



Frequently Asked Questions & Troubleshooting Guide

Visit help.tractive.com to contact Tractive customer support for additional support.

Accounts & Subscription Plans

How do I activate my tracker?

Follow the steps below to activate your tracker by purchasing a Tractive GPS subscription plan.

New customers

1. Download the Tractive GPS mobile app for Android or iOS or visit my.tractive.com.
2. Create a free account.
3. Upon first sign in, you will be prompted to enter the tracker ID, which consists of the eight letters on the back of your tracker.
4. Follow the prompts to continue with the activation of your tracker by successfully purchasing a subscription plan.

Existing customers

1. Sign into your account in the Tractive GPS app mobile or web app.
 - a. Mobile app: Tap Account > Trackers > Activate Tracker
 - b. Web app: Click on Activate a Tracker
2. Follow the prompts to continue with the activation of your tracker by successfully purchasing a subscription plan.

Can I add more than one GPS Tracker to the same subscription plan?

You can easily track all of your pets simultaneously and in real time from within your account in the Tractive GPS app! However, it's important to note that each Tractive GPS tracker must be activated with its own subscription plan. It is not possible to 'link' more than one tracker to the same subscription plan.

The reason for this? Each tracker generates mobile service fees, similar to your cell phone. The integrated SIM card works with multiple local network providers in your area.

Why do I need a subscription?

Tractive trackers have a built-in SIM - like your phone - that uses mobile networks to send you location info. All the fees needed to do that are covered within your subscription. That way, you get to enjoy unlimited range worldwide.

What are the benefits of a Premium subscription?

The benefits of a Tractive GPS PREMIUM subscription plan include:

- **WORLDWIDE COVERAGE:** With a PREMIUM subscription plan, the Tractive GPS can send position updates in real-time in over [175 countries worldwide](#). This is perfect for a holiday trip outside the country or for users who live close to the border. With the BASIC subscription plan, the Tractive GPS only works in one country of your choice.
- **FAMILY SHARING:** Users with a PREMIUM subscription plan can share their Tractive GPS tracker and the location of their pet with anyone via the [Public or Family Sharing features](#) in the Tractive GPS app (Android, iOS, Web).
- **365 LOCATION HISTORY:** Users with a PREMIUM subscription plan are able to [view all positions recorded by the Tractive GPS device for the last 365 days](#) using the Tractive web app. Users with a BASIC subscription plan are only able to view the whereabouts of the last 24 hours.
- **PREMIUM CUSTOMER SERVICE:** Users with a PREMIUM subscription plan will receive priority customer service from the Tractive Customer Happiness team.

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Position Updates

Troubleshooting: I am not receiving position updates

Do you see a **red** or **orange** dot in the circle next to **GPS** on the map screen? If so, this indicates that the tracker is currently having difficulties detecting accurate GPS positions or maintaining a stable connection to local cell networks. The result of this is that you will not receive regular position updates until this issue is resolved.

For the best results, **Tractive recommends opening the app to check that the device is reporting/connected as soon as you attach the GPS tracker to your furry friend.** Additionally, please **ensure that you have the latest version of the Tractive GPS app installed** and update the app as necessary to ensure you'll see the most accurate and up-to-date information available about your GPS tracker.

Note: If you are in a **Power Saving Zone**, you will see **WiFi** in the top right-hand corner of the app when on the map screen. Your GPS tracker will no longer report regular GPS positions in this case as it is conserving battery power. Instead, every few minutes, the tracker will check to make sure it is still within the Power Saving Zone. Once your pet leaves the Power Saving Zone, your tracker will start reporting GPS positions as normal.

