



TrackPIN™

User Manual

REV 01

Important Information:

FCC and Industry Canada Regulatory Statements

FCC

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by manufacturer could void the user's authority to operate the equipment.

IMPORTANT! Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Industry Canada

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

IMPORTANT! Tous les changements ou modifications pas expressément approuvés par la partie responsable de la conformité ont pu vider l'autorité de l'utilisateur pour actionner cet équipement.

47 CFR 15.505- FCC

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Important Note:**Radiation Exposure Statement:**

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Note Importante: (Pour l'utilisation de dispositifs mobiles)**Declaration d'exposition aux radiations:**

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

For installation and setup videos, please visit: <http://app.trackpin.com/index.php/instructions>

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1.0 Getting Started

1.1 What's included

Door Switch (A)

Door Switch connecting wires (5' Red/White) (B)

Door Switch power cord (C)

(2) Door Position Sensors (1 wired sensor (K) and 1 non-wired sensor (D))

Keypad (F)

Hub (G)

Ethernet cable (H)

Hub power cord (I)

(1) 9-volt battery

(6) Wall anchors

(1) Sensor mounting bracket

(12) Screws

(2) Alcohol cleaning wipes

(6) Adhesive cable hangers

(1) Door sign

(1) Flathead Screwdriver

Tools you will need:

1. Step ladder

Note: Before you install your hardware, make sure to set up your TrackPIN™ account.

Open your TrackPIN™ box and lay out your Hub, Keypad, and Door Switch so you can see their 6 digit KEY numbers. You will need these numbers to set up your TrackPIN™ account.

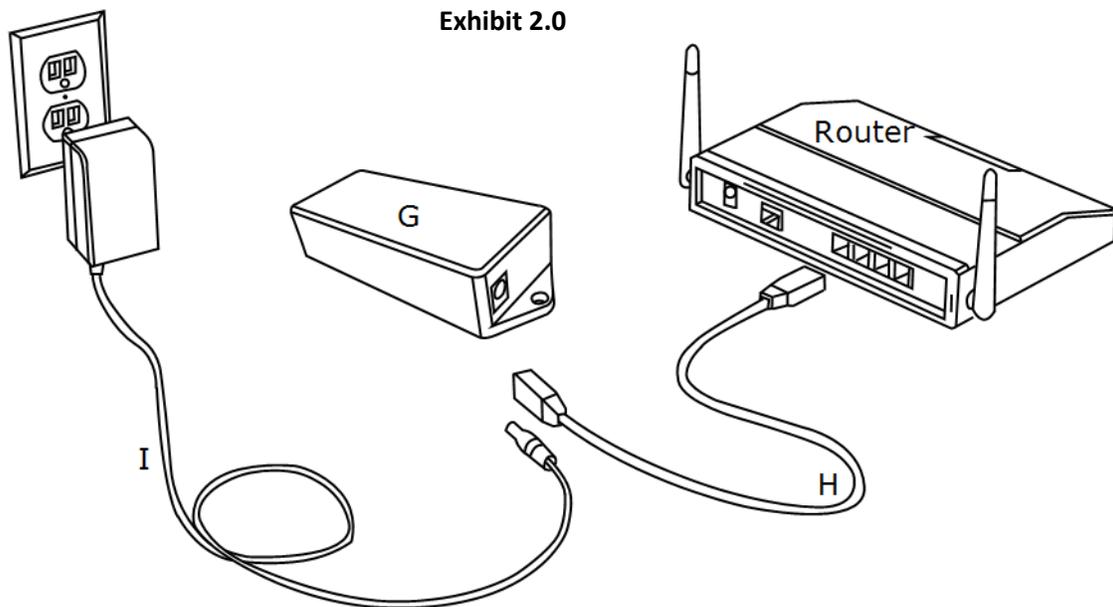
1.2 Creating Your Account

1. Log on to app.trackpin.com and click on "+New/Setup".
2. Enter your email, password, and zip code in the provided fields. An account confirmation email will be sent to the email address you provide.
3. Follow the instructions in your new account confirmation email.
4. Once confirmed, login to your new TrackPIN™ account.
5. Enter the key numbers found on the Hub (G), Door Switch (A), and Keypad (F) into the indicated fields.
6. Click on "Create Account."

1.0 Installing Your Hub

When installing your Hub please be mindful of the location you choose for it. The Hub transmits and receives a radio frequency signal that can be blocked by metal objects and other electronic devices. To ensure best performance and maximum range, avoid metal objects between your Hub and garage and allow as much distance as possible between your Hub and other electronic devices.

1. Insert the Hub power cord (I) into the power port on the back side of the Hub (G) and plug the power cord (I) into an existing power outlet.
2. Connect one end of the Ethernet cable (H) into an open Ethernet port on your internet router, then insert the other end of the Ethernet cable into an open Ethernet port located on the back side of the Hub.



Note: Once the Hub is connected to a power source, you should see a flashing blue light indicating that the Hub is now ON.

3.0 Installing Your Door Switch

3.1 Mounting Your Door Switch

When choosing a location to mount your door switch we advise you to make sure the LED light on the side of the switch box is easily visible. If you ever contact customer support, the agent will ask what the status of the LED light is.

