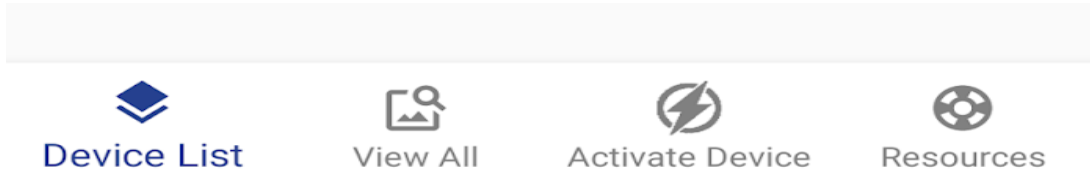


Silvercloud Navigation

The menu at bottom of App includes **Device List**, **View All**, **Activate Device**, **Resources**

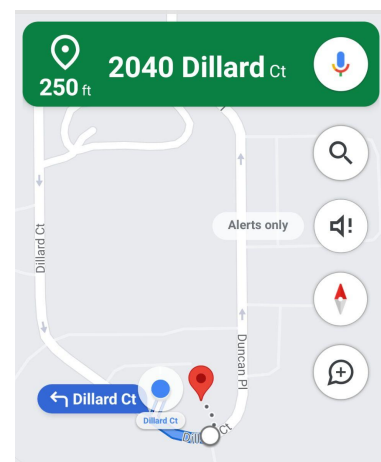
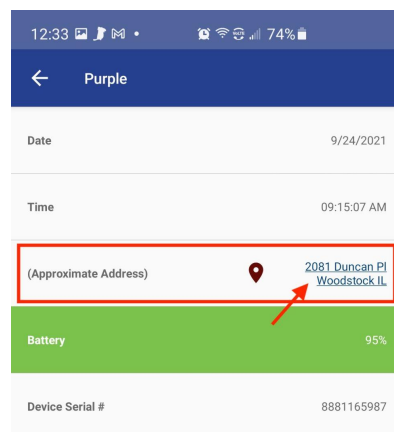
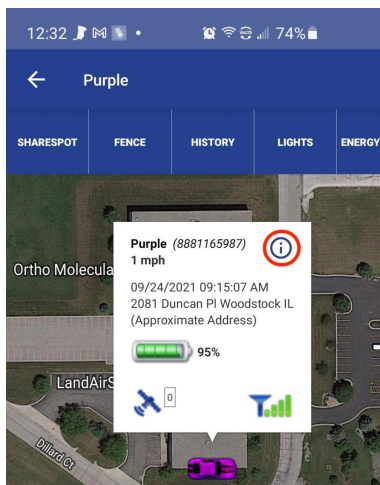
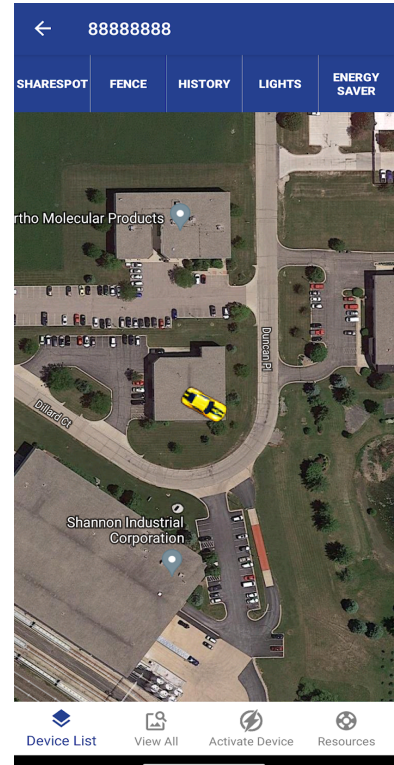


- **Device List** allows customers to view a list of all devices on that account with a label displaying the approximate location of each device. From here they can select a specific device to view on the map, and access the device menu options.

When an individual device is selected they will be taken to the device's current mapped location, and can watch the live tracking of the unit. They will be presented with the menu options for the unit.

