

**WHERIFONE™**  
G500 Series (G550/G560)



# User Guide



## My Wherifone Information

To access the Wherify Global Location Service Center on the Web:

<http://www.wherify.com>

To access the Global Location Service Center by phone:

1-877-WHERIFY (943-7439)

Wherifone ID: \_\_\_\_\_

Primary Contact: \_\_\_\_\_

IMEI Number: \_\_\_\_\_

S/N Number: \_\_\_\_\_

User ID: \_\_\_\_\_

Password: \_\_\_\_\_  
(Chosen by you at time of activation)

Key Phrase: \_\_\_\_\_  
(Chosen by you at time of activation)

Secondary Contact: \_\_\_\_\_

# WHERIFONE™

## G500 Series (G550/G560)

# User Guide

Please read this user guide, including its **Safety Information and Warnings** section, prior to using your Wherifone G500 Series GPS locator phone and the Wherify location services. Please keep a copy of this user guide for your future reference.

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## HOW TO OBTAIN SUPPORT

If you have any difficulty understanding or using your Wherifone G550/G560 GPS locator phone or the location services provided by Wherify Wireless, Inc. as described in this user guide, additional information may be found at <http://www.wherify.com>. You may also email us at: [customer-care@wherify.com](mailto:customer-care@wherify.com); and call us at: 1-877-WHERIFY (1-877-943-7439). Support for third party services and affiliate services are not the responsibility of Wherify Wireless, Inc., and must be contacted directly for service support.

**Troubleshooting Guide:** The Wherify Web site, at <http://www.wherify.com>, contains a Troubleshooting Guide discussing solutions to possible problems.

**User Guide and Product Changes.** This user guide is based on the production version of the Wherify Wherifone G500 Series (G550/G560) phones. Software changes may have occurred after this printing. Information in this user guide may be changed by Wherify Wireless, Inc. from time to time in its sole discretion, without notice. Additionally, Wherify Wireless, Inc. reserves the right to at all times make any changes in its products and services, including without limitation the Wherifone GPS locator phone and the Wherify Wireless, Inc. locations services, in each case without notice and without any obligation to provide updates and upgrades to you. Wherify's web site may have information regarding changes made by Wherify in its products and services from time to time.

**NOTE TO PARENTS AND GUARDIANS.** If your Wherifone GPS locator phone is to be used by an individual that is not a fully competent adult (e.g. someone in the beginning stages of Alzheimer's, a child, or other special needs condition) or other individual that has not read or may be unlikely to read or understand this user guide, it is important that you carefully explain to such individuals the features and operation of the Wherifone GPS locator phone as described in this user guide, including confirming that they understand and are able to use the Wherifone GPS locator phone and the functionality and features of the phone; they understand the requirements and limitations on its performance (including the circumstances and conditions under which the location functionality and features will and will not work), and they understand what to do in an emergency.

**IT IS IMPORTANT THAT YOU READ ALL SAFETY WARNINGS, LIMITATIONS, AND DISCLAIMERS IN THIS USER GUIDE PRIOR TO USING YOUR WHERIFONE GPS LOCATOR PHONE AND THE WHERIFY LOCATION SERVICES.**

## Part One

# The Wherifone™ G500 Series GPS Locator Phone

## Your Wherifone G500 Series



Figure 1.1

1. **SIM Card Holder:** Pull out SIM card drawer and slide in your SIM card until it snaps into place.
2. **Dual Function—Volume Control and Navigation:** Press these buttons to control speakerphone volume. Press (+) to increase volume or (-) to decrease volume. While in the **Menu** use buttons to move to select desired feature.
3. **Battery Strength Indicator:** Indicates the percentage of charge left in the battery.
4. **Menu/OK Button:** Use this button to scroll through menu options AND to select features.
5. **Dual Purpose Buttons—Scroll and Programmable Buttons:** While in the **Menu**, buttons 5 and 3 can be used to move the cursor left or right to select the desired feature **OR** during normal operation can be preprogrammed and used for making a phone call.
6. **Reset Button:** **DO NOT USE** unless directed to by a Wherify Customer Service Representative.
7. **Charging Port:** Plug in the AC power adaptor here to charge battery.
8. **Power Off/End Button:** Press and release to hang up or disconnect a call. Press and HOLD for five (5) seconds to turn your Wherifone "OFF".
9. **Programmable Buttons 1 through 5:** Press any numbered button once to display a pre-programmed phone number; then press the **menu/OK** button to dial that number. Or you can press and hold a numbered key for four (4) seconds to dial the selected number.
10. **Cellular Phone Network Signal Strength Indicator:** Indicates the signal strength of the GSM network.

11. **Power On/Off Button:** Hold this button down for 2 seconds to power the unit "ON" or 4 seconds to power the unit "OFF."
12. **Speaker:** Plays Ring Tones when phone rings. Also used to listen to inbound caller during a conversation.

**Other required equipment:**

1. **A Personal Computer with Internet account, or a standard home/office phone or non-Wherify cellular phone (not included):** Once you have activated your account, your Wherifone is part of location and emergency network. Use a computer with an Internet account, or a phone, to access the network.
2. **Global Location Service Center:** The behind-the-scenes backbone of the location and emergency network (included after account activation with Wherify).

## The Wherifone G500 Series GPS Locator Phone

Congratulations on your purchase of the Wherifone GPS Locator Phone. The Wherifone is the world's smallest GSM/GPS Locator Phone and provides a totally unique and affordable way for families with pre-teens, seniors, or those with special medical needs, to stay connected and in contact with each other. Wherify's integration of digital cellular GSM technology with Global Positioning System (GPS) technologies is designed to enable you to locate and track the Wherifone GPS Locator Phone. Because Wherify's technology is designed to improve location performance over conventional GPS technology, locating and tracking the Wherifone G500 Series phone may be possible even when there is no direct line of sight between the phone and the GPS satellites, such as when the phone is being used in vehicles, homes and offices. Whether you are at work, at home, or traveling, you can use the Internet or any telephone to quickly and precisely identify the location of the Wherifone.

**Please read the entire User Guide to become familiar with the Wherifone and how it works.**

In order to use Wherify's location technology, you will need the following:

1. A GSM cellular account with Wherify Wireless, Inc., or designated service provider;
2. Your Wherifone GPS locator phone;
3. A Wherify Wireless locations services account or a location services account provided by a third party for the Wherifone under authority of Wherify Wireless (each requires activation in addition to your cellular account); and
4. Internet and/or telephone access (not provided by Wherify), including (i) for Internet access, appropriate computer

equipment, software and an Internet account and (ii) for telephone access, a home/office phone or other non-Wherify cellular phone.

Later in this user guide, we will provide additional detail regarding each of these portions of the system. But, to provide you with an overview, you can better understand the general operation of Wherify's technology from the following figure.

### Note

It is not possible to track or locate the Wherifone using the location services or GPS satellites when it is not powered "ON."

The Wherifone GPS locator phone is designed to obtain location information using both GPS satellites and GSM cellular phone towers, and to communicate with Wherify's state-of-the-art automated Global Location Service Center over the GSM network in order to make the location information available to you by telephone and over the Internet. The Wherify Global Location Service Center processes the location information it receives from the Wherifone and makes it available to you via the secure Wherify website in the form of map and aerial/satellite photography showing the location of your G500 Series phone, or an approximate street address if you do not have internet access. The Wherify service center is also backed by Wherify's customer care representatives to provide you with assistance.

Should GPS satellites be obscured or a GPS fix otherwise be unavailable, the Wherify system will provide the approximate position of a Wherifone by using location information taken from the GSM network, such as the location of the serving cell phone tower (Cell ID), where this information is made available to Wherify. GSM network location information may also be used by safety officials during an emergency 911 call to determine the approximate position of the Wherifone user.

## System Overview



Figure 1.2



## How It Works

You can locate the Wherifone in two easy ways:

1. Log onto the Internet at **www.wherify.com** (see page 42) to view location information on street and aerial maps.
2. Call us at **1-877-WHERIFY** (see page 38) to obtain a verbal location report from a Wherify Customer Care representative.

We'll map your loved-one's location and give you a nearby/ approximate street address, typically in less than a minute. An e-mail of the same information is also available.

## The System Behind the Wherifone

The Wherifone works by combining Wherify's patented location technology with the United States Department of Defense's Global Positioning System (GPS) of satellites—plus the digital, nationwide cellular networks.

We integrate all this into our state-of-the-art automated Global Location Service Center—utilizing the same type of mainframe computers used by banks, telephone companies and airlines, and backed by Wherify's Customer Care representatives standing by to provide assistance when needed.

When you request a Locate either through our Web site at **www.wherify.com** or over the phone at **1-877-WHERIFY** (943-7439), our Global Location Service Center contacts the Wherifone with a silent signal via a nationwide GSM cellular network. The Wherifone then zeros in on the closest GPS satellites orbiting the Earth, determines its location, and reports its latitude and longitude coordinates back to the Global Location Service Center.

