

USER MANUAL WISTIKI by STARK

(VOILA ! AHA ! & HOPLA !)

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WARNING : It is very important to read and observe the warnings mentioned throughout this user guide before starting to use the Wistiki device.

This will avoid causing any damage to the device itself but also prevent collateral damage for the user.

Please carefully read the section 1.4 “Technical features” and pay particular attention to all parts where this sign is shown in the edge :



1. INTRODUCING WISTIKI TRACKING DEVICES (Bluetooth® Low Energy)

1.1 About Wistiki

It's a fact : people waste an average of 1.5 hours per month looking for misplaced personal belongings. By offering smart devices that connect with your smartphone or tablet, Wistiki is an alternative solution helping you to save this precious time. Once the tracker is attached to the item of your choice, it's easy to make it ring or locate it quickly from the Wistiki mobile application.

1.2 The *Found You!* collection by Philippe Starck

The Bluetooth® tracking devices are available in three different shapes. Each of them has a particular name : *voilà!*, *hopla!* and *ahā!*. Their ergonomics are adapted to be used on a specific kind of item or an animal.

When designing the *Found You!* collection, the world renowned creator Philippe Starck managed to make them look like connected jewels. This elegant design line comes in a range of 4 vibrant pantone colors selected by Starck himself – yellow, purple, orange and pink - so they fit the mood of everybody !



All of the three devices have been manufactured to be completely sealed and waterproof (up to 10cm flooding).

ahā! is made for pets



This Bluetooth® tracker has been designed to be attached to the collar of your pet. Wistiki strongly suggests the use of plastic collars or harnesses which are safer for animals.

The connectivity of devices that work with Bluetooth® technology are based on radio waves. Those are in line with FCC standard (or IC standard) regulations and are harmless to health.

- ▲ The ringtone volume of ahā! is similar to a smartphone's one.

ahā!



voilà! for keys and more



The Wistiki voilà! tag perfectly works as a key ring. However it can be attached to any object of your choice, but has originally been designed to fit on a bunch of keys.

voilà!



hopla! for the wallet



The Wistiki hopla! is as slim as a credit card so it can fit into your wallet or be stucked to any flat surface such as a laptop, a tablet or a passport thanks to its double-sided self adhesive. Dimensions are 3.37x2.13x0.15in.

Please note that the hopla! will have no impact on the proper functioning of other items in your wallet (credit card or other chip cards).

hopla!



In this user manual, the term ‘Wistiki’ will be used as a generic term to refer to the three trackers of the *Found You!* collection by Philippe Starck.

The features do **not** apply to the older product generation of Wistiki.



For the first generation Bluetooth® tracker helpdesk please click here [adresse Zendesk en anglais].

If you would like to know more about the technical specs (weight, dimensions..) of the *Found You!* collection devices, please go to section 1.4 « Technical Features » of this manual.

1.3 Use cases

Wistiki helps you to find and locate your keys, purse, wallet, bags and luggage, smartphone, tablet and more – be creative !

Various features are available so you can find what you love quickly from your smartphone or tablet in any situations. All app features work for the three trackers.

Let's showcase the features by means of the voilà! attached to your bunch of keys.

Ringtone feature :

In open areas you can make Wistiki ring from the Wistiki app up to a range of 328ft (100m).

Example : If your keys are hidden under a cushion or behind an obstacle you will be able to locate them quickly and easily by making the Wistiki voilà! ring 

In addition, for those who tend to mislay their smartphones or tablets regularly...it does work the other way around ! Just press the button on any Wistiki device and make your phone or tablet ring, even if they're on silent mode. This feature is commonly called the 'wist-back'.

Hot-cold radar :

In case one is in a very loud and crowded area, the alternative solution to find your items from your phone is to use the proximity gauge. This way you can visually see if you're getting closer to your lost item and are about to find it or if you're moving away from it.

Example : Let's say you're at the cinema, or in a crowded bar...and you cannot find your keys. Using the proximity gauge (hot-cold radar feature) will quickly guide your steps towards the missing bunch of keys.

Last geolocation coordinates :

Once the smartphone or tablet and the Wistiki are moving away from each other and the Bluetooth connection disrupted, the mobile device remembers the GPS location of the place the Wistiki was left.

Exemple : You're not sure if you left your keys at home, at the restaurant, in your car or at your friends place ? The Wistiki app has recorded that location for you and shows it on the map so you do not have to worry about it anymore.

