

# Find Recover & Insurance Service (FRIS)

## Manual Fris Smart Tracker

Meer informatie: [frisnederland.nl](http://frisnederland.nl) | [info@frisnederland.nl](mailto:info@frisnederland.nl) | [f frisnederland](https://www.facebook.com/frisnederland) | [in FRIS Nederland B.V.](https://www.linkedin.com/company/fris-nederland-bv)



# FIND RECOVER & INSURANCE SERVICE (FRIS)

Manual Fris Smart Tracker

## Inhoud

FRIS NEDERLAND B.V. ....	3
PERFORMANCE .....	3
COLLABORATIONS .....	3
BASIC PREMISE .....	3
LORA EN GPS TECHNIQUES .....	3
LORA DIFFERENCES .....	3
TIMELINES PROCESSES .....	4
RECOVERY .....	4
INVESTIGATION PERIODE .....	4
CONTROL ROOM REPORTING .....	4
RECOVERD PROCEDURE .....	5
NOT FOUND AFTER 48 HOURS .....	5
DELIVERED AFTER RECOVERY .....	5
REPORTS .....	5
DAMAGE .....	5
FRIS SMART TRACKERS .....	6
OPERATION FRESH SMART TRACKER LORA NETWORK .....	6
CAN A REPORTED MISSING PROPERTY BE FOUND IF THE LOCATION IS NOT OPTIMAL? .....	7
TRANSMITTER AND NETWORK MESSAGES AND OPERATION .....	7
THE FRIS SMART TRACKER CONNECTS TO THE LORA NETWORKS BASED ON: .....	7
DEVIATIONS FROM POSITIONING .....	7
WHAT HAPPENS WHEN YOU AS A CUSTOMER REPORT A MISSING ITEM VIA THE APP .....	8
WHAT CAN WE SEE FROM YOUR TRANSMITTER? .....	8
WHAT DATA DO WE RECEIVE FROM YOU AND WHY .....	8
ABOUT LORA .....	9
USE OF THE APP .....	10
WHERE CAN YOU FIND THE CHANNEL NUMBER? .....	12
INSTRUCTION USE APP .....	12
SET ALARM IN THE SURE! -APP .....	12
POSITION IN GOOGLE MAPS .....	12
REPORT MISSING ZEKER! -APP .....	13
DECLARE .....	15

TRACKING PROCESS.....	15
PROPERTY DELIVERED FREE OF CHARGE AFTER RECOVERY.....	15
<b>VIEW LOCATIONS IN THE APP.....</b>	<b>15</b>
WHICH MARKERS CAN YOU SEE AND HOW.....	15
ALARM BELL ORANGE MENU.....	19
NOTEPAD AND PEN SYMBOL.....	19
RECYCLE BIN MENU.....	21
CAN THE TRANSMITTER BE USED ON SEVERAL TELEPHONES?.....	21
<b>WHAT IF YOU HAVE REPORTED A MISSING PERSON BUT YOU ALREADY HAVE YOUR PROPERTY BACK?22</b>	
BATTERY EMPTY SOONER THAN EXPECTED.....	22
TECHNICAL PROBLEMS WITH THE APP OR TRANSMITTER.....	22
<b>RECEIVED A NOTIFICATION TO RENEW MY SUBSCRIPTION, HOW DO I DO THAT?.....</b>	<b>22</b>



## **Fris Nederland B.V.**

Fris Netherlands B.V. is a service provider involved in the detection of valuable goods and, among other things, means of transport that are equipped with Track and Trace technology. Within this segment, Fris Nederland B.V. has been a market leader for years and has the necessary teams and control room facilities that are unique and fully equipped for detection.

## **Performance**

All incoming reports are processed and coordinated from the specially equipped control room in Arnhem. The investigative teams are distributed throughout the Netherlands and have the necessary materials and investigative resources to be able to deploy quickly at the location. The teams are only used for investigations and have no secondary activities.

## **Collaborations**

Fris Netherlands B.V. has been able to bind a large number of insurers over the years. Fris Netherlands B.V. In addition to the larger insurers, it also has various companies and private individuals as customers, both within and outside the Netherlands.

## **Basic premise**

The active search for missing goods and/or means of transport by FRIS Nederland B.V. within a maximum period of 48 hours after a signal "missing" by the owner.

