

## Vodafone Smart Tracker | FAQ

- **What is Vodafone Smart Tracker?**

Smart Tracker is Vodafone's innovative solution that allows you to locate and track your important things such as your bag/backpack, laptop case, travel luggage, motorcycle or even your car. It comes with a small, versatile, and elegant GPS tracker, that you can attach to your important things which you want to locate and track.

- **What can Vodafone Smart Tracker be used for?**

Smart Tracker can help you keep in touch with your favorite belongings, such as bag/backpack, laptop case, travel luggage. It has not been designed to track people especially without prior consent and should only ever be used as advertised.

- **What is the maximum area that the smart tracker can cover?**

The range in which the smart tracker can cover is unlimited. The smart tracker is available in more than 155 countries (<https://www.vodafone.qa/en/services/roaming#passportpack>) wherever 2G network is available. For close by items, you can use "beep to find" feature to find them easily.

- **Why should I choose Smart Tracker over Bluetooth-only trackers?**

Bluetooth-only trackers are great for finding close by items like your keys or TV remote, but they have limited range and most of the time, you can't find them when they are too far from your smartphone. Vodafone Smart Tracker uses the Vodafone SIM to connect to our global network so even if you're far away, or take it to another country, it'll still send updates to your smartphone.

Vodafone Smart Tracker uses GPS and Wi-Fi so even if you're far away, in or outside the home you'll have a reliable connection to your favorite things.

- **How can I use/activate Vodafone Smart Tracker?**

First you need to subscribe to the monthly or yearly Smart Tracker Plan and Service. To activate Smart Tracker device, press the power button for 3 seconds. Download Vodafone Smart Tracker App and follow instructions in the app available in Apple and Android stores.

- **How much do I need to pay for Vodafone Smart Tracker?**

Smart Tracker comes with the device and plan/service subscription. You can buy the device with 1 year subscription at 299 QAR. (Device: 150 QAR + 1 years subscription: 149 QAR) or you can buy the device at 150 QAR and subscribe to monthly plan at 19 QAR/month.

- **What happens if I cancel my Smart Tracker Service Plan?**

Upon cancellation of the plan, you can no longer use the application to track your belongings.

- **Can I add any other user to track my Smart Tracker?**

Yes, you can create up to 3 users to track your Smart Tracker through the Smart Tracker App.

- **Can I use Vodafone Smart Tracker to track items outside of Qatar?**

Yes, the Smart Tracker allows you to track your belongings in more than 155 countries (<https://www.vodafone.qa/en/services/roaming#passportpack>) wherever 2G network is available for

example Japan, Singapore, Switzerland, US (certain providers) and Australia do not have 2G Network anymore.

- **What's SOS button and how does it work?**

Smart Tracker's SOS button is a way for the tracker and app to communicate with each other. When you press the button on the tracker for 3 seconds, it sends a location update to the Vodafone Smart Tracker App.

- **What is the battery life of Smart Tracker?**

The battery is rechargeable and can last up to 72 hours.

- **Is Smart Tracker device waterproof or water resistance?**

Smart tracker is water resistance but not waterproof. It is resistant to water sprays and splashes.

- **What is Geo-Fence and how does it work?**

Geo-Fence zones are the virtual boundaries you create around a location of your choice. If your Smart Tracker enters or leaves this area, you will get a notification. You set up your Zones in the Vodafone Smart Tracker app. Please be aware Zone alerts are not always instant and location information relies on the tracking frequency, as well as GPS signal and Vodafone network coverage to provide updates.

- **What is the tracking frequency?**

It's 10 minutes by default for optimum performance.

- **What happens if my tracker stops working?**

It can be a subscription or device related issue. First you need to make sure if your subscription is active. If the issue continues, please bring the devices to one Vodafone stores as exactly how you have purchased (with the box and accessories)

- **What happens if I stop paying my bill?**

Vodafone Smart Tracker needs active Smart Tracker Plan / Service subscription, so if the service is disconnected due to no bill payment, you will not be able to locate and track your tracker through the app

- **What happens if there is no GPS or WIFI location service available?**

We aim to provide accurate location for your tracked belongings, we cannot guarantee it where GPS and Wi-Fi location services are not available. In this case, the Tracker will show the approximate location of your tracked belongings based on available cellular coverage.

- **If I disconnect the plan, how do I reactivate the Smart Tracker again?**

Our agents will help you to activate a new SIM card with Smart Tracker subscription and change the SIM card inside the Smart Tracker with the new active one. Once you have an active SIM card inside the tracker device, you add your Smart Tracker again by clicking 'Add New Asset' in Assets section and scanning the QR code or entering Device ID/IMEI manually in the app.

- **Can I register in Smart Tracker app with Non-Vodafone sim card active in my device?**  
Smart Tracker devices come with built-in Vodafone SIM cards. All you need is to subscribe to monthly or yearly Smart Tracker plans to activate the SIM card inside. If you don't have one of these subscriptions, you can no longer use Vodafone Smart Tracker app to track your belongings.
- **If I don't have any other Vodafone number, can I pay my Smart Tracker bill through My Vodafone App?**  
Yes, you can pay your bill with your Account number or Mobile number from My Vodafone App or in stores.
- **How long can I see the history of the Smart Tracker?**  
You can check the history of your Smart Tracker for up to 180 days.