



# MokiTag Series

## Handbook

MokiTag and the Apple's Find My app represent a powerful duo in the world of technology, designed to help users keep track of and find their personal items. From setting up your MokiTag to utilising the full suite of features in the Find My app, this guide covers everything you need to know to make the most out of your MokiTag and the Apple Find My app.

## Contents

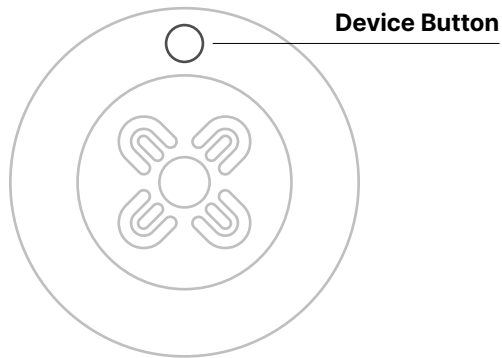
- 1) • MokiTag
  - > MokiTag Product Overview
  - > MokiTag Overview
  - > MokiTag Device Button
- 2) • MokiTag Card
  - > MokiTag Card Product Overview
  - > MokiTag Card Overview
  - > MokiTag Card Device Button
- 3) • Key Features
- 4) • Quick Start Guide
  - Find My App - How It Works
  - Find My App - How To Find
- 5) • Network & Find My
  - > MokiTag's Use Of Bluetooth
  - > Interaction With The Find My App
  - > Finding Your MokiTag
- 6) • Privacy
  - Tracking Prevention
- 7) • Enable Notifications
  - Lost Mode
- 8) • Sharing With Friends & Family
  - Removing A Shared Person
- 9) • Renaming A MokiTag
  - Removing A MokiTag
- 10) • Serial Number
  - Product SKU
  - Product Details
  - Firmware Version
- 11) • Troubleshooting
  - > MokiTag Is Not Updating
- 12) • Troubleshooting
  - > FAQ

## On This Page

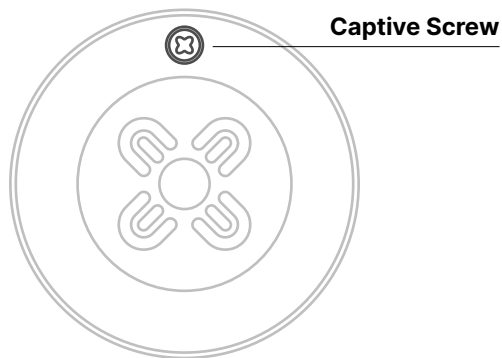
- MokiTag Product Overview
- MokiTag Overview
- MokiTag Device Button

### Product Overview

#### FRONT VIEW



#### BACK VIEW



## MokiTag Overview

MokiTag is a small, coin-shaped tracking device designed to help you keep track of your belongings. Combined with a MokiTag accessory such as a keyring or pet tag, a MokiTag can be attached to keys, a pet's collar, or affixed to other personal items. MokiTag utilise Apple's vast Find My network to help locate lost items.

MokiTag's feature a captive screw lockdown system and a secure inner sheath to help prevent children accessing the replaceable CR2032 coin/button battery.

### Device Button

The device button on the MokiTag allows users to interact with the tracker in various ways. This button's functionality powering includes on the device, it's status, and ability to factory reset.

### Device Button - Functionality

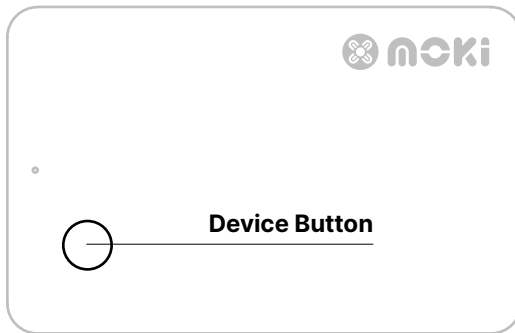
1. **Power On:** Press and hold the device button for 5 seconds. MokiTag will beep to indicate power is on.
2. **Power Off:** Press the device button 5 times in 2 seconds. Your MokiTag will beep to indicate power is off
3. **Device status confirmation:** Press the device button twice, the device beeps, indicating that the device is working. If the device does not beep, it means the device is powered off.
4. **Factory reset:** Unpair the item from the Find My app (see **Remove MokiTag**) then, after the device is powered on, double-click the device button. The device will beep. Press the device button for 8 seconds until the device beeps. Release the button to complete factory reset. The device can now be paired.

