



Welcome to your Satellite Tracking Experience

IMPORTANT:

Your device works in the U.S, Canada, Mexico and in **more than 180 countries.**

If you have any questions or need help, please contact us at **support@americalog.com**. Our helpful, experienced customer service agents are here to answer your questions, explain our services, and help you get the most of your GPS monitoring experience.

Your complete satisfaction is our top priority!

Before using our products or installing a device, carefully read our legal terms which you can find at <https://americalog.com/legal/termsOfService.html>

Appearance and LED behavior

LED BEHAVIOR:

BLUE:

When you turn the device on, it will **blink for a few minutes** for testing purposes before going dark to save battery life.

RED:

Fast flash: Charging

Slow flash: Low battery

Dark: Normal behavior or device OFF

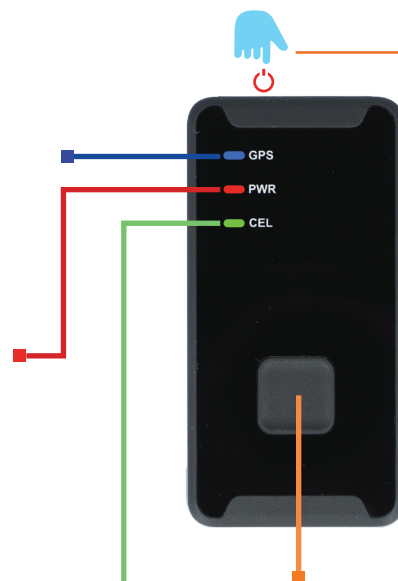
Solid: Charging completed

GREEN:

Fast flash: Searching for network

Slow flash: Registered on network

Dark: Sleep mode or device OFF



POWER KEY: On the upper side of the device

POWER ON: Press the power key for 5 seconds, or until the device vibrates. Make sure the device is ON before using it.

POWER OFF: Press the power key for 5 seconds, or until the device vibrates. Wait for the LEDs to turn off. When there is no mobile signal, the device may take up to 5 minutes to power down.

ACTION BUTTON: When you press and hold the button for at least 5 seconds or until the unit vibrates, the device will attempt to send its location data, and the event will be displayed on the tracking platform as an "Action Button Pressed."

Device Activation GL300 MXW Series (GL320MG)

1 Sign Up: Go to www.americaloc.com and click the “Sign Up” button. Fill in the required information. Once completed, your account will be ready to add your device.

2 Log In: Go to www.americaloc.com and click the “Log In” button. Use the username and password you created during the sign-up process.

3 Activate your device: Once logged into your account, enter the IMEI number in the pop-up window to activate your device.
Note: The IMEI number is located below the barcode on the back of your device.

4 Activate your tracking service: Select one of our service plans by clicking the “Click to Pay Service” button. A new window will open with payment instructions.

Turn OFF and then ON the device after initial service payment. Your device already comes with a SIM card installed. **Please do not remove the SIM card**

Frequently asked questions. Dear customer. This section contains very important information. Please do not skip it.

1. How long does it take to activate my device after processing a payment?

Your device will be active after making the service payment and restarting the unit.

2. How long should I charge the device to fully charge the battery?

The device will be fully charged after 8 hours or when the RED Power LED is solid.

3. Do I need to purchase or provide a SIM card?

No. We ship the device with the SIM card it needs to transmit data. That SIM card only works with this device. Removing the SIM will prevent the tracker from operating properly, and may void the warranty. **Please do not remove it.**

4. How does this technology work?

Your device uses satellite data to calculate its location and relies on mobile networks to transmit its location data to our servers. For optimal performance, it requires both reliable mobile network coverage and strong GPS signal reception.

5. Where should I place the device?

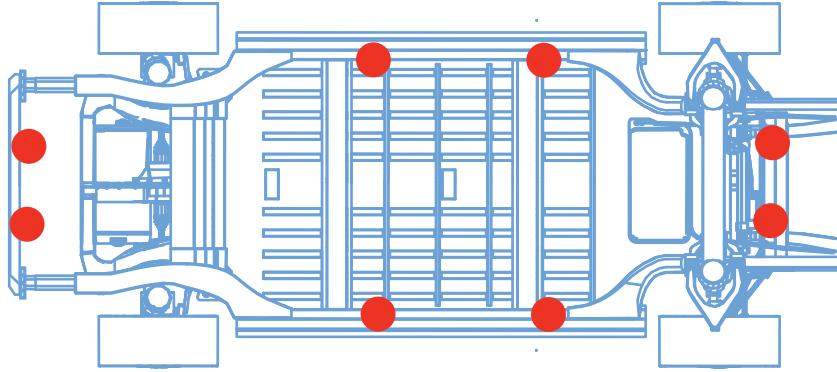
✓ Preferred spots: The glove compartment, under the windshield, seat pocket, and rear tray are generally good spots for placing the device. We recommend trying these spots and selecting the best one for your specific vehicle.

⊘ Avoid these spots: Do not place the unit under the hood, as both GPS and cellphone signal levels tend to be poor in those areas. If you cannot place the unit inside the vehicle, you can use the magnetic case accessory to install it underneath (as close to the edge as possible) or on top of the vehicle.

✓ Other spots: Trunk placement of the unit can vary based on the vehicle type, and some designs may reduce signal reception. If you decide to place the unit in the trunk, ensure it functions properly and that you can consistently monitor its location in the Americaloc app or web platform before leaving it there permanently.

