

USER MANUAL

DIGITRACE ID CARD-U

Model: TWBL22-U, TWBL22-UWB-COASTER



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www.trackerwave.com

INTRODUCTION ABOUT TRACKERWAVE

PRODUCT

INTRODUCTION

The COVID-19 pandemic, has enforced public facilities to follow social distancing and contact tracing among individuals. The virus is primarily spread between people during close contact; hence it is essential to map contact tracing effortlessly if in case anyone tests positive in the facility. Trackerwave ID Card Holder is designed to track personnel contact history in the facility, developed and manufactured by Trackerwave™ Pvt. Ltd. While social distancing alarm ensures that personnel follows safe distance while interacting with each other, the contact tracing devices enables panic free route map and contact list generation, if incase any symptomatic employees are isolated earlier from the field to avoid further spread.

The ID Card Holder is also applicable for other use cases such as Attendance reporting, contactless access control, Crowd Control and Management in public places.

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CERTIFICATIONS AND REGULATIONS

The id card holder device has undergone following compliance;
RoHS compliance, CE certification, FCC and ISO-27001-2013 standard.



TECHNICAL SPECIFICATION

S. No	Parameter	Specification
1.	Radio Frequency	BLE 2.4 GHz, UWB 6.4896 GHz
2.	Operating Tempertaure	-10°C to +60°C
3.	Storage Temperature	-20°C to +70°C
4.	Input Power	Rechargeable LiPo Battery 1200mah
5.	Dimension	11.4cm x 6.6cm x 0.83cm
6.	Weight	57 gram
7.	Humidity	10% to 90% non-condensing
8.	Waterproof Rating	IP65
9.	Battery Life	7 days on usage, with 8hrs shift
10.	Stand By Time	6 months
11.	Battery Type	LiPo, 3.7V, 1200mah
12.	Recharge	2 Pin PoGo
13.	Sterilization	Wipes, Ethyl Oxide, Gamma, Plasma

14.	Alert	Sound & Vibration, LED
15.	Supply Voltage	1.7 to 3.6 V
16.	Operating Voltage	3.3 V

DOWNLOAD AND INSTALL MOBILE APP

You can setup the device through the TW Wearable application for android or iOS devices.

Search for “Trackerwave Wearables” in play store/ app store.



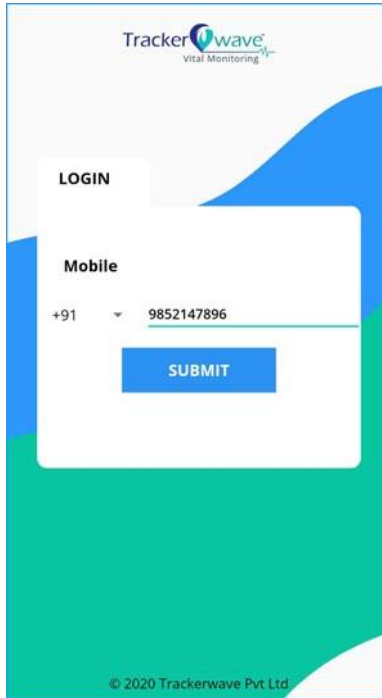
REGISTRATION WITH OTP

Pre-requisite: Enable the Bluetooth in smart phone, on which the TW Wearable app is installed.

Step 1: Open the TW Wearable application and click Login Via OTP.



Step 2: Select the country code, enter your mobile number and click **Submit** button.



Trackerwave[®]
Vital Monitoring

LOGIN

Mobile

+91 ▼ 9852147896

SUBMIT

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Step 3: Enter the 6-digit verification code sent to your mobile number, enter employee details like first name, last name, email id, gender, date of birth, employee number should be entered and click **NEXT**.



If you do not receive the OTP, check your Phone number and click Resend OTP.


