



Adiant Mobile

A GPS Products Company

FAQ's Frequently Asked Questions

Technical

How does GPS track indoors? Don't all GPS devices need a straight line of sight to the sky?

Most, if not all GPS products we manufacture use real time tracking. This means that the device is constantly receiving and recording the latest location on the device. When the device goes inside a building, the unit will retrieve the latest location information from the device. If the device is close to a window within a building, it will get a GPS signal.

If my child is camping in a remote area with no cell phone service, would I be able to track it from my home?

No. The device requires a cellular connection to send data to the servers to update the location. In many remote locations cellular service is sparse or not available.

How long does the battery last?

The MX-LOCare™ GPS Watch will last approximately 96 hours with one minute live tracking intervals. The other devices will last approximately 24 hours on the same settings as our device. The battery life can be affected by poor GPS, poor cellular service, cellular usage and the number of alerts you have generated. You can monitor the battery using the App which will show the battery level left at each update.

With all devices we always recommend charging them on a daily basis just like you do with your cell phone.

What is "real time" locating and how does it affect the battery life?

If a device is constantly checking and storing a new location - that is called "real time". If a device is in on "manual", "standby" or "sleep" mode, then it's not constantly updating its location information. The MX-LOCare™ GPS Watch always stays in one minute live track mode unless the caregiver decides to put it in manual mode which will turn off live tracking mode. Why is this important? If the wearer goes into an area that does not have a GPS signal, such as a tunnel, cave, parking garage, subway etc. the MX-LOCare™ Watch will know where the wearer was 1 minute before they went into this area. This is critical! If a wearer goes missing - you'll be able to know the closest possible location before the GPS signal was lost.

If I can receive alerts by emails do I need to have a text messaging plan to use this product?

No, it is completely up to the user how they want to receive their messages. Some prefer email and some prefer SMS. You have the option to receive either or both.

Can I use MX-LOCare GPS Watch for my pre-school child?

Due to the uniqueness and flexibility of our band and the size of the watch face itself it will fit on a child that weighs less 50lbs.

What makes MX-LOCare™ GPS Watch different?

- Easy to use
- Lightest wearable on the market
- Ip66 Waterproof rated
- Looks like traditional sporty digital watch
- Two way voice communication
- Stores up to 16 phone numbers on watch to call out
- Lockable Band that notifies when an open clasp alert is tampered with or opened in any way
- SOS Panic Alert Button with deactivation feature
- Up to 8 in/outbound geofences
- Comes with magnetic induction based charger so you are not dealing with USB connection issues
- No limit to tracking points and history, neither by date nor by # of positions
- View and manage unlimited devices from a single user account dashboard
- Can be integrated into 3rd Party Monitoring Companies
- On demand locating (Free iPhone and Android Downloadable App)
- Covered under Medicaid and most medical health insurance plans (U.S. Only)

Do I need access to a personal computer to use MX-LOCate?

No need to access your personal computer, you can use your iPhone, Tablet or Android device to track and locate wearer.

All Categories

How long is the warranty and what does it cover?

Adiant Mobile warrants that the device is free from defects in material and workmanship for the duration of one (1) year. Adiant Mobile limited warranty carries only those defects that arise as a result of normal use. The warranty commences on the purchase date.

How do I activate my Locator?

Your global sim has been installed and the device has been activated prior to your delivery. You will need to either scan or download the APP to login to setup your device. If there is any issue with device connecting to the Adiant Mobile App please contact the dealer or distributor you purchased from and they will be able to help you.

How do I charge my Locator?

We recommend that you charge the MX-LOCare GPS Watch first for a minimum of 12 hours for the first charge by using the USB magnetic power connector and a wall outlet. Or you can use any USB port on a computer to charge. backup battery supply.

Please note: We recommend that you charge the Watch daily to ensure you always have sufficient battery life.

How long does it take to charge my Locator?

Charging your Locator will take about 30 minutes each day.

How long does the battery last on a full charge?

The Locator battery last approximately 4 days depending on the setup tracking mode and alert settings. Standby Mode use less battery usage than Emergency Mode.

How long will the battery last when a Low Battery Alert is received?

On a Low Battery Alert the Locator battery can last from 8 hours depending on the tracking mode and usage.

Can I replace the battery?

Due to adhesive to waterproof seal the MX-LOCare™ GPS Watch the battery cannot be replaced on the Locator.

