



TRAKSIFY Protect

App user guide - version 4.1.1

Complete instructions for using the TRAKSIFY Protect app on iPhone, iPad and Android.

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About this guide

This guide explains how to use the TRAKSIFY Protect app, version 4.1.1, on iPhone, iPad and Android. It covers every main screen and feature, the usual steps for each task, and answers to common questions. Menu paths are written like this: Settings > Safety & Alerts > Geofences.

TRAKSIFY Protect works with TRAKSIFY GPS trackers for people, pets and assets. It lets you track devices live, replay past movements, receive alarms (for example SOS, fall detection, geofence and low battery), control device settings and share locations with people you trust.

The app is available in English, German (Deutsch), Spanish (Español), French (Français), Simplified Chinese and Traditional Chinese. Customer support: cs@traksify.com, the Support Chat in the app, and the help section at traksify.com/help-section.

TRAKSIFY's principle is: track to protect, never to stalk. TRAKSIFY reserves the right to revoke any account implicated in verified stalking reports.

What's new in version 4.1.1

Top 3 new features

- Private Community: create a private group for a hike, an outing or any joint activity. Members see each other's devices on one shared map, get proximity and separation alerts, and every member is alerted immediately when a device sends an SOS or detects a fall (SOS relay). See section 11.
- AI Analyst: a written analysis of a device's activity for today, the last 7 days or the last 30 days, with a summary, a recommendation and a comparison with the previous period. See section 8.1.
- Additional SOS recipient via WhatsApp: an emergency contact of your choice also receives a WhatsApp message whenever any of your devices raises an SOS. See section 7.4.

Top 3 improvements and fixes

- Floating navigation: Home, Live, Replay and Control are now together in one floating navigation bar, with Settings as its own button. See section 2.
- Biometric sign-in redesigned: sign in with Face ID or fingerprint from a new sign-in card that shows your email in masked form for extra privacy. See section 1.2.
- Notifications screen redesigned: alert rules and alarms are easier to scan and manage. See section 7.3.

Also in this version

- New app icon in TRAKSIFY red, designed to reflect what the app stands for: secure, protect and locate.
- Support Chat with AI Assist for instant answers, with the TRAKSIFY support team available when needed.
- Device sharing by email with a one-time code, daily and weekly activity reports by email, and PDF/Excel report export.
- Settings regrouped into clear sections, plus layout and font fixes throughout the app.
- To get version 4.1.1, update TRAKSIFY Protect from the App Store or Google Play. The installed version is shown at the bottom of Settings.

1. Getting started

1.1 Create an account

- Open the app and choose Register.
- Enter your name, email address and a password.
- Read and accept the Terms & Conditions and the Privacy Policy. Both must be accepted before you can continue.
- A 4-digit verification code is sent to your email address. Enter it on the Verification screen. If it does not arrive, check your spam folder or tap Resend Code.

1.2 Sign in

- Enter your email and password and tap Login.
- If Biometric Login is switched on, the sign-in screen shows 'Sign in as' with your email partly hidden (masked) for privacy. Tap Sign in with biometrics to use Face ID or fingerprint instead of typing your password. You can show or hide the full email.
- Forgot your password? Tap Forgot Password, enter your email address and tap Reset Password. You receive a link or code to create a new password.
- You can change the app language from the sign-in screen before logging in.

1.3 Register your first device

After signing in for the first time, the app offers to register a device. You can also start later from Home > Register Device or Settings > Devices > My Devices.

- Enter a device name, for example the name of the person, pet or asset.
- Enter the device TID. The easiest way is to scan the QR code on the TRAKSIFY device: tap the QR code icon and allow camera access; the TID is filled in automatically.
- Confirm. The message 'Device added. Please proceed to complete the activation.' means the device was registered.
- Complete the owner profile: your first and last name, mobile number, address and country, and choose What to Protect: Person, Pet or Asset.
- Verify your mobile number with the one-time code (OTP). A valid, verified mobile number is required for WhatsApp alarm and event notifications.
- Fill in the details for the person, pet or asset (see section 1.4).
- Choose a tracking mode (see section 6.2).