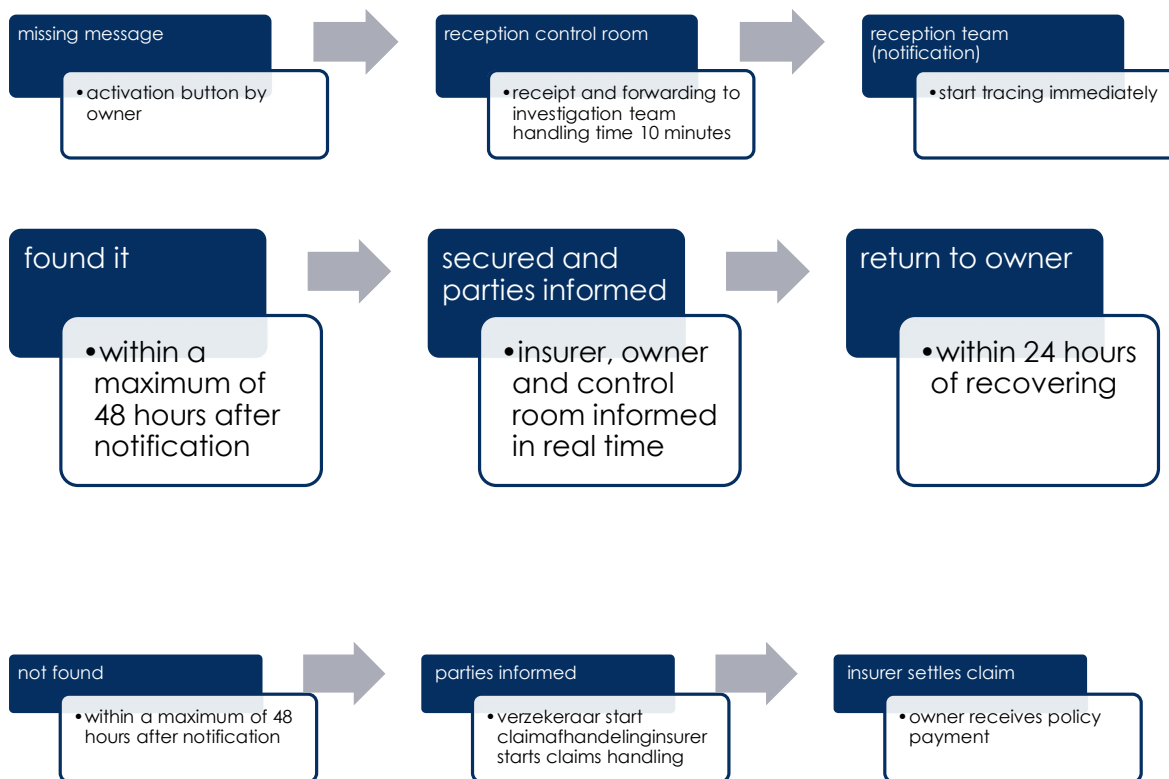
## **LoRa en gps techniques**

Fris Netherlands B.V. can carry out the detection based on a LoRa transmitter or a GPS transmitter. For LoRa, this is only possible within the Netherlands and Belgium. For GPS transmitters, this is possible within the Netherlands, Belgium and Germany.

## **LoRa differences**

A LoRa transmitter purchased in the Netherlands only works in the Netherlands and can therefore only be traced in the Netherlands in the event of a report. The Dutch network LoRa belongs to KPN and is only active in the Netherlands. A LoRa transmitter purchased in Belgium only works in Belgium and can therefore only be traced in Belgium in the event of a report. The Belgian network LoRa belongs to Proximus and is only active in Belgium.

## Timelines processes



## Recovery

The search starts when the owner reports a missing at the Zeker! App. This report will then be sent to the control room of FRIS Nederland B.V. After receiving the report, the control room will call in the nearest investigative officer to start the investigation.

## Investigation periode

As soon as the report has been received and forwarded to the team stationed in the area, the search will begin. The detection will be active for a period of generally 48 hours on average. If the owner's property is not found within those 48 hours, the insurance will continue to process the claim provided the owner has taken out insurance.

## Control room reporting

All investigations are coordinated and directed from the control room. The employees are responsible for reporting, calling in the police, managing investigation teams, processing all reports per incident and providing feedback to the owner and/or the insurance company.

## Recoverd procedure

If the reported missing item is found and FRIS Nederland B.V. can be taken it will be returned to an agreed location, this can be;

- Address of the owner;
- Police station;
- Location provided by the owner.

## Not found after 48 hours

If the reported missing item is not found after a period of 48 hours from the moment of receipt of the report, the owner will receive a report and the insurance claim can be processed if insurance has been taken out.

## Delivered after recovery

If the item reported missing has been found and delivered to the specified location, a proof of delivery will be drawn up and drawn up in duplicate and signed by the employee of FRIS Nederland B.V. and the receiver. The proof of delivery is then scanned and added to the (digital) report.

