

# TAP2TAG+ GPS TRACKING SYSTEM

## USER GUIDE



# tap2tag



## Table of Contents

Product Overview – pg. 3-4

PLUS setup – pg. 5

Online setup – pg.6

SOS Alarms – pg.7

SMS (Text message) commands – pg.8-16

Customer service Contact info. – pg.17

Warranty and Maintenance – pg.18

LED lights explained – pg.19

Hardware specs. – pg.20

## **Product Overview**

Thank you for purchasing the Tap2Tag+ (PLUS).

The PLUS is an innovative, miniature size personal remote positioning device with built-in GPS and WCDMA 3G network technology.

The PLUS is built to enhance your everyday independence by keeping you connected with your family and emergency services when it matters most. Please note that important information pertaining to your PLUS, such as the phone and tracker (IMEI) numbers, will be included inside the box. It is extremely important that you keep a record of these numbers for future reference.



## Getting to know your device



## Setting up the PLUS

**\*Before using the PLUS for the first time, it is recommended that you fully charge the battery using the provided cradle. This will take around 2~3 hours.\***

### **How to Charge the PLUS**

- Connect the small end of the USB cable into the Micro USB port on the back cradle. The large end of the USB cable is inserted into the provided USB AC plug (Adapter).
- Connect the AC plug to any active wall outlet.
- Place the PLUS into the docking station.
- A RED LED light on the front of the cradle will turn on indicating that the PLUS is charging.

### **Switching the PLUS on and off**

**To turn on the device:** press the side (on/off) button for 1 second. The PLUS will vibrate and the LEDs will turn on. The PLUS will automatically turn on when charging.

- To get an initial location, being outdoors or near a window will help the device get fix onto the satellites.

**To turn off the device:** press and hold the side (on/off) button and SOS button together for 1 second until the PLUS vibrates and LEDs turn off.

## Viewing the PLUS online

Through our web based Smart iRIS system it is possible to view the PLUS and monitor it in real time over the internet.

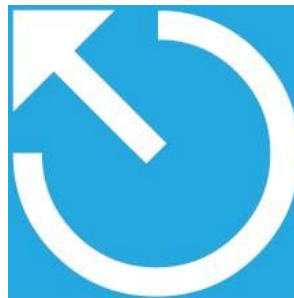
By visiting <http://control.tap2tag.ca> you can register your Tap2Tag+ and begin using our free online portal.

Through our Smart iRIS portal you can remotely;

- View your PLUS anywhere in the world through our secure and private Smart iRIS portal.
- Get up to date alerts and notifications
- Make changes to your device at anytime
- Set SOS callout numbers
- Create, set and modify personal geofences
- View GPS tracking history

You can also download our free, easy to use Smart iRIS app in both the iTunes and Google Play stores.

Just search for:



Smart iRIS



Smart iRIS

## Activating an SOS Alarm

To activate the SOS alarm PRESS AND HOLD the SOS button for 3 seconds until the PLUS vibrates. The PLUS will confirm the SOS with a \*beep\* and the green light will start to flash rapidly once the SOS has been sent.

All authorized phone numbers will immediately be notified of the SOS by text message. It will also dial the 3 authorized numbers in sequence. If the PLUS fails to connect to the first number, it will automatically call the second number after 10 seconds and the third number following that.

To prevent a false alarm, you can end the calling sequence at any time by pressing the SOS button.

### **Making a Phone Call**

The PLUS is also capable of calling out for non-SOS instances. The default setting for this function is set to call out to the second number (A2).

To make a call, press and hold the side (on/off) button for 3 seconds and you will hear a beep, and the green LED light will flash rapidly.

To end the call press the SOS button.

## Configuration and Operation by SMS

**\*It is important to know that the following section will cover an alternative way to the change various settings on the PLUS. Please note that most of these settings can be easily changed through our online portal, which is covered on page 6 of this manual.\***

The PLUS is able to receive commands via (SMS) text message that will allow you to change various settings on it.

