entourage™PS

Powered by **blackline**gps

User Guide

SAFETY PRECAUTIONS

We take your safety, and the safety of those around you, very seriously. It is important for you to be aware of the following precautions:

- DANGER - DO NOT ATTEMPT TO RECOVER A STOLEN VEHICLE YOURSELF OR ARRANGE FOR A THIRD PARTY TO RECOVER THE VEHICLE OTHER THAN YOUR LOCAL POLICE SERVICE. YOU RISK ENDANGERING YOURSELF OR OTHERS AROUND YOU, AND / OR DAMAGE TO PROPERTY.

- DO NOT ATTEMPT TO PROVIDE EMERGENCY RESPONSE SERVICES YOURSELF OR ARRANGE FOR A THIRD PARTY TO PROVIDE EMERGENCY RESPONSE SERVICE OTHER THAN YOUR LOCAL POLICE, FIRE, OR PARAMEDIC SERVICES. YOU RISK ENDANGERING YOURSELF OR OTHERS AROUND YOU, AND / OR DAMAGE TO PROPERTY.

- DANGER – Do not place a Blackline GPS Product in or near an open flame or in the presence of flammable gases or fumes.

- DANGER - Operation of any electrical equipment in potentially explosive atmospheres can constitute a safety hazard.

- WARNING - When in a hospital or other health care facility, observe the restrictions on the use of mobile devices, such as cellular phones. Do not operate Blackline GPS Products where you are not able to operate your mobile / cellular phone.

- WARNING - Switch Blackline GPS Products off before boarding an aircraft and make sure that it cannot be inadvertently turned on. The operation of wireless appliances, including Blackline GPS Products is forbidden aboard aircraft to prevent interference with communication systems. Failure to observe these instructions may lead to the suspension or denial of cellular services to the offender, legal action, or both.

- WARNING - Road safety comes first. Do not operate a Blackline GPS Product while you are driving a vehicle. Park your vehicle before operating a Blackline GPS Product, or using your mobile phone to interface to the Blackline GPS service.

- WARNING - Electrical equipment may be hazardous if misused. Operation of this Product, or similar Products, must always be supervised by an adult. Do not allow children access to the interior of any electrical Product and do not permit them to handle any cables.

- Do not operate Blackline GPS Products outside their specified operating temperature (please consult your Product's corresponding data sheet at www.blacklinegps.com/support)

- Do not store Blackline GPS Products outside their specified storage temperature (please consult your Product's corresponding data sheet at www.blacklinegps.com/support)

- Do not operate a Blackline GPS Products outside their specified humidity rating (please consult your Product's corresponding data sheet at www.blacklinegps.com/support)

- Do not operate Blackline GPS Products in direct Sunlight

- Do not dispose of Blackline GPS Products within your household trash. Seek advice from your local electronics recycling authority. Blackline GPS Products may contain an internal Lithium Polymer battery pack.

Contents

Introduction

Welcome to the user guide for the ESCORT® Entourage™ PS powered by Blackline GPS™. Your Entourage PS is ready to use once:

- You have **charged** your Entourage PS

- You have created your **Network Account**

- You have received an Entourage PS **activation confirmation** email

This guide provides information that you will find helpful to comfortably use Entourage PS and your Network Account.

NOTE: If you have not done so, please get started with Entourage PS by creating a Network Account and activate your Entourage PS device. This process is online and begins by visiting www.escortinc.com/start

Your Entourage PS system

Your Entourage PS system is consists of the following parts:

- Entourage PS GPS security device

- Network Account – a convenient web-based account and user interface

- Blackline GPS service plan (required) – your Entourage PS is activated with the purchase of a service plan

About

This section provides some helpful information about your Entourage PS product and related requirements.

Battery power

Entourage PS is designed for portable operation and is powered by an internal, rechargeable battery.

- The internal battery can be charged at any time and provides **up to 7 days of battery life**, depending on the amount of locations retrieved

- A **vehicle charger cable** is provided for convenient charging on the go

- To provide location and security awareness, Entourage PS **must have sufficient battery power** in order to wirelessly communicate to the Blackline GPS Network

- You may turn Entourage PS off at any time **to conserve battery power**

NOTE: When you turn Entourage PS off, you are **NOT able to remotely turn the device on**. You must physically turn it back on when you wish to use it further.

NOTE: An **optional vehicle hardwiring kit** is available for Entourage PS that keeps the internal battery charged at all times. To preserve Entourage PS portability, consider installing a hardwire kit in each of your vehicles.

Wireless coverage

Similar to how a mobile **phone requires wireless (cellular) coverage** in order to send or receive a phone call, Entourage PS requires wireless communication to communicate security and location information. When wireless service coverage is available, Entourage PS automatically connects to the Blackline GPS location-based services platform (Blackline GPS Network) using wireless communication.

GPS coverage

Entourage PS **requires GPS satellite signal coverage to find a location**. Entourage PS features Blackline GPS UltimateSense™ antenna technology that provides industry-leading reception. UltimateSense technology enables Entourage PS to be conveniently hidden within your vehicle during installation when delivering exceptional tracking performance.