Our Global Location Service Center processes those coordinates, pinpoints them with advanced mapping software, and gives you an approximate street address (if one is available) with your

Wherifone location plotted onto two types of maps: 1) Standard online street maps and 2) a detailed high resolution photo map (using either aerial or satellite imagery).

## Setup

We make it easy for you to set up your Wherifone and your accompanying account. **YOU MUST FULLY COMPLETE THE ACTIVATION PROCESS FOR YOUR WHERIFONE TO WORK.**

Before you can use your Wherifone you need to:

**Step 1: Fully charge the battery**

**Step 2: Insert the SIM card**

**Step 3: Turn on Your Wherifone**

**Step 4: Activate your account**







### Step 1: Charge the Battery

Before using your Wherifone, we recommend charging the battery for at least twelve hours (12) hours. After this charge time, the battery icon should indicate that the phone is fully charged. **The battery must be fully charged before you can continue to "Step 2: Insert the SIM Card"** on page 11. Do not insert the SIM Card until the battery has been fully charged.

**Battery Strength:** The battery icon on the LCD indicates the charge state of the battery. The more filled-in the icon, the more battery power is left in the Wherifone. If it indicates very low power or less, your Wherifone may not be able to receive a location request, take incoming phone calls, or make outgoing phone calls.

**Battery Charge Life:** The Wherifone uses a miniaturized, built-in rechargeable Lithium Ion Polymer battery. In order to maximize battery life and reduce the risk of inoperable location and/or cellular services in an emergency, we recommend that the battery be charged whenever possible by plugging the Wherifone G500

### BATTERY LEVEL ICON

	CHARGING IS REQUIRED
	VERY LOW POWER (<20% OF BATTERY LIFE). UNIT SHOULD BE CHARGED
	LOW POWER (<40% OF BATTERY LIFE)
	MEDIUM POWER (60% OF BATTERY LIFE)
	MEDIUM HIGH (80% OF BATTERY LIFE)
	FULLY CHARGED BATTERY

Series phone into its charger whenever an outlet is available, but no less often than a full overnight charge each evening. You will NOT harm the battery by leaving the G500 Series in the charger for long periods of time, and it is NOT necessary to drain the battery before charging.

The length of time the phone will work on a charge varies depending upon individual use, including factors such as signal strength, GSM network coverage, GPS satellite positions, age of the battery, length of time the phone is left on, time spent making voice calls, whether or not functions are used that power on the GPS receiver (e.g. location requests).

**WARNING: Only use the Wherify battery charger that came with the Wherifone to charge it. Do not use any other battery charger. Other battery chargers may damage the battery and the Wherifone, and may also be dangerous to anyone near the unit.**

### Step 2: Insert your SIM Card

When you register as a subscriber with Wherify or another GSM network operator, you get a SIM (Subscriber Identity Module) card. The SIM card contains a computer chip that keeps track of your phone number, the services included in your subscription, phonebook information, and other information.

To insert your SIM card, remove the SIM drawer on the top of the phone and snap in your SIM card with the notched corner in the top right and the GOLD pads facing forward. Please refer to the photos below.

### Note

The Wherifone requires a valid SIM Card to function. The SIM card must be in the phone prior to activation. If you do not have a SIM card the unit will not make or receive phone calls. The phone must be off when you insert or extract the SIM card.

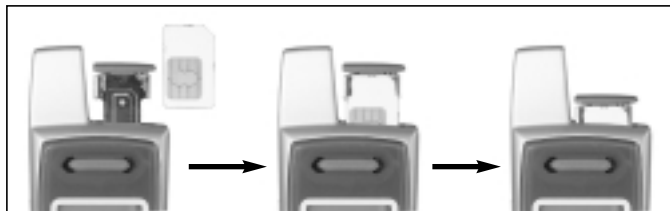


Figure 1.3

### Step 3: Turn On the Wherifone

The Wherifone must be ON to operate and to communicate information about your location, to receive incoming phone calls, or make outgoing phone calls. To turn on the Wherifone, press and hold the **Power** button for 2 seconds.

To turn off your Wherifone, press and hold the **Power** button for 4 seconds, OR; press and hold the **Power Off/End** button for 5 seconds.

### Step 4: Activating Your Account

**IMPORTANT: YOU MUST SIGN UP FOR WHERIFY SERVICE AND ACTIVATE YOUR ACCOUNT TO USE YOUR WHERIFONE.** Activation gives you access to Wherify's Global Location Service Center and "links" your Wherifone to you.

#### Activating Your Account

To activate your account, you'll need to select a Wherify service plan for both your cellular and location services. You can get information concerning the latest service plans made available by Wherify where you purchased your Wherifone, on our Web site at [www.wherify.com](http://www.wherify.com) or by calling **1-877-WHERIFY** (1-877-943-7439). You should choose the plan that's right for you and that matches how you intend to use your Wherifone GPS locator phone and the location services.

Wherify provides service plans for both cellular phone service and location services. The cellular and location services may or may not be bundled together depending upon what Wherify elects to make available at the time. All Wherify service plans are subject to Wherify's then most recent terms and conditions, published on the Wherify web site, as being applicable to the particular service. Wherify reserves the right to revise its plans, and its service terms and conditions, at any time in its sole discretion without notice.

### Additional Information for Account Activation

In addition to the required phone set up and plan selection described above, you will be required to provide the following information in order to activate your cellular and location service accounts (to help speed up the activation process, we suggest you write this information down before starting. You can use the "My Wherifone Info" page, which is inside the front cover of this user guide, to keep track of this information).

- The two serial numbers from the back of your Wherifone. These numbers can also be found on your package, they are called the IMEI and S/N. The IMEI is fifteen (15) characters in length; and the S/N is eleven (11) characters in length.
- A security password you create for your account. The password needs to be at least six (6) characters (up to twelve (12) characters is permitted). Characters can be any combination of numbers, symbols, or letters you choose.
- A key phrase you create to help you remember your password, in case you forget it.
- Your credit card information: number and expiration date.

Once you have set up your phone, identified the desired Wherify service plan and collected this information, you're ready to activate!

At this point, simply go online to [www.wherify.com](http://www.wherify.com) and click the Activate button, then follow the activation instructions and prompts. If you do not have access to the Internet, call **1-877-WHERIFY** (1-877-943-7439) and a Wherify Customer Care representative will help you activate your account.

Record your User ID and Phone Number: At the end of the activation process, you will be provided with two important numbers that allow you to access your account:

- User ID—a 10-digit number (like a phone number) you will use

with the Password you created to access secure Whereify Services from our Web site.

- Phone Number—a 10-digit number (for the USA) used for receiving incoming phone calls (including area code).

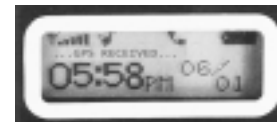
Please write these numbers in the “My Whereifone Info” page, located inside the front cover of this guide. Please keep them in a safe and confidential place.

**Your Whereifone is now ready to use!**

## Getting to Know Your Whereifone G500 Series GPS Locator Phone

### Main Display

Important information about the status and features of the Whereifone appear in the main display. There are three types of displays on the Whereifone:



**Icon Display:** The top icons show the vital Whereifone functions.

**Scrolling Display:** The middle line is scrolling text that indicates carrier, locate, and other status information.

**Message Display:** The bottom line shows the date and time during regular use.

### Signal Strength

The number of bars in the Signal Strength icon indicates the strength of the GSM network signal the Whereifone is receiving. More bars mean a stronger GSM signal. The Whereifone uses the GSM network for all communication activities: making calls, receiving calls, receiving pages, receiving location requests, and sending location reports to the Global Location Service Center.

If the signal strength is low or non-existent, your Whereifone may not be able to receive a location request, send its location information, or make incoming or outgoing phone calls.

### GSM NETWORK SIGNAL STRENGTH ICON

NO BARS	NO SIGNAL ON GSM NETWORK
ONE BAR	VERY LOW OR WEAK SIGNAL ON THE GSM NETWORK
TWO BARS	LOW SIGNAL ON THE GSM NETWORK
THREE BARS	MEDIUM SIGNAL ON THE GSM NETWORK
FOUR BARS	MEDIUM HIGH SIGNAL ON THE GSM NETWORK
FIVE BARS	HIGH SIGNAL ON THE GSM NETWORK

### Ring Mode

The Ring Mode icon indicates that the Wherifone is set either to "Ring Mode" or "Vibration Mode." Set this mode using the **Menu** function. In Ring Mode the Wherifone will alert the user to an incoming call via the ringtone selected by the user. When the phone is in Vibration Mode the phone will vibrate to alert the user to an incoming call.







### Lock

The Lock icon indicates that the Wherifone keypad is locked. The Lock icon will only appear when the keypad has been locked using the **Menu** function. If the keypad is locked you may temporarily unlock it by holding down on the **menu/OK** button for three seconds. The keypad will automatically re-lock one minute after you've completed your call or locate. The 911 button will work even if the keypad is locked.

### Battery Level

The Battery Level icon shows the battery charge. The more filled in the icon, the more battery power is left in the Wherifone. If the Battery Power icon is empty, you may not be able to perform locates, receive or send phone calls, or receive pages.

