

What is FindMe?

FindMe allows friends and family to track the location of one or more contacts anywhere in the world through their cell phone. Using GPS, satellite and cell tower location techniques; each Cellhire phone sends back regular location "fixes" which are viewed via our secure website on a map showing date and address information throughout the course of the trip.

How it works?

FindMe automatically broadcasts the user's location based on the cell phone and satellite coordinates and utilizes the integrated GPS features of the handset provided. The results are displayed on a secure website to which only the Cellhire customer has access. Because it uses a system of cell towers and satellites, the device must be outside and within the network coverage area and receive a good signal and send the updated fixes. Please instruct your student to keep the phone in a pocket or in the provided holster and not bury it in a bag or backpack.

How do I start?

Cellhire has preloaded the phone with the necessary applications. Once the phone is turned on you can track its location through this website from any computer. Below is a guide for phone users and website users. There is a simple user interface on the phone to allow you to see what is going on.

Continued inside ►

FindMe®

User Instructions

Keep Track of your Travelers.



Lost/Stolen Equipment

If your equipment is lost or stolen you must call Cellhire immediately. All calls made are the responsibility of the customer until the line is suspended by the network.

24 Hour Technical Support

Cellhire's Support Center is available 24 hours a day, 7 days week:

Within the US: **1 877 244 7242**

Outside the US: **+1 214 355 5200**

support@cellhire.com
www.cellhire.com/support

FindMe Functionality

- A 'Locate Now' button which causes the phone to retrieve a GPS location fix. This can take up to 4 minutes (but is often much faster), and should be done when the phone is outdoors. Use it if you after you have been indoors or have been traveling and you want to show people where you are. We recommend that this be performed at the start and end of each day. Performing this at points of interest will also help ensure the 'History Trail' is updated.
- A 'Sync GPS' button which causes the phone to download fresh satellite orbit data, and get new GPS fixes over the course of 15 minutes. If you fly to a new continent, use this as you step outside the airport. Without this, it may be difficult for your FindMe phone to get accurate and frequent GPS fixes.
- A 'Shutdown' button which stops FindMe entirely. This should never be used, unless you intentionally want to switch off FindMe, or are asked to do so by Technical Support.

Data Usage

This device allows access to the internet which is necessary for FindMe to work. The price includes all data required to operate the FindMe Tracking service only, it does not include additional data usage such as internet browsing, video streaming, and photo uploads to sites such as Google's Flickr or status updates on social media sites. These activities use much more data than FindMe and will result in high data use charges. Excess usage not related to FindMe will be invoiced at \$10-\$25 per Mb (depending on the network). Please instruct your student traveler to avoid all internet browsing. If they are using the phone to take pictures, photos should be saved to a memory card and transferred to a computer using the provided cable when they return home.

FindMe Phone User Guide

For the person that is travelling with the phone, we have a few tips so that FindMe can report more accurately:

- Set the date and time so that it is correct for the place you are visiting. FindMe makes many decisions based on the local time. If your phone is not set to the time zone you are in, FindMe may believe it is night time and decide to reduce the number of fixes sent while it thinks you are sleeping.
- When you arrive in a new country, turn on your phone and try to give it a view of the sky for as long as possible. This will allow it to synch with the towers and satellites and ensure your fixes.
- When you visit a new continent, use the 'Synch GPS' option when you arrive (Home Page-FindMe-Synch GPS). This will align the GPS to the satellites and networks that operate over that continent.
- The phone will need charging more often than normal. When you do charge it, try and place it near a window if you can.
- When travelling around, do not bury the phone in a bag – the more it can see the sky, the more fixes it will report back.

- If the phone is on and in coverage but you're still not getting fixes, try choosing the 'Locate Now' function once or twice a day. This can be found under Home Page-FindMe-Locate Now..