Security mode features

Your Entourage PS features a **security mode that can be armed (enabled) or disarmed (disabled)** by pressing the security mode button or from within your Network Account.

While armed, Entourage PS is not only sensitive to vehicle tampering (vibration), it also monitors its GPS location within an automatically-created GPS security perimeter. GPS security perimeter monitoring enables Entourage PS to determine if your vehicle has moved from where you parked it (a GPS security perimeter breach). You can optionally subscribe to email and / or text message (SMS) security alerts that provide visibility of tampering and a GPS security perimeter breach. This is discussed within the **Preferences** section of the **Network Account** chapter.

Arming and disarming the security mode of your Entourage PS is discussed further within the following chapters.

NOTE: You are able to remotely locate Entourage PS at any time regardless of whether the security mode is enabled or disabled.

Status light stealth mode

Entourage PS features a **status light stealth mode** that turns off the status lights two minutes after the last key-press. This feature ensures the ability for Entourage PS to provide security features while discreetly hidden within your vehicle.

NOTE: The following chapter describes how to operate Entourage PS with respect to the status light stealth mode feature.

Entourage PS hands-on

This chapter provides you with valuable information about your portable Entourage PS device.

Charging

While waiting for your Entourage PS to be activated, begin charging its internal battery:

1. **Plug the wall charger** into a household power socket

2. Plug the charger's DC **plug into the Entourage PS** power socket

3. **Charge for 5 hours** before unplugging

NOTE: It is acceptable to leave your Entourage PS plugged in and charging for longer than 5 hours.

NOTE: For additional convenience, your Entourage PS comes equipped with a vehicle charger cable for charging on the go. Charging from your vehicle is the same process as using the wall charger.

Battery life

A full battery charge will provide up to 7 days of operation depending upon the number of locations retrieved from Entourage PS. Fewer or infrequent location requests will result in a longer battery life. Frequent location requests, either manually or via the location scheduler, will reduce the battery life. Aggressive location requests may reduce the battery life to 3 to 4 days.

NOTE: For applications that require more aggressive locate requests, consider purchasing a hardwiring cable for Entourage PS. A hardwiring cable may be installed in more than one vehicle to retain portability while keeping a full battery charge.

Operation

Your Entourage PS has a keypad user interface that allows you to:

• Power Entourage PS on and off

• Wake Entourage PS from its stealth mode

• Monitor the wireless signal connection

• Arm and disarm the security mode

• Monitor the arm and disarm security mode

To turn Entourage PS on:

Green wireless connection status light
Power button
Security feature
arm / disarm button
Red security mode status light
entouragePS

1. **Press and release** the power button

2. Provided that Entourage PS has sufficient battery capacity to operate, the green power and wireless connection status light **will begin blinking**

3. Entourage PS **will connect** to the Blackline GPS Network

4. The green power and wireless connection status light **will illuminate continuously** when connected

NOTE: Without any additional key presses for two minutes, the status lights will turn off while Entourage PS enter its **status light stealth mode**

To wake Entourage PS up from its status light stealth mode:

1. **Press and release** the power button

2. The green power and wireless connection status light will **illuminate continuously** if Entourage PS is connected to the Blackline GPS Network

Or

3. The green power and wireless connection status light **will blink** if it is not connected to the Blackline GPS Network.

NOTE: The red security mode status light will indicate whether the security mode is armed or disarmed, as described below.

Turning Entourage PS off

To conserve battery life while not in use, turn Entourage PS off. To turn Entourage PS off:

1. If the status lights are currently off, **press and release** the power button to wake-up the status lights

2. **Press and release** the power button to turn Entourage PS off

3. Entourage PS **will turn off** immediately

NOTE: When you turn Entourage PS off, you are **NOT able to remotely turn the device on**. You must physically turn it back on when you wish to use it further.

Arming Entourage PS

The Entourage PS security mode **IS NOT engaged** (it is disarmed) if the **red security light is OFF**. You may have to first wake up the status lights if they have gone into stealth mode.

To engage the Entourage PS security mode (tamper sensing and GPS security perimeter monitoring):

1. If the status lights are currently off, **press and release the power button** to wake-up the status lights

2. **Press and release the arm / disarm button**

3. The red security mode status light **will begin blinking**

4. Entourage PS will **arm its security mode** (enabled)

NOTE: To minimize false tamper sense alerts, there is a 60 second arming delay timer that provides you time to hide (stow) Entourage PS without triggering the tamper (vibration) sensor.

NOTE: Every time that you arm Entourage PS, it automatically computes a new GPS security perimeter for monitoring while armed. The red security mode status light **will illuminate continuously** when Entourage PS computes a GPS security perimeter

NOTE: Entourage PS can be located at any time whether it is armed or disarmed.

Disarming Entourage PS

The Entourage PS security mode **IS engaged** (it is armed) if the **red security light is ON**. You may have to first wake up the status lights if they have gone into stealth mode.