If you tap the **GPS** icon, a popup will appear with more information as to why the tracker cannot currently report accurate GPS positions. You can also press the power button on your tracker briefly and you will then see two flashing lights, which should correspond to the issue stated in the app. [Read more about what the LED light colors mean here.](#)

Generally, your tracker works best in an area with good network coverage when it has a clear line of sight to the sky. If you see an orange or red dot, we recommend going outside with your tracker in your hand and waiting for a couple of

minutes so the tracker can establish the necessary connections. Please make sure of the following:

- The tracker is turned on. If you press the power button once briefly and see two flashing lights and hear a beep, the tracker is turned on. If not, the tracker is turned off. To turn the tracker on, hold the power button on the tracker down for three seconds until you see a green light and hear two ascending beeps.
- Your mobile device is connected to WiFi or cellular data.
- *If your tracker features a detachable battery:* The battery and tracker parts are firmly attached.
- Nothing is blocking the tracker's line of sight to the sky - examples would be buildings, the roof of your home, and a heavily wooded area.

Weather patterns, such as a thunderstorm, can also disrupt the signal.

Once you have made sure of the points listed above, if you still see an orange or red dot after a few minutes, please restart the Tractive GPS app and reset the tracker by holding the power button down for 10 seconds until the LED lights up red for two seconds and you hear a high pitched beep.

Afterwards, please wait for a few minutes while the tracker tries to connect to local cell networks and detect accurate GPS positions. Please also try a short test walk (10 minutes are sufficient) around your local area with your tracker in your hand and LIVE tracking active, if possible.

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Troubleshooting: I'm having trouble with LIVE Tracking.

When LIVE tracking is available, you will be able to activate it by pressing the LIVE button in the bottom right-hand corner of the mobile app, or in the top right-hand corner of the web app at my.tractive.com. Once you have activated LIVE tracking, you will receive position updates every few seconds and your pet's path will be shown by a blue line.

When you have the app open on your cell phone, LIVE Tracking will remain active until you press the **Stop** button. If you minimize the app, LIVE Tracking will automatically be disabled after 5 minutes in order to conserve the battery life of your tracker. [Find out how to extend the automatic LIVE Tracking timeout here.](#)

We recommend having at least 10% battery life before starting a LIVE tracking session.

What can I do if LIVE tracking is not available?

If the LIVE button is greyed out, this indicates that you are not currently able to activate LIVE tracking. This is most likely because the tracker does not have an active network connection or is unable to detect accurate GPS positions. In this case, you will see a red or orange dot in the circle showing the GPS status in the mobile app. Pressing the GPS symbol will give you more information on the exact issue at that moment. [You can also check the network and GPS connection status of your device by pressing the power button on the tracker once.](#)

If your furry friend is in a [Power Saving Zone](#), you can only activate LIVE tracking if your phone is within Bluetooth range of the tracker. Once your pet leaves the Power Saving Zone and is reporting GPS positions, you'll be able to use LIVE tracking again.

If you cannot start LIVE tracking when out of the Power Saving Zone, please go outside with the

tracker in your hand and make sure that the tracker has a clear line of sight to the sky. If you are still unable to activate LIVE tracking after one minute, please restart the Tractive GPS app and reset the tracker by holding the power button down for 10 seconds until the LED lights up red for two seconds and you hear a high pitched beep.

Position Accuracy

My tracker is reporting inaccurate GPS positions - what can I do?

Taking into consideration the standard accuracy of GPS technology, it is important to also be aware of other factors that could decrease the accuracy of your Tractive GPS device. Some cases of GPS inaccuracy are considered normal under certain circumstances due to the nature of the technology.

Your tracker is most effective in an area with good network coverage when it has a clear line of sight to the sky. When indoors, for example, the roof of your home can block GPS signals, leading to less accurate positions. Therefore, we recommend that you try a 5-10 minute walk outside with your tracker in your hand and LIVE tracking active. Afterwards, check the [Location History](#) to compare the path you took with the route shown in the app.

A small deviation between your actual location and the reported position of the tracker is normal according to the limitations of GPS technology. Despite these limitations, you should still have confidence that you will be able to locate your pet accurately when needed.

