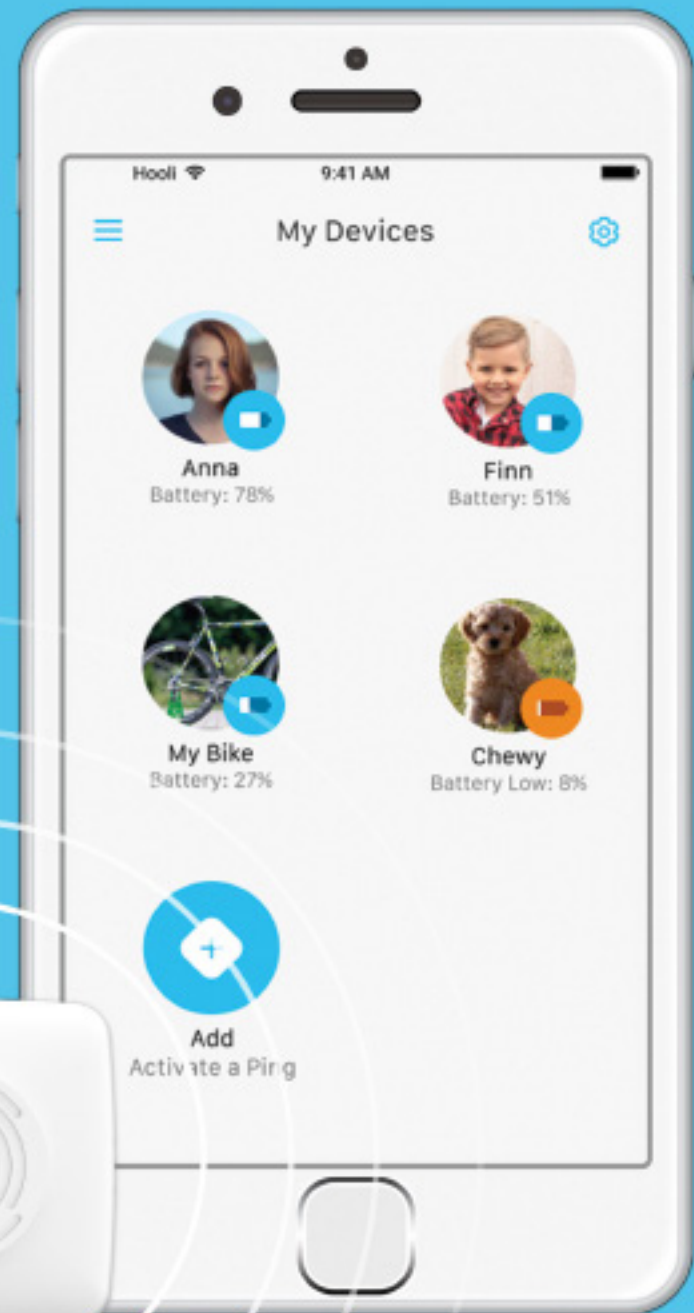




The World's Smallest
GPS Locator – **User Manual**



Welcome to Ping

Thank you for purchasing Ping, the world's smallest GPS locator. This user manual has been compiled to assist you in setting up your Ping device, and to guide you through the features and functions of your Ping device and the Ping smartphone app, so you can begin tracking the things that matter most to you: kids, pets, bikes, luggage – or anything that moves.

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Getting Started

Charging Your Ping Device(s)

Each Ping device includes a custom charging cradle that is compatible with most USB ports, allow for charging via computers, A/C chargers*, or vehicle USB ports. To attach the charging cradle, locate the contact pins on the side of the Ping device and align them with the charging pins on the cradle. Then lock the charging cradle into place over the TOP of the device (LED rings will be centered within the circular hole in the charger). The alignment arms on the non-locking sides of the charger will ensure proper alignment as you attach the charging cradle. Please see Img 3.1 for clarification of this process. The charger can be attached whether the Ping device is in the pocket clip or out of it.

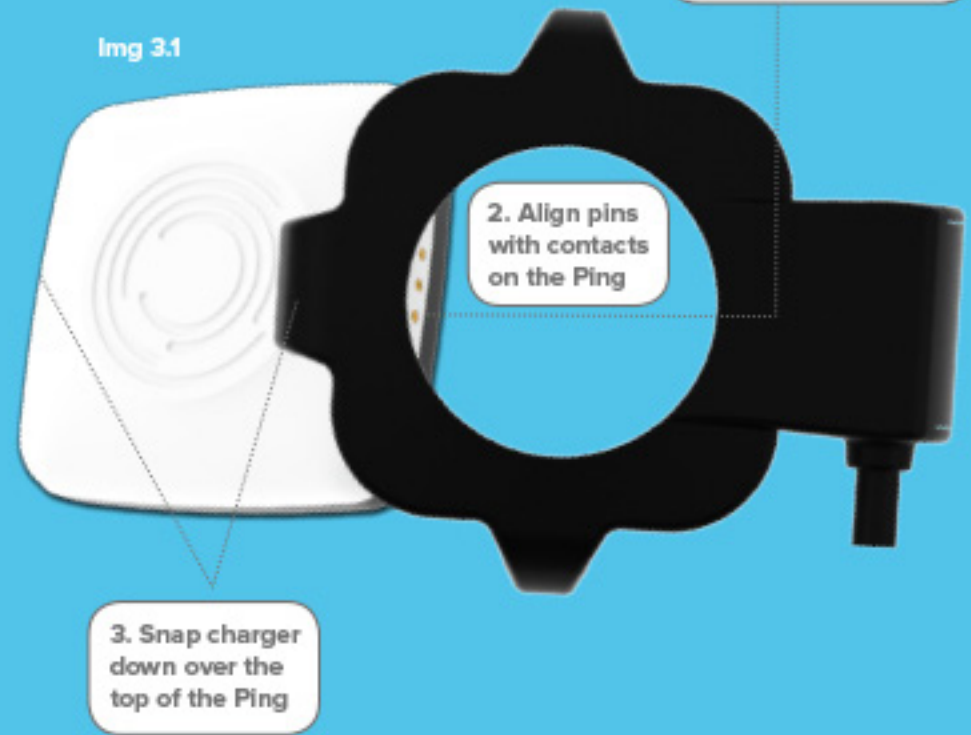
When charging, the LEDs will blink on and off as follows:

- LEDs blink red if battery is <10%.
- LEDs blink blue when battery is between 10 – 99%.
- LEDs remain lit solidly blue when fully charged.

***Note: DO NOT** use rapid-charge type A/C adapters to charge your Ping device(s). Make sure that the voltage rating on any A/C charger used is rated 5V or less.

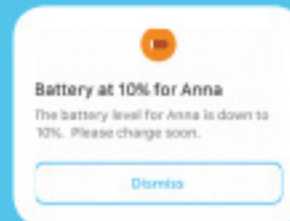
Your Ping device(s) will report battery life every time it communicates with the app. You will see prompts from the app when the battery is at 10% remaining (Img 3.2), 5% remaining (Img 3.3), or if a device powers off due to battery depletion (Img 3.4). In the event that a device powers off due to battery depletion, the prompt from the app includes the option of viewing its last location so it can be easily located if it is not nearby.

Additionally, you can check the battery level on any device that is powered on by pressing the button once. The LEDs will flash blue one time for every 25% of battery life (i.e 4 flashes = 75% - 100%, 3 flashes = 50% - 74 %, 2 flashes = 25% - 49%, 1 flash = < 25%).

