

Lifetime Warranty



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

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)

Family1st Portable GPS Tracker User Guide

Thank you for your purchase!
Activate and Install in Few Easy Steps

What's Inside The Box



Turn Over For Instructions

Easy Steps To Activate



1 Activate Tracker



Scan the QR Code or visit
family1st.io/gpsactivation/

Follow the steps on the activation page
in order to get your GPS tracker
registered.

2 Locate Your IMEI



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.

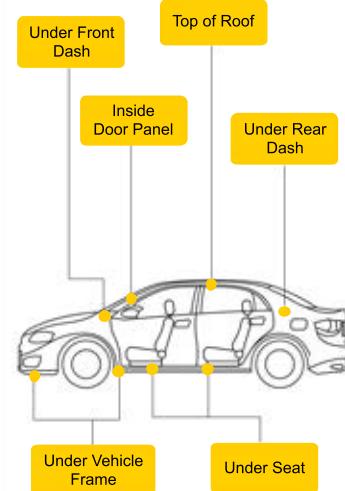
3 Install App & Login



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

4 Where to Attach



Quick Steps To Check

5 How to Use

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.

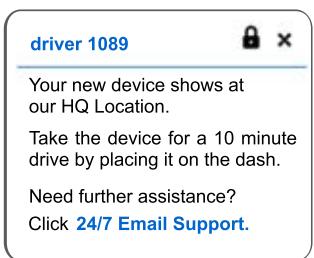
When powering on:

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.

6 HQ Troubleshoot



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.

7 Reset Steps

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