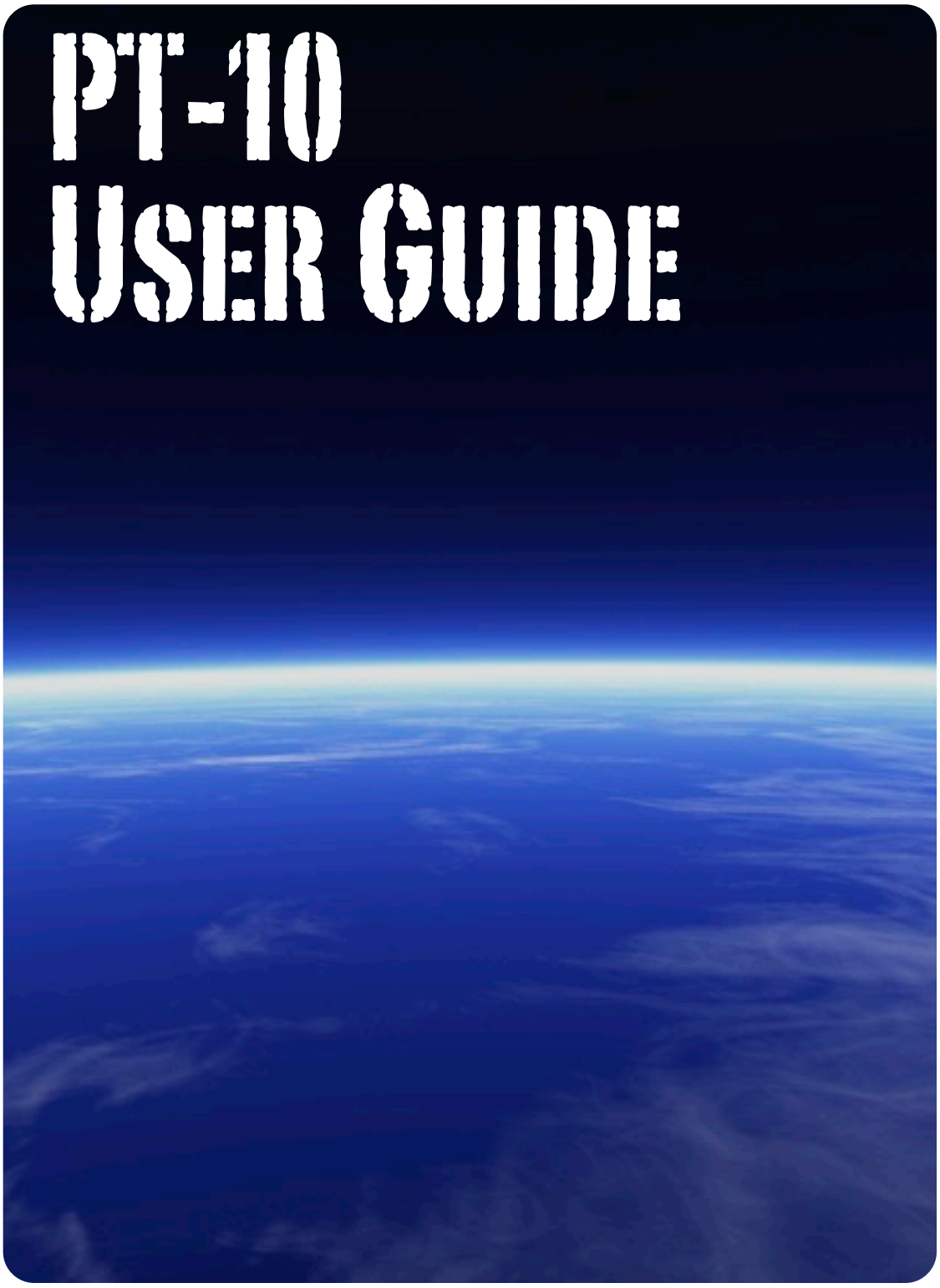
LIVEVIEWGPS

PT-10 User Guide



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INTRODUCTION

Thank you for purchasing the PT-10 Portable GPS Tracking Device!

The PT-10 is the one of the most technologically advanced battery-operated GPS tracking device on the market, providing location updates every 20 feet when walking (speed less than 10 mph) or every 10 seconds if the speed exceeds 10 mph.

The truly LIVE tracking methods employed by the PT-10 enable it to perform under a wide variety of

applications, providing GPS tracking for everyone from Alzheimer's patients to athletes (cyclists and runners), from toddlers to teens, from freight shipments to airport luggage. The applications for the PT-10 are limited only by the human imagination.

Options for the PT-10 GPS tracking unit include extended-life battery kits providing from 60 up to 120 hours of actual movement on a single charge. We offer runners' and cyclists' pouches for tracking athletic events such as cycling circuits and marathons, and even magnetic watertight boxes enabling covert placement under a vehicle.

Not surprisingly, the PT-10 has garnered rave product reviews in the press. GPS Magazine calls it "The most accurate, easy to use GPS Tracker available." It's a testament to our staff and their dedication to design and build nothing less than the best product of its kind on the market, without exception.

At LiveViewGPS, we go to extremes to deliver a world-class product, and are equally dedicated delivering of a comparably world-class customer service experience. For this reason, LIVE support is embedded directly into our tracking system. If you encounter difficulties, have additional questions, or simply want to say "job well done", we're always delighted to hear from you!

Use common sense when cleaning your PT-10 – use a soft damp cloth, do not use solvents or alcohol-based cleaning agents. The PT-10 is not waterproof, so don't submerge it in water. And the housing - like any plastic - can melt under extreme heat, so don't subject it to environments where temperatures exceed 160 Degrees Fahrenheit.