To disarm the security feature of Entourage PS:

1. If the status lights are currently off, **press and release the power button** to wake-up the status lights

2. **Press and release the arm / disarm button**

3. The red security mode indicator **light will turn off**

4. Entourage PS will **disarm its security mode** (disabled)

NOTE: When disarming Entourage PS, you have 20 seconds to disarm the system before a tamper (vibration) alert is triggered and communicated to the Blackline GPS Network

NOTE: Entourage PS **can be located at any time** whether it is armed or disarmed.

Your Network Account

Create a Network Account

Your Network Account is a common home for products powered by Blackline GPS and is compatible with Entourage PS. Your Network Account provides a day-to-day window into the use and setup of your Entourage PS device.

From your Network Account, you may:

- **Activate** multiple compatible products on a single account

- **Remotely interact** with these products

- **Share** their location and security features with others

- **Accept** device-sharing invitations from others

Logging in

To get started with using your Entourage PS, log into your Network Account:

1. **Open your Internet browser**, such as Microsoft Internet Explorer, Mozilla FireFox, Google Chrome, or Apple Safari

2. Visit www.BlacklineGPS.com and click the **Go to Login** button

3. **Enter your email address and password** that you used to create your Network Account

4. **Click the Login button**

5. The **Devices** page is displayed

NOTE: If you forget your password, click the Forgot your Password link and your password will be sent to the email account you use to log into your Network Account.

Devices page

The **Devices** page is the home page of your Network Account. It lists any devices that you have activated on your account (My Devices) and any devices shared to your account from others.

Device banner

The current status of each device is conveniently described within a horizontal device banner that includes:
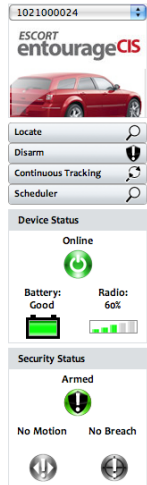
• The name given to the device

• A graphic device avatar

• Links for tracking, changing preferences, and sharing your device's location and security features to others

• The online / offline status

• The arm / disarm status, if supported by the device type (for example the BlipPlus applications for supported smartphones does not support security features)

• The battery / charging status

• The wireless radio signal level, similar to the signal bars on a cellular phone

• The time since the most recent position

Device name

The device name is a helpful name for your device that you may customize. To customize the device name, please see **Device convenience links** below.

Device avatar

The device avatar is an image that you may choose to represent your vehicle. To customize the device avatar, please see **Device convenience links** below.

Device convenience links

The device banner contains three convenience links that allow you to click-through to pages relating to that device.

To track your Entourage PS device:

1. Click the **Track this device** link within the associated device banner

2. The **Tracking** page for this device will open

To adjust the preferences for your Entourage PS, such as changing the device name or device avatar:

1. Click the **Change preferences** link within the associated device banner

2. The **Preferences** page for this device will open

To share your Entourage PS device location and security awareness with others:

1. Click the **Share this device** link within the associated device banner

2. The **Sharing** page for this device will open

Devices shared to you include a link that allows you to delete the device from your **My friends** list. To delete a friend device from your My friend list:

1.   Click the **Remove this device** link within the associated device banner

2.   The **Sharing** page for this device will open with a button to remove this device from your My friends list

Online / offline icon

The online / offline status describes whether your Entourage PS device is wirelessly communicating with the Blackline GPS Network:

•   Online - If a device is online, it is wirelessly communicating with the Blackline GPS Network and available for user interaction.

•   Offline – if a device is offline, it is no longer communicating with the Blackline GPS Network.

For convenience, if a device is offline, the last-reported status is shown within the device banner. This can be helpful to understand if a device is offline due to low-battery or low-wireless signal coverage.

Reasons that a device may be offline include:

•   The device's external power supply has been interrupted, and the internal battery is drained preventing it from maintaining a wireless connection to the Blackline GPS Network

•   The device has left the wireless signal coverage area

•   The device may be out of reach of the wireless signal coverage (example: underground parking garage or locally-compromised coverage)

•   There may be a local wireless coverage outage

Arm / disarm / alert icon

The Arm / disarm / alert icon indicates the arm / disarm state of your Entourage PS security feature. This icon also indicates if your Entourage PS is in an alert state.

• This icon indicates that the device is armed

• This icon indicates that the device is disarmed

• This icon indicates that the device is armed and currently has one or more alerts

Battery / charging icon

The battery icon indicates the current capacity of your Entourage PS internal battery:

•   This icon indicates the current capacity of the device's internal battery is full

•   This icon indicates the current capacity of the device's internal battery is nearly full

•   This icon indicates the current capacity of the device's internal battery is mostly full

•   This icon indicates the current capacity of the device's internal battery is mostly empty

•   This icon indicates the current capacity of the device's internal battery is nearly empty

•   This icon indicates the current capacity of the device's internal battery is empty

Radio icon

Similar to a mobile phone, your Entourage PS device reports the number of bars of wireless signal reception:
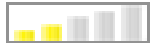
- This icon indicates five bars of signal reception out of five, or 100% signal. This signal level represents very strong level of signal reception.