## Reports

The reports are provided with photos (finding and condition of the reported missing) and any special circumstances at the location. In addition, all details of the report, the search action, any police deployment, find locations, location where the property is going, whether or not perpetrators are involved, etc. are listed.

## Damage

If the item reported missing that is found has damage, the photos of that damage will be recorded and added to the report. FRIS Netherlands B.V. cannot accept any liability for the damage, the origin of the damage and/or the nature of the damage. The damage cannot be done by FRIS Nederland B.V. either. are appraised and/or assessed whether this damage is already existing damage or damage caused by the theft. Based on the report and photos, the insurer will have to determine whether the damage is rightly or wrongly claimed by the owner.

## Fris Smart Trackers

You don't want to lose beautiful, expensive things. The Fris Smart Tracker is recognized by several insurers and provides optimal theft protection. With the unique motion detector, which other "GPS" transmitters do not have, your property can be followed in real time by us in the event of theft and can be found by us. Is your beloved property missing? After your report in the Zeker! app, the local Fris investigation team immediately springs into action, locates your property down to the meter and returns it free of charge to any desired location in the Netherlands\*.

\*Except: recovered property that has been seized by the police for further investigation, or has been removed by the municipality and is on a municipal AFAC depot.

## Operation Fresh Smart Tracker Lora network

The FRIS trackers work on the KPN LoRa network. This is a special network for small, smart and very energy-efficient devices that send their data to the internet. The KPN LoRa network has a positioning function. If a tracker transmits a signal, and this signal is received by 3 or more LoRa base stations, they do a cross bearing and thus determine the location of the tracker. The advantage is that this method of positioning does not cost the tracker any energy at all: it only needs to transmit its data message, the disadvantage is that, for example, due to reflections from buildings, this form of positioning is somewhat less accurate than we are used to from GPS.



When mounting a tracker, it is important that it can transmit its radio signal well in all directions. After all, this allows him to reach as many base stations as possible around, and the more base stations are reached, the better and more accurate the positioning. The biggest problem for the radio signal is metal, because all types of metal completely block radio signals. In the example on the right, the tracker is surrounded by metal on 3 sides. The transmission signal can only radiate in one direction. This also allows the tracker to only reach base stations on one side of the vehicle. As a result, the positioning quality will be poor, or it will not be possible to do a cross bearing at all, because too few base stations will be reached.

### **Can a reported missing property be found if the location is not optimal?**

Yes! If no blue marker is shown in the app, this does not mean that your property cannot be found if it goes missing! In the event of a missing person, firstly, the tracker is set to a very short interval, so that many positions are generated in a short time, and secondly, a sounding beacon is switched on, with which the FRIS investigative staff can already locate the tracker at a distance of can pick up hundreds of meters, and accurately gauge, even if it is hidden somewhere in a building, shed, van or the like.

### **Transmitter and network messages and operation**

The transmitter is intended for detection in the event of a theft. The transmitter is not a live transmitter that, like a GPS, can show exactly where an item is and has gone. It is important to know that the transmitter has a motion alarm that enables a 1st action by you as a customer and can prevent a possible theft. If the theft is a fact, the tracker can be activated by our control room after you have reported it as missing via the app. Thanks to the smart technology and the sounding beacon, we are able in many cases to find the items reported missing. This is because LoRa cannot be disturbed by external signals and provides coverage everywhere on the special sounding receivers.

#### **The Fris Smart Tracker connects to the LoRa networks based on:**

- 1 x every 2.5 hours if a transmitter has no movement or is on an item that is not moving.
- 1x every 30 minutes if the transmitter is moving or sitting on an item that is moving.

- 1- If the item is not removed, the tracker tries to be economical with the resources: battery power, Google wifi scan costs, etc.
- 2- If the item has been removed, the tracker will do everything it can to give the best possible position: 4 minutes interval, always WiFi scan, beacon signal, etc.

### **Deviations from positioning**

If the positions of the marker are based on sufficient units of measurement within the LoRa network and base stations, the location will reasonably correspond to the location of the Fris Smart Tracker. Please note that there will always be a deviation, after all, there is no GPS. The deviations can range from 10 meters to 1.5 km and in rural areas up to 4 kilometers. These deviations or outliers in the location of the marker in the App do not affect the correct operation of the transmitter, as the transmitter is in a "normal" mode and not in tracking mode. This search mode only takes effect after a report of a missing item.



## What happens when you as a customer report a missing item via the App

As soon as you have reported a missing person in the App, the location will only be visible to you as a customer in Rotterdam on the Erasmus Bridge. From that moment on we can only see the channel live and start the investigation. Once the tracking has ended and your property has been recovered, your location operation will return to “normal” in the app.

