

# TailMe

## User Manual



Congratulations on your purchase of a TailMe Pet tracking device.

Please read the instruction manual before using. In order to use please acquire a SIM card and load it with airtime. It is best to select a provider that has good coverage in your area – MTN or Vodacom tend to be best.

Please also enable out-of-bundle data. The devices uses a small amount of data to communicate – airtime does not expire so it is therefor much more economical to use out-of-bundle data.

# Contents

User Manual.....	1
In the box.....	4
Quick Start .....	4
Getting Started:.....	5
Getting to know your Tracking Device .....	5
SIM card installation.....	6
Collar Attachment .....	6
Setup Steps .....	7
The APP:.....	7
Registering.....	8
The tracker and logging in:.....	8
Add and Delete the device: .....	10
Adding a secondary administrator account: .....	10
App features .....	12
Real-time tracking.....	12
Call function.....	13
Historical route query .....	14
Geo-fence .....	14
Voice monitoring.....	14
Record.....	14
Find locator.....	15
Other settings and functions.....	15
Advanced Setup .....	16
Setup APN for access to network .....	16

Chapter 1 Troubleshooting.....	19
Chapter 2 Main SMS command summary sheet .....	20
Personal information security .....	22
Declare.....	22
Matters that need attention.....	23

## **In the box**

Tracking Device

Sillicone Sleeve – universal fit onto any pet collar

Sim card tool

User Manual

QR code – on exterior of the box

## **Quick Start**

Insert Sim card – follow instructions as per sim installation.

Install Aibeile Plus App

Register an account

Load your device onto the app – scan the QR code on the side of the box

Power on the tracking unit

Configure app

Set update location schedule to either 1 minute, 10 minutes or 1 hour.

Insert device into Silicone Sleeve and attach to collar

## Getting Started:

### Getting to know your Tracking Device



**Positioning:** GPS satellite positioning + BeiDou positioning + AGPS auxiliary positioning+WIFI positioning+LBS base station positioning

Device dimension : 67X34X13mm

Gross weight : 37g

**Battery capacity:** 1000mAh

**Monitoring Platform:** support android phone, apple mobile phone system

**Reset button** is only used for a situation that GPS tracker is not able to power on or respond appropriately under normal working conditions, after the reset button is clicked, please connect charging cable to the GPS tracker to wake up GPS tracker. Please note the reset button will not clear settings of GPS tracker.

**Device ID:** The Device ID is available on the exterior of the device box. This should be kept in a safe place. If lost the device ID can be retrieved by SMS'ing an advanced code to the device – see advanced.

## SIM card installation



## Collar Attachment



The tracking device needs to be inserted into the hollow section of the silicone sleeve. Ensure the magnetic contacts are still accessible and not covered in any way by the silicone sleeve.

The collar threads through the silicone sleeve as shown in the pic above.

## Setup Steps

**Before power on:** please insert **Nano** SIM card (Which can support one of the network modes: GSM 850,900,1800,1900MHZ). It is best to purchase a pay as you go sim card from a provider with good coverage in your area – MTN or Vodacom. Please add airtime (and not data) as airtime does not expire. Please enable out-of-bundle data as the device uses a small amount of data per month.

**Power on:** press the power button for 3 seconds or more until power on..

**Power off:** The device will not allow a standard shutdown while a sim card is in the unit. Please remove the sim card first: long-press the power button longer than 3 seconds to power off.

OR while connected to the app select the remote shutdown option.

**How to charge:** Connect the magnetic charging head to the back of the GPS tracker; connect a phone charger (5V - 1A, 2A or 3A output) to charge.

## The APP:

Search "Aibeile Plus" in App Store - Apple or Google Play

**Note:** During installation, the phone prompts whether to trust the APP or whether to allow prompt access to phone location, etc.. Please select trusted and allowed all the time

OR Scan the following QR code to download and install the App



## Registering

### The tracker and logging in:

Open the App. New users will need to register a new account by clicking on the right bottom "Register" button. Complete the registration steps.

