

MOBILELOCK™ GPS Locator with Anti-Theft Alarm

FAQs



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How do I know if my MOBILELOCK is working?

Assuming you have activated your service, you can choose to get a status report sent to you via the email address you provided in the Contact section. You can opt to get a status update at any time through the phone menu or on the website. If the status message is not received, the unit is likely out of cellular coverage or the battery needs to be recharged.

When my vibration sensor is on and the MOBILELOCK is armed, I get several emails/ phone calls that are false alarms. How can I properly adjust the vibration sensor?

Adjusting the sensitivity of the vibration sensor will be necessary depending on the type of equipment you have mounted MOBILELOCK to. If you are experiencing false alarms you can adjust the settings and/or customize the false alarm filter option which will cause the alarm to be triggered only when there is a series of vibrations. The setting of 8 is most sensitive and will pick up the smallest vibration. To reduce false alarms, change the sensitivity to a lower number.

When should I recharge my MOBILELOCK?

When the battery is getting low, all users who have been set to receive low battery notification on the website or phone menu will receive an email and/or phone call. At this point your MOBILELOCK unit will last approximately three days and should be recharged.

Is there a record of what I do on the phone menu and/or website?

Yes. The website displays a log of the 20 most recent activities as well as allows the user to go back and view activity reports from the unit activation.

Can I mount MOBILELOCK inside a container?

Yes; however, anytime MOBILELOCK is mounted in a new location a status report should be requested to ensure good signal strength and battery level. Additionally, locates tend to be more accurate when the DS500 is on the outside of a container.

I have more than one MOBILELOCK. Is there a simple way for me to arm and disarm them without having to do each one at a time?

The phone menu and the website both allow "group" features that will allow users to quickly arm/disarm, customize, and locate multiple units at the same time, provided they are all setup on the same account. If you are having trouble setting up a group, call 1-877-456-LOCK.

Can I leave MOBILELOCK outside if it might get wet?

DeWALT designed MOBILELOCK to be jobsite tough. The DS500 can be left out in the weather and is durable enough to survive on the jobsite.

Do I need to tell the monitoring company if I move the unit from one thing to another?

No. You may elect to change the name on the website and in the phone menu system to easily keep track of which MOBILELOCK unit you are interacting with.

How often are the low battery and full battery notifications sent?

E-mails and text messages are sent immediately. This is the best method in order to take action right away. Phone calls are made once per day for all units that had a low or full battery within the past 24 hours. This avoids having MOBILELOCK contact you in the middle of the night if the battery runs low.

