

Adding Tags and BT Pairing Guide

Contents

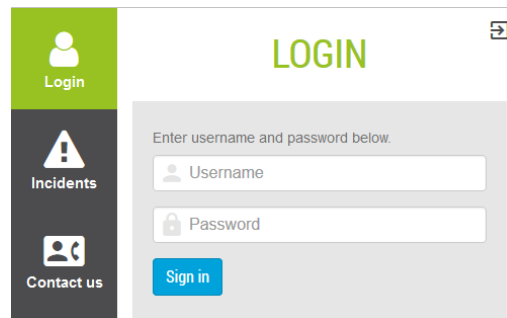
1	Login	2
2	How to add a tag	3
3	How to pair up you phone	4
	3.1 BT Pairing using mobile phone only	5
	3.2 BT Pairing using 2 devices.....	6
4	Removal of tags or phone pairings.....	9
5	Find your phone name	10
	5.1 Android	10
	5.2 Iphone	11
	5.3 Windows Phone	12
6	FAQ's.....	13
	6.1 Where do I find my phones Bluetooth Name?	13
	6.2 My Phone pairing is failing on the first stage, what is the problem?	13
	6.3 My phone pairing is failing on the second stage, what is the problem?	13

Adding Tags and BT Pairing Guide

1. Login

Please go to Eurowatch login page and log into your account.

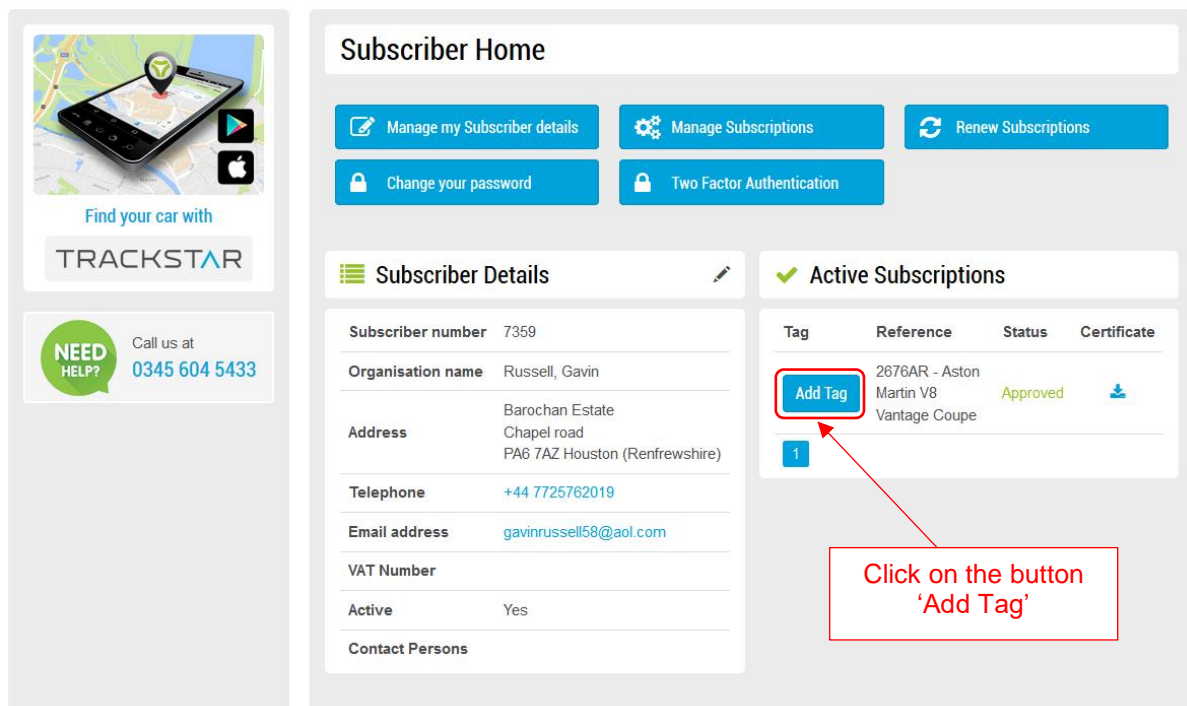
<https://secure.eurowatchcentral.com/>



The screenshot shows the login page with a green sidebar on the left containing 'Login', 'Incidents', and 'Contact us'. The main area has a 'LOGIN' header and a form with 'Username' and 'Password' fields and a 'Sign in' button.