- Sharespot
- History
- Fence (Insta-Fence)
- Lights
- Energy Saver

While viewing the live map of a particular unit the customer can tap the icon to view the last known information delivered by the device. This includes the date, time, approximate address, battery, and the approximate gps and cellular connection strength. When looking at this pop up you will see a blue "i" in the upper right corner. This can be used to get directions to the location. To accomplish this tap the "i" symbol, and you will be taken to a new page. This shows the same information, but the address is now a clickable link. Simply tap the address to automatically open your maps program, and get navigation directions to this spot.



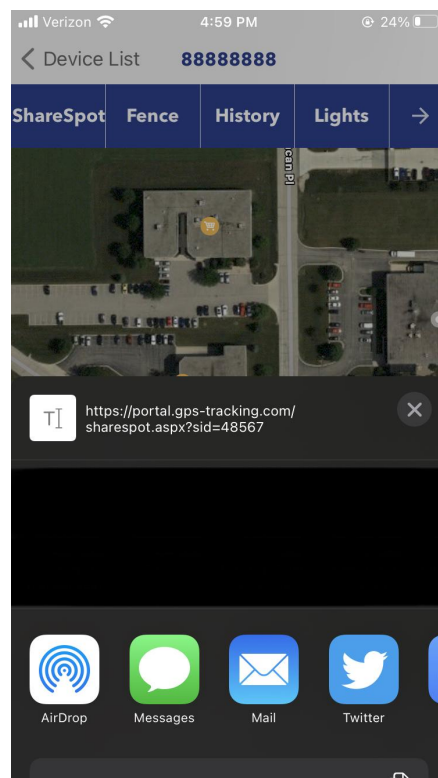
Sharespot - Share location with family/friends/colleagues

Video link can be provided to customers -

<https://www.youtube.com/watch?v=7MdLMVnkpsE>

Sharespot allows the user to share the location of a single device with anyone who has access to the link. This will open up a web page displaying the current location of that device. Anyone with this link can view the device real-time but does not have access to alter features or see other devices on the account.

NOTE: Sharespot must be deleted via the web portal, and can not be removed from the app. To disable the link please access your account at www.landairsea.com.



History - Playback history of device location

Video link can be provided to customers - https://youtu.be/M_7PpF2xDvI

Customers will select the history tab and have the option to select a specific unit to view the location history. The user will then select a time frame from these options (Today, Yesterday or select day). If the user receives an “Error” message the unit likely has no location history within the time frame selected.

The “Show Path” selector will display a green line showing the completed path of the device.

The “Auto Center” selector is used to lock the screen view on the moving device during playback; if turned off the user can view the map freely.

When looking at the historical playback, customers may want to know the timestamp and address of the history. They can get that information by clicking/tapping on the blue dot in the playback.

