jiobit ™

Setting Up Your Smart Tag

A Quick Start Guide

hi there,

Welcome to the Jiobit Setup Guide! We're so happy you're here.

Your new Jiobit was built for busy families, by real humans. Because of this, we know how important it is to keep the setup process simple and painless.

Our goal? To get you tracking as quickly as possible.

Now that you've received your Jiobit device (cue the happy dance), let's get you connected.

– your friends at Jiobit

unboxing & accessories

First, take a look at the accessories you received with your Jiobit Location Monitor. Along with a charging dock & micro USB charging cable, we've included these attachments for securing the Jiobit comfortably to your loved one:

- Strap Clip to attach to backpack straps or harnesses (remove with the JioKey)
- Integrated Loop to attach to necklaces, collars, ribbons, and flexible key rings
- Secure Loop to attach to buttonholes and belt loops
- Hem Lock Clip to attach to elastic waistbands

Setup Tip: If these attachments aren't working for your attachment needs, check out the Jiobit accessory store for alternative pouches, protective sleeves, and rings.

create your account

To start tracking the device's location, download the app for iOS or Android.

Enter your name, an optional profile photo, and the phone number you provided upon purchase. We'll send you a verification code to confirm the device.

pair your device

After signing up for your Jiobit account, you'll need to begin pairing by placing your Jiobit into its charging dock.

To initiate pairing:

1. Push the device down into the charger until you hear it click

2. Check that your phone's Bluetooth is "on" and set to Location Permission to "Always."

3. Follow the prompts on the screen.

Once the Jiobit App connects to the Jiobit, it will blink orange.

add trusted places

Trusted Places give the Jiobit designated "safe areas" to maximize battery life while your loved one is close. Your Jiobit app will also alert you anytime the device leaves those boundaries.

We recommend adding your home, school, care provider's home, assisted living center, or after-school programs to preserve as much battery power throughout the day.

To add your first Trusted Place during setup:

1. Click Set Up Home

2. For accuracy, toggle to Satellite view by clicking the view icon in the top right-hand corner of the map.

3. Choose Satellite + Street

4. Set a boundary with a "geofence" (a manual radius of 100-800 feet) or a Wi-Fi fence— a boundary established by your home Wi-Fi signal.

Setup Tip: We know timely notifications are important and work to provide notifications within 0-3 minutes of leaving a Trusted Place. If your child takes the bus to and from school, it is best to make sure the boundary of your Trusted Place (geofence) does not overlap the pick-up and drop-off points.

set up wi-fi

Connect any Trusted Place to Wi-Fi for faster notifications and improved battery performance. You can add Wi-Fi to up to 5 different Trusted Places.

You can set up a connection to any 2.4ghz Wi-Fi network you have the password to, as long as you and the Jiobit are in a Trusted Place during setup.

To set up Wi-Fi in a Trusted Place:

1. Enable Bluetooth on your phone and allow the Jiobit to connect
2. Place the Jiobit within range of your Wi-Fi router
3. Open the app
4. Go to MENU
5. Go to **Trusted Places**
6. Click (...) next to the relevant Trusted Place
7. Select **Add Wi-Fi**
8. Choose a compatible **2.4G network** and enter the Wi-Fi credentials

Setup Tip: Add a Wi-Fi Fence to your home's Trusted Place setting to control how quickly you want to receive notifications. Rather than selecting a manual boundary of 100-800 feet, the Wi-Fi Fence feature uses Wi-Fi signal strength to set the boundaries of your Trusted Place. Set up your Wi-Fi Fence within your Trusted Places settings.

invite care team members

Invite your spouse, family members, and care providers to your Care Team. Care Team members can:

- View the location of the Jiobit when you give them access
- Automatically connect to the Jiobit through a Bluetooth connection for faster notifications, better battery life, and accurate location data
- Use the Bluetooth alert feature if the Jiobit wearer has wandered off

Keep in mind that live tracking cannot be enabled when the Jiobit is with a Care Team member.

Start building a Care Team by adding the phone numbers of care providers or family members. Once they receive an invitation via text message, they'll be asked to download the Jiobit app.

Please note that Care Team Members do not have admin access, and won't be able to edit Trusted Places or invite others to your Care Team.

attach the device

Thanks to the available attachments, your Jiobit tracker was designed to be worn a dozen different ways.

For humans, we recommend avoiding placement inside of backpacks, clipped to shoes, or where they might accidentally sit on the device. Instead, we recommend using one of your attachments to attach to—

- Belt loop - attach with the complimentary Secure Loop or Strap Clip (remove with the Jio Key included in the box)
- Shirt - attach with the popular Pin Lock
- Pant Pockets, waistbands, and hems - attach with the complimentary Hem-lock Clip

For pets, we recommend attaching the Jiobit to a collar or harness with the Strap Clip. Breakaway harnesses are encouraged for cats to avoid any potentially life-threatening snags.

Setup Tip: The most important thing to remember is to position the Jiobit with the grey side facing out and the least amount of obstruction in front of it.

When a device gets pressed up between your pet's neck and chin, or against the ground, it's possible that their position is blocking the antennas in the device. This can interfere with accurate location data and may be the cause of false or delayed notifications.

Secure Loop

Hem Lock Clip

Integrated Loop

Strap Clip

ready to track

Once you're all set up, there are a few ways your Jiobit might connect to a signal in order to establish location details. Remember— a cell signal is required for your device to send any location data

BLUETOOTH
If your Jiobit is connected to a Care Team member's phone via Bluetooth (usually within 30 feet of your phone), your app relies on the phone's location to update what you're seeing on the app. You'll see a "phone" icon instead of a blue tracking dot in the app when the tracker is relying on your phone's location.

YOUR TRUSTED PLACES
If your Jiobit is within a Trusted Place, your app won't show the tracker's exact location within that boundary. Instead, the app will just tell you that the Jiobit tracker is within that particular Trusted Place. This is one of many battery-saving measures of the Jiobit design.
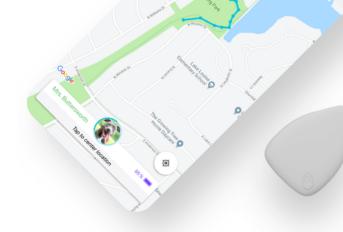
A Trusted Place can be set up with either a local Wi-Fi signal (Wi-Fi Fence) or a chosen radius of 100-800 feet.

WI-FI
When your Jiobit is connected to Wi-Fi, it will use its connection to the Wi-Fi router to define its location when its within range. You can set up Wi-Fi in Trusted Place you have the password to in order to improve accuracy and battery life.

GPS AND VARIOUS CELLULAR NETWORKS
If you are tracking the Jiobit once it leaves Wi-Fi, it will use various GPS and cellular networks to establish its location. It does not matter what type of cellular provider you have.

more questions?

check out our help center

www.support.jiobit.com