### BATTERY LEVEL ICON

	CHARGING IS REQUIRED
	VERY LOW POWER (<20% OF BATTERY LIFE). UNIT SHOULD BE CHARGED
	LOW POWER (<40% OF BATTERY LIFE)
	MEDIUM POWER (60% OF BATTERY LIFE)
	MEDIUM HIGH (80% OF BATTERY LIFE)
	FULLY CHARGED BATTERY

## Using the Wherifone:

Your Wherifone has the ability to communicate your location whenever it is powered on, within the range of the GSM and GPS signals, and a Location Report is requested either online at [www.wherify.com](http://www.wherify.com) or 1-877-WHERIFY (943-1769), or by requesting a locate directly from the Wherifone.

### Turning On the Wherifone

The Wherifone must be ON to operate and to communicate information about your location, to receive incoming phone calls, or make outgoing phone calls. To turn on the Wherifone, press and hold the **Power** button for 2 seconds.

### Turning Off the Wherifone

You should turn off your Wherifone if you will not be using it for an extended period of time. Just like a cellular phone, you **MUST** turn the Wherifone off when you are traveling on any commercial airplane.

When you turn off the Wherifone, all locating and phone call functions are suspended.

To turn off the Wherifone:

1. Press and hold the **Power** button for 4 seconds, OR;
2. Press and hold the **Power Off/End** button for 5 seconds.

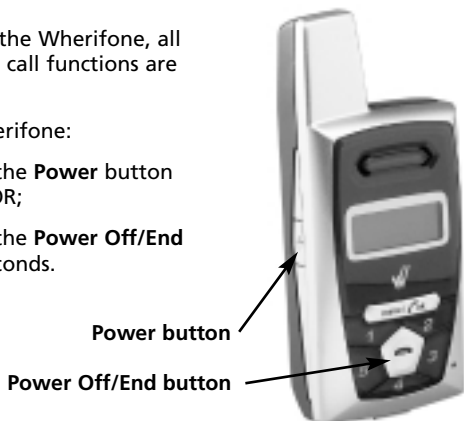


Figure 1.4

## Emergency Requests

In the event of an emergency, you can dial 911 directly from the Wherifone. Button 5 has been set at the factory as the default Emergency button for making 911 calls. The phone will always have an emergency 911 calling ability through this button, with or without a valid SIM card.

**To send an emergency request from the Wherifone: Press button 5 and hold for four (4) seconds to access the Emergency number (911).**

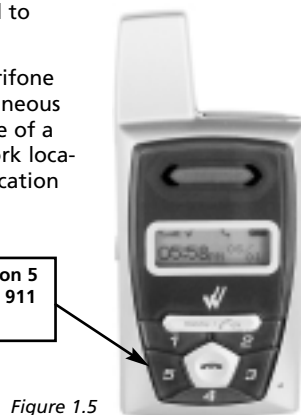
After validating the emergency request with the user or a designated contact, the Emergency Operator can dispatch the request to the nearest Public Safety Answering Point (PSAP) 911 operator. The proper emergency authority can then be sent to the user's location.

### Note

Emergency Operators must be able to validate the emergency before the Emergency Providers (Police, Fire Department, Ambulance, etc.) are dispatched to your location.

The current release of the Wherifone G500 Series cannot do a simultaneous GPS locate and voice call. In case of a 911 emergency call, GSM network location information (such as the location

**Emergency/911 Request: Press button 5 and hold for 4 seconds to initiate a 911 Emergency Request.\***



of the serving cell phone tower) may be used to determine the approximate location of the caller by emergency authorities. Wherify may offer subscribers the opportunity to subscribe to managed emergency services through qualified partners that would be able to manage an emergency call such that the caller's position could be determined using GPS. If the GPS satellites are obscured during this process, and GPS coordinates are not available, where a GSM signal and network location information are available, the GSM network location information will be used to determine the approximate location of the caller.

## Changing Phone Settings

You may change your Wherifone default settings through the main **Menu**, including Ring Tones, Volume Level, Ring Tone Volume, Display Contrast/Level, Keyboard Lock, Ring/Vibrate Function, and Backlight Timer.

To access the **Menu**, press the **menu/OK** button, and hold it down for two seconds. Once in the **Menu**, you may scroll to the feature you wish to set by using the **3** button to scroll to the right, and the **5** button to scroll to the left. You may also use the volume buttons to scroll between menu items. The **“+”** button will scroll your selection to the right, and the **“-”** button will scroll your selection to the left.

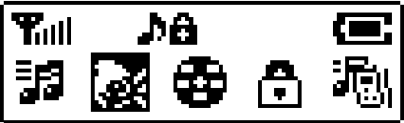
Once you have scrolled to the menu icon you wish to select, press the **menu/OK** button. Your selection will be set, and you will be returned to the main display. To cancel your selection and quit the **Menu** function, press the **Power Off/End** button and you will be returned to the main display.

## Menu Operations and Selections

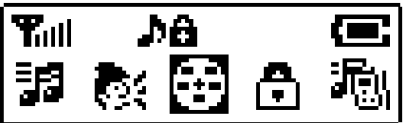
- **Enter menu:** push **menu/OK** and hold for 2 seconds
- **Scroll menu:** use **5** and **3**, or **“+”** and **“-”**
- **Select icon:** press **menu/OK**
- **Cancel selection:** press **Power Off/End**
- **Return to main display:** press **Power Off/End**
- **Accept incoming calls while in the menu:** press **menu/OK** button to connect to the call



Enter Menu with menu/OK held for 2 seconds



Scroll Menu with 5 and 3, or "+" and "-"



Select icon with menu/OK button

## Setting Ring Tones

Your Wherefone comes with a choice of seven (7) different Ring Tones. To set your Ring Tone, enter the **Menu** by pressing the **menu/OK** button. Then scroll to and select the Ring Tones icon. Once you are in the Ring Tone menu you may select one of seven Ring Tones by scrolling through them using the number **3** and **5** buttons, or the "+" and "-" volume buttons. Pressing the **menu/OK** button will set your Ring Tone.




















Icon	Description
Main Menu 	Ring Tone Selection
Submenu 	Ring Tone 1
	Ring Tone 2
	Ring Tone 3 (default)
	Ring Tone 4
	Ring Tone 5
	Ring Tone 6
	Ring Tone 7

Figure 1.6









## Setting Phone Volume and Activating the Speakerphone

To set your Phone Volume or activate your Speakerphone, enter the Menu by pressing the **menu/OK** button. Then scroll to and select the Phone Volume icon. The volume level of your Wherefone is represented by the number of bars in the icon. More bars means a higher volume. The Speakerphone will start functioning at volume level 6. Adjust the volume level by scrolling through them using the number **3** and **5** buttons, or the "+" and "-" volume buttons. Pressing the **menu/OK** button will set your Phone Volume.

Icon	Description
Main Menu 	Speaker Volume
Submenu	 Level 1
	 Level 2
	 Level 3 (default)
	 Level 4
	 Level 5
	 Level 6 (speakerphone starts)
	 Level 7
	 Level 8
	 Level 9
	 Level 10




## Setting Ringer Volume

To set your Ringer Volume, enter the **Menu** by pressing the **menu/OK** button. Then scroll to and select the Ringer Volume icon. The volume level of the Ringer is shown by the number of bars in the icon. More bars means a higher volume. Adjust the volume level by scrolling through them using the number **3** and **5** buttons, or the "+" and "-" volume buttons. Pressing the **menu/OK** button will set your Phone Volume.

Icon	Description
Main Menu 	Ringer Volume
Submenu	 Volume 1
	 Volume 2
	 Volume 3 (default)
	 Volume 4
	 Volume 5




## Keypad Lock

You may lock the Keypad of the Wherifone to prevent accidental calls, or to limit access to the Wherifone. To lock, enter the **Menu** by pressing the **menu/OK** button. Then scroll to and select the Keypad Lock icon. You may then set "Active" or "Inactive" using the scroll and select commands. The Lock icon indicates that the Wherifone keypad is locked. The Lock icon will only appear when the it has been locked using the **Menu** function. If the keypad is locked you may temporarily unlock it by holding down on the **menu/OK** button for three seconds. The keypad will then automatically re-lock one minute after you've completed your call or locate.

Icon	Description
Main Menu 	Auto Keypad Lock
Submenu  	Active Inactive (default)







## Ring/Vibrate Mode

The Wherifone may be set to either Ring or Vibrate when it receives an incoming call or page. To set the Ring/Vibrate mode, enter the **Menu** by pressing the **menu/OK** button. Then scroll to and select the Ring/Vibrate icon. You may then set the phone to either "Ring" or "Vibrate" using the scroll and select commands. If the Wherifone is set to "Ring" it will alert the user with the selected Ring Tone. If the Wherifone is set to "Vibrate" it will alert the user by vibrating.

Icon	Description
Main Menu 	Ring/Vibration Mode Selection
Submenu  	Ring Mode (default) Vibration Mode







## Adjust Screen Contrast

The screen may be adjusted to set the desired level of Black/White contrast. To set Screen Contrast, enter the **Menu** by pressing the **menu/OK** button. Then scroll to and select the Screen Contrast icon. You may then set the contrast level by using the scroll and select commands.