< 88888888

Select Device

88888888 >

Timeframe

Today >

Generate Playback

< Back

Today ☐

Yesterday ☐

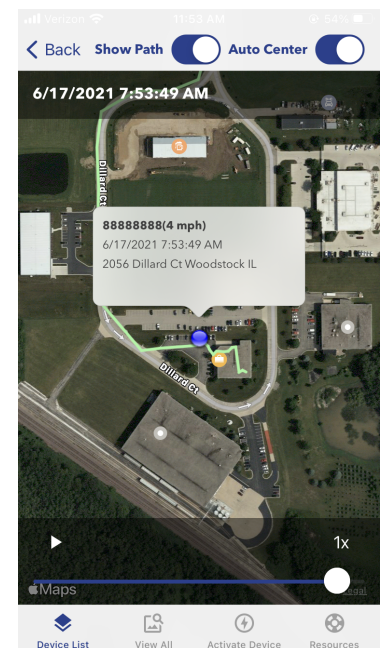
Select Day ☒

Device List

View All

Activate Device

Resources



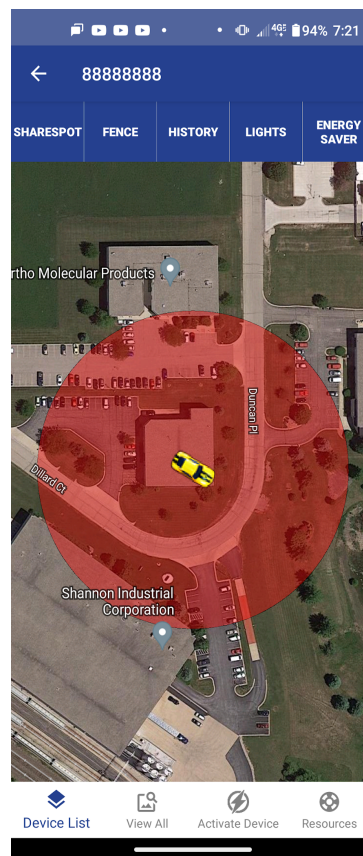
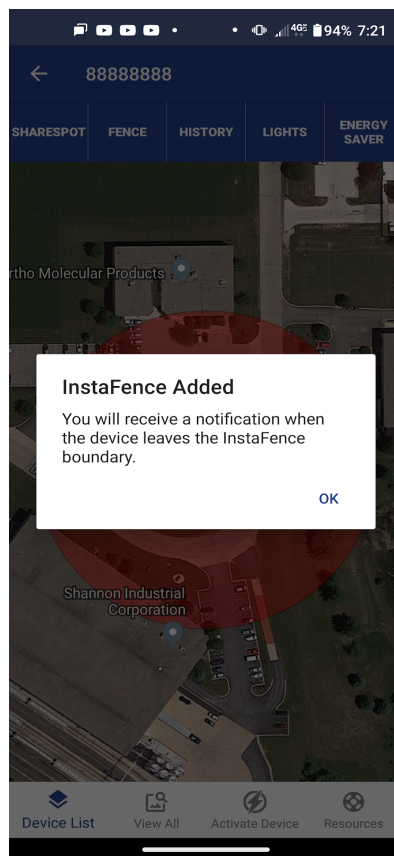
Fence - this is an Insta-fence

Video link can be provided to customers -

<https://www.youtube.com/watch?v=NH6Yh4uQnio>

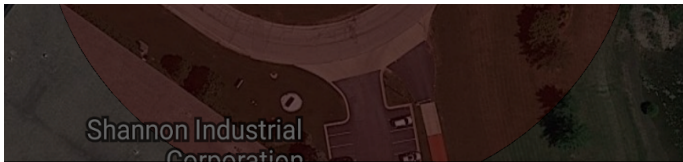
A **Temporary** perimeter that allows customers to receive an alert via the mobile app when the device/asset exits the fence area created. After the alert is received the fence will be deleted on its own. Phone settings must be set to ALLOW Notifications for the SilverCloud App for this feature to work. This can be located in the mobile devices setting navigation.

NOTE: If the visible red circle disappears from the app view without the device moving the fence is still in place, and the visual indicator has merely been removed from the app.



Lights - Can be turned off/on from the app

Video link can be provided to customers - <https://www.youtube.com/watch?v=dT2Oc7Zy8xc>



Send a request to turn the device lights
ON or OFF

TURN LIGHTS OFF

TURN LIGHTS ON

When the lights are “off” it will visually appear the unit is off, but it will continue to track per your data plan.

When a customer sends their device a LED / ON or LED / OFF command the unit will need to be connected to cellular to accept the instruction over the air. This process is NOT immediate and will be dependent on a good cell connection. A power reset of the device will help re-establish a connection to accept the customer's queued command.

In Classi/Account management each device will show a list of sent or queued commands. These are important tabs that will show that our servers sent the command to the device. If not sent it will be BLANK and this means the

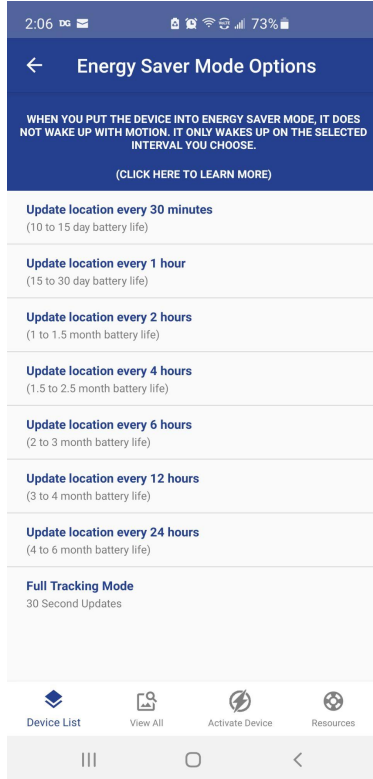
unit has not connected to the cell and has yet to receive the new command.