Please note that messages sent through web based text apps such as iMessage will not work.

To send an SMS text messages (**commands**) to the PLUS you will need to know the phone number that is associate to your PLUS. This number is included in the box which your PLUS came packaged in.

This section will go over the various commands and a brief description of what each command does.





## Part 1 – Call Settings and Call-out Alert Commands

### 1. Setting the Authorized Numbers

**Command: A#,phonenumber**

The PLUS is capable of having up to 3 numbers programmed to the device at one time. When the SOS button is pressed the PLUS will first send out an SMS text to all programmed numbers and then begin dialing out to each number in sequence. It is for this reason we do not recommend that you program emergency numbers such as 911 into the device.

- **A1 – first phone number**
- **A2 – second phone number**
- **A3 – third phone number**

**Example:** Sending the command **A1,123456789** will program the first number to be 123456789. There are no spaces in the command sequence.

When this is done correctly you will receive a reply back saying “**Set mobile number 1 OK!**”

To delete any of the set numbers via SMS you can send the corresponding A# command to the PLUS.

**Example:** “**A1,**”

When done correctly you will receive a reply back saying “**Cancel mobile number 1 OK!**”

### 2. Incoming call control

**Command: Z0**

The PLUS will only answer incoming phone calls from the 3 authorized numbers. (A1~A3)

**Command: Z1 --- Default Setting**

This allows the PLUS to receive calls from any number. This is the default setting.

### 3. Disable SMS alerts

**Command:** SMS0

This command will turn off the SMS (text message) functions of the PLUS.

**Command:** SMS1 --- Default Setting

The default setting which enable the PLUS to send alert via SMS (text messages).

### 4. Ringtone control

**Command:** ring0

This command will silence the ringtone on the PLUS so that when it receives an incoming call it will only vibrate.

**Command:** ring1 --- Default Setting

This command will activate the ringtone on the PLUS for when it receives an incoming call. This is the default setting.

### 5. Side button callout number

The **side (on/off) button** on the PLUS is capable of calling out in non-emergency instances.

Using this feature will not register the call as an SOS alarm and will not send any SOS alerts to the registered numbers.

**The default for this setting is X2**, meaning the PLUS will call out to the second phone number when the side (on/off) button is pressed and held for 3 seconds. The number the side button calls out to can be changed by sending the following command to the PLUS.

**Command:** X1 / X2 / X3

**Example:** X1

In this example the PLUS will now be set up to call the first registered phone number (A1).

## 6. Outgoing Call control

### Command: **CALL1** --- Default Setting

With this command, all registered numbers can receive callout SOS alarm or fall alarm from the PLUS.

### Command: **CALLO**

This command will turn off the call out features of the PLUS.

## 7. Fall down alarm

The PLUS comes equipped with an on board 3D motion sensor which can detect a fall and automatically callout in case of an emergency, without the need to press the SOS button.

When this feature is on its highest setting, the PLUS may send out a false alarm. Cancel a false alarm by pressing the SOS button at any time during the callout sequence. When the PLUS detects a fall, it will begin to *\*BEEP\** before beginning the calling sequence.

**Command: FL1,1-9** (1 equals most sensitive, 9 equals least sensitive). This will turn on the fall down alert and the PLUS will call out to the programmed numbers.

*\*Note: The comma must be typed for the command to work.\**

### Example: **FL1,1**

This command will turn on the fall down alarm and set it to its highest sensitivity setting.

### Command: **FL2**

This command will deactivate the callout feature when a fall is detected. Instead the PLUS will only send out an SMS alarm to the registered phone numbers.

### Command: **FLO** --- Default Setting

This will turn off the fall down alarm feature of the PLUS. This is the default setting.