Icon	Description
Main Menu 	Adjust Screen Contrast
Submenu	 Level -2
	 Level -1
	 Level 0 (default)
	 Level 1
	 Level 2








## Set Backlight Timer

The Wherefone display screen has a backlight feature that makes it easier to operate the phone. The backlight consumes battery power, so to conserve power the Wherefone has a Backlight Timer that adjusts how long the backlight stays "on" during operation. To set the Backlight Timer simply enter the **Menu** by pressing the **menu/OK** button. Then scroll to and select the Backlight Timer icon. Set the duration of the backlight, ranging from "Always Off" to five-, ten-, and 20-second intervals, to "Always On," by using the scroll and select commands. Once the Backlight Timer has reached its time limit the backlight will automatically turn off.

Icon	Description
Main Menu 	Set Backlight Timer
Submenu	 Always OFF
	 5 Seconds (default)
	 10 Seconds
	 20 Seconds
	 Always ON

## Device Setup Menu

The Device Setup Menu allows you to set the date and time on your Wherifone, check messages and check the support software version and IMEI number. To access these features, simply scroll to the Device Set-up icon in the main menu and press the **menu/OK** button. You can then scroll through the Device Set-up Menu.

Icon	Description
Main Menu 	Device Set-up
Submenu 	Set Time
	Set Date
	Message Center
	IMEI Number
	Software Version
	Reset to Factory Defaults

### Set Time

When setting time, you must individually set each digit of the hour, minute and second. To Set Time, select this menu icon from the Device Setup Menu. Then select either a 12-hour, or a 24-hour clock by highlighting your preference, and press the **menu/OK** button.

Use the scroll buttons, **5** and **3**, or **+** and **-** to choose the correct number of 0 to 9. Press the **menu/OK** key to set each desired time digit entry. Once you have set a part of the time entry, you will be prompted to the next digit of the time-set entry. If you make a mistake, you can press the **Power Off/End** button to go back to the previous digit. If the time is set for the 12-hour mode, you will be prompted to set either AM or PM when you have entered the last digit.

Use the same procedure to set the time for a 24-hour time clock. You will not have to select AM or PM.

There is no error checking as single digits are entered, but your Wherifone will not accept an invalid time setting, such as 88:95:00.

### Set Date

To Set the Date, select this menu icon from the Device Setup Menu. You will then be able to set the date displayed on your Wherifone.

The screen will display the initial date setting with the number "0" under the first Y in the YY column (Year), with no numbers under the MM (Month) and DD (Day) columns.

You must individually set each digit of the year, month and day.

Use the scroll buttons, **5** and **3**, or “+” and “-” to choose the correct number of 0 to 9. Press the **menu/OK** key to set each desired date digit entry. Once you have set a part of the date entry, you will be prompted to the next digit until it is complete.

There is no error checking as single digits are entered, but your Wherifone will not accept an invalid date setting, such as 05:49:00.

### Message Center

Your Wherifone does not support numeric paging in the current release, but future releases will allow you to receive and store numeric pages that you access through the Check Messages icon.

### IMEI Number

Check the IMEI of your Wherifone by selecting this icon from the Device Setup Menu. You may be asked for this information from a customer Wherify representative during a troubleshooting call.

### Software Version

To see what software version your Wherifone is using, select the Software Version icon from the Device Setup Menu. You may be asked for this information from a Wherify customer service representative during a troubleshooting call.

### Reset to Factory Defaults

Select this icon to reset your Wherifone to default settings for Ring Tones, Speaker Volume, Ring Tone Volume, Display Contrast, Keyboard Lock, Ring/Vibrate Function, and Backlight Timer.

## Performing a Locate

Once your Wherifone account has been activated and is part of Wherify's Global GPS location system, you may perform Locates. You may do both “remote” Locates through the Wherify website, and “local” Locates that are initiated directly from the phone.

### How to Perform a “Remote” Locate Via the Internet

1. Log onto our Web site: [www.wherify.com](http://www.wherify.com)
2. Enter your User ID and Password and click the **Locate** button. We have instructions that take you through the process in “Connecting to the Global Location Service Center via the Web” on page 38 (and through the HELP links on the Web site).
3. Click the **Locate Now** button. You have now initiated a location request to your Wherifone. In about a minute you will be able to view the location of your Wherifone on street map and on an aerial map (see page 42 for more details).

### How to Perform a “Local” Locate Directly from the Wherifone

You may initiate Locate requests directly from your Wherifone to request a Managed Location Service such as Roadside Assistance or Concierge Service, or to summon help via 911 or a Managed Emergency Calling Service. While dial button **5** is pre-set to emergency 911, the other dial buttons may be programmed to request other Managed Location Services.

1. First, make sure the Wherifone is powered on. Depress the **Power** button and check the Battery Strength Icon and GSM Network Signal Strength Icon on the Liquid Crystal Display (LCD). Both icons on the LCD should illuminate. If the Battery Icon shows low power or less, your Wherifone needs charging. If the GSM Signal Strength Icon has NO BARS displayed, you

are outside of the GSM network coverage (go to [www.wherify.com](http://www.wherify.com) to view national GSM coverage maps for your area) and will not be able to locate the Wherifone or make voice calls.

2. To make a Managed Location Service request from the Wherifone, press your programmed dial button (numbers 1–4 on the button pad) once to pull up the Service number and then press and HOLD for four (4) seconds (Figure 1.7). You will then be connected to a Managed Location Service operator who can assist you.
3. In the event of an emergency, you can request a 911 emergency response directly from your Wherifone. Button 5 has been set at the factory as the default Emergency button for making 911 calls. The phone will always have an emergency 911 calling ability through this button, with or without a valid SIM card inserted into the phone. To send an emergency request from the Wherifone, press your preprogrammed Emergency button (“911”) once to pull up the Emergency number and then press and HOLD for four (4) seconds (Figure 1.5).

After validating the emergency request with you or your designated contact, the Emergency Operator can dispatch the request to the nearest Public Safety Answering Point (PSAP) 911 operator. The proper emergency authority can then be sent to your location.

**Emergency Operators must be able to validate the emergency before the Emergency Providers (Police, Fire Department, Ambulance, etc.) are dispatched to your location.**

**NOTE:** If your Wherifone is not within a GSM coverage area, we will not immediately receive a Emergency or Service request. The Wherifone holds the request until the unit returns to a coverage area and then the request is transmitted.

## Making Voice Calls

Your Wherifone is capable of taking incoming calls from any number or making outgoing calls to a total of five (5) preprogrammed numbers (Four preprogrammed numbers in addition to 911 for emergencies).

### Program the Dial Buttons

To program your programmable dial buttons, log-on to the Wherify Location Service Center at [www.wherify.com](http://www.wherify.com), enter your User ID and Password; then click on Account Services; then click on Programmable Buttons. Just enter in the phone number, including area code, in the box corresponding to each programmable button (See Account Services on Wherify’s web page).

You can use either the speakerphone for talking or turn the volume down and use your Wherifone like a standard hand phone. To control speaker volume, press (+) button to increase volume or (-) to decrease volume.

### Receive, Make, and End Calls

To receive a phone call, you will hear the Wherifone’s distinctive ring, then press the menu/OK button to pick-up and begin talking. The phone number of the incoming call will be displayed on the screen unless the number is blocked, in which case the word “CALL” will be displayed.

To make a phone call, press any numbered button 1 through 5 once to display a pre-programmed phone number, then press the **menu/OK** button to dial that number. Or you can press and hold a numbered button for four (4) seconds to dial the selected number.

To end a phone call, press the **Power Off/End** button in the middle of the dial pad. Please note that if you press and hold the **Power Off/End** button down for more than five seconds the phone will turn off.

To use a headset with your Wherefone, simply plug the headset connector into the Charger/Headset port located on the bottom of the Wherefone. Then insert the headset bud into your ear. **Please note that you should only use a headset intended for use with the Wherefone as you may damage your Wherefone if you try to use a non-Wherefone headset.**

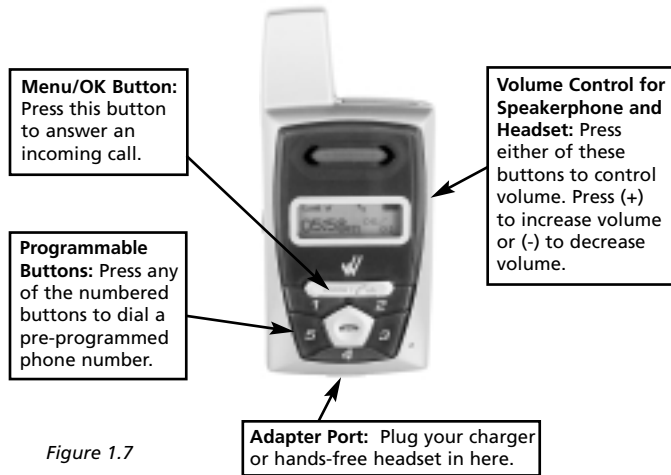


Figure 1.7

## Part Two

# Wherify Global Location Services

## The Wherify Global Location Service Center

The Wherifone is only part of this amazing new technology that allows you to determine the location of the individual with the Wherifone, whether they are next door or 3000 miles away. The only way to connect to the Wherifone is through Wherify's Global Location Service Center via [www.wherify.com](http://www.wherify.com) or by phone at **1-877-WHERIFY** (943-7439).