In User/Devices - The following appear:

Energy Saver

Video link can be provided to customers -

<https://www.youtube.com/watch?v=Cx4XOxGc5j8&t=17s>



Customers have the option to put their unit on a “timer” versus live tracking. Meaning that the unit will only give a location on the time interval that they select, if the unit has the ability to acquire the GPS and Satellite signals. By placing a unit into an Energy Saver mode it will NOT wake up automatically (no longer motion activated in this mode). Real Time live tracking will no longer report ONLY the data collected at the selected time.

Customers can place their unit back to **full tracking** (back to their original tracking speed) by selecting the Full Tracking option located at the bottom of the Energy Saver menu. The command will be sent, and the device will need to reach the next scheduled check in time to receive the command.

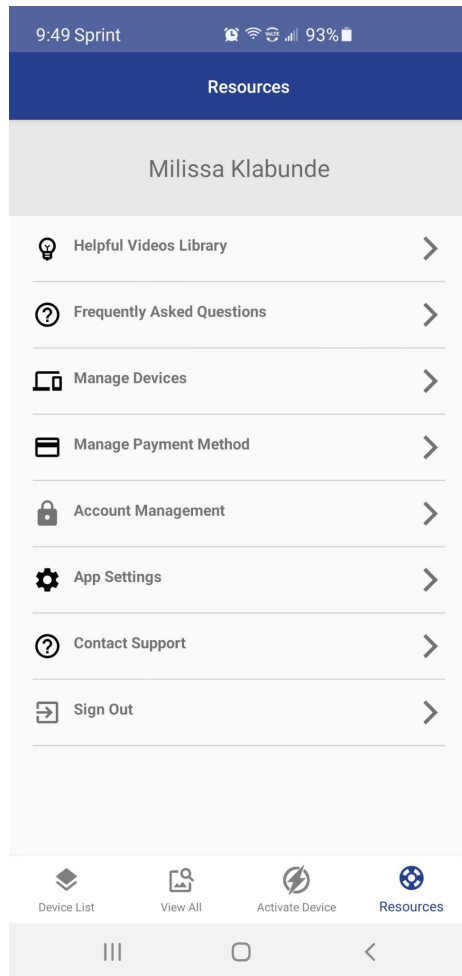
View All



The View All option will show you all units currently activated on the account at once. You can manipulate the map to zoom in on a specific unit. You can tap a device icon to see the current status of the device. You will not have the Sharespot, History, Lights, Energy saver menu in this area, and will need to navigate through Device List to see these features.

Resources

Under Resources customers will be able to look through our videos, Manage Devices, Manage Payment Method, Change Password, App Settings, Contact Support. This will be a valuable page to help customers make any changes to their account.



Helpful Videos - Direct customers to this if they need any help visualizing or need a walk thru.

FAQs - Useful tab to answer questions out most asked questions

Manage Devices - This will allow the user to Deactivate or Change the Data plan of their device

Manage Payment - Allows users to access current payment information or make add new cards for payment.

Account Management - Customers can use this to view their account information, and change their password.

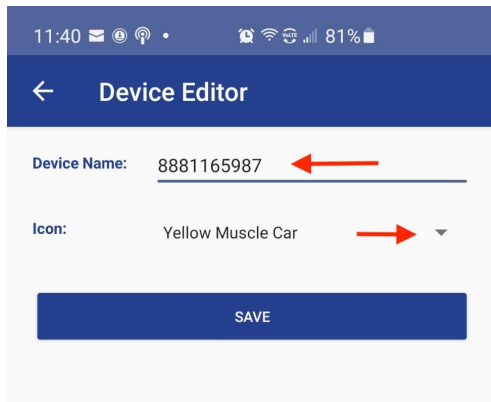
App Settings - Changes to (**Auto-Center**, Keyboard, **Show me on Map**, Map view, **Time Zone**, Icon Movement and App tutorials)

Resources

Manage Devices Options:

