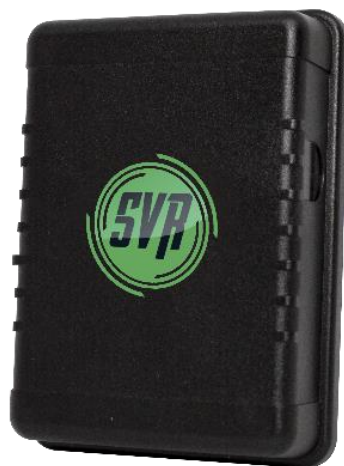




SVR Tracking

SVR500

USER GUIDE



Overview

An innovative, self-powered GPS solution for long lasting tracking and recovery.

The SVR500 was created to be the longest lasting wireless GPS device on the market. Designed with a specific functionality to extend battery life and provide location data when needed. This document will outline the unique features for the SVR500 solution:

- Smart PowerSM Technology
- Device Activation
- Reporting
- Recovery
- Battery Preservation
- Installation
- Warranty

Patent Pending Smart PowerSM

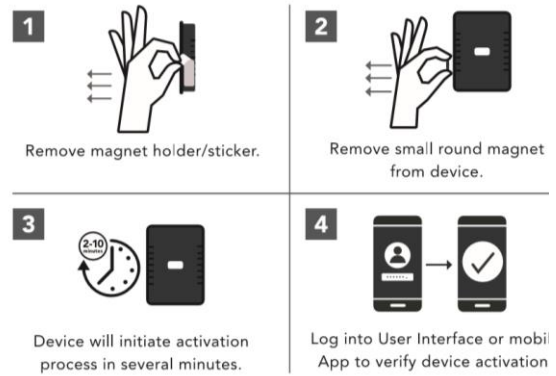
The SVR500 was designed with unique Smart PowerSM technology delivering high-performance battery power, greater energy density and operating temperature ranges in less space. What does this mean to our customers?

- Battery longevity, 3+ years under normal use
- Sustained power in extreme atmospheric conditions such as heat/cold
- Power management in poor cellular network conditions



Device Activation

- Locate the activation magnet sticker on the side of the device
- Remove the sticker and small round magnet
- Once the magnet is removed, the activation process will begin
- The device will connect with a GPS/Wireless signals and show activated in the customer portal (approx. 2-5 min)



NOTE:

Save the round magnet for future use. If magnet is reapplied, device will return to sleep mode (ultra-low power consumption) to preserve the battery life.

Device Activation Verification

- Step 1: Log into Application Dashboard
 - Step 2: Select View – make sure Installed box is checked
 - Step 3: Check installed column for install date & location icons
- If device is not activated, it will show UNINSTALLED in the Actions column

| Group | Serial | Pr... | Installed | Actions | VIN | Distanc... | Vehicle ... | Dr |
|---------|-----------------|-------|-------------|-------------------------------|-----|------------|-------------|----|
| Default | 990013520012225 | 500M | Uninstalled | Uninstalled | | | | |
| Default | 990013520012266 | 500M | Uninstalled | Uninstalled | | | | |
| Default | 990013520012290 | 500M | Feb 4 2020 | [Location, Home, Heart icons] | N/A | N/A | 93% | |
| Default | 990013520012340 | 500M | Uninstalled | Uninstalled | | | | |
| Default | 990013520012381 | 500M | Feb 3 2020 | [Location, Home, Heart icons] | N/A | N/A | 95% | |
| Default | 990013520012571 | 500M | Uninstalled | Uninstalled | | | | |
| Default | 990013520012647 | 500M | Feb 6 2020 | [Location, Home, Heart icons] | N/A | N/A | 91% | |

Device Activation Continued -

If the device remains in Uninstalled status after the magnet is removed for over 5 minutes. Please follow these steps:

If device does not show activated after magnet is removed:

1. Reattach magnet to the device
2. Make sure you are in a place with adequate wireless signal (outside or near a window)
3. Leave magnet on the device for 10 seconds then remove again
4. Allow a few minutes then refresh online browser and check application