Access to the Global Location Service Center is included in the Wherify Service Plan you selected when you activated the Wherifone. Please refer to the Wherify Service Plan you selected to determine what features are included.

## Connecting to the Wherify Global Location Service Center via Phone

If you do not have access to the Internet, you can contact the Location Service Center by phone. When you call Wherify's Customer Care, all the same features that are available online are available over the phone. Just call toll-free **1-877-WHERIFY** (1-877-943-7439).

## Connecting to the Wherify Global Location Service Center via the Web

To access the Global Location Service Center online, you need:

- A computer with Internet access
- Microsoft IE 4.0+ or Netscape Navigator 4.0+ (recommended)
- 800 x 600 minimum monitor resolution (recommended)

Enter our Web address: <http://www.wherify.com>

All the features of the Global Location Service Center are avail-

able to you when you log-on through this Web page, including locating the individual with the Wherifone. While you are logged on as a subscriber, you can also manage your Wherifone GPS Locator(s), your account preferences, and contact information.

On the site, you can learn more about your Wherifone and order additional Wherifone accessory items. You can also find out more about Wherify and our future GPS Locator technology products.

### Logging On

At the Wherify Global Location Service Center home page, enter your User ID and Security Code then click Logon.



The screenshot shows a web browser window with the Wherify logo in the top left corner. Below the logo is a navigation bar with the text "Welcome to Wherify's New Location Service Center" and a link "Please Logon Here". The main content area features a large heading "Welcome to Wherify's New Location Service Center" and a sub-heading "Please enter your User ID and Security Code to continue". Below this is a login form with two input fields: "User ID:" and "Security Code:". There is a checkbox labeled "Remember my user id and security code:" and a "Logon" button.

Figure 2.1

Fill in the requested information to log-on:

If you click the **Remember my User ID and Security Code** checkbox, your browser automatically enters your User ID and Security Code on your next visit.

Since we are constantly updating and improving our Web site, elements of the Web pages shown in this User Guide may change without notice.



**CAUTION:** To ensure privacy for you and your family:

- **DO NOT** select this option on public computers.
- **BE AWARE** that anyone who uses your computer can automatically log-on to your account.

If you log-on to your account using a different browser or different computer, your User ID and Security Code are not automatically entered.

## Main Menu Page

All Wherefone and Account Management functions are available from the Main Menu page.

The Site Navigation bar appears at the top of this page and the Locator Functions menu on the left-hand side of the page.

The Quick Instructions box near the Wherefy logo at the top of this and every page provides notes or instructions for the available features, and shows the status of the actions you request.



Figure 2.2

## Site Navigation Bar

The Site Navigation bar appears at the top of all of our subscriber pages. Use this to navigate to the different functional areas of your account. Listed below are the Site Navigation bar options and where the links take you.

**MANAGE DEVICES:** click here to view or perform Wherefone options.

**MANAGE ACCOUNT:** click here to manage your subscriber account.

**TECHNICAL SUPPORT:** click here to view our knowledge bank.

**CONTACT WHEREFY:** click here to contact one of our customer service representatives.

The Help button on every page brings up our Help page. You can leave the Help page open for easy reference as you go through the site.

## Locator Functions

Click the **MANAGE DEVICES** button in the Site Navigation bar to access the Wherifone features.

### Locator Functions Menu

The **MANAGE DEVICES** menu appears on the left side of the page when you click the **MANAGE DEVICES** button on the site navigation bar. This menu also appears when you first log-on to the site.

This is the launching point for all Wherifone functions and online features of the Global Location Service Center. It's where you go to connect with the Wherifone and manage its functionality.

Your Wherifone appears in the Phone Selection pull-down menu in the upper left of the page. If you have more than one Wherifone on your account, click the down arrow and select the Wherifone you want from the list.

The selections on the Locator Functions menu are:

**PERFORM LOCATE:** click here to locate your Wherifone.

**SET UP BREADCRUMB:** click here to set up a reporting schedule for your Wherifone.

**PROGRAM BUTTONS:** click here to program the buttons on the Wherifone.

**DISPLAY HISTORY:** click here to review recent positions that your device has reported.

## Perform Locate

Click here to locate your Wherifone. The screen shown directly below will pop up once the locate is completed after you've clicked the **"Perform Locate"** button (in the middle of the page).



Figure 2.3

## Set Up Breadcrumb

Our "Breadcrumb" feature allows you to check on your loved-one's progress throughout the day and ensure that he or she arrives at a destination as expected. "Breadcrumbs" are the locations of a Wherifone at intervals of time that you can preset. Just as you could follow a trail of breadcrumbs your loved-one dropped every few steps, you can follow their locations through our Global Location Service Center. For example, you could set the interval to have the Wherifone leave eight "Breadcrumbs," one every half-hour. This would allow you to create a trail of locations for a four-hour duration.

### To set up a Breadcrumb trail:

1. Click **SET UP BREADCRUMB** in the **MANAGE DEVICES** menu.



Figure 2.4

2. Your Wherifone appears in the **Locator List** box on the top left side of the page. If you have more than one Wherifone, click the down arrow and select the Wherifone for which you want to set a breadcrumb trail.
3. In the **Number of Locates** box, enter the total number of Locates you'd like to have generated. For example, if you have Locates performed every half-hour, and you'd like to have a trail over an afternoon, enter "8" in this box to cover a 4-hour period. **PLEASE NOTE:** the maximum number of locates you can request (at one time) is 12.
4. In the **Time Between Locates** box, enter the number of minutes you'd like to have between Locates. For example, if you'd like to have a Locate every half-hour, enter 30 in the box. The time interval can range from one minute to four hours (240 minutes).

5. In the **Report Back Interval** box, enter the number of positions you would like to store before reporting back to our Global Location Service Center.
6. Click the **Set Breadcrumb** button at the bottom of the page when you have set up the breadcrumbs you want.
7. Check the Display History page at the time specified to view the complete Breadcrumb report.
8. The series of Breadcrumbs (Locates) you requested begins immediately.

All the Locates completed by the Breadcrumb feature appear in the Display History page of the Web site. Instructions for viewing the Breadcrumbs and the other Locates for your Wherifone are found in the "Display History" and can be found on page 48.



Figure 2.5

## Program Buttons

The Wherifone has five programmable buttons, which can be programmed to either (A) dial a phone number, or (B) send a position report back to our Global Location Service Center. Please note that the factory default setting for button #5 is to place a call to "911."

### Program Button to Place Call:

Just select the button number (1 – 4), choose **Program Button For Call** and input the phone number that you would like it to dial. Once you submit your information we will configure the device over the air, and within a few minutes the button you selected will be able to dial the phone number you just chose. You can change any of your programmed numbers at any time, and as often as you wish.



Figure 2.6

### Program Button to Locate Wherifone:

You can select one of these buttons to perform a location request and send the information back to our Global Location Service Center, where you can review your Wherifone's location history. Just select the button number (1 – 5), choose **Program Button for Locate** and click **Update**. Your device will be updated, usually in a matter of seconds.



Figure 2.7

## Display History

The Display History page shows a log of all locations reported for a specific Wherifone. You can also map a series of Locates to get a graphic view of where your Wherifone has been. All addresses default to a 100-digit range illustrating the closest block found to the position reported.



Figure 2.8

Location History stores all Locates for each Wherifone on your account.

To view the locations in the Location History:

1. Click on **Display History** from the left menu.
2. Click the **Refresh History** button to update the Display History page. This page will automatically refresh every three minutes.

A list of Locates (including the date and time and nearby street address) appears, with the most recent Locate at the top of the list. You can view older Locates in the history list by advancing to the next page.

You can also specify how many Locates you want to appear (between 2 and 200) on each page in the bar above the Locate list.

## Location History Maps

You can map the Locates in the Location History list, and may display up to 30 positions at one time. To map Locates from the Location History list:

1. Click the box on the left of any Locate, or click the Check All link above the column of boxes. Only those locates that appear on the current page are selected. If you want to map Locates that do not appear on the page, you must advance to the next page or increase the number of Locates displayed on each page.
2. If you would like to clear your marks from the boxes on this page, click the Uncheck All link or deselect individual Locates.
3. When you have checked the boxes for the Locates you'd like to see on a map, click the **Map Positions** button.



Figure 2.9

A Street Map appears with the series of Locates listed in a column on the right. Each Locate you requested is numbered both on the map and on the list. Click the time/date stamp of any Locate to center the map on that specific location.

To view the aerial map, click the **Aerial Map** tab at the top of the map.

### Viewing a Breadcrumb Trail

To view the map of the breadcrumb trail you set up, check the Locates within the time you requested and click **Map Positions**.

## Viewing and Managing Location Information

### Mapping Options

You can see your Wherifone location either on a street map or aerial map. You can also toggle back and forth between these two options.

