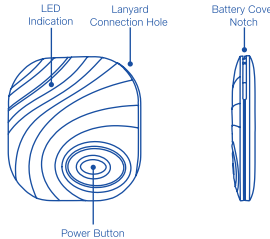# Welcome to the Digital World of Jio.

You are the proud owner of
JioTag Air

1 Introduction

Stop worrying about losing or misplacing your things, make life easier with **JioTag Air**.

Introducing **JioTag Air**, our Bluetooth enabled tracker that can help you locate your belongings like keys, wallets, bags and more, with just a click of a button.

2 Product Overview

LED Indication   Lanyard Connection Hole   Battery Cover Notch

Power Button

3 JioTag Air Features

3.1 Find your thing
You can locate your belonging, attached to JioTag Air, using sound alert. Use Ring to Find option on JioThings app to ring the JioTag Air.

3.2 Disconnection Alerts
Get alerts on your phone when you leave your belonging, attached to JioTag Air, behind. Also get alerted by sound on your JioTag Air in case you leave your phone behind.

3.3 Locate your Phone
Locate your phone by double clicking the JioTag Air. Your phone will ring if it is connected with JioTag Air.

3.4 Disconnection Location
Know the last location where your JioTag Air got disconnected with JioThings app, along with the date and time of disconnection. This will help you to locate your belonging in case it's left behind.

3.5 Choose your App
JioTag Air give you option to use either Apple Find My App or the JioThings App which is compatible with both Android and iOS.
(Note: JioTag Air is designed to function on either the Apple Find My network or the JioThings network individually. If you wish to switch networks, you

4 Works with JioThings App

STEP 1 | INSTALL JioThings APP

Scan QR code below to download and install JioThings App. You can also search for *JioThings* on *Apple App Store* or *Google Play Store*.

STEP 2 | LOG IN TO JioThings APP

Open the JioThings App and log in using your credentials. In case you don't have a JioThings account, use **Sign Up** option on **Login** page to register.

must perform a factory reset on the device.)

STEP 3 | ONBOARD A JioTag Air ON JioThings APP

1   Long press the **Power Button** on JioTag Air to switch it ON.

2   Use **"Add a JioTag"** or **"+"** option on JioThings App and follow the onboarding instructions.

3   Once JioTag Air is successfully onboarded, it will be available on **MyTags** list.

4   You can change the default **Phone Settings** and **JioTag Air Settings** on the **JioTag Air details** page.

Note:
Do not pair JioTag Air from your phone's Bluetooth scan list, else it will not appear in JioThings scan list.
Always keep location permissions to **Allow all the time** or **Always allow** to support all JioTag Air functionalities.

STEP 4 | DISABLE POWER OPTIMIZATION FOR JioThings APP

Please ensure that power or battery optimization settings has been disabled for Jiothings app on your phone. This is required for your JioTag Air to connect to JioThings app all the time.

5 Technical Specifications

Wireless Technology	Bluetooth 5.3
Connection range	Upto 20 meters indoors
	Upto 50 meters outdoors (Line of sight)
Operating Voltage / Battery type	3V-50mAh / Replacable battery CR2032
Dimensions (L x W x H)	38.2 x 38.2 x 7.2 mm
Weight	9.5gm
Operating Temperature	-10°C to 60°C
Storage Temperature	-10°C to 45°C
Humidity	35 ~ 75 %RH
JioThings App support	Android 7.0 and above/ iOS 12 and above

6 Works with Apple Find My

6.1 Pair the device
1 Open the Find My App.
2 Hold the device close to your iPhone, tap the Items tab, tap + and then Add Other Item.

3 Tap Connect.
4 Type a name for your device, select an emoji.
5 Tap Agree to acknowledge that this item will be linked to your Apple ID.
6 Tap Finish.

6.2 Enable Lost Mode
1 Open the Find My App, tap the Items tab, then tap your item.
2 Under Lost Mode, tap Enable.
3 Read the instructions, tap Continue and enter a phone number or email address.
4 Confirm the information, customize the lost message, and tap Activate to complete the setup.

6.3 Remove the device
1 Open the Find My App, tap the Items tab, then tap your item.
2 Tap Remove Item and then tap Remove to complete the operation.

7 Instructions for device button

7.1 Power on
Long press the power button for 5 seconds. On successful power ON, you will hear a melody and LED will also flash momentarily.

7.2 Power off
When the device is on, press the device button 5 times in 2 seconds. The device will beep, the light will flash three times, the device will be powered off.

7.3 The device enters the pairing state again
After removing the device in the Apple Find My App, the device will beep and the light will flash six times, it will not shut down and will be in the pairing mode. If there is no re-pairing within 10 minutes, the device will leave the pairing state. If you want to pair a device at this time, you need to click the device button once, the device will beep, and the light will flash once. At this time, the device enters the pairing state and can be paired with the app again.