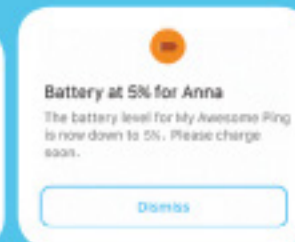


Img 3.1

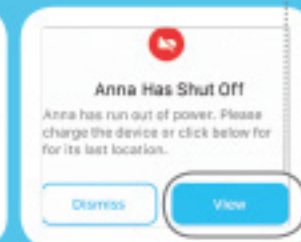
Low Battery Prompts



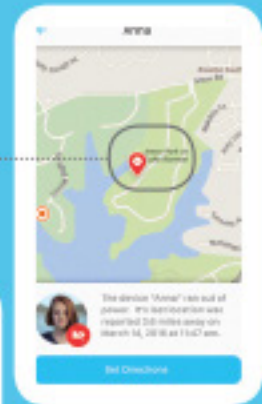
Img 3.2



Img 3.3



Img 3.4



Getting Started

Install the Ping Smartphone App

To setup your Ping device, begin by downloading and installing the Ping smartphone app to your iPhone or Android smartphone. The Ping app is compatible with iPhone 4s or newer (running iOS 9.0 or later), and Android phones running Android 4.3 (Jellybean) or later.

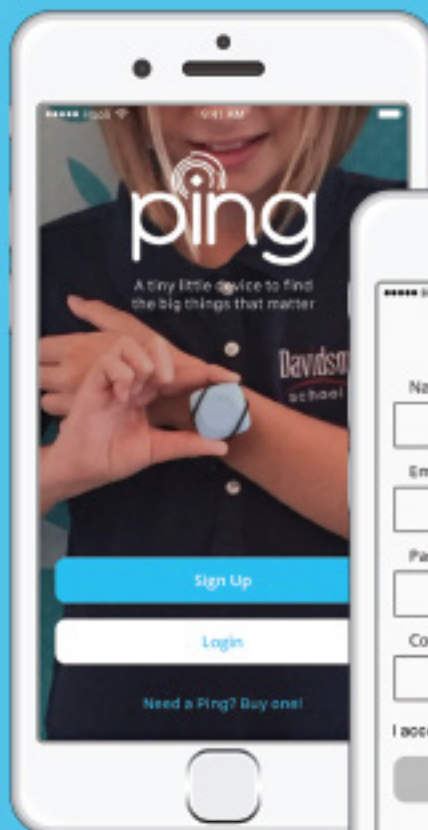
iPhone



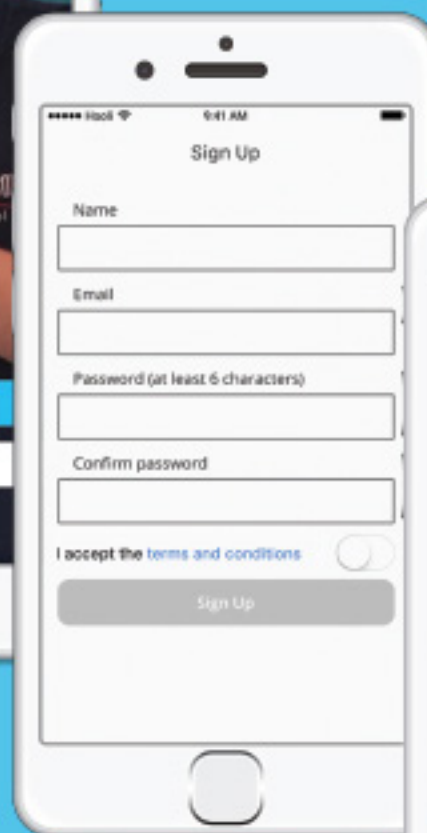
Android Phones



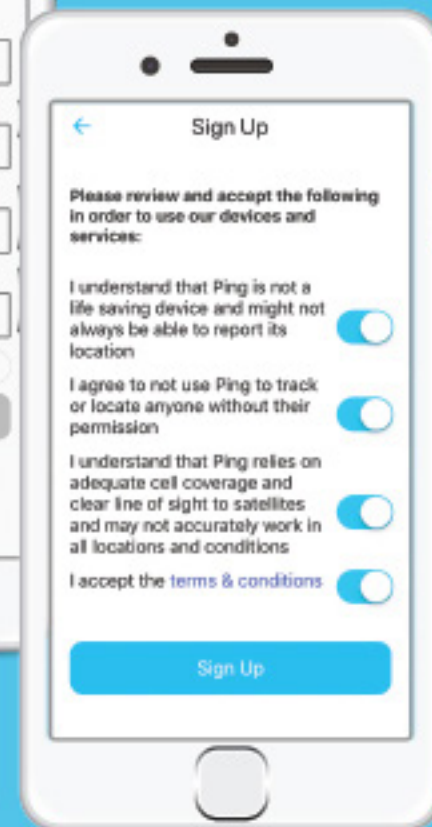
After the app has been successfully installed, you will need to create an account. Select the "Sign Up" button (img 4.1). Then complete all fields, review & accept the terms & conditions, and select the "Sign Up" button (img 4.2) to create your account. You will then be prompted to review and accept a short list of terms (img 4.3). Once complete, you can begin adding Ping devices by following the prompts in the app. Page 5 also contains information regarding this process.



Img 4.1



Img 4.2



Img 4.3



Getting Started

Setting Up Your Ping Device(s) – Activation

Ping utilizes **Bluetooth®** wireless technology in order to add your devices to the app as well as for short-range tracking (< 30 m). Follow the steps below for each Ping device you want to add:

1. Make sure Bluetooth is turned on in your phone's settings.
2. Make sure the Ping device you are pairing is near your phone.
3. From the home page (My Devices), select the "Add (+)" button (img 5.1).
4. As indicated by the App (img 5.2), plug your Ping device into a power source, then press the button once to enter pairing mode. The LEDs will change colors for 2 minutes while in pairing mode.
5. At this point the phone will automatically pair with the Ping device. Once pairing is successful, you may add information for the person, pet, or object that the current Ping device will be assigned to (img 5.3).

Note: Each device can only be associated with one user account. If attempting to activate a device that is already associated with your account (img 5.4) or another account (img 5.5), you will see the relevant error message. You can login to existing accounts on other devices; however, short-range tracking via Bluetooth is only available on the smartphone to which the Ping device is initially paired.

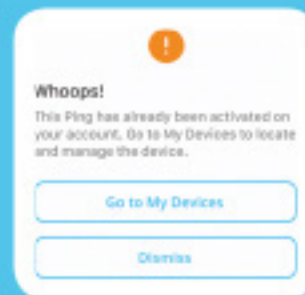
Occasionally, due to site or server maintenance, you may see an "unable to complete this action" error message (img 5.6); in cases such as this, please try again after some time has passed.