1. Device Editor - Edit your device (**coming soon**)
2. Change plan
3. Deactivate - Cancel

*****Plan changes can only be done every 24 hours***

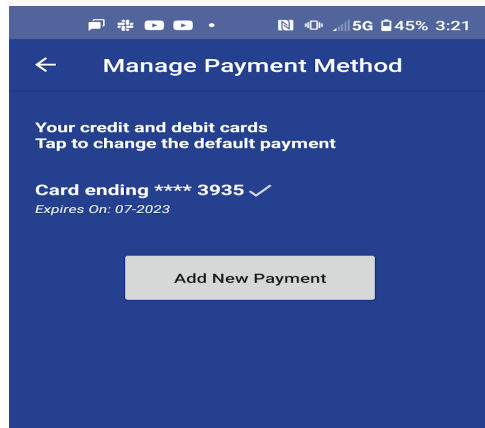
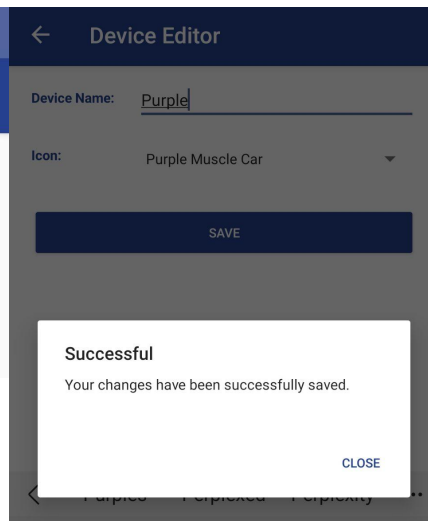
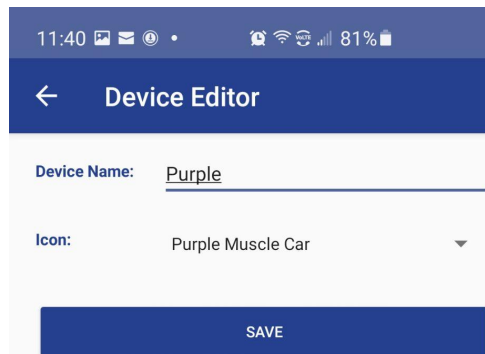


Device Editor

Device Name: Delete the serial number, and enter the label of your choice.

Icon: Select the downward arrow to view the icon options and select the one you would like.

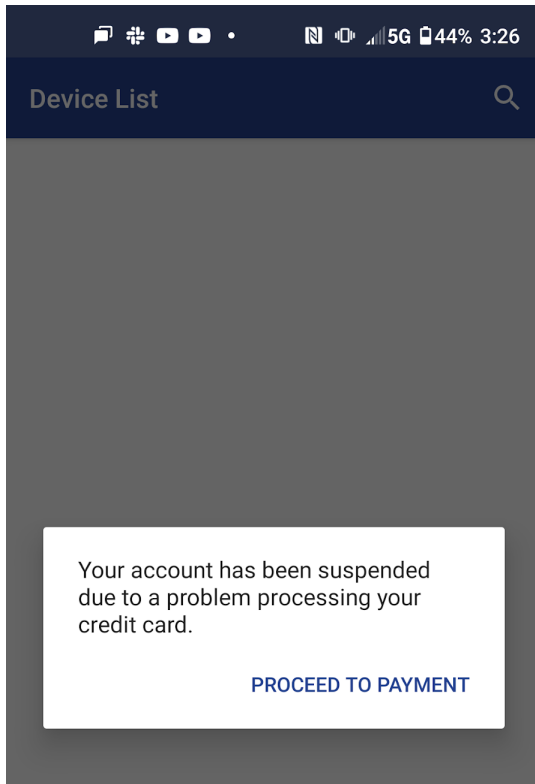
Select save when complete



Manage payment method:

You can add/change/update a payment method for your next upcoming payment. You **can not** remove a current payment method unless you have added a new card.

ACCOUNT IS SUSPENDED



When an account receives a suspended notice the most common reason is a declined payment .

The customer can follow the prompts to regain access to their account.

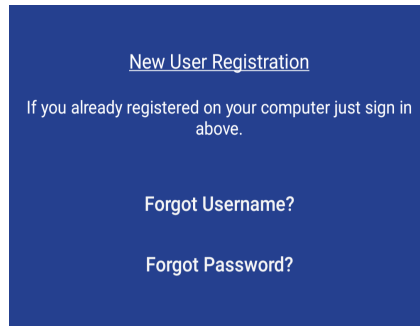
If they experience an issue submitting payment, they will need to contact LAS Billing.

