

CM816 45297 UGREEN FineTrack Q & A

Q1. Why doesn't anything happen when I press the button on the UGREEN FineTrack for the first time?

- The insulation film must be removed first. Once removed, the product will automatically power on with a beep and indicator light.

Q2. How to add UGREEN FineTrack to the Apple Find My App?

- After removing the insulation film, the tracker powers on automatically with a beep and indicator light. Follow the steps to complete the pairing.
- Complete the pairing within 5 minutes. The tracker will automatically power off if it times out.

Q3. Which devices are supported for pairing with the tracker?

- Supports pairing with iPhone/iPad. A single iPhone/iPad can pair with up to 32 trackers.
- Not compatible for pairing with MacBook, but MacBook can still view the tracker location in the Find My App.
- System requirements: iOS 14.5 and above / iPadOS 14.5 and above / macOS 12.5 and above.

Q4. Why can't I add the UGREEN FineTrack to the Apple Find My App?

- Check that your iPhone/iPad meets system requirements, Bluetooth is on, and your network is working properly.
- Factory reset: While powered on, quickly press the button 5 times. After hearing 3 consecutive beeps, press and hold the button for 6 seconds until 2 beeps are heard.
- Open the Find My App and follow the steps to add it again.

Q5. How to rebind an already added tracker to another iPhone?

- Method 1: If iPhone① and the tracker are nearby, use iPhone①'s Find My App to select "Remove Item". The tracker can then be paired with iPhone②.
- Method 2: If iPhone① and the tracker are far apart, first use iPhone① to remove the tracker in the Find My App. Then perform a factory reset: press the button quickly 5 times, hear 3 beeps, then press and hold for 6 seconds until you hear 2 beeps. The tracker can now be used with iPhone②.

Q6. What is the "Find My" App? Can Android users use UGREEN FineTrack?

- No, UGREEN FineTrack only supports Apple devices and is not compatible with Android.
- "Find My" is a pre-installed app on Apple devices (used by millions of people daily to locate items).

Q7. Is the battery replaceable?

- The product contains a built-in CR2032 battery, compliant with UL4200A safety standards. The outer casing requires reference to the operation manual for removal. It is difficult for children to open, reducing the risk of accidental swallowing of the CR2032 battery.
- The tracker uses an ultra-low power chip and lasts up to 2 years. It does not need replacement

upon delivery. If needed, refer to the manual for battery replacement instructions.

Q8. Why can't the UGREEN FineTrack play sound?

- The tracker can play a sound for item locating when close to the iPhone (typically 10 – 20 meters, depending on the environment).
- Sound cannot be played at long distances, but updated location info is available via the map.

Q9. Why doesn't the tracker update its location in a timely manner, or why has it not updated for a long time?

- The tracker works by broadcasting a signal to nearby Apple devices, which then encrypt and upload the data to Apple's Find My network.
- This process does not support real-time updates and depends on the density of nearby Apple devices and the update frequency of Apple's system.
- In areas with low Apple device coverage, update speed will be slower.