**Street Map:** an illustrated map that provides street names.

**Aerial Map:** an aerial photograph of the area. This map shows you buildings, landscaping and geographic features that may provide additional information on your Wherifone's location.

Both maps show the same area. You can switch between the two options by clicking the tabs at the bottom of a map.

Since we are constantly updating and improving our Web site, elements of the Web pages shown in this User Guide may change without notice.

## Street Map

Once you have successfully located your Wherifone, you will first see its location on a street map, with its location indicated by a thumbtack.



Figure 2.10

You can control the view of the map in several ways, including **ZOOM IN** and **ZOOM OUT**, and **PAN VIEW**.

- To Zoom In or Zoom Out, click the round buttons to show the map at a particular magnification level, from the closest amount of detail to the widest area view.
- To Pan View, click on the arrows located at the edges of the map to scroll the map view towards that direction.

A nearby/approximate street address appears in the column on the right. The date and time the locate was generated is also reported. Click the date/time to center the map on the location address.

## Aerial Map

Click the **Aerial Map** tab to see an aerial photograph of the same location covered by the street map.

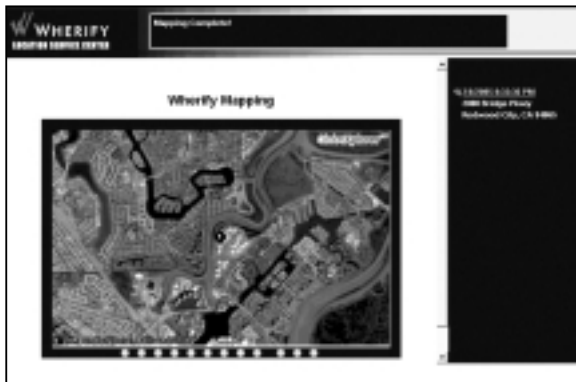


Figure 2.11

At higher magnifications, you may notice that aerial photography has a sharper focus in some geographic areas than in others.

- To Zoom In or Zoom Out, click the round buttons to show the map at a particular magnification level, from the closest amount of detail to the widest area view.
- To Pan View, click on the arrows located at the edges of the map to scroll the map view towards that direction.

## Account Management

Click the **Manage Account** button on the Main Menu page to manage your account.

### Manage Account Menu

The Account Management menu appears on the left side of the page when you click the **Account Management** button on the site navigation bar.

This is the area you use to manage your account, update your contact information, and specify features of your Wherifone. Importantly, this is how we know where you are so we can contact you if there's an emergency.

The selections on the Manage Account menu are:

**Edit Subscriber:** update or modify contact information and billing information.

**Edit Security Code:** change your security code and key phrase.

**Edit Device Info:** change the name of your device on the network. You can return to this page at any time by clicking the **Manage Account** button on the site navigation bar, which appears across the top of every page.

The **Help** button on every page brings up our Help page. You can leave the Help page open for easy reference as you go through the site.

## Subscriber Information

Please update this page when any of your contact information changes.



Figure 2.12

This page contains the primary contact information linked to your account.

Whenever you make changes to your account, be sure to click the **Update Subscriber** button to update and save the record changes. An acknowledgement that the change has been accepted appears in the Quick Instructions box.

## Edit Security Code

You can change the Security Code you use to access the Location Service Center. Since this number provides access to your account and the Wherifone functions, we recommend you change your Security Code periodically.



Figure 2.13

Your Security Code can be as few as six (6) and as many as twelve (12) numbers long. Your Code must be numbers only (no letters, spaces, punctuation, or other kinds of characters). To change your Security Code:

1. Click **Edit Security Code** in the **Manage Account** menu.
2. Enter your current **Security Code** in the **Old Security Code** box.
3. Enter your new **Security Code** in the **New Security Code** box.
4. Enter your new **Security Code** again in the next box.
5. Enter a key phrase to help you remember your new **Security Code** in the last box on the page.



6. Click the **Update Security Code** button to update our records.

An acknowledgement that the change has been accepted appears in the Quick Instructions box.

### Edit Device Information

You can change the name used for each device on Wherify's Location Service Center. This will not be transferred to your Wherifone, but will simply help you keep track of your devices on our network.



Figure 2.14

Your Device Name can be as few as four (4) and as many as sixteen (16) characters, and should be unique (don't use the same name for two different Wherifones). To change your Device Name:

1. Click **Edit Device Info** in the **Manage Account** menu.
2. Your current device name will appear in the **Device Name** box. Change this field as desired.

3. Click the **Update Device Name** button to update our records.

An acknowledgement that the change has been accepted appears in the Quick Instructions box at the top of the page.

## LIMITED WARRANTIES; LIABILITY AND WARRANTY DISCLAIMERS

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**PHONE LIMITED WARRANTY.** EXCEPT AS EXPRESSLY SET FORTH IN THE WARRANTY CARD ENCLOSED WITH YOUR PHONE AND TITLED "LIMITED WARRANTY FOR WHEREIFONE GPS LOCATOR PHONE," YOUR WHEREIFONE LOCATOR PHONE IS PROVIDED "AS-IS" WITHOUT WARRANTY OF ANY KIND. A copy of the limited warranty set forth in such warranty card has been reproduced in Appendix A of this user guide.

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**SAFETY RECOMMENDATIONS, WARNINGS, AND LIMITATIONS.** WHEREIFY WIRELESS SHALL HAVE NO LIABILITY OR RESPONSIBILITY IN CONNECTION WITH ANY FAILURE TO COMPLY WITH THE SAFETY RECOMMENDATIONS OR WARNINGS IN THIS USER GUIDE OR AS A RESULT OF ANY OF THE LIMITATIONS DESCRIBED IN THIS USER GUIDE ON THE PHONE AND SERVICE PERFORMANCE, FUNCTIONS, OR FEATURES.

## PROCEDURES TO OBTAIN REPAIR SERVICE:

1. Product in need of service should be returned directly to Wherify Wireless, Inc. not to the dealer from whom it was purchased.
2. A Return Merchandise Authorization (RMA) number is required from WHERIFY WIRELESS Customer Service prior to the return of any product or component. Please contact Wherify's Customer Service Department to acquire one; they can be reached via phone, fax, or e-mail.  
Phone: (877) 943-7439  
FAX: (801) 222-4561  
E-mail: customerservice@wherify.com
3. Carefully pack (shipping damage will nullify your warranty) and send freight prepaid, adequately insured to the address listed below:  
Wherify Wireless, Inc.  
Attention: Returns Department  
500 South 500 West  
Lindon, UT 84042
4. Enclosed copy of original bill of sale or other proof of purchase or receipt date.
5. Mark package with the Return Merchandise Authorization number on outside of return carton.
6. Enclose completed Customer Service Information Form for proper identification.

Please allow 4 to 6 weeks for processing and repair.

You will be notified of repair service charges if a bill of sale or other proof of purchase date is not provided, if instructions were not followed, if product is beyond the Limited Warranty period or is otherwise outside the scope of the Limited Warranty. Remittance of quoted repair service charges by check or a credit card number will be required prior to repair.

Return enclosed RMA card, or copy the following page and include with product returned to Wherify Wireless, Inc.

## Customer Service Information Form

Contact Wherify Wireless Customer Service for return authorization at **1-877-943-7489**.

RMA Number \_\_\_\_\_

### Customer Information:

Name \_\_\_\_\_

Street \_\_\_\_\_  
(Please provide street address, as is not possible to ship to a P.O. Box)

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone: Home \_\_\_\_\_ Business \_\_\_\_\_

Explanation of Problem (please use additional paper if necessary)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Wherify Service Agreement \_\_\_\_\_

### Caution

The user is cautioned that changes or modifications not expressly approved by Wherify Wireless, Inc. will void the warranty and the user's authority to operate this device on Wherify's network.

## Safety Information and Warnings

This section of the user guide sets forth important safety information, recommendations, and warnings that you should read and explain to the Wherifone G500 Series phone user before the phone is used.

**Phone Changes.** The user is cautioned that changes or modifications to the Wherifone G500 Series phone that are not expressly approved by Wherify Wireless, Inc. in writing will void the warranty and the user's authority to operate this device on Wherify's networks. It may also create a hazardous condition by damaging the phone or causing it to not work properly with the Wherify networks.

