USER MANUAL

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OVERVIEW

Welcome to the Samsonite Track&Go (Track&Go) Complete User's Manual. To get you started on the right track, keep your device OFF while downloading your Track&Go App, creating an account and registering your new Track&Go Device. Following these steps will help to ensure that your device easily connects with your smartphone and Track&Go App. The Track&Go is an AT&T certified device and like your smartphone, an active cellular signal is required for optimal performance. A data or Wi-Fi connection is required to operate your Track&Go App.

CHARGING YOUR SAMSONITE TRACK&GO DEVICE

- Please be sure to use the charging adapter that came with your Samsonite Track&Go, failure to do so could cause damage and may invalidate the product warranty.
- It is highly advised to travel with a fully charged device. Approximate charging time, using the provided AC adapter, is 2 hours with an estimated battery life of 72 hours depending on usage.
- When your device is plugged in and charging, a flashing red light will appear.
- When your device is plugged in and fully charged, a steady green light will appear.
- When the device is unplugged, the charging light goes off.
- If the battery charge on your device falls below 15%, you will receive an email, push, and/or SMS (text) notification to inform you of your battery status.
    - Note: The method of notifications you receive can be managed under the Settings tab, found in the Main Menu.
- You can also keep track of your device's battery level via your Samsonite Track&Go App.

REGISTERING AND CONNECTING YOUR DEVICE

- When using your smartphone, access the App Store or Google Play.

- Search "Samsonite Track&Go" and find this icon:

- Follow the necessary instructions provided by iTunes or Google Play to download your Samsonite Track&Go App.
- Once you have successfully charged your device and downloaded your Samsonite Track&Go App, open the app while keeping your Device OFF.
- Create Account: When running your app for the first time, click CREATE ACCOUNT using the email address of your choice (Appendix reference diagram A.1) or click the LOGIN WITH FACEBOOK button and enter your Facebook login and password to create your new Track&Go account using your Facebook credentials (Appendix reference diagram A.2).
    - o Creating an Account: You will be prompted to enter in an email address of your choice. This email address will now be considered your USERNAME. You will then be asked to enter and re-enter a password for your Track&Go account. Then click CREATE ACCOUNT. Note: Your password must be a minimum of 8 characters long and use a combination of letters, numbers and special characters.
    - o Logging in with Facebook: When creating your account via Facebook, you will be redirected to a Facebook login screen. Only enter your Facebook account login and Facebook password on this screen and click the blue "Login" button. Do not click the "Create New Account" button (this option is in relation to Facebook, not Track&Go). Each time you login, you must use the option to LOGIN WITH FACEBOOK. When you do this, you will be prompted with a second window that says "You have already authorized Samsonite Track&Go Login." Click OK to launch your Track&Go App. If you click CANCEL, you will be redirected to the Track&Go login screen.
    - o Once you have created your Samsonite account, every time you open your Track&Go App, you will automatically be logged into your account and taken directly to your Track&Go Map (Appendix reference diagram B.1).

- o Upon logging out of your account (which can be found under Main Menu icon ☰), the next time you login, you will be prompted to enter your USERNAME and PASSWORD, followed by pushing the red SIGN IN button (Appendix reference diagram A.1).
- o Forgetting Username or Password:
  - ● Username: On the login page, select FORGOT YOUR USERNAME. You will be prompted to enter your device's ICCID Number. Click CONFIRM and your account information will be emailed to the address on file. If you have multiple devices registered under your account, you can use any of your devices' ICCID numbers to have your account information emailed to you.
  - ● Password: On the login page, select FORGOT YOUR PASSWORD. You will be prompted to enter your USERNAME. Click CONFIRM and your account information will be emailed to the address on file.
- ● Samsonite's Customer End User Agreement: Use your fingers to read and scroll through the text in the white box (Appendix reference diagram A.3). To indicate that you have reached the end of the User Agreement, the I AGREE button at the bottom of your screen will change from gray to blue and white. By clicking on I AGREE you are confirming that you have read, understood and accept Samsonite's End User License Agreement.
- ● Samsonite Track&Go Privacy Policy: Use your fingers to read and scroll through the text in the white box. To indicate that you have reached the end of the Privacy Policy, the I Agree button at the bottom of your screen will change from gray to blue and white. By clicking on I AGREE, you are confirming that you have read, understood and accept the "Samsonite Track&Go Privacy Policy."
- ● Now it's time to enter your contact details. All fields marked with a * are mandatory.
- ● A "Welcome!" message will appear to inform you that:
  - o "Track&Go uses Bluetooth to find your device when a connection is not available." If you need further instruction, please reference ACTIVATING BLUETOOTH below.
  - o "Track&Go uses the Geolocation of this device for a better user experience. When you select Continue, please allow Track&Go to use your current location." If you haven't already granted Track&Go this access, you will be prompted to do so when first launching your Track&Go Map.
- ● Click the blue CONTINUE button to move on.
- ● Connect your device to your account and smartphone:
  - o Your device should remain OFF and you will be prompted to ADD A DEVICE (Appendix reference diagram A.4). To register your device, you will need to enter the ICCID Number located on your packaging and on the back of your device.