## On This Page

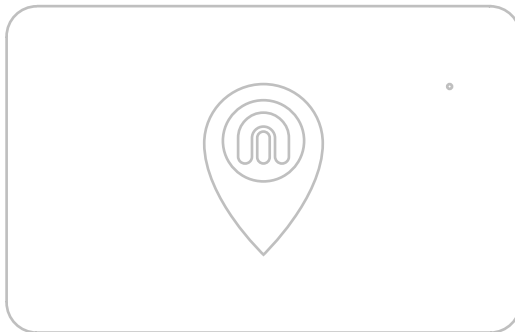
- MokiTag Card Product Overview
- MokiTag Card Overview
- MokiTag Card Device Button

### Product Overview

#### FRONT VIEW



#### BACK VIEW



## MokiTag Card Overview

A MokiTag crafted to mimic the sleek, compact form of a traditional bank card, this design allows it to fit into your wallet, purse, or cardholder, making it virtually indistinguishable from your credit or debit cards. Its slim profile, no thicker than most bank cards, ensures it doesn't add unnecessary bulk.

### Device Button

The device button on the MokiTag allows users to interact with the tracker in various ways. This button's functionality powering includes on the device, it's status, and ability to factory reset.

### Device Button - Functionality

1. **Power On:** Press and hold the device button for 5 seconds. MokiTag will beep to indicate power is on.
2. **Power Off:** Press the device button 5 times in 2 seconds. Your MokiTag will beep to indicate power is off
3. **Device status confirmation:** Press the device button twice, the device beeps, indicating that the device is working. If the device does not beep, it means the device is powered off.
4. **Factory reset:** Unpair the item from the Find My app (see **Remove MokiTag**) then, after the device is powered on, double-click the device button. The device will beep. Press the device button for 8 seconds until the device beeps. Release the button to complete factory reset. The device can now be paired.

## On This Page

- Key Features

## Key Features

- **Lost Mode:** If your item is further away, activating Lost Mode notifies you when it's detected by the Find My network. You can also leave a message with your contact information for anyone who might find your item.
- **Privacy and Security:** Designed with privacy in mind, MokiTag and the Find My network are built to keep your location data and history private and secure.
- **Sharing:** The Share function in the Apple Find My app is a convenient feature that allows users to share their MokiTag location with friends and family, enhancing connectivity and safety. It is also an important feature to help prevent the MokiTag from not sharing its location due to privacy (see **Network & Find My**).
- **Proximity Alerts:** The Sound Alert feature on the MokiTag and within the Find My app allows users to remotely trigger a sound on their MokiTag when within the allowable radius of up to 20m, making it easier to locate misplaced items by following the audible beep. This functionality is especially useful for finding items hidden in plain sight or tucked away in close proximity.
- **Notifications:** Get reminded by the Find My app when you move away, or forget, your MokiTag. To enable this, turn on "Notify When Left Behind" notifications in the MokiTag settings to receive push notifications when MokiTag is left behind or travels outside the 20m radius of the paired device.
- **Product Ecosystem:** Combine your MokiTag with compatible accessories to help make attaching to your valuables easier. Featuring a key ring, luggage loop, pet tag, and wristband, combine your MokiTag with one of the MokiTag accessories with ease.
- **Easy Setup:** Pair your MokiTag to your iPad or iPhone in a few simple steps. View the **Quick Start Guide** here.
- **Siri Compatibility:** You can ask Siri to find your item, and if it's nearby, your MokiTag will play a sound to help locate it.

## On This Page

- Quick Start Guide
- Find My App - How It Works
- Find My App - How To Find

---

## Quick Start Guide

1. Unlock your iDevice and place it near your MokiTag.
2. Open the Find My app.
3. Click the "+" icon to add a new device.
4. Click on "Add Other Item".
5. Press the button on the front of your MokiTag to activate pairing.
6. When detected, product ID ACC-MTAGT appears
7. Click "Connect".
8. Name your MokiTag and click "Continue".
9. Select an Emoji to represent your MokiTag.
10. Read terms and click "Agree".