If a device TID is already registered, the app shows an error. Contact customer support at cs@traksify.com. Each account can register a limited number of devices; the app tells you when the limit is reached.

If someone has shared a device with you, choose Sync a device from another account on the Let's Get Started screen and scan their share QR code (see section 9).

1.4 Profile details for a person, pet or asset

- Person: full name, nickname, phone number, email, gender, age, height (cm or ft), weight (kg or lbs), body shape, hair colour, eye colour, complexion, ethnicity, any marks on the body, health history

(optional), a photo and any other specific information. These details help others identify and help the person in an emergency.

- Pet: dog or cat, name, breed, age, character, chip ID, likes, dislikes and a photo.
- Asset: type (car, suitcase, handbag, backpack, truck trailer, motorbike, bicycle, scooter or other), name, colour, description and a photo.

You can edit these details later from the device details page (My Devices > select the device > Edit Profile).

2. Navigating the app

The floating navigation bar at the bottom of the screen has five buttons. Home, Live, Replay and Control are grouped in one rounded bar; Settings is the round button on the right.

- Home: your dashboard with device overview, messages and shortcuts to all features.
- Live: the live map with the current position of your devices.
- Replay: play back where a device has been over a chosen period.
- Control: send settings and commands to a device (tracking mode, fall detection and more).
- Settings: all settings, grouped into Devices, Safety & Alerts, Reports & Activity, Plans & Billing, Account & App, and Help & Support.

2.1 Home dashboard

- Total Devices and Online Now show how many devices you have and how many are currently connected.
- When new messages have arrived since your last login, a banner shows the number. Tap Read Now to open them.
- Your Devices lists every device with its status. Filter by All, Online or Offline, and tap Refresh to update.
- Shortcut tiles open: AI Analyst, Live Tracking, Timeline Replay, Events, Activities, Device Control, Register Device, Notifications, Geofences, Support Chat and Service Status.
- If you are in a Private Community, a community card shows the number of devices and how many are online.

3. Live tracking (Live map)

- Open Live from the navigation bar to see your devices on the map.
- Filter by status (All Devices, Online, Offline) or search by device name, IMEI or location.
- Tap a device to see its details: status, speed, last update, address (tap Show Address), battery, motion, distance and total distance, satellites and altitude.
- From the device panel you can: Share Location, View Replay, open Device Control, Follow the device (the map keeps it centred; tap Unfollow to stop), and show the direction of travel.
- Map buttons let you go to a device, go to your own location, reset the map to north, refresh the data and change the map layer (TRAKSIFY Street, Outdoors, Satellite, Dark, Light, Google Road, Google Satellite and others, depending on your Preferences).
- Geofences and Safe Zones can be shown on the map. Tap Geofence List to see them.
- Up to 5 devices can be shown on the map at a time. In My Devices, use Filter on Map to choose which ones.

If the map says 'Position unknown. Please wait for GPS signal', the device has not yet reported a position. Take it outdoors with a clear view of the sky and wait a few minutes.

3.1 SOS and vibration alerts on the map

When a device raises an SOS or vibration alert, an alert window appears on the map with the device and time. Check on the person, pet or asset, then tap Close Alert to clear it.

3.2 Speedometer and live route trail

In Preferences you can show a live speed gauge on the map (tap it to switch device) and a trail behind moving devices with your choice of length, colour and line style.

4. Replay (track history)

- Open Replay from the navigation bar.
- Choose the device and the period: Today, Yesterday, This Week, Previous Week, This Month, Previous Month or Custom (pick From and To), then tap Apply.
- The route is drawn on the map and can be played back. Colours show speed; tap Speed Legend to see the scale.
- Show Summary gives the duration, distance, average speed and maximum speed. Show Point Details shows time, speed and location for each recorded point.
- Heatmap shows where the device spent the most time.
- Export Image saves a picture of the replay map that you can share.