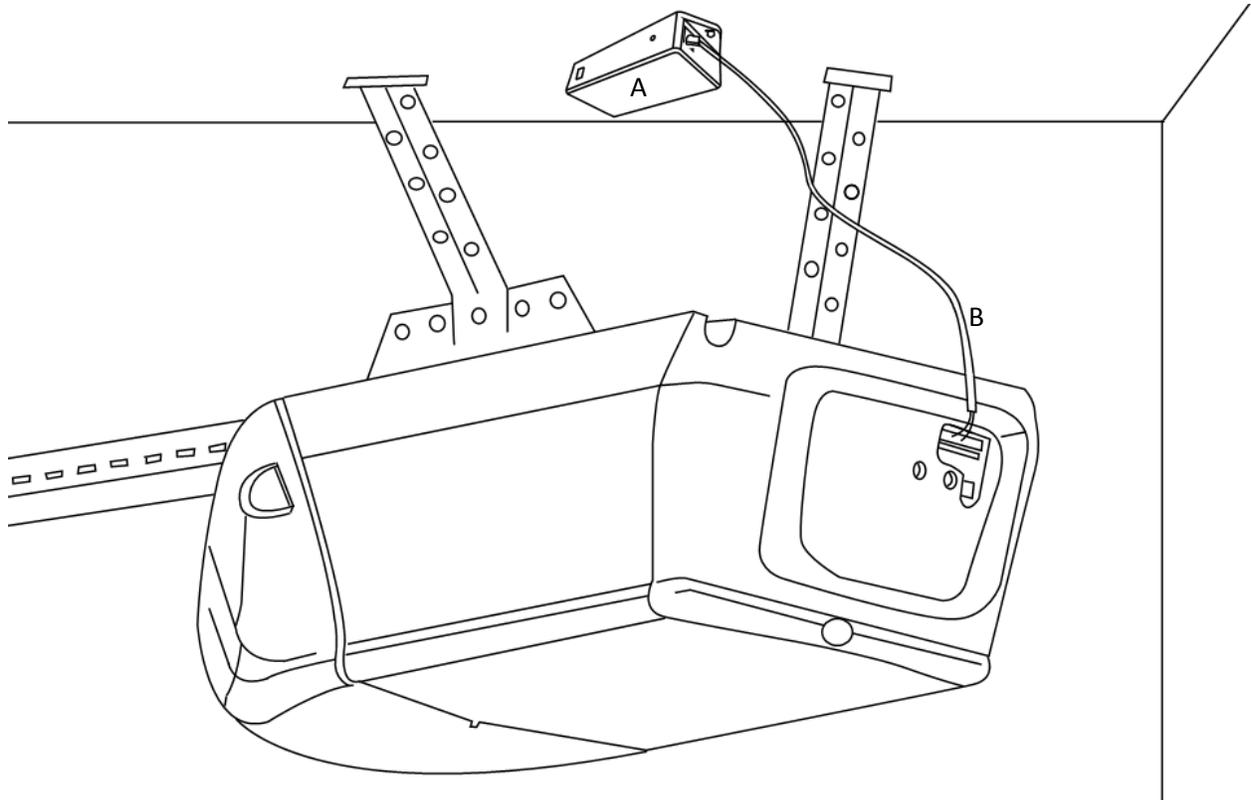
Note: For your safety, unplug the garage door motor before installation to prevent the motor from accidentally operating during installation.

Mount your Door Switch using one of the following three methods.

- 1) Locate a spot on the ceiling near the garage door motor and clean it with the supplied alcohol wipes. Remove the protective film from the adhesive tape on the bottom of your Door Switch. Stick the Door Switch to the ceiling. As an alternative, you may choose to use the provided wall anchors and screws to mount your Door Switch. If so, mark the position of the two screw holes of the switch onto the ceiling. Drill out the holes then press a wall anchor into each hole. Mount your Door Switch (A) and insert two screws to fasten it to the anchors.
- 2) Secure your Door Switch (A) to the existing garage door motor mount or bracket using the adhesive tape or supplied screws.
- 3) Place your Door Switch (A) on top of the garage door motor using the adhesive tape.

Make sure the Door Switch and wires are clear of any moving parts on the garage door motor and drive assembly!

Exhibit 3.0



3.2 Connecting your Door Switch to the Garage Door Motor

Your garage door opener will have two sets of wires inserted into connecting ports on the back of the motor (see Exhibit 3.20). These wires come from your existing garage door opener button and the infrared safety sensors. A plastic light cover may need to be removed on some garage motors in order to access the connecting ports.

- 1) Using a step ladder, ensure that your garage door motor is not connected to a power source.
- 2) Locate the garage button wires that are connected to the back of your garage door motor by following one of two steps.
 - a. Locate your garage door opener button and follow the wires coming out of it to a port on your garage door motor.
 - b. Locate the red port (usually connected to the red wire) on your garage door motor; the red port and the port immediately to its side should be receiving the wires from your garage door opener button (see Exhibit 3.21).

- 3) Use the supplied flathead screwdriver to push in the orange tabs to insert the exposed ends of your Door Switch connecting wires (B) into the ports along with the existing wires from your garage door button (see exhibit 3.21).
 - a. Some garage door motors have tabs that you push down to stick the connecting wires (B) in; others you may have to unscrew a cap to stick the wires in and screw it back down again. Remember, you are inserting the Door Switch connecting wires (B) *in addition* to the existing garage door opener button wires.
 - b. If your garage door motor has ports that the existing wires slide into, press the orange tab on the port with the supplied flathead screwdriver and push the supplied wires into the ports with the existing wires. Sometimes, slightly twisting the existing and new wires together may be helpful.