## Part 2 – GPS and Location commands

### 8. Reply with coordinates and web link

**Command: loc**

When done correctly the PLUS will reply with;

“GPS Info! Time: xxxxx; Lat: xxxx; Lon: xxxx; Spd: xxxxx, Altitude:xxxx Bt: xxx [maps.google.com/maps?q=loc:22.647379,114.030998](https://maps.google.com/maps?q=loc:22.647379,114.030998)

This information will be the most recent;

- Time and date
- Latitude and Longitude
- Speed
- Altitude
- Battery life of the PLUS in %
- A google maps hyperlink which will give you a visual pinpoint of where the device was.

### 9. Reply with address

**Command: add**

This command will give you the closest address that the PLUS was located near.

The PLUS will reply with “The street address; city, state or province, postal or zip code and country”.

### 10. AGPS (Assisted GPS)

**Command: AGPS1, latitude, longitude**

**Example: AGPS1,22.647606,114.022583**

A-GPS (Assisted GPS) is a system that is often able to significantly improve the startup performance of a GPS satellite-based positioning system. To use this feature correctly, you will need to know latitude and longitude coordinates of the desired area.

To turn off this function, please send **AGPS0**

## Part 3 – Customization and Personalization Commands

### 11. Setting a username

**Command:** **name1, user name**

Each PLUS is capable of having a user name associated to it. Only one username can be set at a time.

**Example:** name1,Emma, the PLUS will reply “Add name ok!”

- To delete name, you can send **name0**

### 12. Command password protection

**Command:** **123456lock / 123456unlock**

After sending this command, all future SMS commands will require a password in front of them. The default password is 123456

**Example:** 123456status, 123456reboot.

To remove the password protection send the command; **123456unlock**

### 13. Change password:

**Command:** **Old password + H + new password**

**Example:** 123456H555555

The password now is changed to 555555

- Be sure to write it down the password before changing it.
- If you forget your password you will have to contact Tap2Tag customer support for assistance.
- Make sure any new password only consists of 6 digits or else the PLUS will not be able recognize the password.

## Part 4 – Power Saving Commands

### **14. Smart Power Saving Mode – Default Setting**

**Command: PS1 --- Default Setting**

In this mode the GPS chip will stay off when the PLUS isn't detecting any movement. However the PLUS will still transmit a GPS location when movement is detected or the SOS button is pressed. When this setting is active the battery can last 2 ~ 7 days.

**Command: PS0**

In this mode, Both WCDMA and GPS chip are always working, Battery can last 18~24 hours.

### **15. No motion alarm**

**Command: V1, xx S/M/H**

**Note:** No spaces in between, S means seconds, M means minutes, H means hours, xx means the time you set and must be two digitals.

**Example: V1,10H**

In this example if the PLUS detects no motion more than 10 hours it will send an SMS alarm to all registered phone numbers.

To turn off this function, please send the command **V0**

### **16. Turn off 2 LEDs**

**Command: LED1**

The device will reply "LED off" and later LEDs will stop flashing, but the device is actually on.

**Command: LED0 --- Default Setting**

This will turn the LED lights on

### **17. Low battery alarm**

When the PLUS' battery is less than 15%, it will send an SMS alarm "**BAT: LOW!**" to all authorized numbers. If battery is less than 15%, the blue LED light on the PLUS will flash rapidly to warn the user to charge it as soon as possible.

**Command: Low1**

To turn off this function, please send the command **Low0** to the PLUS.

## Part 5 – Other Important Commands

### **18. Check settings**

**Command: status**

The PLUS will reply with the following information;

A+8613812345678 B13912345678 C13712345678; Speed: 0,100km/h; GEO:0,0,0; VB:1,10S; MV:1,100; LED:0; TZ:2.0; LI: 1; PS:1; DS:0,3M; FL:1; Bat: 95%; SMS:0;LOCK:0

#### **What information is being displayed?**

After sending the status command the PLUS is listing off the registered phone numbers; the estimated speed in km/h; geofencing coordinates; LED light status; time zone; status of the listen in function; power save setting; fall detection sensitivity; battery percentage; SMS and password settings.

#### **What is the meaning of “0”& “1”**

The number “0” indicates that the function is turned off; while a “1” indicates that the function is turned on.

