

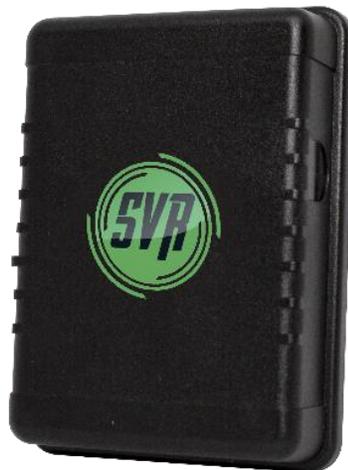


SVR Tracking

SVR500

BATTERY POWERED TRACKING DEVICE

Frequently Asked Questions (FAQs)



What are the dimensions/weight?

Device dimensions: 3.54in x 2.60in x 0.79in

Device weight: 2.82 oz

Which wireless carrier(s) and networks are available?

AT&T CAT M LTE network: Now

Sprint CAT M LTE network: Q3/Q4 2020

What device options are available?

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

Device Type	Use Case	Modes				
		Sleep	Discovery	Active	Pulse	Recovery
SVR500-MD	BHPH	x	x	x		x
SVR500-MX	Asset Tracking	x		x		x
SVR500-MP	Asset Tracking	x			x	x

How many different power modes are available?

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 while moving.

What is the tracking frequency in each mode?

Mode	Heartbeat Cycles	Tracking Frequency	Locate Source
Sleep	Ultra-low power mode to minimize battery draw		
Discovery	Every 4-hours		GPS & Cell Towers
Active	Every 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

How does the Recovery mode work for the SVR500?

Recovery mode provides the vehicle location every five minutes while moving. Once Recovery Mode is initiated, the SVR500 will transition to Recovery mode on the next heartbeat cycle. Note: If the vehicle is outside of adequate wireless network coverage, the recovery may be delayed until coverage is available.

How long does the Recovery mode last?

Recovery mode will last for three days. After three (3) days in Recovery Mode, the Recovery action will time out and the default back to the prior active tracking mode. If the vehicle or asset is recovered earlier, you can stop the Recovery tracking by either of these two actions:

1. Selecting and deleting the recovery from the Recovery page
2. Changing the status of the recovery from "In" to "Recovered" on the Recovery page

What is the "Smart Power" technology?

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, 2-5 years under normal use
- Sustained power under extreme atmospheric conditions such as heat/cold
- Smart power management in poor cellular network conditions



What type of batteries are in the SVR500? Can they be recharged?

This SVR500 uses an advanced lithium battery technology that cannot be recharged. The device is designed to be disposed after the battery is depleted.

What is the warranty for the devices?

Device	Warranty
SVR500-MD	3 years
SVR500-MP	2 years
SVR500-MX	3 years

The SVR500-MD 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.

https://www.svrtracking.com/Hardware_Limited_Warranty_Terms_and_Conditions_March_2020.pdf

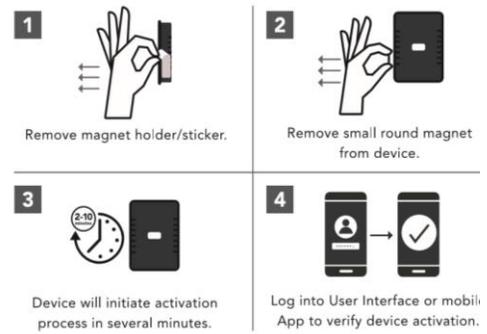
Note: The battery life can be affected by extreme use and environmental factors:

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

How do I activate the SVR500 battery powered device?

Each box will include activation instructions:

1. Remove magnet holder/sticker from side of device
2. Remove small round magnet from device
3. Device will initiate activation process in several minutes
4. Log into User Interface or mobile app to verify device activation
5. Save magnet for future use



How do I verify the device is activated?

Step 1: Log into Application Dashboard

Step 2: Select View – make sure Installed box is checked

Step 3: Check “Installed” column for install date & “Actions” column for location icons

If device is not activated, it will show UNINSTALLED in the Actions column

The screenshot shows the SVR Tracking application interface. On the left is a green sidebar with navigation options: Dashboard (106), Top Stops, Heartbeats, Recovery, Payment Reminder \$, Alerts, Groups (11), Support, and Logout. The main area features a map of North America with several blue location markers. Below the map is a table of vehicles. The 'Installed' column is highlighted in yellow, showing install dates for several vehicles. The 'Actions' column for the vehicle with VIN 990013520012290 is also highlighted, showing location, home, and heart icons.

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		N/A	N/A	93%
Default	990013520012340	500M	Uninstalled	Uninstalled				
Default	990013520012381	500M	Feb 3 2020	Location, Home, Heart		N/A	N/A	95%
Default	990013520012571	500M	Uninstalled	Uninstalled				
Default	990013520012647	500M	Feb 6 2020	Location, Home, Heart		N/A	N/A	91%

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

1. Reattach magnet to the device using tape to secure it 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. Wait a few minutes then refresh online browser and check application

What are the suggested in-vehicle placement options?

Potential options, depending on the vehicle type, include:

- In or behind glovebox compartment
- Inside side panels
- Under the center console
- Under bench seat
- Package tray in the trunk
- Inside a headrest cushion

Device can easily be secured with zip ties or velcro.

Should I keep the activation magnet? Can they be reused? YES

It is important to save the magnets after activation in the event you need to reset devices or want to return devices to Sleep mode to preserve the remaining battery life. In order to reset the device, leave the magnet on for at least 5 seconds before removing. Note: If the device is in Recovery mode, make sure to delete recovery on the application.

How do I use the magnet included to place the device into Sleep mode?

When magnet is added, the device goes to Sleep mode within seconds. If device keeps sending location data even if the magnet is in place, the reason could be:

- Magnet is placed in wrong location on the device
- Magnet is not strong enough (is not the one included with the device)
- Reed switch is faulty

Please note that the magnet will not stick to the device, since there is nothing metallic inside of the plastic case, so the magnet will need to be taped to the side of the device with an indent to put the device into Sleep mode.

Is the SVR500 waterproof?

Yes, it is IP67 rated¹.

¹ Device can be dropped into a body of water up to a meter deep for 30 minutes.

What is the small label on top of the device?

The symbol is a QR Code. Scanning the QR Code will provide the device IMEI.

Will the SVR500 battery powered device use a different user interface than other SVR Tracking products?

No, this device will be available on the same user interface and is noted by device type in the product column: 500M

Can I set Zone Alerts with this device?

Zone Alerts are challenging with SVR500 devices. One of the key limitations is Zone Alerts are not sent at the point when a vehicle enters or exits a geofence, but instead at the point of the next device heartbeat. This heartbeat may be anywhere from several hours to up to 16+ hours later than the vehicle's entrance or departure from this zone. In addition, if the SVR500 is in Active mode then cell tower only locates will likely create false Zone Alerts if the nearest cell tower is outside of the geofence area. In this case, the only effective way to eliminate the false alerts is to create a geofence which is large enough to include the nearest cell tower location.

How do I differentiate my devices by type? For example, MD, MX, MP versions.

The device type will be indicated under the Product field in the user interface (as shown below) and on the device label.

Serial	Product	Installed	Actions
990013520011045	500MD	Mar 16 2020	  
990013520011060	500MD	Mar 16 2020	  
990013520011409	500MD	Mar 20 2020	  