**(Fold Inward)** ▶ **(Back Cover)** **(Front Cover)**

## Before You Begin

### ⚠ CAUTION

To ensure safe and proper use, read all the safety information before using the device. Only use with manufacture-approved batteries, chargers, accessories, and supplies

- **THIS DEVICE IS NOT A TOY. Keep away from children and pets**
- **Do not disassemble, modify, or repair the device**
- **Do not submerge in water**
- Do not allow children under 7 to use this product alone
- Please keep away from water / heat
- Do not expose the unit to extreme temperatures (heat or cold), open flames, humid, or wet conditions
- Do not strike or drop the unit, repeated strike may cause damage to the product
- Do not use this product in a humid environment (like a bathroom)

### Technical Specifications

Supported Smart Devices: iOS version 12.5.5 and above; Android 8.0 or above; Bluetooth V5.0. Must support Bluetooth Low Energy (BLE) and two-way alarm.

Product Specs:

Frequency range: 2.402-2.480GHz.
Receiving sensitivity: - 94 dBm  Operating environment: 0 - 60
Operating voltage:2.7-3.2V  Standby current: less than 2uA.

### In the Box:

- Bluetooth Key Tracker
- Button Battery (x1)
- User Manual

## Compliance Information

**FCC Information**
This device complies with Part 15 of the FCC Rules.

**Caution:** Any changes or modifications not expressly approved could void the user's authority to operate the equipment.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**Radiation Exposure Information**
The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

**Rating Label Definitions**

⎓ Direct current symbol

This symbol signifies the product must not be discarded as household waste, and should be delivered to an appropriate collection facility for recycling. Proper disposal and recycling helps protect natural resources, human health and the environment.

## Warranty Information

**90-Day Limited Warranty**
Territory: United States/Canada

**LIMITED WARRANTY TO ORIGINAL CONSUMER**
This product as supplied and distributed new by an authorized retailer is warranted by Southern Telecom, Inc. to the original consumer purchaser against defects in materials and workmanship ("Warranty") as follows:

**To obtain warranty service:**
• Visit our customer support portal: www.customersupport123.com and select "Support".
• Select the brand, fill out the corresponding form (exchanges require dated proof of purchase from an authorized retailer) then submit your request.

Your product will be repaired or replaced, at our option, for the same or similar model of equal value if examination by the service center determines this product is defective. Products received damaged as a result of shipping will require you to file a claim with the carrier.

**Warranty service not provided**
This warranty does not cover damage resulting from accident, misuse, abuse, improper installation or operation, lack of reasonable care, unauthorized modification including software modifications such as the installation of custom firmware. This warranty is voided in the event any unauthorized person opens, alters or repairs this product. All products being returned to the authorized service center for repair must be suitably packaged.

NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE EXPRESSLY DESCRIBED ABOVE SHALL APPLY. DISTRIBUTOR FURTHER DISCLAIMS ALL WARRANTIES AFTER THE EXPRESS WARRANTY PERIOD STATED ABOVE. NO OTHER EXPRESS WARRANTY OR GUARANTY GIVEN BY ANY PERSON, FIRM OR ENTITY WITH RESPECT TO THE PRODUCT SHALL BE BINDING ON DISTRIBUTOR. REPAIR, REPLACEMENT, OR REFUND OF THE ORIGINAL PURCHASE PRICE - AT DISTRIBUTOR'S SOLE DISCRETION - ARE THE EXCLUSIVE REMEDIES OF THE CONSUMER. IN NO EVENT WILL DISTRIBUTOR OR ITS MANUFACTURERS BE LIABLE FOR ANY INCIDENTAL, DIRECT, INDIRECT, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES (SUCH AS, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS, BUSINESS, SAVINGS, DATA OR RECORDS) CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE PRODUCT. EXCEPT AS STATED HEREIN, NO OTHER WARRANTIES SHALL APPLY. NOTWITHSTANDING THE FOREGOING, CONSUMER'S RECOVERY AGAINST DISTRIBUTOR SHALL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT SOLD BY DISTRIBUTOR. THIS WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL CONSUMER WHO PURCHASED THE PRODUCT AND IS NOT TRANSFERABLE.

Some countries, states or provinces do not allow the exclusion or limitation of incidental or consequential damages or allow limitations on warranties, so limitation or exclusions may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary from state to state or province to province. Contact your authorized retailer to determine if another warranty applies.

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**⚠ WARNING**

- **INGESTION HAZARD:** This product contains a button cell or coin battery.
- **DEATH** or serious injury can occur if ingested.
- A swallowed button cell or coin battery can cause **Internal Chemical Burns** in as little as 2 hours.
- **KEEP** new and used batteries **OUT OF REACH OF CHILDREN**
- **Seek immediate medical attention** if a battery is suspected to be swallowed or inserted inside any part of the body.
- For treatment information call: 18000496-8666.