Exhibit 3.2

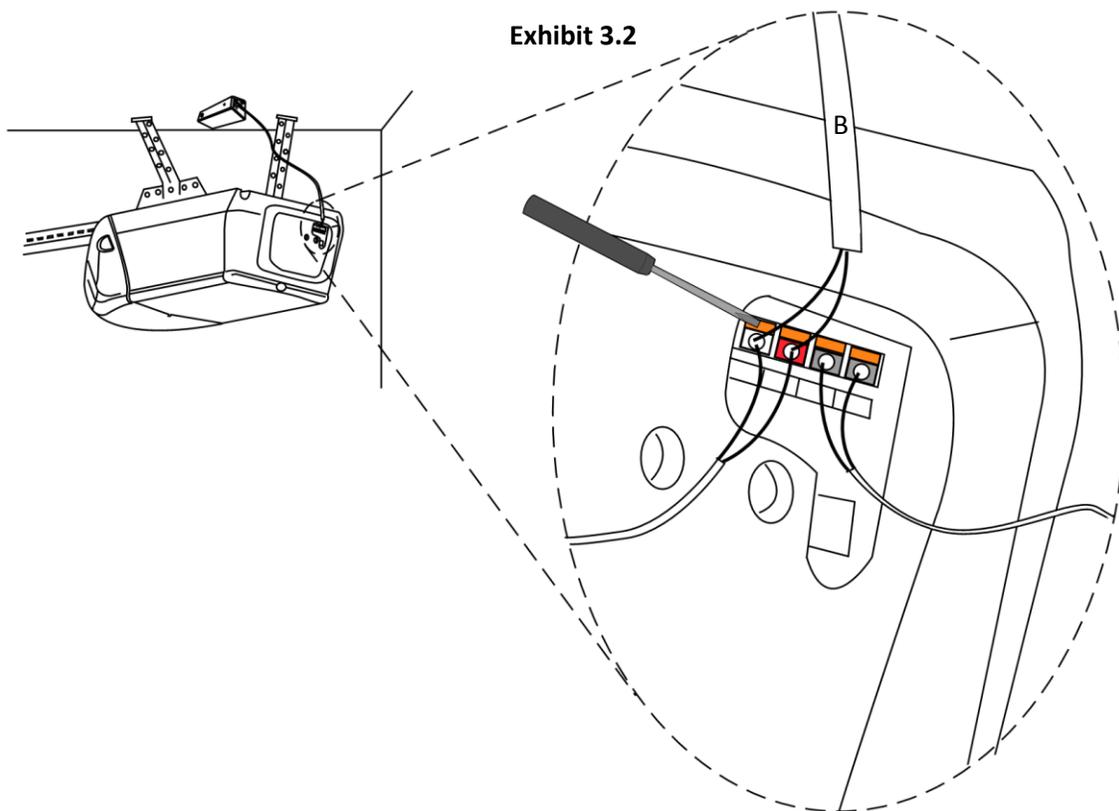
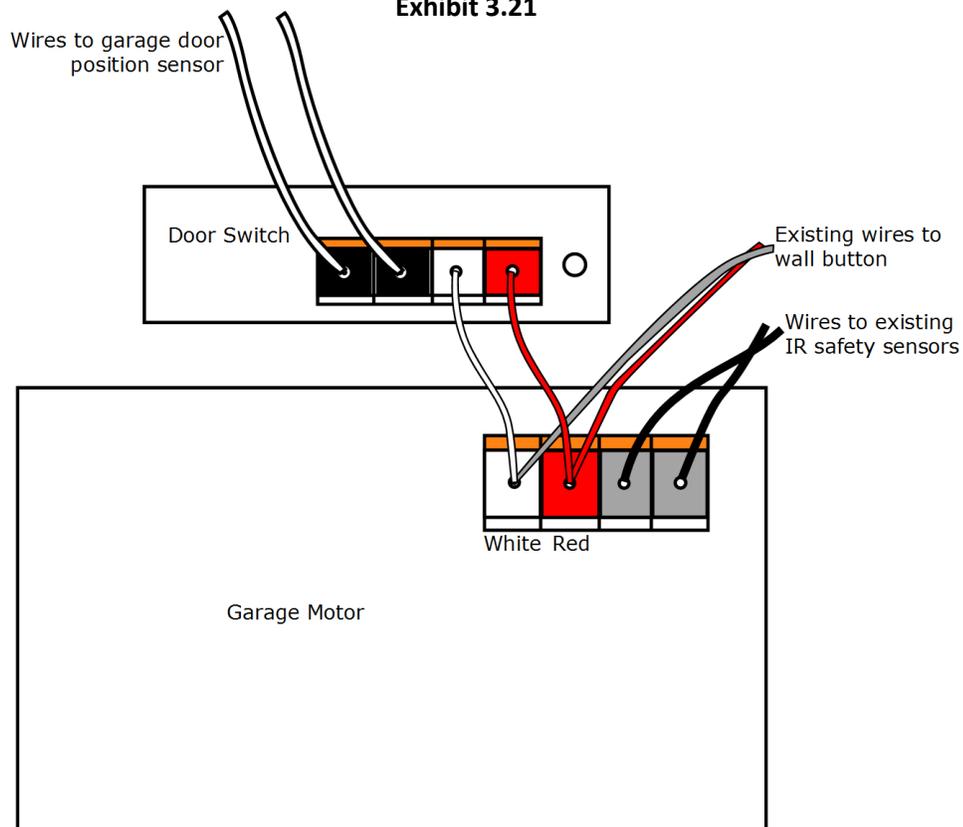


Exhibit 3.21



Note: If your garage door opener connectors and wires are not RED and WHITE, the order in which you insert your Door Switch connecting wires (B) is not important as long as they are inserted into the same ports as the wires from your garage door opener button.

- 4) Plug one end of your Door Switch power cable (C) into the Door Switch (A) and the other end into a power source. Once connected to power, the LED light on your Door Switch will flash rapidly until your Door Position Sensor is installed (below).

3.3 Optional garage adapter

Some garage motors may require a wireless adapter. If you have a MyQ or Genie Intellicode III garage door motor, please contact support@trackPIN.com. If your garage requires this adapter, TrackPIN will provide it to you at no additional cost (see Exhibit 3.3).

Note: If the optional adapter is needed, installation instructions will be included in the adapter packaging.

