

# Dolphin Smart Tracker



USER GUIDE

# 1) Set up your Dolphin Smart Tracker

**Step 1.** Please download app 'Dolphin Tracker' from App Store or Google Play



Scan QR to download



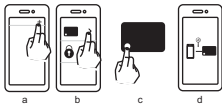
Compatible devices  
IOS Version 11+  
Android Version 4.3+

**Step 2.** Open our app and Sign up for New User.

 Your email address
 Password
 Confirm your Password
 For Android User

 Sign in
 Sign in with Apple
 For Apple User

### Step 3. Pair the Dolphin Smart tracker to your phone



a. Tap on "+" icon

b. Click on Dolphin Tracker icon

c. Press the power button on the Dolphin Smart tracker till you hear a beep.

d. Hold the Dolphin Tracker close to your phone and wait for 8-10 sec.

## 2) Dolphin Smart Tracker Features

### I. Find My Phone via Dolphin Tracker

When the Dolphin Tracker is connected to your phone, press and hold the button on the Dolphin Tracker to make your phone ring



Note: Ensure Find My Phone Alert is enabled in app setting

## II. Find Dolphin Tracker via phone

When the Dolphin Tracker is connected to your phone, open the Dolphin Tracker app and tap the 'ring' icon for the Dolphin Tracker to beep



Note: Ensure Tracker Alert is enabled in app setting

## III. Separation Alarm

When the Dolphin Tracker is out of range, both the phone and the Dolphin tracker will make a sound



Note:

1. For Phone Alert: Ensure Phone Alert is enabled in app setting
2. For Tracker Alert: Ensure Tracker Alert is enabled in app setting



## IV. Find Dolphin Tracker via QR

QR code will be activated once the Dolphin tracker is connected.

In case of loss, Finder scans the QR code, User's contact detail will be displayed. Finder and Owner coordinate to reunite the lost valuable



## V. Selfie Button

The button on the Dolphin Tracker also doubles as a selfie button. Click on the camera button in the Dolphin Tracker app and then press the button on Dolphin Tracker to take a picture.



## VI. Last Seen Location

The app will record the last location before disconnection in the map.



## VII. Mark as lost



if you've lost your valuable, our Dolphin Tracker network may help to find it.

When the Dolphin Tracker is set to 'mark as lost', the Dolphin Tracker will broadcast a beacon signal. When another Dolphin Tracker user passes by and scans the beacon signal, the GPS location will be sent to you.

The more other users pass by, the easier it is to find your valuable.

## 4. FAQ

### 1. How do I power ON my DOLPHIN Smart Card?

Long press the power button for 5 seconds. On successful power ON you will hear a beep.

### 2. How do I check if my DOLPHIN Smart Card is in power ON state?

Double-click the DOLPHIN Smart Card power button, if the tag is powered ON, you will hear a beep.

### 3. What factor impact the connecting range of DOLPHIN Smart Tracker?

Several key environmental factors influence range of reliable Bluetooth connection like humidity and precipitation, walls, windows and other obstacles made of glass, wood, metal or concrete, including metal towers or panels that reflect and scatter radio waves.

### 4. Why am I receiving multiple disconnect and connect alerts?

This could happen due to fluctuating Bluetooth signal strength received by your phone; when there are obstacles between DOLPHIN Smart Tracker and phone or DOLPHIN Smart tracker is at boundary of the Bluetooth range with your phone. In case you don't want to be disturbed by alerts at any particular time or location, you can disable the alerts or choose trusted wifi setting or turn off the alert.

**5. Why is my DOLPHIN Smart Tracker not connecting to Dolphin Tracker App, even though it is kept close to my phone?**

If you have tried point 1, steps 1 to 3 and still not able to connect, try the following steps:

1. Ensure your DOLPHIN Smart Tracker is powered ON. Double click on the power button and if you get a beep sound, your DOLPHIN Smart Tracker is ON.
2. Switch OFF and ON your phone's Bluetooth.
3. Close the Dolphin Tracker app and open it again.
4. Force kill Dolphin Tracker App from phone's settings.
5. Restart your Phone.
6. Try reinstalling the Dolphin Tracker App

**6. How many DOLPHIN Smart Tracker can I connect with Dolphin Tracker App at the same time?**

There is no limitation to add DOLPHIN Smart Card on Dolphin Tracker App. However, at a particular instant only limited number of DOLPHIN Smart Tracker can remain connected with your phone. This is due to the limitation of your phone OS to support simultaneous Bluetooth connections. It varies based on phone OS and we have tested up to 10 DOLPHIN Smart Tracker getting simultaneously connected to the phone.

