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## FAQ ABOUT THE MATRIX BLACKBOX FOR LAPTOPS

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**1. What are the exact dimensions of the tracker, on its own and including the battery.**

Current exact dimensions of the tracker on its own is 9cm x 5cm x 0.2cm (LxWxH).

As for the battery its 7cm x 6.2cm x 0.5cm. However dimensions will get smaller than this with time as we prototype newer versions.

**2. Is this item compatible with Apple Mac (desktop) computers? If so, has it ever been tested in one?**

Desktop of course its compatible. The question here is space for laptops. Mac laptops are currently the problem (mac air) since they are very slim. The Blackbox will fit into most MacBook's with exception on the MacBook air.

**3. The backup battery, how long would this last for once it is disconnected from the power source?**

Currently it's a 2300mah battery that can last for 3-4days once the laptop is off.

If the installation is on a desktop battery can always be expanded as space is not limited

You can customize with longer lasting batteries like 3600mah, 10400mah or even higher. As for the laptops backup power we are currently working on higher voltage batteries that are smaller and thinner.

**4. If the stolen computers were place into a building garage or underground space would it still be able to track?**

Yes the tracker would work despite that the GPS would fail since it relies on a direct line of sight with a satellite, there is a backup inbuilt tracking of GPRS tracking via triangulation. This is works by pinging the three cell towers and gets a rough coordinate and gives you a margin of error on the same.

**5. Do you have information on how to install the matrix Blackbox?**

Yes we do please visit our website and go to the download section to find the related installation manuals. You can also Write to us to send you directly via email

**6. Does the price include transportation?**

Yes , the price of the Matrix Blackbox is inclusive of the transportation cost but only via postal airmail which may take 7-14 days delivery. If you want express delivery such as DHL or FedEx which can take 3-4 days, Let us know and we shall send you their quote. We also support custom delivery where a friend or a relative can come pick up your Order from our offices. In such circumstances just give us their local phone number and we will pick it from there.

**7. Do you (NerdCorp) install the tracker? If yes how will I be able to give you my laptop and how long will it take for the installation?**

Yes, we do install. Just drop your laptop at our office and we will have it installed in less than an hour. We also charge a service fee for this depending on the model.

**8. What cellular service does it require? Will it work in every GSM network?**

The Blackbox supports cellular 2g GSM 850 / 900 / 1800 / 1900 , 3g network HSDPA 900 / 2100 and 4g LTE

**9. Can the Matrix Blackbox be placed into a Mac Book Pro?**

Yes it can. We recommend you put inside under the internal battery of the laptop

**10. Is the battery rechargeable? If it's rechargeable, how will it charge?**

The Matrix Blackbox battery is rechargeable and this happens when your laptop is on. It charges itself with one of the USBs at the backend.

**11. Is the Matrix Blackbox powered by the laptop?**

Yes it is if you install it without a battery, otherwise the Matrix Blackbox is powered by the its own battery and uses the laptop power for recharging its battery only.

**12. Do you do shipping to other countries?**

We do shipping to any country in the world as long as you country laws allow such kind of technology to be used.

**13. Does it come with a SIM Card?**

No, the Matrix Blackbox does not come with a SIM card because the buyer needs to secure the number of the tracker and limit its accessibility to others in order to ensure safety of his/her laptop.

**14. Will there be a monthly fee?**

There is no monthly charges while using the SMS tracking features. This is a one off price for the Matrix Blackbox though you may be required to regularly recharge your SIM card with airtime. However for the monthly email report, we charge depending on the number of blackboxes you have ordered. These funds go to help us maintain server cost for the email system.

**15. Will it work even if my laptop is turned off?**

The Matrix Blackbox will continue working as long as you installed with its battery. The battery is there to ensure that even when the laptop is turned off the tracker can still function independently and therefore ensures that even if your laptop has been stolen you can still track it as the battery is still charged.

**16. What is the Return Policy?**

We will promptly return your money as long as not more than 30 day since delivery of any our blackboxes in the event it fails or malfunctions. Please note that you will also have to return the unit first for inspection

**17. Could I pay through PayPal?**

Yes, we (Nerdcorp) have set up a PayPal account system on the website. Please find the link written "buy now" on our website. Also note that it takes 7-14 days for paypal payments to process with our local banks thus be patient on delivery.

**18. How does one become a distributor for your product and what discounts can one benefit from this?**

We welcome distributors and partners from any part of the world without any discrimination  
To become a distributor download the partnership information from the download section and see all the benefits and levels which you can join us at. Also download the pricing document to see the discounts you are likely to enjoy at wholesaler and partnership prices.