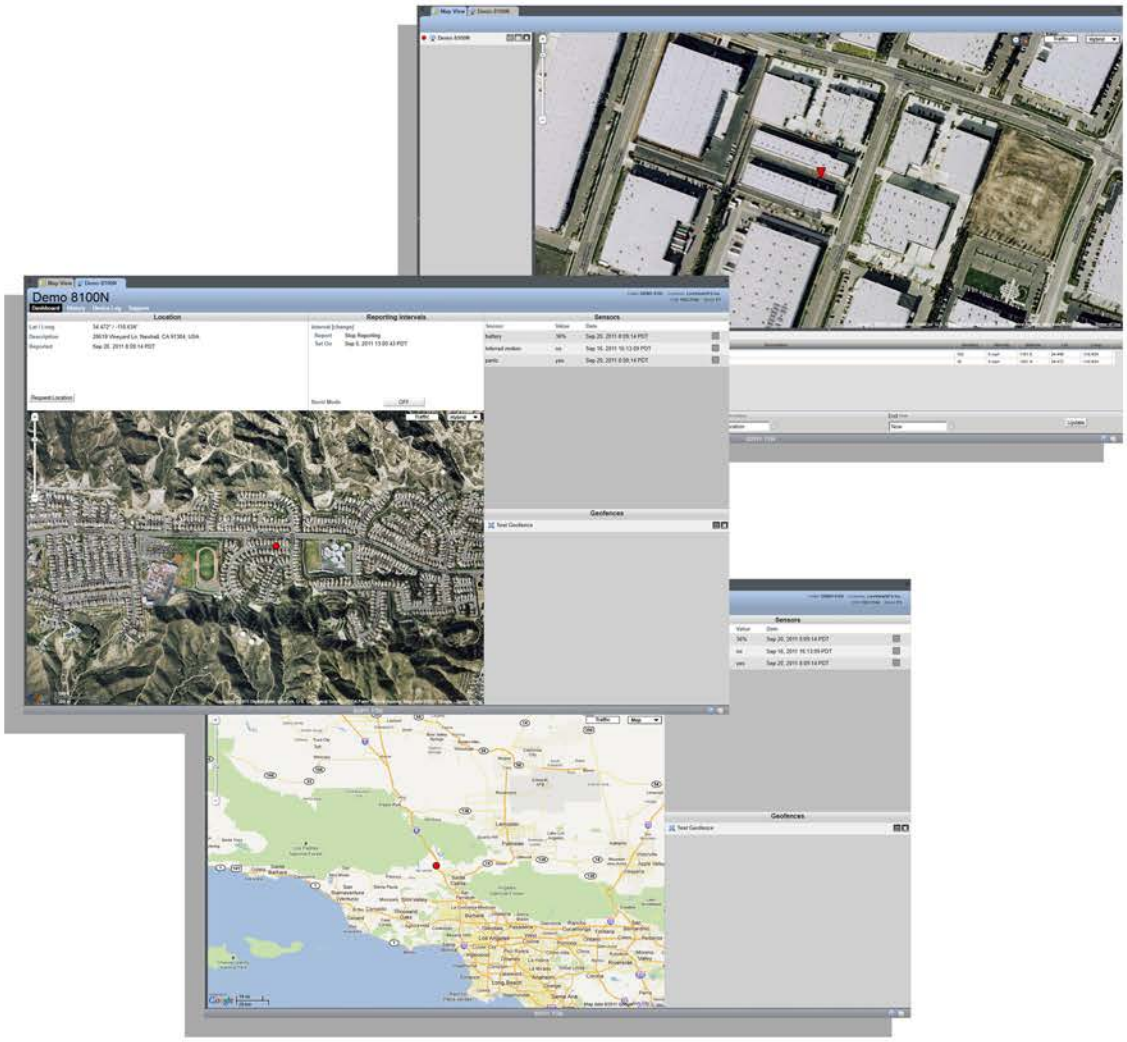
LiveViewGPS Tracking Portal User Guide

For PT8100/8200/8500



LiveViewGPS

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Overview

The LiveViewGPS portal overlays the tracking points transmitted by LiveViewGPS's tracking and monitoring devices onto Google maps. This allows you to select road maps, satellite maps, hybrid (satellite/road maps) or terrain maps. Traffic information is integrated in locations where it is available. There is a **Map View** panel where you can monitor several devices at once, a **Dashboard** to request current locations and set the reporting interval of your device(s) and an **Event Log** to look at the history. There is an envelope button that brings up an interface to report a problem. There is a button to bring up an online Help guide that outlines the features of the LiveViewGPS portal.

System Requirements

The hardware and software requirements for the LiveViewGPS portal are:

1. Pentium III processor (750 MHz)
2. 512 MB RAM
3. Windows® 98, ME, 2000, XP, VISTA or 7
4. Monitor display resolution of 1024x768 pixels

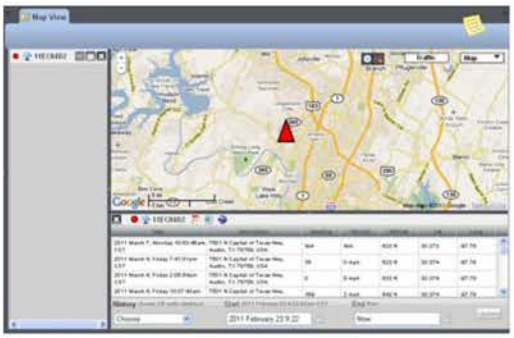


Figure 1 Map View

Figure 2 Dashboard

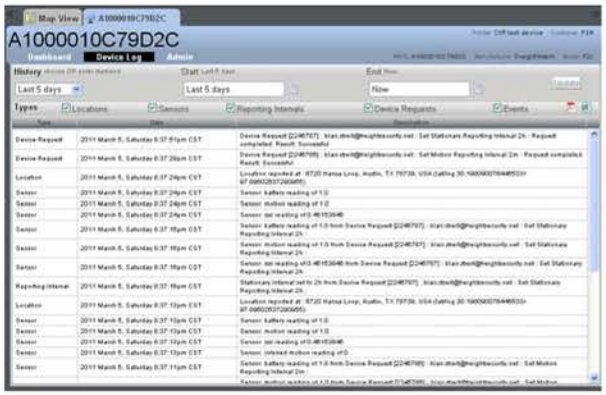


Figure 3 Event Log

Browsers That Support The LiveViewGPS Portal

LiveViewGPS has verified that Google Chrome, Apple Safari and Mozilla Firefox provide adequate support for the LiveViewGPS portal advanced features. Extensive testing with Internet Explorer versions 6 and 7 revealed that its JavaScript engine could not perform well enough to provide a positive user experience. In fact, some of the more advanced features of our application are completely unusable in Internet Explorer. For these reasons, we do not currently support the Internet Explorer browser.

Google chrome

http://www.google.com/chrome/

http://www.apple.com/safari/download/

http://www.apple.com/safari/download/

Windows Internet Explorer 9

http://windows.microsoft.com/en-US/internet-explorer/products/ie/home?ocid=ie9

For older versions of Internet Explorer, Google has an Internet Explorer plug-in called Google Chrome Frame. It is a free plug-in designed to make advanced features work from within Internet Explorer 6, 7 or 8. Installing the plug-in may require help from your IT department, but may be a more viable solution for your company than installing a standalone browser. The Google Frame plug-in runs from within Internet Explorer. It does not alter Internet Explorer's behavior unless it detects web pages that contain a special tag indicating they require Google Frame.

Make certain that these browser settings (the default option for most) are configured for the LiveViewGPS portal.

- Pop-ups allowed
- Cookies enabled in the browser
- JavaScript enabled

Disable The Proxy Server

The LiveViewGPS portal does real time updates, so sometimes it is necessary to disable proxy servers. To disable the Proxy Server: Under the **Connections** tab, click on **LAN Settings**. In most cases you can use the Automatic setting for Proxy. If you must use a proxy server, ask the IT people to put the following URL: https://liveviewgps.trackingapp.net/login.htm (please notice the "S" in https) in the 'proxy URL exceptions'.