6. I'm using a magnetic case. Where should I place it?

The **red dots** in the image below indicate the best mounting locations for the magnetic case. Ensure that the LEDs are facing the ground when placing the device inside the case. Attach the magnets securely to a flat metal surface, positioning the unit as close to the edge as possible. Avoid placing it near hot areas, such as the exhaust or engine, to prevent damage.



7. My device reports a location that is slightly off from the actual location

Accuracy primarily depends on the unit's placement, whether inside or outside the tracked asset or vehicle. Additionally, external factors such as weather conditions, cloud cover, tall buildings, trees, and bodies of water can also affect accuracy.

8. I can't see my device's location on the website.

If your device is powered ON, there are two possible reasons for this problem:

📶 Poor Mobile Network Signal: Your device may be in an area with poor mobile data coverage. It will resume transmitting once it moves into a better coverage zone. The device stores location data in its internal memory, which will be sent as soon as the device reconnects to the network and can then be viewed on the platform.

📶 Poor GPS Signal: Your device may have lost GPS signal. This can happen if the tracker is covered by a thick surface, metal, inside a building, underground, or near tall buildings, among other factors.

9. How to maximize GPS signal reception?

Avoid placing the unit in areas enclosed by metal or thick materials. Ensure the frontal face (LEDs) is facing outwards.

10. How to maximize cellular connection?

In areas with good cellular network coverage, avoid placing the unit in locations enclosed by metal.

11. Which cellular technology does the GL300MXW Series (GL320MG) use?

The device operates on CAT M1 technology.

12. Does weather affect my device?

Yes, atmospheric conditions, such as rain or snow, can weaken signals. Extreme temperatures can also affect battery-operated devices and cause signal degradation which may result in lower accuracy or communication failures. Please do not place the device in a very hot or humid place and do not use it near medical equipment. Avoid exposure to direct sunlight. Excessive heat will damage the device or perhaps trigger a battery fire. Your device has an operating temperature range: -4°F ~ +131°F (-20°C ~ +55°C).



13. What is the Action Button for?

When the device is powered on, press and hold the button for at least 5 seconds or until the unit vibrates. The device will attempt to send the location data. If the transmission is successful, a location update will be sent and displayed as an “Action Button Pressed” event on the tracking platform.

You can configure email, SMS, or WhatsApp notifications when the Action Button is pressed for at least 5 seconds or until the unit vibrates.

Note: Notification delivery is not guaranteed, and Americaloc does not monitor or act on these notifications. Successful notification delivery depends on various factors beyond our control, such as cellular coverage, email spam filters, and server downtime, to name a few.

To configure notifications, log in to your account, locate your device, and follow these steps:

1. Log in to your Americaloc account
2. Open Settings: 
3. Select Notifications 
4. Click “New Notification”
5. Choose “Action Button Pressed” as the notification type

You can also watch our instructional video:  <https://youtu.be/B5QIJJfmCIM> about how to configure text and email alerts.

14. How do I know when my tracking service expires?

- Click “Account options”
- Click “Get info” next to “My services and renewals”.

15. How do I process the payment of my tracking service?

Ten days before your service expires, an “Expires soon. Click to renew” button will pop up. Please click it, select the tracking plan you wish to purchase, and enter your card information.

Basic Location Instructions

A. HOW TO LOCATE YOUR DEVICE:

On the desktop version, click the “**Devices**” tab. On the mobile app, tap the . Your list of devices will be displayed, along with the following buttons next to each device:



Last known position: Click this button to display the last recorded position of the unit on the map.

Your device updates its location at predefined intervals. The default interval is one minute while moving. You can adjust the tracking frequency to 60, 30, or 10 seconds at no additional cost through your account. The device also reports every 12 hours while idle, and this interval can be modified through your account as well.



Device Settings: Click this button to check the device status, change tracking intervals, configure event and zone notifications, and generate reports.

B. VIEW HISTORY: This interface may vary depending on whether you are using a desktop or mobile web browser.

1. On the desktop version, go to the “History” tab.

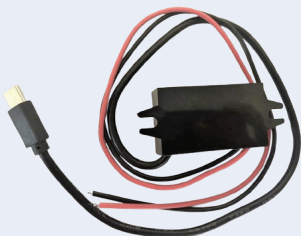
On the mobile App, tap this icon: 

2. Select from the list of predetermined date and time ranges or click "Advanced search" for a customized search.

3. Click "Search" to view the results on the map for the selected device. Then, click "Watch" to center the search on the map and display a table of all events sent by the unit during the specified date range.

4. Click any icon, map, or table to view more detailed information.

Optional Accessory: Hardwire Kit



This accessory allows you to connect the GL300MXW directly to your vehicle, eliminating the need for frequent recharging. To purchase this accessory, please visit our webpage: <https://us.americaloc.com/product/hardwire-kit-for-gl300-mxw-series/>.

IMPORTANT: For optimal performance, we recommend installing the device under the front dashboard. **Professional installation is advised.**

Other trackers you may like:

ST4500

Plug and play
No need to recharge



 **Get information about this model**
<https://us.americaloc.com/product/st4500/>

GB130MG

Hardwired device
No need to recharge



 **Get information about this model**
<https://us.americaloc.com/products/gb130mg/>

Mobile App:

After activation, you can track your units from any browser or using our mobile App: "Americaloc Viewer"



Help:

For additional information about our devices and services, visit the "Help" section in your account. You can also explore our YouTube channel, Americaloc, for video tutorials. Please note that functions may vary by model.



For further assistance, please contact us at support@americaloc.com or call (855) 8302290.

Thank you for choosing