Exhibit 3.3

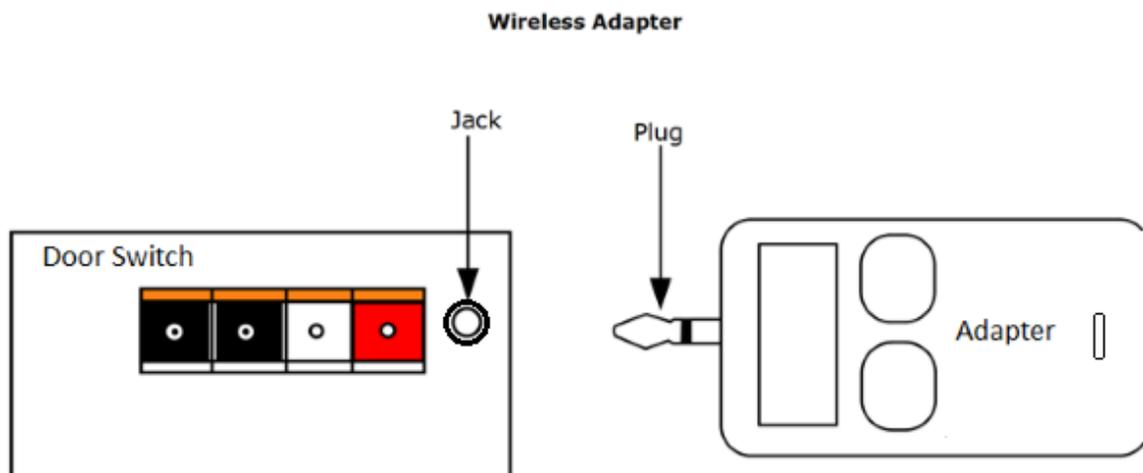


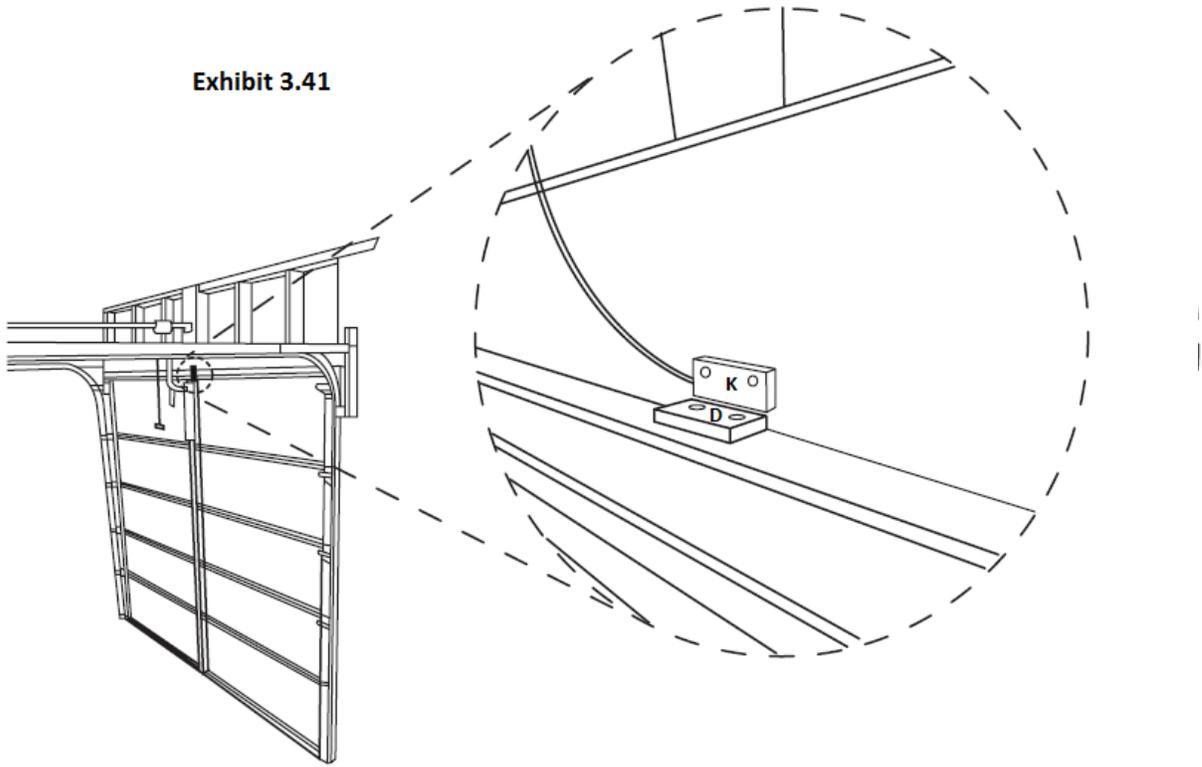
Exhibit 3.4



3.4 Installing your Door Position Sensor (Option A)

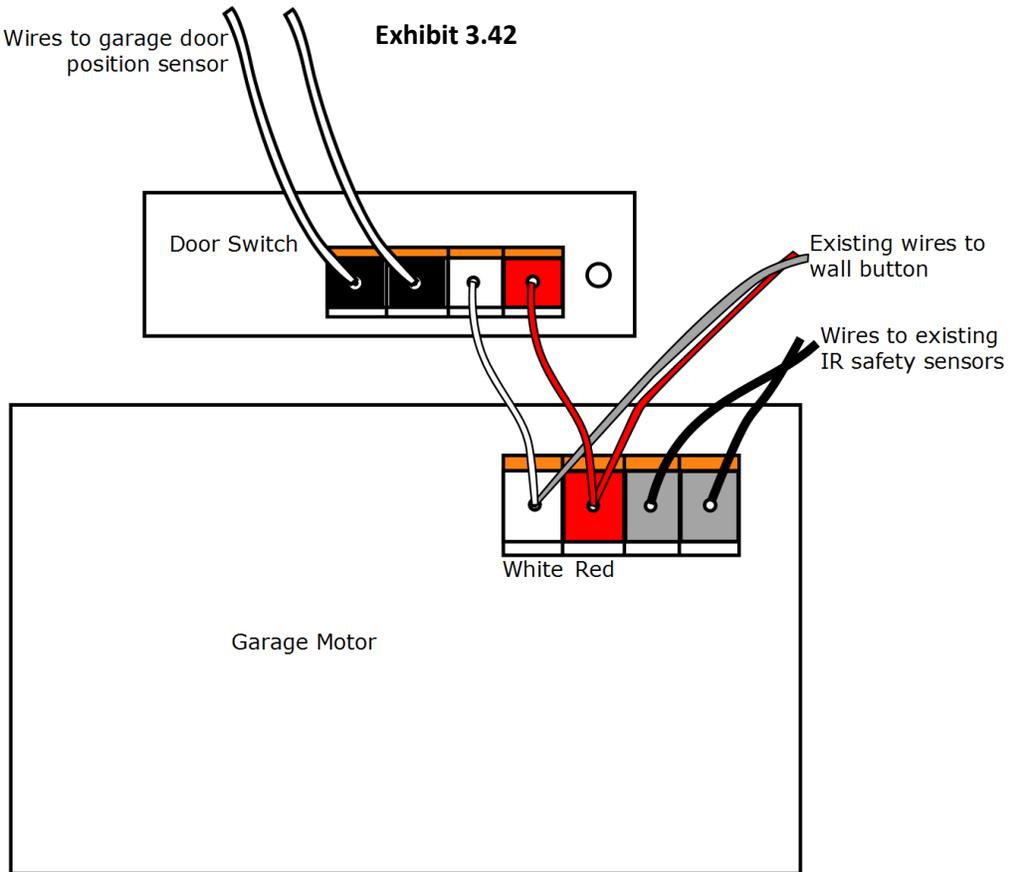
1. Close your garage door.
2. Locate an unobstructed path to run the wiring for your door position sensor from your mounted Door Switch (A) to the top (or side) of your garage door (see Exhibit 3.41).
3. Clean and dry a small area on top of the inside surface of your garage door with the provided alcohol wipes.
4. Peel the protective film from the non-wired door sensor's (D) adhesive tape and firmly press the sensor onto the garage door.
5. Place the wired sensor (K) on the garage door frame an inch or less from the non-wired sensor (D) while ensuring that the non-wired sensor (D) can clear the wired sensor (K) when the garage opens.
6. Clean and dry the mounting location of the wired sensor (K) with the provided alcohol wipe.
7. Peel off the film from the wired sensor's (K) adhesive pad and firmly press the sensor onto the garage door frame.
8. As an alternative, you may choose to mount these sensors with the supplied mounting screws and anchors.
9. Lead the wire from the wired sensor to your Door Switch along the wall and ceiling of your garage and fasten the wire in place with the supplied adhesive cable hangers.
10. Plug the wire from the wired sensor into the two black ports located on the back surface of the Door Switch (see Exhibit 3.42). The order of the wires is not important.

Exhibit 3.41



Wires to garage door position sensor

Exhibit 3.42



Note: Please make sure your Door Switch and wires are clear of any moving parts on the garage door motor and drive assembly!

3.5 Installing Your Door Position Sensor (Option B)

1. Close your garage.