The LiveViewGPS Portal User Settings

Once you have one of the supported browsers installed, launch the LiveViewGPS portal from https://liveviewgps.trackingapp.net/login.htm

When your user account is added to the LiveViewGPS portal you will receive an email containing the URL and your password.

Once the login page comes up, you should bookmark it before proceeding.

The Username is your email address where your password was emailed. If you cannot find the email with your password, click on the Forgot password link.

The first thing that you must do is to change your password. To bring up your user settings, click on your name in the upper right.

Click on your name in the upper right to change or view your Credentials, Preferences, Notifications and Security settings. Changes take place immediately.

Credentials

Click on the [Change Password] link to select a new password. There is a minimum of 8 characters required for the password; maximum is 30. When your password has met the requirements the change password button will be enabled and you will get a message that it meets requirements.

Username

Your username must be your email address. If your email address has changed, you will not receive notifications. To change your email address (username) you must contact your Customer Admin or LiveViewGPS to change it in the LiveViewGPS portal. This will require deleting and adding your user account.

Preferences

This tab is where you select Units of Measurement, Temperature Scale, Time Zone, Date Format, Time Format and Name Display Format.

Notifications

This tab shows the current notifications that you are set to receive. You can be added to notifications by clicking on them in the Dashboard or from Notification Lists.

Security

The following tab (see page 6) tells you the Role and Rights of your current account settings (Customer Administrator, User

User Roles and Rights

Rights	Customer Admin	User	Observer	Contact
Monitor Devices	✓	✓	✓	
Change names	✓	✓		
Request Location	✓	✓		
Change Intervals	✓	✓		
Add folders	✓	✓		
Add Geofences	✓	✓		
Add Geofence Routes	✓	✓		
Add Notification Lists	✓			
Add Users	✓			
Add Observers	✓			
Add Contacts	✓			
Add Sensor Notifications to themselves from the Dashboard	✓	✓		
Receive Alerts via. Notification Lists	✓	✓	✓	✓

Resource Panel

The Resource Panel on the left contains all of the devices that the Observer, User or Customer Admin has been granted permission to view.

Contacts are used primarily for cell phone notifications.

Users are those who have User or Customer Admin permissions for the folder.

Notification Lists are lists of Contacts and Users who will be notified by email of Resource Events that occur.

Folders contain Devices and Geofences that this company has access to. Devices are trackers.

Geofences define a perimeter or a route to allow notification if a device exits or enters.

Schedules allow you to automate setting of Reporting Intervals.

The ➕ is used to add a contact, notification list or geofence. Select the type of resource that you wish to add and click the ➕.

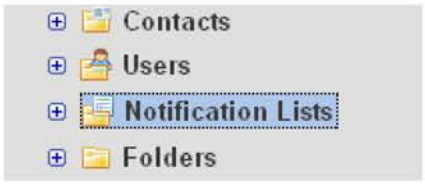
The ➖ is used to remove a contact, notification list or geofence. Select the resource that you wish to remove and click the ➖.

After a Customer Admin has made changes in the Admin Tools section, it is necessary to use the 🔄 to refresh the list.

The « is used to collapse the Resource panel. If collapsed, the » is used to expand the Resource panel.

Monitoring Devices

You can monitor devices that you have been given permission over. You can view them in either the **Map View** or in the devices **Dashboard**. In **Map View** you can view multiple devices. In the **Dashboard** you can control the device, view the last location, and view the Device Logs and History.



To control or view devices in the Dashboard or Event Log single click on the device.

To change or setup geofences, single-click on the icon. If you have the required permissions to add contacts, geofences or notification lists, click one and then click the ➕ to add.

Map View

To view devices or geofences in the **Map View,** drag the 📡 cell tower to the left of the device name into the blank area under Map View. You can see multiple devices and geofences in the **Map View**.

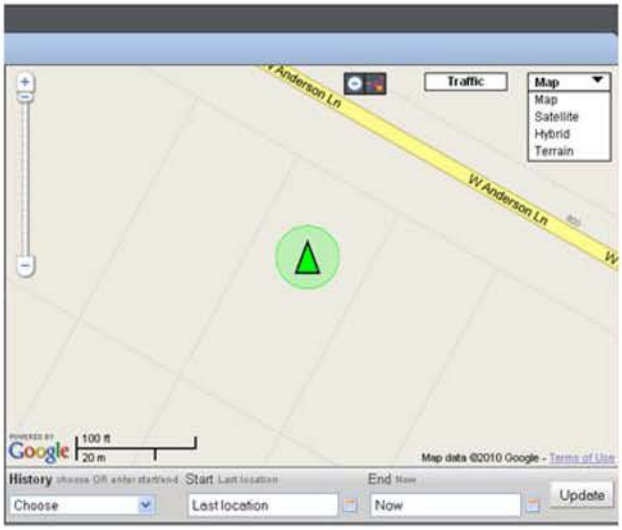
Tip: As you bring the device into the Map View, the color will be randomly generated. If the color of the dot is close to the color of the map, it may be difficult to see. If you do not release the mouse, you can drag the device back to the resource panel and then back into the Map View to change its color.

In the Map View panel, click on the cell tower icon 📡 for your device and drag it into the area under the Map View tab.

Click on the name of your device under Map View to center and zoom the map on it.

The color of the dots and trails are randomly assigned. You can delete and pull the device in again to change the color for the map that you are viewing.

The arrow will pulsate if the most recent location was within the last hour.



History

Once your device is in the Map View, use the History options to select the time frame or number of locates that you wish to view.

Choose
Last hour
Last 6 hours
Last 12 hours
Last 24 hours

The drop-down box on the left allows Last hour, Last 6 hours, Last 12 hours, Last 24 hours, Last 48 hours, Today, Yesterday, Most recent location, Last 5 locations, Last 10 locations, Last 25 locations, Last 50 locations and Last 100 locations.

You can select more specific dates and times using the Start and End fields. Clicking on the calendar icon next to those options will allow you to select the start and end dates.

Sometimes there will be so many location dots that it is difficult to view on a given day. To clean it up, you can manually edit the date and time. In doing so, you must follow the date format that you have set up in your preferences. For example; if your date format is set to 2010 November, and your time format is set to 4 12:00:00am, then you must enter it that way. If it is not understood, the Update button will be grayed out.

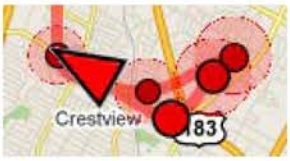
You can also click on the color dot next to your device to keep it available, but temporarily remove it from the Map View.

To remove your device, click the next to your device.

Sometimes the color of the dots conflicts with the color of the map. You can delete it and drag it in again to change the color. If you have multiple devices to view, simply drag the cell towers next to each in and click on the device name of the device that you wish to center the map on.

If you click on the arrow next to the device name it will keep that tracking device on the map as its position changes or if you adjust the scale of the map.

When your device has multiple locates, it will show the last few positions with a larger dot. The last locate is designated by the arrow. If the locate was from GPS, there will be heading information provided to the LiveViewGPS portal which will point in the direction it is moving; otherwise it will point north.



Error Circles

The faded circles around each locate indicate the approximate potential for error range. This information is also provided to the LiveViewGPS portal from the device. It is calculated by the length of time it took to receive a response to a request and the number of cell towers or GPS satellites it was able to reach. By default, Error Circles are on.

Click on the to turn them back on.

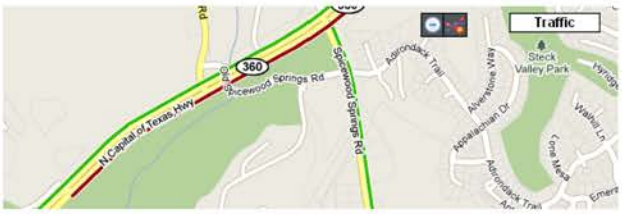
Click on the to turn the Error Circles off.

Trail Lines

A Trail Line is drawn from one location to the next to help you to follow the approximate path it took. The LiveViewGPS portal calculates the approximate bend the line might have taken. You can turn Trail Lines off by clicking on the .

