helpful tip: Before using your TRACKER for the first time, please allow approximately two hours for a full charge.

Step 2: Download the app

- Scan the QR code or visit **https://t-mo.co/tracker** to get the app.
- Open the app on your smartphone, log in, and follow the step-by-step instructions to start using your TRACKER.

GET IT ON Google Play | Download on the App Store

Support

Still need help?

Reach out to our T-Mobile Team of Experts, who are available 24/7.

How to reach us:

From your T-Mobile phones, please dial 611, or from any phone dial 1–800–936–8997.

Call Us-TTY

TTY service is available for the hearing and speech impaired. Hours are 5:00am to 10:00pm PT, daily. Call us toll free at 1–877–296–1018.

For access to our T-Mobile Support Community, visit:

https://support.t-mobile.com

Additional information

Approved firmware versions

This device will only operate with firmware versions that have been approved for use by your wireless carrier and the device manufacturer. If unauthorized firmware is placed on the device, it will not function.

Information about safeguarding devices

We encourage customers to take appropriate measures to secure their devices and invite them to take advantage of the features available on this device to help secure it from theft and/or other unauthorized access and use. This device has a locking function (e.g., user-defined codes or patterns) that can serve as a first line of defense against unauthorized use or access to stored information. Preloaded security applications that allow customers to track or locate misplaced devices can be found on several devices. Lost or stolen devices should be immediately reported to your wireless carrier so that proper measures can be taken to protect accounts. For additional information, visit your wireless carrier's Privacy Policy.

Additional information

Qualifying plan, app and GPS signal is required. All illustrations and images simulated. Coverage not available in some areas. See **Terms and Conditions (including arbitration provision)** at T-Mobile.com, MetrobyT-Mobile.com, or AssuranceWireless.com for additional information, restrictions and details.

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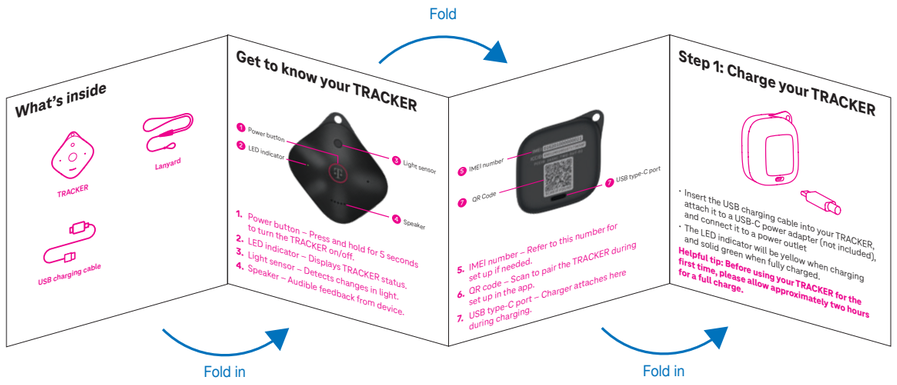
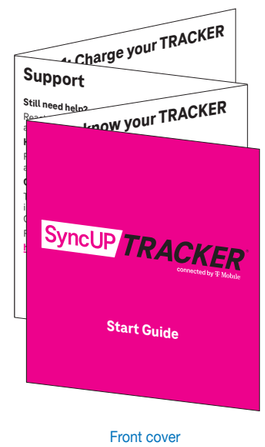
SyncUP TRACKER
connected by T-Mobile

Quick Start Guide





Front cover

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4-Color Process | T-Mobile Magenta

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