⚠ Careful ! Please note that Wistiki is **not** a real time GPS beacon. If your keys are moved around after you lost them, the last geolocation coordinates will not be accurate anymore.

Community :

In case you do not manage to find your keys through any feature mentionned above, the Wistiki user community comes into play to help you. There are two levels of intervention :

- The passive community : Should a Wistiki app user pass by the Wistiki (even if it is not his own), the GPS coordinates of the Wistiki will anonymously be sent to our secured servers. This updated location will be displayed on the owner's app.

Example : Let's say you're moving around with your Wistiki but you unabled the Bluetooth® of your phone or tablet. The position displayed on your app will match. If another Wistiki user, who has the Bluetooth® activated

on his mobile device, passes within the range of your Wistiki, the tracker's location will be updated on your app, without him even noticing it !

- The active community : Should a person have lost his belongings for real, one can deliberately ask for the community to help him find his lost Wistiki. To do so, the person has to declare its Wistiki as « lost » by hitting the « declare lost » button in the app. From that moment on, as soon as a Wister passes nearby the lost Wistiki, the person who declared it lost will receive a notification and can start a live-chat via the app.

Example : Let's say you've left your keys at home going to work. The last GPS coordinates recorded by your Wistiki app will therefore be the mailing address of your home. Should you child take your keys during the day and lose them in public transportation you can declare them as « lost ». If a member of the Wistiki community passes nearby your keys, their location will automatically be updated and you will get a notification and be able to start a conversation via the live-chat so you can get back your keys.

On top of this, should a person find your lost key ring, that person is able to use the « give back a Wistiki » feature via the app. This will lead to open an instant chat window enabling the 'finder' to get in touch with the owner (yourself) of the Wistiki and agree on how he could return the lost item. The chat is anonymous and only your first name and the first letter of your last name will appear. (ex.: Daniel S.)

Use Wistiki to locate your vehicle

People who use Wistiki in order to locate their vehicles more often use the last geolocation coordinates feature.

Example : When you're at the mall and put a Wistiki in your glove compartment before leaving your car at the parking lot, the position of your car will be remembered on the app of the smartphone or tablet. Once you come out the mall with groceries all over your hands, if you've forgotten where your car is parked just have a look at your phone and find it easily !

Use Wistiki to locate your pets

Should you decide to put a Wistiki *ahā!* on your loved ones, here's a quick overview of the most appropriate functionalities to keep track of animals :

First, you can make the Wistiki medal ring in order to locate your pet in any corner of your house or garden, within the range of 328ft. (100m) (out-door).

Should your puppy run away and get out of the Bluetooth® range, you can declare it « lost » via the app. Any member of the Wistiki community passing close to your Wistiki will update the GPS position and you'll know where your animal is at that point. If someone finds the animal, he or she will be able to enter a live chat with you and inform you that your loved one is with him. You will then get your puppy back and maybe have a new Wistiki friend ! The chat is anonymous and only your first name and the first letter of your last name will appear. (ex.: Daniel S.)

Twisted use cases

Our existing community members are the best ones to give us advice and feedback on the usages they make with their Wistiki.

Some of them have shared their experience though we'd never have thought about using Wistiki for the following cases :

Share your Wistiki !

« My roomy uses our common flat as his home-office. The other morning I left the flat in such a rush that I was not sure anymore if I had left my keys at the apartment or simply lost them in the subway. Later in the day, instead of waiting until coming back home and make them ring to check myself, I decided to simply share my Wistiki user rights with my roomy. He then was able to make the keys ring and called me to let me know they were safe and at home under a sofa pillow. What a relief ! Thanks Wistiki ☺ »

Dave, 23 years, Paris

Use of the crowd GPS

« On Wednesdays, my 10 year old boy goes to his judo practice on his own and uses public transportation. In order to keep him under constant surveillance, I placed a Wistiki in his bag and made him download the Wistiki app on his smartphone. Then I shared my user rights. His position is updated regularly on my own smartphone or tablet so I can track his moves and make sure he's on the right way and out of danger ! (I know...I am the typical helicopter parent !)

Tamara, 34 years, Bordeaux

Although this use case is an adaptation from the regular uses we advocate and keeping in mind that Wistiki does not support nor encourage the use of the devices on human beings, we thought that it could be interesting to show the versatility of the Wistiki app. Wistiki clears itself from any responsibility that could result from this kind of usage.