## Find My App - How It Works

The Find My app, a staple feature on Apple devices, operates as a comprehensive tool designed to locate not just Apple products, but personal items to which a MokiTag is attached. It harnesses a combination of Bluetooth, and crowdsourced location data from millions of Apple devices in the Find My network to provide location information. When trying to locate a missing device, the app displays its current or last known location on a map, offering directions to reach it. For items equipped with a MokiTag that are within the radius of 20m, the Find My app allows users to play a sound on the MokiTag to help find it when nearby. In cases where personal items are further away, the app utilises the vast Find My network to relay the item's location back to the owner, all while maintaining strict privacy and anonymity protocols to protect users' information. Additionally, the app includes features like Lost Mode, which locks the device and displays a custom message with contact information, helping to ensure the item's safe return. Through these innovative technologies, the Find My app provides a reassuring layer of security for keeping track of what's important.

## Find My App - How To Find

The Find My app is your control center for MokiTag.

To locate the Find My app on an iPhone, follow these straightforward steps:

1. **Swipe Down or Right on the Home Screen:** This action brings up the Spotlight Search. On the home screen, swiping down from the middle of the screen opens the search bar at the top. Swiping right from the first home screen or lock screen brings up the Today View, which also has a search bar at the top.
  2. **Type "Find My" in the Search Bar:** Start typing "Find My" into the search field. As you type, the iPhone will begin to display search results.
  3. **Select the Find My App from the Results:** The Find My app should appear in the search results as you type. It's icon looks like a green circle with a blue location dot in the center. Tap on the app to open it.
- **Alternatively, Browse Through Your App Library:** If you prefer not to use the search function, you can also find the Find My app by browsing through your App Library, which organises all of your apps in categorised folders. Swipe left on your home screen until you reach the App Library, then look for the Find My app in the appropriate category (often Utilities or Productivity & Finance), or use the search bar at the top of the App Library screen.
  - **Using Siri:** You can also use Siri to open the Find My app by activating Siri and saying "Open Find My app."

The Find My app is preinstalled on all iPhones running iOS 13 or later, so you don't need to download it from the App Store. If you're unable to find the app using these methods, check that it hasn't been removed and ensure your iOS is up to date.

## On This Page

- Network & Find My
  - > MokiTag's Use Of Bluetooth
  - > Interaction With The Find My App
  - > Finding Your MokiTag

## Network & Find My

Bluetooth technology plays a crucial role in how MokiTags interact with the Apple Find My network to help users locate their lost items. Here's a simplified explanation of the process:

### > MokiTag's Use of Bluetooth

**Bluetooth Low Energy (BLE):** MokiTags utilise BLE, a power-efficient version of Bluetooth, to communicate with nearby Apple devices. BLE is designed to provide communication over short distances while minimising battery consumption, which is why MokiTags can last over a year on a single battery.

**Anonymous Signals:** Each MokiTag periodically sends out a secure Bluetooth signal that can be detected by nearby devices in the Apple ecosystem (iPhones, iPads, Macs, etc.). These signals are encrypted and designed to protect users' privacy.

### > Interaction with the Find My App

**Detection by Nearby Devices:** When an Apple device detects the Bluetooth signal from a MokiTag, it can relay the location of that MokiTag to Apple's servers, using its own internet connection. This process is encrypted and anonymous to ensure that only the owner of the MokiTag can access its location information.

**Location Reporting:** The Apple device sends the detected location of the MokiTag to iCloud, where it's associated with the owner's Apple ID securely. This location data can then be accessed through the Find My app by the owner.

**Privacy and Security:** The entire process is designed with privacy in mind. The identity of the device that helps locate the MokiTag is not shared with the MokiTag's owner, and the location data is encrypted so that even Apple cannot access it.

### > Finding Your MokiTag

**Viewing in Find My App:** When you open the Find My app and select your MokiTag, you can see its last known location on a map. This location information is the result of the encrypted, anonymous signals picked up by devices in the Find My network.

**Lost Mode:** If a MokiTag is marked as lost, you can receive notifications when it's detected by the network, and optionally, you can add a phone number or message that can be displayed to someone who finds the MokiTag.