If no route appears, the device recorded no positions in that period ('No replay data available for the selected period'). If only one position was recorded, the device did not move or was offline.

5. Devices

5.1 My Devices

Settings > Devices > My Devices lists all registered devices. Each device card offers quick actions:

- Profile: open the device details page.
- Linking / Safe Zone: connect geofences and Safe Zones to the device. You must create a geofence first.
- Find: open Find My Device.
- Mode: open Device Control to change the tracking mode.
- Share: share the device with another person (see section 9).
- Filter on Map: choose which devices (up to 5) appear on the live map.

A device marked 'Setup not finished' still needs its owner details. Tap it to add them.

5.2 Device details page

The device details page shows the device name, TID and SIM ID, owner details and the profile of the person, pet or asset. From here you can:

- Set Device Name: rename the device.
- Edit Profile: change the person, pet or asset details and photo.
- Hide Profile / Unhide Profile: hide or show the profile details.
- Public profile privacy: choose what visitors of the device's public profile page can see (name, email, mobile number). Off means hidden.
- Call: start a voice call to the device (only on devices that support voice calls).
- SOS Contacts: set who the device calls when its SOS button is pressed (only on devices that support calls).
- Delete Device: permanently remove the device. This cannot be undone and deletes all device data from the app and platform.

5.3 Voice calls

- On voice-capable devices, tap Call on the device details page. Allow microphone access when asked.
- During the call you can Mute or Unmute and switch between Speaker and Earpiece. Tap End to hang up.
- A device can also call the app. You see an incoming call screen: tap Pick up to answer.
- The device must be switched on and online. Messages such as 'Device is offline', 'The device did not answer' or 'Calling is unavailable right now' explain why a call could not be made.

5.4 SOS contacts (SOS calling)

- On a voice-capable device, open the device details page and tap SOS Contacts.
- Add a contact: enter who it is, choose the country and enter the mobile number. Landline numbers are not supported.

- A 4-digit code is sent to that number by text message. It is valid for five minutes. Enter it to confirm the number.
- When the SOS button is pressed, the confirmed numbers are called in order until someone answers.
- Numbers that are not confirmed will not be called. You can confirm later or remove a contact at any time.
- The device must be online to receive changes.

5.5 Find My Device

Settings > Devices > Find My Device (or Find on the device card). Select the device and switch Find Device ON; the device starts signalling so you can find it nearby. Tap STOP FINDING when done. The device must be online; an offline device cannot be located this way.

5.6 Devices shared with me

Settings > Devices > Shared With Me lists devices other people have shared with you, with status, tracker ID, last update and how long the share lasts. Tap + to scan a share QR code. When a share ends, the device shows 'Sharing expired'.

6. Device Control

Open Control from the navigation bar (or Settings > Devices > Device Control). Select a device; the device status (online or offline) is shown at the top. Commands are sent to the device and take effect when it is online. Available options depend on the device model.

6.1 Controls

- Fall Detection ON/OFF: the device raises an alarm when it detects a fall.
- Privacy Mode ON/OFF: turns the device's privacy mode on or off.
- Night Light ON/OFF: switches the device's night light.
- Step Counter ON/OFF: enables or disables step counting.
- Reset Odometer: resets the device's distance counter.

6.2 Tracking modes

Under Configure Tracking Mode, choose how often the device reports its position, then tap Save:

- Real Time: updates every 5 seconds. Most detail; uses the most battery and data.
- Tracking: updates every 10 seconds.
- Monitoring: updates every 600 seconds (10 minutes). Best for battery life.
- Auto Mode: the device chooses the reporting interval automatically.

7. Safety and alerts

7.1 Geofences

A geofence is a virtual boundary on the map. You can be notified when a device enters or leaves it. Open Settings > Safety & Alerts > Geofences (or Home > Geofences).