## What can we see from your transmitter?

We cannot see, track or view other data from your channel. Your transmitter will not be visible to us until you have reported a missing.

## What data do we receive from you and why

When purchasing the Fris Smart tracker, there are two options for activating a subscription for detection, data, connection to the control room, app, return service and handling reporting;

- You have an all-in package including assembly on location;
- You purchased the product from a partner of Fris or a specialist retailer.

The data requested is:

Name, address, email address, telephone number, details of the item on which the transmitter is placed with the associated characteristics such as a license plate, registration number, etc.

For our privacy policy, see Privacy statement - Fris Nederland





## About LoRa

LoRa is a contraction of Long Range – Low Power, and is a technology to improve connectivity for Internet-of-Things applications. LoRa only allows short data messages from maximum of 50 bytes, but does so in a particularly energy-efficient protocol, which means that devices last years with one battery. There is communication both from and to the mobile device possible. One of the special features of this network is the Geolocations function. The network can determine the position of a device if the signal from the device is received by 3 or more base stations. This position determination is less accurate than GPS, but has the advantage that it is very energy efficient. The positioning is actually not in the device, but in the network, and the device only needs to send a short data message to the network to be able to find out.

Our vision is that IoT technology can only successfully find its way to the customer if a total solution is offered: hardware and software for a mobile device, LoRa subscriptions for communication, a secure cloud solution for the storage of all data, and a method to process the generated data in mobile apps and/or web portal and/or third party systems. In addition, it is our constant goal to design our IoT applications as cheaply and energy-efficiently as possible. In our entire chain, all hardware and software is developed by ourselves and produced in the Netherlands. This means that our products are 100% Dutch, and we can keep prices low because we do not have to pay licensing costs to third parties.

## Use of the App

Adding your Track and Trace transmitter to your phone/app Sure!

Download the sure! App via:

[Zeker! - Apps on Google Play](#)

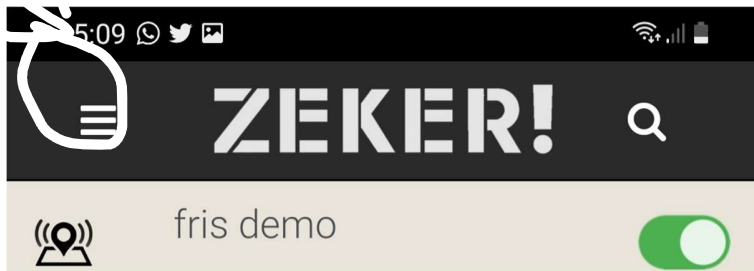
android

Of

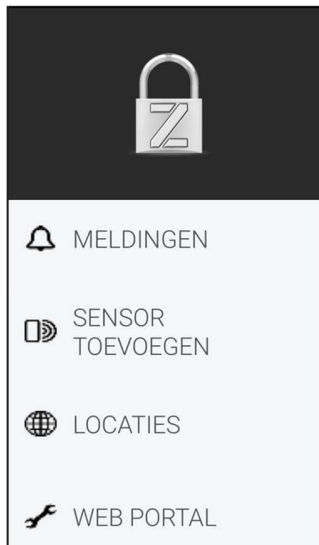
<https://apps.apple.com/nl/app/zeker/id1408116832>

Apple

After downloading, open your Sure! App and choose menu, the three horizontal lines at the top left



Then choose "add sensor" and your camera will open, scan the supplied QR code of the transmitter and click on "save" at the top right. Your transmitter is now added and ready to use.



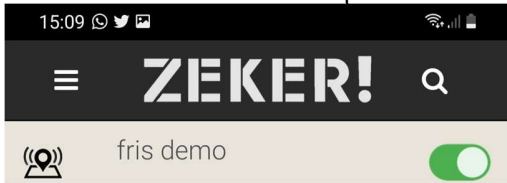
If you have purchased the transmitter on the webshop (all-in package) of Fris Nederland, you do not need to do anything further after adding your transmitter to the app.

**PLEASE NOTE:** if you have NOT purchased the transmitter via the Fris Nederland webshop, you must take the following steps after adding your transmitter to the app to activate your transmitter, otherwise the transmitter will not do anything.