The purpose of Wistiki is to make people's life easier every day. The variety of usages is infinite. If you happen to experience a particular situation where Wistiki helped you, please share your story on wistory@wistiki.com or tell it on our Twitter account so that other users of the community can benefit from it also !

Do not use Wistiki for the following scenarios :

Wistiki is not a GPS tracker

When your smartphone or tablet are nearby the Wistiki, the location on the application's map reflects the position of your Wistiki. Once you happen to get further away from your Wistiki (>100m or >328ft.), the GPS feature of the smartphone or tablet will record its last position. The Wistiki mobile application therefore behaves as a back up memory and remembers where you've left your belongings by displaying this information on the map screen. After which the community takes over. Wistiki is not a real time GPS tracking device. For more information about the functioning of the community, please refer to section 3.5 « Community ».

Wistiki is not designed to be put on elderlys, disabled people or children

The Wistiki tracking device was created to fight against the loss of items or animals and help people find their mislaid belongings easily. It was not designed to protect or put humans under surveillance. Wistiki declines any responsibility in case a Wistiki device is placed on a human being.

[1.4 Technical features of the Wistiki by Starck](#)

Technologie

Wistiki trackers work based on Bluetooth® Low Energy (Bluetooth® 4.0) technology to communicate with the mobile devices. Considering this and in order to appreciate the full range of services of the application and device, it is mandatory to have a mobile device that works with Bluetooth.

Range

If you want to make your Wistiki ring or make your smartphone or tablet ring thanks to the wist-back feature it is mandatory that your smartphone or tablet are connected to and are within the range of the Bluetooth.

Wistiki invested a lot of time into R&D to enhance the Bluetooth performances to the best possible level. Today it is one of the most efficient Bluetooth® accessories in terms of range.

In an open area (meaning few obstacles in the way), the range can go up to 100 m (328ft.). If your smartphone or tablet and the Wistiki are separated by physical obstacles (walls, buildings, etc..) the range will reduce as part of the Bluetooth waves will be absorbed by the materials.

Battery Life

We chose to use one of the most performant flat batteries on the market (Panasonic CR2032 F4N with a voltage rated at 3V and a capacity of 225mAh) to make sure the Wistiki device lasts the longest.

When considering the Wistiki **hopla!**, made to fit into your wallet, we use an ultra-flat battery category which is adapted to its constraints.

Its low energy consumption combined with the use of those performing batteries allow Wistiki a battery life **up to 3 years**. Please note that the battery is not replaceable nor chargeable.

Replacement plan and recycling

When Wistiki will reach the end of its technical lifetime, you will receive an alert via the application as well as an email to make you aware of it. At that point Wistiki will offer a product replacement plan so that you can buy the latest generation of Wistiki products at a discounted price.

Wistiki will send a prepaid envelop in order for the customer to return the product when it has no battery anymore. Wistiki is committed to a sustainable development process in the recycling of its products.

Note : If  you do not want to subscribe to the replacement plan, the recycling of electronic waste has to be made by yourself  in accordance with current regulations.

Dimensions and weight

voilà!	ahā!	hopla!
		
61,9 x 23 x 6 mm 11 g	35 x 27,6 x 8,6 mm 11 g	85,6 x 53,98 x 3,8 mm 15 g

Waterproofness and resistance

Wistiki has been manufactured to be completely sealed and waterproof (flooding up to 10cm). The devices perfectly resist to runoffs, water splashes and short or accidental flooding. Generally speaking, these kind of devices are not meant to resist a long underwater usage or anything similar, as the radiowaves and sound waves hardly spread in liquid environments.

The Wistiki Bluetooth® trackers can hold a weight of up to 50 kg in load, as long as the load is evenly distributed.

We recommend using the devices under regular temperature conditions between 20°C and 50°C (68°F and 122°F). Exposing the devices to more extreme weather conditions could damage them and cause dysfunctions.



Being 100% made in France, Wistiki offers a qualitative product and will resist to daily environmental conditions (regular usage).

Comment : Please be aware that the products are not toys for children and are non-edible.

Ringtone

Make your Wistiki ring !

If you are connected to your tracker via Bluetooth®, you will be able to make it ring from the app on your smartphone or tablet. A lot of efforts and research have been done over several months to deliver the loudest possible ringtone volume while trying to minimize the size of the device. Therefore, the *Found You!* collection is provided with one of the loudest ringtones compared to similar products in Bluetooth® tracking device market.