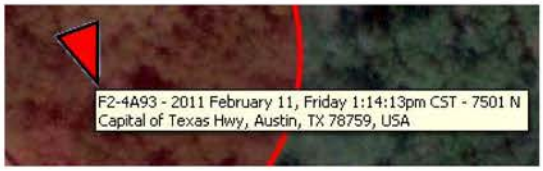
Traffic

To look at the current Traffic, click on the Traffic button. If Traffic information is available from Google, it will display in the LiveViewGPS portal.



When you hover over the map with the mouse, it will turn into a hand. If you left-click and hold it, you can move the map around. You can also use the + / - bar on the upper left of the map to zoom in or out.

If you point at a dot on the screen, until it turns into a pointing finger, it will provide the name of the device, the date, description and the address.



Map Style

Choose the Map type by using the drop-down at the far upper right. You can choose Map, Satellite, Hybrid (satellite/street) or Terrain map styles.

The Map helps to pin-point the street or neighborhood.

The Satellite map is useful to look the layout of the buildings that might be interfering with the signal.

Terrain maps are useful for seeing terrain. Steep, rocky areas may have more difficulty with signals.

Data Panel

If you click on the box of squares  next to your device, it will open a Data Panel below the map to show the history. This will provide you with the time, addresses, latitude/longitude, velocity and directional information.

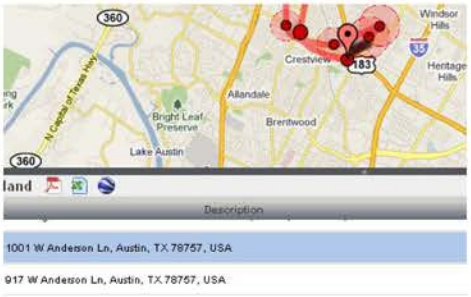

MT-432344-Gayland

Date	Description	Heading	Velocity	Altitude	Lat	Long
2010 November 3, Wednesday 10:09:41am CDT	1001 W Anderson Ln, Austin, TX 78757, USA	0	0 mph	515 ft	30.348	-97.715
2010 November 3, Wednesday 10:04:45am CDT	917 W Anderson Ln, Austin, TX 78757, USA	0	0 mph	646 ft	30.348	-97.715
2010 November 3, Wednesday 9:59:45am CDT	Unknown Address	N/A	N/A	N/A	30.354	-97.708
2010 November 3, Wednesday 9:54:44am CDT	8600 Delaware Ct, Austin, TX 78758, USA	N/A	N/A	N/A	30.358	-97.705
2010 November 3, Wednesday 9:49:44am CDT	7900-7998 Lazy Ln, Austin, TX 78757, USA	N/A	N/A	N/A	30.352	-97.72
2010 November 3, Wednesday 9:44:43am CDT	2535-2599 W Anderson Ln, Austin, TX 78757, USA	N/A	N/A	N/A	30.358	-97.735

History choose OR enter start/end Start Last 6 hours End Now

Information in the Heading, Velocity and Altitude columns is only obtained when a GPS locate is achieved. If you click or 'mouse-over' the row on the Data Panel, it will show it on the map. 

Exports



PDFs

Click the Adobe  icon to generate a PDF of the data in the Data Panel.

Excel Files

Click the Excel icon  to generate an Excel file of the data in the Data Panel. This is useful to count the number of locates that the device has used against its Service Plan for the month.

KML Files

KML is a file format used to display geographic data in an Earth browser such as Google Maps.

Click the Google icon to generate a KML file.

The LiveViewGPS portal only stores six months of data. To archive the maps from a given date range you can save a KML file. You can regenerate the map using the KML file(s) in either Google Maps or using Google Earth. The trail line isn't the same as the LiveViewGPS portal, but the "dots" will be in the right place (just connected by straight lines instead of curved ones like the LiveViewGPS portal).

Click the Google icon to generate a KML file. This file can be used to regenerate the map in Google Maps at http://maps.google.com/.

To Open the KML File

You must establish a free Google account to do this.

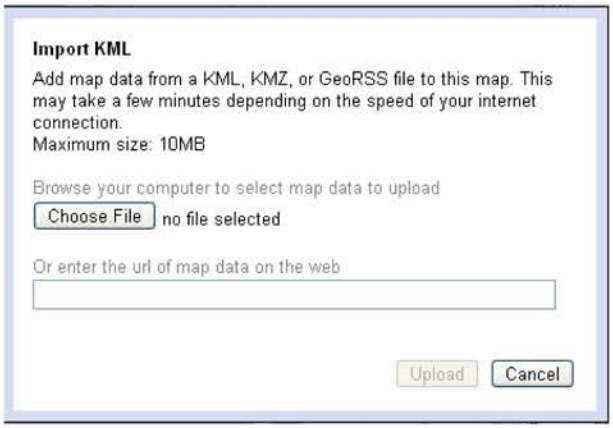
Go to Google Maps (http://maps.google.com/).

Login to your account.

In the upper left, click on My Maps.

Click on Create new map.

Click on Import.



Click on **Choose File** to browse to the KML file.

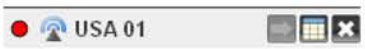
Click the **Upload from File** button.

To open in Google Earth, select **File Open**.

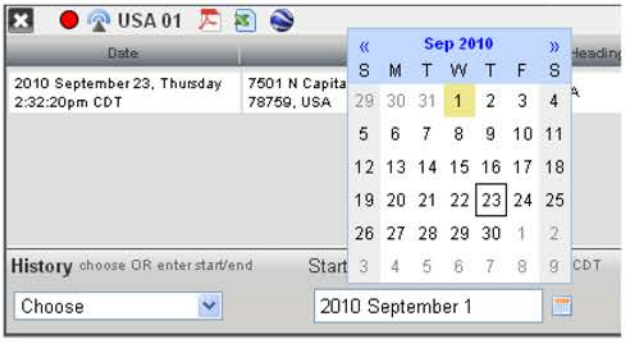
Locates Used on the Service Plan

1. Bring the device up under the **Map View.**

2. Select the **Data Panel** by clicking on the box of squares to the right of the name.



3. Under the **History** options, select the **Start** to the beginning of the month.



4. If the month is up, select the End date to one day past the end of the month.

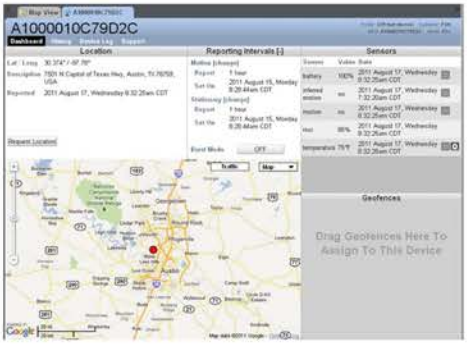
5. Just above the Data Panel, click the green Excel icon to export the data to Excel.

6. When you open the file in Excel, go to the bottom of the list and see how many locates you have had this month. Subtract 2 for the headings at the top.

If you have more than 1000 hits, you will have to do more exports changing the time frame. Note that the End is set to the first minute of that day, so you should select one day past that date to get all of the data.

Dashboard

To bring up the **Dashboard** for a device, single click on it in the device list on the left. There are three panels: **Location, Reporting Intervals** and **Sensors**. Below that there is a map and to the right of the map there is a listing of Geofences.



The red dot indicating the most recent location will pulsate if the locate was in the last hour.

To change the name of a device, just click on the name to edit it. It will open a field to enter the new name. Click the OK button to accept it.

To the right of the window above the map, you will see information regarding your device that is useful to Technical Support including the folder the device is in, the customer that the folder is under, the electronic serial number, the manufacturer and model of the device.

Location

When you click on the **Request Location** button, a request is sent to the device to report its location. Some devices, do not report at all after they have stopped moving for more than 5 minutes.

Some devices will not be able to report their location, but can provide sensor information. This will at least help you to know that the device is still functional.

Always note the time to make certain it is current information. If it does not receive new location information, it will report either "Device Unavailable" or "Request Timed Out" message.

Receiving a "Request Timed Out" response means that the LiveViewGPS portal was not able to get location information from the device, but that it is registered on the network. It could have been disconnected from the battery or moved where it could not get a cell signal.

The LiveViewGPS portal returns a "Device Unavailable" if there is no contact with the device at all. This can occur if the device is not configured properly, not registered on the network or is powered off.

