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SwiftFinder ST21 Duo Smart Tag

SwiftFinder ST21 Duo Smart Tag User Manual

Contents

SwiftFinder®

SwiftFinder ST21 Duo Smart Tag

Product Specifications

- **Product Name:** SwiftFinder Duo
- **Manufacturer:** Meli
- **Contact: Meli@gmail.com** | 425-200-5168
- **Battery Type:** CR2032

Product Usage Instructions

Using the Apple Find My App

1. Ensure your SwiftFinder Duo is powered on and within range of your Apple device.
2. Open the Apple Find My app on your device.
3. Select the SwiftFinder Duo from the list of available devices.
4. Follow the on-screen instructions to locate or perform actions on your SwiftFinder Duo.

Using the SwiftFinder App

1. Download and install the SwiftFinder app from the respective app store on your device.
2. Open the SwiftFinder app and follow the setup instructions.
3. Connect your SwiftFinder Duo by following the in-app pairing process.
4. Once connected, you can use the app to track and manage your SwiftFinder Duo.

Battery Replacement

To replace the battery of your SwiftFinder Duo, use a CR2032 battery. Follow these steps:

1. Locate the battery compartment on your SwiftFinder Duo.
2. Open the compartment using a small tool or coin.

3. Remove the old battery and replace it with a new CR2032 battery, ensuring proper orientation.
4. Close the battery compartment securely.

Frequently Asked Questions (FAQ)

Q: How do I connect my SwiftFinder Duo to the Find My network?

- **A:** To connect your SwiftFinder Duo to the Find My network, use the Apple Find My app and follow the on-screen instructions for pairing.

Q: What should I do if my SwiftFinder Duo is not connecting to the SwiftFinder app?

- **A:** Make sure your SwiftFinder Duo is powered on and within range of your device. Restart both devices and try reconnecting. If issues persist, contact customer support for assistance.

Specifications

- **App Name** Find My / SwiftFinder
- **App OS** iOS 9&above, Android 6.0&above
- **Main Function** Object Finder, Phone Finder,
    - Object Tracker, Separation Alert,
    - Crowd GPS, Selfie Remote Custom Ringtones, Family Sharing
- **Shell Material** ABS+PC
- **Dimension** 40*40*6.5mm
- **Battery Type** CR2032(User Replaceable)
- **Find My** Locate your item by using the Apple Find My app on your iPhone, iPad, iPod touch, or Mac

Button   Sound Hole

FCC ID: 2AMMQ-ST21

About the Find My Network

- SwiftFinder Smart Tag ST21 Duo works with the Apple Find My network helping to locate belongings easily and securely.
- The Find My network is a crowdsourced network of almost one billion Apple devices that use Bluetooth wireless technology to detect missing devices or items nearby and report their approximate location back to the owner in the Apple Find My app.
- The entire process is end-to-end encrypted and anonymous, so no one else, not even Apple or ST21 DUO can view a device's location or Information

Legal Declaration

- 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.
- Apple, Apple Find My, Apple Watch, Find My, iPhone, iPad, iPadOS, Mac, macOS, and watchOS are 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.

Scan and Download: SwiftFinder

- Scan QR code

- Download

Press and Activate

1. Activate your Smart Tag by pressing the button on it. It is ready to connect to your phone when you hear a melody with a rising tone. If no action is taken within 1 minute, you will hear a melody with a falling tone, and the Smart Tag will enter sleep mode. Press the button again to reactivate it.
2. Open the Apple Find My app or the SwiftFinder app on your phone to pair the device (see details in the next section). Once the pairing process is complete, your Smart Tag is ready for use.
3. You can test the connectivity by pressing the button on the Smart Tag. It will emit a single beep if the tag is successfully connected to your phone, and two beeps if it is not.

Tips for Android Phone

1. **System Settings:** To ensure optimal functionality of SwiftFinder devices, it is essential to keep the SwiftFinder app running in the background. Android phones often close background apps automatically.
   - To prevent this, please disable the "Manage Automatically" setting for the SwiftFinder app in your phone's settings.
2. **Occasionally,** the Bluetooth module in Android phones may experience freezing.
   - If you encounter a situation where your smart tag fails to connect with the SwiftFinder app despite being near your phone, please restart the Bluetooth feature on your phone.
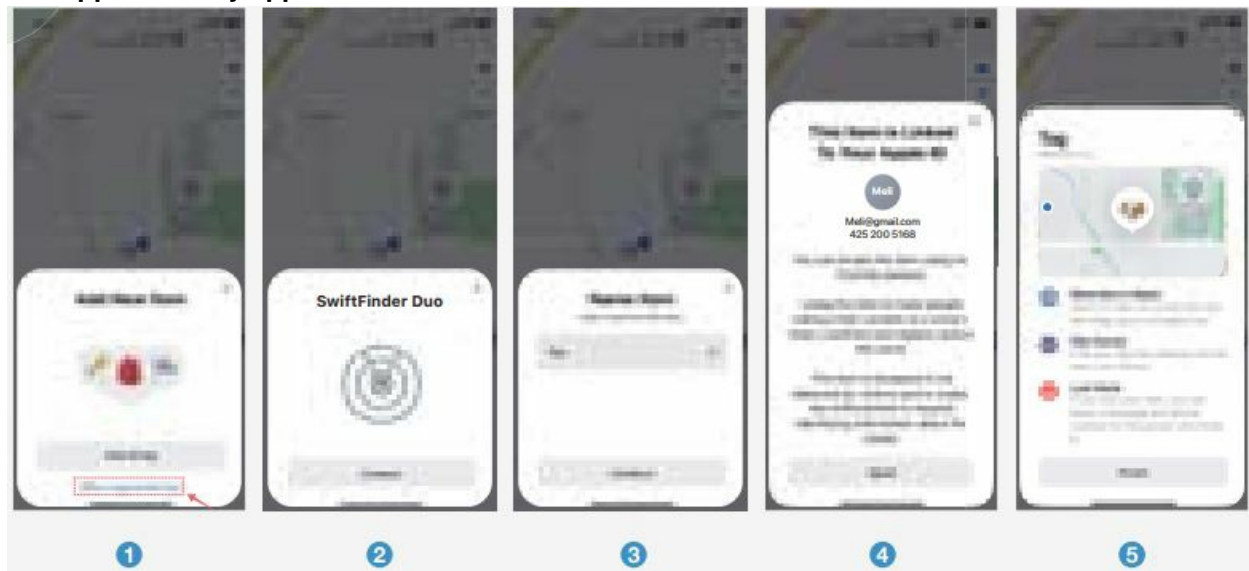
Battery Replacement and Renewal

