

Dear Tina Happy new Chinese Year!

I am afraid that the last few days, I stopped trying to sell trackers, and devoted my whole time on the WT-10 device, trying to understand/solve the variety of the problems we encountered!

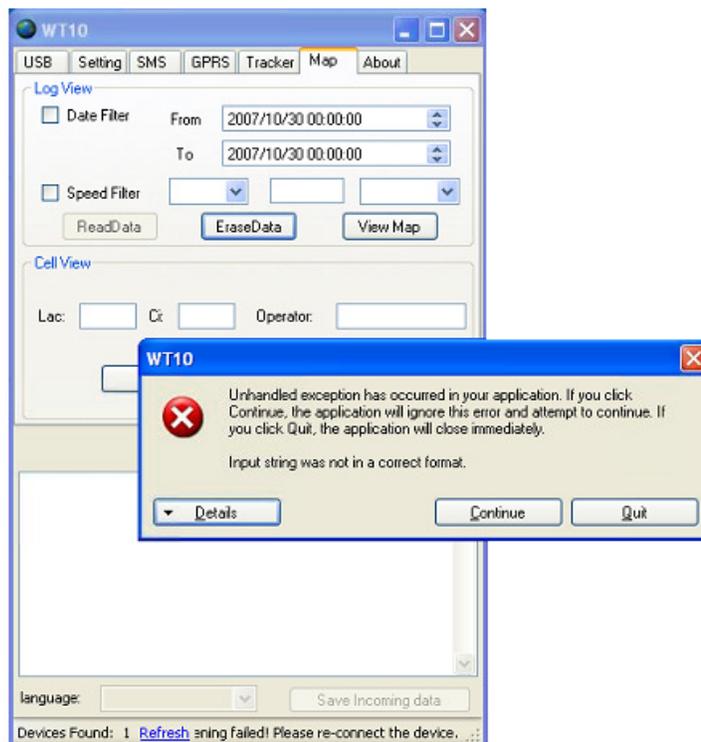
I don't think that the device used for testing is malfunctioning (though it is a possibility) but rather design errors... If that is the case then WT-10 is an expensive gadget not suitable for the purposes we want it (selling it for personal safety purposes that is).

Ideally if the tracker is not able to perform as expected (according to the brochure and/or manual specifications) I will have to rewrite a Greek manual describing a step by step guide of the "proper" way to use it and a step by step guide of how not to use it! In any other case I am afraid that if we sell WT10 units we will have customers chasing us with lawsuits!! I want to make clear that we don't purchased the WT10 trackers as "gadgets" but as "tools" for personal safety, so we cannot afford selling a "safety" product claiming features that simply do not exist!

To make a long story short, I am sending you some of the problems I encountered marked as "Critical", "Minor" and "Not categorized yet". Additionally I send you some questions, in order to understand better some of the tracker's features I have not figured out. Please note that I have not finished testing the device (I have worked very little with SMS commands) so it is possible that I will have more problems/questions in the coming days. I would appreciate some answers, from which I will decide whether I will spend some more time with it (testing, customizing a Greek manual, trying to sell it in the Market) or just ask you for a refund!

### **Critical Problems**

- a) The USB driver of the device installs only in Windows XP. It does not install in Vista or Windows 7 operating systems since a signed driver is requested. How about a new driver?
- b) I received a lot of error messages while using the software. Some of them I think were due to my mistakes (I did not use the Close button in the Connection Type), but some other errors are certainly "bugs" of the software. The following screenshot is from your software when I tried to "ReadData" from the tracker :