Figure 1: Login page

You will be directed to the Subscriber Homepage. In the 'Active Subscriptions' section, click on the button 'Add Tag'.



The screenshot shows the Subscriber Homepage with a 'Subscriber Home' header and several management buttons. Below is a 'Subscriber Details' section with fields for 'Subscriber number', 'Organisation name', 'Address', 'Telephone', 'Email address', 'VAT Number', 'Active', and 'Contact Persons'. To the right is an 'Active Subscriptions' table with columns 'Tag', 'Reference', 'Status', and 'Certificate'. A red box highlights the 'Add Tag' button in the table, with a red arrow pointing to it and a text box saying 'Click on the button 'Add Tag''.

Tag	Reference	Status	Certificate
Add Tag	2676AR - Aston Martin V8 Vantage Coupe	Approved	Download

Figure 2: Subscriber Homepage

Adding Tags and BT Pairing Guide

2. How to add a tag

Select the option **Add Tag Id**.

Register tags and Bluetooth devices

Register tag/Bluetooth device details and perform commissioning/decommissioning process

Tracking unit

Serial number 4A8C5D20C0F4

Register tag

Tag ID's	Remove
BDC582E819	X
d53a7628f8	X

Need help ? Click here.

Add Tag ID

Add Bluetooth phone

Tick the option 'Add Tag ID'

Enter in the text box the Tag ID that you will find at the back of your tag.

Add Tag ID

Add Bluetooth Phone

Tag ID

Add Tag ID

Insert Tag ID

Click the "**Add Tag ID**" button.

Adding Tags and BT Pairing Guide

3. How to pair up you phone

On the **'Register tags and Bluetooth devices'** page, tick the option **'Add Bluetooth phone'**.

Register tags and Bluetooth devices

Register tag/Bluetooth device details and perform commissioning/decommissioning process

Tracking unit

Serial number 4A8C5D20C0F4

Register tag

Tag ID's	Remove
BDC582E819	X
d53a7628f8	X

Need help? Click here.

Add Tag ID

Add Bluetooth phone

Tick the option 'Add Bluetooth phone'

Figure 3: Add Bluetooth phone option

In the **'Bluetooth Phone Name'** field, please enter your phones Bluetooth name, please ensure it is inputted exactly as it is shown on your phone, including capital letters and punctuation. For help obtaining this, please see section 5 of this guide.

Please ensure that your vehicle is outside with the engine on and that the Bluetooth on your phone is switched on.

Click **Add Bluetooth Phone**. If you using only one device for the pairing please proceed to next section, else jump to section 3.2.

Adding Tags and BT Pairing Guide

Add Tag ID
 Add Bluetooth phone

Bluetooth Phone Name
Phone Name

Bluetooth pin code
1234

Bluetooth UUID

Add Bluetooth Phone

Enter your Bluetooth Phone Name in the box and click the button "Add Bluetooth Phone"

Figure 4: Enter your phone name and click add Bluetooth Phone

3.1 BT Pairing using mobile phone only

Once you have clicked the **'Add Bluetooth Phone'**, please jump back onto your Bluetooth screen.

Whilst the pairing is going through please remain on your Bluetooth screen and keep this screen lit up and active (this will keep the phone visible to the unit).

If the pairing is going through successfully, you should receive a pop up asking you for a PIN to secure the pairing. When this message appears, please promptly reply to it using 1234 as the PIN (please note it can take between 3 and 4 minutes for this prompt to arrive).

Once the pairing has been completed, you will receive an SMS confirming that the process has been successful and completed.



Figure 5: Successful pairing SMS

Adding Tags and BT Pairing Guide

If the pairing is unsuccessful for any reason, you will receive an SMS advising you that the pairing has failed. If you receive this, we advise going back onto the pairing screen and attempting the pairing again. If you still have no luck after the retry, please visit section **6 FAQ's**.



