



FAQ's

- **Does the GPS Tracking Device work anywhere in the U.S. Canada and Mexico?**

Yes. GSM technology allows The GPS Tracking Device to work anywhere in North America and other countries. We currently have devices working in Central and South America.

- **What is the warranty with the GPS Tracking Device?**

The GPS device comes with a 1 year warranty. Please read the CallPass Tech limited warranty information sheet.

- **Does the service include unlimited airtime?**

Yes. Tracking is unlimited allowing you to utilize the service as often as necessary to track your vehicles in the event of delinquency or nonpayment.

- **Do I need to subscribe to a monthly service in order to get the GPS Tracking Device to work?**

No. There is no activation or monthly fees for 1 year. Following the one year anniversary you can renew the GPS airtime at prevailing market rate.

- **Where can I place the s GPS Tracking Device?**

The device because of size can easily be hidden in most areas within the vehicle the unit only needs a constant power 12V DC supply from your vehicle along with a ground connection. We strongly recommend securing the device in the dashboard.

- **If I am having a problem with installation or with the website, how do I get assistance?**

You can contact CallPass Tech Support at 877-324-0999 ext. 1444 to connect to a live operator that will assist your needs.



- **Can I track where my vehicle has been in the last day or two?**

Yes. There is the snail trail option on the right side of the dashboard application which allows you to set and view locations by date and date ranges. You can set the ranges as far back as your initial install date.

- **What happens if there is a problem with the device in my car?**

CallPass runs diagnostic tests on your unit every 24 hours to ensure it is working properly. If we detect something is wrong you will be notified through an Alert, which we send to the Messages Tab of your Dealer Interface. If you are receiving any type of error message using the dealer interface simply call our support line.

- **Where can I receive wiring and installation information for my vehicle?**

All installation and wiring documents are housed in the Support Tab of the Dealer Interface. Once you are logged in you will have access to these documents. Also, every device comes with its own set of instructions so you'll always have the information you need.

- **How do I know if a device is ready to be activated from my device inventory?**

Once you install a device and see the Blinking Green Light Only and an Install Date next to your device ID # within you device inventory. When the Install Date is registered simply fill out the details of your vehicle and hit ACTIVATE to move to Live Devices.

- **What cables will I use for installations?**

When utilizing the Starter Interrupt feature on the device you will use our Hard Wire Install Kits that come with Relay Sockets and I/O Cables in addition to the power cable, these are installed using a simple 3 wire crimp. If you are using just the GPS function and do not want to crimp wires we will provide you with an OBDII Cable that will allow you to "Plug N Play" into the device by plugging into the On Board Diagnostic unit of the car. Using an OBD II cable in no way jeopardizes the vehicle or influences the use of the OBD during a service call.