

Pebbell FAQs and Troubleshooting Advice

FAQs

How accurate is the GPS location?

The Pebbell's GPS location can be accurate to 5–15m, however this is dependent upon many environmental factors that impact the quality of the signal.

The Pebbell's SIM card is a roaming SIM that piggy-backs off the best available mobile network in your area, unfortunately, there may still be areas where the Pebbell cannot receive a signal. It is recommended that you do not fully rely on the Pebbell for safety but to help someone you love to stay safe.

What phone does the Pebbell work with?

We recommend all emergency contacts use smartphones to make the most out of the Pebbell's functionality. For example, to open the GPS location links sent via SMS text message you will need to use a smartphone as it is sent using Google maps.

Landline and non-smart phones can be used; however, they will not benefit from the text alerts in the same way.

Can I use the Pebbell in a different country?

Both the Pebbell Mini and the Pebbell 2 GPS Tracker work in most European countries as they come with an EU roaming SIM card. If you wanted to use the device outside of Europe, you can put your own SIM card in the Pebbell Mini, but not the Pebbell 2 GPS Tracker.

What are the differences between the Pebbell Mini and the Pebbell 2 GPS Tracker?

The Pebbell 2 has a few additional features; access to a live web-tracking portal, a charging dock, it is waterproof, and has the ability to send its last known location.

Is live-tracking available?

Live-tracking is only available with the Pebbell 2 GPS Tracker. This feature allows you to log in to an online portal and view the location of the Pebbell, as well as setting geo-fencing.

What method does the device use to send SOS alerts and make emergency calls?

Both the Pebbell Mini and the Pebbell 2 come with a roaming SIM card with a minimum of £2 credit, allowing you to start using the tracker immediately.

In order to maintain connectivity, the SIM must be topped up.

An EU wide roaming SIM guide is also provided with your product to help you with the top up process. **Please note, this SIM's tariff requires a monthly line charge of £1.50 per month.**

Can I get my own SIM?

The Pebbell Mini comes with a replaceable SIM card, so you can choose to use your own instead.

However, the Pebbell 2 comes with a built-in SIM card that cannot be accessed or replaced, allowing the device to remain waterproof.

How do I enable live tracking?

This is only available for the Pebbell 2 GPS Tracker. To enable this feature and view the charges you must register your device at: <http://www.pebbell-gps.com/live-registration-2>.

Is there a minimum distance for the geo fence alarm?

The geo-fence alarms should not be set to anything less than 150M. The manufacturer recommends 300M to prevent the Pebbell sending false alarms.

What does the small grey button on the left-hand side of the Pebbell do?

This button allows you to make a non-emergency call. If you have 3 contacts installed, this will call the third registered contact (C1).

How do I set up the emergency contacts?

Send SMS command: **A1** to the Pebbell from the phone you want as the first emergency contact. The Pebbell will reply: **Set mobile number 1 OK!**

To delete this number, you can send the SMS command: **A0** to the tracker.

Repeat this process for the second and third contacts, by sending **B1** from the phone you want as the second emergency contact, and **C1** from the phone you want as the third emergency contact.

Alternatively, you can set the emergency contacts up from any phone. For example:

If you wanted the first emergency contact to be 078XXXXXXXX, you would send a message to the Pebbell from any phone saying: **A1,+4478XXXXXXXX** (with no spaces) and repeat the process for B1 and C1.

Top-up advice and SIM card charges

What are the tariff charges?

Texts are 15p each and phone calls are 19p per minute (both including VAT). There is a monthly line rental fee of £1.50, which will be automatically deducted from your credit.

How do I know if there is credit on my Pebbell?

You can set up an alert (SMS and/or email) to be sent once the Pebbell's balance drops below £2.00, if you wish to receive these alerts please send an email to info@telmenow.com with:

1. The Pebbell's mobile number
2. Your mobile number
3. Your email address

Once received, we will set this up for you.

If you wish to know how much credit is on the Pebbell at any given time, you can request this via an SMS text message that must be sent from the mobile number you provided in the above (2).

The text should read:

BAL 447<ENTER THE REST OF YOUR PEBBELL'S NUMBER HERE>

Example Text Contents: **BAL 447123456789**

Send text to **07924373737**

How can I put credit on my Pebbell?

To top up your Pebbell you need to visit the following site:

<http://telmenow.easypayg.com/index.php>

From here, you can simply enter your tracker number using the format suggested, the amount you would like to top-up and your personal details. You will then be directed to pay via PayPal, however you can checkout as a guest using your credit or debit card.

Please note that failure to fill in all fields will divert you back to the top of the page.

Troubleshooting

When trying to establish a contact, the device is replying with 'format error', what do I do?

Format error is usually sent from the Pebbell when a command has been incorrectly written/typed out.

Please ensure you are sending the relevant commands as stated. For example, when establishing a contact, please ensure you are sending **A1** without any spaces.

Where can I find the number of the Pebbell?

The phone number for the Pebbell is found on the outside of the box. The number will begin with '+447'.

In response to a location request, why has the Pebbell responded with a text saying 'BEFORE'?

This means that the Pebbell cannot find a GPS location where the Pebbell is currently located and so it reverts to the last known location.

The Pebbell is giving a foreign GPS location, what do I do?

When first connecting to the Pebbell, you may receive its location as being in China. Send a text saying **RESET!** to the Pebbell, and then retry the location request.

The Pebbell isn't responding to my text messages, what do I do?

Your device could be out of signal. Please check the LED lights against our manual received with your device and ensure you have network coverage.

If not, you may need to take the device outside to help it connect to a satellite.

The Pebbell isn't calling the second or third contact, what do I do?

This may happen due to the first contact not answering but having voicemail enabled on their phone, therefore tricking the Pebbell into thinking they've picked up

Please turn all voicemail facilities off.

The time stated in the alerts is incorrect, can I modify this?

Yes, using a simple SMS command from the primary authorised mobile you can change the time zone on the Pebble. UTC time has been set as default time. We have outlined the full details below:

Command: TZ+ +00/-00

Note: The time format must be in 2 digits and at maximum 23 hours in value. “+” in the “time zone” portion of the text indicates east. The symbol “-” in the “time zone” indicates west.

Example: tz+02, the system will add 2 hours based on the UTC time.

tz-02, the system will minus 2 hours based on the UTC time.