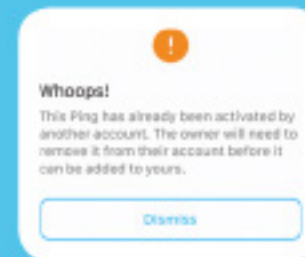
Img 5.1

Img 5.2

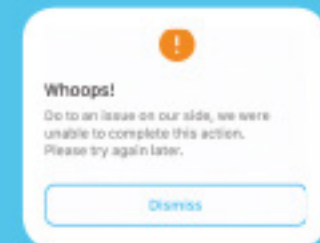
Img 5.3



Img 5.4



Img 5.5



Img 5.6

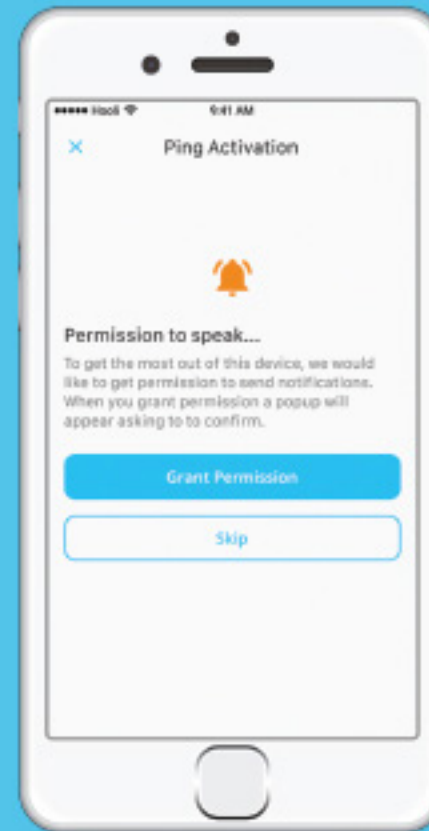


Getting Started

Setting Up Your Ping Device(s) – Permissions

After adding your first Ping device, you will be asked to grant the Ping app “Permission to Speak” (Img 6.1). This allows the app to send push notifications. Granting this permission allows the app to notify you of Ping device check-ins, device SOS alerts, device battery alerts, app/device firmware update alerts, etc., even when the app is not currently open. To maximize your Ping user experience, it is recommended that you grant this permission*. Once you grant permission (or skip), the activation process is complete. Repeat the steps on page 5 to add additional Ping devices.

***Note:** You will only be asked for “Permission to Speak” after adding your first device. If you skip this step, the app will subsequently remind you that notifications are set to off (Img 6.2). Although notification and other permission settings can be changed at any time via the settings menu on your smartphone, it is generally recommended that you keep all permissions enabled for the Ping app at all times. Granting “Permission to Speak” or subsequently enabling permissions allows Ping to send notifications on behalf of all Ping devices that are associated with your account.



Img 6.1

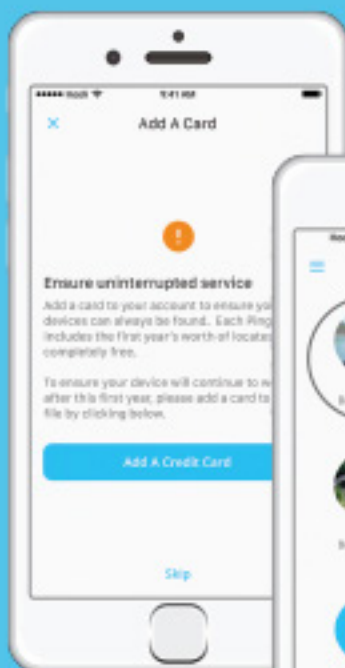
Getting Started

Setting Up the Data Network

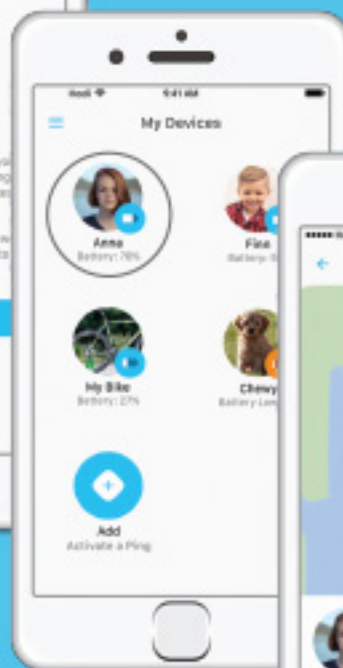
Each Ping device includes a free 1-year data plan* (a \$36.00 value) for users located in the United States, Canada, and Mexico. Toward the end of the first year of service, the app will prompt you to add a card to ensure uninterrupted service. To do so, simply select the Add A Credit Card button at the bottom of the prompt (Img 7.1).

Alternately, you may prepay for subsequent years of service at any time by selecting a device from the "My Devices" page (Img 7.2), then select the settings icon located in the upper right hand corner of the device page (Img 7.3). From the "Ping Settings" prompt (Img 7.4), select Data Plans & Global Coverage. Details of available plans are listed on the "Plans and Coverage" page (Img 7.5). Select the plan you wish to purchase and follow onscreen prompts to complete payment. See note below for additional details.

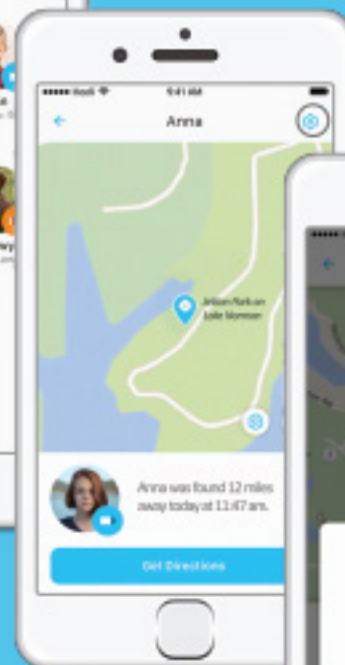
***Note:** the free 1-year data plan (and subsequent \$36.00 per year data plan) includes coverage for North America only. Global coverage requires an active data plan, which can be added for an additional \$10.00 per year and adds coverage for 157 countries. Devices that will be used outside of the United States, Canada, and Mexico must have global coverage enabled. Costs per year as outlined above is the cost per device. Additional Ping devices are charged at the same rates. For your convenience, we offer tiered discounted network rates for annual and multi-year pre-paid services. See the "Plans and Coverage" page (Img 7.5) in the app for discounted pricing details. Ping is proud to partner with AT&T to offer world-class coverage across the globe.



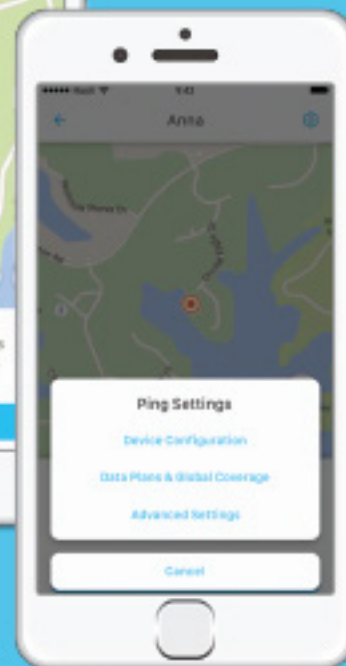
Img 7.1



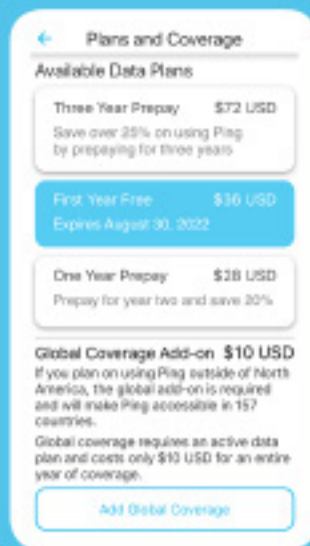
Img 7.2



Img 7.3



Img 7.4



Img 7.5



User Interface Overview

Ping Device Functionality

The Ping device was created to be very simple to use, and therefore features only one primary button (Img 8.1) that is used for all major device functions as follows:

Power On: press one time to power ON. The LEDs will glow white (Img 8.2) for 2 seconds then turn off. Device is now powered ON and enters standby mode (see page 11 for details regarding standby mode).

Check-in: press the center button quickly 3 times in a row. The LEDs will glow green (Img 8.3) to confirm that the check-in request was successfully triggered. The LEDs will periodically glow blue (Img 8.4) when the check-in is being sent. The LEDs will flash green when the check-in is successfully sent. See pages 9 - 10 for more details regarding Check-in.

