



# User Guide




# Getting Started Guide

## Peace of Mind...

...when they're away from home

view their location and receive **Emergency** alerts




I need your help

where are they?

share my adventure

arriving safely




Locate loved ones via their mobile phone 24/7  
Visible location report when they need help  
Flexible low cost solution via PC and mobile

**30 DAY GSM SERVICE - 1 USER TRIAL STARTER PACK**

### Getting Started

- Registering
- Members Area
- Setting Up itrack Protect
- Using itrack Protect
- Bolt-ons and Upgrades



**Please Wait While  
The Video Loads**

The Video Loads  
Please Wait While

This Retail Pack contains a CD-Rom to get you started with itrack Protect and directing you to the on-line Registration page. Please make sure that you are connected to the Internet during this process.

# 1. Register

## Instructions

This CD contains information on how to use itrack Protect and how to register for your 30 day trial period.

1. Insert the CD into your PC or MAC.
2. The programme should autorun.
3. Follow the instructions on your screen.
4. You will be prompted to register using the codes shown in the box below.

If you are unable to access the registration page via this CD or do not have a CD drive on your PC, you can still register by entering the link below into your internet browser:

[www.itrackprotect.co.uk/register](http://www.itrackprotect.co.uk/register)

Enter your Product Code and Activation Code (as shown in the box below). Click on "Submit" and follow the simple instructions.

If you are still stuck please visit the Frequently Asked Questions page.

[www.itrackprotect.co.uk/faq](http://www.itrackprotect.co.uk/faq)

This product requires the consent of the user of the mobile equipment. The consent may apply for a period of time only. The User can withdraw consent from being located at any time. If you or the User have safety concerns then you or they should, as in other circumstances, contact the police by dialling 999 or 112.



Inside the CD case you will find your individual Product and Activation Codes.

These are essential to Register the Product.

Simply enter the Codes on the screen and click Submit"

A screenshot of the itrack Protect website's registration page. The page has a blue header with the itrack Protect logo and navigation links: Home, Products, Stocklists, How it works, About us, Contact, and Your Account. Below the header is a section titled "Register Your Product". A text prompt says "We need your product code and activation code". There are two input fields: "Product Code" and "Activation Code". Below these fields is a blue "SUBMIT" button. A blue arrow points from the label in the previous block to the "Product Code" input field.

In this Guide we use the expressions "**Responder**" and "**User**"

**Responder** = the person or persons who will receive alerts or who wish to monitor / locate a User.

the main Responder is also the "Subscriber". You can have more than one "Responder"

**User** = the person or persons whose mobile phone is to be monitored / located or who may wish to send an alert.

For MAC users please note for Right Click commands – press "Ctrl + Click" together.

## 2. Choose Pack



**Single User**

- From £5.99 per user
- Help Menu
- Hybrid Mapping
- Real time Location
- Road Mapping
- Satellite view
- Send Red Alerts with your location
- Send Text Messages from Platform
- Set up multiple Responders
- Single User
- Upgrade to GPS for Global Security
- View Active Alerts

**Family Pack**

- Add Users from £5.99 per handset
- Cover for the whole Family
- From £3.10 per user
- Help Menu
- Hybrid Mapping
- Real time Location
- Road Mapping
- Satellite view
- Send Red Alerts with your location
- Send Text Messages from Platform
- Set up multiple Responders
- Up to 5 users
- Upgrade to GPS for Global Security
- View Active Alerts

**Small Business**

- Add Users from £5.99 per handset
- Archive media files
- Command & Control Tools
- Cover for your Staff
- Create Reports & Schedules
- Find Nearest Mobile
- From £5.99 per user
- Geofencing & Waypoints
- GPS included for Global Security
- GSM & GPS Location
- Help Menu
- Hybrid Mapping
- Manage People & Assets on one platform
- Manage Workforce

**Sign Up**

**Upgrade**

**Upgrade**

This Retail Pack includes the “Single User” option but this can be upgraded at any time to either “Family Pack” or “Small Business”

Simply Click on the preferred option.

**Please Note**  
If you have purchased a pre-paid 12 month subscription, this section is not applicable.

# 3. Enter Details



[Home](#) | [Products](#) | [Beaujolais Run](#) | [How it works](#) | [About us](#) | [Contact](#) | [Your /](#)

## Enter Your Responder Details

Please fill out the responder details. (The responder is the account holder who will receive the Red Alerts via the itrack Protect platform)

For help filling out your registration details please refer to your purchased CD Rom. Alternatively [CLICK HERE](#)

Responder First Name

Responder Last Name

**Please Enter your Delivery Postcode and Find Address**

Billing Postcode

[FIND ADDRESS](#)

Home Telephone Number

Mobile Telephone Number

Email

Re-Type Email

☐ If you do not wish us to contact you for marketing purposes regarding offers and promotions relevant to itrack Protect, please tick this box.

[SUBMIT](#)

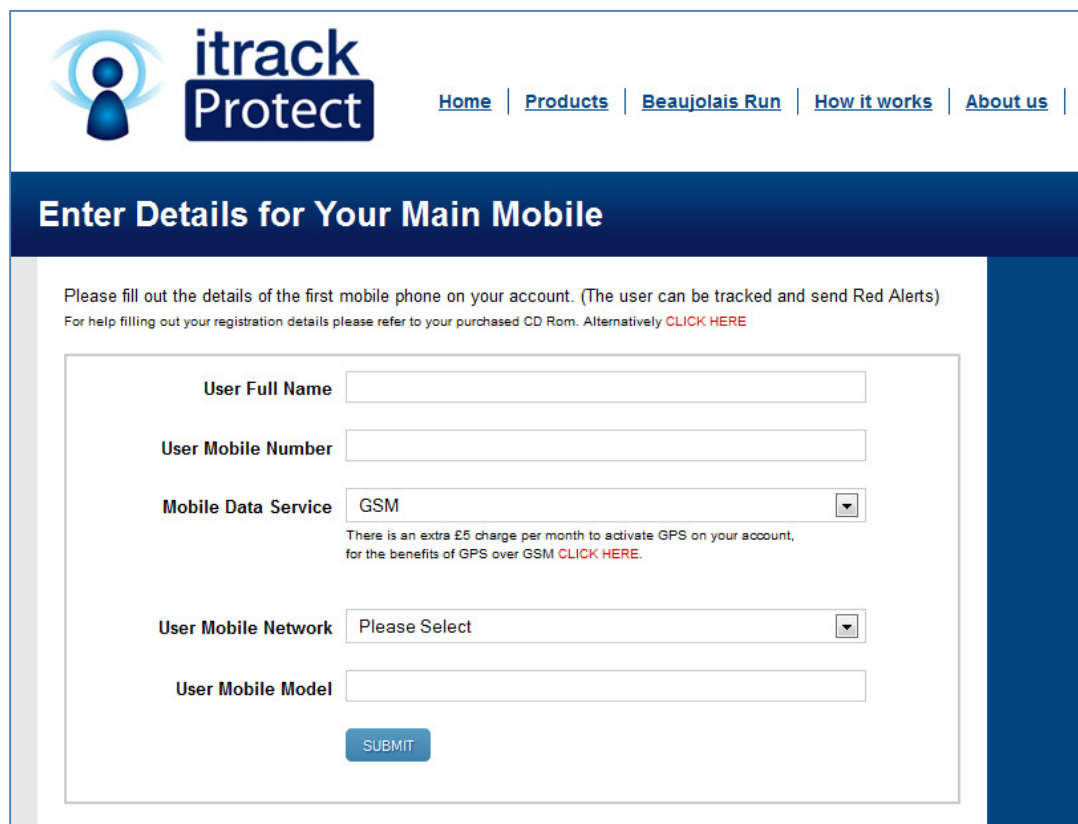
## “The Responder”

Create your Responder Details - including your Mobile Phone number (this is the mobile phone which will receive alerts from the phone being located).

Click the “Find Address” button to save time!

When complete click “Submit”.

## 4. Mobile Details



The screenshot shows the 'itrack Protect' website header with navigation links: Home, Products, Beaujolais Run, How it works, and About us. Below the header is a dark blue banner with the text 'Enter Details for Your Main Mobile'. The main content area has a light blue background and contains the following text: 'Please fill out the details of the first mobile phone on your account. (The user can be tracked and send Red Alerts) For help filling out your registration details please refer to your purchased CD Rom. Alternatively [CLICK HERE](#).' Below this text is a form with five fields: 'User Full Name' (text input), 'User Mobile Number' (text input), 'Mobile Data Service' (dropdown menu with 'GSM' selected), 'User Mobile Network' (dropdown menu with 'Please Select' selected), and 'User Mobile Model' (text input). A 'SUBMIT' button is located at the bottom of the form. A small note below the 'Mobile Data Service' dropdown states: 'There is an extra £5 charge per month to activate GPS on your account, for the benefits of GPS over GSM [CLICK HERE](#).'