If you regularly see an orange or red dot in the app next to **GPS**, or if you suspect that your tracker might not be working correctly, please follow the steps [at the end of this article](#) so that we can carefully check your tracker's data and make sure everything is working to your satisfaction again.

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Tips and tricks to avoid GPS inaccuracies:

- Turn the device off, or avoid using LIVE Tracking, when your dog or cat is safely indoors.
- If you have our latest [Dog](#) or [Cat](#) tracker model, set up a [Power Saving Zone](#) to avoid inaccurate positions when your pet is in a Power Saving Zone.
- Make sure that the GPS tracker is correctly positioned on your pet's collar. It is best when located on the back so that it's not covered by body parts.
- Use the [enhance GPS location accuracy feature](#) (available on select devices only).
- Enable Bluetooth on your smartphone or tablet.

How can I fix false Virtual Fence notifications?

If you receive Virtual Fence notifications when your pet is at home, this could well be because of GPS interference. Your tracker calculates its location based on its proximity to GPS satellites. However, when your tracker is indoors, its line of sight to the sky may be blocked, making it more difficult for the tracker to accurately detect its location. This can lead to less accurate or 'jumping' positions.

However, we are doing everything we can to make sure that you receive accurate position updates and notifications. The following tips should help ensure that you avoid false Virtual Fence notifications:

- Set up a [Power Saving Zone](#) to avoid less accurate positions when your pet is at home.
- Avoid using LIVE tracking when your pet is indoors, as this is likely to lead to more 'jumping' positions.
- Make your Virtual Fence a little larger so it still helps keep your pet safe, but minimizes the impact of GPS interference.

- If you have multiple Virtual Fences, make sure that they do not overlap with each other.
- Enable Bluetooth and GPS / Location Services on your smartphone to improve accuracy when your pet is nearby.

Why am I not receiving Virtual Fence notifications?

If you aren't receiving notifications when your pet enters or leaves a Virtual Fence (Safe Zone or No-Go Zone), this is likely to be due to one of three reasons:

- Something is stopping your cell phone from receiving notifications from the Tractive GPS app. [For example, third-party apps may be blocking notifications or you may have disabled push notifications for the Tractive GPS app.](#)
- Your tracker is not able to send Virtual Fence notifications because of connectivity or GPS issues.
- Your Virtual Fence is inactive. If your Virtual Fence is inactive, it will be shown in grey in the app. Please go to the Virtual Fence and tap on the slider to reactivate it.

After making sure that your Virtual Fence is active, please ensure [that you have enabled notifications for the Tractive GPS app](#) and that your cell phone has an active data connection (connected to either WiFi or cell networks). Please also ensure that you are logged in to your Tractive GPS account.

Next, please complete a short tracker test by following these steps:

1. Fully charge your tracker (until the red light disappears or turns green).
2. Reset your tracker by holding the power button down for at least 10 seconds until you hear a beep and the LED lights up.
3. Wait for a couple of minutes and then take a walk outside with your tracker in your hand. Please leave and re-enter the Virtual Fence boundary and activate LIVE tracking on this walk.

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Battery & Charging

I can't set up the Power-Saving Zone feature

At this time, only **2.4 GHz** networks are supported in the Power Saving Zone feature and we use the **802.11b** standard. 5 GHz networks are not currently recognised.

If the tracker doesn't find any WiFi networks, or finds other networks but not yours, this indicates that the router's settings are not currently compatible with the tracker's standards. However, it is often possible to make some small changes to your router's settings and resolve this issue (without having any impact on your WiFi connection).

Your router's manual may detail how to change to a 2.4 GHz network and the 802.11b standard. **Please also make sure that the network is not hidden.** The SSID must be visible so the tracker can detect it. If your router supports a legacy mode, which you should be able to find in the WiFi settings of your router (Settings > Wireless networks > WLAN Group (in the upper right) > edit > legacy support), please try enabling it and then setting up the Power Saving Zone again. You can find full instructions for setting up legacy mode [here](#).