SOS Alert: press and hold the button for 3 seconds, until the LEDs glow red (Img 8.5). When LEDs are red, release the button to send the SOS alert. The LEDs will flash blue followed by green to confirm the SOS alert was successfully triggered. The LEDs will periodically glow blue when the SOS alert is being sent, and will flash green when the SOS alert is successfully sent. See pages 9 - 10 for more details regarding Check-in.

Power Off: To power off, press and hold the button for 10 seconds until the LEDs will glow white for 5 seconds. When the LEDs are glowing white release the button. The LEDs will blink white one time to confirm power down, and the device will power OFF. If button is released prior to the LEDs glowing white, or past the 5 second period in which they are glowing white, power off is cancelled.

Check Status (On/Off, Battery): press the button 1 time. The LEDs will flash blue 1 time for every 25% of battery. The LEDs will flash blue one time for every 25% of battery life (i.e 4 flashes = 75% - 100%, 3 flashes = 50% - 74 %, 2 flashes = 25% - 49%, 1 flash = < 25%).

Press top center portion
of the Ping device to
activate the button

Img 8.1



Img 8.1

LEDs - White



Img 8.2

LEDs - Green



Img 8.3

LEDs - Blue



Img 8.4

LEDs - Red



Img 8.5

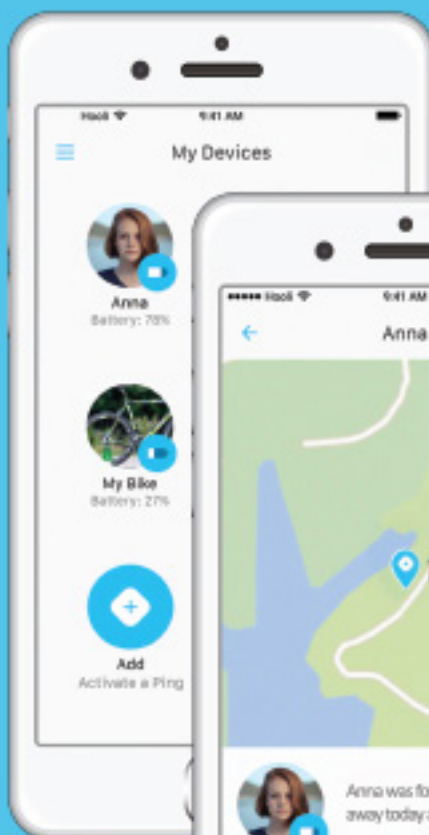
User Interface Overview

Check-in & SOS Alerts

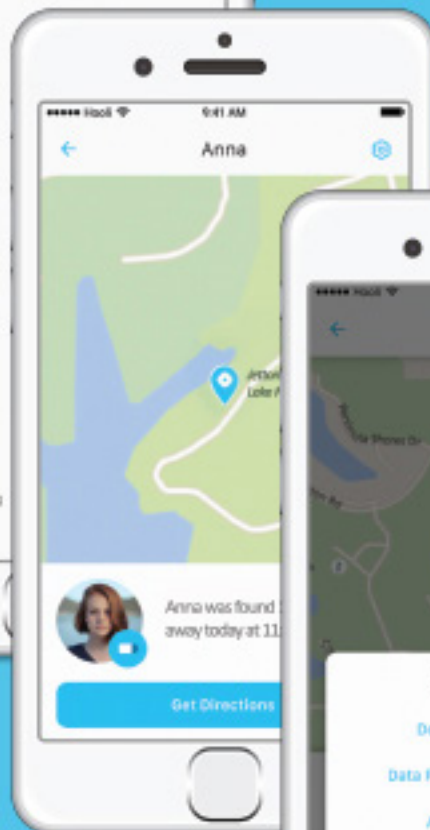
Check-ins and SOS Alerts are enabled for each Ping device by default. These functions can be disabled or re-enabled for any device as follows:

1. Open the Ping app.
2. From the "My Devices" page (Img 9.1), select the device for which you want to adjust the settings.
3. From the device page, select the Settings icon in the upper right-hand corner (Img 9.2).
4. From the "Ping Settings" prompt, select "Device Configuration" (Img 9.3).
5. From the "Device Configuration" page (Img 9.4), set the toggle switch for "Enable Check-ins" and "Enable SOS Functionality" to the OFF position to disable, or to the ON position to enable.

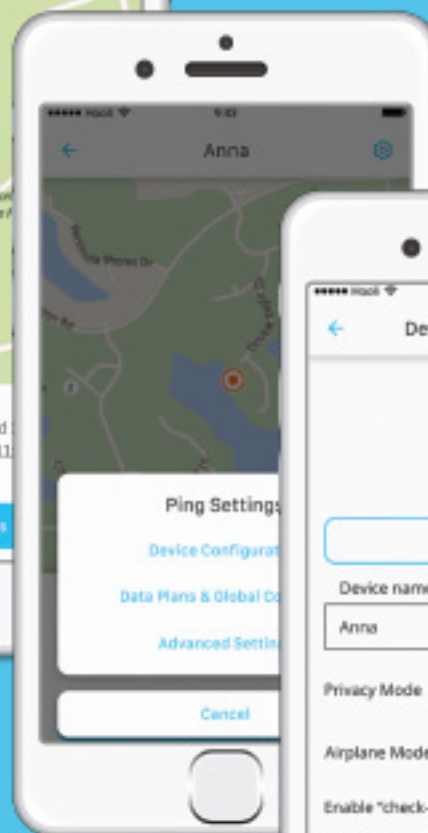
Note: It is recommended that Check-in and SOS Alert functions should remain enabled for any Ping devices that will be used for the purpose of keeping track of a person's location, i.e. children, elderly family members, etc. See page 10 for details regarding Check-in and SOS Alert notifications from the Ping smartphone app.



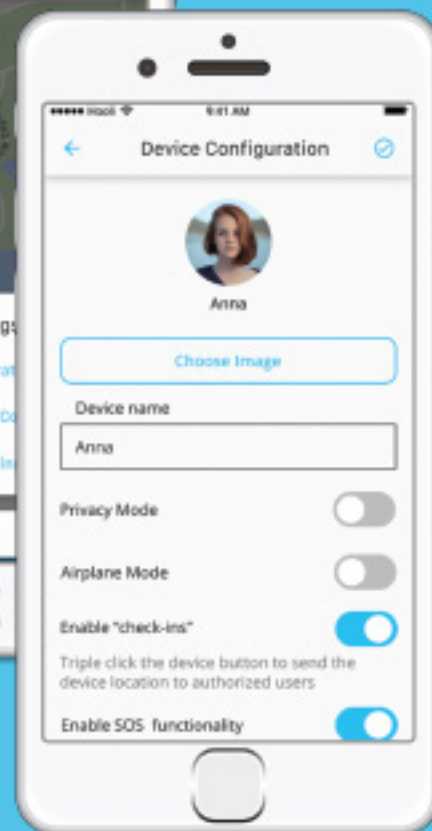
Img 9.1



Img 9.2



Img 9.3



Img 9.4

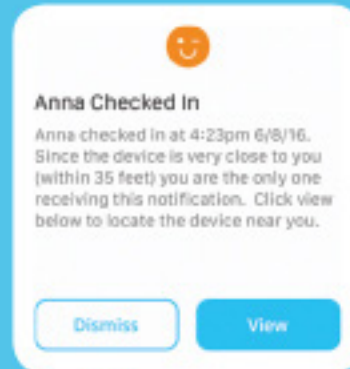
User Interface Overview

Check-in & SOS Alert Notifications

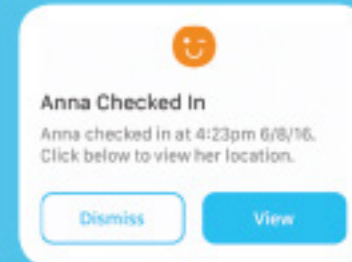
The notifications you receive for Check-ins and SOS Alerts will vary depending on whether the Ping device is located within Bluetooth range or outside of it. If within Bluetooth range, the prompt will inform you that the Check-in (Img 10.1) or SOS Alert (Img 10.4) occurred very close (within 35 feet). If outside Bluetooth range, the prompt will simply inform you that a Check-In (Img 10.2) or SOS Alert (Img 10.5) has occurred. All of these prompt types provide the option to view the device location on the map by selecting the "View" button. For Check-ins, the device location displays on the map highlighted in blue (Img 10.3). For SOS Alerts, the device location displays on the map highlighted in red (Img 10.6).