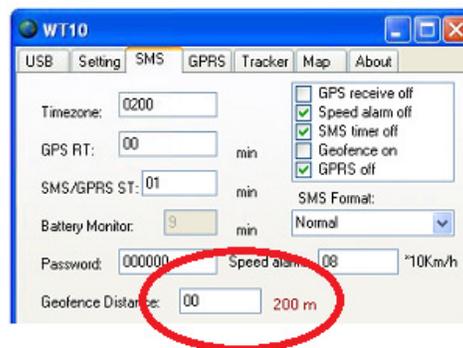
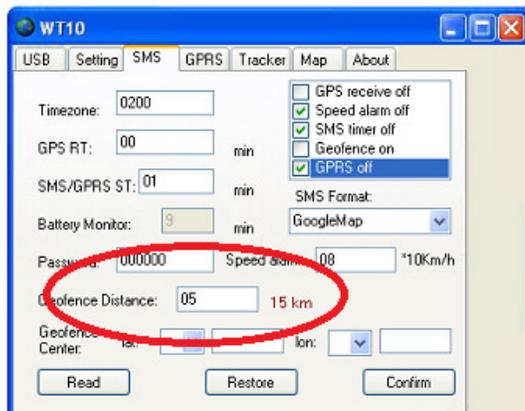
The s/w problem is rather frustrating, since errors do not appear in a "constant" manner but rather unexpected (two times worked, one time did not, then three times worked then it did not etc.) Do you have a more stable version of WT10 software? If that helps, the tracker's information regarding HW and SW versions show the following :



- c) Both the GPS and A-GPS accuracy of the tracker is bad! With the tracker staying still the coordinates received were half a block away in 66% of the cases. The only excuse I could imagine is that GPS devices have a better GPS fix when they are moving (or so I hear). I also tested the tracker "against" my mobile phone with A-GPS enabled, both devices in a closed room. My mobile phone gave me a position in the map which was less than 25 meters from my actual position, while WT10 sent me coordinates which were 3 and a half building blocks away (over 50 meters). Any suggestions how accuracy can be improved?
- d) Your manual states that you can modify some settings, using the tracker's SIM card on a mobile phone. I used WT10 SW to configure some of its features, and then placed the SIM to my mobile phone but I did not find anything written in the tracker's SIM card (no TIMER, no SET) other than the carrier's preinstalled phone numbers (voicemail, client service etc.). The problem will be critical in case we don't find ways to overcome problems with the software behavior, since the customers (if any) will have to use other methods to store settings in the tracker (editing settings in the SIM card is one way to do it).

**Problems not Categorized yet**

- a) WT10 Geofence Distance feature : Manual says it takes values from 05 (for 250m) up to 99 (4.950m) but actually it takes numbers from 00 to 99. The real problem is that the distance shown are not multiple of 50 meters as the manual states but of 3km! The only exception is the 00 value that shows 200m. I have not actually tested the geofence feature in real life so I don't know what are the actual distances, that will alert the tracker



- b) Quick dial button 1, dials as expected the phone number stored as TEL1. Quick dial buttons 2 and 3 does not seem to work. This probably is a malfunction of the specific unit, but I have to ask if this is normal since a lot of things so far did not work as expected....

**Minor(?) Problems :**

- a) Your manual is not well written. The screenshots are either from an earlier version of WT10 software or from a newer one because my SMS screen has a couple of differences from the manual's SMS screenshots. I am trying to rewrite the whole manual in Greek so that I understand how it works. Do you have a newer version of the manual?
- b) Manual says that "When USB connection is established, the unit GSM communication is shut off, and can not receive / send any info out". The statement is not correct. I plugged the device to my pc, started WT10 software and opened the device connection (device connection type = Open). An hour after I powered on the tracker and while it was still connected to the PC (and WT10 software), I received an SMS to my mobile phone with the tracker's approximate position.