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TECHUP

LONG-DISTANCE
SMART Bluetooth® TRACKER

User Manual
TUBTTRCKR

## Getting Started

Thanks for choosing this Bluetooth Key Tag Tracker! This is a Bluetooth 5.0-based product with low power consumption, and can help you to easily locate lost items including keys, handbags, and more.

**Downloading rFinder**

This device works by linking with **rFinder**, a free application that is downloaded on a mobile device.

- iOS users can install **rFinder** from the App Store.
- Android users can install **rFinder** from Google Play Market.

Note - the screenshots displayed in this user manual are from an iPhone SE2 (iOS15.5). Users (both iOS and Android) should ensure their microphone and camera are set to allow access, and Bluetooth should be turned on.

**Turning On/Off the Tracker**

1. To turn the tracker **ON**, press and hold the button for 3 seconds. A tone will sound twice, and the LED indicator will begin to pulse.
2. To turn the tracker **OFF**, press and hold hte button for 4 seconds. A tone will sound once, and the LED indicator will turn **OFF**.

**Opening rFinder**

1. Open **rFinder** for the first time.
2. Click "Allow While Using App" when asked if you would like to allow **rFinder** to use your location.
3. Click "OK" when asked if you would like to allow **rFinder** to use Bluetooth.

**Pairing Your Device With the Tracker**

1. Once on the "Device" tab, click [ + ] in the upper right corner.
2. Add the tracker by clicking on its name when it appears.
3. To test that the connection is working, click the sound symbol on the right. The alarm should sound - click again to stop it.
4. If your device is out of the range of the tracker, alarms will sound, and a notification window will pop up on your device. Click "Confirm" to dismiss the notification and stop the alarm.

**Device Settings**

1. Click near the tracker's name to enter the "Device Settings" tab.
2. Click the pencil symbol on the right of each setting to change it.
3. If you wish to delete the tracker from the list of pairable devices, clidk "Delete Device at the bottom of the screen.

**Using the Camera Function**

1. Click on the "Camera" tab.
2. Click "OK" when asked if **rFinder** can be permitted to access the camera.
3. Switch between front and back cameras by clicking on the button on the left.

**Using the Location Recording Function**

1. Click on the "Records" tab.
2. Click "Navigate Here" to see the last known location of the tracker.

Note - location history is not erasable.

**Other Settings**

Click on the "Settings" tab. Here you can turn on/off the WIFI Do not Disturb setting, and turn on/off and adjust the Do Not Disturb Period. You can also view the currernt version of **rFinder**.

Note - this user manual is based on V1.3.5 of **rFinder**. Updates are subject to apply/change without notice.

## FAQs/Troubleshooting

**Why is the tracker unable to connect to my smart device (mobile phone, tablet, etc.)?**

- Check whether bluetooth is enabled for the smart device.
- Check whether the battery still has powerIf it is button battery, remove the battery before loading, turn on the key finder and connect it with APP again At a time.
- Restart the smart device or the APP again.

**How can I prevent the tracker from sounding its alarm when I do not want it to?**

- Open **rFinder**, click on "Settings," and turn on the "WIFI Do Not Disturb" option (off by default). This will automatically disable the tracker's alarm whenever your smart device loses its connection to the tracker while connected to a Wi-Fi network.
- Go to "Settings," and adjust the time range of the "Do Not Disturb Period" (enabled and set to 23:00 to 07:00 by default). Your smart device will not cause the alarm to sound during the set time range.

**What is the tracker's range?**

As of late 2021, the Bluetooth chip has been updated to Bluetooth 5.2, and has a theoretical maximum range of 100 meters in a radius. In practice, this means that the tracker might potentially be expected to operate from roughly 40 meters away in a direct line. These specifications are for general reference only, and the actual effective range will vary.

**Why does the tracker's alarm sound more often than normally while at home?**

The electromagnetic waves emitted by the Industrial, Scientific and Medical (ISM) band of Bluetooth 2.4GHz devices, including this tracker, do not penetrate walls with great effectiveness. Because of this, the tracker's alarm may sound more often than normally if in a room that is surrounded by too many load-bearing walls. To optimize the tracker's performance, adjust the "Wi-Fi Do Not Disturb" and "Do Not Disturb Period" options in "Settings" as described in detail above.

**5. How can I distinguish between the positive and negative poles of the batteries?**

See the below diagram. For additional guidance, view the tracker's schematic by scanning the QR code to the right of the diagram.

**Important notice: Some online materials are used in this manual. In case of any dispute or objection, please refer to professional materials.This description is only for how APP is used, and we do not assume any loss or legal liability caused by other misunderstandings.**

**"rFinder" applications are developed and used for copyright owners. Unauthorized use of rFinder applications will not be allowed, and legal liability and economic loss to copyright owners will be investigated.**