Note: the initial location provided for Check-ins and SOS Alerts are approximations based on cell towers. You can request a more specific GPS-based location within the app for Check-ins. SOS Alerts will automatically attempt to locate via GPS after providing the approximation via cell towers.

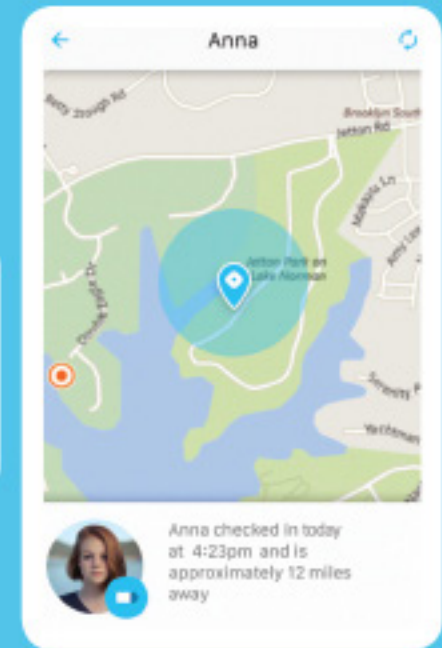
Please note that Ping is NOT a life-saving device. Do not use Ping in place of 911 or other emergency services. The alert functionality only notifies the mobile app that the alert button has been pushed and does not contact medical or emergency services. Use with care. See pages 9 - 10 for more details regarding SOS Alerts.



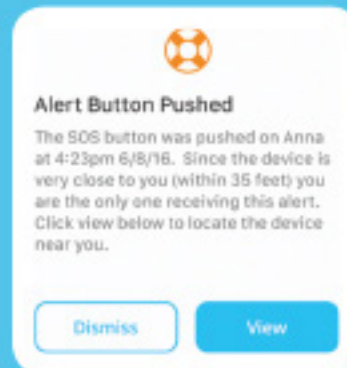
Img 10.1



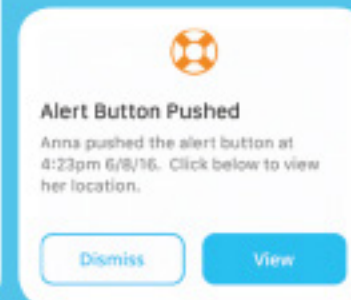
Img 10.2



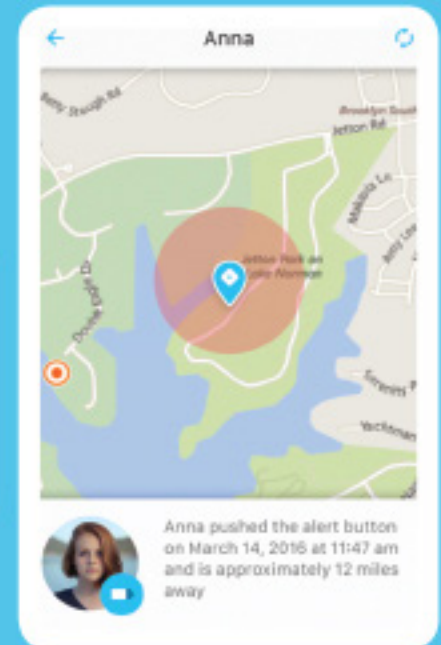
Img 10.3



Img 10.4



Img 10.5



Img 10.6



User Interface Overview

Smartphone App Overview

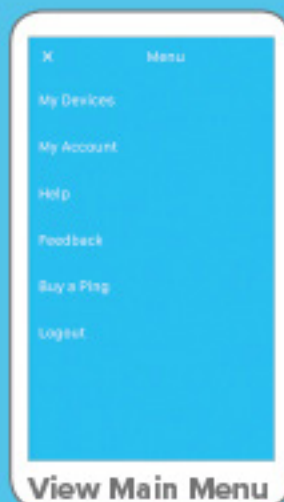
The Ping smartphone app is your control center for all of your devices. Use the app to:

- Add & configure devices
- Track any device on demand
- Manage your billing preferences
- Update your account & device settings
- Receive Check-in/SOS Alert notifications*
- Receive daily battery/firmware check notifications
- Enable Privacy Mode
- Enable Airplane Mode

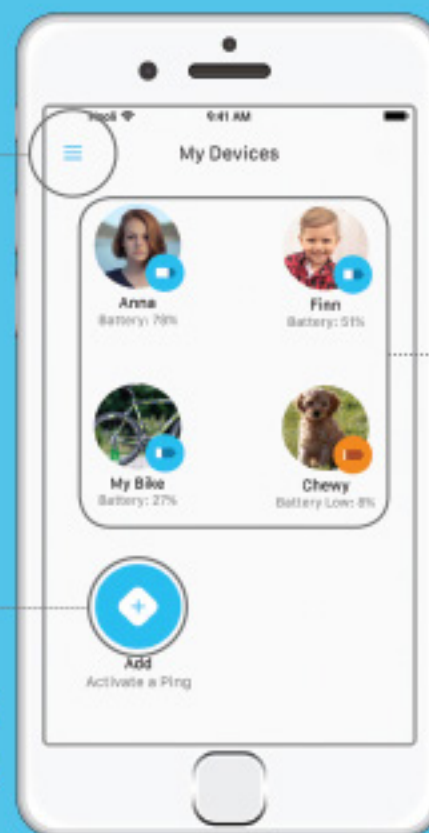
You may also access the your account, and the features of the Ping app through the web at <https://pinggps.com>.

***Note:** If you have allowed for push notification from Ping as recommended (see page 5, Permissions), you will receive Check-in and SOS Alert notifications even when the app is closed on your smartphone.

****Note:** For optimal battery-life utilize Privacy Mode during hours of the day in which it is not necessary for Ping devices to be connected to the cellular network. For example, if you have a Ping device attached to a pet that will be mostly kept indoors, you can preserve battery on that device by enabling privacy mode during the times your pet is indoors, and disabling privacy mode when your pet is outdoors.



View Main Menu



Add Additional Ping Devices

Select Any Ping Device to Request a Location Update

Img 9.1

User Interface Overview

Tracking Location

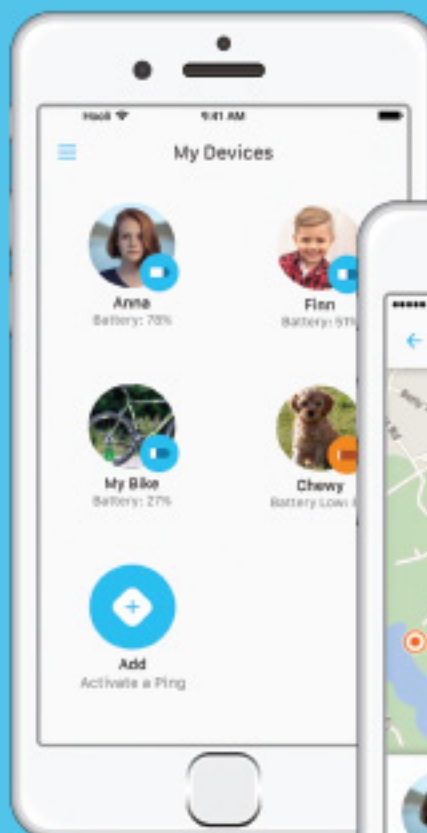
Select a device from the app's My Devices page (img 10.1) to request a location update for that device.

