



SMS Location Service Manual

October 2006

What is Wherify SMS?

When you don't have Internet access, you can still initiate a location request or program a button through SMS. Just send text message to 562283 (LOCATE) if you are a US customer, or the code otherwise designated by your local service provider.



Requirements to Access the Service

The parent or guardian's mobile phone must have text messaging service with his/her wireless phone plan. In addition, the carrier needs to support Wherify SMS.

US carriers supporting Wherify SMS: Cingular/AT&T Wireless

Register to Use Wherify SMS

For security purposes, you need to register to use Wherify SMS through the Location Service Center (LSC) online under My Account → Mobile Access Permissions. Login to your account at www.wherify.com, and register the wireless phone number(s) that will be accessing location information or programming buttons on the device. The backend system will authenticate every phone number sending SMS against the registered allowable phone number(s).

Security

Protecting our customers' information privacy is a high priority. In addition to mobile number registration, we also implement PIN verification as an extra measure of security and to prevent unauthorized people from locating your loved ones. You are required to enter your PIN at the end of each text command (more details below). If you change your wireless number, or if your phone is lost / stolen, please remember to update your Wherifone account's SMS registration through the LSC online.

How to Use Wherify SMS Service

Use our short, intuitive, and easy-to-remember commands in the text line when you SMS 562283 (LOCATE). Commands are NOT case sensitive. However, please follow our SMS content protocol outlined below, and pay special attention to the input accuracy and word order when you enter a command. Please send only one command per SMS.

To initiate a location request, enter any of the following commands into your SMS:

- (*Device Name or Phone Number*) (*PIN*)
- (*Locate*) (*Device Name or Phone Number*) (*PIN*)
- (*Find*) (*Device Name or Phone Number*) (*PIN*)

Examples of location request commands, assuming Misha is the device name, (650)123-4567 is the device phone number, and the PIN is 1234:

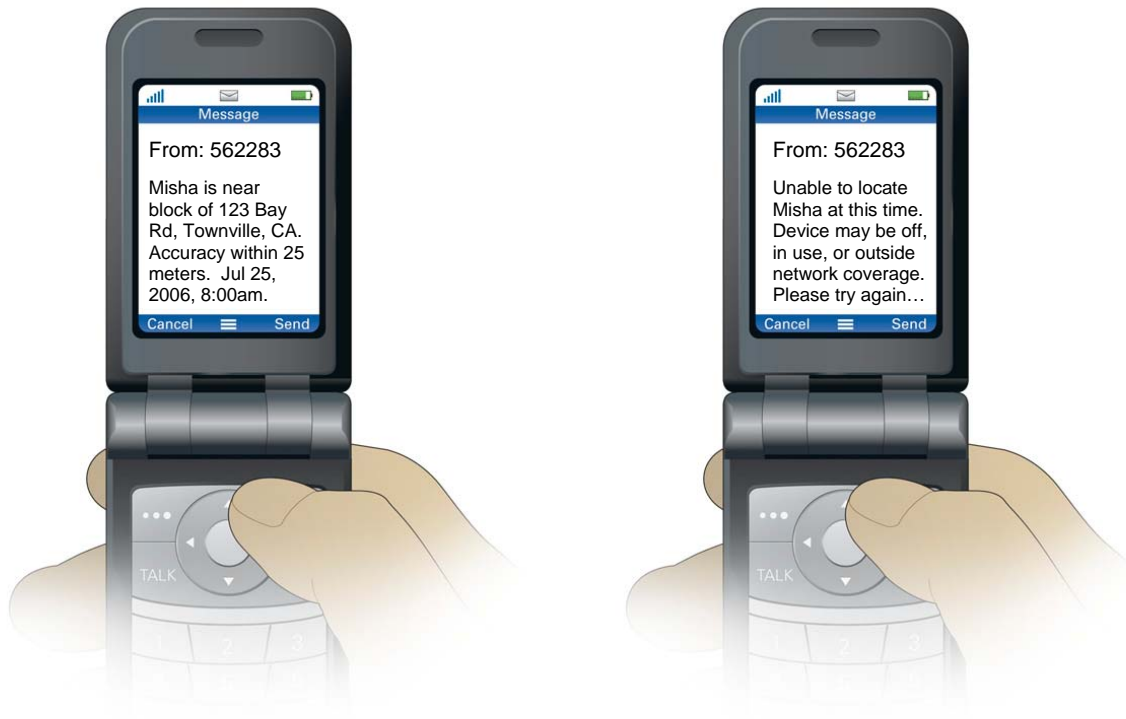
Misha 1234
6501234567 1234

Locate Misha 1234
Locate 6501234567 1234

Find 6501234567 1234
Find Misha 1234



You should get a text message within 3 minutes to confirm that your location request has been received and/or processed via SMS. Successful location requests will report that the Wherifone's approximate address, the accuracy range, as well as a date and time stamp. You will also be notified of unsuccessful location requests and asked to try again later.