**The device will continue to track / keep historical data for a certain period of time before the device is deactivated.

FORGOT USERNAME?

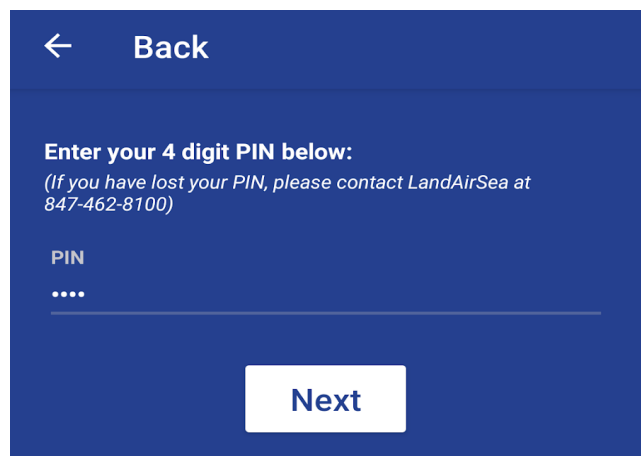
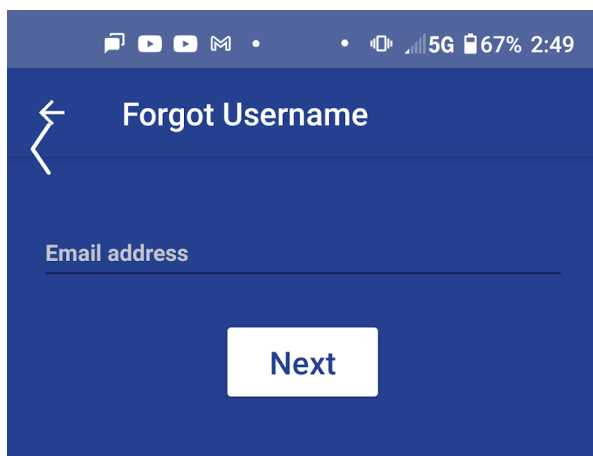
If they have forgotten their username they can retrieve it from the app with the 4 digit pin.

*Click on Forgot Username

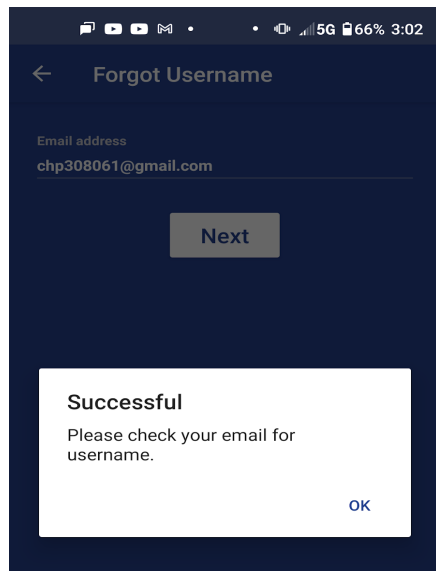


Requires the customers Email used to create the account and PIN# to reset Username

Once the email and PIN have been verified, the App will provide their account username



If customer **does not** have the PIN, an email providing the username will be sent to the email on record

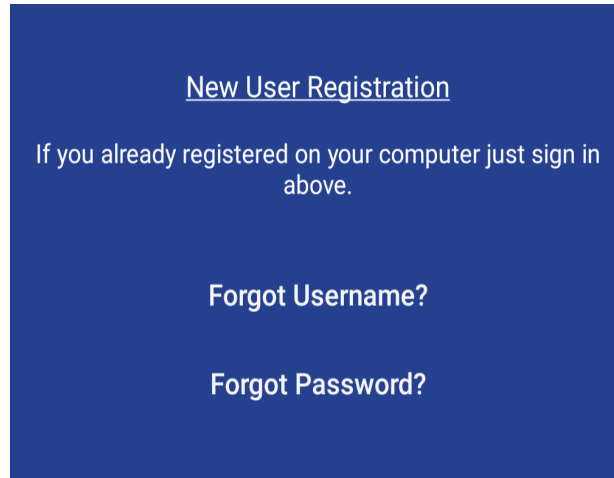


FORGOT PASSWORD?