Comment 1 : To avoid harming our customer's hearing, the volume of the ringtone is below the threshold of danger, similar to a smartphone's ringtone volume.

Comment 2 : The ringtone lasts 12 seconds (playing the same melody 3 times successively) before stopping.

Make your mobile device (smartphone or tablet) ring !

When Wistiki is within the Bluetooth range, you can make your smartphone or tablet ring by pressing on the Wistiki device itself.

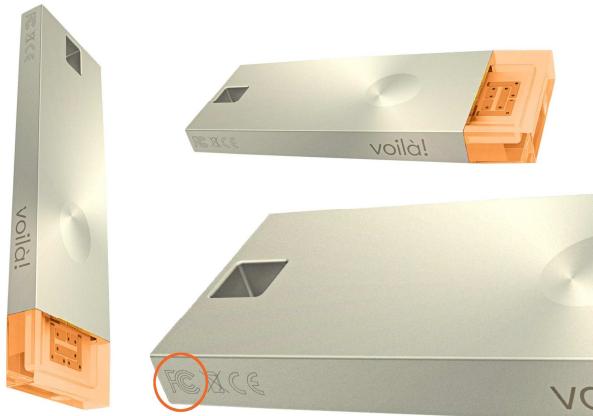
Comment 1 : This even works if the mobile device is in silent mode ☺

Comment 2 : The ringtone lasts for 4 seconds (playing the Wistiki melody 1 time) before it stops.

Note : The melody of the ringtone is unique and proper to Wistiki. All devices have the same melody. This sonic branding is easy to recognize and differentiates from other ringtones. If you'd like to listen to the ringtones please click on the below link to access 2 audio files : one related to the ringtone produced by your mobile device and the second one related to the ringtone produced by the Wistiki itself.

Listen to our ringtone : <https://drive.google.com/open?id=0B9MbW HV0jwgVWZ1M2haYWVrS0k>

Norms and compliance declaration



Wistiki is in line with all FCC applicable standards. The FCC ID of your Wistiki will be written on the packaging.

The 3 devices (voilà!, ahā! and hopla!) comply with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) *the devices may not cause harmful interference, and*
- (2) *the devices must accept any interference received, including interference that may cause undesired operation*

Responsible Party: Wistiki SAS

Website: www.wistiki.com

*Address: 8 rue du Faubourg Poissonnière
75010 PARIS
FRANCE*

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 in accordance with 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 receiver.
- Connect the equipment into 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.

NOTE: THE GRANTEE IS NOT RESPONSIBLE FOR ANY CHANGES OR MODIFICATIONS NOT EXPRESSLY APPROVED BY THE PARTY RESPONSIBLE FOR COMPLIANCE. SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.

Here's an example of our retail packaging showcasing the FCC ID :



Here's an example of our ecommerce packaging showcasing the FCC ID :



⚠ Comment : The recycling of electronic waste has to be made by yourself in accordance with current regulations.

1.5 iOS and Android mobile applications

Wistiki trackers are not self-sufficient to help you find your items easily. They need to be connected to a mobile application so the customer can experience and enjoy all available features. The apps are free of charge and no subscription program is needed. They can be downloaded on iOS and Android platforms through the below links :



For more details regarding the compatibility of your smartphone, please go to section 3.1 « Compatibility » of this user manual.

For more details please refer to sections 3. « Discover the Wistiki mobile app » and 4. « Advanced features » of this user manual.

1.6 Where can I get a Wistiki ?

In case you do not possess a Wistiki yet but want to test our products or if you are already convinced by their utility and would like to order more – come and visit our website and purchase them online.

[www.wistiki.com]

2. FIRST STEPS : HOW TO USE A WISTIKI

If you are the proud owner of a Wistiki, we first would like to congratulate you and hope you'll enjoy « the end of lost ».

In the following section we show some guidance in order to help you setting up your new device !

This procedure is the same for all Wistiki by Starck devices : *voilà!*, *hopla!* and *ahā!*.

2.1 Account creation

Step 1 :

To make Wistiki work, you need to make sure you have the Wistiki mobile app on your smartphone or tablet.

Should you already download the app and create your own account, you can directly go to **Step 3**.

If you do not have the app yet, please download it now. It's free, no subscription is needed and available on iOS and Android platforms at the below links :



For more information regarding the compatibility of your smartphone or tablet, please go to section 3.1 « Compatibility » of this user manual.