To program a button, enter either of the following commands into your SMS:

- *Button (Number 1 to 3) (Phone Number to be Programmed) (Device Name or Phone Number) (PIN)*
- *B (Button Number 1 to 3) (Phone Number to be Programmed) (Device Name or Phone Number) (PIN)*

Examples of program button commands, assuming Misha is the device name, (650)551-5200 is the device phone number, the PIN is 1234, and we want to program button 3 to (650)987-6543:

Button 3 6509876543 Misha 1234
Button 3 6509876543 6505515200 1234

B3 6509876543 Misha 1234
B3 6509876543 6505515200 1234

Within a few minutes of sending the SMS, you will receive a text notification.



SMSing “HELP”

When you text “HELP” or a message that contains the word “help” to the provided shortcode, you will receive an SMS reminding you of standard format to request location. The SMS will also include a link to this Wherify SMS website for more details and directions.

What Happens When I’ve Entered Something Wrong?

The mobile phone number from which you are sending the text message as well as the PIN will first be verified by our backend system. If either one of those is incorrect, your request will not be completed and you will be prompted to check your PIN and the phone number from which you are messaging. If you use words in your command other than those described in the protocol, you will be notified that we cannot understand the command. Mixing up the word ordering in the command line may also result in this kind of SMS notification.

Wherify SMS FAQs

What is Wherify SMS and what can I do with this service feature?

Wherify SMS allows you to locate the Wherifone or program a speed dial button using your mobile phone. You need to have text message capability (sending and receiving) from your mobile phone in order to access this service. Check with your mobile service provider for your plan details.

What does SMS stand for?

SMS stands for Short Messaging Service.

Does Wherify SMS work anywhere?

Wherify SMS will work as long as the Wherifone is turned on and in a service coverage area, and the parent's phone from which the SMS command is being sent is also in a service coverage area. Also, the parent or guardian's mobile phone must have text messaging service with his/her wireless phone plan and the carrier needs to support Wherify SMS.

US carriers supporting Wherify SMS:

Cingular/AT&T Wireless, Sprint/Nextel, Alltel, Dobson (Cellular One), Boost Mobile

What number do I send my Wherifone command to?

For US and Canadian customers, text message 562283 (LOCATE).

How much does Wherify SMS cost?

Wherify does not charge for programming the Wherifone through SMS. This feature is intact and available without additional cost for all Wherifone service plans. However, for every location request you perform (whether it is through the Internet, landline, or mobile phone SMS), one unit of service will be deducted from your plan. In addition, with respect to SMS, your mobile provider's standard rates for sending and receiving text messages will also apply.

Are commands case sensitive?

No, sending LOCATE will return the same results as Locate, LoCATe, or locate.

How will I receive my location results?

You will receive your location results through text messages on the mobile device from which you sent the command.

How long does it take for me to receive my location results or confirmation of button programming?

You will get your location results or any other confirmations/notifications within three minutes of Wherify backend receiving your SMS. However, some service providers have slower networks than others, and in such cases, the wait time may far exceed three minutes. Check to make sure your provider's text messaging service is working when there is a long delay by text messaging yourself.

Troubleshooting Wherify SMS

If the Wherify SMS service doesn't seem to be working, try these steps first:

- For Wherify SMS to work as intended, you need to be able to send and receive text messages. Check with your service provider if text messaging is enabled on your phone and mobile plan, and that the service provider supports Wherify SMS.
- Try sending a text message to your own phone number. If you can't, contact your mobile service provider.
- Make sure that you sent the SMS to the correct shortcode (for US customers it is 562283 or LOCATE).
- Check the command you've entered, and make sure you follow the command syntax in the "How to Use Wherify SMS" section.

If these steps don't address your problem, please contact us at 1-877-WHERIFY or 1-877-943-7439.

Appendix: List of SMS Responses from Wherify

"Sorry your message did not go through. Please check your PIN and make sure your phone number has access permission at www.wherify.com."

"Locating [Device Name or Phone Number] - Results may take up to 3 minutes to display."

"Sorry, we could not understand your message '[Command entered by user]'. Learn more about Wherify SMS at www.wherify.com."

[Device Name or Phone Number] is near [Address]. Accuracy within [X] meters. [Time & Date]"

"Unable to Locate [Device Name or Phone Number] at this time. [Device Name or Phone Number] may be off, in use, or outside network coverage. Please try locating again later."

"A message to program Button [X] to dial [Phone Number] on [Device Name or Phone Number] has been sent. To confirm programming, please push Button [X] on [Device Name or Phone Number]."

"Use SMS to locate the Wherifone or program a speed dial button. e.g. 'Locate {device name or phone number} {PIN}'. More details at www.wherify.com