This sophisticated system allows MokiTags to leverage billions of Apple devices around the world as a crowdsourced network to locate lost items, all while prioritising user privacy and security.

## On This Page

- Privacy
- Tracking Prevention

## Privacy & Tracking Prevention

The privacy of the MokiTag and the Find My network has been meticulously designed by Apple to ensure user data protection and to discourage any potential misuse of the technology for unwanted tracking. Here's an overview of how privacy is maintained:

### End-to-End Encryption

Location information transmitted by MokiTags and other devices using the Find My network is encrypted end-to-end. This means that only the owner of the device has access to its location data, not even Apple can view this information.

### Rotating Bluetooth Identifiers

MokiTags emit Bluetooth signals that are picked up by nearby devices in the Find My network. These signals contain identifiers that change frequently to prevent unwanted parties from tracking the MokiTag or its owner over time.

### Unwanted Tracking Prevention

The Find My network is designed to detect if a MokiTag that does not belong to you is moving with you over time. If such a situation is detected, your iPhone will alert you to the presence of an unknown MokiTag, providing options to disable it if needed. This feature is designed to prevent MokiTags from being used maliciously to track individuals without their consent.

### Lost Mode and Personal Information

When you put your MokiTag in Lost Mode and enter a message for the finder, the message can include a way to contact you. This information is only shared when you choose to do so, maintaining your privacy until you decide to make contact.

### User Consent and Control

MokiTags are designed to be associated with one Apple ID at a time. This ownership model gives users complete control over their MokiTags, including the ability to erase them or play sounds to locate them.

Apple's commitment to privacy ensures that while the MokiTag and Find My network offer powerful tools for locating lost items, they do so in a way that prioritises user security, data protection, and personal privacy. This thoughtful approach to privacy helps users feel confident in using these services without compromising their personal information or safety.

## On This Page

- Enable Notifications
- Lost Mode



**Enabling notifications on your MokiTag ensures you stay updated on its location**

## Enable Notifications & Lost Mode

To enable notifications on a MokiTag using the Find My app on your iPhone, follow these steps:

**Open the Find My App:** Launch the Find My app on your iPhone. Ensure you're signed in with your Apple ID.

**Select the "Items" Tab:** At the bottom of the screen, tap on the "Items" tab to see a list of your MokiTags and other items.

**Choose Your MokiTag:** Tap on the MokiTag for which you want to enable notifications.

**Find My Options:** Swipe up on the handle at the bottom of the screen to reveal additional options for your MokiTag.

**Enable "Notify When Left Behind":** Look for the option "Notify When Left Behind" and toggle the switch to the ON position. This feature alerts you if you move away from your MokiTag, helping prevent you from leaving it behind.

**Customise Notifications:** After enabling "Notify When Left Behind," you can tap on "New Location" to exclude certain locations where you don't want to receive notifications, such as your home or office. This way, you won't get alerts every time you leave these locations without your item.

## Lost Mode

If your MokiTag is already lost, you can tap on "Enable" under "Lost Mode" in the MokiTag's details page. Here, you can input a message and contact information that will be displayed to anyone who finds your MokiTag. You'll receive notifications when your MokiTag is detected by the Find My network.

Remember, for these features to work effectively, you must have the latest version of iOS, and your device must be connected to the Internet either via Wi-Fi or cellular data. Additionally, the "Notify When Left Behind" feature requires iOS 15 or later.



## On This Page

- Sharing With Friends & Family
- Removing A Shared Person



**You can share your MokiTag with a friend of family member by adding them in the settings of the MokiTag**

## Sharing With Friends & Family

You can share the location of a MokiTag in Apple's Find My app with friends or family. If a friend or a family wants to take a MokiTag that is registered to another phone, this will help to prevent the MokiTag from ceasing updates due to privacy concerns.

**Open the Find My App:** Launch the Find My app on your iPhone. Ensure you're signed in with your Apple ID.

**Select the "Items" Tab:** At the bottom of the screen, tap on the "Items" tab to see a list of your MokiTags and other items.

**Choose Your MokiTag:** Tap on the MokiTag for which you want to enable notifications.

**Share This Items:** Tap "Continue" once you have read the alert.

**Confirm And Continue:** To share the MokiTag with someone, tap on "Share This Item" button. Enter the name, phone number, or email address of the person you want to share your MokiTag with. You can choose from your contacts by typing their name.