Step 2 :

Once the app is installed on your smartphone or tablet, please launch it. A step-by-step tutorial will introduce the core features, afterwards you will be asked to log-in or create your account.



Create your account by filling out the requested information in the correspondant fields.

To activate your account you will receive an email on the provided email address including an activation link. Please click on this link to proceed.

This account will allow you to continue using all Wistiki Bluetooth trackers across any mobile devices in order to enjoy the Wistiki services from anywhere anytime !

Example : If you are visiting some friends and forgot your smartphone (or your tablet) and on top of this you cannot find your keys; just borrow someone's smartphone, download the app and log into your account in

order to make your Wistiki key chain ring – and then relax. This is also valid when you change your own smartphone.

If everything went well, go on to section 2.2 « Activating the Wistiki device »

2.2 Activating the Wistiki device

In order to see step 1 and 2 please go to section 2.1 « Account creation »

Step 3 :

Wistiki uses Bluetooth® technology to connect and exchange data with the app. It is therefore necessary to turn on the Bluetooth® of your phone or tablet before moving on to the next steps.



In order to activate the Bluetooth® on your mobile device :

-iOS : Go to the settings window by swiping from the bottom of your device to the top. On this menu you will find the Bluetooth® icon which you just have to turn on if not already done.

-Android : Scroll down the notifications task bar by swiping from the top of your device to the bottom. Depending on your version and the mobile device model you have, a Bluetooth® icon should be visible. In this case please activate it if not already done. Should the icon not figure on this notification task bar please open your parameters > connections and networks > activate Bluetooth®.

Comment : Most of the Wistiki app features work thanks to the Bluetooth technology. To fully enjoy the maximal performance of the app features, we recommend to leave the Bluetooth on at all times.

Step 4 :

Once the app has been downloaded, the account has been created and the Bluetooth® activated please open the app and connect to your account.

On the main page, click on the « + » button to start pairing your Wistiki.



Should you never have paired a Wistiki on your account, the button will appear as follows :

Should you already have some devices paired with your app, the button will look like this

(Whatever version of the button you can see, they both have the same function : start pairing a new Wistiki)

A tutorial will automatically start and guide you through the below steps.

Step 5 :

Take your Wistiki and press the button on the device for 3 seconds until you hear a sound.



Comment : In case you accidentally already went through this step earlier, thus if the Wistiki does not emit a sound – do not worry and wait 60 seconds before renewing the action.

Step 6 :

Wistiki is now activated and needs to be connected to the smartphone or tablet. Place Wistiki next to your mobile device to enable its detection.



The pairing process has successfully started, please wait. This step can last up to 20 seconds.

Step 7 :

Once the pairing process is completed, the app on your phone or tablet will offer you the opportunity to customize your Wistiki profile.

Choose the name and color you would like to associate to your new Wistiki, afterwards take a picture and an icon which match the best. This will help you identify a specific Wistiki among others in the list. You can always update those informations later. Please click « NEXT » to continue.

Congratulations ! You just successfully paired the Wistiki. From now on it will figure on the main page of the app. In case you'd like to add another tracker, please repeat the above steps by starting directly at step 3.

If you wish to start the Wistiki experience now, you can test the basic features described in the section 2. « First steps : how to use a Wistiki ».

For more details on the application, please refer to section 3. « Discover the app ».

2.3 Ringtone

When your smartphone or tablet are within the Bluetooth range of the Wistiki, you can make it ring from the main page of the app.

Press on the ringtone icon [bouton ring] associated to the Wistiki you want to locate. The smartphone or tablet will establish the connection with the Wistiki and make it ring.

To stop the ringing, you can either press on the ringtone icon again, or wait 12 seconds for the melody to stop on its own.

What's that sound ? Our ringtone is unique and common to all Wistiki devices. The melody easily differentiates from other ringtones, but it is not possible to customize the ringtone.

The volume of the device ringtone cannot be changed. We have worked hard to make it as loud as possible despite the challenges of making the smallest device in terms of size and stay within standard health regulations.

Note : If your Wistiki is out of the Bluetooth range of your smartphone or tablet the ringtone icon will not show up but be replaced by another one :

2.4 Reverse Ringtone : Wist-Back

The time will come when you will have your Wistiki in your hand, but you'll be desperately looking for your smartphone or tablet (which probably are right under your face but you just cannot see it !).