Figure 6: Failure in pairing SMS

Once the pairing has been completed, your phone will appear in the section named '**Tag ID's**' in the '**Register tags and Bluetooth devices**' page.



Figure 7: Phone successfully paired

3.2 BT Pairing using 2 devices

Once you have clicked the '**Add Bluetooth Phone**', whilst the pairing is going through please remain on your Phone Bluetooth screen and keep this screen lit up and active (this will keep the phone visible to the unit).

Adding Tags and BT Pairing Guide

You will now see the below displayed:

Tag commission steps				
Started	Ended	Step	ID	Status
2017-06-15 15:41:18		Register Bluetooth device	Chris	Waiting

Figure 8: Registering BT device waiting for confirmation

This indicates that the message has been sent to your tracking unit asking it to search for a nearby Bluetooth device with the name you have provided.

Once the unit has detected your phone it will send a message to your phone to try and secure the connection, the below will be displayed:

Tag commission steps				
2017-06-15 15:44:04	2017-06-15 15:45:13	Register Bluetooth device	Chris	Success
2017-06-15 15:45:17		Bluetooth pin code	Chris	Waiting

Figure 9: Bluetooth Pin Code waiting for confirmation

At this point attention should be shifted onto your phone as after a short amount of time you should receive a pop up on your phone asking for a PIN code, when this displays please reply to the request using the PIN code 1234.

Once the pairing has been completed you will receive a success message and your phone will also appear in the section named 'Tag ID's' in the 'Register tags and Bluetooth devices' page.



Figure 10: Failure in pairing SMS

Adding Tags and BT Pairing Guide

Tag ID's	Remove
BDC582E819	X
d53a7628f8	X
Phone Name	X

Figure 11: Phone successfully paired

Adding Tags and BT Pairing Guide

4. Removal of tags or phone pairings

Please ensure your vehicle is outside with the engine on

In the section Tag ID's you will see a list of all of devices currently paired



Tag ID's	Remove
BDC582E819	X
d53a7628f8	X
iPhone	X

Figure 12: List of paired devices

Please click on the 'X' relating to the device you would like to remove.

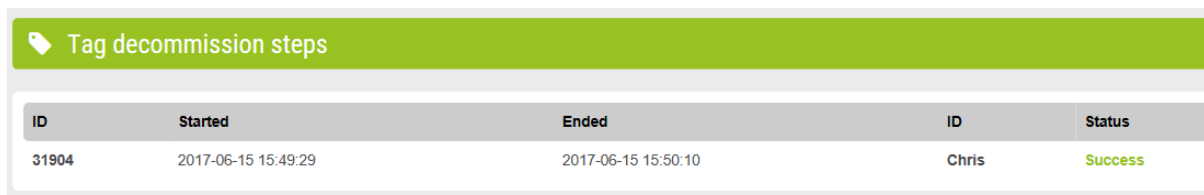
The below will now display



ID	Started	Ended	ID	Status
31904	2017-06-15 15:49:29		Chris	Waiting

Figure 13: Removing a device awaiting confirmation

Once the device has been successfully removed you will see the below and the device will no longer show in your Tag ID's section



ID	Started	Ended	ID	Status
31904	2017-06-15 15:49:29	2017-06-15 15:50:10	Chris	Success

Figure 14: Device successfully removed

Adding Tags and BT Pairing Guide

5. Find your phone name

5.1 Android

To find your Bluetooth phone Name, please go to Settings, under the Wireless & networks menu, select the option Bluetooth settings. Make sure Bluetooth is enabled.

You should see your phone name below the Bluetooth toggle.