**Share:** Tap "Share" at the top right to continue.

**Accepting the Invitation:** The person you're sharing your location with will receive an invitation to see your location. Once they accept it, they'll be able to see your device's location in their Find My app under the "People" tab.

**Stop Sharing:** You can stop sharing your location at any time by selecting their name under "Share This Item". Tap "Remove" to continue. Once you had read the alert, tap "Stop Sharing" to remove this person.

For items specifically, while you cannot share a MokiTag directly, you can use the steps above to share your device locations. For shared objects like a car key with a MokiTag attached, the primary user can inform the secondary user of its location as needed through communication or by sharing their own location as a proxy for the item's location.

Remember, sharing your location or the location of devices and items should always be done with consideration for privacy and security.

## On This Page

- Renaming A MokiTag
- Removing A MokiTag

## Renaming a MokiTag

To rename a MokiTag using your iPhone or iPad, follow these straightforward steps:

1. Open the Find My app on your iPhone or iPad. Ensure you're signed in with your Apple ID.
2. Select the "Items" tab at the bottom of the screen to view a list of your MokiTags and other items.
3. Choose the MokiTag you want to rename from the list by tapping on it.
4. Swipe up on the handle (a small bar) at the bottom of the screen to expand the MokiTag's details pane if it's not already fully visible.
5. Tap on "Rename Item". This option is typically found just below the MokiTag's current name and map location.
6. Select a new name. You can either choose from the list of suggested names or select "Custom Name" to enter a name of your choosing. If you choose "Custom Name," you'll also have the option to select an emoji to accompany the name.
7. After entering the new name (and selecting an emoji if desired), tap "Done" on the keyboard, and then confirm your choice if prompted.

The name of your MokiTag will be updated immediately in the Find My app, making it easier for you to identify if you have multiple MokiTags. Remember, renaming your MokiTag does not affect its tracking capabilities or its connection to your Apple ID in the Find My network.

## Removing a MokiTag

Removing MokiTag from your Apple ID via the Find My app is a straightforward process that disassociates the MokiTag from your account, making it ready for a new owner or ceasing its tracking capabilities under your Apple ID. Here's how to do it:

1. Launch the Find My app on your iPhone, iPad, or iPod touch. Make sure you're signed in with the Apple ID used to set up the MokiTag.
2. At the bottom of the screen, tap on the "Items" tab to see a list of your MokiTags and other items.
3. Find and select the MokiTag you wish to remove from your account.
4. A card at the bottom shows the MokiTag's current location and options. Swipe up on this card to expand it and reveal additional options.
5. Scroll down until you find the "Remove Item" option. Tap on it to initiate the removal process.
6. You'll receive a prompt warning you that removing the MokiTag will reset it and remove it from your Apple ID.
7. Confirm this action by tapping "Remove" or a similar confirmation button. You may need to follow additional prompts, depending on your specific device and iOS version.

## On This Page

- Serial Number
- Product SKU
- Product Details
- Firmware Version

## Serial Number & Details

Finding the serial number and details of a MokiTag can be done through a couple of methods, depending on whether you have physical access to the MokiTag or if it's registered and accessible via the Find My app on your Apple device. Here's how you can find this information:

### > If You Have Physical Access to the MokiTag

1. Unscrew the captive screw on the back of the MokiTag counterclockwise until it is loose. The screw won't fall out.
2. The serial number will be found directly on the sheath of the MokiTag that holds the battery. You might need good lighting or a magnifying glass to read these details due to the small font size.

### > If You Have Physical Access to the MokiTag Card

- The serial number will be printed on the back of both the MokiTag Card and MokiTag Card Wireless.

### > Through the Find My App

If the MokiTag is registered to your Apple ID, you can find its serial number and firmware version through the Find My app. Here's how:

1. Launch the Find My app on your iPhone or iPad.
2. Select the "Items" tab at the bottom to view your list of MokiTags and other items.
3. Choose the MokiTag whose details you want to view by tapping on it.
4. Swipe up on the card that appears at the bottom of the screen to reveal more options.
5. Scroll down within this detailed view. The serial number and current firmware version of the MokiTag are listed here, along with other options such as "Play Sound," "Directions," and "Remove Item."