- This icon indicates four bars of signal reception out of five, or 80% signal. This signal level represents very strong wireless signal coverage.
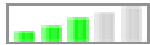
- This icon indicates three bars of signal reception out of five, or 60% signal. This signal level represents good wireless signal coverage.

- This icon indicates two bars of signal reception out of five, or 40% signal. This signal level represents good wireless signal coverage.

- This icon indicates one bars of signal reception out of five, or 20% signal. This signal level represents low wireless signal coverage that may experience occasional reception outages.

- This icon indicates zero bars of signal reception out of five, or 0% signal. This signal level represents very weak wireless signal coverage and prone to loss of signal.

Last position

The Last position indicator informs you how long ago your Entourage PS reported a manually-requested location or automatically-created scheduled location.

To map the most recent location for a device:

1. Click the last location icon

2. The Tracking page opens with the most recent location automatically displayed on the interactive map

Tracking page

The **Tracking** page is your main interface for interacting with your devices or the devices shared to your account.

To access the **Tracking** page within your Network Account:

1. Click on the **Tracking** link in the main navigation bar OR click the **Track this device** link in the device banner, on the **Devices** page, that you would like to locate

2. The **Tracking** page will open

On the **Tracking** page, you can:

- Remotely **locate** your Entourage PS device

- **Arm or disarm** the Entourage PS security feature

- View data stored within your Entourage PS **Event History**

The Tracking Page primary elements include:

- **Device identification** information

- A **control** panel

- A **Device Status** panel

- A **Security Status** panel

- An **interactive map**

- A **command feedback** window

- An **Event History**

Entourage PS location methods

There are a number of ways to locate your Entourage PS:

- The **Tracking** page allows you to locate your Entourage PS, in real-time

- The **Tracking** page allows you to continuously locate your Entourage PS for short periods of time (10 minutes at a time)

- Create a **Schedule** to automate tracking for when you're not in front of your computer

- Using the Blackline GPS **BlipPlus™** application installed on compatible smartphones

- Using **Remote control** text message (SMS) commands from any phone with a text message service plan

Locating Entourage PS once

To locate your Entourage PS now:

1. From the **Tracking** page, click the **Locate** button once

2. The location request will show within the **Command feedback window** beneath the map, while the Blackline GPS Network communicates the location request to your Entourage PS device

3. Your Entourage PS device computes a **location** and sends it to the Blackline GPS Network

4. Your Entourage PS location is **mapped** on the interactive map

5. The interactive map allows you to **zoom in and out** (zoom scale and plus & minus buttons), **pan around the map** (click, hold, and drag the map with your mouse), and select **map, satellite, or hybrid map and satellite views** (click the appropriate button)

6. A **map bubble** contains the name of the device, the time & date of the location, the speed, and the direction of travel

7. The location is added to your Entourage PS **Event History** for storage and mapping at a later time

NOTE: A location request typically requires 20 to 40 seconds and depends upon the quality of GPS signal coverage.

Locating Entourage PS continuously

To locate your Entourage PS continuously for a short period of time:

1. From the **Tracking** Page, click the **Continuous Tracking** button once (the location request process is identical to the single location request)

2. The first location will be displayed on the map within approximately **20 to 40 seconds**

3. Subsequent locations will be displayed **every 10 seconds** provided that GPS signal coverage is maintained

4. Once the continuous track **session stops after 10 minutes**, a notice will be appear within the command feedback window.

5. For additional continuous tracking, **click the Continuous tracking button again**.

Additional Entourage PS location methods

• To create **a schedule** that will automatically track your Entourage PS' location for you, click on the Scheduler button or select Schedule from the web site navigation menu.

• If you have a smartphone that is compatible with Blackline GPS **BlipPlus™**, please refer to the BlipPlus documentation for further information, available at www.BlacklineGPS.com/support

• To use text message **remote control commands**, please refer to the Preferences Page section within this guide

Arming and Disarming your Entourage PS

Similar to physically arming or disarming Entourage, you may remotely arm or disarm Entourage PS from your Network Account.

To arm or disarm your Entourage PS device:

• If your Entourage PS is currently disarmed, you may remotely arm it by clicking the Arm button on the tracking page

• If your Entourage PS is currently armed, you may remotely disarm it by clicking the Disarm button on the tracking page

Event history

All location and security information for your Entourage PS is automatically stored within your Event History for later use.

The Event History provides the following features:

- A **chronological list** of events that occurred between a start date and an end date

- An **event filter** that allows you to view all event types or a specific type

- A **refresh** button that refreshes the list

- A button to **clear all displayed locations** from the map

- The ability to **display multiple locations simultaneously**

- A feature to choose **how many events to display** on a single page

- A **data export** feature that allows you to export location data into a file compatible with Google Earth. Visit earth.google.com for further information.

Mapping previous locations

To map a single location within your **Event History**:

1. Click on the **date and time link** of the event

2. The location will be mapped on the interactive map

To map more than one location within your Event History at the same time:

1. Click the **location check-boxes** that you wish to map

2. Click the **Display Checked Locations** button

3. All locations are **mapped** on the interactive map

4. Each location **may be clicked** to review the date & time, speed, and direction of travel

To clear all displayed locations from the interactive map:

1. Click the **Clear Map** button

Exporting data to Google Earth

You may export one or more locations to Google Earth for enhanced visualization.

