

# Cambridge Mobile Telematics SoloTag User Manual

## Manualsum, simplified manuals

### Table of Contents

- [Cambridge Mobile Telematics SoloTag User Manual](#)
  - [Installation Guide](#)
  - [Frequently Asked Questions](#)
    - [Setup](#)
    - [Troubleshooting](#)
    - [Get in Touch](#)

## **Cambridge Mobile Telematics SoloTag User Manual**

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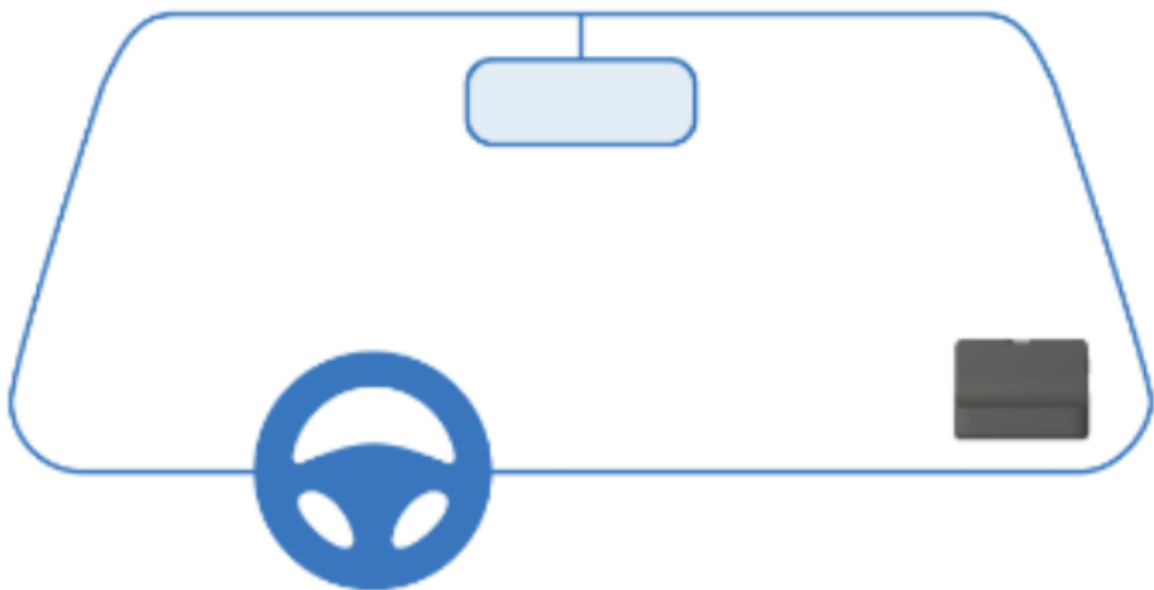


# Installation Guide

- **Step 1**

Press the button for 3 seconds and wait for the light to light up green.

You will hear two short beeps to indicate success.



- Clear
- Peel
- wind
- Do n
- 
- 
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## Frequently Asked Questions

### Setup

#### How do I set up the SoloTag?

Please reference this easy-to-follow Installation and Setup Guide.

#### Where should I place the SoloTag?

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We recommend installing the SoloTag on the lower corner of the windshield on the passenger side or behind the rearview mirror. You can place it on other glass area with the following guiding principles:

- The solar panel on the back of the SoloTag faces out.
- Do not place the tag behind the heavily tinted band running across the top of your windshield or behind a sticker.
- Place the tag in a location where it will not hinder your field of vision.

### **The LED does not come on when I press the button. What should I do?**

Is this the first time that you press the button? If yes, you have not pressed the button down long enough.

Press and hold the button for a minimum of 3 seconds to activate the SoloTag.

### **The LED lights up green for a while when I press the button. Is it starting to activate?**

The continuous green LED indicates that you have sufficient battery for successfully operating the SoloTag, and is only coming on after the device has been activated. So you are good to go.

### **Why is the LED lighting up orange after pressing the button?**

The SoloTag indicates that its battery is low. Please charge the SoloTag by exposing its solar panel to the sun.

### **Why is sunlight important for charging the SoloTag device?**

The SoloTag device is equipped with solar panels that allow users to harness solar energy for charging purposes. For best exposure, we encourage our users to park in a sunny spot. The higher the intensity of the sun, the more efficient it can charge.

### **How can I check that the SoloTag is ready to go?**

If you press the button, and the LED comes on, the SoloTag is all set. It might need some sun soon, if the LED is orange.

## **Troubleshooting**

### **What do the colors of the LED mean?**

The LED of the SoloTag unit can come on in two colors. These are:

- Green: Activated, Sufficient Battery / Good to go
- Orange: Activated, Low Battery / Needs charging

### **What happens if my SoloTag is lost or stolen?**

If the SoloTag Device is lost or stolen, contact us SoloTag Support Team [Annualsum](#)

## **What happens if my SoloTag is destroyed or damaged?**

If the SoloTag Device is destroyed or damaged, contact us SoloTag Support Team.

## **The LED no longer comes on when I press the button. What should I do?**

Your device has run out of battery. To charge it more quickly, you can plug it in with a USB-C cable. When you plug it in, a little light will come on next to the plug. It will turn off once charged enough. When it is off, you can check that the device is charged again, by pressing the button and see if the larger main LED comes on.

## **Get in Touch**

### **How do I contact the SoloTag Team**

Email SoloTag Support Team. We will reply via email within two business days.

### **I have suggestions for improvement. How do I send those to the SoloTag Team?**

We'd love to hear your feedback! Please share with us by emailing the SoloTag Support Team.

[solotagsupport@cmtelematics.com](mailto:solotagsupport@cmtelematics.com)