**7. I am not receiving disconnection alerts on Phone. What should I do?**

1. Ensure that your DOLPHIN Tracker App is running (either in foreground or running, in background)
2. Ensure that alert setting is enabled from Dolphin Tracker App.

3. Ensure that your Phone notification settings are enabled for Dolphin Tracker App.

**8. Why am I always seeing "Dolphin Smart Tracker is Running" on my phone's notification bar?**



This is because Dolphin Smart Tracker background service is running on your phone, even when you close the Dolphin Tracker App. Background service needs to run all the time for your DOLPHIN Smart Tracker to remain connected with your phone, to support feature like Find My Phone, Separation Alerts, etc.

**9. Am I allowed to carry or check-in the Dolphin Smart Tracker in flight?**

Since the rating of the Lithium compound batteries in the DOLPHIN Smart Tracker is 2.55Wh, which is way less than 100Wh and Lithium Content is 0.235g, again way less than the stipulated 2g, they are compliant with the IATA regulations for batteries as on date, and can be carried in both, check-in and carry-on bags.



## 5. Technical Specifications

<b>Physical Specifications</b>	Model		
	Material	ABS/ Polycarbonate	ABS/ Polycarbonate
	Dimension	24x35x5.6 mm	85x54x2.5 mm
	Weight	7g	10g
	Water Resistance	IP 54 rated	IP 67 rated
	Alert Sound	85dB	98dB
<b>Battery Specifications</b>	Battery Type	cr2016 3V	Lithium-ion
	Battery Capacity	100 mAh	320 mAh
	Battery Life	6-9 Months	24-30 Months
	Battery Standby	18 Months	36 Months
<b>Bluetooth Specifications</b>	Range Line of sight	~60 ft	~250 ft
	Range Non line of sight	~30 ft	~30 ft
	Version	BLE 5.0	BLE 5.0

## 6. Trouble Shooting

Issue	Cause	Solution
1. I'm asked to enter PIN when trying to pair Dolphin Tracker with my phone	You're trying to pair Dolphin Tracker via your phone's Bluetooth	Pair Dolphin Tracker with your phone using Dolphin Tracker app. Click '+' symbol in the top right corner
2. I can't pair Dolphin Tracker with my phone	Bluetooth is off	Turn on Bluetooth in the phone setting. Refer FAQ #5
	Dolphin Tracker is too far from your phone	Place Dolphin Tracker close to your phone while pairing till you hear a beep
	Dolphin Tracker battery is empty	Non-replaceable battery. Average 3 years battery life depending on usage
3. The battery did not last long	Usage is very high.	Turn off Dolphin Tracker when not in use. Turn off Tracker Alert
4. Dolphin Tracker location does not appear on the map	GPS is turned off or Dolphin Tracker app cannot access GPS	Activate GPS and make sure Dolphin Tracker app can access your phone's GPS
5. My phone battery drains too fast	This is a rare issue that may occur with some phones and is related to power consumption of GPS module or other consumption	Only activate GPS or Bluetooth when you actually need it, i.e. when you're looking for your Dolphin Tracker

# Battery Safety Notes

## WARNING

Fire Hazard! Do not short-circuit batteries. Batteries may overheat or explode.

## WARNING

Keep batteries out of reach of children and pet. If swallowed, seek medical advice

## WARNING

Do not expose batteries to water or fire. Do not attempt to charge non-rechargeable batteries. The batteries may explode

## Disposal

The packaging is made of eco-friendly, recyclable material. Please ask your local authorities about appropriate methods of disposal. Defective or empty batteries must be recycled in accordance with Directive 2006/66/EC. Return batteries and/or the device to the designated collection facility. Batteries contain toxic substances that must be treated separately from domestic waste

## Warranty Provision & Period

The device has been manufactured and thoroughly tested to meet strict quality standards. The warranty covers defects in the material and manufacturing process. It does not cover product components that are subject to normal wear and tear (spare parts), or damage to fragile components such as switches, batteries or casing. Consumer-inflicted damage, improper use or incorrect maintenance of the product will void the warranty. Should you experience a fault or manufacturing defect within 1 year of the date of purchase, we will repair or replace the product free of charge