- Tap Add Geofence and choose Draw a Circle, Draw a Route (Line) or Draw a Polygon.
- Circle: tap the map to set the centre, then drag to adjust the radius. Route and polygon: tap to add points; drag points to adjust them.
- Use Search Location or My Location to move the map.
- Enter a name, an optional description and a colour, then tap Save Geofence.
- After saving, the app asks whether this geofence should also be a Safe Zone, and whether you want a notification when a device enters or exits your geofences.
- To change or remove a geofence, open Geofence List, select it and choose Edit Geofence or Delete Geofence.

Smart Fence suggestions: tap Suggest Geofences to see places your devices visit often (for example home or school). Suggestions appear once your devices have visited somewhere on several separate days. Choose Create Geofence, Not now (keep it for later) or Never (hide the place permanently).

7.2 Safe Zones

A Safe Zone is a geofence marked as a safe area for a device. Open Settings > Safety & Alerts > Set Safe Zone.

- Tap Add Safe Zone and draw a circle, route or polygon, or choose Use an existing geofence to mark one of your geofences as a Safe Zone.
- Choose which devices the Safe Zone applies to (Assign to devices).
- Edit Safe Zone lets you change the name, description and shape. Remove Safe Zone stops the geofence acting as a Safe Zone but keeps the geofence.

7.3 Notifications Control

Settings > Safety & Alerts > Notifications Control decides which events notify you and how.

- Add a notification rule: choose the type, the alarm types (for example SOS, fall detection, low battery, vibration, geofence enter/exit, device online/offline, moving/stopped) and the channels.
- Channels: App (push notification), WhatsApp/SMS, and Email.
- WhatsApp and SMS alerts need a verified mobile number and use your messaging plan (see section 10.2).
- Rules can be edited or deleted at any time.

7.4 Additional SOS recipient

Settings > Safety & Alerts > Additional SOS recipient adds an emergency contact who also receives a WhatsApp message whenever any of your devices raises an SOS.

- The number must have WhatsApp installed and must belong to an emergency contact person, not to you.

- Choose the country, enter the mobile number and tap Send code. A 4-digit code is sent by WhatsApp to that number and is valid for five minutes.
- Enter the code and tap Confirm. The recipient is saved for all your devices.
- You can remove the additional SOS recipient at any time.

7.5 Messages (inbox)

The Messages screen collects all alerts sent to you. Filter by All, Unread, Geofence, Vibration, Low Battery or Online/Offline. Tap a message with a location to open it on the map. Use Mark all read, delete a single message, or Delete all (this permanently deletes every message in the current filter).

8. Reports and activity

Open Settings > Reports & Activity > Reports. The Reports hub contains AI Analyst, Events, Activities, Speed Summary, Messaging Usage, Track Replay and Shared Devices.

8.1 AI Analyst

- Select a device and a period (Today, Last 7 days or Last 30 days) and tap Generate analysis.
- The AI Analyst writes a summary, a recommendation and a comparison with the previous period. It considers the device profile (for example a dog or a person) and the weather. It also shows a Tracker Score with consistency, activity and distance.
- One analysis per device per day is available.
- The analysis is AI-generated guidance only. It is not veterinary, medical or professional advice.

8.2 Activities

- The daily view shows a timeline of journeys and stops for the selected device and day: start and end time, active time, distance, the type of movement (for example walking, running, cycling, driving or in transit) and how long the device stopped. Tap View Route to see a journey on the map or open it in Google Maps.
- Weekly Activity shows the week day by day: distance, active time, journeys and active days, with a chart of distance per day. Tap Compare with previous week to compare. Tap a day to open it.
- Export report creates a PDF (summary, chart and table) or an Excel spreadsheet in your current app language. You can open or share it, or tap Email me the link; the link stays available for 24 hours.

8.3 Activity report by email

Settings > Reports & Activity > Activity report by email. Choose Daily (every morning, the previous day for all your devices), Weekly (every Monday morning, the previous week compared with the week before), Daily and weekly, or Off.

8.4 Events

Events lists everything a device reported on a chosen day, such as alarms, SOS, fall detection, geofence enter/exit, online/offline, moving/stopped, low battery, overspeed and ignition. Filter by All, Alarms, Geofence, Device Status or Ignition, and tap an event to see where it happened.