Using either of these methods, you can easily find the serial number and other pertinent details of your MokiTag, which can be useful for identification, troubleshooting, or when seeking support from Moki.

## On This Page

- Troubleshooting
  - > MokiTag Is Not Updating

## Troubleshooting

Understanding how MokiTag and the Apple Find My app is crucial for ensuring their effective use and for safeguarding personal privacy and security within the Find My network.

### > MokiTag Is Not Updating

A MokiTag not responding to its paired iPhone could be due to several reasons. Here are some potential causes:

**Battery Depleted:** The MokiTag's battery might have run out. MokiTag batteries are designed to last over a year but can deplete faster depending on usage. Replacing the CR2032 battery should resolve this issue.

**Out of Range:** The MokiTag could be out of Bluetooth range of any Apple device. MokiTags rely on being within Bluetooth range of their paired iPhone or any device in the Find My network to relay their location.

**Interference:** Physical obstructions or environmental factors like thick walls, metal objects, or heavy electromagnetic interference could weaken or block the Bluetooth signal.

**Software Issues:** The MokiTag or the iPhone may need a software update, or there could be a glitch requiring a restart of the device or resetting of the MokiTag.

**Damaged MokiTag:** The MokiTag could have sustained physical damage, affecting its ability to communicate. This can include water damage, despite its water-resistant design, or damage from being crushed or dropped.

**Network Issues:** The Find My network relies on a connection to the internet. If the MokiTag is near another Apple device that is offline or disconnected from cellular or Wi-Fi networks, it won't be able to report its location.

**Privacy Protection:** If MokiTag is detected moving with someone who isn't its owner for an extended period, it might stop transmitting to prevent unwanted tracking. The owner needs to check if there are any safety alerts on their iPhone regarding this MokiTag.

**Device Compatibility:** Ensure the iPhone is compatible with the MokiTag and running the latest iOS version. MokiTags require iOS 14.5 or later to function.

**Find My Disabled:** The Find My app must be enabled on the iPhone for MokiTags to function. If the Find My app is disabled or the MokiTag has been removed from the app, it will not respond.

**Pairing Issues:** The MokiTag might have been unpaired from the iPhone, either intentionally or by mistake. Re-pairing the MokiTag through the Find My app can solve this problem.

Troubleshooting these issues typically starts with checking the MokiTag's battery, ensuring your iPhone and the MokiTag are updated to the latest software, and verifying that both devices are in range and properly connected to the Find My network.

## On This Page

- Troubleshooting  
  > FAQ

## Troubleshooting

### What should I do if my MokiTag is not showing up in the Find My app?

Ensure that your device is running the latest iOS or iPadOS. Open Settings > General > Software Update to check for updates. If your device is up to date, try restarting your device and then open the Find My app again.

### My MokiTag is showing up in Find My, but its location is not updating. What can I do?

Make sure that Location Services are enabled on your device (Settings > Privacy > Location Services). Also, check that you have enabled Find My network (Settings > Your Name > Find My > Find My iPhone > Find My network).

### How can I reset my MokiTag if it's not responding?

Unpair the item from the Find My app (see **Remove MokiTag**) then, after the device is powered on, double-click the device button. The device will beep. Press the device button for 8 seconds until the device beeps. Release the button to complete factory reset.

### The battery of my MokiTag was replaced, but it's still not working. Why?

Verify that the battery is properly installed and that the positive side is facing up. Use a new CR2032 battery, ensuring it's not expired. If the problem continues, ensure that the battery compartment is clean and free of debris.

### Can I still locate my MokiTag if it's out of Bluetooth range?

Yes, if the MokiTag is not within Bluetooth range, the Find My network can still provide its location by using the network of Apple devices around it. If it's not updating, it might be in a location where there are no nearby devices or in a region where the Find My network is not supported.

### What should I do if my MokiTag is making unexpected sounds?

A MokiTag might play a sound to indicate it's been moved. If it's making unexpected sounds, make sure there is nothing pressing against the button. If the issue continues without any clear reason, consider contacting Moki Support for further assistance.

This FAQ guide provides general advice and troubleshooting steps for common MokiTag issues. If your specific issue is not resolved with these steps, contacting Moki Support directly may provide the most appropriate solution based on your situation.