



GPS  
SpyTec

**GX350 GPS Tracker  
User Guide**

# In the Box

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Included:

Tracker

USB charging cable

AC adapter

User guide

Charging port

Power button

Battery LED (Red)

On and Cellular LED (Green)

Satellite LED (Blue)

Function key button



## STEP 1 - Charging

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- Plug in wall charger, then connect charger to GX350 – black side up on connector.
- Power LED will flash Red while charging, and will go solid Red when fully charged.
- Charge for at least 8 hours or until Red LED goes solid.
- Disconnect from charger, Red LED will go out.
- If the Green LED is flashing every 10 seconds, tracker is ON.



## STEP 2 – Locate Your MEID

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Locate the mobile equipment identifier (MEID) number on the bottom of your tracker. The number is 14-characters long.

## STEP 3 – Create an Account and Login

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- a. You can activate your tracker here: [www.spytecinc.com/gps-activation](http://www.spytecinc.com/gps-activation)
- b. Your login details will be emailed to you.
- c. Once you log into your account, you will see the mapping platform where your GX350 will show its location.

## STEP 4 – Placement of the Tracker

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- a. The GX350 needs to have as much access to the open sky as possible to retain a connection to the GPS satellites.
- b. Tracker cannot have metal on most sides. Metal blocks GPS signals.
- c. When placing the GX350 under a vehicle, position it as close to the edge as possible, facing down toward the pavement.
- d. DO NOT place the GX350 in the middle of the undercarriage, in the wheel well, inside a metal bumper, in the trunk or in the engine

## Important Facts

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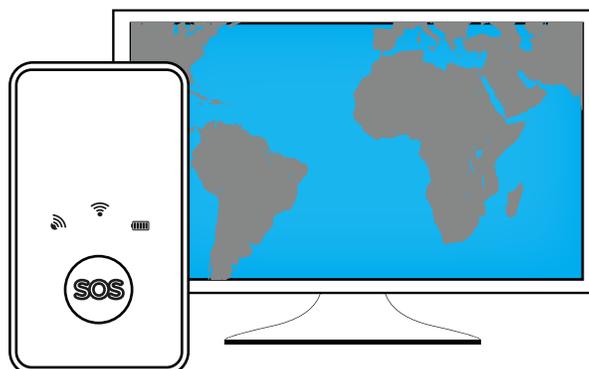
- Standard programming for the GX350 is to update every 3 hours when not moving and once a minute when moving.
- When ON, the Green LED will flash once every 10 seconds.
- The Blue Satellite LED is quite random and can generally be ignored.
- When powering off, the Red LED will remain on for up to 2 minutes, then power down.
- The optional M2 Waterproof Magnetic Case for the GX350 makes placement easy. Buy it at: [www.spytecinc.com/waterproof-magnetic-case-for-gl200-gl300.html](http://www.spytecinc.com/waterproof-magnetic-case-for-gl200-gl300.html)

# Troubleshooting



*Q. Though GPS platform says device is in NJ (or last read 1,000 days ago), this isn't accurate.*

- A** This means your device has not locked onto GPS signals. Turn on the device, make sure the green LED is blinking slowly and take it out for a drive.



*Q. GPS platform shows a blue screen or the coast of Africa.*

- A** This means the device has not yet locked onto a GPS signal. Take it outside for a quick walk or drive, and its location should promptly update.



*Q. Why does my device say "last updated x days ago"? Is it being used?*

- A** This is because of a server timestamp issue with our system. It has nothing to do with the unit or your account.



*Q. My device has been turned on for some time, but it is not updating. Why?*

- A** If the green LED is blinking slowly (once every 10 seconds) and you took it out for a 5- to 10-minute drive, and the unit is still not updating on the platform, please contact us at: [support.gps@spytecinc.com](mailto:support.gps@spytecinc.com).

# Specifications

General	
Communication modes	CDMA 1xRTT packet data, TCP/IP, UDP and SMS
Coverage	For use in the United States only
Certifications	FCC, Verizon
Cellular	
Data support	SMS, CDMA 1xRTT packet data
Operating bands	(MHz) CDMA 1xRTT: 800/1900
Transmitter power	CDMA 1xRTT: CDMA BC0: Power class 3 (24.5dBm) for 1xRTT CDMA BC1: Power class 2 (24.5dBm) for 1xRTT
CDMA 1xRTT data rates	153.6Kbps upload/153.6Kbps download
Location Technology	
50 channel GPS (with SBAS) SBAS	WAAS
Location accuracy	2.0-meter CEP (with SBAS)
Tracking sensitivity	-160dBm
Acquisition sensitivity	-147dBm
AGPS capable?	Yes
Environmental	
Operating temperature	-4 to 158° F; -20° to 70° C
Storage temperature	-40 to 185° F; -40° to +85° C
Humidity	95%RH @ 50° C non-condensing
RoHS complaint?	Yes
Electrical	
Internal battery	Lithium-Ion 2000mAh,3.7V
Input voltage	DC 4.75-5.25V
Physical	
Dimensions	2.69" x 1.5" x 1.06" (6.8 x 3.8 x 2.7 cm)
Weight	3 oz. (85 g)
Connector	Custom charging port
USB charging cable length	39.5" (1 m)

# Help

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Thanks for purchasing a SpyTec GPS product! We appreciate your business and strive to make your experience the best possible. If you have any issues with your product, please contact us at the following addresses:

Email tech support questions to: [support.gps@spytecinc.com](mailto:support.gps@spytecinc.com)

Email billing questions to: [support@spytecinc.com](mailto:support@spytecinc.com)

To download user manuals—including the one for the SpyTec GPS platform software that you'll use to track your GPS device from a phone, tablet or computer, go to:

<http://www.spytecinc.com/gpstracking>

Log into your tracker at: [www.spytecgps.com](http://www.spytecgps.com)



## Warranty

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This Unconditional Lifetime Warranty applies to the GX350 GPS Tracker sold by SpyTec GPS. This warranty covers any manufacturing defects to the device or accessories encountered by normal use. This warranty does NOT cover damages resulting from improper use of the device (including the use of incompatible accessories such as chargers, storage devices, etc.), unauthorized modifications to the device, negligence, or from any environmental or natural disasters, or from loss or theft. This warranty does not cover water damage. This warranty requires proof of sale of the device from STI or from approved resellers only.

Devices that are covered will be repaired or replaced at STI's discretion. Devices requiring replacement will be fulfilled with a new or refurbished unit, or a similar unit if the original unit is no longer available.

To take advantage of our warranty, go to <http://www.spytecinc.com/return-policy/> and review our returns policy. If your device meets the above guidelines as well as the guidelines on our website, please click the button to proceed to the Return Authorization Form. In the event our online guidelines change, this warranty will supersede any newer changes. Once you have filled out the Return Merchant Authorization form, please wait for instructions.

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