8.5 Speed Summary

Shows a chart of speed over time for the chosen device and day, with maximum, average and minimum speed.

8.6 Messaging Usage

Shows how many WhatsApp and SMS messages were used over 30, 60 or 90 days, with the total and average daily usage.

9. Sharing a device

You can let someone else see one of your devices on their map for a limited time.

9.1 Share a device

- In My Devices, tap Share on the device card.
- Choose how long the share lasts: 1 week, 1 month or Choose date.
- Show the QR code to the person, or tap Send by email and enter their email address. The email contains the QR code and full instructions in your language.
- The recipient needs the free TRAKSIFY Protect app (App Store or Google Play). In the app they scan the QR code with the QR scanner (Settings > Devices > Shared With Me, then +).
- You receive a one-time code by push notification and email. Pass it to the recipient; it is valid for 10 minutes. They enter it to confirm.
- The recipient then sees the device on their map until the share ends.

A device can be shared with only one person at a time. Sharing it again revokes the previous person's access. You cannot share a device with yourself.

9.2 Stop sharing

Open Reports > Shared Devices to see all devices you have shared, with their status (Active, Expires today or Expired). Tap Stop sharing or Remove to end access at any time.

10. Plans and billing

10.1 Data Plan (device SIM)

Settings > Plans & Billing > Data Plan shows the SIM data for each device: data used, remaining and total, SIM status, time remaining, last sync and expiry date. A forecast estimates the days remaining based on average daily usage.

- Renew Plan extends the SIM validity for 3 years. Renewal becomes available within 3 months of expiry, or once the SIM has expired.
- Data top-up (+50 MB or +100 MB) adds extra data to the existing plan without renewing it. The SIM must be active.
- Payment is made through a secure checkout. After payment, it can take a few minutes for the new data to appear; tap the refresh icon to check.
- View Detailed Report shows data usage over 30, 60 or 90 days.
- Data usage is updated daily and may vary slightly because of network delays and rounding.

10.2 Messaging Plan (WhatsApp and SMS alerts)

Settings > Plans & Billing > Messaging Plan shows your plan, its status, the free allowance and how many messages were used this month. WhatsApp and SMS are counted separately and in real time.

- Pay As You Go includes 50 free messages per month.
- Monthly and Annual plans include more messages; some plans are unlimited. The annual plan shows how much you save compared with paying monthly.
- The free allowance resets on the 1st of each month for Pay As You Go and Monthly plans.
- Prices are shown in HKD. Your payment method is charged in HKD or your local currency at your bank's exchange rate.
- If you cancel or downgrade, your plan stays active until the end of the billing period and then switches to Pay As You Go.
- If the screen says 'Your messages are currently blocked', your allowance is used up; upgrade the plan to continue receiving WhatsApp and SMS alerts. App push notifications continue to work.

11. Private Community

A Private Community lets a group share device locations on one map, for example for a hike, an outing or any joint activity. Open it from Settings (Community) or the community card on Home.

11.1 Create a community

- Tap Create community. Enter an optional name, choose the devices to share, and optionally add a description, rules (one rule per line) and an end date.
- Max. distance to join: a member's device can only join if it is within this distance of your device (100 m to 1000 km) and has reported a position recently.
- End date (optional): at least one hour and at most 90 days ahead. Everyone is reminded a day before. Without an end date, the community closes after 30 days without activity.
- You can be in only one community at a time.

11.2 Invite and join

- Tap Invite a member and enter their email address. If the person has no TRAKSIFY account yet, they receive an email with instructions.
- Invitations appear under Community invitations with who invited you and when the invitation expires. Tap Accept, choose the devices to share (at most 2) and tap Join, or tap Decline.
- A device can only be shared if it has reported a position recently and is within the join distance of the organiser.