Please note that you will need to select the right area you are located in. You also need to input a correct email address to ensure you can reset your password if needed. In order to avoid malicious registration, one mobile phone cannot register more than 5 accounts.

**AIBEILE Plus**

4-50 characters  
6-12 characters  
Auto login  
Login  
Language: English  
Area: Hong Ko...d Taiwan

Forget password? **Register**

**Registered**

Please input your email

Please enter verification code **3PFEDHC**

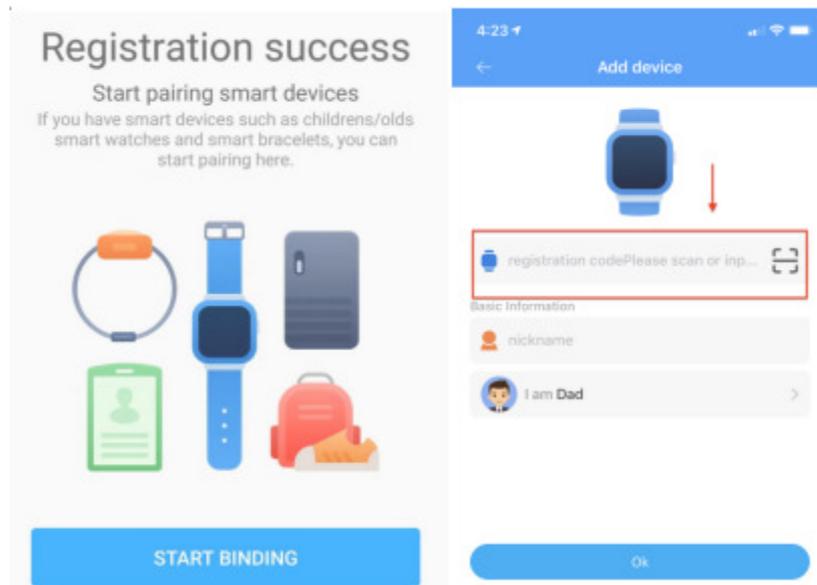
Please enter a 6-12 digit password

Area: **Europe and Africa**

I have read and agree [User Agreement](#) [Privacy Policy](#)

**CONFIRM REGISTRATION**

**Description:** A newly registered account will be prompted to bind the device, otherwise, you cannot enter the main interface of the app.



The **Infinity 4G registration** code(QR code) is on the box.



Eg.

The **Agile 4G** uses a dynamic QR code which is linked to the device and the inserted sim card. Please note that any changes to the sim card will result in a new QR code being generated.

- To link the device to the app you can follow these steps;
  - Activate the screen by pressing the silver button.
  - Swipe the screen until you see an option called "QR Code"
  - Select that option.
  - Select "Register Code"
- Proceed with the App by creating a new device and scanning this QR code.

When the device is successfully bound, you can start using the device. If you want the app to bind another device, please see the next section, otherwise you can pass.

**Note:** ①The Registration QR code is the 15-digit registration number found on the QR sticker on the box, it is not the IMEI barcode number.

②When the Apple mobile phone is registered, there is no successful registration interface, only a message of "registration successful".