To export data for viewing within Google Earth:

1. If not yet installed, **download and Install** the Google Earth application on your computer

2. Within the Event History, click the **check-box** of any location that you wish to view

3. Click the **View** in Google Earth link

Depending on your computer system, Google Earth will either:

- Open and allow you to view the data, or

- You will be prompted to save the Google Earth KML file for viewing within Google Earth

NOTE: Visit earth.google.com for further information.

Sharing page

The **Sharing** page allows you to:

- **Share** your Entourage PS location and security features with others

- Manage the **permissions**, per friend, for anyone to whom you've shared your Entourage PS

- **Delete** sharing relationships to others

- See any **sharing invitations** that have not yet been accepted

To access the **Sharing** page within your Network Account:

1. Click on the **Sharing** button in the main navigation bar OR click the **Share this device** link in the device banner, on the **Devices** page, that you would like to share

2. The **Sharing** page will open

Friend invitations

To share your Entourage PS location and security features to someone:

1. **Select the device** that you would like to share from the drop-down box at the upper left of the page

2. Enter the **email address** into the form provided to whom you wish the sharing invitation to be sent

3. Choose the **preferences** that you would like to enable

4. Click the **Save** button

A sharing invitation will be sent to your friend. If the friend does not have an account, their sharing invitation invites them to create a free Network Account. If the friend has a Network Account already, your device will automatically show as a new device within their My Friends list. You can also monitor whether the sharing invitation has been accepted. Any pending invitations indicate that the share invitation has not been accepted.

Friends I've shared to

This page provides a list of the friends with whom you have shared your Entourage PS device, or another Network Account-compatible device.

To access the **Friends I've shared to** page:

1. Click the **Friends I've Shared to** button

2. The **Friends I've Share to** page will open

To **review or adjust** friend permissions to whom you have shared your Entourage PS:

1. Select the device that you have shared to a friend from the **device drop-down box** at the upper left of the page

2. Click the **Permissions** button for the friend whom you would like to review or edit permissions

3. Make any changes that you require by **selecting or de-selecting check boxes**

1. Click the **Save** button

To **delete** the sharing relationship of one of your devices to a friend:

1. Select the device that you have shared to a friend from the **device drop-down box** at the upper left of the page

2. Click the **Delete Share** button that corresponds to the friend for whom you would like to revoke all sharing privileges

To **delete** a friend device that someone has shared to your My Friends list:

1. Select the friend device that has been shared to you from the **device drop-down box** at the upper left of the page

2. Click the **Remove Device** button

Schedule page

The **Schedule** page allows you create, edit, or delete a schedule. A schedule automatically requests locations from your Entourage PS at a regular interval. You are only able to create schedules for devices activated on your account. You are not able to create schedules for friend devices.

To access the **Schedule** page within your Network Account:

1. Click on the **Schedule** button in the main navigation bar

2. The **Schedule** page will open

To create a schedule:

1. Choose how often that you would like locations to be automatically requested from the **Track Every** drop-down menu

2. Choose **For** how long you would like the schedule to operate from the For drop-down menu

3. Choose the **Starting in** time that for when your schedule should begin

4. Click the **Save** button

To edit a schedule:

5. Click the **Edit Schedule** link

6. **Modify** the settings as you require

7. Click the **Save** button

To delete a schedule:

1. Click the **Delete Schedule** button

2. The existing schedule will be deleted and replaced by the create schedule form

Preferences page

The Preferences page allows you to change the settings that are related to your Entourage PS product. If you have more than one product activated on your account, you may configure each device's preferences differently.

To access the **Preferences** page within your Network Account:

1. Click on the **Preferences** link in the main navigation bar OR click the **Change Preferences** link in the device banner, on the **Devices** page, that you would like to view or modify

2. The **Preferences** page will open

Basic preferences

This page allows you to modify a number of basic settings for your Entourage PS, including the device name, device image, time zone, language, and your preferred unit system.

To change the Entourage PS device name, image that represents your vehicle, time zone, language, or your unit system:

1. Make the appropriate **changes by** either clicking text boxes and editing text or selecting the appropriate setting from the drop-down menu

2. Click the **Save** button

Alert preferences

The Alert preferences page allows you to customize the settings used to send security alerts and notifications to your email account and / or mobile phone through text messaging (SMS). For each Entourage CIS device, you are able to provide two email addresses and two mobile phone numbers for text messaging.

To access the **Alert preferences** page:

1. Click the **Alert preferences** button

2. The **Alert preferences** page will open

There are two types of security alerts:

* **Tamper (vibration) alert** – When your Entourage PS security mode is armed manually or automatically, your Entourage PS becomes sensitive to vibration when you leave proximity of your vehicle with a paired MyPass key fob. If Entourage PS senses tampering (vibration), it will send a Tamper alert to you through email and / or text message, depending upon your settings.

* **GPS security perimeter breach alert** – Once your Entourage PS security mode is armed, and the device detects that it has moved 300m from the position that it was armed, it will send a Perimeter Breech to you through email and / or text message, depending upon your settings.