**Regular Inspection and Testing of the Phone.** The functions and features of your Wherifone GPS locator phone may not work if the phone is damaged or has a defect. Accordingly, it is important that you **frequently** test and monitor the operation of Wherifone GPS locator phone, including the location functionality and features, to confirm proper operation and inspect the phone and battery to confirm that they are not damaged. If you notice any abnormal or unusual behavior or performance, the phone should not be used. **We recommend that you replace any phone and battery that has been dropped, submerged in water, overheated, improperly used or serviced, or otherwise exposed to conditions which may cause the phone or battery to fail to operate properly. You should also regularly monitor battery charge levels to be sure the locator phone is charging, and maintaining a charge, properly.**

**Phone Operation.** It is important that you read and understand this user guide prior to using the Wherifone GPS locator phone or the Wherify location services. THE LOCATION FUNCTIONALITY AND FEATURES OF THE WHERIFONE GPS LOCATOR PHONE, AND OF THE WHERIFY LOCATION SERVICES, WILL WORK ONLY WHILE THE PHONE IS POWERED ON, IS PROPERLY RECEIVING AND PROCESSING BOTH GPS AND GSM SIGNALS OF SUFFICIENT STRENGTH, AND IS USING A SUFFICIENTLY CHARGED AND PROPERLY FUNCTIONING BATTERY. IF THE PHONE IS OFF, THE BATTERY DISCHARGED OR TOO WEAK, OR IF EITHER GPS OR GSM RECEPTION IS NOT OF SUFFICIENT STRENGTH, THE LOCATION FUNCTIONALITY AND FEATURES OF THE PHONE AND THE LOCATION SERVICES WILL NOT WORK.

**Failure and Disruptions of Networks, Equipment, and Services; Third Party Services.** The Wherify Wireless location services, and the location functionality and features in your Wherify GPS locator phone, will work properly only if there is proper communication among the Wherifone GPS locator phone, the required GPS satellites, the GSM cellular network used by your phone, and the Wherify Wireless, Inc. location service center. [WHERIFY WIRELESS, INC. DOES NOT AND CANNOT ENSURE THE AVAILABILITY OR RELIABILITY OF THESE COMMUNICATIONS. SUCH COMMUNICATIONS DEPEND IN LARGE PART ON CELLULAR, GPS AND OTHER NETWORKS AND SERVICES PROVIDED AND/OR CONTROLLED BY THIRD PARTIES AND MAY BE IMPAIRED AND/OR DISRUPTED BY A VARIETY OF ENVIRONMENTAL AND

OTHER FACTORS AND CONDITIONS. AT TIMES, ACTIONS OR INACTIONS OF THIRD PARTIES, FAILURES OF EQUIPMENT AND SERVICES (INCLUDING THOSE OF WHERIFY), AND ENVIRONMENTAL FACTORS AND CONDITIONS, MAY PREVENT SUCH COMMUNICATIONS FROM OCCURRING PROPERLY. ALTHOUGH WHERIFY WIRELESS, INC. WILL USE COMMERCIALY REASONABLE EFFORTS TO TAKE ALL ACTIONS IT CONSIDERS APPROPRIATE TO MANAGE ITS OWN EQUIPMENT AND FACILITIES, DOWNTIME MAY RESULT, FOR EXAMPLE, FROM MAINTENANCE, UPGRADES, AND UNEXPECTED FAILURES. ACCORDINGLY, OTHER THAN ITS RESPONSIBILITY EXPRESSLY SET FORTH IN THE SERVICE TERMS AND CONDITIONS, AND IN THE LIMITED WARRANTIES DESCRIBED IN THIS USER GUIDE, WHERIFY WIRELESS SHALL HAVE NO LIABILITY OR RESPONSIBILITY RESULTING FROM OR RELATED TO ANY FAILURE OF SUCH COMMUNICATIONS TO OCCUR OR ANY FAILURE OF EQUIPMENT, SERVICES, OR NETWORKS, INCLUDING THE WHERIFONE GPS LOCATOR PHONE.

**Global Positioning System (GPS).** GPS is a system of satellites, and associated equipment and facilities, operated by the United States government that can be used to determine the location of a GPS receiver, such as the GPS receiver in your Wherifone locator phone, under proper conditions. GPS is operated by the United States Government, and Wherify cannot control or ensure its operation, reliability or availability. Additionally, because GPS relies upon wireless communication, a variety of environmental factors and conditions will prevent proper communication between GPS satellites and your Wherifone GPS locator phone, such as **whether you are in a building, near or under metal, under trees, are underground, or otherwise do not have a direct line of sight to at least three GPS satellites.** Accordingly, the location functionality of the phone, and associated location functionality of the location services, will not be available at all times and all phone locations.

**GSM Cellular Network.** Your Wherifone GPS locator phone operates using a GSM cellular network that is made available by a third party not controlled by Wherify. The GSM signals required for operation of the cellular phone and location functionality of your Wherifone GPS locator phone, and the Wherify location services, may be unavailable at particular times and locations and under a variety of environmental conditions. Additionally, the GSM cellular service is subject to all of the limitations under which the services are provided to or for Wherify by the third party.

**Driving Safety.** Always obey all traffic laws, rules, and regulations, and do not use your Wherifone GPS locator phone, or attempt to access the Wherify location services, while driving if it may cause or contribute to a failure to obey such laws, rules, or regulations or may otherwise cause or contribute to a hazardous condition for you or other drivers. Do not use your Wherifone locator phone, or access the Wherify location service, if it might divert your attention from driving. Without limiting the foregoing, do not use your Wherifone device, or access the Wherify location services, during hazardous (e.g. snow, rain, sleet, low visibility, and slippery conditions) or busy traffic conditions. Do not use a laptop or car computer when driving to access the Wherify location services.

**Electrical Interference.** The Wherifone GPS locator phone may interfere with the operation of any other electrical or electronic device that is not properly or sufficiently shielded, including electronics in automobiles, radios, televisions, telephones, hearing aids, and the like.

**Water Resistance.** The Wherifone is NOT water resistant. Similar to a cellular phone or other advanced electronic device, care must be taken not to get the Wherifone wet. If the Wherifone gets wet, please dry it off immediately and allow the unit to air dry for 24 hours BEFORE trying to use it again.

**Do not use in health care facilities or near medical devices.** Do not use the Wherifone GPS locator phone in the vicinity of any medical devices or equipment without consulting with the device or equipment manufacturer to confirm that the medical devices and equipment are properly shielded and that their operation will not be affected. Do not use the Wherifone GPS locator phone in any hospital or other medical or health care facility. Without limiting the foregoing, the Wherifone GPS locator phone should not be used by or near any individual that is using any sort of personal medical device, such as without limitation a pacemaker, defibrillator, heart rate monitor, blood pressure monitor, other biological or physical monitor, or the like, without confirming with the device manufacturer that such equipment and devices are properly shielded and will not be affected by the Wherifone GPS locator phone.

**Pacemakers.** The Health Industry Manufacturers Association recommends that no less than 6 inches be maintained between devices, such as your Wherifone GPS locator phone and any pacemaker. Individuals using a pacemaker, or any similar device, should never carry the Wherifone GPS locator phone in a shirt or coat pocket; should use the phone in the ear opposite the pacemaker or device; and should turn off the phone immediately if there is any reason to think that interference with the pacemaker or medical device may be occurring.

**Commercial Aircraft; Restricted Areas.** Do not use your Wherifone GPS locator phone in commercial aircraft or any other area or facility where use of telephones, radios, or other electronic devices is restricted or prohibited.

**Explosive Atmospheres.** Do not use your Wherifone GPS locator phone, or change its battery, in or near any explosive or potentially explosive atmosphere; such as at or near a gasoline, propane, or natural gas or chemical station or storage facility; near a natural gas leak; below deck in boats; near paints, paint cleaners, or other chemicals; when working on automobiles or other gasoline or hydrogen powered vehicles; or in any other atmosphere containing chemicals or a concentration of particles (such as grain dust, flour, or metal particles).

**Airbags.** Do not place your Wherifone GPS locator phone in any location that may interfere with or trigger airbag electronics or explosive devices. Speak with your vehicle manufacturer to confirm safe locations.

## Approved Accessories.

Use only Wherify Wireless, Inc. approved accessories with the Wherifone. Use of any unauthorized accessories may cause equipment to malfunction and/or fail, possibly causing the phone and/or location services to not function when needed, and will invalidate the warranty. If said accessories cause damage or defect to the Wherifone they will not be covered under warranty.

## FCC Compliance Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## Information to User

This device 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 device generates, uses and can radiate radio frequency energy and, if not 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 environment.

If this device does cause harmful interference to radio or television reception, which can be determined by turning the device 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.

## Caution to User

The user is cautioned that changes or modifications not expressly approved by Wherify Wireless, Inc. will void the user's authority to operate this device. In addition, such changes or modifications will void the warranty and the user's authority to operate on Wherify Wireless, Inc.'s network.

## RF Exposure

The Wherifone G500 series GPS Locator Phones comply with the localized specific absorption rate (SAR) for uncontrolled environment/general population exposure limits of ANSI/IEEE Std. C95.1-1992 when tested and measured in accordance with the procedures specified in FCC OET 65 Supplement C (June 29, 2001). Therefore, operation within safety guidelines established by the FCC requires no minimum separation distance from humans. The FCC Guidelines for Human Exposure to Radiofrequency Electromagnetic Fields are available at <http://www.fcc.gov/oet/info/documents/bulletins/-65>.

Mobile phones such as the Wherifone are tested at their highest FCC authorized power level. However, in operation the phone will normally adjust its power downward to the minimum necessary to communicate with a Wherify base station. Consequently, in practice SAR levels will generally be lower.

The Wherifone G500 Series GPS Locator Phone's values comply with FCC Guidelines for Human Exposure to Radiofrequency Electromagnetic Fields.