Example of a "Device Unavailable" response:.

The LiveViewGPS portal returns a "Request Timed Out" response after 90 seconds without position information. This can occur if the device cannot get location information from cell towers. Check the sensors (particularly the battery) to see if it updated. This would indicate that the device is functioning.

Example of a "Request Timed Out" response:

Receiving a "Device Unavailable" or "Request Timed Out" response could mean:

- Dead battery
- Power disconnected
- Device has been powered off
- Very bad placement (inside metal)
- Completely out of coverage

To determine if the device is still functioning, check the **Sensors** window. The **Sensors** will typically update long after the device is unable to provide location information. This will tell you if the device is still functional.

Sensors

Different devices provide different **Sensor** information. New data is highlighted for 7 seconds after it arrives.

The **Sensor** window always indicates:

The 'blue' envelope means that you have enabled a notification to your User name. Click to enable or disable.

Battery —it is advised to recharge a battery if it is below 50%. Below 40% batteries can discharge rapidly.

Inferred Motion —is calculated by the LiveViewGPS portal for devices without motion sensors by comparing start/stop points and determining if a device appears to be moving. A "yes" response indicates that the LiveViewGPS portal has determined that it is likely to be moving which allows you to set up a notification.

NOTE: Data that is older than 1 week is greyed out to help show that it is old.

NOTE: When the event occurred in the last 10 seconds, the data will be highlighted in blue for 10 seconds.

Example of PT-8100N Sensor Information:

Sensor	Value	Date
battery	60%	2011 February 3, Thursday 8:40:48am CST
inferred motion	no	2011 February 2, Wednesday 8:39:45pm CST
panic	1	2010 December 13, Monday 2:25:17pm CST

The battery for the PT-8100N updates every 4th reporting interval and every manual ping.
Panic shows the last time that someone pressed the panic button at the bottom of the PT-8100N.

NOTE: When the event occurred in the last 10 seconds, the data will be highlighted in blue.

Example of PT-8500 sensor Information:

Sensor	Value	Date
battery	44%	2011 February 1, Tuesday 1:47:56pm CST
inferred motion	yes	2011 February 1, Tuesday 1:42:49pm CST
motion	no	2011 February 1, Tuesday 1:47:56pm CST
rssi	74%	2011 February 1, Tuesday 1:47:56pm CST

The battery updates on every reporting interval for the PT-8500.

Inferred Motion sensors as described above.

Motion notifications can be selected.

RSSI tells you the received signal strength of the cellular signal.

Notifications

If you click on the envelope  next to a sensor, your email address will be added in the notification list for any report from that Sensor. Make certain that info@LiveViewGPS.com is on your email spam filters white list or you may not receive those notifications.

Example of a notification:

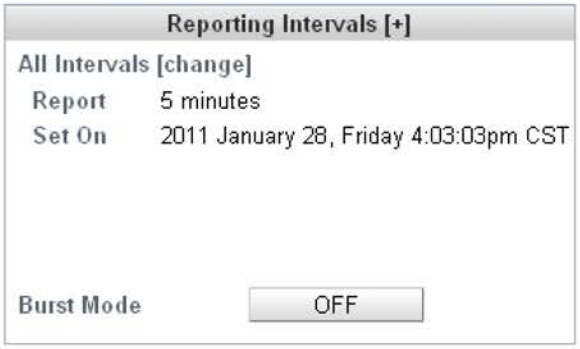
Device: Test Unit sensors have indicated that it has entered a motion state.

Last known location (as of 2011 February 3, Thursday 11:17:59am CST): 7501 North Capital of Texas Hwy, Austin, TX 78731, USA

The system has made this determination based on the most recent data available as of 2011 February 3, Thursday 11:18:00am CST.

Reporting Interval

This function allows you to set the reporting interval of your device. Shorter intervals between reports will produce more dots. With closer intervals it will be easier to re-establish communication with GPS and cellular. This will result in somewhat more accurate locates, but better locates are generally provided by devices that are outside and moving.



To change the interval, click the **Interval [change]** link and select the new interval.

IMPORTANT NOTE: Set Interval - Successful: For the PT-8100N, you must see a new locate time about 45 – 120 seconds after the **"Successful"** reply to the interval change. If you do not receive a new locate, it probably was not successful and only means that the Wireless Service Provider acknowledged that you wanted to set it. The **"Successful"** message is valid for the PT-8500.

PT-8500 Reporting Interval

When you turn on the PT-8500; it takes 10-30 seconds after the green lights stop flashing to register on the LiveViewGPS portal and report its location. When changing the interval, first request a location and then wait for a response on the screen. Once you have verified the unit is responding, you can safely set a new reporting interval. The maximum reporting interval for the PT-8500 is 12 hours.

The reporting interval for the PT-8500 is sent directly to the device. When you receive a "Successful" message the device has changed the interval. You will not get a new locate until the end of the newly set interval.

To set the PT-8500 **Motion** and **Stationary** interval to the same interval, click the"-" next to **Reporting Intervals**. It will change the intervals that you can change from two options to **All Intervals** and it will set the stationary interval to the same interval as the motion interval. Click **Change** and select the interval. It will change both the stationary and moving interval.

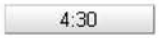
To set the moving and stationary intervals separately click on the + after **Reporting Intervals** [+] in the **Dashboard**. It will open up two intervals. This only works for the PT-8500.

Burst

When you suspect that the asset a device is monitoring has been stolen, you can initiate recovery mode by tracking a device's movements at a rapid rate (such as every 30 seconds) using the **Burst Mode**. **Burst Mode** is set in 5 minute increments up to 30 minutes, while you work to locate and regain control of the device and its protected assets. The rate at which bursting occurs is device-dependent.

Burst Mode will use locates against the monthly allocation based on the Service Plan that you have selected. Generally Burst mode should be reserved for when you can see that the device has left its Geofence (as seen by a trail of dots versus normal scatter) and you are in pursuit of a suspect. If you are waiting for a device to move, the burst mode will generate so many dots that it will be hard to tell if movement occurs. Burst will also rapidly deteriorate the battery.

To activate the **Burst Mode**, click the button which will set bursting for 5 minutes. Click again and it will add 5 minutes for a maximum of 30 minutes. The button will tell you what the burst is set to. Once set, it will show the remaining count, every 30 seconds.

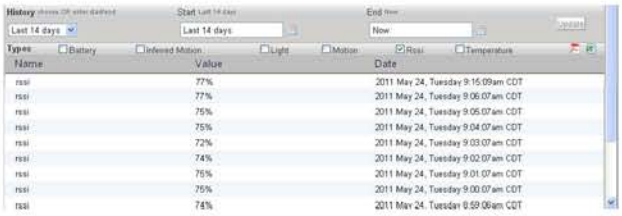


To deactivate Bursting that was started, click the Burst Mode button until it rotates back around to OFF .

History

History gives a log of the sensors that the device supports. You can de-select all except the sensor you wish to analyze and export it to an Excel sheet to determine averages for example.

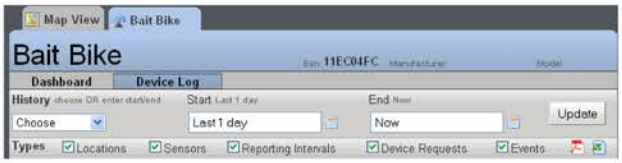
To view the Sensor History, select the device **Dashboard** by clicking on it and then clicking on the **History** tab.



Device Log

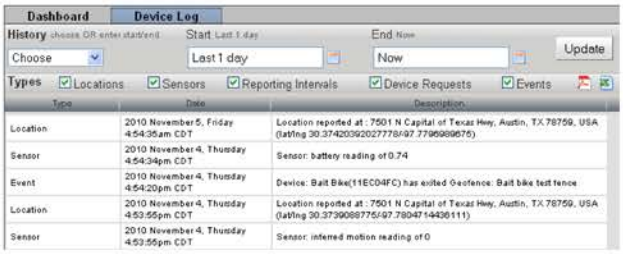
You can view the **Device Log** for past locations, sensor data, changes to reporting intervals, device requests and events.