How do I set Airplane mode?

There is no airplane mode on the MX-LOCare™ GPS Watch as you can shut off device right from the App. We recommend that you turn off the device while in an airplane.

How do I lock the band?

Remove the stabilizer flap bar from the box and insert it to the side of the band that will slide over once the clasp is locked. You must insert and tighten the two screws into the stabilizer flap bar once adjusted on to the wearer's wrist.

A more secure durable locking mechanism will be available in the upcoming weeks and can be ordered separately.

The clasp was opened but I did not get an alert?

Check that you have selected the alert setting (Clasp Open) on the Adiant Mobile App.

The clasp was not opened and I am receiving many open clasp alerts?

The band needs to be tighter on the wrist as the light beam sensor is detecting open clasp and sending alert to App. It should fit snugly on the wrist.

Is the Locator waterproof?

The Locator is designated to be ip66 waterproof. We are being tested for ip67 which means exceeding the depth of 3ft of water for 30 mins. We will never recommend submerging any device.

What is GPS?

The Global Positioning System (GPS) is a space-based satellite navigation system that provides location and time information in all weather conditions, anywhere on or near the Earth where there is an unobstructed line of sight to four or more GPS satellites.

How long does it take to get a GPS location fix?

It takes an average 1 minute (60 seconds) delay for more accurate GPS position locating.

Why was I automatically logged out?

If you have not interacted with the Adiant Mobile App for 30 minutes, you are automatically logged out. Don't worry your settings still remain the same.

How do I change the language, units of measure and time/date modes?

Visit the Adiant Mobile App, select Setup then Settings.

How do I change the name of a Locator?

Visit the Adiant Mobile App, select Setup then find your Locator Info. Click on the Locator name you wish to edit.

What are breadcrumbs?

A breadcrumb trail is the historical path that a device has taken.

How do I change my Notification settings?

Visit the Adiant Mobile App, select Setup, then Family Members

How can I receive alerts?

First, in an emergency basis device can be called by predesignated caregivers. Alerts can also be sent by text message or email. Visit the Adiant Mobile App, select Setup then choose which options you want or both to get alerts.

Can I call the locator?

Yes. The Watch is a cellphone and can call out and in to up to 16 predesignated callers. Remember this is a mobile personal emergency device and we don't recommend to use it as a cellphone as your monthly voice minutes are limited to only 15minutes per month.

What is a Geofence?

A geofence is a defined boundary area that allow alerts to be triggered when a GPS device passed in or out of this area.

How many Geofences can I have per Locator?

Up to 8 Geofences can be configured per MX-LOCare GPW. They can customized to many shapes and sizes including circles, rectangles or polygons.

How do I create a Geofence?

Visit the MX-LOCate Portal, select Setup then Geofences. Click on the map or search by address. You can set up to 10 in/outbound geofences with advanced time settings.

Can I name a Geofence?

Yes, a name can be added for each Geofence.

How do I renew for second year of service?

If you are subscriber you will automatically receive and email approximately two months before your renewal data. You will have the option of monthly, quarterly or annualized billing.

Is this device covered by Medicaid or private insurance?

Yes. The process and documents required for Medicaid for private insurance reimbursement are in the Download Section of our website.

What do I do if device has been damaged or defective?

If you have a product that is defective within the first year of purchase you will need to contact the distributor/ seller where you purchased the product to get a Return of Authorization. They will instruct you on the procedure.

If you damage the product and it is outside the warranty coverage then we are sorry, but we are not able to repair.

Is there any extended warranty insurance replacement program to cover if the device is accidently damaged?

No, not at this time.

In what countries does device work?

It is dependent on the SIM card that was installed into your device. Please contact the seller for a list of specific counties the card will work in.

How does roaming work from country to country?

It is dependent on the Sim card that was installed into your device. Please contact the seller who can guide you.

Are there any additional service charges that can be incurred?

Only the second year service charge is additional. You have an option to purchase annually, quarterly or monthly.

Can I buy additional Keys?

Yes, you can call us directly or go to the dealer where you bought your device from. The New more secure band uses a Torx 9 locking key which can be purchased at a local hardware store.

Does the device have a way to bypass using the locking mechanism?

Yes. The MX-LOCare™ GPS Watch is worn as a regular watch. Early 3rd quarter, we are releasing a more durable band with enhanced locking mechanism which will be sold separately.