### The 'User'

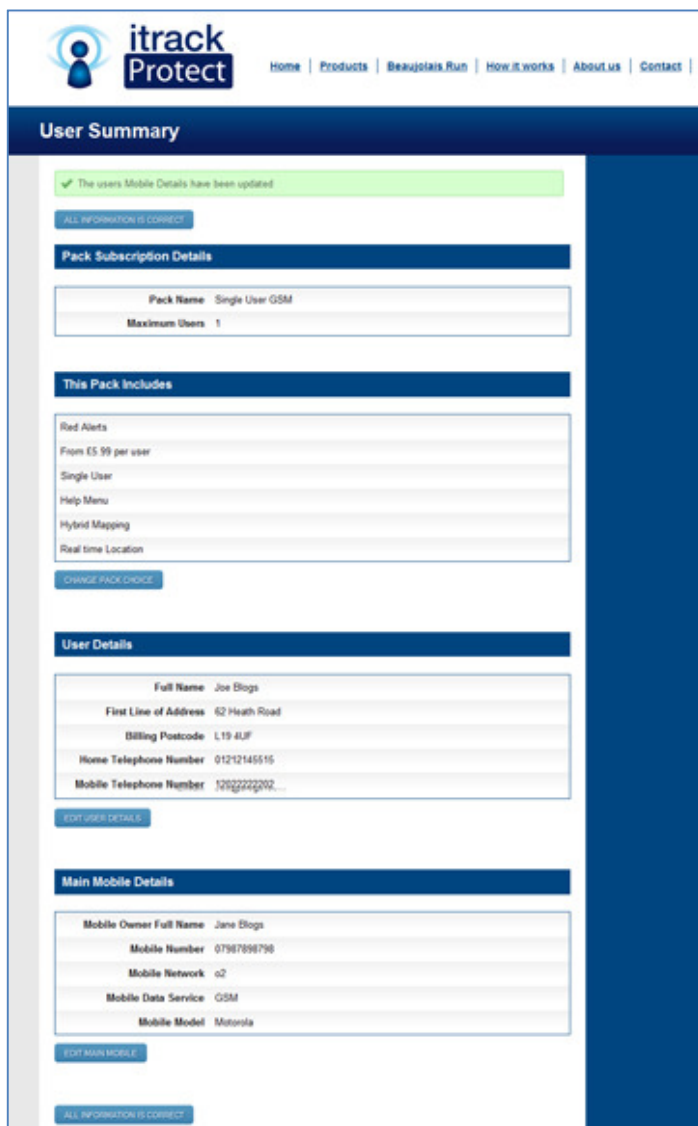
Next provide the details of the Mobile Phone which the Responder may wish to locate or monitor.

This is the mobile phone that can send red alerts

(Please see section "Confirmation of User" in this guide)

When complete click "Submit".

## 5. Summary



The screenshot shows the 'itrack Protect' website's 'User Summary' page. At the top, a green banner states 'The users Mobile Details have been updated'. Below this, a blue button reads 'ALL INFORMATION IS CORRECT'. The page is divided into three main sections: 'Pack Subscription Details', 'This Pack Includes', and 'User Details'. The 'Pack Subscription Details' section shows 'Pack Name: Single User GSM' and 'Maximum Users: 1'. The 'This Pack Includes' section lists features like 'Red Alerts', 'From £5.99 per user', 'Single User', 'Help Menu', 'Hybrid Mapping', and 'Real time Location', with a 'CHANGE PACK CHOICE' button below. The 'User Details' section contains fields for 'Full Name: Joe Blogs', 'First Line of Address: 62 Heath Road', 'Billing Postcode: L19 4UF', 'Home Telephone Number: 01212145515', and 'Mobile Telephone Number: 1202222202...', with an 'EDIT USER DETAILS' button. The 'Main Mobile Details' section shows 'Mobile Owner Full Name: Jane Blogs', 'Mobile Number: 07987898798', 'Mobile Network: o2', 'Mobile Data Service: GSM', and 'Mobile Model: Motorola', with an 'EDIT MAIN MOBILE' button. At the bottom, another blue button reads 'ALL INFORMATION IS CORRECT'.

**User Summary**

✓ The users Mobile Details have been updated

ALL INFORMATION IS CORRECT

**Pack Subscription Details**

Pack Name: Single User GSM

Maximum Users: 1

**This Pack Includes**

Red Alerts

From £5.99 per user

Single User

Help Menu

Hybrid Mapping

Real time Location

CHANGE PACK CHOICE

**User Details**

Full Name: Joe Blogs

First Line of Address: 62 Heath Road

Billing Postcode: L19 4UF

Home Telephone Number: 01212145515

Mobile Telephone Number: 1202222202...

EDIT USER DETAILS

**Main Mobile Details**

Mobile Owner Full Name: Jane Blogs

Mobile Number: 07987898798

Mobile Network: o2

Mobile Data Service: GSM

Mobile Model: Motorola

EDIT MAIN MOBILE

ALL INFORMATION IS CORRECT

This Summary provides the opportunity to check the details you have provided and make changes if required by clicking the red “Edit” label.

When confirmed click “Submit”.

## 6. Subscription Confirmed

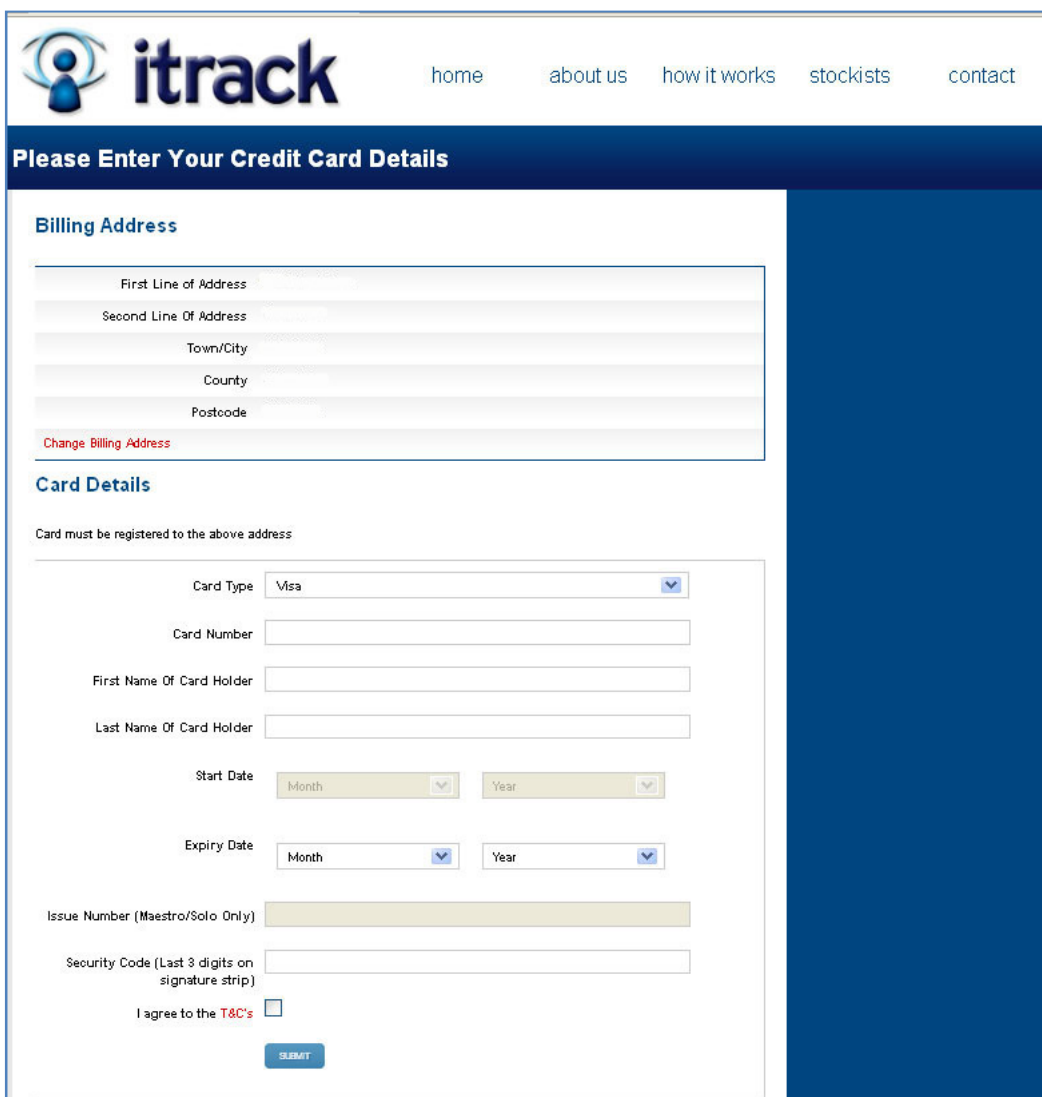
A screenshot of the itrack Protect website's subscription confirmation page. The page has a dark blue header with the itrack Protect logo and navigation links: Home, Products, Beaujolais Run, How it works, About us, and Contact. Below the header, a dark blue banner reads "Please confirm your subscription". The main content area is white and contains a table with subscription details. The table has three rows: "The Pack You have already purchased is: Single User Pack £5.99", "This Pack includes One Months Trial.", and "The Pack you want to subscribe to is: Single User GSM £5.99". Below the table, it states "And once the trial has finished a monthly subscription cost of: £5.99". There is a red link "Go Back and change details of subscription" and a blue "CONFIRM" button. At the bottom, a small disclaimer states: "At the conclusion of your 30 day trial you will automatically commence your 18 month subscription to itrack Protect. If you do not wish to continue the service after your 30 day trial please use the opt out button in the members area."

Your subscription details for the Single User One Month Trial you pre-paid at time of purchase.

If you wish to change the subscription click the **red type to go back**.

If everything is correct Click "Submit".

# 7. Credit Card Details



The screenshot shows the itrack website's credit card details form. The header includes the itrack logo and navigation links: home, about us, how it works, stockists, and contact. Below the header is a dark blue banner with the text "Please Enter Your Credit Card Details". The form is divided into two main sections: "Billing Address" and "Card Details".

