

FREQUENTLY ASKED QUESTIONS (FAQ) – AT230 On Demand Asset Tracker

- **What is the AT230 On Demand Asset Tracker?**
 - The Razor Tracking AT230 On Demand asset tracker provides daily location along with On Demand options to know where your equipment or valuables are located when you want to find its position. By using AT&T cellular network, GPS and WiFi to locate your equipment, it can be found virtually anywhere. Plus, it comes with replaceable batteries that may last for up to 10 years.
- **What does the AT230 On Demand Asset Tracker look like?**
 - The AT230 On Demand Asset Tracker is built for easy concealment in a variety of uses.
 - Its compact size has dual color LED indicators to indicate power and connection status, push button power on/off, plus many other features.



- **What are some of the features of the AT230 On Demand Asset Tracker?**
 - Interval and On Demand Locating
 - Small form to fit on most equipment or easily concealed
 - Extremely long battery life—up to 10 years
 - Locate in buildings
 - Easy Installation – no wires to connect
 - On Demand locator
 - Fast GPS Location Responses
 - No contracts
 - GPS, Cellular, and Wi-Fi
 - IP67 – water and dust resistance
 - Status button
 - Compact Device
 - Manufactured in the United States

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- **If a customer has other Razor Tracking products, will the AT230 On Demand Asset Tracker show on the same dashboard?**
 - That's the advantage of the Razor Tracking platform. Our software allows all of our tracking products to appear on the same map on your dashboard. It's the simplicity and ease of seeing all of your equipment and items of value all on one screen.
- **How does the AT230 differ from an Apple AirTag®?**
 - An Apple AirTag® requires the device to find an Apple Bluetooth enabled device to send back a location.
 - The AT230 uses its own cellular connection and finds the location via GPS, cellular and/or WiFi to find the device which means your assets can be found in a field, job site and driving down the highway. It also does not inform a person that this device is active around their Apple devices.
- **Does the AT230 On Demand Asset Tracker include installation instructions and/or video?**
 - Yes, Razor Tracking has installation videos and downloadable pdf instructions to help customers with the process. Our Customer Support Team is also available should you need to talk with a team member directly, Monday-Friday, 8am-5pm: at **(833)-GO-RAZOR**, Option 2 or email: support@razortracking.com.
- **Is it difficult to install the AT230 On Demand Asset Tracker?**
 - The AT230 is extremely easy to install as it is self-contained device with no wires to connect and long battery life. Due to its compact size and IP67 device rating, it can be placed outside or inside of the high-value asset. It can be secured in a discrete location or be mounted with strong 2-sided adhesive tape, self-tapping screws or zip ties in a concealed location. All you need to do is Power ON the asset tracker and it's ready to track. The AT230 also comes with an optional magnet mount in the case.
- **Why is the AT230 On Demand Asset Tracker important to our customers?**
 - It is the first, low cost, on demand and daily asset tracker available to the consumer. It can easily track their equipment or most prized possessions with a simple on demand tap to their computer and they receive a response ping within minutes of its location.
- **What is the price of the new tracker?**
 - A big attractive feature of the new daily asset tracker is its low, affordable cost. There are 1 and 3-year plans available and are based on volume. For example, typically it's less than \$7 per month for a 3-year subscription. Best of all—no contracts. Consult a Razor Tracking sales representative for complete details.
- **What if I have questions after I place my order?**
 - For questions concerning your order, contact our support team, Monday-Friday, 8am-5pm: at **(833) GO-RAZOR**, Option 2, or email: support@razortracking.com.

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- **How do I download the Razor Tracking App?**
 - You can download the Razor Tracking app for either Apple or Android phones.
 - iPhone: [App Store](#)
 - Android: [Google Play](#)
- **Where can I purchase the AT230 On Demand Asset Tracker in the United States or Canada?**
 - Our sales team will help assist you with any questions, no matter where you live. Contact our sales team at **(833) GO-RAZOR**, Option 1, or email: sales@razortracking.com, Monday-Friday, 8am-5pm.
- **What is Razor Tracking?**
 - Razor Tracking is a leader in real-time GPS vehicle fleet telematics, setting the industry standard for fleet and operations management and asset tracking.
- **Will other Razor Tracking products work with my fleet of vehicles?**
 - Yes, Razor Tracking's asset tracking equipment and cameras have been installed in agriculture, construction, semi-trucks, service vehicles and other vehicles in a variety of industries. For more details on your specific fleet, contact our sales team.
- **What kind of warranty is included?**
 - Twelve (12) Months from the shipment date.
- **Does Razor Tracking have a customer support line?**
 - We know sometimes you have a question that may need additional answers. Our Support Team is available to assist you Monday-Friday, 8am-5pm: at **(833) GO-RAZOR**, Option 2, or email: support@razortracking.com.