Given proper care, your PT-10 GPS Tracking device will provide reliable service for years to come.

Thank you for choosing the PT-10. We appreciate your business!

BATTERY CONSIDERATIONS

The single biggest dilemma confronting a battery-operated product of this nature is managing the delicate balance between battery life and update performance. Everyone wants the fastest update possible so they can see the device as it moves in real-time. The problem is that faster updates burn more battery...and packing additional battery into a device increases cost, weight, and size.

Other products on the market are comparatively primitive, solving the battery dilemma by providing 2-minute, 5-minute, or even 15-minute updates. Some are even "ping" based, updating their location only when you specifically ask for it. The problem with such slow updates is that they cannot provide an historical playback to enable you to see (with any degree of accuracy) where the GPS tracking device has been.

Conversely, the PT-10 provides real-time 10- second updates, recording history for later playback so that you can see everywhere the device has been – even if you weren't watching at the time. We balance the need for long battery life by embedding an on-board motion sensor, enabling the device to power off and conserve power after 120 seconds of no movement. The instant the device moves, it powers back up, reconnects, and resumes transmission.

Using this method, the PT-10 doesn't last X number of hours after a charge. Rather, it lasts approximately 8 hours of ***actual movement time***. If a device on a vehicle only moves 1 hour per day, the battery will last approximately 8 days on a single charge. If it moves 2 hours per day, the battery will last roughly 4 days. If it moves nonstop, it will last about 8 hours.

Bearing this in mind, we must also mention that the motion sensor is incredibly sensitive to vibration – even a passing vehicle may vibrate the vehicle on which the PT-10 is installed enough to wake it.

Under normal circumstances this isn't a problem, as the PT-10 will go back to sleep after 120 seconds of no movement, but if the vehicle is parked on a busy street it can lead to a dramatically reduced operating period for that specific battery charge. If you're aware before hand that this may be the case, it might be wise to purchase an extended battery kit to enable your PT-10 to operate for a longer period of time between charges.

The PT-10 Available Configurations:

PT-10 Standard 8 Hr. Motion Battery
PT-10 Pro 60 Hr. Motion Battery
(Uses Same Size Case)

PT-100 130 Hr. Motion Battery
(Uses larger Case Double Magnets)

WEB INTERFACE

In order to access the live tracking features of the PT-10, simply load your web browser on your PC (or Apple) and go to www.LiveViewGPS.com If you do not already have login credentials, you will need to activate your device.

Go to www.LiveViewGPS.com, at the top right of the website is an "**ACTIVATE**" link. Follow the link, and E-sign the PT-10 Activation form.

We will set-up your account and e-mail you your username and password. Activations are done Monday through Friday from 7 AM - 4 PM PST. It can take from 1-2 hours for your account to be fully activated. Follow the link in the email to get to our web portal.

Enter your login ID (provided to you by the LiveViewGPS Staff) and below it the password you were assigned, then click the LOGIN button. Once clicked, the LOGIN button will change to LOGOUT.

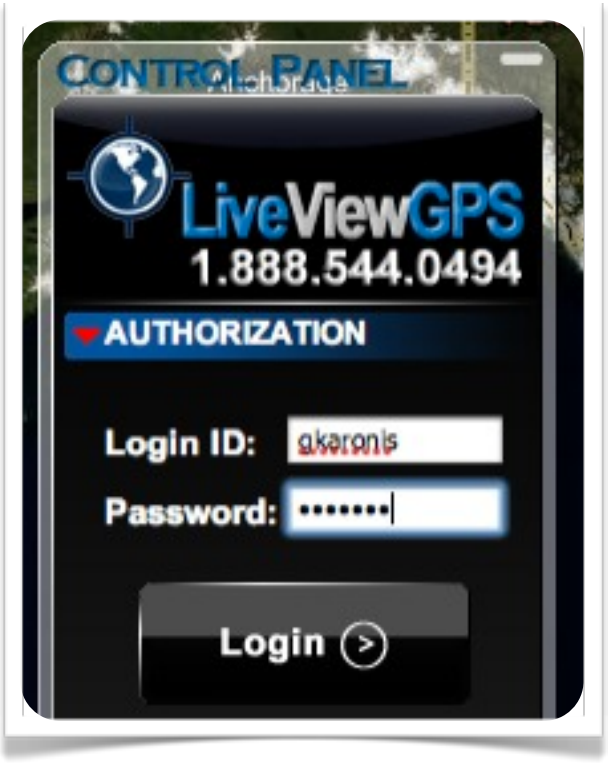


Figure 1.1

Once login is complete, the map will immediately jump to your area and the location of your vehicle(s). You may move your mouse over the vehicle to show specific information about the vehicle such as latitude, longitude, and the speed at which the vehicle is traveling. The location(s) of your vehicle(s) on the map are updated every 10 seconds.

You may move the map within the browser by clicking on the map, holding the mouse button down, and dragging the map. Double-click on an area to zoom in on it, or roll the wheel on the back of your mouse to zoom in and out on the center of the map.

Clicking on a vehicle marker (not the flag, but the vehicle marker itself) will open a window (see figure 2.0, next page) which gives you the ability to change the vehicle marker, change the name on the flag, change the color of the flag or flag text color, retrieve the address of the vehicle's current location, or auto-center (follow) the vehicle.

To change the vehicle marker, click on the vehicle marker image below the save button. A window will appear giving a selection of different vehicle icons you may use.