**Billing Address**

First Line of Address  
Second Line Of Address  
Town/City  
County  
Postcode

[Change Billing Address](#)

**Card Details**

Card must be registered to the above address

Card Type: Visa  
Card Number  
First Name Of Card Holder  
Last Name Of Card Holder  
Start Date: Month Year  
Expiry Date: Month Year  
Issue Number (Maestro/Solo Only)  
Security Code (Last 3 digits on signature strip)  
☐ I agree to the T&C's

Your credit card details are required for security and identification validation; also should you continue with:

- 1) The 18 month subscription
- 2) Upgrades for more features
- 3) Purchases of Add-Ons


Personal security is important  
To You and your Users

This process will enable payment of the monthly subscription at the conclusion of your 30 day trial. If you do not wish to continue the service you must notify us at any time up to 30 days after activation by declining at the Members Area site. If you do not decline then your 18 month subscription will automatically commence and your credit card will be debited monthly. You will be sent a reminder towards the end of your subscription inviting renewal of this valuable service. If not renewed your subscription payment will cease.

**Please Note**  
If you have purchased a pre-paid 12 month subscription, this screen is not applicable.

## 8. Thank You



**itrack  
Protect**

[Home](#) | [Products](#) | [Stockists](#) | [How it works](#) | [About us](#) | [Contact](#) | [Your Account](#)

### Your registration is now complete

You now have access to the members area, where you can log in and view details of your account

You should receive an email, at the email address you registered with, containing your username and password for the members area.

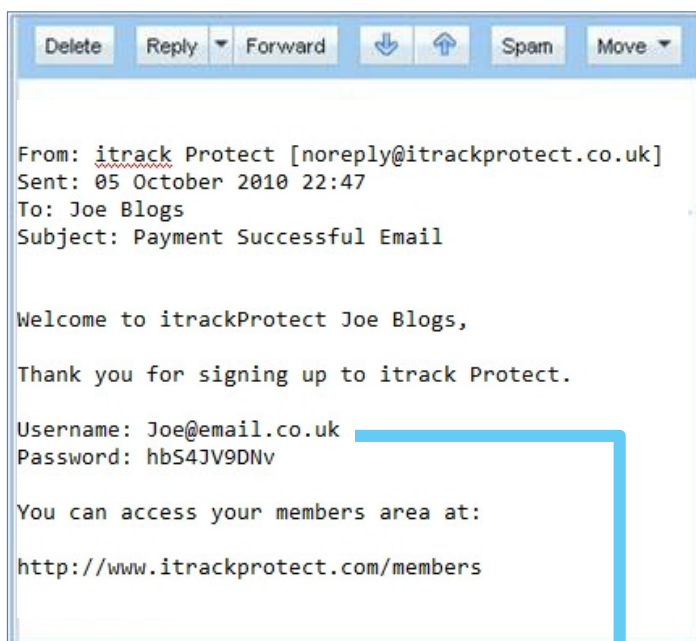
If you do not receive an email (Don't forget to check your Junk Mail folder), Please contact us using the support form below.

Once inside the members area you will be able to download the itrack Protect platform. Within the next 48 hours you will receive your high security username and password to gain access to the platform via email to the address provided.

**Thank you for subscribing**

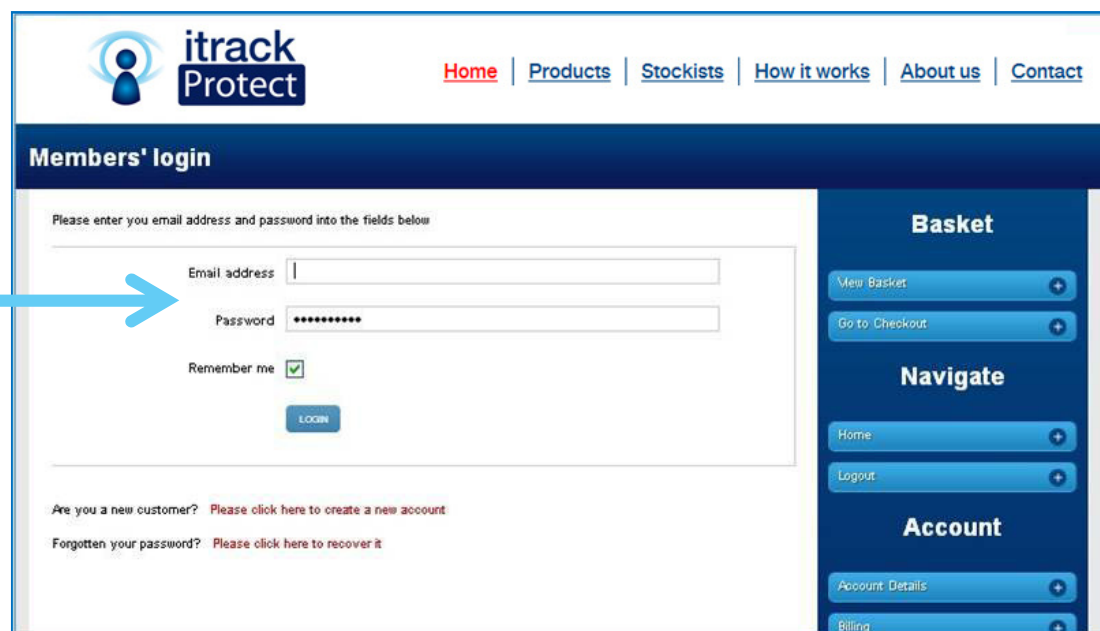
Simple!  
All completed.  
An automated email is on its way to you.

## 9. Email Password



Here it is!

Click on the link to the **Members Area**.  
(<http://www.itrackprotect.com/members>)  
You may copy and paste the individual  
Username and Password into to the  
Members' Login or type them in.



itrack Protect

[Home](#) | [Products](#) | [Stockists](#) | [How it works](#) | [About us](#) | [Contact](#)

### Members' login

Please enter you email address and password into the fields below

Email address

Password

Remember me ☒

Are you a new customer? [Please click here to create a new account](#)

Forgotten your password? [Please click here to recover it](#)

#### Basket

[View Basket](#) +

[Go to Checkout](#) +

#### Navigate

[Home](#) +

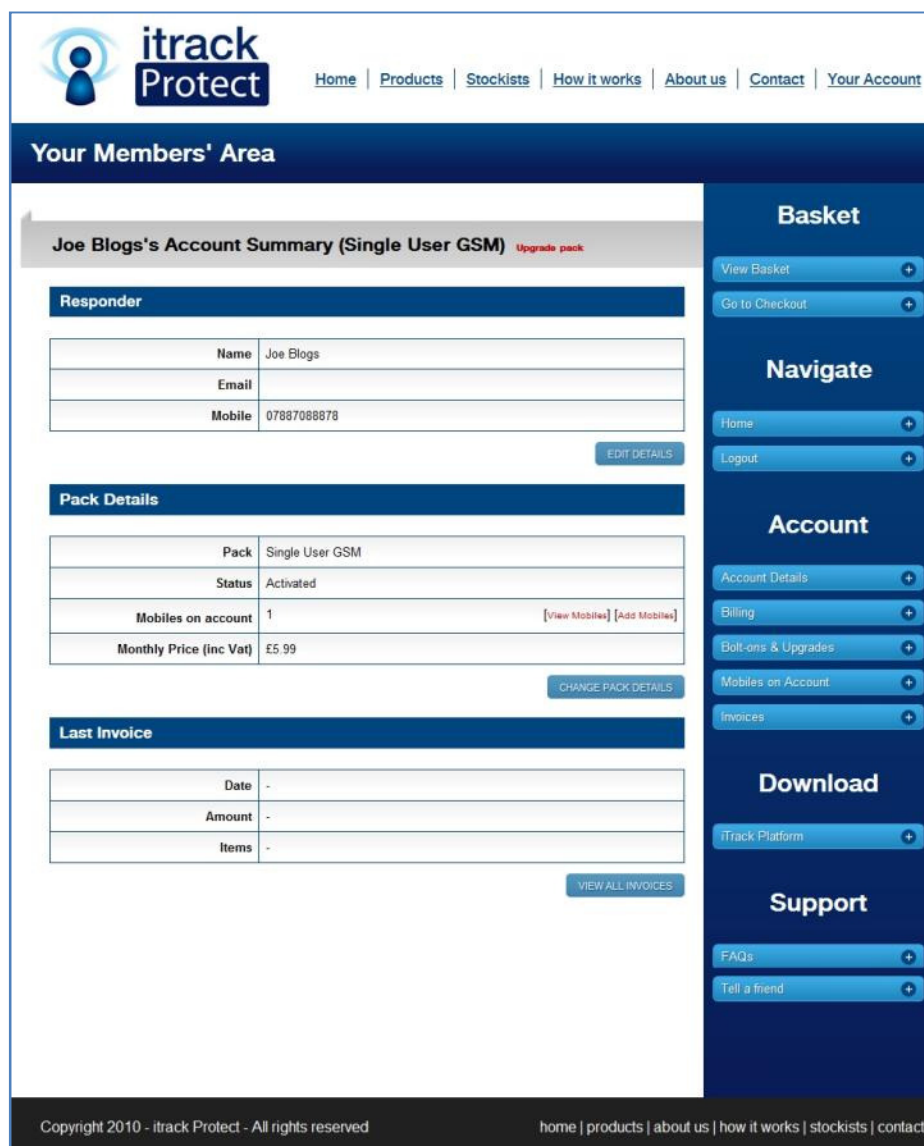
[Logout](#) +

#### Account

[Account Details](#) +

[Billing](#) +

# 10. Members Area



The screenshot shows the 'Your Members' Area' for 'Joe Blogs's Account Summary (Single User GSM)'. The page is divided into a main content area and a right-hand sidebar.