Checking your latest fix and the Locate Low synch GPS features:

You can check to see when the last GPS fix was by going into the FindMe application on your device. Go to Home Page-FindMe. At the top of the page you will see something like:

FindMe
53.984734, -1.29239232 5th July 15:29
United Kingdom

This is the latitude and longitude of the last GPS fix and the time of that fix. If this is not recent or not present at all then try pressing the 'Locate Now' button when you are outdoors or the 'Synch GPS'.

Locate Now

When you click Locate Now you will see a line saying

Locating 240

This will count down from 240 to 0 (4 minutes) to get a fix. If a fix is available you should see the top of the page change to reflect the new fix.

e.g. 54.828322, -1.2743902 5th July 16:58

Synch GPS

The difference between 'Locate Now' and 'Synch GPS' is that 'Synch GPS' it will seek for GPS information for up to 15 minutes. It is recommended that you 'Synch' when you arrive in a new continent and wish to give the BlackBerry or Nokia unit the best chance of finding you and should only need to be done once you land in a new continent. After you click 'Synch GPS' you will see "Diagnosing 900". The countdown will begin at 900 seconds (15 minutes) and continue to zero. You should then see your GPS fix at the top of the screen.

FindMe Website User Guide

Using the log-in details that you received from Cellhire via email, log on to <https://findme.cellhire.com>

Click on 'FindMe/View Maps' from the left hand menu and 'Select' the contact you wish to track from the FindMe Contacts dropdown box.

Click Search in either

- The Latest Fix box – to get their latest position OR
- The Trail History box after selecting a Start Date & End Date

You will see the location information plotted on the map. If you see warnings about security instead of a map, answer 'NO' to 'Do you want to view only the webpage content that was delivered securely?'.

Troubleshooting

It's entirely normal to see periods of the day when no location information is returned to the website for a number of reasons. If you've seen previous location fixes but no recent updates, the most likely explanation is that the phone is either turned off, low/out of battery or out of network coverage area. If you cannot see a recent fix on the FindMe website then consider the following:

- **Has the contact landed in a new continent and not yet done a Synch GPS?** If so, then you may decide to SMS them using the SMS feature on the website and remind them to keep the phone on and do a Synch GPS (Home Page-FindMe-Synch GPS) when they are able.
- **Has the contact been in a remote or out-of-coverage area?** Many trips involve visits to places without coverage - either because there are no cell-towers (like the Australian bush) or underground (like the London Tube train or Paris Metro) - or deep within a museum when the signal is weak or when they are asked to turn off their phone for a tour. If you would like to see where coverage is available in a country then go to the GSM World website at www.gsmworld.com. If you've not yet seen any location fixes at all then check to see if you have received an email indicating a change of country. If you have received one, then it is likely that your contact has just arrived at their destination and has not been outdoors to get a GPS fix after travelling. If you've not received an email but you believe your contact will have arrived, then it is most likely that their phone is still off, and they may not have yet passed through customs or security areas.
- **Is there data coverage?** On the phone, if you go to the FindMe screen (Home Page-FindMe), at the bottom you will see a message saying "Data Coverage OK". If you do not see this then the device has no way of communicating back any fix information with the FindMe system. It will store this data and pass it back once the handset is moved into an area with better network coverage.
- **I did not receive or I forgot my password?** At the login screen, click the 'Forgotten Login Details'. Your password will be reset and will be sent to the email address you gave at the time of your order.
- **When I log into the website, I cannot see the map?** When you select 'Maps' on the website, you may be asked 'Do you want to view only the webpage content that was delivered securely?'. You should answer 'NO' to see view your Student Ambassador on the map.

If none of these situations apply and you feel that fixes should still be coming through then ask your contact to:

- Go to an outdoors area when possible
- If there have been no fixes in this country then do a Synch GPS (Home Page-FindMe-Synch GPS)
- If there have been previous fixes in the country then do a Locate Now (Home Page-FindMe-Locate Now). They will be able to see whether a GPS fix is found by looking at the FindMe Screen.