To change the text which appears on the flag, simply change the text in the field labeled FLAG TEXT. You may change the color of the flag or text by clicking the COLOR button to the right of each field, respectively.

When you've finished making your changes to the flag color, text color, flag text or vehicle marker, simply click the SAVE button.

The phone driver feature is available with paid access to the SKYPE network, allowing you to phone the driver through your PC. Other options listed are applicable to the RTV-5, such as locking and unlocking doors, enabling and disabling the starter, honking the horn, and remote starting the vehicle - these are available only with hard-wired devices which must be physically wired under the dash of the vehicle to perform these functions.

FIGURE 2.0 VEHICLE CONTROL WINDOW

THE CONTROL PANEL

On the left side of the map screen you will find a Control Panel, providing tabs for Authorization, Map Control, Vehicles, Reports, Alert System, Search, Directions and Routing, Address Markers, Live Support, and Historical Playback. Clicking on any of these tabs will provide access to each group of functions. This control panel is the key to all functions and features of the web-based tracking system.

Through it the system provides access to reports, alerts, live support, 90-day historical playback and an unending array of other features – with more new features constantly being added!

THE MAP CONTROL TAB

You may select the "Map Control" tab from the control panel to the left, and the map control panel will open, providing controls to zoom, pan, and set map rendering options.

FIGURE 3.0 - The Map Control Tab

The LiveViewGPS PT-10 system relies on Microsoft Virtual Earth Maps to provide mapping of the coverage area. In larger metro areas, high-resolution aerial images (also known as Bird's Eye images) are available; in more rural areas, even Hybrid view may not provide the same level of detail as larger metro areas.

If you live in a rural area, you may find it more useful to select "Map View" in lieu of Hybrid or Bird's Eye view.

When fully zoomed, the maps provide detailed street-level information, enabling you to see the precise location from which your PT-10 GPS tracking device is transmitting. When zoomed out completely, you have a complete view of the world.

"Optimize" will zoom as closely as possible while still keeping the device or group of devices on the viewable map at once.

"Traffic" will show traffic flow and congestion levels over major interstates and highways. Measured areas will be highlighted in green for normal traffic flow.

"Fences" will show all active geo-fences on the system.

If you have only one device, the "Center Map" checkbox will automatically center the map on that unit. If you have multiple devices, "Center Map" will position the center of the *group* of devices at the center of the browser. If you select a single vehicle (under the *vehicles* tab), the "Center Map" checkbox will tell the system to center on the selected vehicle. Areas experiencing moderate slow-downs in traffic flow will be highlighted in yellow, and areas with major traffic snarls will be highlighted in red. Areas highlighted in black indicate complete blockages and traffic at an absolute standstill.

By default, your login will show ALL the devices associated with your account – up to a maximum of 512 units on screen at once.

In viewing all vehicles, you manually control the area of the map you wish to view by using the zoom and pan features to move the map within the view port.

Clicking the Map View button will show a simple view of the map. Satellite will show satellite imagery. Hybrid combines the most useful features of both Map and Satellite views, superimposing street lines and names over the top of the Satellite imagery.

The oblique setting (N, S, E or W) allows you to select between four different angles to view Birds' Eye imagery for a better indication of surrounding terrain.

In order to select an individual vehicle, you may select the "Vehicles" tab from the control panel, and select a specific vehicle from the drop down list.

TRACKING OPTIONS

Selecting a single vehicle from the drop down list on the VEHICLES tab enables you to turn all other markers off, enabling quick isolation of the target from among a large fleet of vehicles.

This feature is often used in conjunction with the "center map" checkbox on the map control to "follow" a vehicle wherever it goes. Individual vehicle selection is also used to specify which specific vehicle to replay under the *historical playback control*.

Specifying a single vehicle to track has implications under a number of different controls. Check each section of the manual for the impact of individual vehicle selection on each function.

REPORTS

As this manual is being written, 20 different report options currently exist. More reports are being added regularly.

There are two types of reports – ***online*** reports which appear onscreen, and ***offline*** (Excel) reports which are emailed to the address you specify. Some reports - such as the vehicle mileage by state report or vehicle operating report – are available only via email largely due to the time required to generate the report.

Another major difference between online reports and offline reports is the fact that an online report is typically run for a single vehicle for a single day. Offline reports can be run for ALL your vehicles for a period of several months.

Note: When you request an offline report for multiple vehicles, bear in mind the ramifications of your request. An Excel spreadsheet only supports a maximum of 65,535 rows. If you have more data over a period of several months than 65,535 rows, the report will be truncated at row 65,535.

When a report is selected from the Reports control, a semi-transparent overlay appears on the map.

Note that the device markers continue to move, always reflecting their locations on the map beneath. On this reports overlay, you may select the specific parameters used for the selected report.

When reading a report, you will typically see a series of dates/timestamps, along with the physical address (or lat/lon, if the vehicle is continuing on a more-or-less straight course), as well as vehicle speed and heading. Headings are expressed in the range of 0 – 359, indicating the direction in which the vehicle is pointing. Zero is north; the value increments clockwise. Reports may be highlighted and copied/ pasted into Excel spreadsheets or printed.

FIGURE 4.0 Reports Menu

ALERT SYSTEM

Imagine, for a moment, that you're a homebuilder, HVAC installation contractor, electrical or plumbing contractor. You want to know what time your guys are arriving on the job site each morning.... and what time they leave in the afternoon. With the Zone Alert feature of the LiveViewGPS Tracking system, you can easily define an unlimited number of "Alert Zones" (also known as "geo-fences") and the system will automatically notify you – by e-mail or SMS text message (or both) – any time one of your vehicles enters or exits the zones you define.