**Main Content Area:**

- Responder:** A table showing user details: Name (Joe Blogs), Email, and Mobile (07887088878). An 'EDIT DETAILS' button is below.
- Pack Details:** A table showing: Pack (Single User GSM), Status (Activated), Mobiles on account (1), and Monthly Price (inc Vat) (£5.99). Links for '[View Mobiles]' and '[Add Mobiles]' are next to the mobile count. A 'CHANGE PACK DETAILS' button is below.
- Last Invoice:** A table with columns for Date, Amount, and Items, all showing dashes. A 'VIEW ALL INVOICES' button is below.

**Right-hand Sidebar:**

- Basket:** Links for 'View Basket' and 'Go to Checkout'.
- Navigate:** Links for 'Home' and 'Logout'.
- Account:** Links for 'Account Details', 'Billing', 'Bolt-ons & Upgrades', 'Mobiles on Account', and 'Invoices'.
- Download:** Link for 'iTrack Platform'.
- Support:** Links for 'FAQs' and 'Tell a friend'.

**Footer:** Copyright 2010 - itrack Protect - All rights reserved. Navigation links: home | products | about us | how it works | stockists | contact.

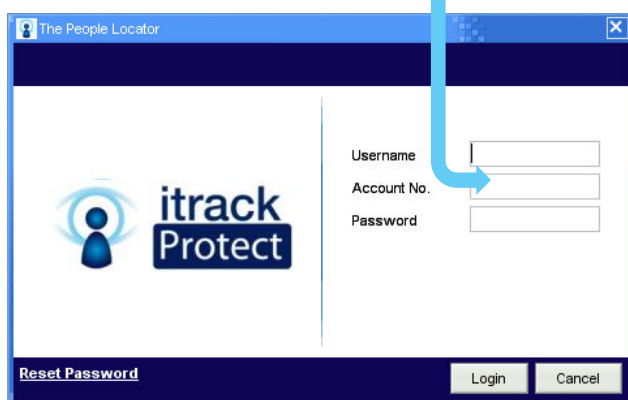
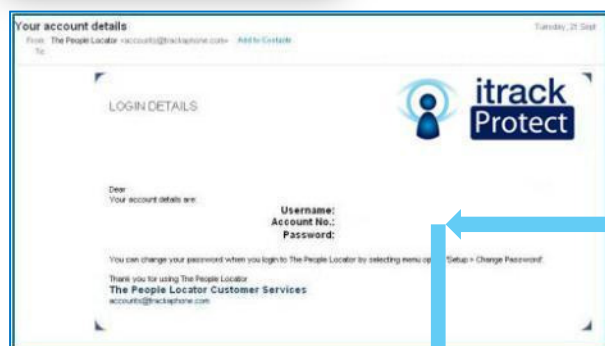
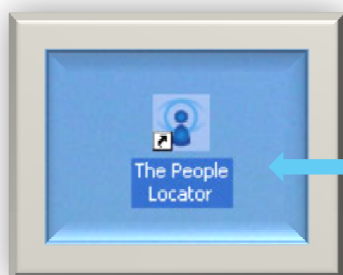
The Members Area provides all of your details, including address, mobile phone, subscription, plus the opportunity to upgrade or purchase add-ons.

On your first visit you will be greeted with a Welcome Page that leads you to the Platform Download.

*The itrack secure Platform requires JAVA application which is likely to already be present on your PC. If the Platform discovers that you do not have JAVA, a free download is provided to you.*

*It is advisable to Bookmark the Members Area page so that you can return to it in the future to check or amend your account details.*

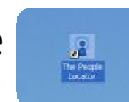
# 11. Shortcut to the itrack Platform



The automatic download should take less than a minute depending upon the speed of your internet connection, but once complete places a shortcut on to your desktop, to enable simple fast access to the Platform.

Check your email inbox – you will receive your Platform login details within 24 hours. (don't forget to also check your junk email box).

Click on the icon to open the secure itrack Platform.



Input your secure “Responder” details as provided by the email.

The People Locator - KTI International Plc - User 'Graham Jelfs'

Actions View Selections Account Setup Tools Help

Find Zone 12:53

**itrack Protect**

**MOBILES**

Mobiles

Anothny Other

Name/No.  Select

**OVERVIEW MAP**

POWERED BY Google

Map

**MAIN MAP**

POWERED BY Google

Map data ©2010 AND, Geocentre Consulting, MapData Sciences Pty Ltd, PSMA, MapLink, Tele Atlas

**RECENT ACTIVITIES**

LOCATIONS MESSAGES ALERTS

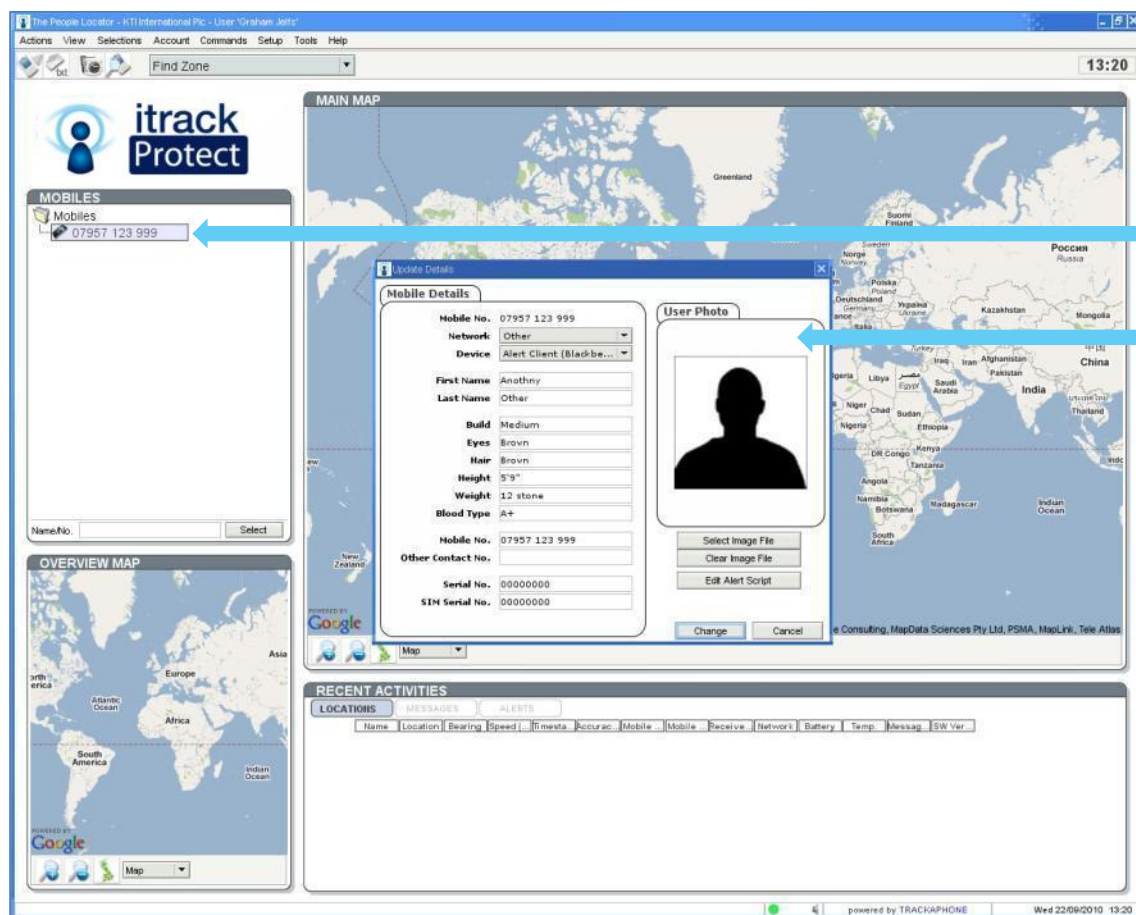
Name	Location	Bearing	Speed (...)	TimeSta...	Accurac...	Mobile ...	Mobile ...	Receive...	Network	Battery	Temp.	Messag...	SW Ver...
------	----------	---------	-------------	------------	------------	------------	------------	------------	---------	---------	-------	-----------	-----------