To view the device log, select the device **Dashboard** by clicking on it and then clicking on the Device Log tab.



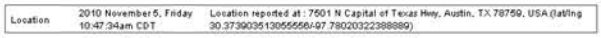
The **History** settings work the same as the **History** settings in the **Data Panel**.

Device Log example:



Location Report on Interval

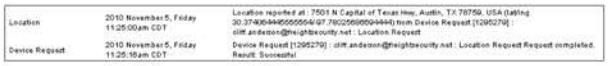
When a device reports its location as scheduled, it creates an address log entry. Example of a device's **Location Report** (based on set interval):



Location Report by Dashboard Request

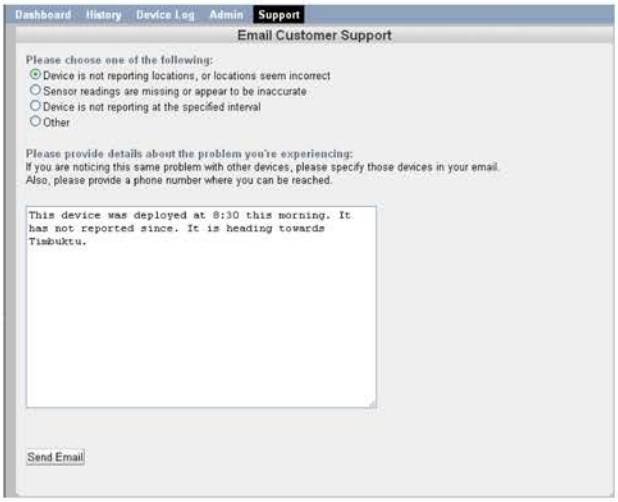
When a user clicks on the Request Location button, the device creates two log entries—a **Device Request** Log and a Location Log (showing the result of the request).

Example of a user's **Request Location** (note that the user's name is attached to the Location Log and all other requests):



Support

This tab will capture your device information (serial number, customer, folder, and model) to send to LiveViewGPS Support when reporting a problem on a specific device (Refer to page 13 for sample tab).



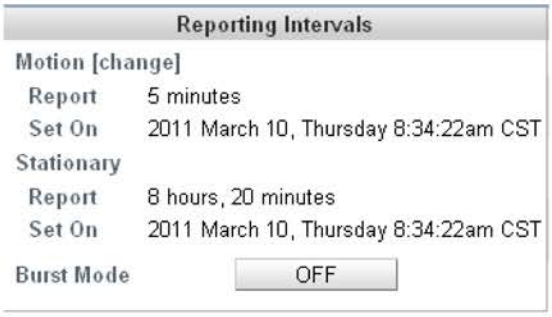
PT-8100N Skip

The PT-8100N has a vibration sensor. If the device is not moving, it engages a skip count. The skip count defines the amount of time that will pass before a device reports its location again, thus conserving the battery, not registering as many locates against the Service Plan, when the device is not moving. If the interval is set to 5 minutes and it has skip count of 12, it will report once every hour while it is not moving.

While it is not moving, it will report "Location reported at Unknown Address (lat/lng NaN/NaN)" at each interval it skips in order to reach the time lapse to match the skip count, at which time it will attempt to locate. The skipped intervals do not count against your monthly allotment.

Skip can only be changed by Technical Support. Skip can be set to 0 (disabled), 1, 4, 9, 19, 39, 59 or 99.

When Tech Support has set skip for a device, you will see this in the **Dashboard**.



Skip Device Log Example:

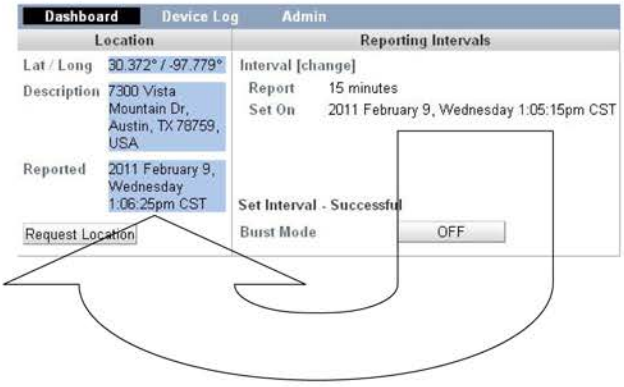
If the Skip is set to 4 and the interval is set to 1 minute, it will skip 4 intervals and report on the 5th.

Location	2011 February 2, Wednesday 4:56:53pm CST	Location reported at : 7329 Vista Mountain Dr, Austin, TX 78759, USA (lat/lng 30.3710925577778/-97.77906596722222)
Sensor	2011 February 2, Wednesday 4:56:53pm CST	Sensor: inferred motion reading of 0
Location	2011 February 2, Wednesday 4:55:30pm CST	Location reported at : Unknown Address (lat/lng NaN/NaN)
Location	2011 February 2, Wednesday 4:52:34pm CST	Location reported at : Unknown Address (lat/lng NaN/NaN)
Location	2011 February 2, Wednesday 4:49:38pm CST	Location reported at : Unknown Address (lat/lng NaN/NaN)
Location	2011 February 2, Wednesday 4:46:42pm CST	Location reported at : Unknown Address (lat/lng NaN/NaN)
Sensor	2011 February 2, Wednesday 4:43:59pm CST	Sensor: battery reading of 0.94
Location	2011 February 2, Wednesday 4:43:39pm CST	Location reported at : 7329 Vista Mountain Dr, Austin, TX 78759, USA (lat/lng 30.371333956666668/-97.77922689861111)

If a device is pinged, it does not affect the Skip Count. The device will always report the location it stopped at before starting the Skip Count, therefore it will not affect Geofence red zone entries.

Interval Change

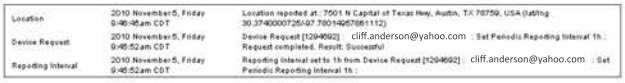
In the case of the PT-8100N, the "Successful" message only indicates that the Wireless Service Provider sent the Interval Change Request to the device. After performing an Interval change, watch the Dashboard - Location for an address update about (45 – 120 seconds) after the Interval is set or changed. Do not perform another Request Location or you will not be able to tell if the Set Interval reached the device. The actual confirmation of the change is indicated by the Reported entry in the Location panel. Avoid setting the interval when an interval report is due.



To Determine if the Interval is Set

You can check the **Device Log** to make certain that the next locate was good. Make certain that the location automatically reported 45-120 seconds after is a good locate, in other words, not UNKNOWN location. If it is not an address, the interval change may not have reached the device.

Example of a successful Interval Change for the PT-8100N:

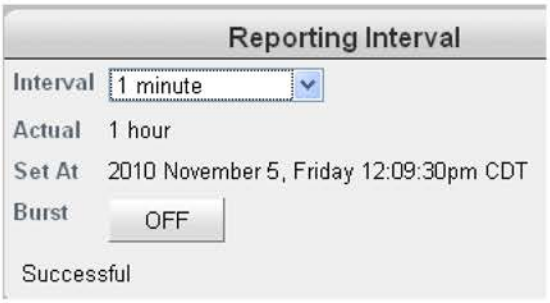


The confirmation of the interval change is noted by a series of three log entries per interval change.

Note that if the location entry is an "Unknown Address" the interval was not successful; your device could be set to Stop Reporting. A valid address must be obtained to confirm that an interval change was accepted by the device.

Example of a Successful Interval Change for PT8500:

The PT8500 does not provide address after a change to the Reporting Interval. It will provide a "Successful" message and the Actual setting will confirm it. The Event Log will show three entries.



When you set an interval, the timer is restarted. The PT-8100N reports at the "beginning" of the interval, whereas the PT-8500 reports at the end of the interval.

Manually requesting a location has no impact on Reporting Intervals with any of our devices. Some of the LiveViewGPS devices are "aware" that they are currently calculating and reporting a location and may only report one location.

It may also be helpful to note that the PT-8500 reports on power-up, but the PT-8100N does not.

The PT-8100N and the PT-8500 report on power-down, if you use the button to power them down.

Schedules

A schedule will send interval settings to a set of devices based on recurring event definitions. To define a schedule, drag devices onto a schedule and add an event below. Then "Start" the schedule for it to start sending commands. Schedules will execute their events in their designated time zone and will follow the time zone's time changes so that recurring events are consistent to their time setting.