NOTE: After being armed, there is an arming delay of 60 seconds before your Entourage PS becomes sensitive to tampering (vibration).

There are a number of notifications:

- **Network log-on notification** – This notification tells you when your vehicle reconnects to the wireless network and is online. This notification occurs when your vehicle has been out of wireless communication signal coverage for an extended period of time, and has again logged back into the Blackline GPS Network.

- **Network log-off notification** – This notification tells you when your vehicle has disconnected from the wireless network and is offline. This may occur due to either your vehicle leaving wireless communication signal coverage, or a local service outage. Blackline GPS can not control when local outages occur and is not notified when such events occur.

- **Low battery warning** – This notification tells you when the Entourage PS internal battery falls below 40% capacity. This notification lets you know that the battery should be recharged soon.

To enter an email address for email security alerts and notifications:

1. Click on either the Primary or Secondary email alert boxes and **type your email address**

2. Click the **Save** button to save your changes

To enter a mobile phone number for text message alerts and notifications:

1. Click on either the Primary or Secondary text message alert boxes and **type your ten digit mobile phone number** (for example, 4035554444)

2. Choose your **mobile phone carrier** from the drop-down box beside the Primary or Secondary alert box that you have edited

3. Click the **Save** button to save your changes

NOTE: Your Network Account uses your carrier's email to text message gateway for alert and notification communication. Text messages (SMS) may experience delays related to network traffic.

To receive Tamper (vibration) alerts:

1. Check the **Tamper (vibration) alert checkbox**

2. Click the **Save** button to save your changes

To receive GPS security perimeter breach alerts:

1. Check the **GPS security perimeter breach alert checkbox**

2. Click the **Save** button to save your changes

NOTE: You do not need to subscribe to **Tamper alerts** in order to receive GPS security perimeter alerts.

To enable automatic tracking of your Entourage PS (every 5 minutes for 2 hours) after a GPS security perimeter breach:

1. Check the **GPS security perimeter breach auto-track checkbox**

2. Click the **Save** button to save your changes

NOTE: When the GPS security perimeter has been breached, **no further alerts will be sent** until the alarm has been reset. To reset the alarm, first disarm Entourage PS and then re-arm its security mode.

To receive Network log-on notification messages:

1. Using your mouse, check the **Network log-on notification checkbox**

2. Click the **Save** button to save your changes

To receive Network log-off notification messages:

1. Using your mouse, check the **Network log-off notification checkbox**

2. Click the **Save** button to save your changes

To receive Low-vehicle and low back-up battery notification messages:

1. Using your mouse, check the **Low-vehicle battery notification checkbox**

2. Click the **Save** button to save your changes

Remote control settings

Remote control is a feature that allows you to use text messaging from your mobile phone to remotely send commands to your Entourage PS device. This feature enables you to interact with your Entourage PS within your Network Account when you are not in front of your computer.

To access the **Remote control settings** page:

1. Click the **Remote control settings** button

2. The **Remote control settings** page will open

To configure your Entourage PS device for remote control from up to two mobile phones:

1. For each mobile phone, enter your **mobile phone number** into the Allow text messages from text box

2. Select your **carrier** from the drop-down box

3. Enter a descriptive **password** that is specific to the Entourage PS for which you are configuring remote control (lower case only)

4. Click the **Save** button

To send a remote control command to your Entourage PS device from your mobile phone:

1. Open a **new text message** to 1-403-390-1350 on your mobile phone

2. Type your **password** followed by a **space**

3. Enter the **one or two-character command letter** – for example, type "L" for locate

4. **Send** the text message

Once received, the Blackline GPS Network will send you a text message acknowledging your command and advise you of the remote control command progress.

NOTE: Consider adding the Blackline GPS Network phone number, **1-403-390-1350**, as a contact within your mobile phone's address book. This will ensure the Blackline GPS Network remote control phone number is always convenient.

Account page

The **Account** page provides access to a variety of information that relates to your Network Account.

To access the **Account** page within your Network Account:

1. Click on the **Account** link in the main navigation bar

2. The **Account** page will open

General settings

The General settings page allows you to:

- Change your **Network Account password**

- Change the **email address** that you use to access your Network Account

- Change your **Network Account language**

To change your password:

1. Enter your **current password** into the first text box.

2. Enter your **new password** into the second text box

3. Enter your **new password again** into the third text

4. Click the **Save** button

If you forget your password, you can log out and click on the Forgot your password link to have your password emailed to your email account.

To change your email address:

1. Enter your **current password** into the first text box.

2. Enter your **new email address** into the second text box

3. Enter your **new email address again** into the third text

4. Click the **Save** button

To change the language used within your Network Account:

1. Click the **Language drop-down box**

2. Pick your **preferred language**

3. Click the **Save** button

Contact details

The Contact details page allows you to edit your Network Account contact information.

To access the **Contact details** page:

1.   Click the **Contact details** button

2.   The **Contact details** page will open

To update your contact details:

1.   Click any **text box** and make the appropriate edits

2.   Click the **Save** button

Activate a device

This page allows you to activate a new Entourage PS, or other Network Account-compatible product.