Access the site from a computer: : <https://portal.frisnederland.nl/>



A QR code will appear on your screen, scan it through the Zeker! To open the app on your phone, choose the 3 horizontal lines at the top left

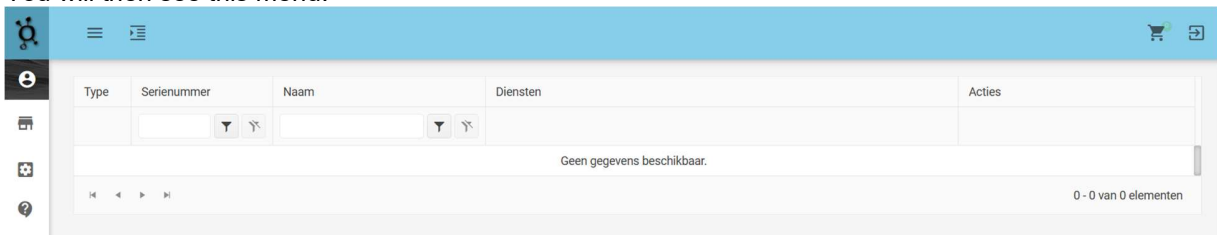


And the menu opens, then choose web portal

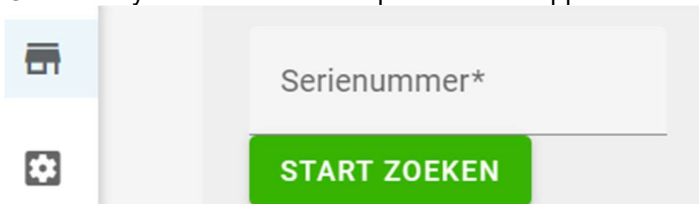


Scan the QR code on your computer screen

You will then see this menu:



Go to the symbol:  click it open and then appears:



digits)

Enter your (serial) channel number (5

Press "start search" and the selection menu will appear, follow the steps as follows:

- Choose the desired subscription (12, 24 or 36 months) or select your current insurer.
  - Scroll down and fill in the requested information. Then press the order button and fill
- Enter your email and address details. Pay securely via the iDEAL payment button.

## Where can you find the channel number?

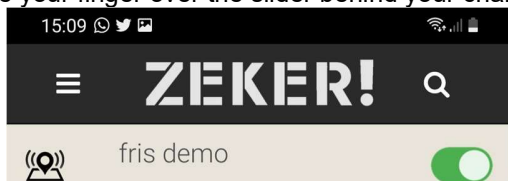
You can find the channel number in four places:  
On the transmitter itself (white area with 5 digits);  
On the QR code supplied with the transmitter;  
In the app when opening the app directly in the main menu;  
In the app at menu QR.

## Instruction use App

### SET ALARM IN THE SURE! -APP

Does your property move uninvited? Then sends the free Zeker! app an alarm signal to your phone. You can set this signal in 3 ways: loud alarm, only a push notification or no notification.

1. Swipe your finger over the slider behind your channel name (in example 'fris demo'):



This is how you set the desired alarm signal:

- Loud alarm: slide the button behind your station name to the right and the button turns green. If your property moves uninvited, a loud alarm will sound alarm on your phone.

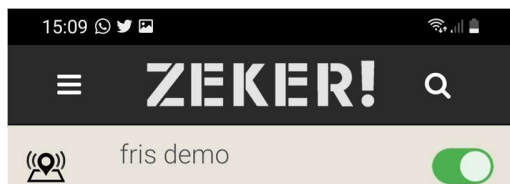
- Push notification only: slide the button to the center and the button will become Orange. You will not receive a loud signal, but you will receive a push notification on your screen.

- No notification: if the button is grey, everything is turned off and you receive no alarm message.

### POSITION IN GOOGLE MAPS

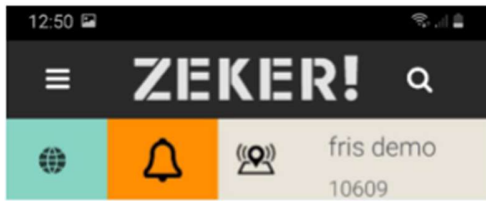
In the app you can find out the exact position of your property.

1. Swipe your finger from right to left over the slider on your channel name (in example 'fris demo'):



2. The menu on the left opens:





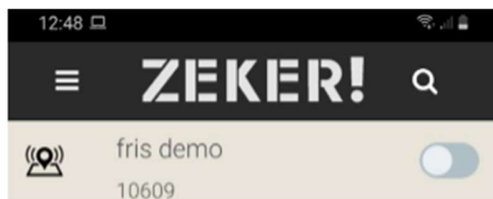
3. Click on the green globe symbol. You will then see the position of your property in Google maps. If you click on the orange alarm bell, you will see all notifications from your Smart Tracker.