1. If the BLE connection is active (within range), the app will provide the option to activate the Buzzer and white LEDs on the Ping device to help guide you to the device's location. The app's interface also displays rings that will fill in as the BLE connection strength increases, for visual confirmation of your proximity to the device.

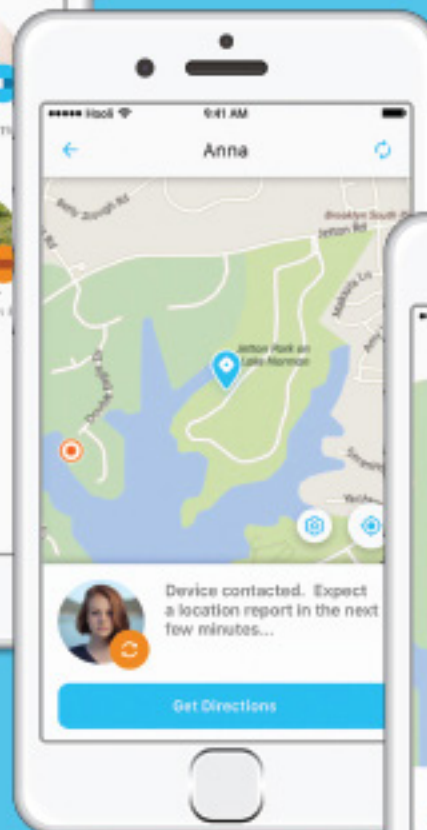
2. If device is outside of BLE range, the location request is sent via the cellular network. When the device receives the request, it will return a confirmation back to the app via SMS. This confirmation includes an approximate location via cell tower triangulation, and the map will update to display this approximation (img 10.2).

3. When a location request is received, the device will also attempt to lock on to satellite signal via GPS. When GPS lock occurs, the device will follow up with a second SMS to the app containing a more precise location, and the map will update by zooming in to the more precise location (img 10.3). Due to the nature of GPS technology, there may be instances in which GPS lock is not possible, such as if the device is located indoors without a clear view of a window. The device will search for GPS signal for up to 20 minutes before powering the GPS down to preserve battery. When this occurs, the app will display a message (img 10.4) indicating that the location is an approximation based upon cell tower positioning.

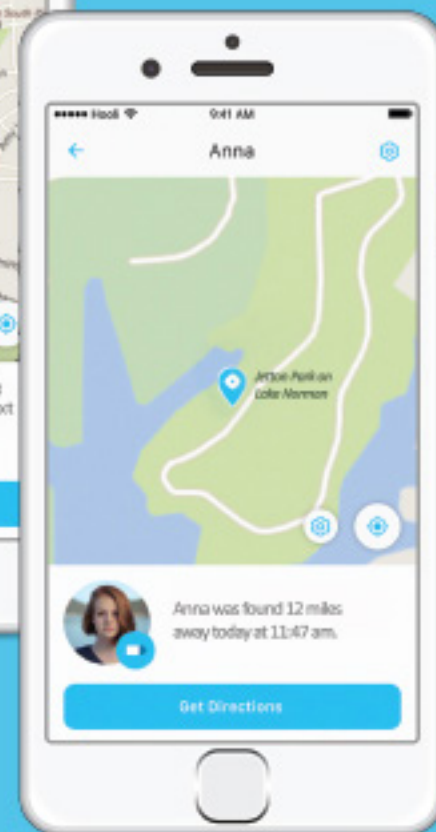
Note: As mentioned on page 11, the Ping device features a Privacy Mode and an Airplane Mode that can be set through the app. When these modes are active cannot receive location requests until normal Standby Mode is resumed. For more details regarding Privacy Mode and Power Saving Mode please see page 15.



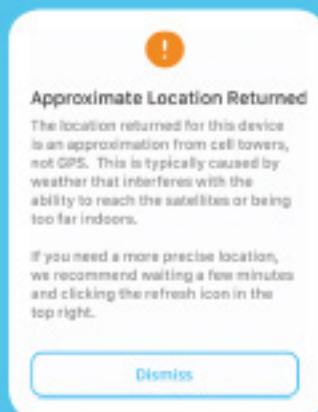
Img 10.1



Img 10.2



Img 10.3



Img 10.4

User Interface Overview

Standby Mode

Standby Mode is the normal mode of operation for your Ping device. In Standby Mode, your Ping remains connected to the cellular network in a low-power state, ready to receive SMS location requests and/or send check-in & SOS alerts. See page 8 for details regarding sending check-ins and SOS alerts from the device. See page 10 for details regarding sending location requests from the Ping app.

Motion Power Management

Motion Power Management enhances the battery life of your Ping device when in Standby Mode. If the accelerometer does not detect motion for three hours, your Ping device will automatically obtain and transmit its current position to the app. Then, it will disconnect from the cellular modem and power it off. Bluetooth wireless technology remains active, as does the accelerometer. The Ping device will automatically re-enter Standby Mode when continuous movement is detected by the accelerometer for 30 seconds or more. The device will also automatically re-enter standby mode if the button is pressed to send a check-in or SOS alert.



User Interface Overview

Device Settings

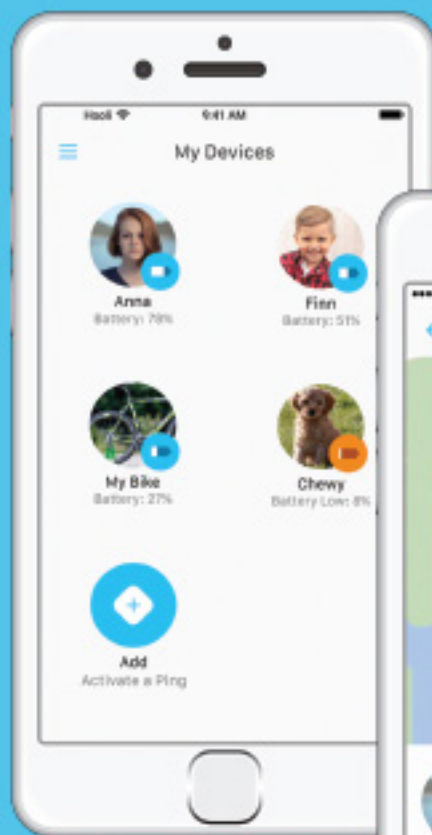
The Ping smartphone app allows you to configure the settings for each device individually. To view the settings for any device, first select the device from the "My Devices" page (Img 14.1). Next, from the device page (Img 14.2), select the settings icon located in the upper right hand corner of the page. Then, when prompted (Img 14.3), select one of the menu options:

1. Device Configuration. From this menu you can:

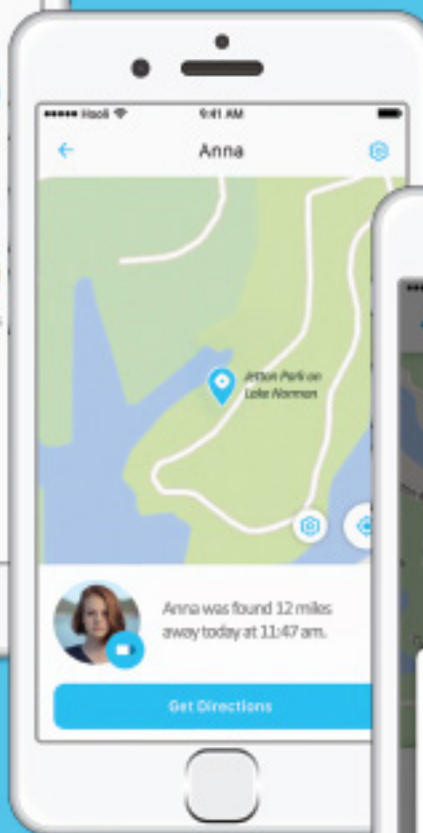
- Assign or update the device name and image associated with the device.
- Enable & disable Privacy Mode and Airplane Mode
- Enable & disable Check-in & SOS functions on the device
- Remove the Ping device from your account. This will allow the Ping to be paired to another account and smartphone.