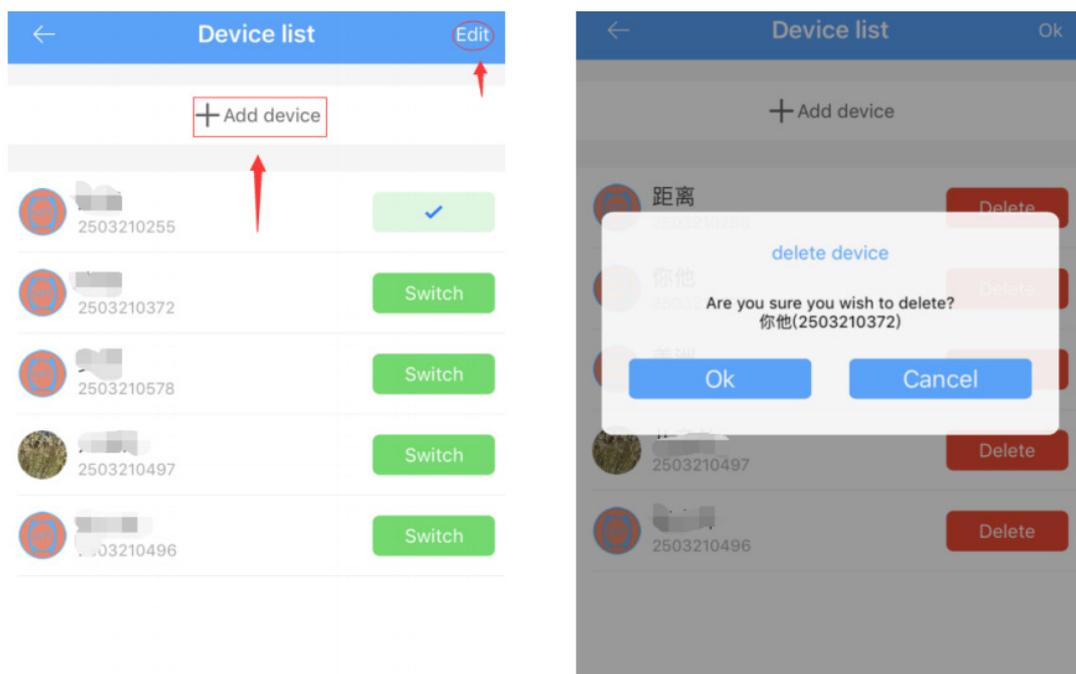
### Add and Delete the device:

How to add the device to your account :

More—Device list—Add device—put the reg code of tracker or scan the QR code.

How to delete the device from your account:

More—Device list—Edit—Delete—Ok



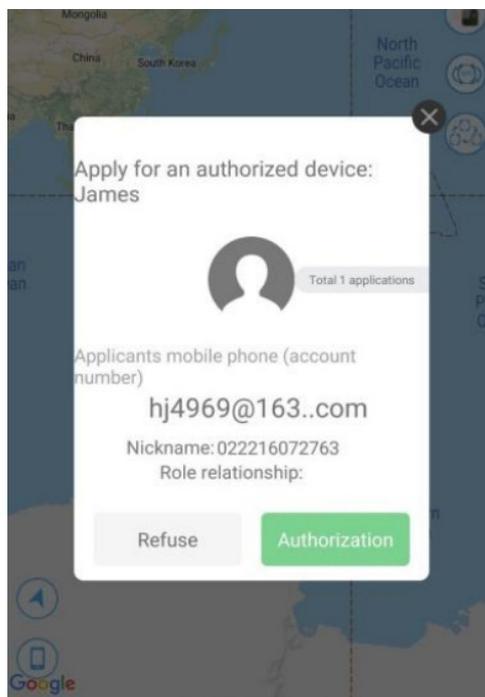
### Adding a secondary administrator account:

The first account created for the GPS Tracker is the primary administrator account. You can add a secondary account to the app. Adding a secondary administrator account requires authorization from the primary administrator, there will be a note when the secondary administrator account wants to

add the same GPS tracker, the primary administrator will also receive the authorization notification.

**Note:** One APP account can bind multiple GPS trackers, while one GPS tracker can also be connected with numerous secondary accounts with the authorization from the primary administrator.

The screen below will appear inside your (the main administrator) App account for authorization after the secondary administrator has scanned the same tracker QR code into their App.

