

1. How does TrackR work?

TrackR uses Bluetooth technology to connect your item (keys, wallet, bag, etc.) with the TrackR app on your phone. To ensure your TrackR is always findable, make sure:

- Bluetooth is on at all times
- Location Services are on
- TrackR app is open and running in the background

2. What is TrackR's range?

Up to 100 ft. or 30 meters (with a clear line of sight). Of course, when obstacles –such as walls or furniture – are present, the range is diminished.

3. Does TrackR use GPS?

No. TrackRs are Bluetooth trackers and do not use GPS technology. Your tracked items communicate with the TrackR app on your phone using a Bluetooth connection.

4. Is the TrackR battery replaceable?

Yes! And we replace it for free. The app will alert you when your battery is running low and prompt you to order a new one.

5. What is Crowd Locate?

Crowd Locate is an automatic finding feature built into the TrackR app that expands the number of people who can help you find what's lost when your item is outside of Bluetooth range. Crowd Locate helps users find over 2 million items every day.

## Will this work tracking my car?

Unfortunately, it is not recommended. While we have had many customers use a TrackR inside their vehicles to help locate their car in a large parking lot or an area you are not familiar with, TrackRs will not trace minute-by-minute movement like a GPS does.

Using a TrackR to locate their parked vehicle works through our Last Seen feature. When you park your car and walk away from it, the TrackR app will show the Last Seen location, representing when your TrackR and phone were connected. When it is time to return to your car, simply click on the Last Seen location and get directions to your car on Google Maps or Apple Maps.

Tracking your car beyond this use would rely on our user-based feature called Crowd Locate. This is where another TrackR user's phone will anonymously ping other TrackR's. For example, if your spouse drove your car 100 miles away from you, the app will just show the last known location if another user with the app running walks within Bluetooth range of the TrackR inside the car. It will show a time stamp as well as the location in the app. Because it relies on the presence of other TrackR app users, to get updated location, it is not an efficient way to track your car. For that purpose, we recommend installing a live GPS tracking device.

## How are TrackRs attached to my items?

Each [TrackR bravo](#) comes with a metal keyring and a small double-sided adhesive that can be used to put your TrackRs onto items with smooth surfaces such as TV remotes. The keyring and the adhesive are included in the folded instruction booklet in each TrackR package.

Likewise, each [TrackR pixel](#) includes a nylon key loop and a double-sided adhesive to be used for attaching your TrackR to your items.

## Will this work for tracking my pet?

We strongly discourage the use of TrackR on cars, pets or people. TrackR uses Bluetooth technology to connect your items to the TrackR app on your phone and **does not use live GPS technology**. Once the TrackR is outside of Bluetooth range of a user's phone, the TrackR app will show the Last Seen location of the TrackR. This is the last location where the TrackR and TrackR app were connected. The TrackR app does not track minute-by-minute movements of a pet, car, or person when it is outside of Bluetooth range. Additionally, the volume of TrackR's ringer may cause your pet discomfort.

# What are the differences between each TrackR?

We currently offer two TrackRs: TrackR bravo and TrackR pixel. Both TrackRs use Bluetooth technology to locate and is automatically equipped with our Crowd Locate network - to help you find your items fast.

**TrackR bravo** is a coin-sized Bluetooth TrackR made of sleek and slim anodized aluminum with one LED light. TrackR bravo comes in silver, black, rose gold, sky blue, and offers a 17 character custom laser engraving for you to add a unique message to the front of the device. TrackR bravo uses a replaceable CR1620 coin cell battery.

[To order a TrackR bravo, please click here.](#)

**TrackR pixel** is the smaller of the two but don't let that fool you. TrackR pixel is made of durable hard plastic, has 3 LED lights that make locating an item in the dark incredibly easy, and it comes in eight fun colors: black, grey, white, blue, red, pink, TrackR green, aqua blue. The TrackR pixel uses a replaceable CR2016 coin cell battery