If you see an error message stating the tracker has an unstable connection when you try to set up a Power Saving Zone, this indicates that the cell network signal the tracker is currently receiving is not strong enough. Please try **resetting the tracker by holding the power button down for 10 seconds** until you see a red light for two seconds and hear a high-pitched tone. Please then wait for a minute or two and try again.

If this sounds tricky, we're here to help! Simply message [our Customer Happiness Team](#) and provide them with the following information:

- **The SSID and router model** of your WiFi (you can typically find this on the sticker on the side or back of the router).
- If you create a hotspot from your cell phone, **are you able to set up a Power Saving Zone using this hotspot?**
- Is the tracker able to find other WiFi networks nearby?
- A screenshot of the error message you see in the app when trying to set up a Power Saving Zone.

Fix a Tractive GPS tracker that won't turn on

First, determine if the tracker not turning on is really the issue. If the tracker is not turned on, there will be a red dot in the circle next to GPS at the top of your screen. Tapping on GPS will give you more information - for example, it will tell you if the tracker is turned off. If you are informed that the tracker cannot update its location or is not connected to the network, [follow the troubleshooting tips here](#).

You can also check to see if the tracker is turned on by pressing the main power button on the device briefly (less than 3 seconds).

- If the LED lights up and you hear a short beep, the tracker is turned on.
- If there is neither a beep nor a light, the tracker is turned off.
- If you see a blinking red light, the battery level is too low and the tracker must be [charged](#).

If the LED lights up and you hear a short beep when you check if the tracker is turned on, but you aren't receiving any updates in the app, this is likely due to a connection issue. [Please check the LED status of your device](#) and follow the tips at the end of this article to try and resolve this issue.

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Fix a Tractive GPS tracker that won't charge

When you plug the tracker or battery into the charger, the LED will light up red to indicate that the charging process is ongoing. Once the battery is fully charged, the LED will turn off or turn green. If this happens after a few seconds, this indicates that the battery is already fully charged.

Usually, the LED will light up red within a few seconds to indicate that charging is ongoing. If the tracker hasn't been charged for some time, it may take up to one minute for the LED to light up red, so please keep the charger attached for at least one minute to check if the tracker is charging correctly!

Note: When charging the latest [Dog](#) or [Cat](#) tracker model, please ensure that you firmly clip the charger onto the end of the tracker with the magnetic, gold charging points, as in the video below. You should hear a click as the charger locks onto the tracker.

If the LED lights up red when charging and then turns off or turns green some time later, but the battery information in the app does not update to reflect this, this is likely due to a connection issue. [Please check the LED status of your device and follow the tips at the end of this article](#) to try and resolve this issue.

If the LED does not light up red when you try to charge the tracker or battery, please try the following tips to get your tracker charging again:

- Make sure that the charger is correctly attached to the tracker or battery and plugged into a working power source.
- Ensure that all charging components are clean. Gently remove dirt or debris with tap water and a cloth or toothbrush.
- Try charging the device using another charging cable, A/C adapter, or using the USB port of your computer to rule out the possibility of a defective charging cable or A/C adapter.

- Inspect the charging cable and tracker for damages or defects.

What do the LED colors mean?

Every Tractive GPS tracker features an LED light to give you information about the current state of the tracker, including on/off state, charging status and battery level, LIVE Tracking, GPS and network connection.

Tracker / Battery Status

The LED light will illuminate in the following events:

Tracker turned on:	green light after pressing the tracker button for 3 seconds
Tracker turned off:	red light after pressing the tracker button for 3 seconds (again)
Charging:	red light during charging, turns off or turns green when charging is complete
Battery low warning:	red blinking light when battery is running low
LIVE Tracking:	purple, pink, white or blue blinking light in LIVE Tracking mode

Note: If the tracker displays a purple/pink, white or blue light when not in LIVE Tracking mode or in a [Power Saving Zone](#), please contact Tractive for support.

