




















SEARCH STATUS INDICATORS FOR LOCATION RETURN (AIRFLARE SUBSCRIBER)

| Web Console | Description |
|--|---|
|  No report yet | <p>When a Location Return 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, it will be queued and delivered when the phone returns to a live network.</p> |
|  Delivered | Indicates Location Return notification delivered to the phone. (I.e. the phone is on and connected to cellular or Wi-Fi). |
|  Reported | Indicates GPS coordinates were successfully sent from the lost subject phone to the search team. |
|  Declined | User received and acknowledged Location Return notification but declined sending coordinates back to search team. |
|  GPS denied/disabled | <p>The subject device received the Location Return notification, but has location services disabled. This can be a system-wide OR just disabled for the AirFlare app.</p> <p>The user can fix this by opening AirFlare and following the setup instructions on the home screen.</p> |
|  No Position from GPS | Indicates the user’s phone was unable to gather GPS coordinates. The phone may not be able to get accurate coordinates at all OR simply may not have been able to do so in the time allowed (20 seconds). <i>When this error occurs, advisable to re-initiate the search once or several times.</i> Each re-initiation prompts the phone to try to gather a better location fix. |
|  Non-specific GPS error | The subject device encountered an error retrieving its GPS coordinates. <i>When this error occurs, advisable to re-initiate the search once or several times.</i> |
|  User blocked notification | <p>Pertains to IOS only.</p> <p>The subject device has notifications disabled for the AirFlare app. The subject can fix this via Settings → Notifications → AirFlare → Allow Notifications → Restart the AirFlare app.</p> |
|  Invalid push token | Indicates inability for the notification to be delivered to the subject device because app was uninstalled OR because the app is out of sync with the AirFlare Registry. In the latter case, running a Self-Test (AirFlare main menu → Self-Test) should resolve the issue. Please contact AirFlare support if this issue persists. |

SEARCH STATUS INDICATORS FOR LOCATION REQUEST (TEXT TO NON-AIRFLARE SUBSCRIBER)

| Web Console | Description |
|---|--|
|  No report yet | When a Location Request is initiated, the status will temporarily be “No report yet.” Once the Location Request text is sent to the lost subject phone, the status will change to “SMS Sent.” |
|  SMS sent | Indicates the text message was successfully sent to the cell carrier, and will be delivered to the subject phone when possible. If the text cannot be delivered to the phone (e.g. it is out of cell service or off), the cell-service carrier will typically queue the message and deliver it when the phone returns to a live network. |
|  Delivered | Indicates the Location Request Text was delivered to the phone. (I.e. the phone is on and connected to cellular or Wi-Fi). |
|  Viewed | Indicates the lost subject device has received the text message. This status may not indicate the user has seen the text message. On Android phones specifically, the status will change from “SMS sent” to “Viewed” if the phone is configured to display text previews on the home screen. The user may or may not have seen the text preview. |
|  Reported | Indicates GPS coordinates were successfully sent from the lost subject phone to the search team. |
|  SMS not delivered | Indicates the text message could not be delivered to the intended recipient. May be due to invalid phone number, or other network or phone configuration condition. |
|  SMS send failed | Unknown error prevented text message from being sent to subject phone. |
|  GPS denied/disabled | The subject device received the Location Request text, but has location services disabled, so cannot return coordinates. This issue can be system-wide configuration setting or just for the web browser. The user can fix the issue as follows, and resend coordinates. <i>IOS:</i> Settings app → Privacy → Location Services ON AND Settings app → Privacy → Location Services → Safari Websites → Allow Location Access While Using App <i>Android:</i> Settings app → Location Services ON |
|  No Position from GPS | Indicates the user’s phone was unable to gather GPS coordinates. The phone may not be able to get accurate coordinates at all OR simply may not have been able to do so in the time allowed (20 seconds). <i>When this error occurs, advisable to re-initiate the search once or several times.</i> Each re-initiation prompts the phone to try to gather a better location fix. |
|  Non-specific GPS error | The subject device encountered an error retrieving its GPS coordinates. <i>When this error occurs, advisable to re-initiate the search once or several times.</i> |