

Q1. – Do you have a Return Policy?

A1. – The purchase of the product is final.

Q2. – What happened if my PDA is damaged, do you give us a new Key?

A2. – In order to create a new key, you need to provide us a copy of the RMA and replacement document from the manufacturer.

Q3. – Can I use EagleEye PDA Tracking System in other than HW6500/6900 Series?

A3. – EagleEye PDA Tracking System was created to run on Windows Mobile 2003 and Windows Mobile 5.0 for Pocket PC and Smart Phone. We have tested the software in HW6500 and HW6900 Series because the embedded GPS and Cellular phone. Run the software in other PDA is possible, but at your own risk. You only need to change the BT GPS COM port and the Baud Rate in the EagleEye.CFG file.

Q4. – Do you offer maps for other countries?

A4. – We have maps for USA and Canada free of charge, because both governments offer those maps free of charge, but maps for other countries require additional fee, and depend of the number of cities in each case. Maps under development are Argentina, Brazil, Guatemala, Ecuador, Mexico, Venezuela, Thailand and other. We are working with different GIS companies to increase the number of maps available.

Q5. – Do you have Navigator Software?

A5. - Yes, we have navigator software that normally run on a PC. We are in the process to porting the code to Windows Mobile. When the Navigator is released we will offer discount to customers who already purchased EagleEye PDA Tracking System.

Q6. – Can I use The Tracking Software and the Navigator at the same time?

A6. – While the Tracking Software run in the background without interfere with your PDA normal workload, the Navigator is a Desktop application and both share the same maps, and can run simultaneous.

Q7. – Can we use EagleEye PDA Tracking System for Vehicle Tracking?

A7. – Yes you can, with limited functionalities, and performance, due to the fact that in the vehicle the device is powered all the time, and the vehicle is more of the time under a clear sky, while the PDA is more of the time Turn OFF, or carry by a person inside buildings. EagleEye PDA Tracking System came from our EagleEye Embedded Tracking System for Vehicle, and we expect to release the same version specifically to be used by Vehicles, with more then 26 additional functions.