The tracker though connected at my pc, kept sending messages with a 60 minutes interval. I checked the options in SMS TAB and both the "SMS timer off" and "GPRS off" options are ticked!!! Additionally the SMS/GPRS ST value is set to 01 minutes so where this 60 minutes interval comes from? I also used the tracker to place a phone call at the "TEL1" stored phone number (my home phone) and the tracker called! So what is it? A manual's mistype regarding the USB connection and GPS communication? Tracker's malfunction? I disabled the TIMER phone number (value = NULL) in order to stop messages coming

- c) In the Map Menu, I choose ReadData. The Data come up in the incoming Data Screen but when I try to Save them using the "Save incoming Data" Option, I receive the following error message :



Please note that the pc I used to install WT10 sw, has NetFramework 3.5SP1 and MS Excel 2003, while the version you have in the WT10 cd is NetFramework 2.0. This might be the cause of the problem, but on the other hand what kind of pc has Netframework 2.0 installed these days? Any suggestion of how to bypass the problem?

- d) It seems that there is no way to disable the Data Logging interval mode in the WT10 software. I tried to clear the checkboxes from "By Time" and "By Distance" but the sw did not save my choice. I used the value 9999 in the field "By Time", but after a couple of software restarts (both the tracker and the WT10), I saw the value 0030 and the option "By Time" enabled! I hope that this time the value 9999 will be stored in the tracker's memory, but if there I a way to disable the Data Logging Interval I would like to know it!
- e) I configured my mobile phone as TIMER, called the tracker and then hung up. As expected the tracker responded with an SMS having it's coordinates. Then I configured as SOS1 a second mobile phone's telephone number. I used it to place a call at the tracker and then hung up, but the tracker did not respond. I used the same phone to send a "W" command with no password and the tracker responded with coordinates. Your manual states that the "hung up" method should work for all numbers stored in the tracker's SIM card (which is peculiar because as I write to another point I found nothing stored in the SIM card). Any suggestion what went wrong?
- f) The first two charges of the tracker did not go as expected. Specifically it did not turn off even after ~20 hours of charging and then I disconnected it from the charger. The second time I tried to charge the unit, yellow light did not turn off after ~12 hours of charging and then I disconnected the charger. The 3<sup>rd</sup> time and onwards the yellow light turns off after ~3-4 hours of charging. Is this is normal behavior (the first two charges)?
- g) Your site states at some point that the tracker's weight is 30g and 120g at another point. The manual and the brochure states 50g including battery. I weighted the tracker and I see 119g! I think it's time to make the proper corrections at your site, manuals and brochures...
- h) Your site states that WT10's battery is 2200mAh. WT's brochure and manual states that the tracker's battery is 1100mAh but my test tracker's battery is only 1000mAh. Again you have to make some corrections.

### Questions

- a) I went through your manual again and again but I have not figured out the use of all these phone numbers. I understand "TIMER" (controls the unit), TEL1, TEL2, TEL3 are stored for quick dialing, but what about SOS1, SOS2, SOS3, SOS4 & SOS5? Do these numbers serve other purposes than having the ability to change the tracker's setting by SMS?

- b) I have a problem shutting down the tracker. I press the Power On/Off button for a couple of seconds to close the device, the red light starts flashing quickly and then comes back to its previous state (flashing slowly). If I keep pressing the Power On/Off button for 5 seconds or more the device seems to close and then restarts again (I receive two messages in my phone Power Off & Power on). The only sure way to power off the device is to use a button that you do not describe in your manual (hidden on the left side of the unit) which it is probably intended for reset purposes. What is the proper way to shut down the device? Additionally what is the use of the hidden button?
- c) I attempted to stop meaningless messages from coming (Power On, Power Off, Belt open, Low Battery etc.) by placing the value "NULL" to the TIMER's phone number. The feature of warning messages is probably useful in "real life" situations but the SMS costs in a testing environment are simply too high. What if someone decides to disable TIMER in real life situations? Is there another functionality lost besides the warning messages?
- d) And the last question for today. Hopefully tomorrow I will use a second tracker to make some tests to see if the device/software behavior will be the same or not. If I have the time I will also try some SMS commands. Any suggestions regarding the SMS commands? Should I send it from a phone stored as TIMER,SOSX or any other suggestion?