Defining Alert Zones couldn't be easier! First, zoom in on the area in which you want to create a zone notification. From here, it's as simple as clicking the Alert System tab on the Control Panel and selecting the option to "Show Alert Editor". A window similar to that shown in Figure 5.0 (right) will appear at the bottom of your screen. Click the "Add Zone Alert" button.

In the first field, select a name for your zone, and then click and drag the pushpins at each corner of the highlighted zone on the screen.

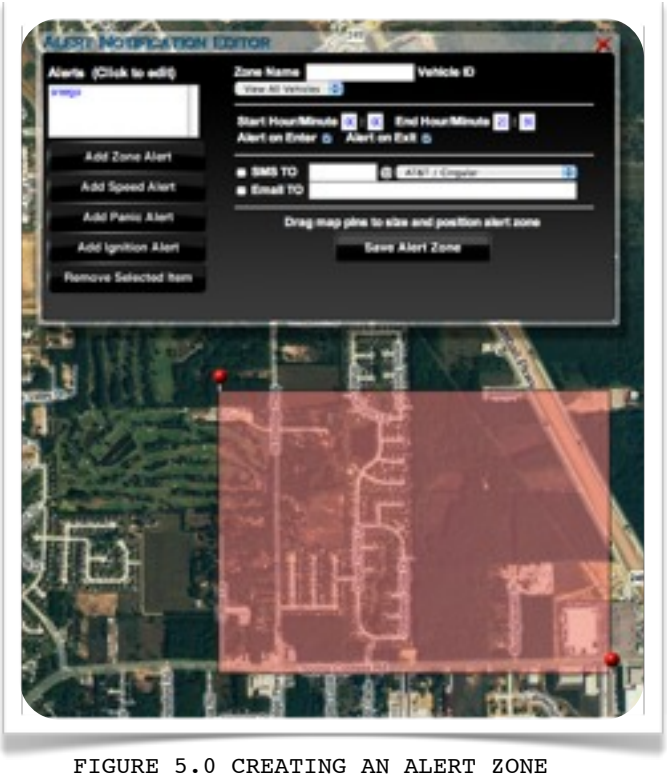


FIGURE 5.0 CREATING AN ALERT ZONE

You may roll the wheel on the back of the mouse to zoom in or out on the map, or click and drag to move the map while the Alert Notification Editor is open. An Alert Zone can be as small as a driveway, or as large as an entire continent.

Note: While an Alert Zone can be as small as a driveway, the functionality of an Alert Zone depends on the device making one transmission on one side of the box, and a second transmission on the opposite side (inside vs. outside).

Select the notification method you prefer. You can have LiveViewGPS send an SMS text message to your cell phone, or e-mail to any address you specify.

When you've finished specifying the e-mail address or SMS address, simply click the option to "Add Geo Fence Alert Zone", and the zone you've created will be added to the list at the left. It's that easy!

It's possible to draw a zone so small that the device is unlikely to make a transmission from within the defined area. When in doubt, to increase reliability of Alert Zone notifications, it is recommended that you make the box larger than the simple edges of a driveway. In fact, an area of 100 feet square is the recommended minimum size.

Note: SMS addresses are like email addresses. Some wireless carriers define their SMS addresses as 1 + areacode + cellnumber@[yourcarrier.com] (e.g. 143101234567@mycingular.net). Others do not recognize the address if there exists a 1 before the area code. If your SMS alerts are not arriving at your cell phone, try changing the SMS address without the 1 and saving the change to see if that makes a difference.

With a correctly defined zone, you receive notification anytime a vehicle enters or exits the area you've specified.

The Speed Alert is a close relative of the Zone Alert. Speed Alert enables you to define speeds at which you are notified. Speeds (like Alert Zones) can be defined for specific vehicles, or for every vehicle in your fleet. Any time one of the specified vehicles exceeds the defined speed; the LiveViewGPS system will notify you with an SMS text message to your cell phone, an e-mail, or both. From the same Alert Editor window, select the option to "Add Speed Alert". Specify a name for your alert (so that you can find it later in the list at the left), and select whether you want the alert to apply to all vehicles or a specific vehicle by selecting a vehicle from the drop down list. Fill in the speed in the next field, and you're almost finished.

Check the appropriate box and populate the fields for SMS text message or e-mail notifications (depending on the method you prefer), and select the option to "Save Speed Alert". You'll see your alert added to the list box at the left.

Alerts are easily removed by selecting the items in the Alerts list on the left side of the Alert Editor Window and clicking the "Remove" button. When you are finished creating or editing Alert Zones and Speed Alerts, click the [X] at the upper right corner of the Alert Editor Window to close it and resume normal operation.

SEARCH

The "Search" feature enables the user to find locations of selected subjects within a certain area. For instance, if you were to type in "pizza" or "gas stations" in the "Find" window pushpins would populate on the map of the closest locations that matched your search criteria.

FIGURE 6.0 SEARCH

A "Search Results" box will open on the right side of your screen (See Figure 6.0) with addresses and phone numbers for the locations appearing on the screen.

In the simplest of terms, if it is in the phone book, the LiveViewGPS Fleet Tracking system will show it to you on the map.

DIRECTIONS AND ROUTING

The "Directions and Routing" feature enables the user to enter a start and stop address, along with up to 20 additional stops on a route. The system will plot the route with driving directions.

By default, "no optimization" is checked. This will show the route in the order in which the stops were entered.

Note: Popups must be enabled on your browser in order to receive driving directions. Most browsers (IE, FireFox, Safari, Chrome, etc.) allow you to enable popups from our site specifically while continuing to block popups from unwanted sites.