powered by TRACKAPHONE Thu 23/09/2010 12:53

**itrack  
Protect**

Your in...  
...Welcome to the secure itrack Platform

# How to use itrack Protect

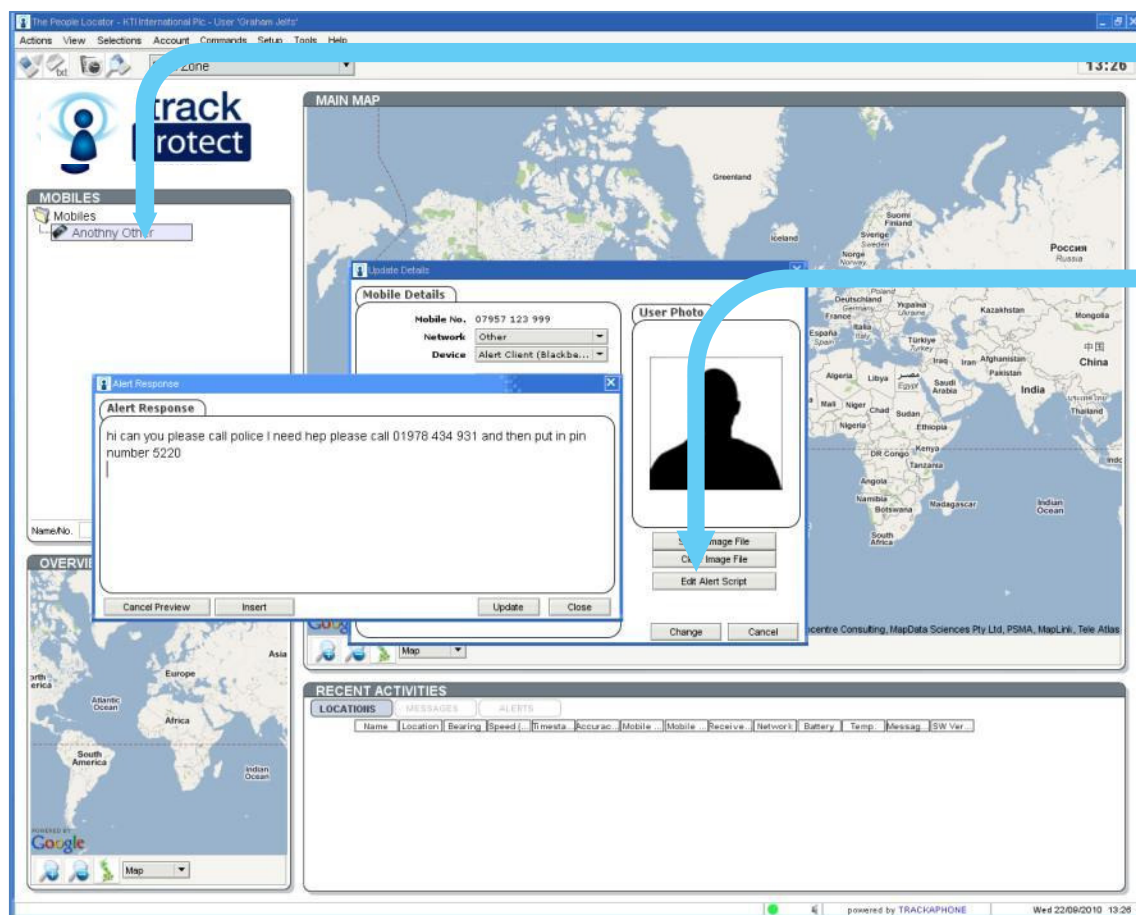


Here is the standard view displaying the single User mobile number

Right click on the “Number” to display the Mobile details option:

These details can assist emergency services should an incident occur, so include as much information as possible and a photograph. When completed click “Change” – you will see that the mobile number has now changed to the name of the User.

# Alert Response (Example)



Right click "User name".

View the Mobile details but this time click

"Edit Alert Script"

You can use the default script or type your own.

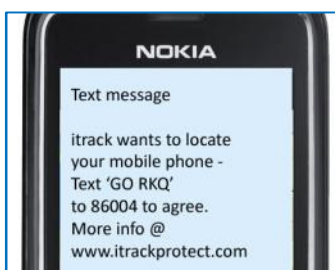
This is the message the "Responder" receives if the mobile "User" has an emergency and has sent a red alert.

The Alert is sent from the User to the Platform, which automatically sends a text to the Responder(s) mobile phone. Remember that you have 10 x TEXTS available free each month. Additional TEXTS can be purchased in bundles from the Members Area site. These additional bundles do not expire each month.

# Confirmation of 'User' (Example)

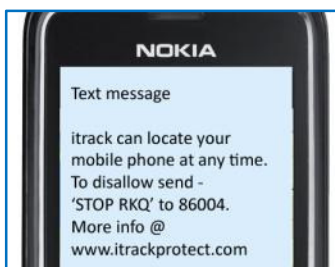
itrack Protect conforms to the UK Government guidelines regarding the protection of individual freedom.

The owner of the mobile phone that you are attempting to locate (the User) must agree by responding to a text message automatically sent out from the itrack Platform when you set up a mobile phone User. These text messages will come out of your free bundle of 10 texts each month.



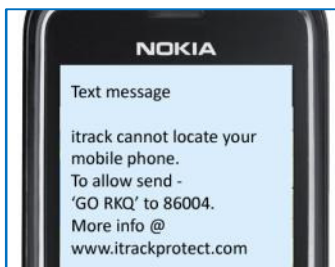
## Initial Request Message

This is the message that the User will receive. Once they have agreed by Text you will be able to react to any emergency red alerts and view their location.



## 14 Day Reminder and Random Reminders

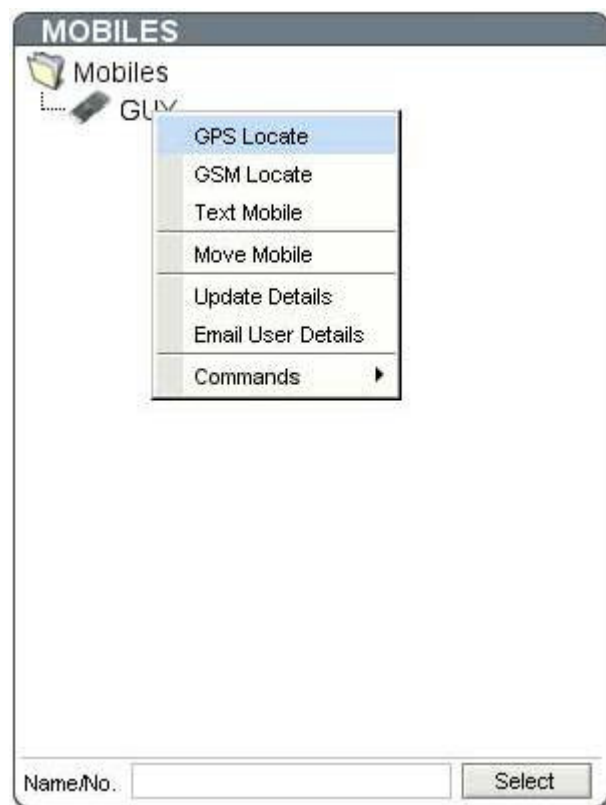
The user will receive a reminder that they are visible to the itrack Protect platform in accordance with Government guidelines. They have the option to opt out at any time.



## Reset

Should the User opt out and you wish to locate them, they will be sent another 'allow' message from the Platform.

# GPS or GSM?



**GSM (Global System for Mobile Communications)** is the most popular standard for mobile telephony systems in the world. GSM is used by over 1.5 billion people across more than 212 countries and territories. It is therefore likely that your mobile phone is GSM.

The itrack Protect system works with standard GSM mobile phones but using the location functions requires the use of a PING (Location Request). Every month you have 10 PINGS included free of charge within your subscription, however additional PINGS can be purchased in bundles from the Members Area site.

**GPS (The Global Positioning System)** is a space-based global navigation satellite system that provides reliable location and time information in all weathers and at all times and anywhere on or near the Earth when and where there is an unobstructed line of sight to four or more GPS satellites. It is maintained by the United States government and is freely accessible by anyone with a GPS receiver. Many mobile handsets now have in-built GPS receivers and these are recommended for use with the itrack Protect system as there are no additional costs when locating their whereabouts. If you have a GPS enabled mobile phone you can download the itrack Alert software to your handset. *If the 'User' sends an Alert whilst inside a building, the system will revert to the GSM text service until a GPS signal is found. The 'Responder' can view the last GPS location which will assist in defining the less accurate GSM text alert location. Once the 'User' is outside, an accurate GPS location will be displayed.*

# Setting up Red 5 Alerts (Example)



- itrack Protect recommends that each “User” sets up the Platform emergency number as speed dial number **5** on their mobile phone
- No. **5** is selected as this is the central key usually having a touch feel raised pad (as used by visually impaired people)
- Follow the mobile phone manufacturers guide to enter : **0871 716 9574\*** as the speed dial number keypad **5**
- Once completed – this is the one key that the User needs to press to send emergency alerts to the Responder(s)

\*For UK use only. For international Alerts please use the ‘Alert Software’ for GPS devices

# Advanced Alerts (Example)

- Advance Alert numbers can also be set as Speed Dials

- Recommended on all GSM mobile phones for UK use

■ Red	0871 716 9574	} 5 Recommended
■ Amber	0871 716 8963	
■ Delay	0871 621 9512	
■ Green	0871 621 9509	
■ Listen In	0871 716 9572	
		Select your preferred number
■ followed by PIN as shown on alert		

- The most commonly used alerts are Red, Green and Listen In

- The GPS Alert Client (see next page)

- Can be downloaded to GPS enabled BlackBerry devices
  - The Alert Screen automatically contains the alert dial numbers



# Download GPS Alert Software (Example)



If your "User" has a compatible GPS enabled mobile phone, you can select to download the Alert Software:

Right Click the "User Name"  
Select "Commands"  
Select "Send Download Link"

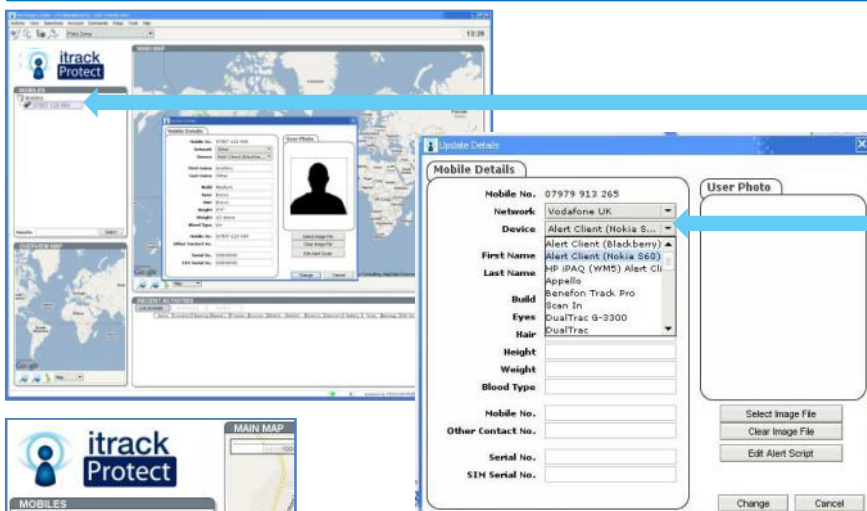
The "User" will receive a text message containing the link.

