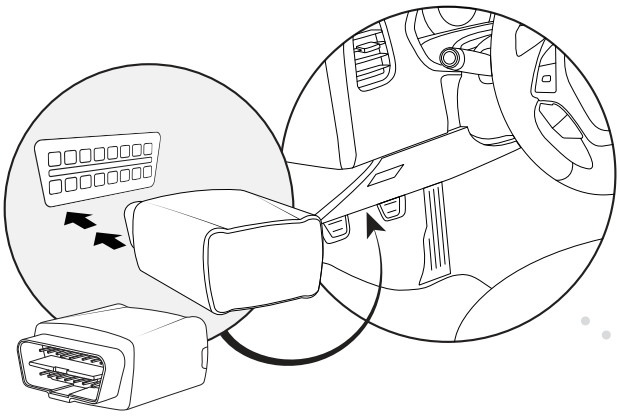
www.BrickHouseSecurity.com



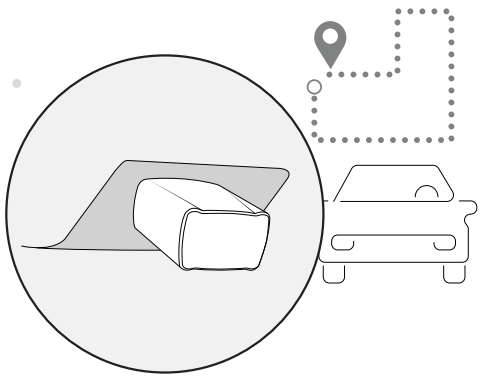
Trackport 4
Quick Start Guide



1 | Plug in the Trackport

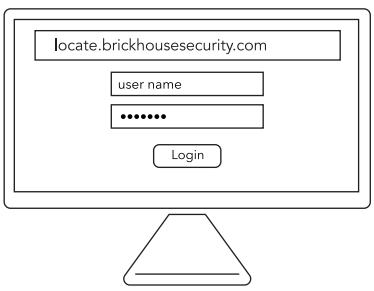
Locate the OBD-II port on your vehicle. Normally it will be located below the dashboard on the driver's side of the car. Plug the Trackport into the port.

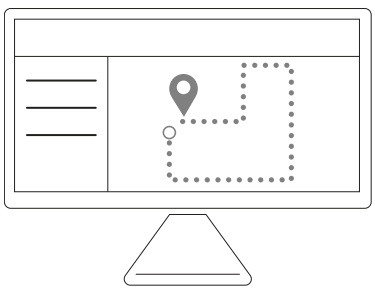
If you are having trouble locating the OBD-II port please consult your vehicle's owner manual.



2 | Test Drive

After plugging in the tracker, take the vehicle for a 20-30 minute test drive so that the Trackport may establish a GPS connection.





3 | Log In

Using a web browser visit locate.brickhousesecuity.com OR open the BrickHouse Locate GPS App on your mobile device.

Check your email account for an email with the subject **"Important: Your Password for GPS Login"** to find your login information.

4 | View Tracking

Once you login you will be able to see the tracking reports from your test drive.

You are now ready to begin tracking!

Get the most out of your BrickHouse Security GPS tracker by customizing your account with GeoFences and Alerts.

⚠ **Don't forget to activate your tracker! Visit locate.brickhousesecurity.com.**

FAQ's

Having trouble logging in, can't find the email containing your username and password?

- On the GPS login page select "Forgot Password."
- Enter the email address that you used when you placed your order and press "Reset Password". Your email is also your username.
- Check your email. Follow the instructions to reset your password and login.

How do I track on a mobile device?

Download the BrickHouse Security TrackView app, available for iPhone and Android. Just visit the App Store or Google Play Store to download the app for free.

When I log in I don't see my device. Why?

Your device may not have established a GPS connection yet. Make sure to test drive your vehicle after plugging in the Trackport.

If the unit is still not showing on the map after your test drive unplug the device from the OBD port and wait at least 20 seconds before plugging it back in. Make sure that the tracker is securely plugged in to the OBD-II port.

Observe the LED lights on the device. The Green light will glow solid for about 1 minute. The Blue light will then light up and blink every 3 seconds. After that, the Green light will begin to blink every second.

- If the Green light does not start to blink after a minute, this means that the device is having trouble establishing a GPS signal. Consider moving the vehicle to a different location without any obstructions that may be preventing it from establishing a connection (not parked indoors or near too many surrounding trees or buildings).
- If the Blue light blinks rapidly every second instead of every 3 seconds, this means the device is still searching for a cellular network. If the device doesn't connect, it may mean the area you are in does not have good cellular coverage or the unit is not yet active.

If the LED lights are behaving correctly, go for another test drive. If the unit is still not showing on the map after your test drive, please call or email our tech support team.

How do I update my billing information for service?

Just visit my.brickhousesecurity.com to set up an account or log in to your existing account. Here you can manage your payment method for your GPS service.



Don't forget to activate your tracker! Visit activate.brickhousesecurity.com

The activation process may take up to 24 hours to be completed.



Support Questions?

Email: support@brickhousesecurity.com

For additional help and troubleshooting visit: help.brickhousesecurity.com