GPS & Network Connection

Additionally, when the tracker is turned on, you can press the power button for one second to view the network and GPS connection status of the device.

After pressing for one second, you should see two blinking colored lights. The color of the first light represents the network connection status; the color of the second light represents the GPS connection status.

Both lights should be green for a normal tracking experience. When one or both lights are red, tracking may be interrupted.

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If you press the power button for one second while the tracker is in a [Power Saving Zone](#), the LED will flash white twice.

-  Network OK - GPS OK
-  No network - GPS OK
-  Network OK - no GPS
-  No network - no GPS
-  In a Power Saving Zone

Network available GPS available

If the device is turned on and after pressing the power button for one second, you see two green flashing lights, then that indicates a good network and GPS connection. You're ready to start tracking!

No network GPS available

If the device is turned on and after pressing the power button for one second, you see a red and then green flashing light, then this indicates that the tracker has no network connection. [Read more here](#)

Network available No GPS

If the device is turned on and after pressing the power button for one second, you see a green and then red flashing light, this indicates that the tracker has no GPS connection. [Read more here](#)

No network No GPS

If the device is turned on and after pressing the power button for one second, you see two red flashing lights, then this indicates that the tracker has neither a network or GPS connection.

No GPS or Network Connection? Here's what to do:

If you experience one or two red lights, try first going outside, waiting for around one minute and then testing the GPS and network status again. When the tracker has a clear line of sight to the sky (not blocked by the roof of your home, for example), it is easier for the tracker to receive GPS signals.

If, after a few minutes, you still see one or two red lights when doing this test, please restart the Tractive GPS app and reset the tracker by holding the power button down for 10 seconds until the LED lights up red for two seconds and you hear a high pitched beep.

App Troubleshooting

Why don't I see any new Wellness data?

My Wellness Score is blank

There are several reasons why you may not see your Wellness Score in the app yet.

- **You're new to tracking with Tractive.** If you've just started using your tracker, we may not have enough Activity & Sleep data yet. Keep using your tracker regularly and as soon as we have seven day's worth of data, you'll see your first Wellness Score.
- **Your tracker wasn't used enough the day before.** For an accurate Wellness Score, you'll need to be tracking your furry friend daily and consistently. Keep your tracker turned on and attached to your pet as regularly as you can so that we have the data to display your Wellness Score again.
- **The data hasn't synced from your tracker yet.** Wellness data is synced from your tracker to your cell phone/tablet via a Bluetooth connection. This means that if the tracker hasn't been close to your mobile device recently, the latest data will not be shown in the app.

Please make sure that you do not pair your tracker with your phone in your phone's Bluetooth settings as this can interfere with the sync process. If you have already paired the tracker with your phone, **be sure to unpair it now.**

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How can I sync Wellness data manually?

First, make sure that Bluetooth is active on your cell phone whenever possible as the tracker will then automatically try to sync the data throughout the day. Having Bluetooth active on your phone also helps your tracker report accurate positions in case of GPS interference or network coverage issues.

If you don't sync the data for a few days, the tracker will try to sync the data for you once it reaches a certain capacity using cell networks, rather than Bluetooth.

You can sync the latest data to your account at any time by following these steps (shown in the video below):

- Make sure Bluetooth is active on your mobile device and the device has an active internet connection (WiFi or data plan).
- Make sure that your Tractive GPS tracker is turned on and next to your mobile device.
- Open the Tractive GPS app and tap on **Wellness** at the bottom of the screen then click the More button next to Active Time Today. Finally, press the refresh button in the top right-hand corner of the screen to trigger the sync.

The sync should take no longer than a few minutes and you will then be able to see your pet's recent activity information in the Activity section of the app

What should I do if the data is not syncing?