If the checkbox is turned on for "Fastest Time", the route will be optimized and the stops reordered in such a manner as to allow the driver to complete all stops in the shortest amount of time.

If the checkbox is turned on for “Shortest Distance”, the route will be optimized and the stops reordered in such a manner to allow the driver to complete all stops with the lowest possible mileage.

Please note that the shortest mileage is not always the fastest time – for example, interstate travel might predicate slightly higher mileage, but also higher speed and thus shortest time.

In order to receive driving directions, the popup blocker on your browser may need to be disabled temporarily to enable the pop-up window with driving directions to appear.

ADDRESS MARKERS

The Address Markers tab exists to enable the placement of user-defined markers on the map. These markers can provide quick and easy location of warehouses, offices, and other landmarks relevant to your daily use of the LiveViewGPS vehicle tracking system.

To access this feature, select the “Address Markers” tab and click “Show Address Editor”. After typing the name you wish to appear on the marker label, type the address into the address field and click the “Find Lat:Lon” button. The system will find the closest match in the database and populate the latitude and longitude with that location.

Alternatively, if you know the latitude and longitude (based on the position of a vehicle), you can simply type the latitude and longitude and click the “Find Street Address” button.

To place the marker on the map, click the “Add Address” button at the lower right corner of the Address Editor window. A target icon will appear at the location specified. When your mouse is placed over this target icon on the map, a small window will appear providing complete address information.

To remove an address marker, simply select that item in the list on the left side of the Address Editor Window and click the “Remove” button. When you are finished creating or editing your address markers, click the [X] at the upper right corner of the Address Editor Window to close and resume normal operations.

LIVE CHAT SUPPORT

With LIVE Chat Support embedded directly into our tracking system (See Figure 7.0), you can ask questions or be given direction on how to use specific parts of our system even while you continue to interact with the system. There is no need to close the chat window or go try something and come back. In fact, you can leave the Live Support window open even while you manipulate the map – zoom in, zoom out, pan the map, select an individual vehicle or all vehicles, or even run reports or historical playback.

FIGURE 7.0 LIVE SUPPORT

No other vehicle tracking product on the market provides such an advanced level of technical support and assistance to the user community – because no other vehicle tracking company cares as deeply about the satisfaction of its clients.

To talk with a LIVE support engineer, simply select the *Live Support* tab on the control panel, and click the button labeled “Live Support System”. A window will appear at the top of your screen similar to the one provided in figure 7.0

To send a message to Tech Support, simply type your question into the lower box, and hit “enter” when you are finished. The upper box will show the conversation between yourself and a LiveViewGPS support engineer.

Currently, we provide live online support between 7am and 7pm (Central Time) Monday through Friday and 9am through 4pm (Central Time) on Saturday.

HISTORICAL PLAYBACK

The Historical Playback feature enables you to geographically reanimate the path taken by a specific vehicle based on historical (report) data.

Before we can begin an historical playback, we must first select the specific device we intend to replay from the VEHICLES list on the Vehicles Tab. (See Figure 8.0 Below)

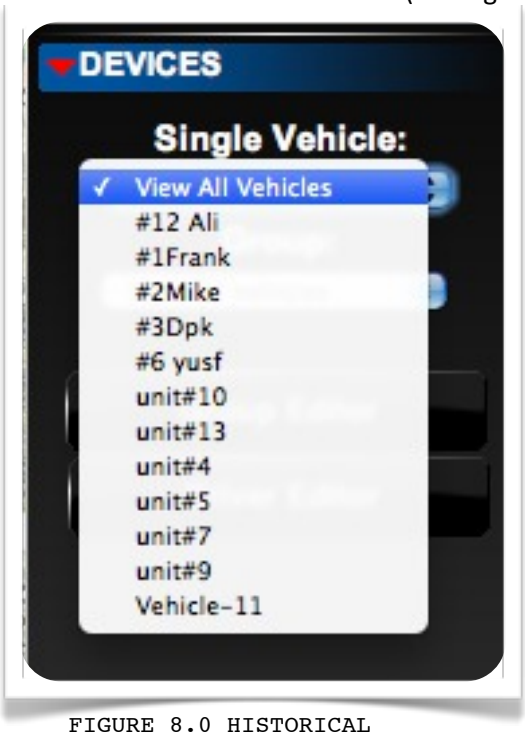


FIGURE 8.0 HISTORICAL PLAYBACK VEHICLE SELECTION

Once this is complete, select the ***HISTORICAL PLAYBACK*** tab, and click the date on the calendar for which you'd like to see a playback. Finally, click the PLAY button on the top of the Historical Playback control. Once the PLAY button has been clicked, the vehicle marker will begin reanimating the precise path taken on the date selected.

FIGURE 9.0 SCREENSHOT HISTORICAL PLAYBACK

The marker will leave a vapor trail over the route taken to enable you to easily view the route. At the lower left corner of the browser (on the browser status bar) you will see the date and timestamp corresponding to the vehicle's marker placement. This value will increment as records are read from the historical database as the vehicle moves about the map. As with the normal (live) playback, you may zoom or pan the map even as the playback continues to run. Likewise, you may mouse over the vehicle to see its speed at any point during the playback.

The playback will begin at midnight on the date selected and continue until the last record transmitted that day has been rendered. To terminate the playback and return to LIVE mode, simply click the button labeled "Return to Live View".
While the playback is running, you may zoom in or out on the map – either by going to the MAP CONTROL tab, or by rolling the wheel on the back of your mouse. You may also PAUSE the playback by clicking the PAUSE button on the HISTORICAL PLAYBACK tab. You may play forward or reverse, jump to the end or the beginning.