2. Locate an unobstructed path to run the wiring for the door position sensor from the mounted Door Switch (A) to the top of your garage door.
3. Using the supplied Sensor bracket, look at the top of the garage door to determine where to place the sensors; make sure that the sensors are mounted where they won't interfere with the movement or any moving parts of the door.
4. Do not remove the film from the tape on the bracket yet. While referring to Exhibits 3.5, 3.51, and 3.52, hold the bracket up to the door and bend the bracket so the non-wired portion of the sensor sits from $\frac{3}{4}$ to 1 inch away from the wall, then mark the wall parallel to the sensor so you know where to mount the wired side of the sensor. Take special notice of the side the adhesive tape is on to ensure you are bending the bracket in the proper direction.
5. Using the supplied cleaning wipes, wipe the outside/top of the door and the wall where you plan on mounting the bracket and sensor.
6. Mount the wired sensor to the wall by removing the film from the tape and sticking it to the wall or using the supplied screws and anchors, if required.
7. Remove the protective film from the adhesive tape on the bracket and stick the bracket to the door. (See Exhibits 3.51 and 3.52 for mounting options.)
8. Lead the wire from the wired sensor to your Door Switch along the wall and ceiling of your garage and fasten the wire in place with the supplied adhesive cable hangers.
9. Plug the wire from the wired sensor into the black Door Switch ports (located on the side surface of the Door Switch).
10. When your Door Position Sensor is installed and wired and your garage door is closed, the LED light on your Door Switch will glow solid. The LED light on your Door Switch will flash rapidly when your door is open.