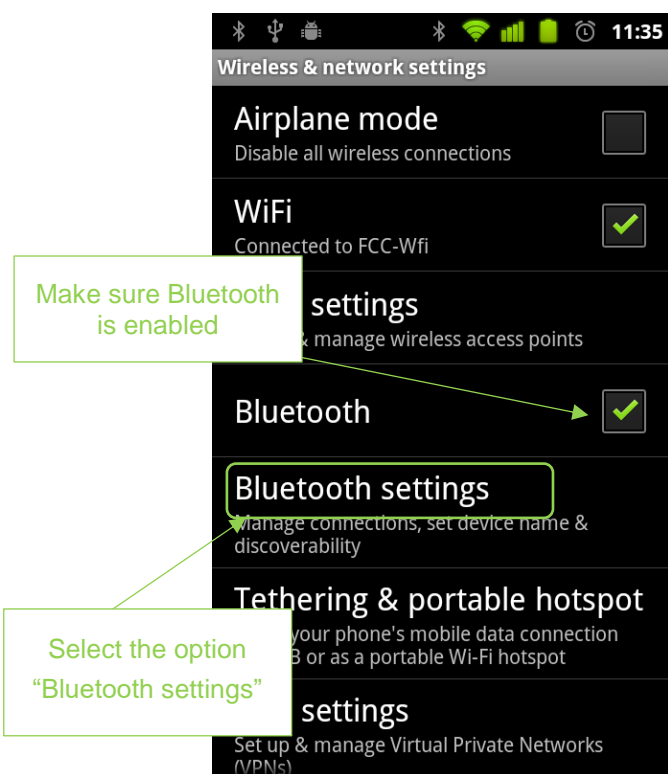


Figure 15: Bluetooth settings

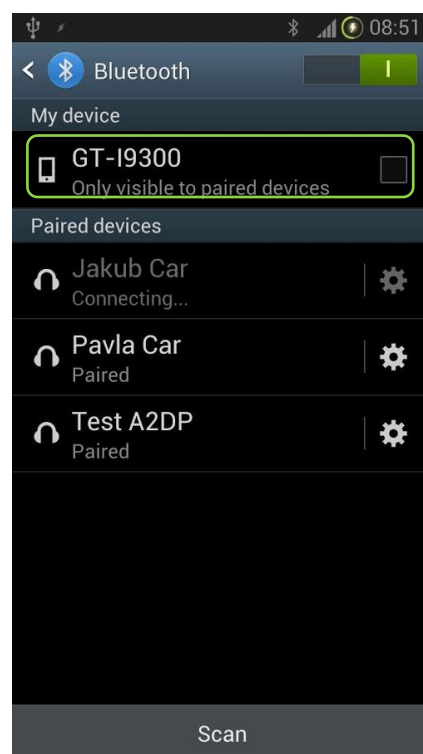


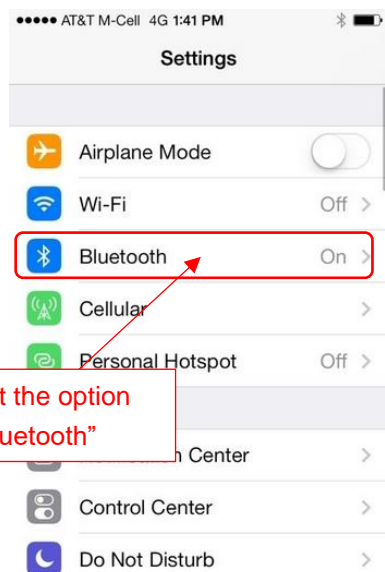
Figure 16: Phone Name

Adding Tags and BT Pairing Guide

5.2 Iphone

To find your Bluetooth phone Name, please go to **Settings**, select the option **Bluetooth**.

You should see the message 'Now discoverable as **Bluetooth Phone Name**' below the Bluetooth toggle.



Select the option
"Bluetooth"

Figure 17: Bluetooth Settings



Figure 18: Phone name

Adding Tags and BT Pairing Guide

5.3 Windows Phone

To find your Bluetooth phone Name, please go to **Settings** and navigate to **System, About**. Your phone name appears under the heading **Device Name**.