Registration


Employee Detail

Enter the OTP you have received.
905547 

First Name: Yamini Last name: Priya

Enter E-mail ID
yamini@gmail.com

Gender
Female 

Enter your date of birth.
2020-07-13 

Mobile Number
9884458255

Employee Number
5264

[PREV](#) [NEXT](#)

Step 4: Enter organization details like name, admin name, mail id, contact number and organization address and click **NEXT**.

Registration

Organization Detail

Organization Name
Trackerwave

Administrator Name
Sam

Administrator Mail ID
sam@gmail.com

Administrator Contact Number
9845236976

Office Address
No.345, anbu Street, manivakkam, Chennai.

PREV NEXT

Step 5: Choose Tag type as Id card, scan the QR code of the id card and set start time and click **NEXT**.

Registration

Tag Information

[CLICK TO CHOOSE TAG TYPE](#)

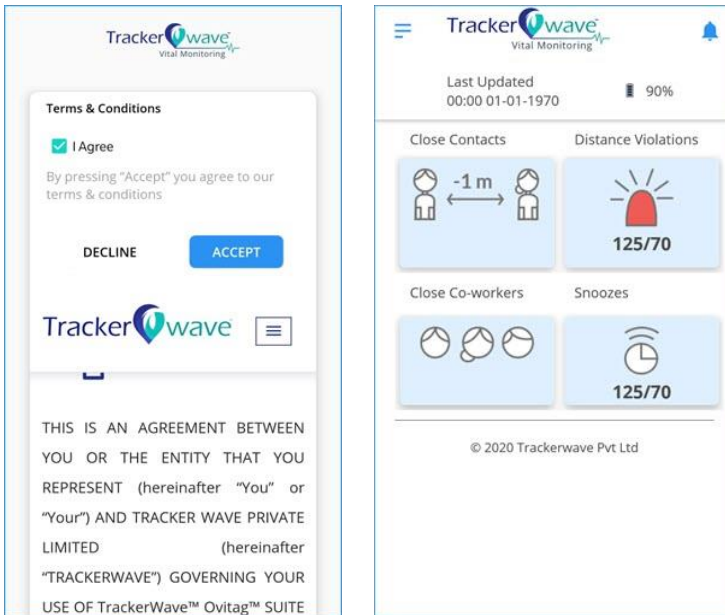
Start Time

1 ▼ AM ▼


[PREV](#) [NEXT](#)

The screenshot displays the 'Registration' screen in the Trackerwave application. At the top, the title 'Registration' is visible. Below it, the section 'Tag Information' is shown, with a prompt 'CLICK TO CHOOSE TAG TYPE'. Underneath, the 'ID Card' section is active, and a 'Tag List' modal is open. This modal contains three options: 'ID Card' (checked), 'Vital Wearable', and 'Temperature'. At the bottom of the modal are 'CANCEL' and 'SUBMIT' buttons. The background registration screen also features 'PREV' and 'NEXT' buttons at the bottom.

Step 6: Click **Accept** button to agree to the terms and conditions and view dashboard page of the application which shows number of close contacts, number of social distance violations, and number of close co-workers added, number of snoozes on a particular day.



PAIRING THE DEVICE

1. Click  icon on top left corner of the screen
2. Click the Paired Device
3. Lists of available devices will be shown
4. Select the device which you want to pair by cross verifying the serial number.
5. Enable check box to allow pairing
6. Click pair to complete the pairing process