It is advisable to be with the "User" or provide them with the "Alert Client Guide" to enable them to follow the set up instructions for the mobile phone. These settings are personal to the "User" and will depend on the make and model of mobile phone.

You can also view the guide in the Members Area of the itrack Protect website by clicking "Install GPS Client" [www.itrackprotect.com/members](http://www.itrackprotect.com/members)

# Setting GPS Alert Software (Example)

For Blackberry and most GPS devices the Alert Software can be loaded on the User's handset. This enables detailed alerts to be sent and received by mobile handsets, without the need for the Responder to be near their computer.

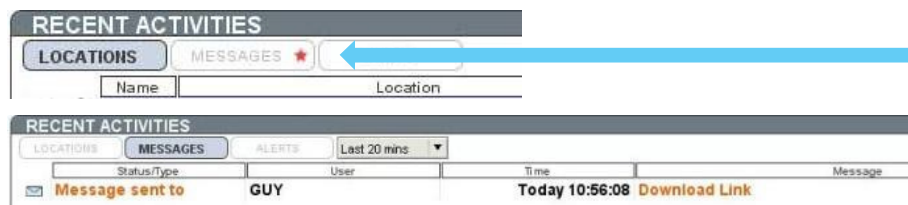


Right Click "User"  
Select "Update Details"

Mobile Details pop up box is displayed  
Click the "Device" drop down option and select type  
Click "Change"



Right Click "User" again  
You will now see additional options  
Select "Commands" and then "Send Download Link"



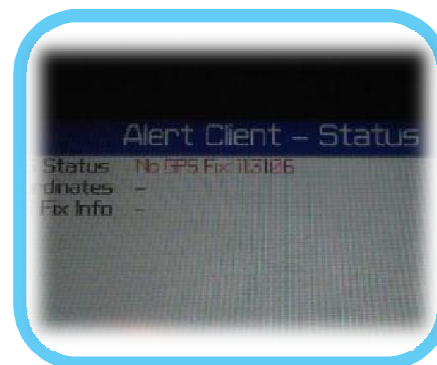
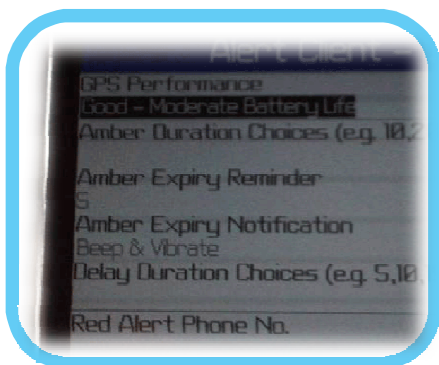
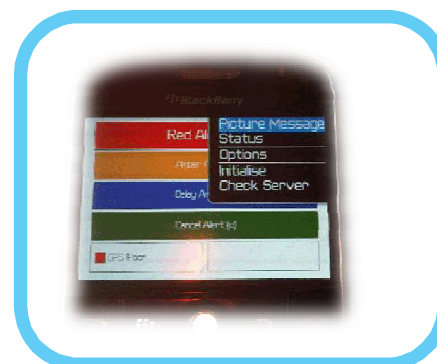
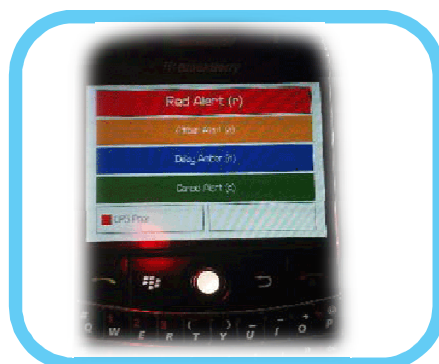
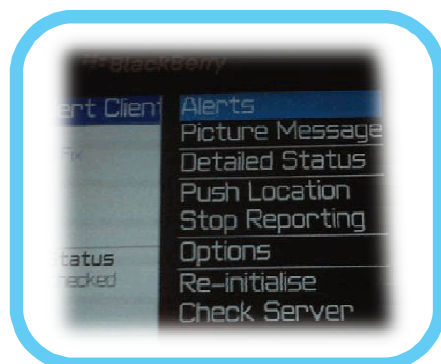
"Recent Activities" displays Message Tab as Red  
Click on "Messages"  
Displays Message sent to...Download Link  
The Alert Software Link has now been sent via text to the Users mobile phone.

# GPS Alert Software on Device (Example)

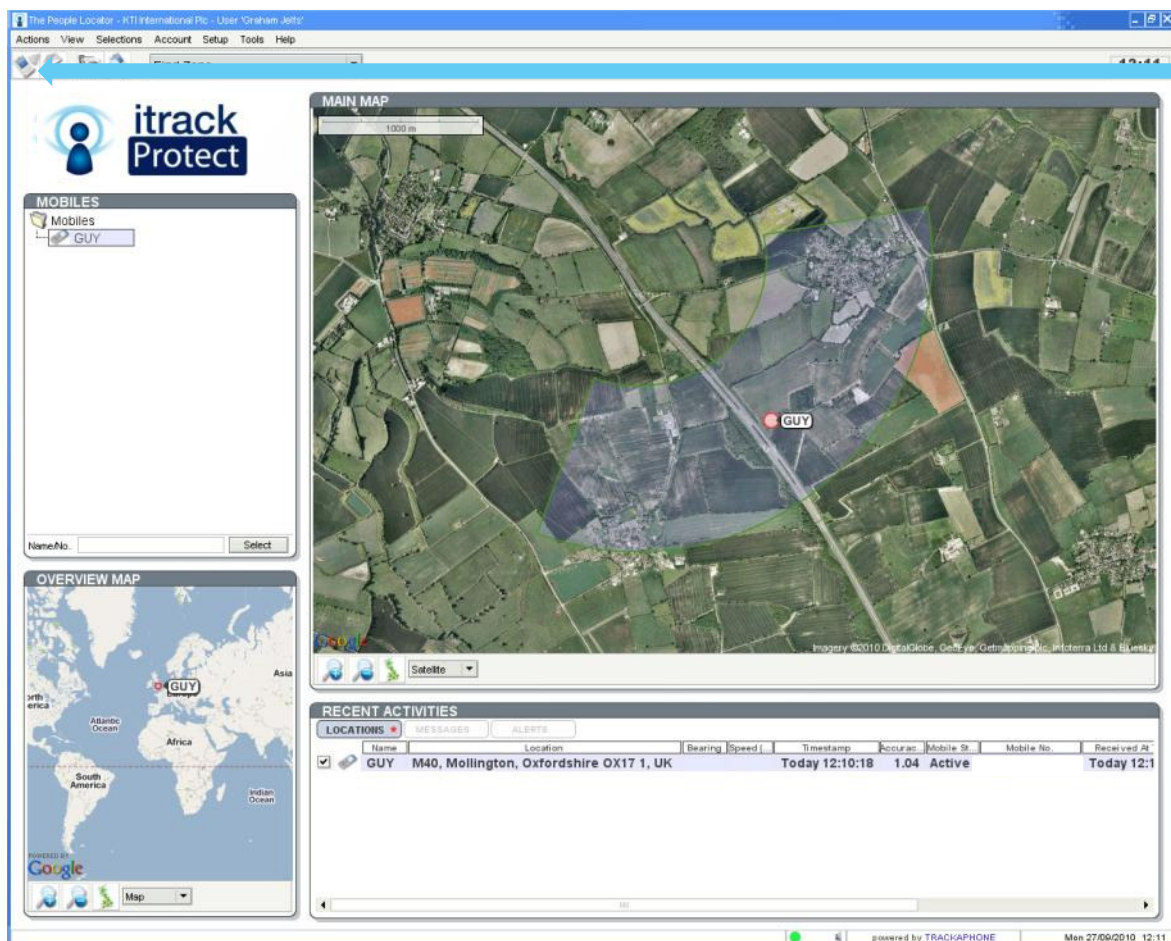
On receipt of the Download Link text, highlight the link and follow the on screen instructions.  
Once the Alert Software has downloaded, Click on the Software icon and follow the initialisation instructions.  
It is advisable to move the application to your desk top for easy access.