It is not recommended for the PT-8100N because setting interval requires hands-on, in that you must make certain that the LiveViewGPS portal reports a new location after the interval set, or it may not be valid. It is better to use a high skip interval to save battery and locates on the PT-8100N.

This feature will work fine for the PT-8500, but the motion sensors and having separate motion and stationary reporting intervals is a better option.

NOTE: A device can only be part of one actively running schedule at a time.

Generate a New Schedule

From the resource panel, click on Schedule and then click on the + at the bottom of the  screen.

Rename the Schedule

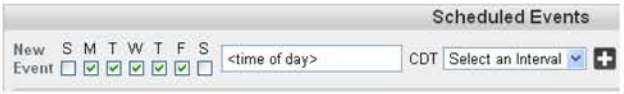
Click on the current name New Schedule to rename it.

Enter new schedule name and select OK.

Define a Schedule

Drag the devices to be controlled by this schedule into the Devices panel.

Select the days of the week for the schedule.

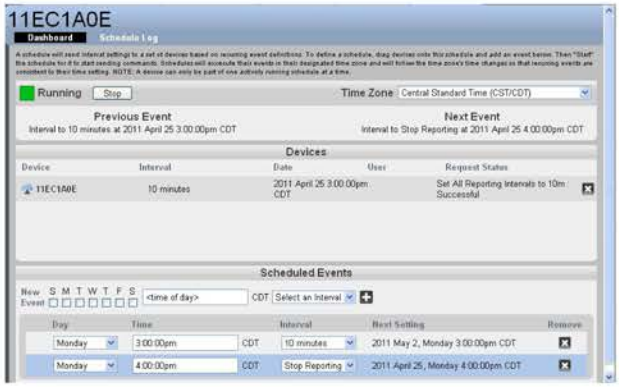


Enter the time of day to start the event in the format of 3:00:00 pm [hr: min: sec].

Select an Interval.

NOTE: This selector allows you to select intervals that may be faster than your device is allowed in the Dashboard, but it will only go to the fastest interval that your device is allowed.

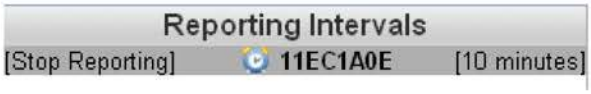
Click the + to add the schedule. It will display on the Scheduled Events list.



Start or Stop the Schedule

Click the Start button to start the Schedule. It will display in the Dashboard for the devices in the schedule.

Schedule in the Dashboard



NOTE: If a device has been powered off, disconnected from the battery or is not in a coverage area, the interval change will be missed.

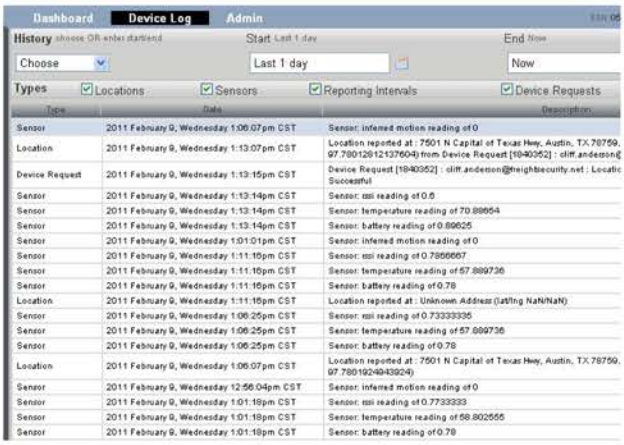
Store and Forward

Some of the LiveViewGPS tracking devices have a data logging capability in which they can store data collected during coverage holes for a future upload. In effect, while the remote monitoring device is in the air or on the ocean and effective communications are not available, the device will store the location data and upload to the wireless network once the boat or plane is once again within coverage. This method does not effectively mitigate the issues with determining location in these coverage holes, but will allow sensor data to be relayed when the device can transmit to a wireless network.

The PT-8500 has this feature, however the PT-8100N does not support this.

If you are watching the **Device Log** when it occurs, the **Device Log** will show the dates out of sequence.

If you export it to Excel or close and open it, the dates sequence will be corrected.



Geofences

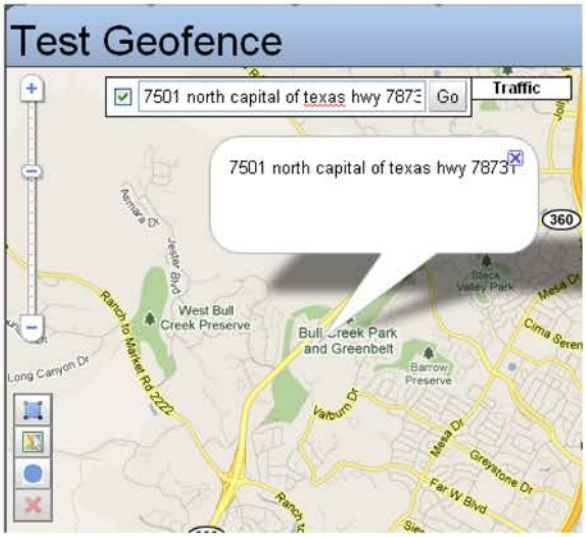
Geofences are configured in conjunction with notifications so that if a device enters or exits a geofence a notification can be sent. There are geofence polygons, circles and routes.

Select the Geofences folder in the Resource Panel along the left side of the LiveViewGPS portal window.

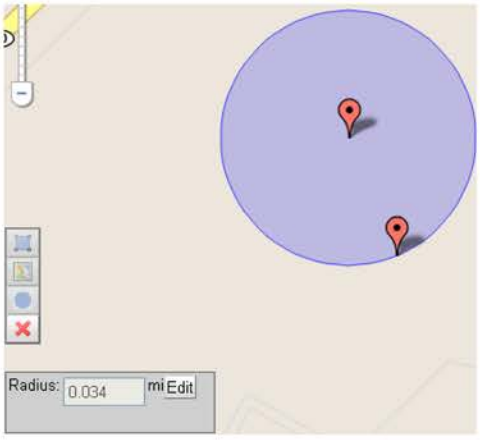
Click the + at the bottom of the **Device Panel** to add a **Geofence**.

Click the title at the top of the tab and new fields appear where you can enter a new name for the geofence and click OK to save it.

To reposition the map to a specified area, click the **Search for Address** option.



In the new field that appears, enter a complete address (street, city, state) or just a city and state or even a zip code. Click the **Go** button. You may want to change the map to the **Hybrid** view to show buildings and zoom in so that you can see the area better.



To adjust the size of the circle, put the mouse pointer in the middle of the outer red marker and drag it.

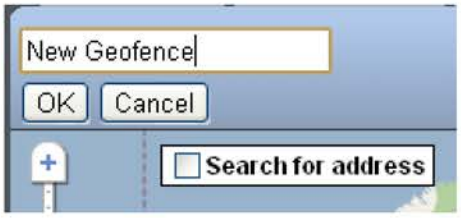
It is best to make the Geofence with test locates on the map, so that you can make it as small as possible but include all the dots to prevent false Geofence exits.

Include the dots, not the error circles.

Geofence Polygon

In the folder where you want to add a polygon geofence, click on **Geofences** to highlight it, then click the + at the bottom of the **Device Panel** to add a geofence.

Click the title at the top of the tab and new fields appear where you can enter a new name for the geofence and click OK to save it.



Click the polygon icon at the lower left of the map. The cursor changes to indicate that you are now going to define the points of the geofence polygon.

Carefully click the map at the starting location for the polygon. Moving along the borders of the geofence; keep clicking on the map to define the boundaries of the geofence polygon. As you click the map, you will start to see a shaded polygon area on the map.

When you are finished, click the starting point--the first point you created--for the geofence polygon to "close" it. This action creates the geofence polygon. Note that the area covered by the polygon is shown in the gray box at the lower left of the map.

To change the location of a polygon point, simply select the point and drag it to the new location. The cursor changes to a hand that can grab and pull the point.