Reporting

Three different devices are available. The modes and use cases are below:

| Device Type | Use Case | Modes | | | | |
|-------------|----------------|-------|-----------|--------|-------|----------|
| | | Sleep | Discovery | Active | Pulse | Recovery |
| SVR500MD | BPHH | x | x | x | | x |
| SVR500MX | Asset Tracking | x | | x | | x |
| SVR500MP | Asset Tracking | x | | | x | x |

There are four different modes available based on the device type:

| Sleep | Discovery | Active | Pulse | Recovery |
|---|---|---|--|--|
| Ultra-low power consumption while device is stored or shipped. Device does not check in during this time. | Reports the first 500 events for STIP verification. Captures location data every 4 hours. | Daily check-in reporting location every 17-hours. | Provides a twice daily pulse report of vehicle/asset location. | Initiated by user to identify exact location of asset or vehicle. Five-minute heartbeat when moving. |

Tracking frequency by mode:

| Mode | Heartbeat Cycles | Tracking Frequency | Locate Source |
|-----------|---|---|---------------------|
| Sleep | Ultra-low power mode to minimize battery draw | | |
| Discovery | 4-hours | | GPS & Cell Towers |
| Active | 17-hours | | Cell Towers only |
| Pulse | 2x-Daily | Every 11 hours | GPS and Cell Towers |
| Recovery | wakes upon movement | Every 5 minutes when moving, starts and stops | GPS and Cell Towers |

Zone Alerts

Due to the modified reporting to preserve battery life, the zone alerts may not be sent until the next heartbeat cycle unless the vehicle is in Recovery mode.

Recovery

Recovery mode provides the vehicle location every five minutes while moving. Once a Recovery is initiated, the SVR500 will transition to Recovery tracking on the next heartbeat cycle.

Note: If the vehicle is outside of adequate wireless network coverage, the recovery may be delayed until the device can connect to the network again.

Recovery tracking will automatically last for 3 days. If the vehicle or asset is recovered in less than 3 days, it is recommended to stop the 5-minute Recovery tracking by selecting and deleting the vehicle or asset from the Recovery page or updating the recovery status from “In progress” to “Recovered” from the recovery edit icon. After three (3) days in Recovery Mode, the Recovery action will time out and default back to the prior active tracking mode. If the vehicle is not recovered, the user can delete the recovery and re-create a new one.

Battery Life

The SVR500 was designed to be a long-term tracking device. For maximum battery life, it is recommended that the device is stored with the magnet attached. This will set the device into Sleep mode which is an ultra-low power consumption mode. Once the magnet is removed and the device is installed in a vehicle or asset, the amount of hours/days in Recovery will deplete the battery along with the environmental and wireless network conditions. The SVR 500 will automatically adjust reporting in poor conditions to preserve the battery life.

| Device Type | Estimated Battery Life |
|-------------|------------------------|
| SVR500MD | Up to 3 years |
| SVR500MP | Up to 2 years |
| SVR500MX | Up to 5 years |

The battery life can be affected by extreme use and environmental factors:

- Number of days in discovery and recovery mode tracking
- Poor wireless network coverage
- Extreme environmental conditions (extreme heat/cold)

The **Device Battery** will help monitor the battery life of the SVR500 once the magnet is removed and the device is installed in a vehicle.