2. Data Plans & Global Coverage. This menu allows you to select a dataplan and add global coverage. As previously mentioned, users in the United States, Canada, and Mexico will receive the first year of the dataplan free. You can save money by prepaying for year 2 or save even more by prepaying for 3 years.

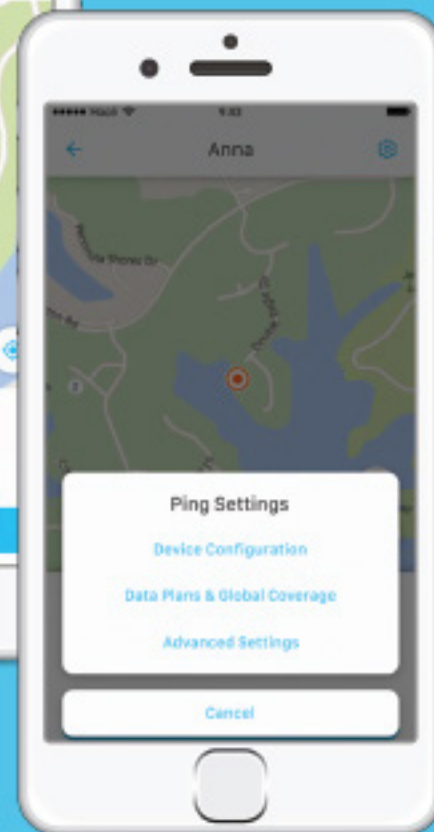
3. Advanced Settings. From this menu you can view your device's firmware version and check for firmware updates. If a firmware update is available, you will have the option to update from this menu. Additionally, you can send logs to the Ping technical support team (if requested to do so).



Img 14.1



Img 14.2



Img 14.3

User Interface Overview

Privacy Mode

Privacy Mode* allows you to disconnect any Ping device from the cellular network. When in Privacy Mode, the Ping device will not accept any location requests through the cellular network, but can still receive requests via Bluetooth wireless technology. You may still send check-in and SOS alerts from the Ping device when in Privacy Mode.

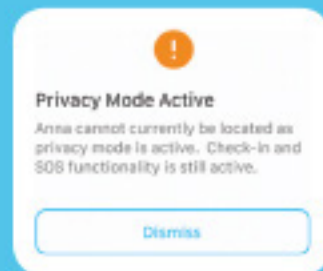
Airplane Mode

Any Ping device that will be onboard an aircraft should be put into Airplane Mode, which disables the cellular modem's transmission capabilities per FAA regulations.

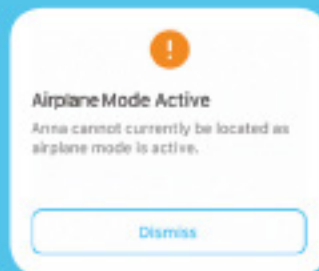
To enable/disable Privacy Mode and Airplane Mode:

1. Open the Ping app.
2. From the "My Devices" page (Img 12.1), select the device for which you want to adjust the settings.
3. From the device page, select the Settings icon in the upper right-hand corner (Img 12.2).
4. From the "Ping Settings" prompt, select "Device Configuration" (Img 12.3).
5. From the "Device Configuration" page (Img 12.4), set the toggle switch for "Enable Check-ins" and "Enable SOS Functionality" to the OFF position to disable, or to the ON position to enable.

Note: when attempting to use the app to locate a device that is currently in Privacy Mode or Airplane Mode, you will see a prompt (Img 12.5 & Img 12.6) indicating that the device cannot currently be located.



Img 12.1



Img 12.2

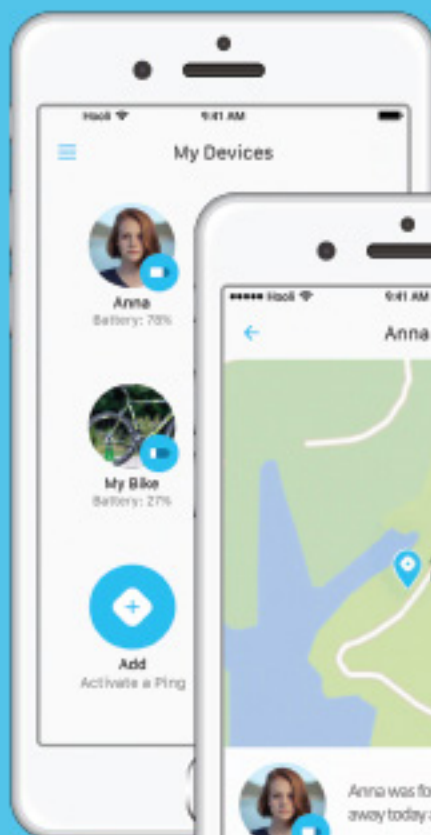
User Interface Overview

Updating Your Device Firmware

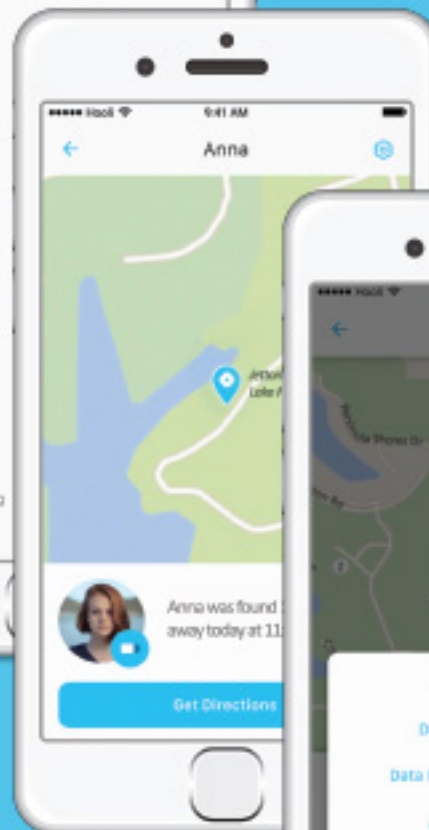
When you first activate a new device by pairing it with the Ping app, the app will check the device firmware to determine whether a firmware update is available. If so, it will automatically be installed as part of the setup process. Subsequently, you can check for firmware updates as follows:

1. Open the Ping app.
2. From the "My Devices" page (Img 15.1), select the device for which you want to check the firmware.
3. From the device page, select the Settings icon in the upper right-hand corner (Img 15.2).
4. From the "Ping Settings" prompt, select "Advanced Settings" (Img 15.3).
5. The "Advanced Settings" page (Img 15.4) will display the current firmware on the device, and whether or not a new firmware is available. If a new firmware is available, select the "Update Firmware" button to begin updating your device.