To play high-speed forward or reverse, click quickly multiple times on the >> or << buttons on the playback control.

THE ACTIVITY PANEL

The ACTIVITY PANEL (when clicked) slides open or closed from the bottom of the browser to show the flow of data transmitted from your device(s).

If you have only one device, you will see one row of data flow through the activity panel roughly once every 10 seconds any time the vehicle is moving. If the vehicle is not moving, no data will flow.

If you have more vehicles (devices) moving, you will see a much faster flow of data. The purpose of the activity panel is to provide an at-a-glance list of the vehicles which are moving, and how fast they're moving.

FIGURE 10.0 ACTIVITY PANEL

GHOST GEOFENCING

This feature allows you to create a report that let's you see if a vehicle or vehicles were ever at a particular location over the last 90 days.

You must first create a geo-fence of the area in question. Go to the Alert Editor and create the fence.

Next, go to the Reports Menu and select from the online report group "Zone Activity".

FIGURE 11.0 ZONE ACTIVITY REPORT

Select one or all vehicles, select your zone that you created, select the date range.

Generate the report. You will now be able to see if/ when your vehicles entered the zones you just created.

USING THE EXTERNAL BATTERY

If you purchased a PT-10 Professional, Or PT-100 this section covers using the external packs with your PT-10 GPS Tracker.

Step #1: Remove clip from PT device, as well as the cover plate screw with the included hex screwdriver (See Figure 12.0).

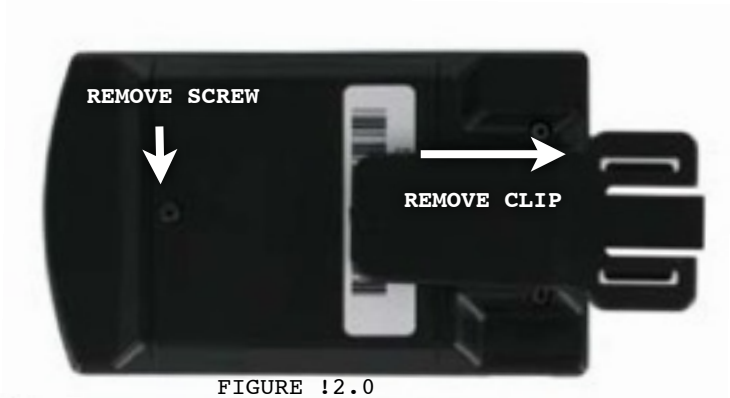


FIGURE !2.0

HEX SCREWDRIVER

Step #2: Remove the standard internal battery from the PT (See Figure 12.1)

FIGURE 12.1 REMOVE INTERNAL BATTERY

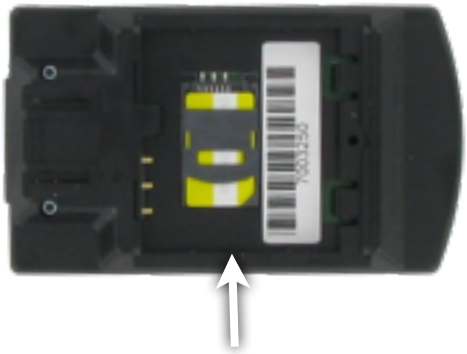
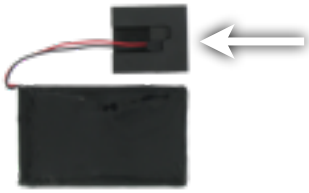


FIGURE 12.2 INTERNAL BATTERY REMOVED

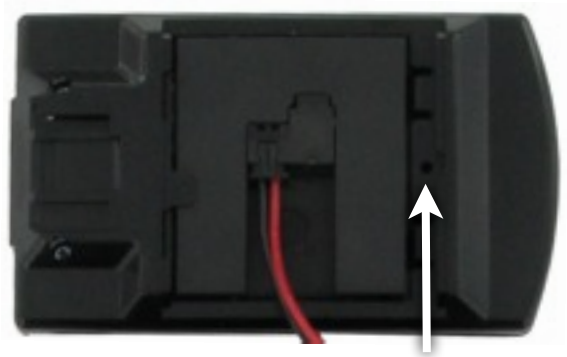


BATTERY ADAPTER

Step #3: Insert extended battery adapter into battery compartment of PT-10, (Figure 12.3). Line-up contact of adapter with PT-10 Contacts.

FIGURE 12.3 EXTENDED BATTERY & ADAPTER

Step #4: Re-insert the previously removed cover screw, secure with the hex screwdriver.



RE-INSERT COVER SCREW

RECHARGING EXTENDED BATTERY

Included 120 -240 VAC Wall Charger.

WARNING: *You Must Only Use The Supplied Charger To Re-Charge Your Extended Battery.*

Step #1: Insert charger side plug, into adapter, (FIGURE 13.1)

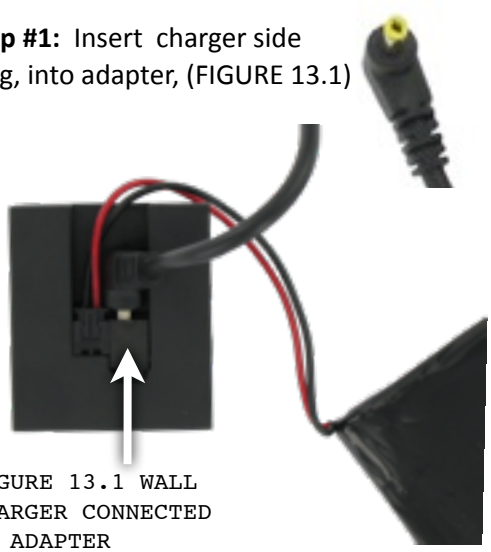


FIGURE 13.1 WALL CHARGER CONNECTED TO ADAPTER

Step #2: Connect Wall charger to power source. The LED on the wall charger will initially be red. When the battery is charged, the led on the wall charger turns green.