Have customers log in using their **username** (NOT Email)

If they have forgotten the password they can retrieve it from the app with the 4 digit pin.

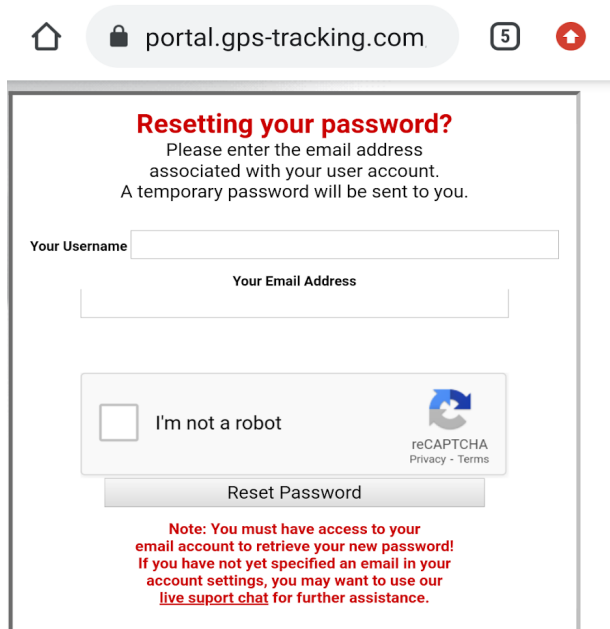
*Click on Forgot Password.



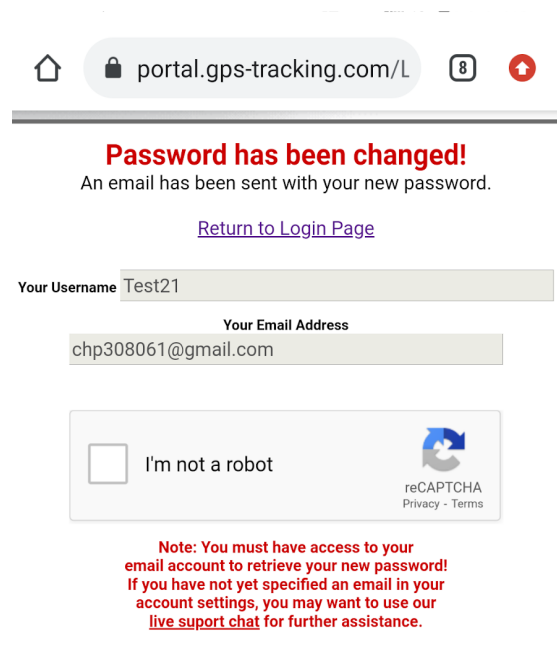
The screenshot shows a blue login screen. At the top is the link 'New User Registration'. Below it is the text 'If you already registered on your computer just sign in above.' Further down are the links 'Forgot Username?' and 'Forgot Password?'. The 'Forgot Password?' link is highlighted with a red box.

They will need to provide the username and email address

****It will only be sent to the email on file, and only if the email provided and the email on file match**



The screenshot shows a web browser at 'portal.gps-tracking.com'. The page title is 'Resetting your password?'. The instructions say: 'Please enter the email address associated with your user account. A temporary password will be sent to you.' There are input fields for 'Your Username' and 'Your Email Address'. Below these is a reCAPTCHA section with a checkbox labeled 'I'm not a robot' and a 'Reset Password' button. A note at the bottom states: 'Note: You must have access to your email account to retrieve your new password! If you have not yet specified an email in your account settings, you may want to use our [live suport chat](#) for further assistance.'



The screenshot shows the same web browser at 'portal.gps-tracking.com/L'. The page title is 'Password has been changed!'. The message says: 'An email has been sent with your new password.' There is a link 'Return to Login Page'. Below this, the 'Your Username' field is filled with 'Test21' and the 'Your Email Address' field is filled with 'chp308061@gmail.com'. There is a reCAPTCHA section with a checkbox labeled 'I'm not a robot'. A note at the bottom states: 'Note: You must have access to your email account to retrieve your new password! If you have not yet specified an email in your account settings, you may want to use our [live suport chat](#) for further assistance.'

Customer's without the PIN, will be sent an email with a computer generated password. Customers will be able to access the account and change the password.