11.3 Community map and alerts

- Open community map shows all shared devices, their battery and last update. Search devices or members, and show or hide proximity lines.
- Proximity alerts: get a notification when two devices come closer than the alert distance (25 to 2000 m).
- Separation alerts: get a notification when a device is farther than the separation distance (100 m to 5 km) from every other member.
- SOS and fall alerts: all members are notified immediately when any member's device sends an SOS or detects a fall, even if that member has paused sharing. Once the person is confirmed safe, the device owner, the community owner or an admin can tap Reset alarm to clear it for the whole community.
- Messages: send a message to the group or to one member (maximum 300 characters). Messages are delivered as push notifications; it is not a chat, and replies arrive the same way.

11.4 Managing the community

- Pause sharing hides your devices from the community for a while without leaving; you still see the others.
- My shared devices lets you change which of your devices the community can see.
- The owner can make a member an admin. Admins can invite and remove members and reset alarms. The owner can also hand ownership to another member (Make owner).
- Members can leave at any time. The owner cannot leave but can close the community; closing releases all members and ends location sharing.

12. Settings, account and preferences

12.1 Preferences

Settings > Account & App > Preferences customises the app:

- Maps: choose the active map layers and the default map.
- Phone: your mobile number for WhatsApp alarm and event notifications (verify it with an OTP).
- Units: speed, distance and altitude units.
- Timezone: search for a timezone or tap Detect timezone.
- Live routes: trail length, colour and line style; show direction; show the speedometer.
- Show shared devices on the map (within the 5-device map limit), hide device names or geofence names on the map, show geofences, and use the profile photo as the map icon.
- Safe Zones: show each device's Safe Zones on the map.
- Notification sound: choose which events and alarms play a sound.
- Default map location: latitude, longitude and zoom level, or use your current location.
- Tap Save Preferences to apply.

12.2 My Account

- Change your name.
- Change your password: enter the old password and the new password, then Save.
- Delete Account: enter your password to confirm. This cannot be undone; all device data is permanently deleted from the app and platform.

12.3 Language

Settings > Account & App > Language: English, Deutsch, Español, Français, Simplified Chinese or Traditional Chinese.

12.4 Biometric Login and Biometric App Lock

- Biometric Login lets you sign in with Face ID or fingerprint instead of typing your password. To enable it, enter your password once to confirm.
- Biometric App Lock requires Face ID or fingerprint to open the app when you are already signed in.

12.5 Help and support

- Help & Support opens the TRAKSIFY help section.
- Support Chat connects you with TRAKSIFY support, with AI Assist for instant answers. If the chat does not load, a VPN, ad-blocker or private DNS may be blocking it; switch it off and try again, or use Email support (cs@traksify.com).
- Service Status shows whether all TRAKSIFY services are running: Operational, Some services are affected, Outage or Maintenance in progress.
- Send Crash Report to Developer opens an email to support. Describe what you were doing when the app crashed.
- The app version is shown at the bottom of Settings.

- Logout signs you out.

12.6 Demo account

The demo account shows how the app works but cannot change settings or numbers. Create your own account to use all features.

13. Frequently asked questions

My device shows as offline. What should I do?

Check that the device is switched on and charged, and that it has mobile coverage. Move it outdoors or near a window. Check its SIM under Settings > Plans & Billing > Data Plan: an expired SIM or exhausted data stops the device reporting. Check Service Status for any outage.

The map says 'Position unknown. Please wait for GPS signal'.

The device has not yet reported a GPS position. Take it outdoors with a clear view of the sky and wait a few minutes.

Why can I see only 5 devices on the map?

The live map shows up to 5 devices at a time. Use Filter on Map in My Devices to choose which ones are shown.

How do I get alerts on WhatsApp or SMS?

Verify your mobile number (in the owner profile or Preferences), then add WhatsApp/SMS as a channel in Settings > Safety & Alerts > Notifications Control. Messages count towards your messaging plan.

I stopped receiving WhatsApp or SMS alerts.

Your monthly message allowance may be used up ('Your messages are currently blocked'). Check Settings > Plans & Billing > Messaging Plan and upgrade if needed. Also check that the alert is still set in Notifications Control.

I do not receive push notifications.

