

## **FAQ for InSite BLE 4.0 Proximity Alarms – version 1**

### **Q: Why do my multiple devices alert at different times when I separate from them?**

A: Devices may be in the same location however how their position, angle, and their communication frequency can be different, resulting in certain devices alerting sooner than others

### **Q: How do I pair my inSite device?**

A: Follow these steps:

- 1) Open the inSite app on your iOS device
- 2) Select the settings tab
- 3) Select “Add a new inSite device”
- 4) Remove and insert the battery into the inSite device. The inSite device should have a Red LED blink
- 5) on the app, press the refresh button on the top right corner of the app
- 6) the inSite name should appear. If it does not appear, please repeat steps 4 and 5.
- 7) select the inSite device name. You should see an indicator that the app is attempting to connect. If the app does not connect, please make sure the device is not paired to another iPhone or iPad and try again from step 2.
- 8) A pop up should appear asking to pair with the inSite device. Select, “Pair”. If you do not see a pop up appear or the device does not connect. Please make sure that you have not already paired the device. You can check this in your iOS device’s Bluetooth Settings page. If you have paired before, please remove the pairing in the Bluetooth settings and repeat the process from step 4.
- 9) The app should open a next screen that allows you to name and assign an icon to your inSite device
- 10) Select Done. Your inSite device is now paired and connected



### **Q: Do I have to install the App to use my InSite device?**

A: Yes, you can download the app for free from the iOS App Store at <https://itunes.apple.com/us/app/insite/id590474277?mt=8>

**Q: Can my InSite device work as a separation alarm when the App is turned off?**

A: No, the app must be running in the background. The app uses a minimal amount of battery while running in the background.

**Q: How to add a device?**

A: If you have not yet paired with the device or are adding a device for the first time please see “How do I pair my inSite device”. If the device is already connected to the phone, please follow these steps:

- 1) open the inSite app on your iOS device
- 2) select the settings tab
- 3) select “Add a new inSite device”
- 4) the inSite name should appear. If the inSite name does not appear try pressing the refresh button at the top right of the screen. If the inSite name still does not appear, please follow the steps in “How do I pair my inSite device”
- 5) Select the inSite name
- 6) A new screen appears where you can set the icon and name for the device
- 7) Select done when finished

**Q: If I go out of range and receive an alarm, will my App reconnect me with devices when I am back in range?**

A: Yes, as long as the app is running in the background

**Q: What is the effective distance before my alarm goes off?**

A: Around 100ft. (Varies on environmental conditions)

**Q: Can I rename my device?**

Yes, please follow these steps to rename your device:

- 1) Open the app
- 2) On the main screen, select the device’s name. A keyboard should come up
- 3) Hit enter or tap the screen when done

**Q: Can I use my own photo instead of the icons supplied?**

A: Yes, you can select use your own photo when you first set up the device or you can customize the icon at any time by following these steps:

- 1) open the app

- 2) Swipe to the device you would like to customize
- 3) Select the icon
- 4) A screen comes up that lets you choose a new icon. Select the camera icon on the bottom right corner of the screen.
- 5) Select an image from your photo library or take a picture.
- 6) When finished selected, select Use

**Q: Is the unit waterproof?**

A: The device is water-resistant. Don't bring the device into the ocean, pool, jacuzzi, or shower with you.

**Q: Can I change the ring sound on my phone?**

A: Yes, follow these steps:

- 1) Open the app
- 2) Go to settings
- 3) Select the device you would like to change the ring for
- 4) Select "Choose Alarm Song" on the screen that appears
- 5) Select a song that you would like to have play.
- 6) Use the controls to select where you would like the song to begin
- 7) Select "accept this song"

\*iTunes Match Users – You must download the song locally before it can be set as a ring tone for inSite

**Q: Can I have a different ring tone for multiple InSite alarms?**

A: Yes, each ring tone can be set differently

**Q: Can I set the distance of my alarm?**

A: Currently you cannot

**Q: Can I use the App on my phone to find the exact location of my InSite device?**

A: Yes, the app guides you to the exact location of your inSite device through a combination of GPS, Bluetooth Low Energy Proximity tracking, and an audible guidance

**Q: What is the accuracy of the GPS location?**

A: The app uses your phone's GPS for location accuracy. Please contact your phone's manufacturer. Typically the accuracy is within 10 meters

**Q: Is it accurate indoors?**

A: GPS accuracy is slightly degraded indoors however the Bluetooth Low Energy proximity tracking works indoors and outdoors fine.