## REPORT MISSING Zeker! -APP

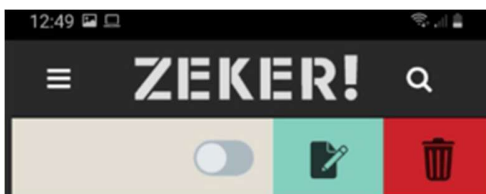
The Fris Smart Tracker is equipped with a unique motion detector that other GPS transmitters not have. As a result, your stolen vehicle can be tracked in real time and can be found exactly, outside and inside. Is your beloved property missing? In the free app, you report the missing 24/7 to the control room of Fris. After your report, the Fris investigation team immediately takes action.

These are the 4 steps you take:

1. Swipe your finger from right to left over the slider behind your station name (in example 'fris demo'):



2. The menu below appears. Click on the green image with the notepad and pen:



3 A menu will then appear with the 'Detection' button at the bottom. Click on that:



4 The menu will then appear with the orange button 'Report loss of property'. By clicking on this, you report your property as missing:



After your confirmation, the app immediately reports your missing property to the control room of Fris. The local investigation team will then start tracing your property.

## Declare

As soon as you have reported a missing person, it is important that you immediately file a report and, as soon as you have done so, provide us with the report number by e-mail or telephone.

## TRACKING PROCESS

The investigation is carried out by Fris Nederland. The search starts with a missing report by the owner of the missing property via a report to the control room of Fris Nederland. Fris Nederland carries out the executive investigation with various local teams spread across the Netherlands and within the Dutch borders. For the Belgian Fris Smart Trackers, this will be carried out in Belgium

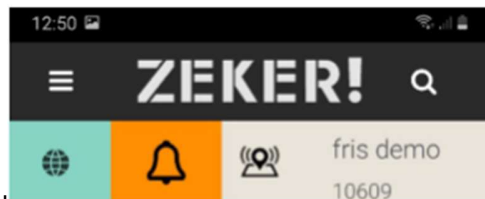
## Property delivered free of charge after recovery

If the property is recovered and delivered to the specified location, a delivery note will be prepared and added to the report.

## View locations in the App

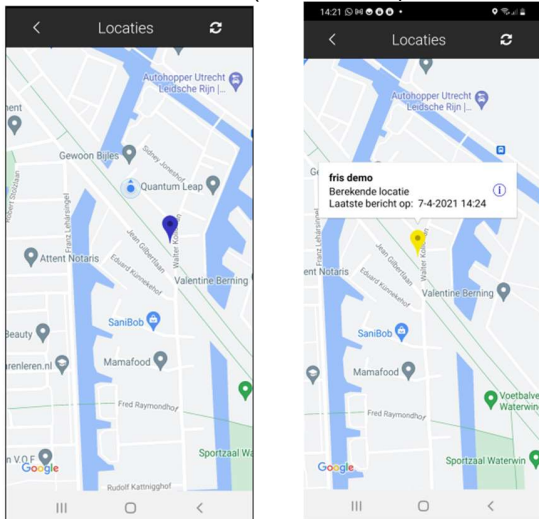
You can see the location of your transmitter in the app, note that the position may differ as described.

## Which markers can you see and how



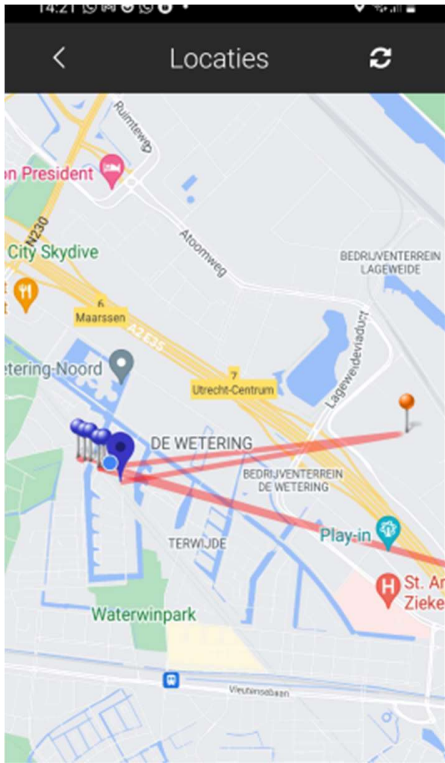
Open your app and click on the globe in the menu