Allow notifications for TRAKSIFY Protect in your phone settings, check the rules in Notifications Control, and make sure you are signed in.

I did not receive a verification code.

Wait a minute, check your spam folder for email codes, and tap Resend Code. Codes sent by text or WhatsApp are valid for five minutes; the device-share code is valid for 10 minutes.

How do I change how often the device reports its position?

Open Control, select the device, choose Real Time (5 s), Tracking (10 s), Monitoring (10 min) or Auto Mode, and tap Save. The device must be online.

How do I set who the device calls when SOS is pressed?

On a voice-capable device, open the device details page, tap SOS Contacts, add the mobile numbers and confirm each one with the code sent to it. Numbers are called in order until someone answers.

Can more than one person see my device?

You can share a device with one person at a time using Share. For group tracking, use a Private Community.

How do I stop sharing a device?

Open Reports > Shared Devices and tap Stop sharing or Remove.

The registration says the TID is already registered.

The device is linked to another account. Contact cs@traksify.com for help.

How do I renew my SIM or add data?

Settings > Plans & Billing > Data Plan. Renew Plan extends validity by 3 years (available within 3 months of expiry). Data top-up adds 50 or 100 MB.

Is the AI Analyst medical or veterinary advice?

No. It is AI-generated guidance only. One analysis per device per day is available.

How do I delete my account?

Settings > Account & App > My Account > Delete Account, then confirm with your password. This permanently deletes all device data.

The support chat does not load.

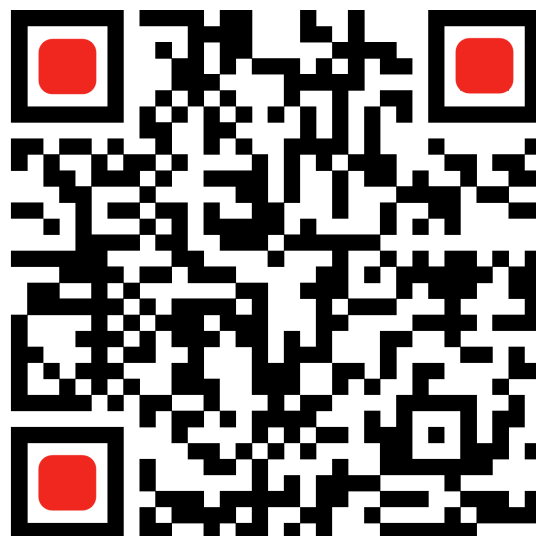
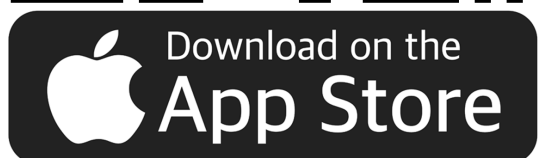
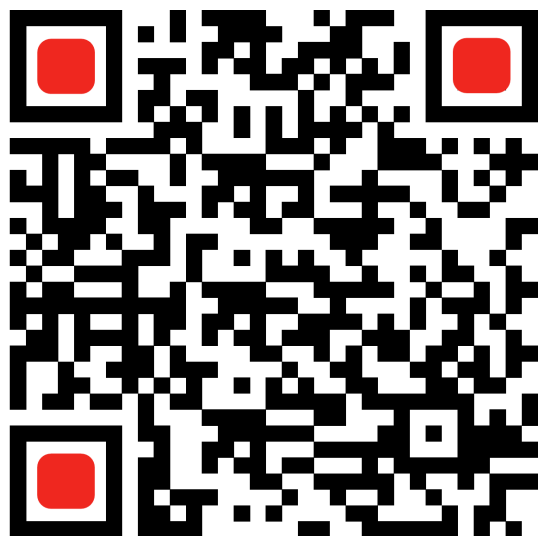
Switch off any VPN, ad-blocker or private DNS and try again, or email cs@traksify.com.

How do I change the app language?

Settings > Account & App > Language, or on the sign-in screen.

Download TRAKSIFY Protect

Scan the QR code with your phone camera to download the free app.



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