To access the **Activate a device** page:

1.   Click the **Activate a device** button

2.   The **Activating process** page will open

To activate a Network Account-compatible device:

•   Enter the **device unit ID** into the first field

•   Enter the **activation code** into the second field

•   Click the **Activate** button and follow the remaining instructions

Add a friend's device

This page allows you to add a friend's device to your My Friends list, on the Devices page, if you have been sent an invite code within an invitation email message.

To access the **Add a friend's device** page:

1.   Click the **Add a friend's device** button

2.   The **Add a friend's device** page will open

If you have been sent a friend invite code, to add a friend's device to your My Friends list:

1.   Enter the **Invite code** into the text box provided

2.   Click the **Save** button

Package details

The package details page provides a summary of the service package for each device activated on your account.

To access the **Package details** page:

1.   Click the **Package details** button

2.   The **Package details** page will open

Transaction details

The Transactions page provides a chronological list of all service billing transactions for all devices on your account.

To access the **Transaction details** page:

1. Click the **Transaction details** button

2. The **Transaction details** page will open

To review a particular transaction receipt:

1. Click **View**, corresponding to the item that you wish to view.

To print a particular transaction receipt:

1. Click **View**, corresponding to the item that you wish to view

2. Press **Ctrl and P** on your keyboard (at the same time) OR select **Print** from your browser menu system

Help page

The Help page provides tools for self-help and live customer care.

To access the **Help** page within your Network Account:

1. Click on the **Help** link in the main navigation bar

2. The **Help** page will open

General support

The General support page provides a form that allows you to request help from Blackline GPS Customer Care.

To request Customer Care assistance:

1. In the Subject text box, type a descriptive topic

2. Enter a description of the help that you are looking for

NOTE: Please provide background information to ensure that Blackline GPS Customer Care can provide you with the best care possible.

User guide

To access the **User guide** page:

1. Click the **User guide** button

2. The **User guide** page will open

Privacy policy

To view the Blackline GPS **Privacy policy** page:

1. Click the **Privacy policy** button

2. The **Privacy policy** page will open

Support

If you have any questions about your use of Entourage PS, please contact the Blackline Customer Care group. There are a number of ways to receive the support that you require.

Customer Care from your Network Account

If you are logged into your Network Account:

1. Click the **Help** link in the navigation bar

2. Complete and **submit** the Support Contact form provided

Please be descriptive to ensure that we are able to give you the best care possible.

Customer Care by email

If it is more convenient for you to receive support through email, please send a descriptive email to: support@blacklinegps.com. Please be descriptive to ensure that we are able to give you the best care possible.

Customer Care by telephone

For 24/7 live telephone support, please call: **1-866-859-4118**.

Notices

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Limited One Year Warranty

Blackline GPS offers a One Year Limited Warranty to the original end user purchaser that the Entourage PS product ("Product") will be free from non-conformities in materials and workmanship for a period of one (1) year from the date of purchase. During this period Blackline's sole obligation under this Limited One Year Warranty is to repair or replace, at Blackline's option, a non-conforming Product at no cost to the original end user purchaser other than the cost of packing, insuring, and shipping the Product to Blackline.

This Limited One Year Warranty will be considered VOID if the Product is found to have been subjected to repairs not authorized by Blackline, or if it has been modified, neglected, improperly maintained, misused, abused, or the appearance of the Product reveals damage by your failure to provide proper maintenance. Blackline does not warrant damage occurring in transit and does not warrant claims asserted after the end of the warranty period.

To request warranty repairs on your warranty claim, you must contact Blackline for a return merchandise authorization number (RMA number) prior to shipment. When authorized, Blackline GPS will provide you with a shipping address. LABEL YOUR SHIPMENT DOCUMENTATION WITH THE STATEMENT "RETURNING MERCHANDISE TO THE MANUFACTURER FOR REPAIR". BLACKLINE WILL NOT BE RESPONSIBLE FOR CUSTOMS OR BROKERAGE CHARGES DUE TO SHIPMENT. SEND YOUR PRODUCT, POSTAGE PREPAID, TO BLACKLINE GPS. All warranty repair requests must be accompanied by a valid, dated sales receipt and a brief note describing the difficulty you are experiencing with the Product in as much detail as possible.

Products that are repaired or replaced by Blackline GPS under the terms of this Limited One Year Warranty will be shipped back to you with Blackline paying the return shipping charges using a non-expedited shipping service. If your Product should be found to require repairs outside of the Limited One Year Warranty coverage (more than 1 year from date of purchase), Blackline GPS will notify you prior to repair as to the nature of the problem, quote the price of the Product's repair, and if approved, perform the repair or replacement and bill you for parts, labor, and return shipping charges.

Workmanship related to the repair, and replacement components are warranted, subject to the exclusions and procedures set forth below, to be free, under normal use and maintenance, from defects in material and workmanship for 90 days from shipment or for the balance of the original warranty period, whichever is greater.