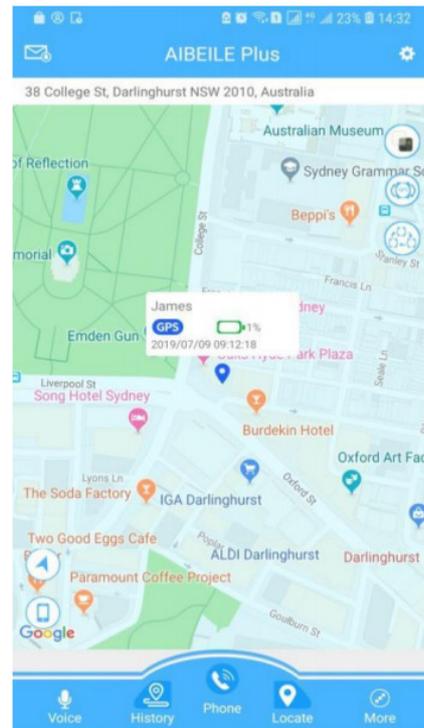


Note: One account can add multiple devices, and one device can be added to multiple accounts.

## APP Interface



Login screen



Main page with map, click "More"

## App features

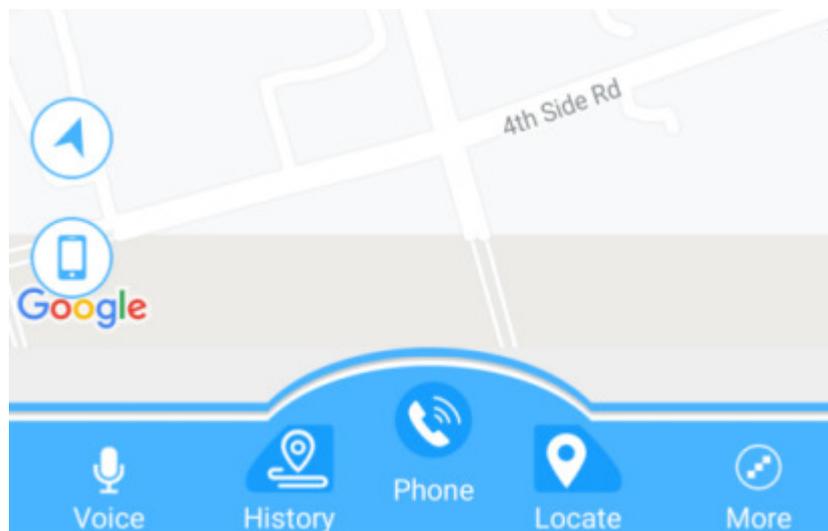
### Real-time tracking

There are four kinds of tracking mode. Users can select a setting in the phone APP to choose the mode.

1. Rapid positioning (10 minute): at 10-minute intervals updates location information. We don't suggest choosing rapid positioning because the battery will drain quickly. Instead only select this when you need to track your pet.
2. Standard positioning (1 hour): updates location every 1 hour if there is continuous movement.
3. Battery saver no updates. The power-saving mode will allow for longer device operation time. We suggest using this mode. If you require greater battery longevity please see advanced options – upload interval.
- Sleep. No location updates however the cell connection will be maintained.

The device is equipped with a motion sensor. The GPS module will be deactivated to increase battery life when no movement has been detected. The last detected point is kept as your current position. If movement is detected, the module will be reactivated.

However you can click the "Locate" button on the main page of the APP, to reactivate the GPS module for 3 minutes to force a position, even if the device has remained motionless. This option is great when you need to track your pet.



## Call function

Please set admin number (monitoring number) before the following operations

**1) Setup whitelist:** Click APP setting—whitelist—setting phone numbers (Maximum 5 contact numbers can be set, only the phone numbers in whitelist can call this tracker).

## 2) SOS emergency call

Insert a SOS number (max 2). Long press SOS button. Once light is on then release. The GPS tracker will dial the number. If the first number answers, it will not dial the second number. If the first number does not answer, it will

dial the second number automatically; the GPS tracker will stop dialing after attempting to dial twice.

### Historical route query

This product will keep three months of route information. If two GPS positioning points are very close to each other in the historical route data, the redundant one will be deleted automatically.

### Geo-fence

APP Geo fence—click upper- right "+"—Move circular area on the map (android phone can set circle radius by upper " +" and "-", IOS can set Geo-fence by moving upper icon)—Mark Geo-fence name( such as home)—Save. We suggest the Minimum radius is 500m. Please note that a failed GPS signal (due to an indoor location or other will trigger a LBS triangulation which may result in many false positives).