Exhibit 3.5

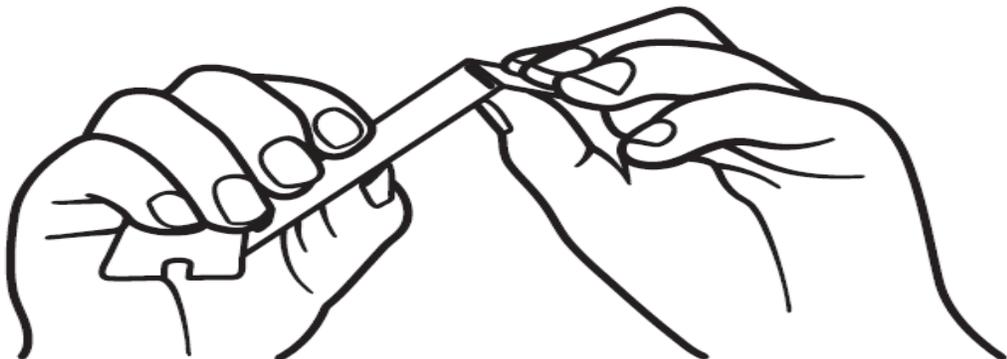
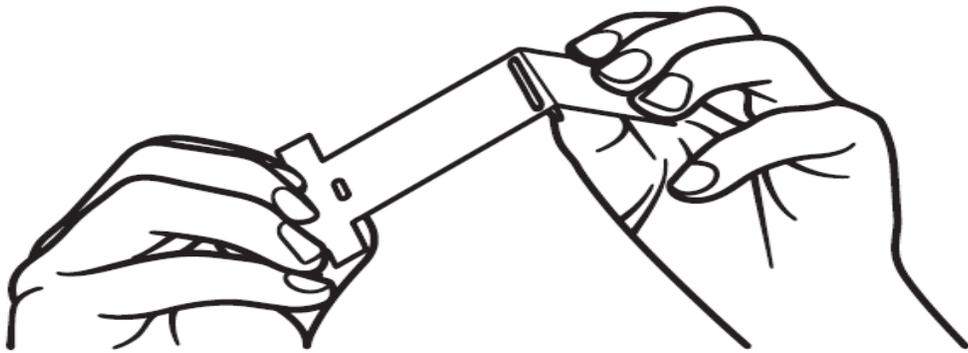
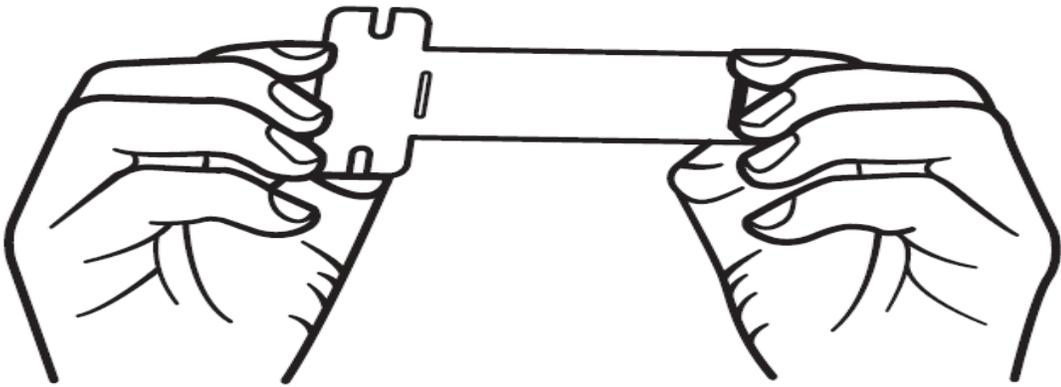


Exhibit 3.51

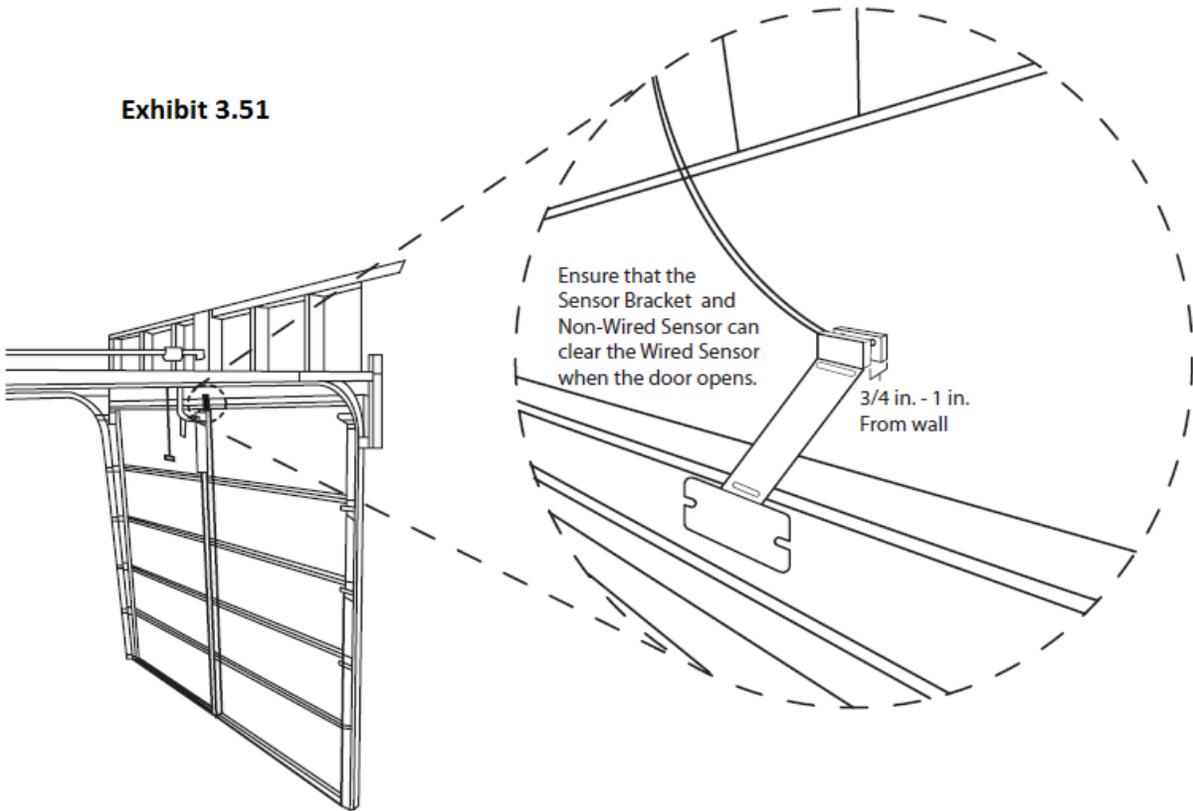
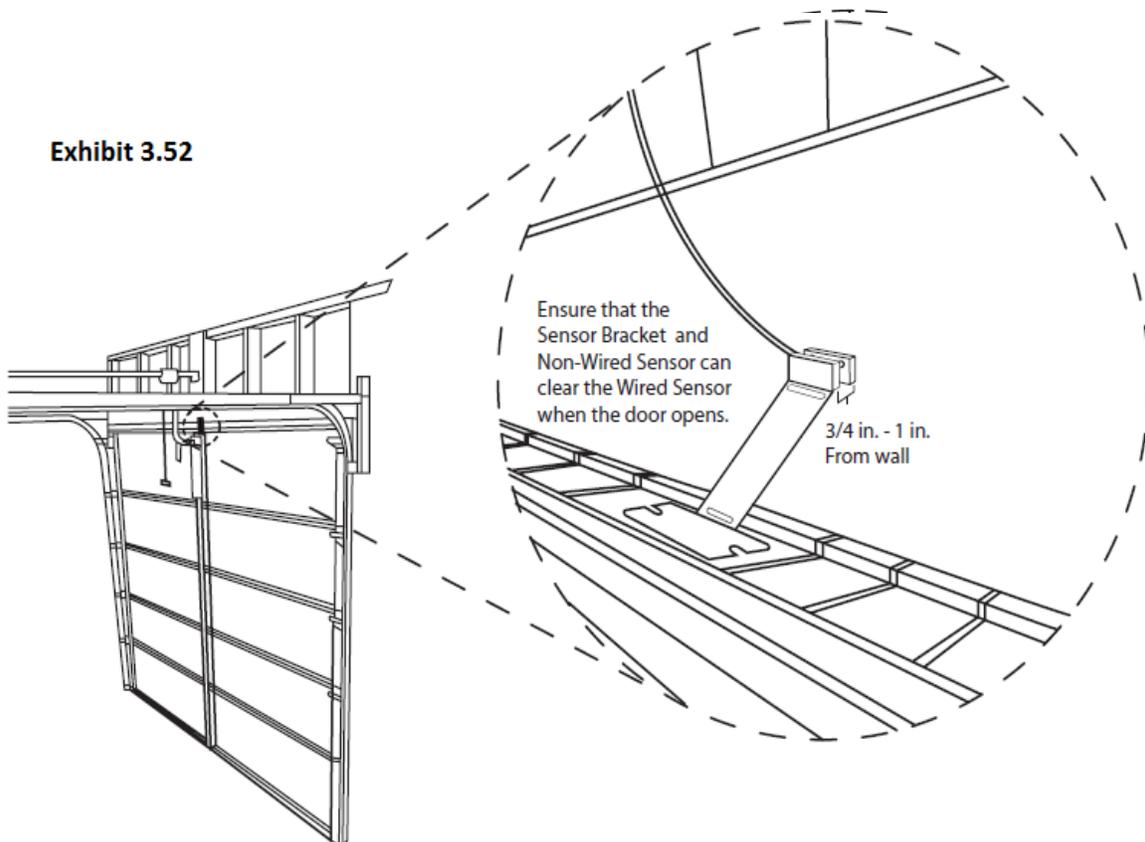