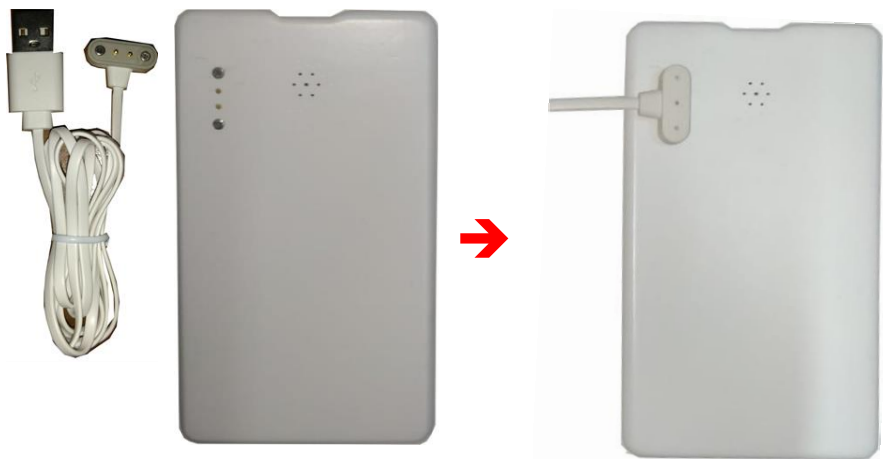
Note: During the pairing process, app will prompt you to enable GPS and Bluetooth, and authorize app for GPS access on your mobile phone

SYNCHRONIZING DATA

TW Wearable app collects your contact information in the facility using ID card Holder device. In order to share the contact tracing report to your organization, configure the email address of your organization administrator and synchronization time.

INSTRUCTIONS FOR USE

Charging Schematic: Connect and charge the device as shown below.



Please charge your device fully before the first time you use it.
Frequent charging is not required. Charge your device once every 7 days and below 40% (through Red LED indication)

LED Indication

- Green LED --> Fully charged
- Yellow LED --> Device is charging
- Blue LED for 3 secs --> Battery Low
- Blue and Red LED --> Data transfer from ID card to Reader

LED glows through for 5 seconds, before checking if still the contact exists.

Note:

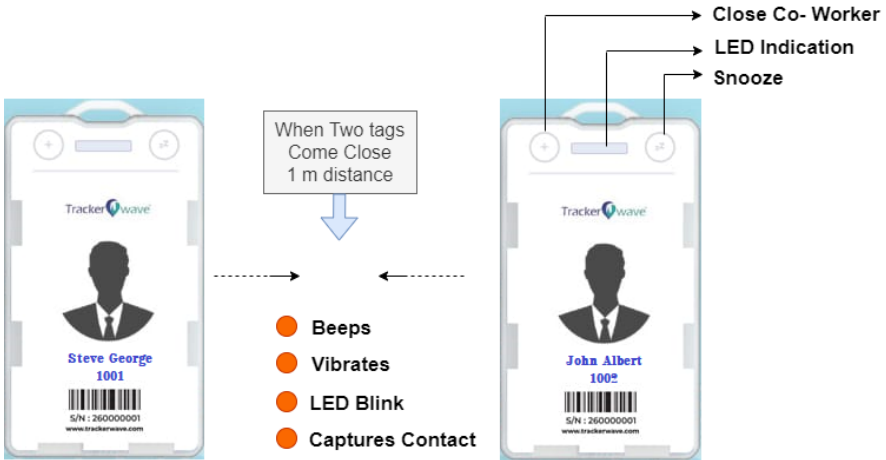
Use recommended charging cable provided by the manufacturer.
Use charging USB ports with current rating >900mA and voltage $\geq 5V$

Wearable Position

It is recommended to wear id card around your neck or on an ID pulley attached to the waist.



OPERATING INSTRUCTIONS



You can track personnel contact history in the facility with an ID Card Holder Device.

When two tags come close with 1 m distance, an alarm with sound, vibration and LED alerts (Blue LED) will trigger. Glowing of LED Starts earlier. Beep and Vibration will trigger together.

To Sleep the device:

Tags do not allow to power on/ off, but we can put the tag to sleep mode using the Android Service App, this can help to ship the tags without contact tracing.

To Wakeup the device:

Initially, the device will be in sleep mode by default. To wake up the device, press close co-worker button once and long press the snooze button for 10 seconds.

Snooze button

ID card holder allows to snooze the alarms for 15 minutes with the personnel one has been interacting with.