| Vehicle | Group | Serial | Pro... | Installed | Actions | VIN | Vehicle Battery | Device Battery |
|-------------------------------------|---------|-----------------|--------|-------------|-------------|-----|-----------------|----------------|
| <input checked="" type="checkbox"/> | Default | 990013520011011 | 500M | Uninstalled | Uninstalled | | | |
| <input checked="" type="checkbox"/> | Default | 990013520011029 | 500M | Mar 3 2020 | | N/A | 99% | |
| <input checked="" type="checkbox"/> | Default | 990013520011037 | 500M | Feb 5 2020 | | N/A | 94% | |
| <input checked="" type="checkbox"/> | Default | 990013520011250 | 500M | Uninstalled | Uninstalled | | | |
| <input checked="" type="checkbox"/> | Default | 990013520011284 | 500M | Feb 4 2020 | | N/A | 94% | TW |
| <input type="checkbox"/> | Default | 990013520011417 | 500M | Uninstalled | Uninstalled | | | |
| <input type="checkbox"/> | Default | 990013520011631 | 500M | Uninstalled | Uninstalled | | | |
| <input type="checkbox"/> | Default | 990013520011664 | 500M | Uninstalled | Uninstalled | | | |
| <input type="checkbox"/> | Default | 990013520011805 | 500M | Uninstalled | Uninstalled | | | |

Installation

After the activation magnet has been removed and the device shows location data in the application, it is ready for installation. Best practices for optimal in-vehicle placement are below. A stable location is important to avoid movement. Utilize zip ties or Velcro to secure.

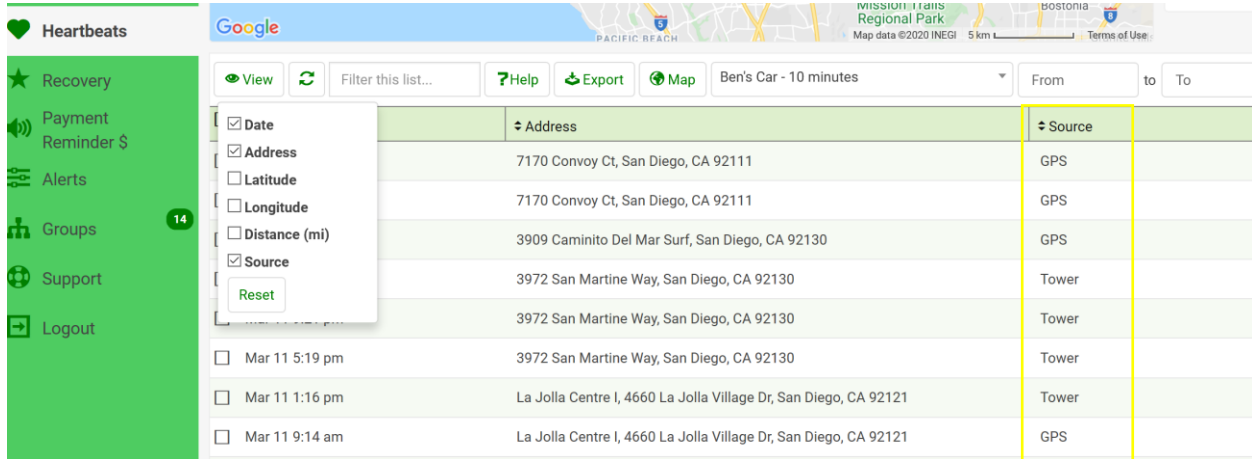
- Inside side panel
- Under center console
- Glovebox compartment
- Under the package tray in the truck
- Inside the headrest cushions

Warranty

The SVR500MD has a three-year warranty for standard use. Standard use covers tracking in its designed modes of operation in Discovery and Active modes with a maximum of six (6) days in Recovery over the warranty period. Use of the Recovery mode beyond this allowed timeframe will accelerate battery depletion and will void the warranty.

Heartbeat Source

A source field was added to identify the location source. The GPS source will provide an accurate view of the vehicle exact location. The tower only heartbeat was designed for battery preservation.



Wired vs. Battery Device Feature Comparison

The battery powered devices will provide accurate location data when needed but do report differently than the hard-wired units due to the longer heartbeat cycles. A few of these features are outlined below:

| Feature Comparison | SVR500 | SVR1000 |
|--------------------|--------------------|-------------------|
| Distance | n/a | x |
| Mileage | n/a | x |
| Top Stops | Mix of Tower & GPS | X |
| Vehicle Battery | n/a | x |
| Device Battery | x | Back up battery % |