In this scenario, you can use the so-called wist-back (reverse ringtone). This feature is only working if your smartphone or tablet have the Bluetooth® turned on and are within the Bluetooth® range of the Wistiki.

To make your smartphone or tablet ring, press on the button on the Wistiki for a little while. The Wistiki will connect to the smartphone (or tablet) and make it ring within a few seconds. The ringtone of the smartphone or tablet will stop after 4 seconds (playing the melody one time).

This very useful feature also works if your mobile device is in silent mode.

2.5 GPS Locator

One of the Wistiki essential app features is the geolocation of your tracked items. As long as the Wistiki stays within the Bluetooth range of your smartphone or tablet (100m in an open area), its location will be recorded and shown on the map of the app. Make sure that your the GPS of your mobile device is turned on.

If your Wistiki is out of the Bluetooth® range, only the last known position recorded from the GPS of the smartphone will be shown and displayed. (Wistiki is **not** a GPS tag !)

The geolocation informations of your Wistiki are available on the main page of the app as well as on the « detail » page of your Wistiki.

Comment : The geolocation will be even more accurate if you activate the Wi-fi on your mobile device (even if you're not connected to any Wi-fi in particular, this will help optimizing your coordinates)

2.6 Crowd GPS

In order to enhance the effectiveness of the Wistiki app above and beyond the Bluetooth® range, the mobile app will rely on a crowd GPS system.

If your personal belonging is out of the Bluetooth® range of your smartphone or tablet, but keeps moving around, the passive community of Wistiki comes into play. When a Wister (Wistiki user) passes nearby of this belonging, the Bluetooth® of his smartphone or tablet will automatically detect the surrounding Wistiki and anonymously send these updated GPS coordinates to you, the owner, via our secured servers. This happens in background of your application, you will not even notice it ! Moreover, rest assured that you remain the only person aware of your personal details (location, ID...).

Explore more exciting features in the section « Discover the Wistiki mobile application » of this user guide !

3. DISCOVER THE WISTIKI MOBILE APPLICATION

The Wistiki app goes together with the Wistiki Bluetooth® tracking devices, they depend on each other in order to work properly.

3.1 Compatibility

The Wistiki app is free of charge and there are no subscription fees. It is available on iOS and Android app stores at the following links :



Téléchargement [Android](#)



Téléchargement [iOS](#)

In case those links do not work, please visit the related stores of your platform (AppStore for iOS and Google Play for Android) and enter the key-word « Wistiki » in the search box.

The latest app will appear as « Wistiki by Starck, (mettre même texte que dans métadonnées EN) » released by « Wistiki ».

Comment : Please note that the « Wistiki by Starck » app is not yet available on Blackberry nor Windows Phone networks. However Wistiki is currently working on the development of a Web based app which will be accessible via the Internet from any mobile device.

Compatibility according to mobile device model

iOS

Wistiki is compatible with devices running under iOS (version 7 or up) and working with Bluetooth® technology 4.0 (Bluetooth® Low Energy).

Wistiki has tested and guarantees compatibility with the following mobile devices :

- iPhone 4s, 5, 5s, 5c, 6, 6+, 6s, 6s+
- iPad Mini, iPad (including third, fourth generation, air, pro)
- iPod Touch (including fifth generation)
- All new released iOS devices will be compatible with the Wistiki app as long as they support Bluetooth® 4.0 Technology

Android

Wistiki is compatible with devices running under Android (version 4.4.2 or above) and working with Bluetooth® technology 4.0 (Bluetooth® Low Energy).

Wistiki has tested and guarantees compatibility with the following mobile devices :

- Samsung Galaxy S4, S5, S6, S6Edge, S6Edge+, Note3, Note4, One plus One
- Google Nexus 4, 5, 6
- LG G2, G3
- HTC One, HTC One M8

- Sony Xperia Z2, Z3
- Moto X, Moto G.

Should you possess an Android device supporting Bluetooth® 4.0 and Android version 4.4.2 or up which does not figure in the above list, there are big chances that it works also. However Wistiki does not guarantee the same level of stability of the app.

Note : The Android version 6.0.0 shows dysfunctions along with Bluetooth® 4.0 which have been corrected immediately by Google on Android version 6.0.1.

3.2 Signing-in

Launching the app the very first time, after going through the tutorial illustrating the main features of the Wistiki app, you will land on the log-in page.