The smart tag comes with a CR2032 battery that can be easily replaced. By following the provided simple instructions, you can effortlessly remove and replace the battery on your own.
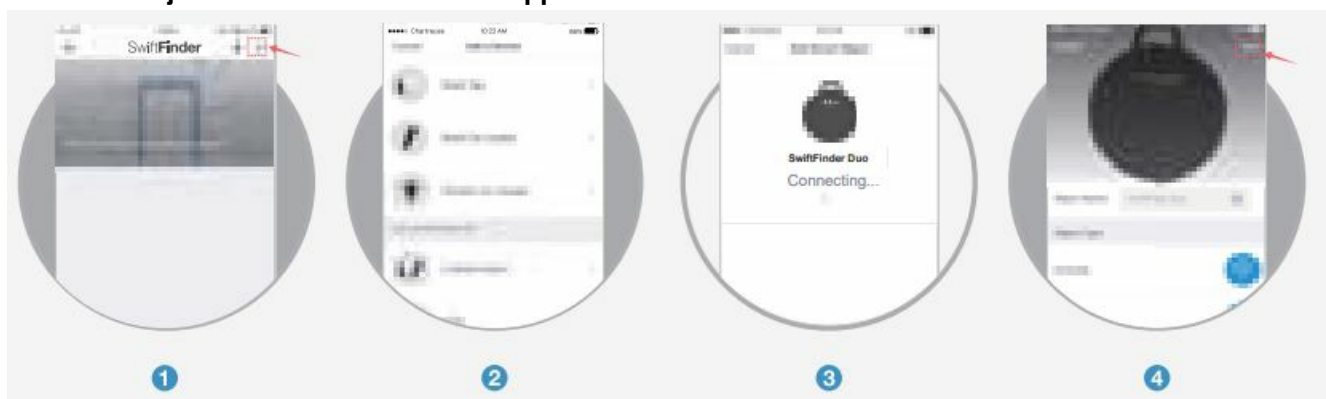

Add Smart Object

with the Apple Find My app

1. Click Other Supported

2. Click Connect Item

3. Choose an Emoji and name the device

4. Agree to the item link with your Apple ID

5. Click Finish to complete to see the item's location

Add Smart Object – with the SwiftFinder app

1. Tap the '+' button on the Things tab of the app

2. Choose the type of device you need to add

3. Connect the smart tag automatically

4. Tap the save button in the upper right corner of the app

Features

- **Find your stuff**
  - Can not find what you are looking for? Ring the smart tag!
- **Find your phone**
  - (SwiftFinder app only)
  - Press the button twice in a row to ring the phone, even when the phone is in silent mode!
- **Share your device**
  - (SwiftFinder app only)
  - Share the device with friends and family.
  - They can help to find your stuff when your phone is not around!

FAQ

How can I link my Smart Tag to a different account?

- You need to unlink it from the previous account first. Log into the Apple Find My app or the SwiftFinder app with the previous account and proceed to delete the Smart Tag 21 Duo.

Why does the APP fail to detect my Smart Tag when I attempt to add it to the APP?

- Your smart tag may be in sleep mode. Please press and hold the button to activate it first. After that, ensure that you have granted the location permission and the Nearby devices Search/Find permission (Android Only).

What is the cause of the random beeping from my Smart Tag?

- To resolve this issue, we recommend reinstalling the battery. For more detailed instructions, please refer to our YouTube video.

Should I keep the SwiftFinder APP running all the time?

- You can choose to only run the app when you are trying to find the tag. However, there are many advanced features, like separation alert, keeping the last seen location, require the app to run all the time.
- The APP has been optimized to run in the background without significant battery drain. For more information,

please refer to our Facebook page.

My device can't reconnect to my phone even very close. How can I resolve the issue?

- Disable and re-enable Bluetooth on your phone, or restart your phone.

Want to learn more?

- You can also email us at: **cs@swiftfinder.net** if you have other questions.
- Learn more in the App Instructions. Open the App SwiftFinder Me → Support → Help Center.
- And you will see more Q&A to help you learn more about our products,

FCC Warning

This device complies with part 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference

1. this device may not cause harmful interference,
2. this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
NOTE: 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 under 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 the receiver.
- Connect the equipment to 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.

The device has been evaluated to meet general RF exposure requirements. The device can be used in portable exposure conditions without restriction.

Swift IoT Tech (Shenzhen) Co., Ltd. https://www.swiftfinder.net

Documents / Resources

SwiftFinder ST21 Duo Smart Tag [pdf] User Manual
ST21, ST21 Duo Smart Tag, Duo Smart Tag, Smart Tag, Tag

References

- **User Manual**