Exhibit 3.52



4.0 Installing Your Keypad

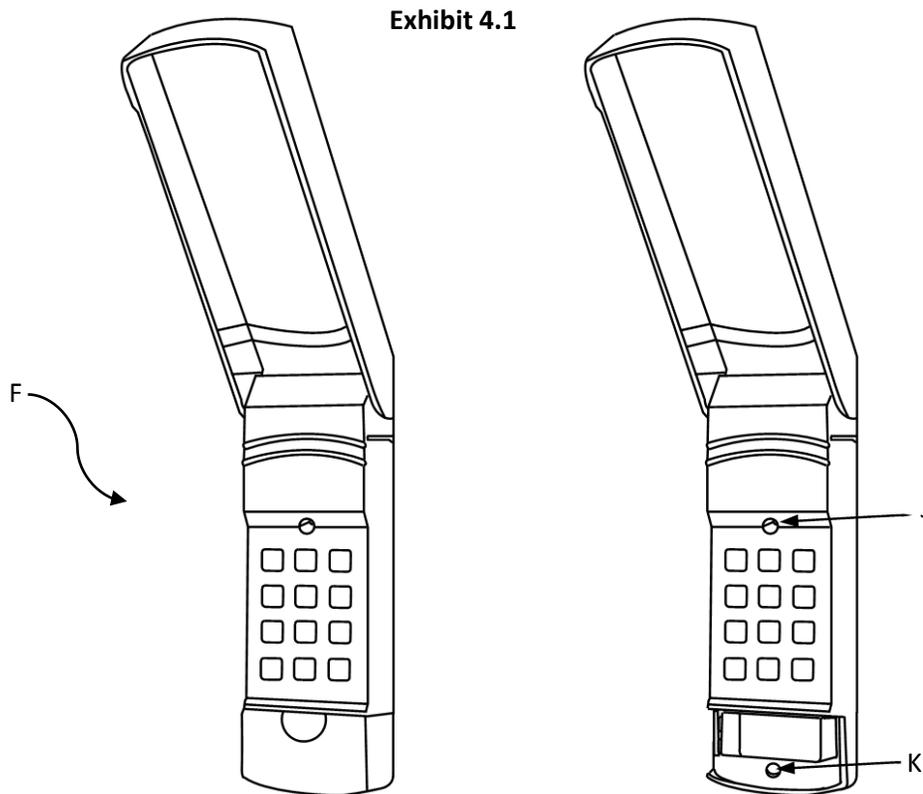
4.1 Mounting Your Keypad

If you have an existing keypad—

1. Remove your existing keypad.
2. Remove the lower cover of your TrackPIN™ Keypad (F).
3. Where possible, line up the existing screw holes with the mounting holes in your TrackPIN™ Keypad (J, K).

If you do not have an existing keypad—

1. Hold the TrackPIN Keypad up to the wall and mark where you would like to mount your new Keypad (F)
2. Drill a small hole for each of the supplied wall anchors.
 - i. Insert the anchors into the new holes, if required.
 - ii. Insert the supplied screws into the holes/anchors and tighten them.



4.2 Installing the Battery

1. Connect the 9-volt battery to the connector and place it into the battery slot.
2. Replace the lower cover.

Note: To verify that the keypad (F) is ON, press any button and watch the keys illuminate. If the keypad is in direct sunlight, the illuminated keys may appear dim.

5.0 Programming Your First PIN

5.1 Creating and Testing Your PIN on the Keypad

1. Navigate to the MY PINs menu and select "+ New PIN".
2. A random PIN will be automatically created. If desired, you may reenter any four-digit number of your choice into the provided field.
3. Name the PIN by clicking in the name field and typing. Once you have created a name select SAVE. After 5-15 seconds your new PIN will be available for use.
4. Enter your new four-digit PIN onto your Keypad (F) to open or close your garage.