APPROXIMATE CHARGING TIMES	
Professional Battery	9 Hrs
PT-100 Battery	15 Hrs

WARNING: *Lithium Polymer batteries should never be charged unattended. Always monitor charging process.*

EXTENDED BATTERY WITH MAGNETIC MOUNT CASE

MAGNETIC MOUNT CASE

Step #1: Open Case

Step #2: Insert the extended battery on the bottom compartment of the case, and the PT on top of the battery.

IMPORTANT:

PT SMOOTH SIDE FACING TOP OF CASE, ADAPTER FACING EXTENDED BATTERY.

BATTERY INSERTED IN BOTTOM OF CASE

NOTE: *Failure to place device into case exactly as described above may result in sporadic tracking results.*

VEHICLE TRACKING

The GPS Chipset built into the PT unit is one of the most sensitive and accurate in the world. That being said, it will work in most instances where regular GPS devices fail.

PT-10 STANDALONE

We have tested the PT in the spare tire area of the trunks of different vehicles and it has worked flawlessly (Toyota, Honda, Lexus, Mercedes, etc). We would recommend the BEST position, under the front dash area of the vehicle with the flat side of the PT facing the top of the dash, and the clip side facing down. The PT will also work well in the glove box of most vehicles. Other good areas include under the rear deck of the rear windshield as found on most passenger vehicles (usually accessed from the trunk of the vehicle).

PT-10 WITH MAGNETIC MOUNT CASE

The PT magnetic mount cases have 70 pull lb magnet(s) attached. Under normal driving conditions the cases will not easily fall from the vehicle. However, with that in mind the magnetic mount:

MUST BE SECURED TO A STEEL SECTION OF THE VEHICLE – Not a gas tank, or under a fender, or on anything other than STEEL – like the frame of a vehicle.

The optimal position when deploying the magnetic mount case ***under a vehicle*** is attaching the case to a steel frame, with the top of the magnetic mount case mounted in a horizontal manner, facing the ground (Be sure the top of the PT unit faces the top of the case).

FIGURE 14 OPTIMAL POSITION UNDER VEHICLE. TOP OF CASE FACES GROUND IN HORIZONTAL MANNER.

Note: GPS transmits signal down to earth, the signal bounces off the ground – which allows the PT to receive the "Bounced" GPS transmissions and make accurate position fixes even while underneath a vehicle.

DEVICE SPECIFICATIONS

PHYSICAL SPECIFICATIONS

Dimensions	3.5" L x 2" W x 0.75" D
Housing	Polycarbonate
Weight	4 Ounces
Standard Battery	1300 mAh Rechargeable Li-Ion

ELECTRICAL SPECIFICATIONS

Operating Voltage	3.7V DC
TX Power:	2W

ENVIRONMENTAL SPECIFICATIONS

Operating	-4° to 140°F (-20°C to 60°C)
Functional	-4° to 158°F (-20°C to 70°C)
Storage	-40° to 185°F (-40°C to 85°C)
Humidity	Up to 95% non-condensing

GPS TECHNOLOGY

GPS	14 channel (with WAAS/SBAS)
Sensitivity	-160dBm tracking (SuperSensitive)
Horizontal accuracy	>1m
Time-to-first-fix	38s (@ -130dBm)

CERTIFICATIONS

FCC	Parts, 2, 15, 22 & 24
PTCRB	Yes

OPTIONAL EXTENDED BATTERIES

Pro Battery	9.2 Ah Li-Polymer (60 Hr Motion)
Mag Case Dimensions	5" L X 4" W X 2.75" H
100 Battery	17 Ah Li-Polymer (130 Hr Motion)
Mag Case Dimensions	7.5" L X 4" W X 2.75" H

TECHNICAL SUPPORT

Please contact us toll free 1-888-544-0494 or direct at 1-661-294-6805, Monday Through Friday From 7 am - 5 pm PST.

You can also email: info@liveviewgps.com for any support questions.

FREQUENTLY ASKED QUESTIONS

I just activated my service. Why doesn't my device show on the map?

The device cannot show its location on the map until after it makes its first transmission. Take the device for a drive and it should immediately begin tracking.

My map screen shows where the device was yesterday. Today it's in a completely different place, but the map still shows the old location. Are the satellites down?

The satellites don't go down. The problem is that the device has not transmitted its location to the server since the last location shown on the map.
Either (A) the device does not have power, (B) it doesn't have a view of the sky (and therefore cannot calculate its location), or (C) the device is in an area with no wireless data service, and therefore cannot transmit its location.

We recommend a physical inspection of the device. It's possible the SIM door (the tab on the right side of the device which covers the SIM card) may be open, the device may be turned off, or the GPS receiver may be turned off on the device.

My device/devices were moving on the map at 60 mph and suddenly they stopped moving in the middle of the highway. Is your system down?

Our system isn't down. It's far more likely your browser has disconnected from (lost its socket connection to) our server. Users of wireless networks are more likely to experience this problem than users on physical wired connections.

Simply log back into the website to reconnect to our server and see current locations of your vehicles.

I got onto Live Chat Support at 4 am and nobody answered.