Add as Close Co-Worker button

ID card holder also allows to add a close co-worker with the validation from TW Wearable application to dismiss alarms for a longer duration. It stores the added co- worker in cloud/application so that it won't raise alarms for a period of 2 weeks.

Once Co-worker added, it cannot be cleared from the tag side.

CLEANING AND MAINTENANCE

1. Keep the product clean.
2. Keep the product dry
3. Do not use household cleaners to clean the product.
4. Use an isopropyl alcohol (IPA) blend or just plain water to clean up the device, keep in mind that you should never spray these materials directly onto the device. Instead, dip a lint-free or microfiber cloth into your cleaning solution of choice, and then wring it out until it's just slightly damp.

SAFETY AND PRODUCT INFORMATION NOTES

Battery Warning:

- Do not disassemble the device; it may result in damage of battery.
- Do not exceed the temperature range (-10°C to 60 °C)

- Before charging the device please ensure the appropriate direction of charging
- Only the recommended batteries or equivalent are to be used, volts and size.

MATTERS NEEDING ATTENTION

1. The id card holder has no waterproof effect on acidic and alkaline solutions, chemical reagents and other corrosive liquid. The damage or defects caused by misuse or improper use are not covered by the warranty.
2. The device has a waterproof level of IP65, do not drop in water.
3. Avoid dropping the device often.
4. It is susceptible to damage when falling from 3 feet and above.
5. Do not place any weight over the device; it may result in damage of battery.

CAUTION

Risk of Explosion If Battery Is Replaced by an Incorrect Type.
Dispose of Used Batteries According to The Instructions.



Old electrical appliances must not be disposed of together with the residual waste, but have to be disposed of separately. The disposal at the communal collecting point via private persons is for free. The owner of old appliances is responsible to bring the appliances to these collecting points or to similar collection points. With this little personal effort, you contribute to recycle valuable raw materials and the treatment of toxic substances.

WARRANTY INFORMATION

WARRANTY AND DISCLAIMER

Company shall use reasonable efforts consistent with prevailing industry standards to maintain the Services in a manner which minimizes errors and interruptions in the Services and shall perform the Implementation Services in a professional and workmanlike manner. Services may be temporarily unavailable for scheduled maintenance or for unscheduled emergency maintenance, either by Company or by third-party providers, or because of other causes beyond Company's reasonable control, but Company shall use reasonable efforts to provide advance notice in writing or by e-mail of any scheduled service disruption. However, Company does not warrant that the Services will be uninterrupted or error free; nor does it make any warranty as to the results that may be obtained from use of the Services. EXCEPT AS EXPRESSLY SET FORTH IN THIS SECTION, THE SERVICES AND IMPLEMENTATION SERVICES ARE PROVIDED "AS IS" AND COMPANY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED,

INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.

HARDWARE WARRANTY

1. The contract includes hardware repair / replacement as necessary. Cost of any hardware replacement and / or repair will be covered as part of the guarantee period/Annual Maintenance Contract as applicable.
2. The contract also includes installation of software packages and hardware provided by Company and seeing that all devices are in working condition.
3. In case of hardware problems due to natural causes, we accept no liability against the same as it is unforeseen and unavoidable. We will however take measures to prevent the same and will rectify the problem in the scheduled remote support.
4. The warranty excludes periodical battery replacement for devices that requires so.
5. For all our hardware, we do not accept liability in case of damage or misuse and undertake the customer not to open/repair the same, without written permission.
6. Company is not responsible for slow internet speeds and / or disconnections from service. This should be taken up with the respective ISP, we accept no responsibility if calls are left pending / not completed due to breakdown of internet service from ISP.

7. The obligations of COMPANY under this contract excludes:

-Damage due to accident, flood, neglect, misuse, use of non-standard electric power.

-Alteration in the machines by persons other than Company personnel.

-Damage due to shifting of hardware from one location to another.

-In the event of any force majeure such as act of God, fire, storm, earthquake, explosion, strike, lockouts, industrial disputes, riots, accidents, floods, electrical surge, lightning, etc.