Blackline GPS reserves the right to change or improve its products without obligation to notify any person or organization of such changes or improvements. Visit the Blackline GPS Web site (www.Blacklinegps.com) for current updates and information concerning the use and operation of this and other Blackline GPS products.

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    d)   Messages or content will be received or transmitted through the Software and Services; and

    e)   The positioning-derived data obtained when using the Service will be accurate, precise, or available. The potential positioning accuracy as delivered through the Services as stated in Blackline literature and specifications provides only an estimate of achievable accuracy based on: specifications provided by the US Department of Defense for GPS Positioning and based on GPS OEM Receiver specifications of the appropriate manufacturer (if applicable)

Limitation of Liability

General

Blackline provides you with Services through the networks of telecommunications providers and through other suppliers and third parties (together "Suppliers"). Your use of the Services of Blackline and equipment, facilities and services of Suppliers is at your own risk. Subject to the terms hereof, Blackline and the Suppliers will not be liable for any damages, losses of any kind or injury, including lost profits (regardless of whether we have been notified that such loss may occur) arising directly or indirectly from any of the following:

    a)   Your use of the Services of Blackline and of the Suppliers, including the use of any facilities or equipment used in conjunction with such Services including the Software and the Blackline Sites

    b)   Any act, mistake, omission, interruption, delay, error, defect or misrouting of communications by the Suppliers or Blackline

    c)   Any failure that may arise from the facilities or equipment used by Blackline or the Suppliers

    d)   Libel, slander or defamation arising from material transmitted or received through the use of the Services and the services, equipment and facilities of the Suppliers

    e)   Infringement of patents, trade-marks or copyrights arising from combining or using the Services or Software or equipment, or that of the Suppliers

    f)   Any damage, loss or injury caused by or to a vehicle, watercraft, aircraft or other property if such damage, loss or injury resulted in connection with the Software or the Services, or the services of the Suppliers

    g)   Physical injuries or death, any other damages, loss of profits, loss of earnings, loss of business opportunities, or other loss resulting directly or indirectly out of or in connection with the use of the Software or Services, or the services, equipment and facilities of the Suppliers.

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NOTWITHSTANDING ANYTHING ELSE IN THIS AGREEMENT, OUR TOTAL LIABILITY TO YOU UNDER THIS AGREEMENT OR IN CONNECTION WITH THE SOFTWARE OR OUR SERVICES WILL BE LIMITED TO THE FEES YOU PAID TO US (DIRECTLY OR INDIRECTLY THROUGH A DISTRIBUTOR) FOR THE SOFTWARE IN THE 6 MONTHS PRIOR TO THE FIRST EVENT GIVING RISE TO THE LIABILITY.

Indemnification

You agree to indemnify and hold Blackline, its partners, affiliates, and Suppliers and each of their respective Representatives harmless from any and all liabilities, penalties, claims, causes of action and judgments brought by third parties (including costs, expenses and related reasonable legal fees) resulting from your use or misuse of the Software, Services, or the Blackline Sites, or a breach of any of the Terms whether based in contract, tort (including strict liability), or other doctrine of law and regardless of the form of action.

Applicable Law

The laws of the province of Alberta, Canada, without regard to principles of conflict of laws, will govern these Terms and Conditions and any dispute of any sort that might arise between you and Blackline.

Disputes

Any dispute relating in any way to your use of the Software, Services or the Blackline Site shall be submitted to confidential arbitration in Calgary, Alberta, Canada, except that, to the extent that you have in any manner violated or threatened to violate the intellectual property rights of Blackline, Blackline may seek injunctive or other appropriate relief in any provincial, state or federal court, and you consent to exclusive jurisdiction and venue in such courts. Arbitration under this agreement shall be conducted under the National Arbitration Rules then prevailing of the ADR Institute of Canada. The arbitrator's award shall be binding and may be entered as a judgment in any court of competent jurisdiction. To the fullest extent permitted by applicable law, no arbitration under this Agreement shall be joined to an arbitration involving any other party subject to this Agreement, whether through class arbitration proceedings or otherwise.

Notices

You may notify us by mail sent to Blackline GPS Inc. Suite 101 1215 13th Street SE, Calgary, AB, T2G 3J4. Such notices will be considered effective after we receive them at the address noted above. Any notice we send you will be sent to your last known residence or electronic address as shown on our records.

Severability

If any of these Terms and Conditions shall be deemed invalid, void, or for any reason unenforceable, that term or condition shall be deemed severable and shall not affect the validity and enforceability of any remaining term or condition.

Entire Agreement

This Agreement supersedes all prior agreements of the parties regarding the subject matter of this Agreement, and constitutes the whole agreement with respect to that subject matter.

Assignment and Sublicensing

You may not assign or sublicense this Agreement or any of your rights under this Agreement without our prior written consent, which may be withheld without cause.

Enurement

This Agreement will enure to the benefit of and be binding upon the parties and their lawful successors and permitted assigns.

Force Majeure

We will not be liable for any non-performance or delay in performance by that is due wholly or in part to fire, flood, any act of God, riot, act of war (whether or not declared), terrorism, change in law or any other cause beyond our reasonable control.