TWIG WebFinder: Quick Guide

- Alarms monitoring and GPS -tracking application
- Software as a service: All you need is PC and web browser
- Compatible with: TWIG Protector -range, TWIG Discovery Pro, TWIG Locator
- Follow TWIG devices on street maps and aerial views
- International map coverage
- Service account is free of charge
- Each new TWIG device free of charge for at least 30 days

GETTING STARTED IN THREE EASY STEPS:

1. Activate your free TWIG WebFinder account

(If you already have a TWIG Web Finder account, go directly to Step 2.)

Go to TWIG eShop at *www.twigworld.com*, select *TWIG Web Finder service*. Buy *TWIG Web Finder Free Subscription*, priced at 0 euro.

During the checkout process, you need to fill in the required information for activating your account. You do not have to give any credit card or PayPal information for this free of charge purchase. After completing all the steps, you will receive an E-mail confirmation.

2. Prepare your TWIG device

In addition to your new TWIG device, you also need a GSM service subscription and SIM card with voice and GPRS data from your mobile operator.

- Switch off the PIN query of your SIM card (e.g. by placing it in a mobile phone)

- Take the TWIG device from sales box and insert your SIM card and battery (TWIG Protector has integrated battery). Switch on the device and after a moment check that the GSM indicator shows signal.

3. Configure your TWIG device and link it with your TWIG Web Finder account

Launch the TWIG Web Finder service. You can access the login screen from *www.twigworld.com* > *TWIG Web Finder service* > *Launch TWIG Internet Services*. In TWIG Web Finder, add your new TWIG device to the service:

From top menu, select *Device Management* > *Add Device*. Fill in IMEI code of the TWIG device (from sales box or on type label) and press *Next*. A device configuration dialog window now opens. Fill in:

- Mobile phone number, with country code (e.g. "+4412345678")

- Description (name) you want to call the device in the service

- Select GPRS or SMS as communication method between device and server. GPRS is recommended when tracking the device in your home network and you have a flat rate data mobile subscription. SMS is recommended for international use with no tracking activated.

- If selected GPRS, select your mobile operator from dropdown list

- If your GPRS mobile operator is not shown in list, please email to support@twigworld.com and we will add it

- Alternatively, by selecting 'Custom' you can manually configure your mobile operator's GPRS parameters

- We recommend you check the box for International Roaming Blocking for GPRS. GPRS fees can be very high when roaming outside your home network.

- You can check box for activating AGPS (Assisted GPS), with TWIG Protector and GPRS connection only. AGPS can speed up GPS acquisition from time to time, at the cost of more GPRS data being used.

Finally click OK. Configuration messages are now sent to the device and it will be activated to work with TWIG WebFinder in a few minutes.

TWIG Locator and TWIG Discovery Pro only: Allow 15 minutes for all the configuration messages to arrive. Then switch the device on and off two times, then on again. Switching off TWIG Locator: Keep power key pressed down until all three lights flash three times.

GPS and charging the battery

Devices using GPS need much power, so it is important to always charge the device before taking it into use. When not in use, switch off the device to save power.

When you have turned the TWIG device on, make sure it gets GPS position before taking it into use. Usually this means you need to go outdoors to open sky. Getting GPS position can take several minutes.

Due to GPS satellite system design, getting GPS position can be difficult if longer than a couple of hours have elapsed since the last GPS position fix. You can help GPS acquisition by keeping the device stationary and by activating AGPS function.

MORE INFORMATION

Please refer to TWIG device user manuals, downloadable at *www.twigworld.com*. > *Support and FAQs* > *User manuals*.

Should you have any problems, please email to: *support@twigworld.com*.

USING TWIG WEB FINDER

In the main screen, on the left there is the map display, on the right the Device List, and on top there is the main menu. Use the tabs on the right to switch between Map View, Logbook and Alert Settings.

Controlling your TWIG devices

By right clicking on the device name on Device List, a popup menu opens with options.

When GPRS communication has been chosen, delivery of a command to device can take several minutes. An envelope is shown in Device List when there are pending commands to a device. There is no fee for sending a command to device over GPRS.

When SMS communication has been chosen, delivery of a command to device is typically completed in a minute. One credit (approximately 0.20 euro value) is charged to your TWIG WebFinder account every time a command is sent.

Locating TWIG mobiles

Right click on the TWIG device name on Device List and select *Locate*. A single locate request is sent to the device. When the device is located, its refreshed position appears on map and position information in Device List and in *Current selection* field.

Maps and aerial images

Rescale and *Devices shown* –settings control whether map zooming and panning is automatic and which devices are shown on map. By clicking *Center Map* you can manually center map on the selected devices.

Zoom the map by double-clicking on it, or by using the + and - controls. Pan the map by dragging it, or by using the arrow controls. Select between road map, aerial view, or 3D "Bird's eye" view by using the corresponding map controls.

Maps cover tens of countries internationally. Detail of maps and aerial images vary according to area, and usually improve over time. Bing maps by Microsoft licensing terms apply, see *About* -menu.

Tracking TWIG mobiles

Right click on device name in Device List and select *Tracking*. Then check the box for Tracking and set the desired tracking interval time and click *Start*. The position of the TWIG device will be continuously updated to TWIG Web Finder service.

To stop tracking, right click on the device list, select *Tracking*, uncheck the box for Tracking and click *Start*.

For certain TWIG device models you are also given the choice of realtime tracking and area tracking (geofence) in the Tracking window.

Note! Leaving Tracking on for extended period can result in expensive airtime bill when SMS communication is selected.

To see position history of a device on map, right click on device name in Device List and select *Show Track*.

Alerts

By pressing and holding down the Alert button of your TWIG device, you can send a message to trigger an Alert notification on TWIG Web Finder screen (requires that the web application is running). Alert sound is stopped by pressing *Acknowledge Reception* on the pop-up Alert dialog.

Open alert cases are indicated by a red triangle in Device List. To view and manage Alerts of a device, right click on its name in Device List and select *Alert dialog*. Operator notes can be edited until the alert case is closed, after which case notes are locked.

Alert voice call

In case of an alert, TWIG device can dial phone numbers to establish a voice call. The alert call is dialled to phone number(s) which are pre-defined in the TWIG device.

To activate this feature, use the provided PC configuration tool to configure the desired phone number(s) in your TWIG device.

Alert forwarding

Alert forwarding sends email and/or SMS notifications of a device alert, with time stamps and location information.

To activate alert forwarding, click on *Alert Settings*, select the device for which you wish activate the feature from the device list, and add contact information in the field underneath. Give the phone number without 00 or + in front of the country code.

Device settings

To edit device settings right click on the device name in Device List and select *Edit*.

Note! If you change SIM card, you should Delete that device from TWIG WebFinder and add it back again with the new phone number, rather than just changing the phone number in *Edit* dialog.

Cost of using & How to pay

Each new TWIG device comes with a free trial connection to TWIG Web Finder, plus an amount of free TWIG credits which are added to your account when the device is registered to the service.

TWIG credits on your account are automatically used for paying extension of the service for any TWIG devices on your account, as well as for sending SMS messages from your account.

The preferred communication method between TWIG server and TWIG devices is GPRS. Then the only communication fees are those charged by your mobile operator. If you choose to send SMS messages from your TWIG Web Finder account, your TWIG credits are charged accordingly.

Please, visit TWIG eShop for the pricing of TWIG credits and how many credits are charged for extending the service for a TWIG device or sending a SMS message.

You can buy more credits to your TWIG Web Finder account in the TWIG eShop at any time.

For corporate customers direct billing is available. For details, please contact sales@twigworld.com.