If the device is out of the geo-fence the mobile phone APP will receive an alarm from the GPS locator platform. Alarm information frequency is related to the positioning interval time setting, the shorter positioning time interval, the more frequent out of Geo-fence detections are sent.

### Voice monitoring

APP settings—voice monitoring—fill in the monitor mobile phone number—click ok (wait for a while, and then the equipment will dial your mobile phone number; you can listen to the voice around locator after you answer your mobile phone).

### Record

APP Voice message—Click record—Click confirm—Tracker starts to record, then send the record file to APP. (Note: Record time is 20 seconds. If the record failed due to a bad network, this is normal. Try again when network is good)

## **Find locator**

Choose find locator, confirm the command when the device is in normal network connection, will make a sound, easy to find the locator.

## **Other settings and functions**

The device has many other features, user can operate and use by mobile APP.

## Advanced Setup

### Setup APN for access to network

APN setting is not a must for most mobile operators, but if the GPS tracker has never been online from the beginning while the SIM card is with enough credit, you may need to set the APN for the GPRS data connection.

**MTN and Vodacom typically do not require this setup.**

You can send below SMS command to check if there is APN problem.

```
pw,123456,ts#
```

You will get SMS reply that includes following:

```
wifiOpen:
```

```
wifiConnect:
```

```
gprsOpen:
```

```
NET:OK(100)
```

The NET:OK means the current APN setting is correct, no need to do APN setting; otherwise you need to do APN setting as followings:

**NB. In the event the setup is required please SMS the following command for a South African sim card.**

```
pw,123456,apn,internet,,01655#
```

In order to carry out the configuration, Google it from the operator's official website, or insert SIM card into one Android phone and check it in the network profile to find out:

1. APN name
2. Username: (most operators in the world does not require it)

3. Password: (most operators in the world does not require it)
4. MCC: Mobile Country Code
5. MNC: Mobile Network Code - Operator Code

For example the MCC code for Germany is 262.

The union of the MCC and MNC codes in this sequence is as PLMN without spaces between them. For mobile operators who do not require user name and password as authentication, the username and password values should left blank.

With this data, we can manually configure the APN by sending the following SMS message to the SIM number in the device (by entering the specific values of the Operator):

```
pw,123456,apn,APN name,username,password,PLMN#
```

Example1:

1. APN name: telstra.internet
2. Username:
3. Password:
4. MCC:505
5. MNC: 01

The SMS command to be sent to the SIM number in the GPS Tracker is

```
pw,123456,apn,telstra.internet,,,50501#
```

Even if the values of username and password are empty, but commas must be there. MNC need to be no less than 2 digits, for example 02 is better than 2.

Example2:

1. APN name: tmobil.cl
2. Username: wap
3. Password: wap
4. MCC:730
5. MNC: 2

The SMS command to be sent to the SIM number in the GPS Tracker is

`pw,123456,apn,tmobil.cl,wap,wap,73002#`

SMS Command should all be small letters without spaces.

after sending the SMS command, you will get SMS reply 'set apn.. is successful', and it is necessary to restart the device

	Command	Example (manually send following SMS from mobile phone to GPS locator )	After you send SMS, feedback will return SMS to you as following
Setup APN	pw,123456,APN,APN name,user name,password, MCCMNC#	If your APN name=wap.tmobil.cl, user name=wap, password=wap, MCC=730, MNC=02, then you can send this SMS to your GPS Locator:	APN:wap.tmobil.cl;user:wap;password:wap;userdata:73002.