The ICCID number is located on the back of the Track&Go

  - ● Note: It is highly recommended to keep a record of your ICCID number. This identification number will aid you in retrieving forgotten or misplaced Samsonite account information and will also be useful in the event that you have to contact Samsonite Customer Service. If you have attempted to create your Track&Go account before receiving your Track&Go Device, you will not be able to move past the ADD A DEVICE screen. The Track&Go App is inoperable without a Track&Go Device/ICCID attached.
  - o Once you have located and entered your ICCID Number, "name" your Track&Go, and click NEXT.
    - ● Note: A DEVICE NICKNAME will help you to easily identify which device you are trying to track. For example: "XL Wheeled Duffel" or "Sally's Wheeled Garment Bag."
- ● Select Your Data Service Plan: To successfully activate your Track&Go, you must first select and purchase a data plan. You can choose from a monthly or annual plan, both including unlimited tracking. Once you've decided, click CHOOSE THIS PLAN. You will be advanced to the next screen, prompting you to enter your payment details and providing you with a full

description of the charges that you are agreeing to. When you've entered your information and agree to the payment conditions, click PAY NOW.

- ○ For your convenience, the data service plan you've selected will auto renew at the conclusion of the contract term. If decide you would like to switch plans or cancel service, you can easily manage all aspects of your data plan in the Plans and Subscription screen. Once registration is complete, this screen can be accessed by clicking the Main Menu icon > SETTINGS > Plans and Subscription.
- ● Track&Go Map: When launching your Track&Go Map for the first time (Appendix reference diagram B.1), your smartphone will prompt you to: "Allow 'Samsonite Track&Go' to access your location" even when you are not using the app. This app would like to scan for BLE devices even when in the background. You must allow the Track&Go App to use your smartphone's "Current Location" data in order to provide you with the most accurate distance and locational information between you and your Track&Go Device. If you are not prompted, go to your smartphone's "Settings," locate the Track&Go App Settings, select "Location" and choose "Always."

SETTING UP YOUR SAMSONITE TRACK&GO DEVICE

- ● To turn your device ON: Push and hold the "Power" button for 3 seconds. A green light will start flashing to indicate that your device is powering ON. After the green light indicator goes off, your device will still be operating. To determine if your device is ON, push the "Power" button quickly and the green light will flash a few times to indicate that your device is still ON.
  - ○ Note: Your device can only be turned ON using the "Power" button located directly on the device, unless you're traveling by plane and have TRAVEL MODE activated. When in Travel Mode and traveling by plane, your device rests in an idle state while in flight so as not to interfere with the plane's instruments.
    Once the plane lands your device will automatically power bank ON.
- ● Once your device has powered ON, you will receive a Push and/or Email notification informing you that your Track&Go Device is connected and Travel Mode is ON. You should also be able to see your device's current location displayed on your

  Track&Go Map, noted by this icon, as well as this icon , which is noting your location with your smartphone (Appendix reference diagram B.1). Note: Once you have received your notification, it may take up to 1 minute or so for your device to load, connect and appear on your Track&Go Map.
- ● If you have received a Push or Email Notification and/or can view your device's current location on your Track&Go Map, then you have successfully activated your your data service plan, registered your device and connected it with your smartphone.
- ● If after a few minutes your Track&Go Map has not displayed your device's current location, then follow these steps:
- ● Turn your device OFF: Push the "Power" button and hold until the red light starts flashing to indicate that your device is powering OFF. When the red light stops flashing, your device has successfully turned OFF.
- ● Completely close out of your Track&Go App, turn your device back ON and relaunch your App.