### **19. Reboot device**

**Command: reboot**

The PLUS will restart itself without changing any settings.

## **20. Check APN & IP, Port**

**Command: G1**

The PLUS will reply with (APN; Name; Password; Port; IP)

## **21. Listen-in**

**Command: L1**

When this command is sent the numbers registered to A1, A2, and A3 can make a silence call to the PLUS. The PLUS will automatically answer the call and will allow the caller to hear what is happening around the PLUS. There is no voice indication that the call is in progress.

To turn off this function, send the command **L0** to the PLUS.

## **22. Built-in Memory**

The PLUS has a built in 8Mb flash memory inside it that will store GPS information for when there is no WCDMA network coverage. Areas such as underground subway tunnels and rural areas with poor cellular reception are examples of this. When this happens the PLUS will store the last known location and GPS coordinates temporarily in its memory until it can reconnect to a WCDMA network.

## **23. Delete stored tracking history data**

**Command: flush**

The PLUS will remove any currently stored tracking history data that was saved in the onboard memory.



## **Tap2Tag Support and Customer Service**

If you are experiencing problems or having issues with your PLUS please contact our Help Desk.

Our help desk is open Monday-Sunday from 8am to 6pm EST –

Phone: (844) 387-4290

Email: [customersupport@tap2tag.ca](mailto:customersupport@tap2tag.ca)

Or visit our website for product information and other FAQ's regarding the PLUS and other Tap2Tag products.

<https://www.tap2tag.ca/faq/>

### **Warranty Information**

All Tap2Tag+ devices come with a one year warranty which will cover any mechanical and hardware defects.

Please visit <https://www.tap2tag.ca/faq/> for more information.

### **Maintenance tips**

1. Don't store the PLUS in dirty or dusty places.
2. Avoid storing the PLUS in overheated or over cooled places.
3. Don't clean the PLUS with any chemicals or detergents. Only clean the PLUS using a dry cloth.
4. Do not disassemble or refit the PLUS. Doing so voids the warranty.
5. Only charge the PLUS with the included cables and cradle. Using other methods may damage the battery.
6. If you drop the PLUS in water, please allow the unit to fully dry before charging it.

## What do the lights mean?

### Power Status LED

LED	Blue ON (solid)	Blue Blinking Quickly
State	When the PLUS is in the cradle a solid BLUE light indicates that the PLUS is charging.	When the PLUS is not in the charging cradle, indicates that the battery power is lower than 15%

### WCDMA LED--GREEN

LED	Light shows a single flash rapidly every 3 seconds	Light shows a double flash rapidly every 3 seconds	Light shows a slow flash every 3 seconds	Light Solid (not flashing)
State	The device is connected to the WCDMA network	The device is registered to the WCDMA network	The device is connecting to the WCDMA network	No SIM Card is detected

### GPS LED--BLUE

LED	Light shows a single flash rapidly every 3 seconds	Light shows a slow flash every 3 seconds (every 1 second on and 3 seconds off)	Blue Off
State	The device has a GPS positioning fix	The device has no GPS fix	The GPS chip isn't active

## Hardware Specifications

Content	Specs.
Mainframe Dimension	61mm*43mm*16mm
Net Weight	40g
3G WCDMA Frequencies	UMTS / HSPA 900 / 2100 MHz UMTS / HSPA 850 / 1900 Mhz
GPS chip	U-blox 7 (Support AGPS)
GPS sensitivity	Cold start: -148dBm Hot start: -162dBm
GPS accuracy	<2.5m
Time to First Fix	Cold start 32s, Warm start 11s, Hot start 1s
Charging Voltage	5V DC
Battery	Chargeable 3.7V 800mAh
Standby Current	≤2mAh
Storage Temperature	-40°C to +85°C
Operation Temperature	-20°C to +80°C
Humidity	5%-95% non-condensing

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.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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 equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. The portable device is designed to meet the requirements for exposure to radio waves established by the Federal Communications Commission (USA). These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certification for use when properly worn on the body.