Click on the “marker” (blue marker) and a frame will appear

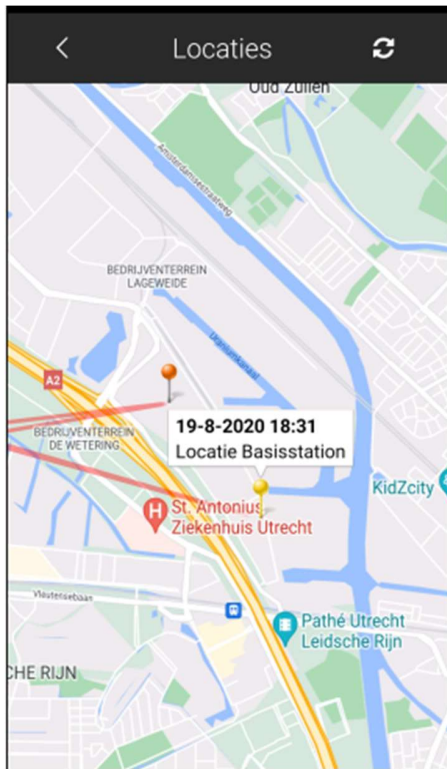




Then click on the i in this frame and you will see the different pins appear

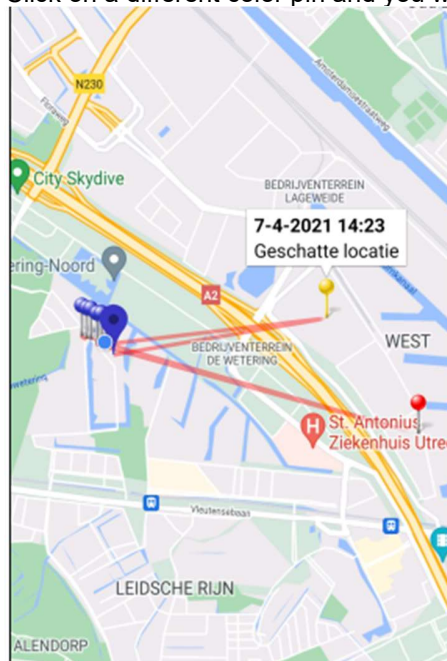


Per color pin is visible what it means. Press a pin color then “base station” of the LoRa network will appear

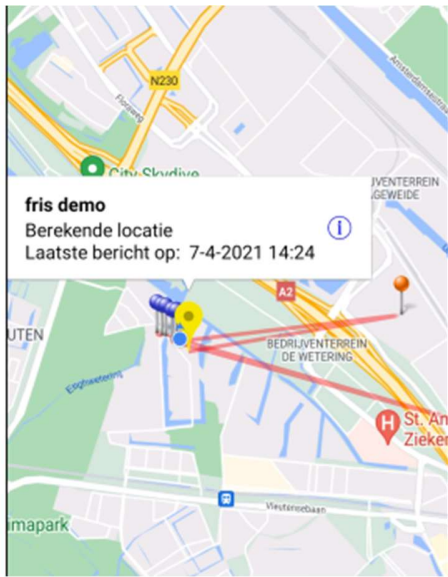


If you now click anywhere on the map, the frame will go out.

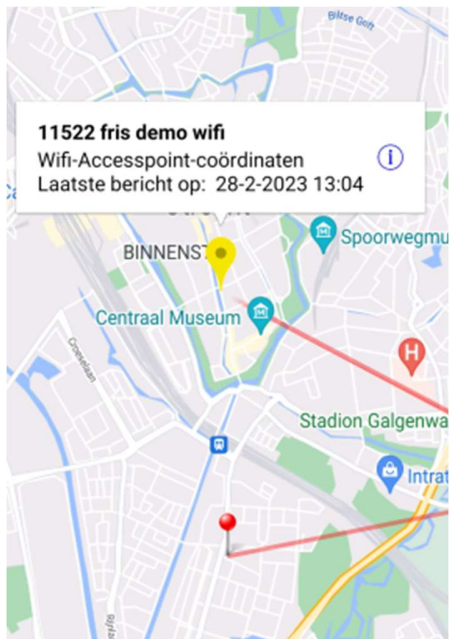
Click on a different color pin and you will see, for example, the approximate location of the LoRa network



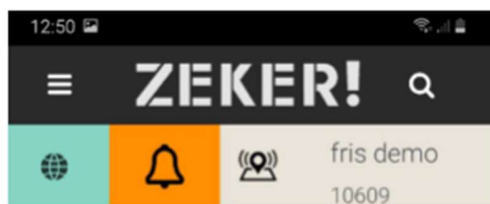
Most "pure" is the blue pin and marker



Then there is the extra location determination on available WiFi networks



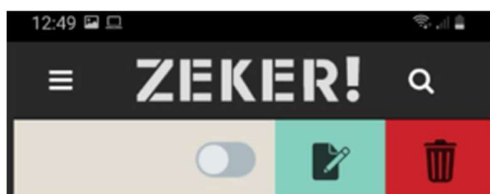
## Alarm bell Orange menu



Click on the alarm clock and you will see a menu with all the messages that a transmitter has given, such as:

- Motion Detected:
- Back to rest
- Etc.