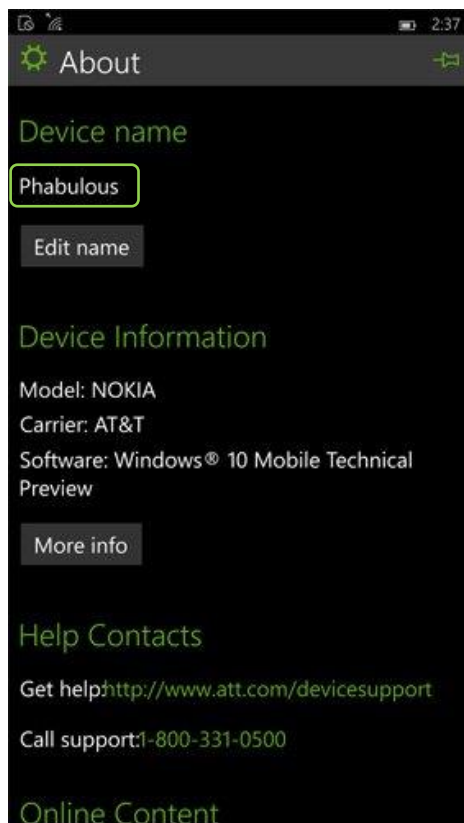


Figure 19: Settings > System > About

To make your phone discoverable, swipe down from the top of the screen to open **action center**, then select **Expand**. Make sure Bluetooth is turned on and select **Connect**.

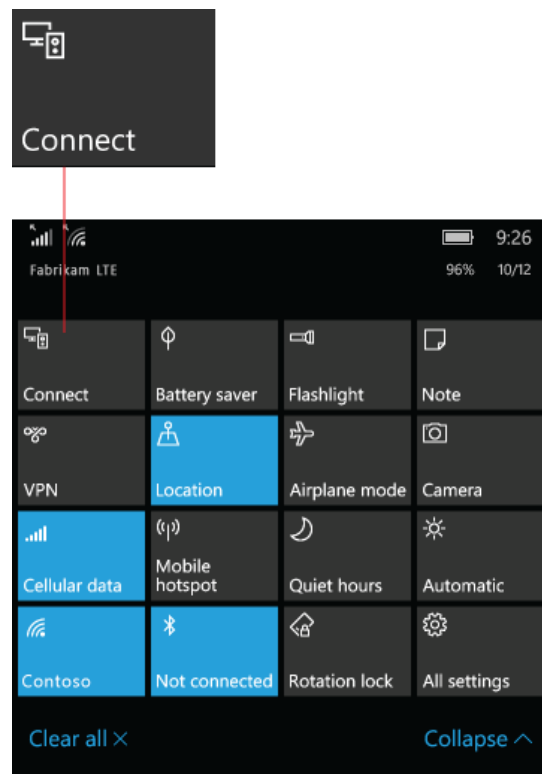


Figure 20: Bluetooth Connect

Adding Tags and BT Pairing Guide

6. FAQ's

6.1 Where do I find my phones Bluetooth Name?

For information on where to find your Bluetooth name, please see section 5 of this guide.

6.2 My Phone pairing is failing on the first stage, what is the problem?

Tag commission steps				
Started	Ended	Step	ID	Status
2017-06-15 15:41:18	2017-06-15 15:41:58	Register Bluetooth device	Chris	Failure

Figure 21: Phone pairing failing on first stage

If your pairing is failing on the first stage this indicates that the unit is not able to find a nearby Bluetooth device under the name provided. Please....

- Turn your Bluetooth on and off again
- Disconnect to any devices your phone is currently connected to (handsfree etc)
- Double check that the name has been inputted exactly as it is displayed on your phone, including any capital letters and punctuation

It could also be that the system is not picking up a strong enough GSM signal to send the messages back and forth so please ensure you are in an area of good mobile phone signal.

6.3 My phone pairing is failing on the second stage, what is the problem?

Tag commission steps				
Started	Ended	Step	ID	Status
2017-06-15 15:44:04	2017-06-15 15:45:13	Register Bluetooth device	Chris	Success
2017-06-15 15:45:17	2017-06-15 15:47:10	Bluetooth pin code	Chris	Failure

Figure 22: Phone pairing failing on second stage

Adding Tags and BT Pairing Guide

If your pairing is failing on the second stage, it indicates that the unit has not received the PIN confirmation that you should have been prompted for on your phone

Please attempt the pairing again ensuring that:

- As soon as the prompt for the PIN arrives on your phone you reply as soon as possible, as the system will only wait 90 seconds for your response
- You are accurate in your reply
- You have pressed pair/reply on the message after inputting the PIN – without this the PIN will not be sent back to the unit

For any further assistance, please contact our Support Team on

01234 759201

Monday – Friday, 09:00 – 17:30.