5.2 Verifying TrackPIN™ Logging

1. After entering your four-digit PIN on the keypad (F), a log of your activity will appear on the home screen/ activity log of your TrackPIN™ account.

Note: a screen refresh may be required.

Congratulations! Your TrackPIN™ system is now ready for use.

6.0 Advanced TrackPIN™ Features

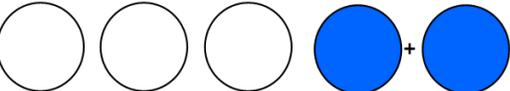
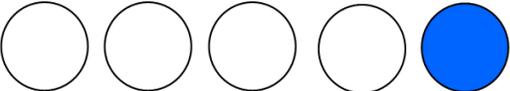
Visit www.trackPIN.com to find out more about the advanced PIN management features of your new TrackPIN™ system.

7.0 Quick Trouble Shooting Guide

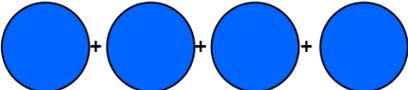
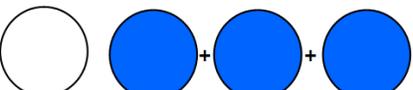
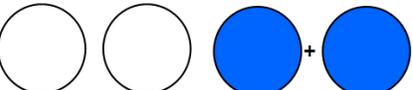
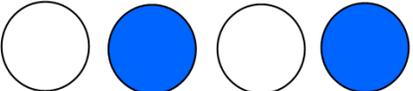
7.1 LED Status Light

There is a blue LED status light on both the Hub and the Door Switch. The below list indicates what the different patterns of flashing lights mean on each unit and suggested remedies for each problem.

HUB

-  = Five consecutive flashes: Hardware Issue
Remedy: Contact Support
-  = Four consecutive flashes: No Internet connection
Remedy: Check Internet connections.
Reset router.
Unplug ethernet cable and plug back in.
-  = Three consecutive flashes: No radio signal from Door Switch
Remedy: Check for metal objects between Hub and Door Switch.
Adjust Hub position or move Hub to a new location.
Unplug Hub from power source then plug back in.
-  = Two consecutive flashes: Hardware Issue
Remedy: Contact Support
-  = One repeating flash: No user account assigned
Remedy: Ensure that the TrackPIN™ device serial numbers match and are entered correctly on app.trackpin.com
-  Solid blue not flashing indicates the system is working correctly.

DOOR SWITCH

-  = Four consecutive flashes: Not paired with Keypad
Remedy: Contact Support
-  = Three consecutive flashes: No radio signal from the Hub
Remedy: Check for metal objects between Hub and Door Switch.
Adjust Switch position or move Switch to new location.
Unplug Switch from power source then plug back in.
-  = Two consecutive flashes: Hardware Issue
Remedy: Contact Support
-  = One repeating flash: Hardware Issue
Remedy: Contact Support
-  = Rapid flashing light: Garage door is open or garage door sensor is misaligned.
Remedy: Ensure that position sensor is positioned as described above and that wires are properly connected.
Ensure that garage door is closed.
-  Solid blue not flashing indicates the system is working correctly.

7.2 App Hardware Status Symbols

When logged into your TrackPIN™ account you can view the status of your hardware at any time. The below list provides an explanation of what the colored keys mean.

Hub Key

 Hub has not reported for ~5 minutes

 No server connection for ~2 minutes

 Active

Switch Key

 Hub unable to connect with the Door Switch

 Status unknown Hub has not reported for ~5 minutes

 Active

Keypad Key

 Battery is at 15% or less

 Status unknown Hub has not reported for ~5 minutes

 Status unknown Keypad has not reported for 24 hours

 Active

For frequently asked questions please visit: <http://trackpin.com/faq/>

7.3 Account setup Trouble shooting

Once your system is set up, make sure you also set up your UPS My Choice and FedEx Delivery manager accounts as described below. The In-Garage Delivery portion will not function automatically unless this is set up correctly.

- 1 » Go to <http://www.ups.com/mychoice/welcome.html>
- 2 » Select **Sign up**
- 3 » Fill out the form, when it asks for your email address please input your regular email address
- 4 » Once UPS has verified your identity click on tracking at the top of the page and then Access UPS My Choice
- 5 » Once in the My Choice screen click on My Settings located near the top of the page.
- 6 » Once on the my settings page click on Delivery Options
- 7 » Click Edit next to leave instructions for my driver
- 8 » In the drop down select Leave at garage
- 9 » Once saved click on the alerts link and please input your @In-GarageDelivery.com Email address. (you can find this e-mail address by logging into your TrackPIN app, clicking on My PINs then clicking on Deliveries)
- 10 » Verify that your In-GarageDelivery.com email address is listed and setup to receive emails when a package is addressed to you.



Instructional Video <http://vimeo.com/102352946>

- 1 » Go to <http://www.fedex.com/us/delivery/>
- 2 » Select Sign up
- 3 » Fill out the form, when it asks for your email address put in your most commonly used email address.
- 4 » After the form is filled out click on the manage tab at the top of the FedEx page and select update my profile.
- 5 » Once on the login and contact screen click on the FedEx Delivery Manager link
- 6 » Under delivery instructions click edit
- 7 » Select garage from the leave package dropdown
- 8 » In the notes section type "See Garage Keypad for Code"
- 9 » Click on the notifications link
- 10 » Turn on all email notifications and input your @InGarageDelivery.com e-mail address. . (you can find this e-mail address by logging into your TrackPIN app, clicking on My PINs then clicking on Deliveries)
- 11 » **Make sure you have your settings set so that FedEx will send you an email every time something is addresses to you! This is a checkbox that must be checked (Very Important!)**



Instructional Video- <http://vimeo.com/102352944>

If you have additional questions or concerns please visit www.trackpin.com or email support@trackpin.com