When you are done moving the polygon point, release the cursor and the geofence polygon will be redrawn on the map. You can now drag your geofence into the **Map View** to view it.

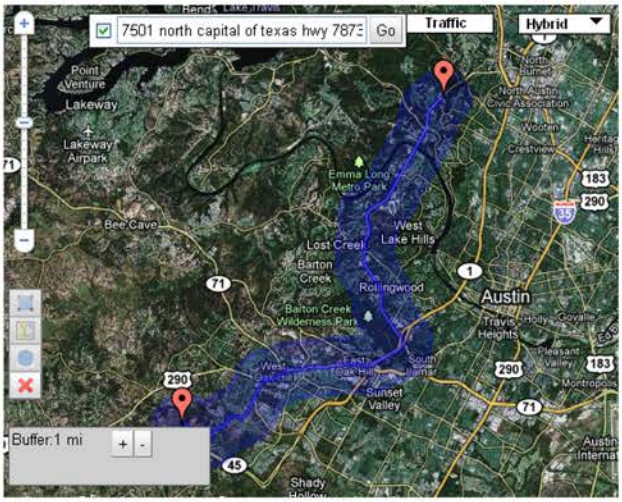
Geofence Route

You can set up geofence routes for tracking devices that are traveling on roadways, setting the boundaries within which it is safe and acceptable to move. If the tracking device travels more than a specified distance from the specified route, you are instantly notified of the violation.

Open the **Geofence** definition the same as for a polygon and adjust the map to the area that you wish to place a geocircle.

Click the **Route** icon at the lower left of the map.

In the **Address Entry Form** dialog box that appears, enter the starting address in the **From** field and destination address in the **To** field, for this geofence route. For some countries where Google does not yet support driving directions, you cannot put a full street address but you can input city names.



To adjust the route or add another stop to this route, drag a point along the route to the new route or additional destination.

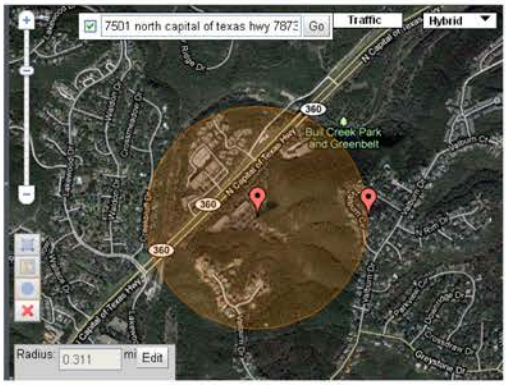
The buffer distance is measured from the center of the route to the edge of the route. Click the plus (+) or minus (-) buttons for the **Buffer** field to change the distance up to which the device can deviate from the geofence route before an alert is issued. With a greater buffer size, the thickness of the geofence route is greater.

You can now drag the georoute into the **Map View** to view it.

Geofence Circle

Open the **Geofence** definition the same as for a polygon and adjust the map to the area that you wish to place a geocircle.

Click the **Circle** icon at the lower left of the map. The cursor changes to indicate that you are now going to define the center point of the geofence circle. Click the map at the center for the circle.



You can change the radius of the geofence circle by clicking **Edit** in the gray **Radius** box at the lower left corner of the tab. Enter a new radius and click **Save**.

Associating a Device with a Geofence

To make a geofence start working for you, you must associate a tracking device with it. When you associate a tracking device with a geofence, that association permeates to all users on your LiveViewGPS account.

Simply drag the device(s) from the **Device Panel** into the **Devices** area of the geofence.

To make a geofence start working for you, you must associate a tracking device with it. When you associate a tracking device with a geofence, that association permeates to all users on your LiveViewGPS account.

Simply drag the device(s) from the **Device Panel** into the **Devices** area of the geofence.

Alternatively you can drag the **Geofence** in the Geofences area of the device when it is in **Dashboard** mode.

To be alerted if this tracking device deviates from the designated geofence, click the email icon next to the device's name.

The email icon changes to have a dark background with a light blue outline. Alerts have now been turned on, but just for you. Other users will not receive alerts for this device by this method unless they turn on their notification.

Contacts

You can manage the contacts that are able to receive email notifications from the LiveViewGPS portal using the administration tools available to you as the LiveViewGPS portal administrator. Contacts are typically used to send SMS text notifications to users cell phones.

Expand the database folder along the left side of the LiveViewGPS portal window and select the **Contacts** folder. Then click the **Plus** sign at the bottom of the navigation panel.

Click on the name (New Contact) to change it.

Click on the email address to change it. If you do not have the email address for your cell phone, you can contact LiveViewGPS Technical Support for assistance.

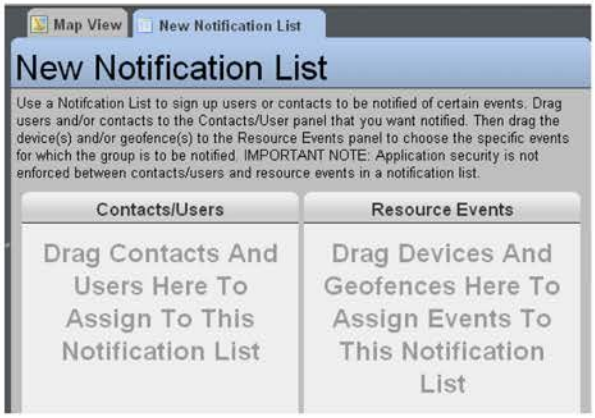
The new contact appears with the correct name and email address and is now ready to be added to a notification list to receive notifications from the LiveviewGPS portal.

Notification Lists

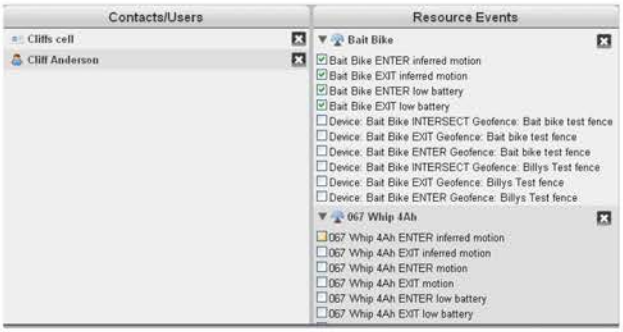
The LiveViewGPS portal Customer Admin for your company can manage notification lists that determine which contacts receive email notifications from the LiveViewGPS portal. For each notification list, you determine which contacts receive notifications and which devices and geofences will trigger notifications.

NOTE: You need to add contacts before you can add them to notification lists.

Click on the **Notification Lists** in the **Device Panel**, then click on the  at the bottom to add a notification list.



Click on the **New Notification List** to change the name. Then just drag contacts and users to the list on the left and drag devices and geofences to the right.



Once you have devices in the **Resource Events** list you can check or uncheck the events that should be sent to those on the Contacts/Users list.

If **ENTER low battery** is checked and the battery goes low, everyone in the **Contacts/Users** list will receive an email like this example:

> Device: PT-8500 Test (A1000010C04A93) sensors have indicated that it has entered a low battery state.
>
> Last known location (as of 2011 February 3, Thursday 11:17:59am CST): 7501 North Capital of Texas Hwy, Austin, TX 78731
>
> The system has made this determination based on the most recent data available as of 2010 November 8, Monday 2:52:06pm CST.

If a device exits a Geofence, everyone in the **Contacts/Users** list will receive an email like this:

> Device: 11EC0CED(11EC0CED) has exited Geofence: Bait Bike Fence
>
> Last known location: 7501 N Capital of Texas Hwy, Austin, TX 78759, USA
>
> The system has made this determination based on the most recent data available as of 2010 November 16, Tuesday 11:58:45am CST.