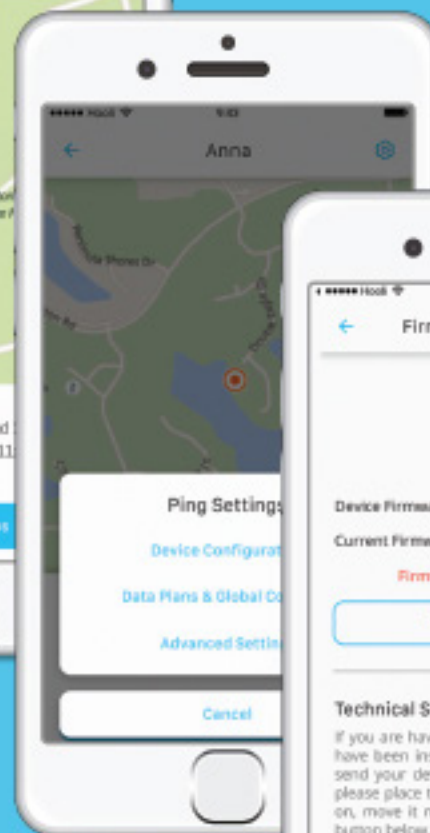
Note: When installing a firmware update, your device must be located near the phone to which it is paired. Do not power the device or the phone off during a firmware update, and do not take the device out of Bluetooth range of the phone during a firmware update. When the update is complete, the app will notify you that it is rebooting the device. Once the device is rebooted, the update is complete. The full update process generally only take a couple minutes to complete. It is advised that you keep the firmware up to date for all of your Ping devices.



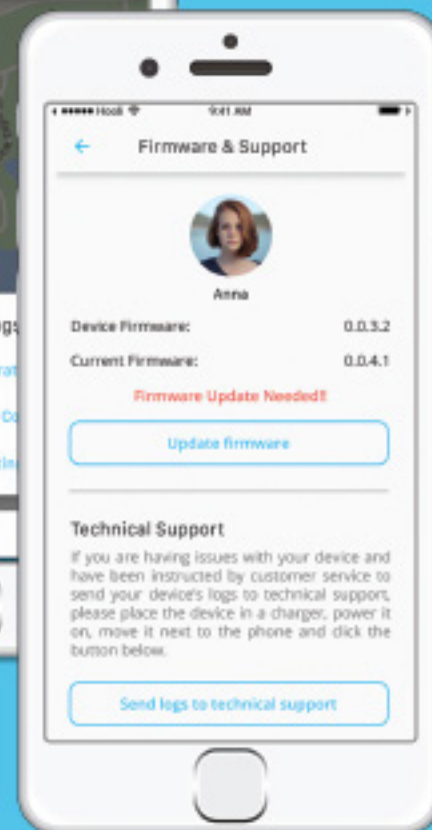
Img 15.1



Img 15.2



Img 15.3



Img 15.4

Troubleshooting & FAQs

What smartphones are compatible with the Ping app?

The Ping app is available for iPhones running iOS 9.0 or later, and Android phones running Android 4.3 or later.

Can I also access app functions on a web browser?

Yes, you can access your account at <https://pinggps.com> and utilize all of the same tracking features that are included in the smartphone app; however, please note that Ping devices must be synced to your account via the smartphone app.

Are my Pings waterproof?

Pings are rated IP68, meaning they are protected from dust and are also waterproof against brief accidental submersion.

How long is the Ping's battery life?

In most cases, the fully charged battery can provide anywhere from 3 weeks to several months depending usage frequency. The longer your remains in a power save mode, the longer the battery will last between charges.

How long does it take to fully charge the Ping's battery?

It takes approximately 3 hours to charge your battery from < 5% to full charge.

How do I clean my Pings?

You can hand wash your Pings using warm water and a mild detergent such as dish soap. Do not use hot water.

Are Pings dishwasher safe / machine washable?

Although Pings are highly durable and waterproof, using a washing machine or dishwasher are not recommended methods of cleaning. Hot water temperatures and submersion for extended periods of time may compromise the integrity of your Ping(s). For best results, hand wash as described in the previous item above.

How often should I charge my Ping(s)?

This again depends on the frequency of usage; however, your Ping devices will send you alerts when their batteries are at 15% remaining, 10% remaining, and when there is 5% remaining your device will alert you along with its current location.



Troubleshooting & FAQs

How do I charge my Ping(s)?

To attach the charging cradle, locate the contact pins on the side of the Ping device, then align the side of the charger with the charging pins first and lock the charging cradle into place. The alignment arms on the non-locking sides of the charger will ensure proper alignment as you attach the charging cradle. See page 3 for complete details and corresponding images.

How do I update the firmware on my Ping(s)?

You will receive notifications from the app when firmware updates are available, and firmware updates are applied automatically over-the-air when Ping's are within BLE range. You will see status of firmware updates in progress via the app when this occurs.

I am having trouble syncing a Ping with my smartphone. What can I do?

Make sure Bluetooth is enabled on your phone via your phone's settings menu. Make sure your phone is close to the Ping that you are trying to add. If you still have issues, try performing a hardware reset on the Ping (see next item below) and resetting your phone by powering off and restarting.

How do I perform a hardware reset on my Ping?

Locate the charging contact pins on the side of your Ping. The reset button is centered between the charging pins, and sits slightly lower. Use a paper clip or similar item to press the reset button. As the Ping reboots, the LEDs will go through the Power On sequence (see page 8 for a description of the LED Power On sequence). After the reboot is complete, the Ping will enter Standby Mode.

The red LED is lit on my Ping. What does this mean?

The red LED remaining constantly lit could mean a number of things. The first thing you should do is attempt a hardware reset and make sure to fully charge the battery. If normal function does not resume after taking these steps, please contact Ping technical support by emailing support@pinggps.com.

How do I contact Ping technical support?

Please send all inquiries, technical or otherwise, to support@pinggps.com.



Ping Warranty Statement

Your Ping(s) are warranted for one year from the date of purchase for hardware or manufacturer defects. You will need to contact our customer service team to receive an RMA number for exchange in the event that they are unable to successfully resolve the issue(s) you are experiencing. To qualify for an exchange, your device must not be physically damaged in any way. For any questions pertaining to warranty, please email support@pinggps.com.

Privacy Policy and Terms & Conditions

Our Privacy Policy and Terms and Conditions are available for review at the following URLs:

<https://pinggps.com/privacy-policy>

<https://pinggps.com/terms>

Compliances



FCC/ISED REGULATORY NOTICES

Modification statement

Ping GPS has not approved any changes or modifications to this device by the user. Any changes or modifications could void the user's authority to operate the equipment.

Ping GPS n'approuve aucune modification apportée à l'appareil par l'utilisateur, quelle qu'en soit la nature. Tout changement ou modification peuvent annuler le droit d'utilisation de l'appareil par l'utilisateur.

Interference statement

This device complies with Part 15 of the FCC Rules and Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

FCC Class B digital device notice

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

CAN ICES-3 (B) / NMB-3 (B)

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de classe B est conforme à la norme canadienne ICES-003.



EU COMPLIANCE STATEMENT

Ping declares that this wireless device complies with the requirements and provisions of the Radio Equipment Directive (RED). A copy of the EU Declaration of Conformity can be viewed at: <http://pinggps.com/ce-doc>



WEEE DIRECTIVE

This symbol means that your Ping device and/or its battery shall not be disposed of with household waste. Please dispose of this product at the end of its life cycle at a proper collection facility/receptacle as designated and regulated by local law.

← The boring stuff



ping

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Ping is committed to making as small an impact on the environment as possible. We ask you to please consider the environment before printing this manual. If you do print it, please help us to protect our planet and keep it beautiful by recycling should you opt to discard it.