Your tracker can only connect to **one mobile device via Bluetooth at a time**. Therefore, if you regularly use multiple phones/tablets to access your account, please activate Flight Mode and deactivate Bluetooth on all nearby devices. Please then deactivate Flight Mode and activate Bluetooth on the mobile device you are using **only** and try to sync the latest data.

If you are still unable to sync the data, please try these steps again on a different smartphone or tablet to rule out the possibility of an issue with

the first mobile device. Please also restart your mobile device, delete and reinstall the Tractive GPS app and then try again.

- Due to technical incompatibilities with a very small number of mobile devices, such as certain Huawei Lite phones, the sync may not work reliably on these phones. If possible, please try using a different smartphone to complete the sync.

If you continue to have issues syncing Wellness data, please email support@tractive.com and include a screenshot of the error message you receive, if possible.

Troubleshooting: I'm having trouble with notifications

What to do if you aren't receiving notifications

If you aren't receiving notifications on your cell phone, this could be because the tracker is not sending notifications or because of your cell phone's settings.

To check if the tracker is sending notifications, please do the following:

1. Log in to your account at my.tractive.com and go to **Manage your Account** → **General Settings**.
2. Tick the options **Entering Virtual Fence** and **Leaving Virtual Fence** under **Email** (as shown below) and then click **Save**. Please also make sure that the corresponding options are active for the **Mobile App**.
3. If necessary, set up a virtual fence. Please ensure, [as shown at the bottom of the page linked here](#), that you do not have any overlapping virtual fences.
4. Take a short walk with your tracker in your hand and activate LIVE tracking. Please leave and re-enter the virtual fence during this walk.

Notifications
Manage which notifications you would like to receive.

	Email	Mobile App	Web Browser
🔲 Entering Virtual Fence	☒	☒	☐
🔲 Leaving Virtual Fence	☒	☒	☐
🔲 Battery Warnings	☐	☒	☐
🔲 Tracker On/Off	☐	☒	☐
🔲 Activity & Fitness	☐	☒	☐
🔲 Tracker Sharing	☐	☒	☐
? Support	☐	☒	☐

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If you don't receive any notifications from this test walk via email or your cell phone, please leave your tracker turned on and [contact Tractive Customer Service](#) with the following information:

- The date and time of your walk.
- [The two colors you see if you press the power button on your device once briefly.](#)

If you receive notifications sometimes, but not on other occasions, please contact [Tractive Customer Service](#) and provide us with some example timeframes of missing notifications so that we can carefully analyze the data from these periods.

What to do if you receive notifications via email, but not on your cell phone

If you receive notifications via email, but not on your cell phone, this could be due to your cell phone's settings. Please do the following:

- [Make sure that you have enabled push notifications for the Tractive GPS app.](#)
- Check that third-party apps, such as Clean Master or Security Master, are not blocking notifications from the Tractive GPS app.
- Your cell phone must be connected to cellular networks or WiFi in order to receive notifications, so please check that your cell phone has an active data connection.
- Check if battery saving mode, also known as battery optimization, battery saver, or low power mode, could be affecting notifications ([Android](#) / [iOS](#)). If this is active, please deactivate it and then try the test walk outlined above to see if this resolves the issue.

If, after following these tips, you still don't receive notifications on your cell phone, please contact [Tractive Customer Service](#) and provide us with some examples of when you received notifications via email, but not on your cell phone.

What to do if you receive notifications with a delay

Delayed notifications could be caused by battery saving mode or third-party apps, as explained above, so please check that they are not causing delays to your notifications. You may also receive notifications with a delay if your cell phone has an unstable connection (poor cell coverage or a weak WiFi signal).

Once you have checked the points above, please [contact Tractive Customer Service](#) with some example timeframes if you continue to receive notifications with a delay. Please let us know when you expected to receive the notifications and when you actually received them. Screenshots showing when you received the notifications are very helpful for our analysis. Please also leave your tracker turned on so that we can carefully analyze the data from this period.