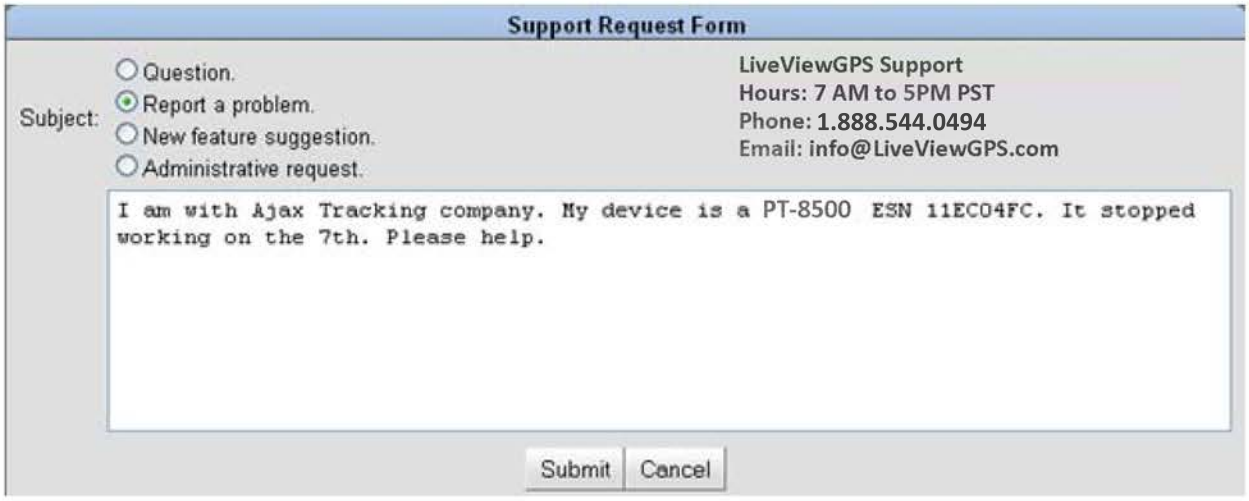
Help

Click the button in the lower right to bring up a **Help** guide that demonstrates the features of the LiveViewGPS portal.

Support Request Form

If you need to report a problem, click the envelope in the lower right. Please provide the company, folder name and device name in your problem report.

Click Submit. The report will go to the LiveViewGPS Technical Support group for a fast response. LiveViewGPS is available on weekdays during normal business hours from 7:00 AM to 5:00 PM PST.



The support request form does not automatically provide the information on your device, company or folder name. It is very useful for you to provide the company name, the folder name and the device name or electronic serial number when contacting LiveViewGPS Technical Support.

The following information is also very useful to help us troubleshoot issues with the device or the LiveViewGPS portal:

- What is the AHr rating of the battery that you have?
- The actual physical location of the device is helpful, if known.
- What are the sensors showing?
- Where was the tracker placed?
- Specific failure. What it does or does not do. (Does not charge, does not report, intermittent, lights do not come on, etc.)
- What do the lights do?
- Steps that were performed to determine a problem.

You can also send an email to LiveViewGPS Technical Support at info@LiveViewGPS.com.

Appendix A - Google Chrome for the LiveViewGPS Portal

Download from http://www.google.com/chrome/

Configure Google Chrome for the LiveViewGPS Portal

1) Click on the Wrench in the upper right.
2) Select **Options**.
3) Select the **Under the Hood** tab.
4) Under **Privacy** click the **Content Settings** button.
5) Click **Cookies** under **Features**
6) Either select **Allow local data to be set (recommended)** or use **Block sites from setting any data** and add: **https://liveviewgps.trackingapp.net/login.htm** to the Exceptions and set it to **Allow**.
7) Click **JavaScript** under **Features**.
8) Either select **Allow all sites to run JavaScript (recommended)** or use Do not allow site to run JavaScript and add: **https://liveviewgps.trackingapp.net/login.htm** to the **Exceptions** and set it to **Allow**.
9) Click **Pop-ups** under **Features**.
10) Either select **Allow all sites to show pop-ups** or use **Do not allow any site to show pop-ups** and add: **https://liveviewgps.trackingapp.net/login.htm** to the **Exceptions** and set it to **Allow**.
11) Close the **Options** using the **X** in the upper right.

Appendix B - Mozilla Firefox for the LiveViewGPS Portal

Download from http://www.mozilla.com/en-US/firefox/

Configure Mozilla Firefox for the LiveViewGPS Portal

1) At the top of the Firefox window, click on the **Tools** menu and select **Options**.
2) Select the **Content** tab.
3) Either remove the check from **Block pop-up windows** or add: **https://liveviewgps.trackingapp.net/login.htm** to the **Exceptions** and select **Allow**.
4) Make certain that there is a check in **Enable JavaScript**.
5) Under the Privacy tab, either leave F**irefox will Remember history** or make certain that there is a check for **Accept cookies from sites** or add:**https://liveviewgps.trackingapp.net/login.htm** to the **Exceptions** and select **Allow**.
6) Close the **Options** using the **X** in the upper right.

Appendix C - Apple Safari for the LiveViewGPS Portal

Download and install Apple Safari:
http://www.apple.com/safari/download/

Configuring Apple Safari for the LiveViewGPS Portal

1) Choose Action menu (near the upper-right corner of the Safari window and looks like a gear) and select **Preferences**.
2) Select the **Security** tab.
3) Under Web content, put a check in **Enable JavaScript**.
4) Under Accept cookies, use **Only from sites I visit**.
5) Close the Preferences with the X in the upper right.

Appendix D - Configuring Internet Explorer with Google Chrome Frame

If you try to run Microsoft Internet Explorer it might give you a message: “Due to performance and security reasons the web browser you are using is not currently supported by our application.”

We recommend using other browsers, but many companies (including LiveViewGPS) prevent users from installing applications on their individual computers. This helps protect corporate computers and networks from viruses and malware. Even if you have the rights to install applications on your computer, there may be system or network-level firewalls that prevent unauthorized applications from accessing the Internet.

In this situation, LiveViewGPS recommends forwarding this message to your corporate IT department and asking for an “exception” or “variance”. IT departments typically have a process in place for installing software that is not on the approved list. It is our experience that IT departments are accustomed to user requests for cross-platform, secure browsers like Mozilla Firefox.

If you cannot get an exception, Google has recently released an Internet Explorer plug-in with this in mind. **Google Chrome Frame** is a free plug-in designed to make advanced features work from within Internet Explorer 6, 7 or 8. Google Chrome Frame is an open source plug-in that seamlessly brings Google Chrome's open web technologies and speedy JavaScript engine to Internet Explorer. With Google Chrome Frame, you can:

- Start using open web technologies - like the HTML5 canvas tag - right away, even technologies that aren't yet supported in Internet Explorer 6, 7 or 8.
- Take advantage of JavaScript performance improvements to make your apps faster and more responsive.

Installing the plug-in may still require help from your IT department, but may be a more viable solution for your company than installing a standalone browser. The Google Frame plug-in runs from within Internet Explorer. It doesn’t alter Internet Explorer’s behavior unless it detects web pages that contain a special tag indicating they require Google Frame.

Just search on Google Chrome Frame and click on the link referencing Frame or use this link:

http://code.google.com/chrome/chromeframe/.

Configuring MSIE with Google Chrome Frame for the LiveViewGPS Portal

1) At the top of the Internet Explorer window, click on the **Tools** menu and select **Internet Options**.
2) Under the **Privacy** tab, click **Advanced**.
3) Click **Override automatic cookie handling**.
4) Either select **Always allow session cookies** or **Accept First-party cookies** and then click the OK button.
5) In the **Pop-up Blocker** panel clear the check for **Turn on Pop-up Blocke**r or click **Settings** and add **https://liveviewgps.trackingapp.net/login.htm** to the **Allowed sites** list.
6) To allow scripting on this Web site only and to leave scripting disabled in the Internet zone, add this website to the **Trusted sites** zone. Click the **Security** tab.
7) Click the **Internet** zone.
   a. Click **Custom Level**.
   b. In the **Security Settings** – **Internet Zone** dialog box, click **Enable for Active Scripting** in the **Scripting** section.
   c. Click the **Back** button to return to the previous page and then click the Refresh button to run scripts.

Disable the Proxy Server

The LiveViewGPS portal does real time updates, so sometimes it is necessary to disable proxy servers. To disable the Proxy Server:
Under the **Connections** tab, click on **LAN Settings**. In most cases you can use the Automatic setting for Proxy.
If you must use a proxy server, ask the IT people to put **https://liveviewgps.trackingapp.net/login.htm** (please notice the “S” in https) in the proxy URL exceptions.