**Q: How close can I zoom in on the map?**

A: The zoom is limited by Apple Maps to the bird's eye view level (European Swallow is used as the standard view level)

**Q: Does running the inSite app impact my phone's battery life?**

A: Like other apps, the inSite app requires the continual use of Bluetooth. The continual use of Bluetooth may have an impact on your phone's battery life.

**Q: My battery level icon seems to always show full. Is this really accurate?**

A: Yes, the battery lasts for roughly six months.

**Q: My link status sometimes changes color from green to yellow. What does this mean?**

A: The link status color changing indicates distance changes measured by the radio signal. The link status could sporadically change color due to a number of changes in the surrounding environment, device orientation, or wireless usage on the iPhone

**Q: My link status sometimes changes from green to yellow and to red briefly. What does this mean?**

A: The link status color changing indicates distance changes measured by the radio signal. The link status could sporadically change color due to a number of changes in the surrounding environment, device orientation, or wireless usage on the iPhone

**Q: How many inSite devices can be used on one App?**

A: Up to 10 inSite devices can be connected simultaneously

**Q: Will I automatically be notified of updates to the App?**

A: You can download updates from the app store. To get news for the latest updates, make sure you register here <http://secure.voxxintl.com/audiovox/register/>

**Q: What phones or tablets is this InSite App and devices compatible with?**

A: Devices running iOS 6 and later with Bluetooth 4.0. Currently compatible devices are iPad 3<sup>rd</sup> Generation & 4<sup>th</sup> Generation, iPad mini, iPhone 4s & 5, and iPod Touch 5<sup>th</sup> Generation

**Q: When I press Add Device, it juts show scanning and nothing happens. (provoking response: "make sure you have an inSite device and it is in advertising or pairing mode")**

A: The app is having trouble communicating with your inSite device. Please see “How Do I Pair my InSite Device”

**Q: How do I delete a device from my App?**

A: Please follow these steps:

- 1) Open the app
- 2) Go to settings
- 3) Select Edit
- 4) Press the minus sign next to the item you would like to delete
- 5) Press delete
- 6) When finished deleting items, select Done

**Q: When I delete a device from my Bluetooth devices from my smartphone’s Settings menu, will it automatically delete it from my App as well?**

A: No, you must open the app and manually delete the device from the app as well. Please see “How do I delete a device from my App”

**Q: If I delete a device from my phone’s Settings menu and reconnect it at a later time, will my InSite App automatically “see” it and re-pair with it and retain all settings?**

A: No, you must manually add and pair the device again. Please see “How Do I Pair my InSite Device”

**Q: If I delete my App by mistake and reinstall or download it again at a future date, will it automatically remember my devices that are still stored in my smartphones Settings menu?**

A: No, you must manually add and pair the device again. Please see “How Do I Pair my InSite Device”

**Q: Can I add an InSite device to my smartphone without having the InSite App?**

A: No, you must have the inSite app to use the inSite device

**Q: Is the app always running in the background?**

A: Yes, once you open the app, it will continue to run in the background. The app must be restarted after you turn off your iOS device and/or you shutdown the app from the background

**Q: How does this app use GPS?**

A: Any time your inSite device gets disconnected from your phone – either by going beyond the minimum tracking distance, we take a GPS snapshot of your location right at that moment. That way, if you don’t hear the separation alert, you can go to your phone to see a map of where you last left your inSite device.

**Q: How do I stop the alert?**

A: When the alert is ringing on your phone, you can press the volume button or home button on your phone to mute the alert.

**Q: Can I hear the alert if my phone is set to silent?**

A: It doesn't matter if your phone is in silent mode. inSite will automatically over-ride your volume settings, ensuring that you will hear the alert. Go to inSite settings and select device to configure your alerts.

**Q: Why is my screen red when showing certain devices?**

A: You can double tap the device screen to disable or enable all alerts for the device. If the screen is red, this means that alerts are disabled for that specific device.

**Q: Why do I need to register?**

A: If registered, the inSite app can contact you by email if your inSite or Phone is lost, providing you with the last known location information. When you register your devices, we may contact you with updates on new features or other important information.

**Still need help? Please visit <http://www.audiovoxproducts.com/support/>**