A variety of services are now available to you, including fast access to the Alert screen and mobile monitoring

Once the Alert software has been installed find a clear area outside to allow the mobile to initiate a GPS Satellite fix - this may take several minutes to complete (NB Ensure GPS services are enabled on the mobile phone)



# Locating 'User' (Example)



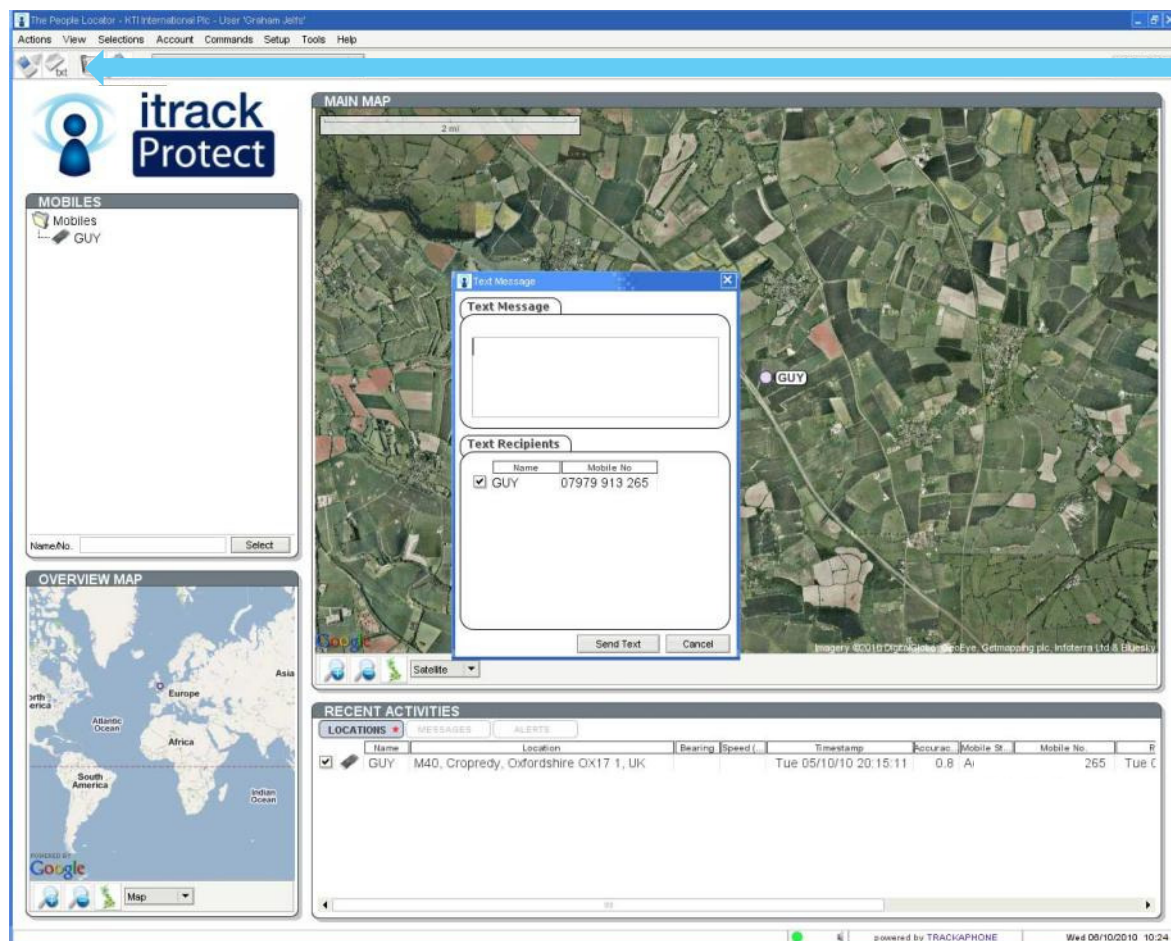
Click the Mobile Locator "icon" (top left) to commence search for the mobile that you have registered and which the User has accepted can be monitored.

Within a few seconds the screen will display the location of the mobile phone in the main map and also provide details of the;

- User
- Phone Number
- Location
- Network
- Date / Time Stamp

**GSM** - The Responder uses a PING (Location Request) every time that a request is made. Remember that you have 10 x PINGS available each month. Additional PINGS can be purchased in bundles from the Members Area site. These additional bundles do not expire and are carried forward to the next month.

# Texting 'User' (Example)



Click the Text "icon" (2<sup>nd</sup> in top left). A pop up box will open allowing you to create a text message.

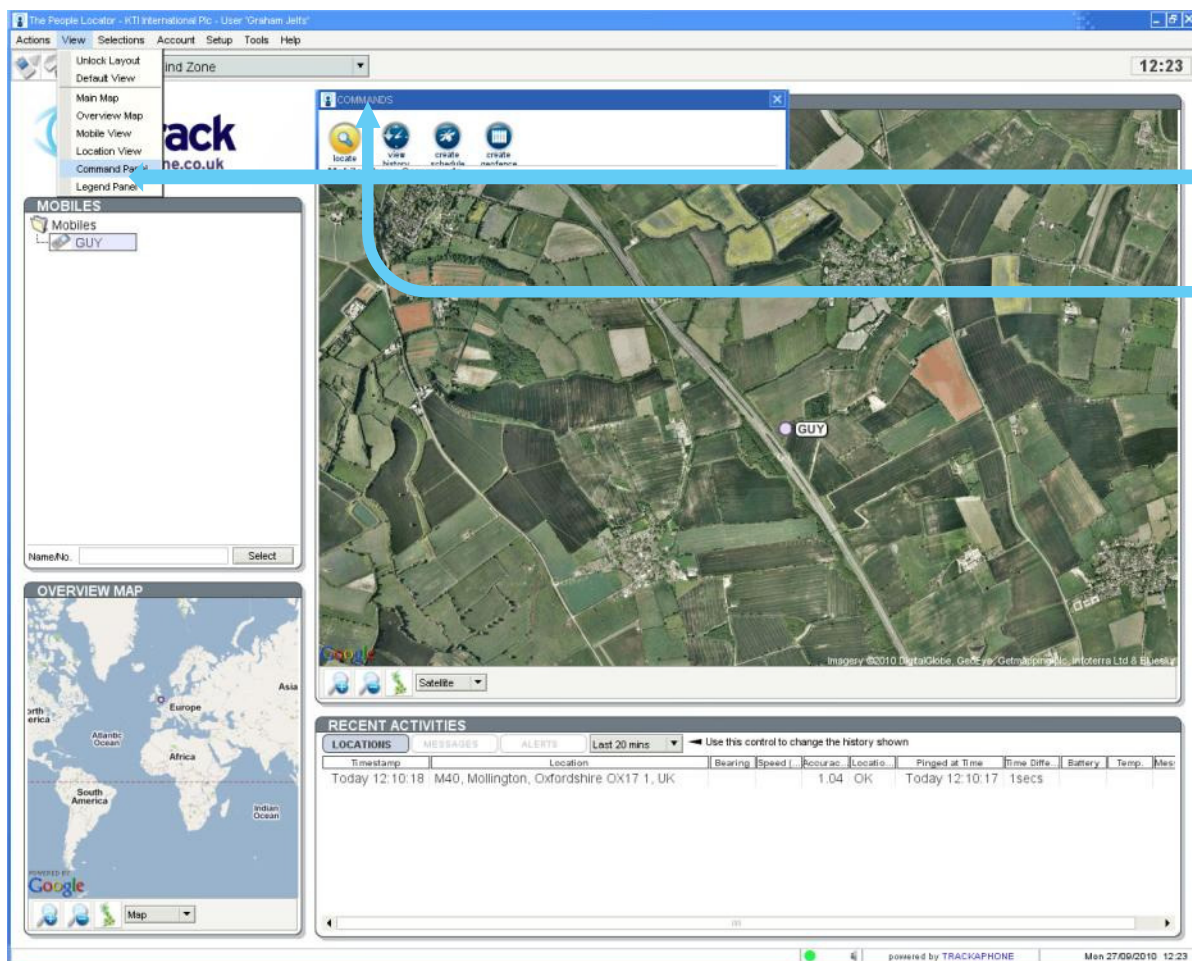
Your "User(s)" names are listed so you can choose the desired recipient.

Click "Send"

This is a useful tool when you are at your PC. If you have multiple "Users" you can send the same message to them all, but you will be charged for each text sent to each recipient.

**TEXT** - The Responder uses a TEXT message every time that a text is sent from the Platform. Remember that you have 10 x TEXTS available each month. Additional TEXTS can be purchased in bundles from the Members Area site. These additional bundles do not expire and are carried forward to the next month.

# Command Panel (Example)



View - click “Command Panel”

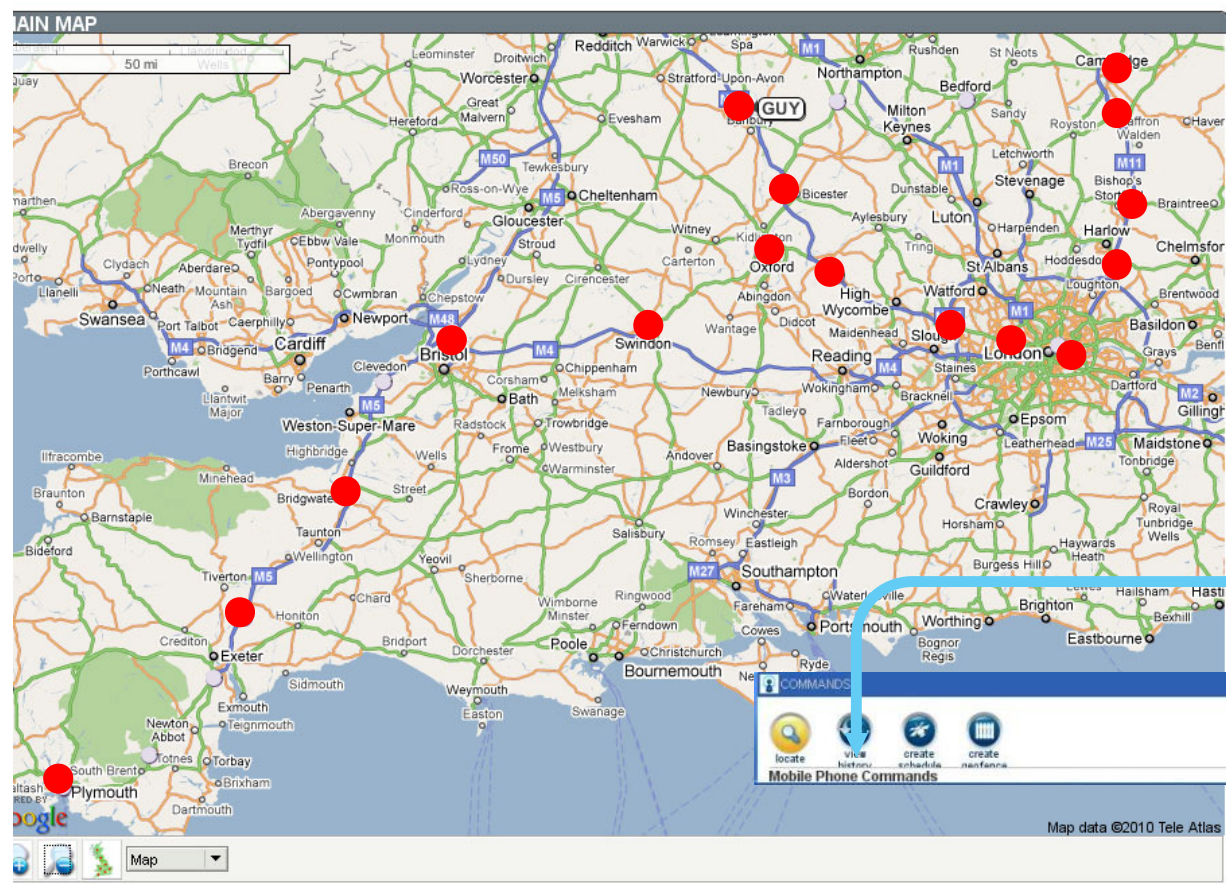
The Command Panel box will open providing you with additional options:

- Locate
- View History

Once this has been done, you can in future view the history (route that the User has taken) subject to the User continuing to accept monitoring.

