# UBEEQUEE™

UBEE ZEN

IMPORTANT INFORMATION

HOW DOES THE UBEE ZEN WORK?

The tracker works with GPS (satellite), Location Based Services (phone mast triangulation) or WiFi to fix your position. The tracker passes its best position via the mobile network to the app on your mobile phone. UBEEQUEE devices are multinet (not tied to one network) so have excellent coverage but you also need coverage for your own phone.

GPS · LBS · WiFi
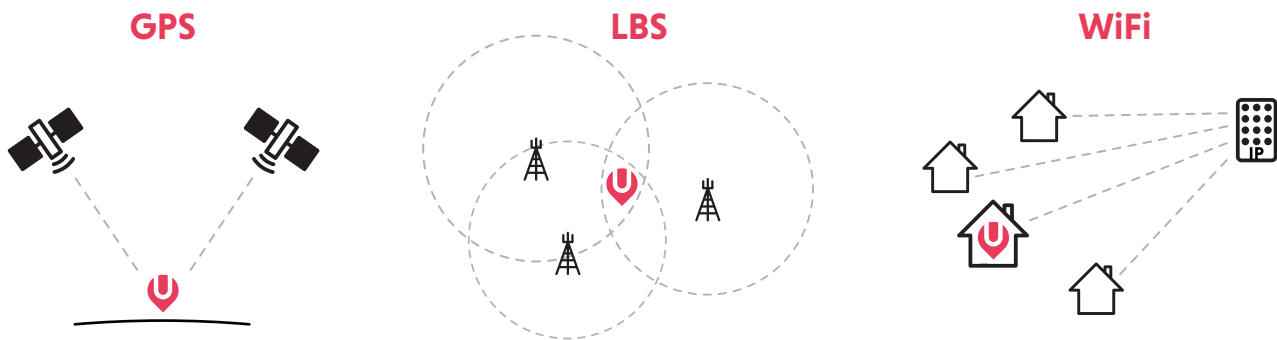
SO WHY WOULD THE POSITION BE WRONG?

Generally speaking GPS is outdoor technology. Buildings can block the GPS signal so the device will switch to LBS or WiFi. LBS is only accurate to 500-1,000m. WiFi is usually accurate but it gives the position of your IP address (not your router) which is provided by your Internet Service Provider. This may be a distance from your house, particularly in rural areas. The good news is that if the tracker leaves the house GPS will take over. So at the time you most need to know the user's whereabouts, the device is at its most accurate.

THE IMPORTANCE OF KEEPING THE TRACKER POWERED UP

Most issues start with loss of power on the tracker. Clearly if it runs out of power the tracker will not work. You can see the power percentage on the device logo on the map. We recommend keeping the power as high as possible with a daily recharge. As the battery starts to run low the device will start to prefer LBS (which uses much less power) prior to shutting down.

You can manage power usage in Settings by changing the Location Update Schedule. By default, it is set to refresh the location every 10 minutes. If you need to track more closely you can switch this to 1 minute updates but this will reduce the life of the battery to 4-5 hours. If you want to maximise battery life, switch to 1 hour updates.

Remember, tapping the 'Locate' button in the bottom nav of the map page will override the Location Update Schedule.
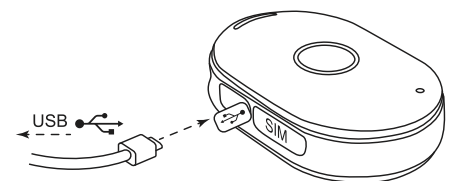
To charge, connect to standard USB power source, such as a plug socket or computer.

GETTING STARTED

1. Check contents (Tracker, USB charging cable, manual, lanyard).
2. Charge for 1 hour by connecting to a standard USB power source such as a computer or USB power plug.
3. Download the Ubeequee app (search UBEEQUEE on Apple or Android Store).
4. Open the app and create a user name and password. (Note: this is not connected to your ubeequee.com login and password)
5. Click on Device list (iOs top right menu / Android top left menu).
6. Choose +Add Device.
7. Add device name (e.g. Dad) and relationship (e.g. Daughter).
8. Enter the device number or scan the QR code on the back of the device. Please note you will need the product number to share the device. This number is prone to rub off with use so please keep the number in a safe place.
9. Return to map page.
10. Click on Locate (in bottom nav).

For full instructions, scan this QR code to visit our blog article on **ubeequee.com**

Most technical issues are a simple fix with help from our dedicated support team - contact us on chat or email help@ubeequee.com

TROUBLESHOOTING

"DEVICE NOT CONNECTED TO THE INTERNET"

This is the most common issue and is generally caused by the tracker powering down. You are unable to update the tracker position. In this case charge fully (the flashing blue light will go steady when fully charged and reboot.

HOW DO I REBOOT?

Simply hold down the power button 3-4 seconds until you hear the tone. If you hear the notes descending, hold down again until you hear them going up. The device is now rebooted and you can press the locate button to update the tracker position.

MY FATHER IS IN MY HOUSE AND THE APP SAYS HE'S 300 YARDS AWAY

This is down to GPS not working inside your house. You are probably looking at an LBS position. If this is annoying you, go to Settings on the app and toggle off **Set Local Base Station**. It will cease to use this method and reduce the number of false alarms (particularly if you have a virtual fence set up). If it's your Wifi position doing this, there is less you can do, although in this case you can still set up your fence where the WiFi thinks you are and it will alarm when the tracker leaves its coverage.

It may be that the device has charged down and the position shown is the last before it went offline. In this case, recharge and reboot.

MY TRIAL SUBSCRIPTION IS RUNNING OUT

Every tracker comes with a 7 day free trial to make sure you are happy with the device. If you are happy to proceed with a purchase you can do so on the UBEEQUEE website. Choose a data subscription and select the price you're comfortable with. UBEEQUEE will then sync the purchase to your device. Please note, the web shop is not connected to the app so it won't recognise your app login details.

REMOTE ALERT

If you've lost you've lost and need to locate your tracker, sometimes it can be tricky to find; you've tracked it to an area such as a garden, but need a little helping hand finding exactly which corner to look in. Remote Alert enables you to set off an alert tone from your app. Simply get as close as you can using the map location, and then use the app to set off the alert tone.

Remote Alert is currently called Watch Finder. (This will be changed to Remote Alert in our next app update.) Go to settings and choose Watch Finder. Press the Watch Finder button. The following message is displayed: 'Watch can not be found. It is currently not in use!' Simply press 'Ok' and your device will play the alert tone. Once you have located your device, press the power button once to stop the alert tone.

SOS CALLING

SOS calling is only available to users with a voice subscription. In order to activate this functionality long press the power button. This will result in the primary user being called and a positional text being sent. For those with data only subscriptions, the text will still be sent.

APP SHARING

In order to share the device with other users they must add the device to their app. The owner (admin) will then have to give permission before the device will work.

Most technical issues are a simple fix with help from our dedicated support team - contact us on chat or email help@ubeequee.com