[Capture écran en anglais]

An account creation is mandatory in order to properly use the app as the Wistiki tracking devices will be registered along with the owner's account. This ensures that the user can log into its account and see the registered devices from **any** mobile device or several devices simultaneously (in case you change your phone, or if you possess a tablet in addition to a smartphone, or if you're at a friend's house without your phone).

If you do not have an account yet, you can sign-in by pressing the the « create account » link by entering surname, name, email and a password in the requested formats.

To validate the email address, an activation link will be sent to the given address. Do not forget to click on the link to finalize the process ! Once you have gone through the process you can log into your account.

By signing in with your personal ID on the Wistiki app account from any mobile device you will be able to enjoy the whole features and services of the app.

Should you log in from another person's device do not forget to log out using the appropriate tab in the main menu (My account  > Disconnect).

Note 1 : as mentioned above you can log into the Wistiki account using several devices, however, because of the Bluetooth® technology, the related Wistiki tracking devices will appear « in range » only on the first device that scanned its location. The other devices will detect the Wistiki « out of range », even if they're close. For more information about this, please refer to section 3.3 « Bluetooth » .

Note 2 : Should you own a first generation Wistiki (see image below) you need to create a new account for the latest app version « Wistiki by Starck (mettre même texte que dans métadonnées EN) ». You can of course use the same personal information as with the first app as both are not linked to each other at all.



Should you experience issues while signing-in, please go to the « My account » section in the FAQ's.

3.3 Bluetooth®

The Bluetooth® technology is what ensures the connection and communication between the Wistiki tracking devices and the smartphone or tablet.

You will enjoy the different Wistiki services as long as your Bluetooth® is turned **ON** and the app is open. If you minimize the app you can also use all the features of Wistiki.

Note : As long as your Bluetooth® is activated, even if you turn on the Airplane mode on, you can still use all the app features and continue the quest for lost items without worrying !

On the other hand if you close or kill the app, your smartphone or tablet will not be connected to your Wistiki trackers until you launch the app again.

Note 1 :

- How to close the application on iOS devices ? You need to double click on the main button (Home button) of the smartphone or tablet and then swipe the app to the top (for iOS 7) or click on the « - » icon of the Wistiki app (for iOS 6).
- How to close the application on Android devices ? Click on the « open apps » (characterized by the following icons on the most recent devices :   or ) or by pressing a certain time on the « home » button (for older generation devices) and then swipe out the app you want to close.
Another option is to go the app setting menu and force the shutdown of the Wistiki app.

Note 2 : The Bluetooth® technology allows a single connection between the Bluetooth tracking devices and a mobile device. This justifies the fact that if the owner or one of his friends is connected to a Wistiki, the other users or shared friends will detect the Wistiki « out of range », even if they're close to the Wistiki.

If you observe your Wistiki is out of range although it's physically close to you, make sure that no one else is connected to the tracker. Also verify that your Bluetooth® is activated.

For more information about the « Share a Wistiki » feature, please go to the « Share » section.

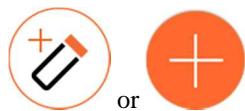
3.4 Main screen

Once you've launched the app, you will land on the main screen.

This is the central screen showing the list of your registered Wistiki devices. This list shows all devices related to your account meaning the one you own and the ones that have been shared with you as a friend.

If you are not yet familiar with the « Share a Wistiki » feature, please go to the « Share » section.

In the case you already have some paired devices or also when you don't, a button will always be visible to allow you to add new Wistiki devices :



For more information on this process, please refer to section « Activate account ».

Should you already possess one or more Wistiki Bluetooth® tracking devices or if someone has shared one or several units with you, a list of devices will be displayed on this main screen.

Each item on the list is equivalent to a Wistiki device and is divided into three parts :

Left hand side :

In this section you will see the picture or the icon assigned to the Wistiki, surrounded by the chosen color.

A dot can appear on the top left corner of this picture or icon. When it is displayed, this means that the Wistiki has been shared :

□ Informations :

General Information : The name and avatar of your Wistiki (if this has been completed) are visual landmarks in order to quickly recognize a specific Wistiki.

Last GPS coordinates : Under the name of your Wistiki you will see a location and a date.

- If the Bluetooth® is not activated : You are not connected to the Wistiki, therefore the address which is shown indicates the LAST location your Wistiki was detected and scanned by the app.
- If the Bluetooth® is activated : The location is the one transmitted by the GPS (if this function has been activated on your mobile device). If the GPS function of your mobile device is turned OFF the app will display the following message « Fetching address... »
In both cases the displayed date will be « Just now (tbc) » as you are connected to your Wistiki device.