## Notepad and pen symbol



In this function you will see:

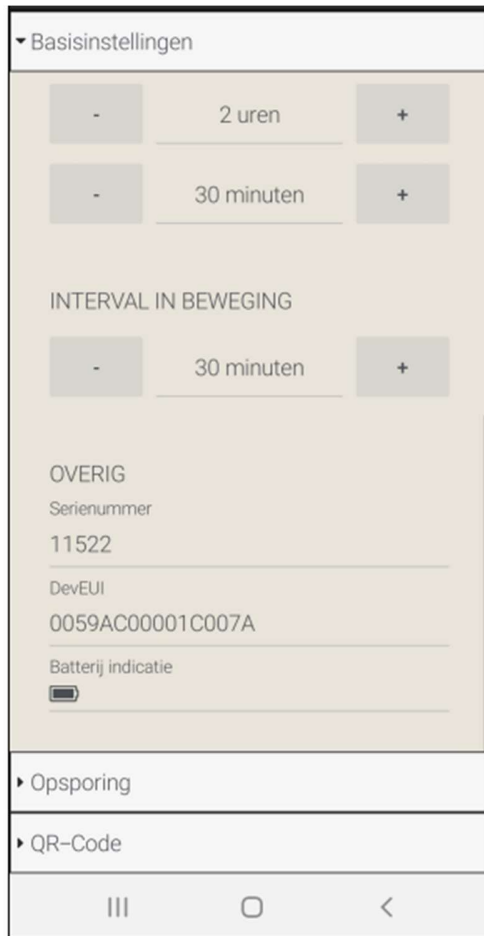


Wifi mode 1 only at end of movement (not adjustable for the customer) is intended for searches. Sensitivity sensor 95 (not adjustable by the customer) if necessary, this can be requested from the sales department of Fris Nederland at sales@frisnederland.nl These values are “fixed” and set in such a way that this is most efficient for the use of the sensor

If you scroll further down in the above screen you will see:

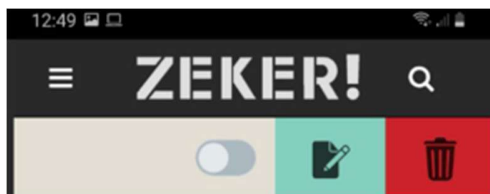


Interval at rest 2 hours and 30 minutes (transmitter will not “ask” for 2 hours as long as the transmitter does not move. Interval is in motion when using and moving the transmitter, 1 x every 30 minutes “asks and sends” the transmitter to the LoRa network. You cannot adjust these settings due to the functionality. Then you can scroll down even further and you will see:



Other: your channel number and DevEUI, which is specifically the LoRa network number of your channel  
And finally your battery status of the transmitter

## Recycle bin menu



Clicking on this removes the transmitter from the app.

## Can the transmitter be used on several telephones?

Certainly, the QR code can be used on any device and multiple devices, but be careful when allowing and sharing your transmitter code, after all, you do not want it to be abused.

## What if you have reported a missing person but you already have your property back?

If you have reported a missing and you wish to undo it, you must contact the control room of Fris Nederland on number 085-0653116. Based on a few checks, the control room will send your report.

## Battery empty sooner than expected

If the battery has become empty within 3 years during normal use, you can contact the service department of Fris Nederland by mail at: [servicedesk@frisnederland.nl](mailto:servicedesk@frisnederland.nl) or by telephone at number: 085-3031067


## Technical problems with the app or transmitter

It is of course possible that the technology causes defects or malfunctions, if you experience a technical problem with the use of the App or the transmitter, you can contact the service department of Fris Nederland by mail at: [servicedesk@frisnederland.nl](mailto:servicedesk@frisnederland.nl) or by telephone on number: 085-3031067

## Received a notification to renew my subscription, how do I do that?

You can extend this via the site: <https://portal.frisnederland.nl/>

A QR code will appear on your screen, scan it through the Zeker! Open the app on your phone, choose the 3 horizontal lines at the top left and the menu opens, then choose web portal and scan the QR code on your computer screen.

Go to the symbol:  enter your transmitter nr (5) and press search  
Choose the desired subscription (12, 24 or 36 months) or select your current insurer.  
Scroll down and fill in the requested information. Then press the order button and fill in your email and address details. Pay securely via the iDEAL payment button

### Fris Nederland B.V.

Sales

Control room

Serviceafdeling

Algemeen

085-0653116

085-3031067

[sales@frisnederland.nl](mailto:sales@frisnederland.nl)

[servicedesk@frisnederland.nl](mailto:servicedesk@frisnederland.nl)

[info@frisnederland.nl](mailto:info@frisnederland.nl)

