

Frequently Asked Questions

General

Is this application free? What are the hidden charges?

The app is free and will always be.

Will it drain my battery?

It shouldn't. There is a good and ever evolving algorithm behind the scenes that ensures that energy is preserved. In addition, there is an option, which is turned on by default, which stops tracking if your battery level reaches 15%. In Android, you can always see how much energy the app consumes, by going to system Settings \ Power \ Usage.

How will it affect my data plan?

The app is using your internet connection, but only when you are sharing your location. It keeps the traffic to minimum, making it roaming-friendly app. So even when internet connection is slow or expensive, Locacio shouldn't cause any problems.

Do recipients need to have the app too?

No. You only need the app if you are sharing your location. Those who you are sharing your information with, do not require to have an app or even a smartphone. They will follow you using the web page, which perfectly works on any smartphone, laptop or any other device equipped with web browser.

What version of Android is the minimal requirement?

It was created with version 4.4 (KitKat) in mind, hence that's the minimum. In terms of devices, that's HTC One Mini 2 or Samsung Galaxy S3, as well as over 7000 others.

Why does the app only support portrait mode?

2 reasons – battery optimization (rotation is quite expensive in that regard) and to make interaction with the app as quick as possible. For example, when you are driving the car and want to share your location, picking up your phone from the passenger seat could rotate the screen and force you to pay more attention to the phone than to the road.

I stopped sharing, but recipients still able to see my location, why?

What they see is not your current location. When you stop the share, your phone stops sending updates. To ensure that the stop is enforced, the application actually quits when you press the "Stop" button. However, the server still reports your last known location until the end of the initial sharing time, providing the last reported location. That last known location is not your actual location.

Recipients see my location correctly, but the time stamp is not recent. Why?

Application only updates your location when it changes. Hence the old date displayed in recipient's screen may indicate that either your location didn't change, or for some reason you didn't update it. Such reasons may include your phone going to sleep, the battery level is too low, among other things.

Location and Positioning

How precise is GPS of this tracker?

In short – it depends. Different devices use different providers, such as GPS or GLONASS (the latter is way more precise) or Galileo (more precise than first two, but not available yet). Some phones may have good sensors, and some not. Some do support GLONASS, and some don't. Weather conditions, characteristics of location, and whatever else is running in your phone, may affect the result. To get best results, ensure that you have Location service turned on (Settings \ Location) and that it is in "High accuracy" mode, which means that it will attempt to get the signal from satellites.

Either way, it is possible that your location will be block away from where you are, or, in some weird conditions – in another city. Please consider using the Feedback option in the app if location service is excessively off in your device.

The location algorithm of Locacio is always evolving, so if it doesn't work for you now, perhaps it will after the update (taking you've let us know about the problem).

Privacy

Can this app be used to spy on me?

No. The location tracking is activated by pressing a button, and application doesn't have concealed ways to remotely activate tracking or hide that it's tracing your location. You can always cancel the trace by pressing the same big button.

Your phone is providing coordinates at specific intervals, and is doing so only until the pre-defined time. When the sharing time ends, both your application and server stop working on it. Even if application would malfunction and continue sending the coordinates, the server would not accept it. 30 minutes after the share expires, your viewers, if they didn't stop peeking at your location, will see only the message about the expired share. Within these 30 minutes they would see your last location, as that might give them enough time to reach you.

Is my trace saved somewhere in the app?

No. There is no history of how and when this app was used.

Does the app always check my location?

No. Only when you start the sharing. And it stops when you stop the sharing or when that sharing expires naturally.