**GSM** - The Responder uses a PING (Location Request) every time that a request is made. Remember that you have 10 x PINGS available each month. Additional PINGS can be purchased in bundles from the Members Area site. These additional bundles do not expire and are carried forward to the next month.

# Route History (Example)



For Users with **GPS** devices the Responder can access the 'View History' option.

**GPS** will automatically locate the User at various stages based on the movement of the mobile phone. ●

In the Command Panel click 'View History'.

Within a few seconds the main map will display the location of the 'Users Mobile' at each stage as determined by its movement. ●


**GPS Alert activation by 'User'** – To relay an accurate location the GPS device must have line of sight to the GPS satellite. If the 'User' sends an Alert whilst inside a building, the system will revert to the GSM text service until a GPS signal is found. The 'Responder' can view the last GPS location which will assist in defining the less accurate GSM text alert location. Once the 'User' is outside, an accurate GPS location will be displayed.

# Emergency Alerts (Example)

Move selected emails (d)

**ALERT NOTIFICATION**


JJ Blackberry 8900 (07957 432 944) has triggered an alert and needs assistance. Dial 08717169572 and enter PIN 1075 to listen in. Their location was near 1-21 Allard Crescent, Potters Bar, Hertfordshire WD23 1, UK within 0.79miles at 17:13 Mon 27 Sep 2010. TrackaPhone . JJ Blackberry 8900's details are:

<b>Name:</b> JJ Blackberry 8900	<b>User Photo:</b>
<b>Build:</b> medium	
<b>Eyes:</b> GREEN	
<b>Hair:</b> BROWN SHORT	
<b>Height:</b> 5.7	
<b>Weight:</b> 14st	
<b>Blood Type:</b>	

JJ Blackberry 8900's last known location was:

**Location:** 1-21 Allard Crescent, Potters Bar, Hertfordshire WD23 1, UK  
**Time at location:** Mon 27/09/10 17:13:40  
**Accuracy:** 0.79miles

The map of the location is shown below:



**Update Details**


**Mobile Details**

**Mobile No.** 079  
**Network:** O2 UK  
**Device:** Alert Client (Blackbe...)

**First Name** JJ  
**Last Name** Blackberry 8900

**Build** medium  
**Eyes** GREEN  
**Hair** BROWN SHORT  
**Height** 5.7

**User Photo**



Select Image File  
Clear Image File  
Edit Alert Script

Change Cancel

**Alert Response**

**Alert Response for JJ Blackberry 8900**

hi can you please call police I need help can you please call I this number 08717169572 and use pin as per the alert screen to listen in to my phone

Emergency Red 5 Alerts or Smartphone Client Alerts are sent to the Responder:

By text and email and are displayed on the Platform with an audible alert.

The email provides location details including map.

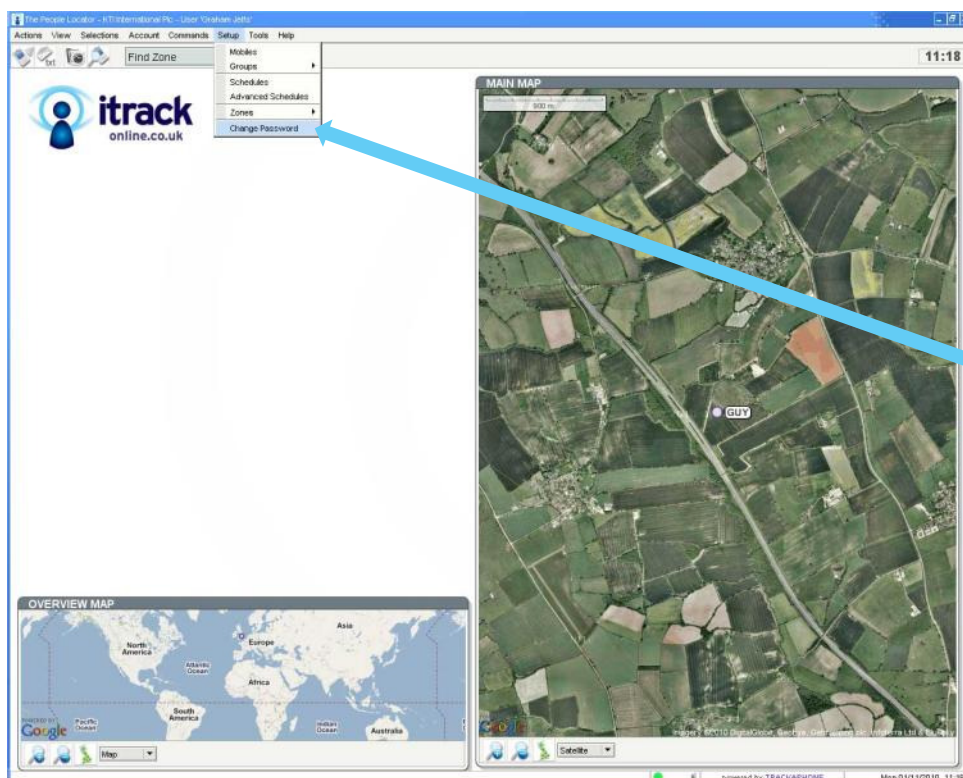
Texts provide location address, but not map image.

The Platform provides access to detailed mapping.

All of which can assist emergency services to locate the Users Mobile rapidly.

The Alert is sent from the User to the Platform, which automatically sends a text to the Responder(s) mobile phone. Remember that you have 10 x TEXTS available free each month. Additional TEXTS can be purchased in bundles from the Members Area site. These additional bundles do not expire and are carried forwards to the next month.

# Changing Your Password



Due to security reasons your initial log on Password is likely to be difficult to remember, therefore you are able at any time to change this to a more memorable word or phrase.

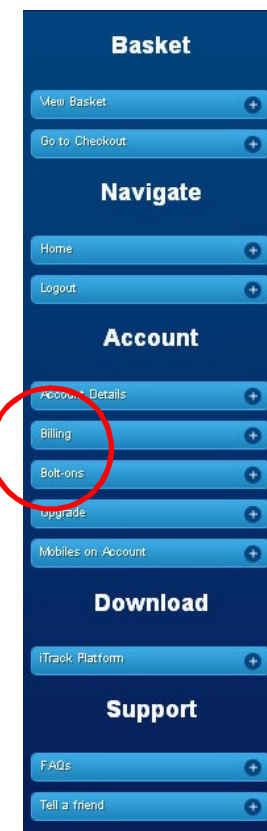
Once logged on go to 'Set Up' > 'Change Password'

Type in your current Password, then your New Password and repeat this in the box provided.

Your New Password is now set up. Please ensure that you keep your New Password safe and do not make anyone else aware of it.

# Remember

- Your 30 day trial includes
  - 10 x TXT messages from the Platform
  - 10 x PINGS (requests for location)
- Contract Subscription includes
  - 10 x TXT and 10 x PINGS every month
- Not enough?
  - You can buy bundles of TXT and PINGS
  - Available from the Members Area site
- User Alerts
  - The TXT is sent to the Responder(s)
  - If you have set up multiple Responders the “Subscriber” will be charged for each text sent from the “User”
- GPS location
  - GPS is ‘free’ but uses data from your data bundle provided by your mobile network



# Thank You



Thank you for registering for the itrack Protect service.

For more enhanced service options please visit [www.itrackprotect.com](http://www.itrackprotect.com) to view the upgrade packages available . itrack Protect employs a policy of continual improvement and the site will be constantly updated with news about service upgrades, users views, ideas and the latest developments.

Remember that you may need to access the Members Area to buy additional service packs or upgrade to enjoy GPS location service providing global coverage .

Should you require additional support please email the Support Team .  
This contact box is located on the home page.

Remember the itrack Protect system is not a substitute for care and attention. Persons at risk must be advised to take reasonable care of themselves. itrack Protect provides a simple method for locating mobile phones but does not guarantee the mobile phone is physically with the User nor will the system operate if the mobile phone is not switched on, has run out of power or is out of network coverage. itrack Protect cannot and does not accept liability for loss, injury or damage to persons or property howsoever arising.

[www.itrackprotect.com](http://www.itrackprotect.com)

A screenshot of a dark-themed support form. At the top, it says "Support" in white, followed by "Use the form below to send us a message". There are three input fields: "Name", "E-mail", and a larger "I need help" text area. A blue "Submit" button is at the bottom right. A blue arrow points from the text "This contact box is located on the home page." to the form.