		pw,123456,apn,wap.tmobil.cl,wap,wap,73002#	
--	--	--	--

## Chapter 1 Troubleshooting

Troubleshooting	
Device is not enabled on app	<p>Please check if :</p> <ol style="list-style-type: none"> <li>1. SIM card is not enabled</li> <li>2. APN is not setup</li> </ol>
Device is offline on APP	<p>Please check if :</p> <ol style="list-style-type: none"> <li>1. SIM card has no signal</li> <li>2. GPRS is canceled or not enabled</li> <li>3. The SIM card is out of airtime</li> </ol>
Positioning is not accurate	<p>The device support three modes of positioning,</p> <ol style="list-style-type: none"> <li>1. GPS positioning is mainly for outdoor positioning, the accuracy is around 15 meters.</li> <li>2. GSM positioning is mainly for indoor positioning, the accuracy for LBS positioning is around 500-1000 meters.</li> <li>3. Wifi positioning is mainly for indoor positioning. This requires a good wifi signal in a known location. The device automatically configures this.</li> </ol>

## Chapter 2 Main SMS command summary sheet

Command type	Command format	Example(manually send following SMS from mobile phone to GPS locator )	After you send SMS, there will be feedback ( SMS returns from GPS locator to your mobile phone)
Setup center number	pw,123456,center,xxxxxxx#	pw,123456,center,13640927062#	Central number : 13640927062. setup success!
Setup APN	pw,123456,apn,apn name,user name,password,MCCMNC #	pw,123456,apn,wap.tmobil.cl,wap,wap,73002#	APN:wap.tmobil.cl;user:wap;password:wap;userdata:73002.
Setup the upload time interval-between 1 and 65335	pw,123456,upload,x#	pw,123456,upload,300#	Upload time interval:300S;setup success!; upload : 300s;ok!
Inquiry the URL for map	pw,123456,url#(needed the platform support)	pw,123456,url#	[GPS] http://maps.google.com.hk/maps?q=N22.568657,E113.8663225
			[BASE] http://maps.google.com.hk/maps?q=

			N22.568657,E113.86 63225
Inquiry parameters	pw,123456,ts#	pw,123456,ts#	ver:G19C_BASE_V1. 0_2014.05.19_09.38. 29; ID:7893267577; imei:000078932675 770; ip:121.37.43.203; port:8711; center:12520136409 27062; upload:300S; workmode:2; bat level:3; language:1; zone:8.00; GPS:NO(o); GPRS:OK(go); LED:ON; pw:123456;
Reset the device	pw,123456,reset#	pw,123456,reset#	The device will reset

Restore factory settings	pw,123456,factory #	pw,123456,factory #	The device will reset
Setup ip and port	pw,123456,ip,x.x.x.x ,y#	pw,123456,ip,112.9 5.164.119,7755#	IP and port setup success!
Setup language and time zone	pw,123456,lz,x,y#	pw,123456,lz,0,8#	lz,x,y# x=0&1 stands for language, 1 for Chinese, 0 for English, y for time zone

## Personal information security

Please install and use this product correctly. In order to guarantee safety use the products. Please ensure that your product is not bound by people without permission. We adopt technology and management measures to ensure the safety of network information, in accordance with the law to protect users' personal information, to ensure the security of your personal information. The illegal use of this product, the company will not be responsible for it.

## Declare

Welcome to use the GPS tracker. GPS contains hardware and intelligent mobile phone client-side software. Please read the instructions and safety information in this manual before operating hardware for ensuring the safe and correct use.

If you remove or change the product shell, the product will lose the warranty.

Please use the original factory provided accessories to prevent unexpected damage. If you do not use this product correctly or connect incompatible parts, this behavior will lead to a warranty void, and may even endanger the safety of you and others. To this, our company does not undertake any responsibility.

This product function depends on the GPS network, GSM (GPRS) network system, GIS (geographic information) system, and computer system, etc. This product needs to install the sim card for full Internet functionality. due to network failure or other force majeure causes any losses and service disruption, the company does not undertake any responsibility.

### **Matters that need attention**

Do not let the product soak in water for a long time;

Please keep the product away from a fire source, high temperature, or extreme environment;

Please pay attention to remind children not to eat products;

Don't to use other charging equipment, which is not 5V output.

When the product is powered off or out of GPRS service, the positioning function will not work. When product is not moving a GPS signal will not be requested automatically.