Live Chat is staffed from 7am to 7pm Monday through Friday, and 9am to 4pm on Saturdays. Our intent here is to fully support business hours throughout the continental US, opening at 8am New York time and closing at 5pm California time.

We could conceivably farm our live support out to India, but... we doubt our customers would appreciate that. And if we staffed personnel around-the-clock to accommodate that occasional 4am support call, the cost of monthly service would have to increase to offset the costs to pay those additional personnel (and we know nobody wants higher monthly rates).

As we continue to grow, we may well evolve into a 24x7 technical support schedule. At this time, however, tech support is only staffed from 7am to 7pm.

My SMS alerts and/or email alerts aren't coming through. What's wrong with the system?

There are several possible reasons for this problem. Either (A) you did not check the box in front of the SMS entry on the Alert Editor, (B) you have a 1 in front of your number (16612946805) when the 1 is not supported by your wireless carrier, (C) you do NOT have a 1 in front of your number and the carrier requires it, (D) the SMS text message was caught by a spam filter at your local wireless carrier (they decided it was spam), or (E) the wireless carrier simply failed to deliver the message.

Wireless carriers do not guarantee delivery of SMS text messages. We've seen cases where some messages were delivered in 20 seconds, while others were delivered days later.

To confirm Alert notifications are being sent properly, set up an email alert (and make sure the email isn't going into your spam filter).

My PT suddenly stopped tracking?

Check the power indicator under the control panel. If the device has less than 8% power it will stop transmitting, retrieve the PT and re-charge the batteries.

If using the magnetic mount case, make sure the PT is properly installed in the case, with the smooth side facing up and the battery side face the magnet side.

Check PT position on/in the vehicle. Every vehicle is different, re-position the PT on the vehicle.

I Have Questions Not Listed Here

For additional information, please visit us at www.LiveViewGPS.com for the latest information, tips, and upgrades available for your PT-10 GPS tracking device.

Email us: info@liveviewgps.com
Toll Free inside the United States: 1-888-544-0494
Outside The U.S.: 1-661-294-6805
Fax: 1-800-557-4314

LEGAL NOTICE

RESTRICTED RIGHTS/SPECIAL LICENSE RIGHTS

The documentation is provided with **RESTRICTED RIGHTS**. Use, duplication, or disclosure by the Government is subject to restrictions as set forth in the License Agreement and in subparagraphs (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 or subparagraphs (c)(1) and (2) of the Commercial Computer Software—Restricted Rights at 48 CFR 52.227-19, or their equivalent, as applicable.

WARRANTY COVERAGE

LiveViewGPS, Inc. (LVGPSI)'s warranty obligations for this RTV5 series tracking unit are limited to the terms set forth below:

LVGPSI warrants the LVGPSI RTV5 series tracking unit against defects in materials and workmanship for a period of one (1) year from the date of original purchase ("Warranty Period").

Specifically, the date the equipment is shipped to the customer.
If a defect arises and a valid claim is received by LVGPSI within the Warranty Period, at its option, LVGPSI will (1) repair the product at no charge, using new or refurbished replacement parts, (2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, or (3) refund the purchase price of the product.

LVGPSI warrants replacement products or parts provided under this warranty against defects in materials and workmanship from the date of the replacement or repair for ninety (90) days OR for the remaining portion of the original product's warranty, whichever provides longer coverage for you. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes LVGPSI's property. When a refund is given, your product becomes LVGPSI's property.

This Limited Warranty does not apply to any non-LVGPSI hardware product or any software. LVGPSI is not liable for any damage to or loss of any programs, data, or other information stored on any media contained within the vehicle tracking or navigation systems.

This warranty does not apply: (a) to damage caused by accident, abuse, misuse, misapplication, or non-LVGPSI products; (b) to damage caused by electrical connection not conforming to instructions; (c) to a product or a part that has been modified without the written permission of LVGPSI; (d) if any LVGPSI serial number has been removed or defaced; (e) in the event of interruption or discontinuation of GPS satellite signal; or (f) in the event of interruption or discontinuation of the wireless coverage.

To the maximum extent permitted by law, this warranty and the remedies set forth above are exclusive and in lieu of all other warranties, remedies and conditions, whether oral or written, express or implied. LVGPSI specifically disclaims any and all implied warranties, including, without limitation, warranties of merchantability and fitness for a particular purpose. If LVGPSI cannot lawfully disclaim or exclude implied warranties under applicable law, then to the extent possible any claims under such implied warranties shall expire on expiration of the warranty period. No LVGPSI reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty.

SPECIFIC LIMITATION OF LIABILITY
To the maximum extent permitted by law, LVGPSI assumes no liability for direct, special, incidental or consequential damages of any kind under any circumstance resulting from the use of or inability to use LVGPSI products. Use of LVGPSI products constitutes your agreement to and acceptance of this limitation of LVGPSI liability.

As a knowledgeable and informed person, the user specifically acknowledges LVGPS is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or under any other legal theory, including any costs of recovering or reproducing any program or data stored in or used with the LVGPSI product, and any failure to maintain restricted airtime usage or failure to maintain the confidentiality of data stored on the product. LVGPSI specifically does not represent that it will be able to repair any product under this warranty or make a product exchange without risk to or loss of programs or data.

OBTAINING WARRANTY SERVICE
Please email info@liveviewgps.com with your LVGPSI model and serial number, and describe the anomaly in detail. LVGPSI will respond to your email with proper user diagnosis and repair or provide you with an authorization number and instruction for shipment for authorized repair. Use care and original shipping container to prevent shipping damage. No repair work will be done and your tracking unit will not be returned if an authorization number is not obtained in advance.