














SEARCH STATUS INDICATORS FOR WEB CONSOLE AND FIELD CONSOLE

Web Console	Description
 No report yet	<p>Pertains to Location Return and Non-Subscriber Location Request</p> <p>When a search is initiated, the status will be “No report yet.”</p> <p>Once the Location Return notification is delivered to the lost subject phone, the status will change to “Delivered.”</p> <p>If the status remains “No report yet” for longer than ~ 30sec, one of the following conditions may exist:</p> <ul style="list-style-type: none"> • The phone is out of cellular service or in airplane mode • The phone is off or out of batteries <p>If the notification cannot be delivered to the phone, it will be queued and delivered when the phone returns to a live network.</p>
 Delivered	<p>Pertains to Location Return Only</p> <p>Indicates the Location Return notification was delivered to the phone. (I.e. the phone is on and connected to cellular or Wi-Fi).</p>
 SMS sent	<p>Pertains to Non-Subscriber Location Request Only</p> <p>Indicates the text message was successfully sent to the cell carrier, and will be delivered to the subject phone when possible.</p>
 Viewed	<p>Pertains to Non-Subscriber Location Request Only</p> <p>Indicates the user has received and acknowledged the text message to their phone.</p>
 Reported	<p>Pertains to Location Return and Non-Subscriber Location Request</p> <p>Indicates GPS coordinates were successfully sent from the lost subject phone to the search team</p>
 SMS not delivered	<p>Pertains to Non-Subscriber Location Request Only</p> <p>Indicates the SMS message could not be delivered to the intended recipient. May be due to invalid phone number, or other network or phone configuration condition</p>
 SMS send failed	<p>Pertains to Non-Subscriber Location Request Only</p> <p>Unknown error prevented text message from being sent to subject phone.</p>
 Declined	<p>Pertains to Location Return Only</p> <p>User received Location Return notification but declined sending coordinates back to search team.</p>
 GPS denied/disabled	<p>Pertains to Location Return and Non-Subscriber Location Request</p> <p>Indicates phone settings preventing GPS coordinates from being returned. (Either Location setting is OFF for phone or AirFlare app settings configured to not share location).</p>
 Non-specific GPS error	<p>Pertains to Location Return and Non-Subscriber Location Request</p> <p>Indicates unknown error returning GPS coordinates. The phone may not have GPS coordinates available to share, or other unknown / unsuspected condition is preventing GPS coordinates from being returned.</p>
 User blocked notification	<p>Pertains to Location Return Only</p> <p><i>iOS only.</i> Phone configured to block notifications. Preventing notifications from being delivered to the phone disables Location Return.</p>
 Error sending to device	<p>Pertains to Location Return Only</p> <p>The Location Return notification was not sent to the lost subject device. Try again and if issue persists, contact AirFlare support.</p>
 Invalid push token	<p>Pertains to Location Return Only</p> <p>Indicates a specific condition whereby Location Return notification is not delivered to the lost subject device. The push notification key recorded in the AirFlare Registry is not the same as (is out of synch with) the push notification key on the lost subject phone. Please contact AirFlare support if this issue persists.</p>