

How to fix “device offline” OR The watch can not connect Network

Please confirm below list are correct

- a, Your SIM card installed successfully.
- b, Register an account in the SeTracker 2 app
when sign in SeTracker 2 , choose " **Europe and Africa** "
- c, bind the watch in the Setracker 2 by scanning the REG Code at the label of the watch.
Or Scanning the QR code in the watch.

Now we get 2 ways to find out the reason of “ device offline” and fix it.

1, In WiFi condition

- a, Please connect the WiFi only, better to remove the Sim Card .
(should shutdown the watch in the setting before removing the sim card)
- b, When you do video call in the Setracker 2 , it shows “device offline”
You need to send us the IMEI number. The IMEI number is in the label. We will help you fixt it. Back us at : efolenhelp@hotmail.com

2, In SIM card data condition

- a, Please confirm your SIM card has been activated by carriers.
Call functions and Data function has been activated.
Please check if your watch can make and receive calls.
- b, Swipe down from the top of the screen at the homepage to check if there is signal bar and data symbol (↓↑) . If there is no signal bar, maybe you can try outside or you can call the carrier if their signal has covered your area.
- c, If the call functions are available, You may need to set **APN** to access data functions.
Use your mobile to text message below and send to your watch phone number. DO NOT SEND VIA SeTracker 2 .

pw,123456,imsi#

An imsi number will be sent back to your mobile. you can send back to us. Will help you with the next steps. contact us : efolenhelp@hotmail.com

Support : efolenhelp@hotmail.com

How to set APN

- 1, Please confirm your SIM card has been activated by carriers.
Call functions and Data function has been activated.
Please check if your watch can make and receive calls.
- 2, Swipe down from the top of the screen at the homepage to check if there is signal bar and data symbol (J↑). If there is no signal bar, maybe you can try outside or you can call the carrier if their signal has covered your area.
- 3, If the call functions are available, You may need to set **APN** to access data functions.
Use your mobile to text message below and send to your watch phone number. DO NOT SEND VIA SeTracker 2 .

pw,123456,imsi#

An imsi number will be sent back to your mobile. you can send back to us. Will help you with the next steps. contact us : efolenhelp@hotmail.com

Support : efolenhelp@hotmail.com

Malfunction 1: Initiating a video call failed, Please quit and try again later

Solution :

To get camera to work, have to initiate camera via adding a device, it then asks to access camera. You can delete the watch and add it again in the Setracker 2 app.

Me – Device List – Edit – Unbundled.

Malfunction 2: The Mobile Can not get the notification from the Setracker 2 app when the video or chat message coming.

Solution:

You should set in the setting of the smartphone. Keep the Setracker 2 notification are available

Malfunction 3: The GPS is not accurate

Solution: Click the button in Setracker 2 app as below

1, Switch Settings – GPS Positioning Function

2, Base Station Switch – Set Local Base Station

These steps will take some power of the watch battery. So the watch will not last longer as before.