7.4 Factory Reset
After the device is powered on, double-click the device button. The device will beep. Long press the device button for eight seconds until the device beeps and the light flashes three times. Release the button to complete factory reset. The device can now be paired with Find My App. Factory Reset will effect only Find My App working.
(Note: after long pressing the device button for 2 seconds, the device will sound "tick, tick, tick", and the indicator light near the button flashes. Do not release it. Continue to press and hold the button until the device emits a music for the second time, and the indicator light flashes. Release the button).

8 FAQ and Troubleshooting

8.1 How do I check if my JioTag Air is in power ON state?

Double-click the JioTag Air power button. If the tag is powered ON, you will hear a beep.

8.2 Why is my JioTag Air not connecting to JioThings App, even though it is kept close to my phone?

You can try below steps in given order and wait for few minutes after each step to check if your JioTag Air connects.

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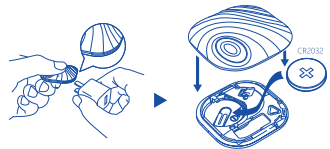5   Restart your Phone.
6   Power OFF and ON the JioTag Air.

8.3 How do I replace the JioTag Air battery?

To replace the JioTag Air battery, follow these steps:

1   Open the JioTag Air battery cover from the notch side.
2   Replace the battery (CR2032) with a new one
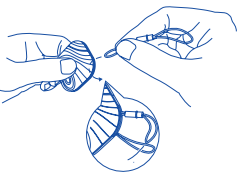
(Positive "+" side upward).

3   Close the battery cover. Long press the **power** button for 5 seconds to check if you hear the power ON melody and see the LED flash.
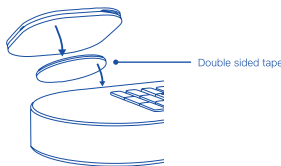
8.4 How do I attach lanyard to my JioTag Air?

Please refer below graphics to attach lanyard.

8.5 How do I attach double sided tape to my JioTag Air?

Please refer below graphics to attach double side tape.

Double sided tape

8.6 How is the device designed to discourage unwanted tracking?

If any **Find My** network accessory separated from its owner is seen moving with you over time, you'll be notified in one of two ways:

1 If you have an iPhone, iPad, or iPod touch, Find My will send a notification to your Apple device. This feature is available on iOS or iPadOS 14.5 or later.

2 If you don't have an iOS device or a smartphone, a Find My network accessory that isn't with its owner for a period of time will emit a sound when it's moved. These features were created specially to discourage people from trying to track you without your knowledge

8.7 What is Find My network? And how does it work?

The Apple Find My network provides an easy, secure way to locate compatible personal items on a map using the Find My App on your iPhone, iPad, iPod touch, Mac, or the Find Items app on Apple Watch. Simply pair your compatible product with the Apple Find My App to view it right alongside your Apple devices. If your item ever goes missing, you can put it in Lost Mode to display a message and contact information to anyone who might find it. The Find My network is encrypted and anonymous, so no one else, not even Apple or Jio , can view its location.

8.8 What if pairing fails with Find My App?

When pairing a device with Findmy app, the phone will link to the Apple server. Pairing may fail because of network problems. The following actions are recommended:

1 Change the phone's network, such as switching between WiFi and mobile network;

2 Factory Reset for the device

9 Pair with Find My App.

Works with Apple Find My

Use of the Works with Apple badge means that a product has been designed to work specifically with the technology identified in the badge and has been certified by the product manufacturer to meet Apple Find My network product specifications and requirements. Apple is not responsible for the operation of this device or use of this product or its compliance with safety and regulatory standards.

To use the Apple Find My App to locate this item,the latest version of iOS, iPadOS, or macOS is recommended.

Apple, Apple Find My, Apple Watch, Find My, iPhone, iPad, iPadOS, Mac, macOS and watchOS are the trademarks of Apple Inc., registered in the U.S. and other countries. IOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.

10 Device Care and Maintenance

Correct Disposal

1   Do not dispose your device in fire.
2   Do not dispose your device with the regular waste.
3   For proper disposal please contact customer care.

Safety information

Read all safety information before using the device to ensure safe and proper use.

⚠ Warning

1   Do not throw or drop or expose the device to physical impact. Handle it carefully.
2   Do not place heavy objects on top of the device.
3   Do not try to disassemble or reassemble the device other than to change battery, as this will void the warranty.
4   Do not expose your device to moisture or water. Keep it dry.
5   Use only recommended battery type - CR2032.
6   Clean the device with a soft dry cloth, do not use cleaning agents.
7   Do not store your device in very hot or very cold areas. Please check storage temperature of the device.
8   Do not store your device near or in heaters, microwaves, cooking equipment, or high pressure containers.

With love, from Jio.

Reach us at

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Email us	support@jiothings.net
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