-Damage due to use of system in improper environmental conditions.

-Appropriate data backup strategy to be devised and owned by Customer. Necessary support shall be provided by Company.

-Immersion in water,

8. Company shall not be liable for any loss or damage, incidental, direct or consequential, arising out of malfunctioning or improper use of the equipment, in the scope of this AMC.

9. Guarantee Period: Trackerwave provides 1-year Guarantee for ID card from the invoice date, excluding power adaptors, lithium ion batteries, CR batteries that are part of products susceptible to electrical surge.

10. Warranty Period: Trackerwave provides 1 year of warranty for ID card from the invoice date.

11. A ticket shall be raised at support@trackerwave.com or <http://support.trackerwave.com> for malfunctioning hardware or software services in guarantee or AMC period. As part of support process, the company shall courier replacement hardware devices upon the receipt of malfunctioning hardware devices, free of service or replacement cost.

12. A ticket shall be raised at support@trackerwave.com or <http://support.trackerwave.com> for malfunctioning hardware or software services within the warranty period. As part of support process, the company shall provide a service quote for maintenance of malfunctioning hardware devices, with service and shipping costs.

SUPPORT

If you have any queries regarding your equipment or the information in this manual, contact Trackerwave Pvt. Ltd. comments and suggestions regarding the content of this manual are appreciated. To submit comments, please contact info@trackerwave.com or visit <http://support.trackerwave.com>

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Unless otherwise stated on the face of the quote or invoice, product will be provided EXW from Trackerwave facility in Chennai, TN. Risk of loss will pass to Customer at Trackerwave facility in Chennai, TN. Trackerwave may indicate scheduled shipment or service dates for certain items of the order. Trackerwave reserves the right to ship in advance of any date or time provided by Licensee for delivery, and to deliver in installments. Such dates are estimates only and may be subject to change by Trackerwave without liability. Licensee shall not be entitled to treat these Terms as repudiated in the event of such failure to deliver the Products. Tracker wave shall have no liability for direct, indirect, special, incidental or consequential damages due to failure for any reason to meet scheduled shipment dates. Trackerwave shall not be liable for any damage to or loss of product including any damage or loss in transit. Tracker wave is not responsible for liquidated damages.

10. INSPECTION, ACCEPTANCE, RETURNS.



Customer will thoroughly inspect each shipment of products promptly upon receipt. All products will be deemed to have been accepted fifteen (15) days after receipt, except for products for which Customer makes a written claim of non-conformance within such time. All products made the subject of such claim will be deemed to have been accepted fifteen (15) days after receipt of conforming goods. No products may be returned to Trackerwave except by prior authorization by Trackerwave. All such returns will be subject to Trackerwave's then-current return policies and procedures.

11. LIMITED WARRANTY.

Company shall use reasonable efforts consistent with prevailing industry standards to maintain the Services in a manner which minimizes errors and interruptions in the Services and shall perform the Implementation Services in a professional and workmanlike manner. Services may be temporarily unavailable for scheduled maintenance or for unscheduled emergency maintenance, either by Company or by third-party providers, or because of other causes beyond Company's reasonable control, but Company shall use reasonable efforts to provide advance notice in writing or by e-mail of any scheduled service disruption. However, Company does not warrant that the Services will be uninterrupted or error free; nor does it make any warranty as to the results that may be obtained from use of the Services. EXCEPT AS EXPRESSLY SET FORTH IN THIS SECTION, THE SERVICES AND IMPLEMENTATION SERVICES ARE PROVIDED "AS IS" AND COMPANY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF



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of, analyze or remove components from, decompile, or otherwise reverse engineer or attempt to reverse engineer or derive source code, techniques, algorithms or processes from the Systems or Software or permit or encourage any third-party to do so. If any device is determined to be opened by the breaking of the seal, any warranty for that component will be terminated, and Trackerwave may terminate this EULA in entirety.

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FCC Warning

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.