## U.S. Food and Drug Administration Consumer Update on Mobile Phones

The following information concerning radio frequency signals and cellular phones has been reproduced from a consumer information Web site sponsored by the U.S. Food & Drug Administration (FDA) and the Federal Communications Commission (FCC) entitled "Cell Phone Facts: Consumer Information on Wireless Phones." The information reproduced herein is dated July 29, 2003. For updates to this information, please visit this web site at <http://www.fda.gov/cellphones/qa.html>.

### Do wireless phones pose a health hazard?

The available scientific evidence does not show that any health problems are associated with using wireless phones. There is no proof, however, that wireless phones are absolutely safe. Wireless phones emit low levels of radiofrequency energy (RF) in the microwave range while being used. They also emit very low levels of RF when in the stand-by mode. Whereas high levels of RF can produce health effects (by heating tissue), exposure to low level RF that does not produce heating effects causes no known adverse health effects. Many studies of low level RF exposures have not found any biological effects. Some studies have suggested that some biological effects may occur, but such findings have not been confirmed by additional research. In some cases, other researchers have had difficulty in reproducing those studies, or in determining the reasons for inconsistent results.

### What is FDA's role concerning the safety of wireless phones?

Under the law, FDA does not review the safety of radiation-emitting consumer products such as wireless phones before they can be sold, as it does with new drugs or medical devices. However, the agency has authority to take action if wireless phones are shown to emit radiofrequency energy (RF) at a level that is hazardous to the user. In such a case, FDA could require the manufacturers of wireless phones to notify users of the health hazard and to repair, replace or recall the phones so that the hazard no longer exists.

Although the existing scientific data do not justify FDA regulatory actions, FDA has urged the wireless phone industry to take a number of steps, including the following:

Support needed research into possible biological effects of RF of the type emitted by wireless phones;

Design wireless phones in a way that minimizes any RF exposure to the user that is not necessary for device function; and

Cooperate in providing users of wireless phones with the best possible information on possible effects of wireless phone use on human health

FDA belongs to an interagency working group of the federal agencies that have responsibility for different aspects of RF safety to ensure coordinated efforts at the federal level. The following agencies belong to this working group:

National Institute for Occupational Safety and Health

Environmental Protection Agency

Federal Communications Commission

Occupational Safety and Health Administration

National Telecommunications and Information Administration

The National Institutes of Health participates in some interagency working group activities, as well.

FDA shares regulatory responsibilities for wireless phones with the Federal Communications Commission (FCC). All phones that are sold in the United States must comply with FCC safety guidelines that limit RF exposure. FCC relies on FDA and other health agencies for safety questions about wireless phones.

FCC also regulates the base stations that the wireless phone networks rely upon. While these base stations operate at higher power than do the wireless phones themselves, the RF exposures that people get from these base stations are typically thousands of times lower than those they can get from wireless phones. Base stations are thus not the primary subject of the safety questions discussed in this document.

### **What kinds of phones are the subject of this update?**

The term “wireless phone” refers here to hand-held wireless phones with built-in antennas, often called “cell,” “mobile,” or “PCS” phones. These types of wireless phones can expose the user to measurable radiofrequency energy (RF) because of the short distance between the phone and the user’s head. These RF exposures are limited by Federal Communications Commission safety guidelines that were developed with the advice of FDA and other federal health and safety agencies. When the phone is located at greater distances from the user, the exposure to RF is drastically lower because a person’s RF exposure decreases rapidly with increasing distance from the source. The so-called “cordless phones,” which have a base unit connected to the telephone wiring in a house, typically operate at far lower power levels, and thus produce RF exposures well within the FCC’s compliance limits.

### **What are the results of the research done already?**

The research done thus far has produced conflicting results, and many studies have suffered from flaws in their research methods. Animal experiments investigating the effects of radiofrequency energy (RF) exposures characteristic of wireless phones have yielded conflicting results that often cannot be repeated in other laboratories. A few animal studies, however, have suggested that low levels of RF could accelerate the development of cancer in laboratory animals. However, many of the studies that showed increased tumor development used animals that had been genetically engineered or treated with cancer-causing chemicals so as to be pre-disposed to develop cancer in the absence of RF exposure. Other studies exposed the animals to RF for up to 22 hours per day. These conditions are not similar to the conditions under which people use wireless phones, so we don’t know with certainty what the results of such studies mean for human health.

Three large epidemiology studies have been published since December 2000. Between them, the studies investigated any possible association between the use of wireless phones and primary brain cancer, glioma, meningioma, or acoustic neuroma, tumors of the brain or salivary gland, leukemia, or other cancers. None of the studies demonstrated the existence of any harmful health effects from wireless phone RF exposures. However, none of the studies can answer questions about long-term exposures, since the average period of phone use in these studies was around three years.

### **What research is needed to decide whether RF exposure from wireless phones poses a health risk?**

A combination of laboratory studies and epidemiological studies of people actually using wireless phones would provide some of the data that are needed. Lifetime animal exposure studies could be completed in a few years. However, very large numbers of animals would be needed to provide reliable proof of a cancer pro-

moting effect if one exists. Epidemiological studies can provide data that is directly applicable to human populations, but 10 or more years’ follow-up may be needed to provide answers about some health effects, such as cancer. This is because the interval between the time of exposure to a cancer-causing agent and the time tumors develop - if they do - may be many, many years. The interpretation of epidemiological studies is hampered by difficulties in measuring actual RF exposure during day-to-day use of wireless phones. Many factors affect this measurement, such as the angle at which the phone is held, or which model of phone is used.

### **What is FDA doing to find out more about the possible health effects of wireless phone RF?**

FDA is working with the U.S. National Toxicology Program and with groups of investigators around the world to ensure that high priority animal studies are conducted to address important questions about the effects of exposure to radiofrequency energy (RF).

FDA has been a leading participant in the World Health Organization International Electromagnetic Fields (EMF) Project since its inception in 1996. An influential result of this work has been the development of a detailed agenda of research needs that has driven the establishment of new research programs around the world. The Project has also helped develop a series of public information documents on EMF issues.

FDA and the Cellular Telecommunications & Internet Association (CTIA) have a formal Cooperative Research and Development Agreement (CRADA) to do research on wireless phone safety. FDA provides the scientific oversight, obtaining input from experts in government, industry, and academic organizations. CTIA-funded research is conducted through contracts to independent investigators. The initial research will include both laboratory studies and studies of wireless phone users. The CRADA will also include a broad assessment of additional research needs in the context of the latest research developments around the world.

### **What steps can I take to reduce my exposure to radiofrequency energy from my wireless phone?**

If there is a risk from these products—and at this point we do not know that there is—it is probably very small. But if you are concerned about avoiding even potential risks, you can take a few simple steps to minimize your exposure to radiofrequency energy (RF). Since time is a key factor in how much exposure a person receives, reducing the amount of time spent using a wireless phone will reduce RF exposure.

If you must conduct extended conversations by wireless phone every day, you could place more distance between your body and the source of the RF, since the exposure level drops off dramatically with distance. For example, you could use a head-

set and carry the wireless phone away from your body or use a wireless phone connected to a remote antenna

Again, the scientific data do not demonstrate that wireless phones are harmful. But if you are concerned about the RF exposure from these products, you can use measures like those described above to reduce your RF exposure from wireless phone use.

#### **What about children using wireless phones?**

The scientific evidence does not show a danger to users of wireless phones, including children and teenagers. If you want to take steps to lower exposure to radiofrequency energy (RF), the measures described above would apply to children and teenagers using wireless phones. Reducing the time of wireless phone use and increasing the distance between the user and the RF source will reduce RF exposure.

Some groups sponsored by other national governments have advised that children be discouraged from using wireless phones at all. For example, the government in the United Kingdom distributed leaflets containing such a recommendation in December 2000. They noted that no evidence exists that using a wireless phone causes brain tumors or other ill effects. Their recommendation to limit wireless phone use by children was strictly precautionary; it was not based on scientific evidence that any health hazard exists.

#### **What about wireless phone interference with medical equipment?**

Radiofrequency energy (RF) from wireless phones can interact with some electronic devices. For this reason, FDA helped develop a detailed test method to measure **electromagnetic interference (EMI) of implanted cardiac pacemakers and defibrillators** from wireless telephones. This test method is now part of a standard sponsored by the Association for the Advancement of Medical Instrumentation (AAMI). The final draft, a joint effort by FDA, medical device manufacturers, and many other groups, was completed in late 2000. This standard will allow manufacturers to ensure that cardiac pacemakers and defibrillators are safe from wireless phone EMI.

FDA has tested hearing aids for interference from handheld wireless phones and helped develop a voluntary standard sponsored by the Institute of Electrical and Electronic Engineers (IEEE). This standard specifies test methods and performance requirements for hearing aids and wireless phones so that that no interference occurs when a person uses a "compatible" phone and a "compatible" hearing aid at the same time. This standard was approved by the IEEE in 2000.

FDA continues to monitor the use of wireless phones for possible interactions with other medical devices. Should harmful interference be found to occur, FDA will conduct testing to assess the interference and work to resolve the problem.

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