Specific case : please note that if the message « Address not found » appears, the app was able to detect the latitude and longitude (thus able to show the pinpoint on the map) however was unable to detect a precise address.

Note : The location and date are automatically updated as long as you or another member of the user community is in range of the tracker. The data sent by the members are anonymous and you will be the only one receiving them if you're connected to the Wistiki.

If you want to learn more about the community, please go to the « Community » section.

□ Buttons :

On the right hand side of each Wistiki showed on the list of Wistiki you will find a button. According to specific cases this button can visually change.

- Active bell : If your Wistiki is within the Bluetooth® range of your mobile device, the bell is displayed as « active ». This button allows you to make your Wistiki ring. Once you click on it, the app connects to the Wistiki and makes it ring. In order to put an end to the ringtone, you can either press the button again or wait 12 seconds for the melody to stop on its own.
- Inactive bell : When you're out of the range of the Wistiki, the bell icon will be inactive and you cannot make your device ring.
- Connecting : When the bell button is active but showing a wave icon, this means that the mobile device has detected the Wistiki and is currently connecting. Once this process is completed, you can make your Wistiki ring !

If you click anywhere else on the Wistiki tab (except the above mentioned « bell »button) you will access the Wistiki detail screen.

Wistiki detail screen

Here you will find all the detail information related to your Wistiki.

Proximity radar

This feature is represented through a circle around the Wistiki picture on the left hand side of the Wistiki tab.

- The closer you get to your Wistiki device, the more the gauge will fill up.
- The more you get away from the Wistiki, the gauge will decrease.

This feature is very helpful when searching for the Bluetooth® tracking device in a noisy surrounding. Again it is only available when your Wistiki is in range.

When using iOS devices, the radar is functional at all times, however for the Android app, the feature is available only while making the Wistiki ring.

For both options, iOS and Android, the gauge is visible in the [List of Wistiki devices screen](#) when making the Wistiki ring.

Menu

You can access the Menu via this button



In the Menu you can :

- Change the name of your Wistiki. This field is mandatory and cannot be empty.
- Change the picture of your Wistiki to customize the Wistiki tab. You can chose among your existing picture gallery, or take a new picture. Wistiki recommends to use a picture which characterizes the item or pet your Wistiki is attached to.
- Access technical informations about the tracker, such as the serial number or the activation date.

Last GPS coordinates

3.5 Community

You can find the community tab by swiping to the right from the [List of Wistiki devices screen](#). A list showing all the conversations with other members of the community is shown as well as a « Return a Wistiki » button. The conversations are the exchange of information about one or more lost Wistiki device.

WHAT TO DO IF YOU HAVE LOST A WISTIKI

If a Wistiki is impossible to locate the owner (or one of his friends) can declare it as « lost ».

- If a Wistiki user (having the Wistiki app running on his phone ; more information in section 3.4 Bluetooth®) passes nearby the lost Wistiki without even noticing that the Wistiki is close to him, the updated GPS location of the Bluetooth® tracking device will be automatically and anonymously sent to the person who had declared the Wistiki lost thanks to a notification push.
The owner of the lost Wistiki can then chose if he wants to start a live chat with the Wistiki user who 'found' his belonging, so they can help each other out.

Note : This update will also occur when the Wistiki is NOT declared as lost. The update will happen silently. The only difference is that if the Wistiki had been declared as « lost », the user will be notified of the new position by an app push and get the opportunity to start a conversation.

- If a member of the Wistiki community finds the lost Wistiki, he just has to go to the community tab, click on the « Return a Wistiki » button and follow the instructions. This will initiate a live chat with the owner or the person who declared it lost so both can arrange a return.
- In case a person who is not a Wistiki user finds the lost item or pet with the Wistiki, this person will need to download the app, create an account and follow the same process as described above (e.g. click on the « Return a Wistiki button » in the community tab and follow the instructions).

For the community the leitmotiv definitely is « the more, the merrier » ! The bigger the community gets, the easier it will be to locate lost Wistikis around the world. Keeping this in mind you should encourage people in your entourage to download the app even if they do not possess a Wistiki. This enhances the chances for everybody to find their Wistiki quickly if lost.

For more information about the loss of a Wistiki, please go to the « Lost Wistiki » section.