

Lifetime Warranty



*30 day money back guarantee and if the device has any issues, we will troubleshoot and offer free replacement.

Family1st Portable GPS Tracker User Guide

Thank you for your purchase!

Activate and Install in Few Easy Steps

Our Support



Our customer support is available 24x7 via email at support.gps@family1st.io

To speak to our experts, you can call us at
855-462-7819

Call support is available from Monday to Friday
9:00 AM - 5:00 PM(PT)

What's Inside The Box



Turn Over For Instructions

1 Activate Tracker **2** Locate Your IMEI **3** Install App & Login **4** Where to Attach



Scan the QR Code or visit family1st.io/gpsactivation/
Follow the steps on the activation page in order to get your GPS tracker registered.



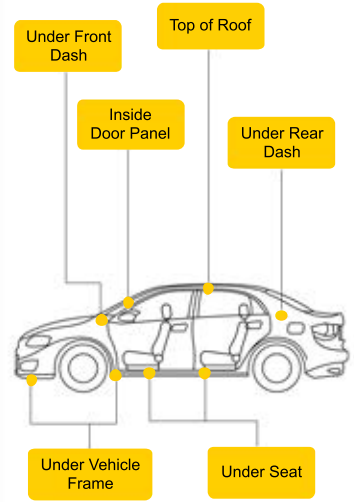
IMEI No: 86984XXXXXXXXX

Your IMEI will be at the back of your device. The IMEI is a unique 15-digit code.
After submitting your form check your email for your account information.



Install the “Family1st Pro App” on your cell phone and tablet. To access your account, login using the username and password provided in the activation email.

Login to your account at tracking.family1st.io



Quick Steps To Check

5 How to Use **6** HQ Troubleshoot **7** Reset Steps **8** Quick Links

Charge your device approximately for 4-6 hours. While the device is charging, the light below the battery icon will turn solid Red. When fully charged, the RED LED light will turn off, and no lights will blink on the face of the device.

Power On/Off Button

The power on/off button is located at the top of the device.

When powering on:

Hold the power button till all LEDs come on. The order of the LEDs is Red, Blue & Green.

When powering off:

Hold the power button till all LEDs go off. The order of the LEDs is Green, Blue & Red.

driver 1089

Your new device shows at our HQ Location.
Take the device for a 10 minute drive by placing it on the dash.
Need further assistance?
Click [24/7 Email Support](#).

How to troubleshoot device for HQ location?

Power it off and wait 10 seconds before turning it back on. When the lights blink Red, Blue & Green, press and hold the function key. Then, take it near a window or go for a 10-minute drive to update its location.

Please note:

If Cellular or GPS connection is not acquired, the lights will continue to blink.

Step 1 :

Turn off the device, wait for 10 seconds, and hold down the power button to turn it on.

Step 2 :

When the device turns on, observe the blinking Red light, followed by the Blue light, and then the Green light, noting that the lights will disappear once the device connects.

Step 3 :

If the light pattern described in Step 2 is not observed, proceed to Step 4.

Step 4 :

Locate the function key on the face with lights on the device, which is a large square button, press and hold it for a few seconds.

Step 5 :

To update the device's location, take it for a 10 minute drive by placing it on the dash.

8 Quick Links

Activation:
family1st.io/gpsactivation/

Login:
tracking.family1st.io

Purchase via Amazon:
amzn.to/3ty3yh8

How to reach us

Phone Number:
855-462-7819
Email Address:
support.gps@family1st.io