- ● Look at your Track&Go Map (Appendix reference diagram B.1). Once this icon appears on your Track&Go Map noting your device's current location, you have successfully completed registering your device and connecting it with your smartphone.
  - ○ Note: When a Software Update is available for your Track&Go Device, it will intuitively begin to exhibit a varied lighting sequence after you have powered the device ON. Additionally, a banner-notification will appear over your Track&Go Map when a software update is in progress, notifying you that: "Device update in progress. Your device will reboot shortly when the update is complete." This update can occur when your device is powered ON for the first time and may result in you receiving multiple notifications. This is normal behavior and part of the software update process.
- ● Activate Bluetooth: Your Track&Go Device utilizes Bluetooth to connect with your smartphone when there is a short distance between your phone and the device. You will want to ensure that the Bluetooth signal is activated in your smartphone phone settings. If detected as inactive, your Track&Go App will automatically prompt you to activate your Bluetooth: "Turn On Bluetooth to Allow 'Samsonite Track&Go' to Connect" and it will give you the option to click "Settings" to activate Bluetooth or "OK" to close the prompt.

USING THE TRACK&GO APP

- ● MAIN MENU: The Main Menu can be accessed by clicking the 3-line icon located in the upper-right corner of your screen (Appendix reference diagram C.1)

- o My Devices: You will see a list of your designated DEVICE NICKNAME(s), noting the device(s) that are currently registered to your Track&Go account. By clicking on any DEVICE NICKNAME, the individualized Track&Go Map will be generated for that particular device.
- o Locate All Devices: A map will be generated to show you the last recorded location of all devices currently registered to your account. This is the quickest way to pinpoint the last known location of all devices that you have linked to your Track&Go account. To navigate out of this map, click the Main Menu icon and make a new selection.
- o Add Devices: Click ADD DEVICES to add a new Track&Go Device to your account. You can add up to 6 different Track&Go Devices. You will be prompted to enter the ICCID NUMBER (Appendix reference diagram A.4) and DEVICE NICKNAME for each device. Next, follow the screen-by-screen steps to select and pay for your new device's data service plan. Once complete and you will be navigated back to the Track&Go Map for that device (Appendix reference diagram B.1)

- o Unlink Devices: On the far right of your Map Menu Bar, you will see EDIT accompanied by a pencil icon . Click here to access the Device Details screen (Appendix reference diagram B.4). Click UNLINK DEVICE to remove a device from your Track&Go App. Once you have unlinked a device, you may reconnect it by clicking the Main Menu icon and use the ADD DEVICES feature. If you unlink all devices paired with your Track&Go account, you will automatically be redirected to the ADD A DEVICE screen and will not be able to access the rest of the Track&Go App until you have a device to add. Otherwise, you can navigate away from the ADD DEVICES screen, by using the "or logout" link found in the upper right corner. By clicking "or logout," you will be redirected to the Login screen (Appendix reference diagram A.1). The Track&Go App is inoperable without a Track&Go Device attached. After any changes have been made, click SAVE and you will be taken back to that device's individualized Track&Go Map.
  - ● Unlinking a device from your account will still maintain the data service plan you have paid for, while allowing you to share your device with friends and family under their own Track&Go account.
  - ● If you are trying to end your data service, rendering your device inoperable, then you must go to the Main Menu > SETTINGS > Plans and Subscriptions, to start the Cancel Subscription process.
- o Help:

  - ● PROBLEM WITH DEVICE: Click on the top circle with the Samsonite Track&Go icon
    - o Samsonite SUPPORT: To speak with a Samsonite Customer Service Representative, click Samsonite SUPPORT. In the drop down menu, select a country based on your preferred choice of language or the country that you are presently in. Click on the phone number that has been provided, a pop-up window will be automated and ask you if you would like to CALL or CANCEL.
    - o QUICK START GUIDE: Click here to locate a digital version of the Quick Start Guide that was packaged with your Track&Go Device.
    - o TRACKING MODES DETAIL: Click here for a full description on all modes as well as the "Locate" and "History" features
    - o FAQ's: Click FAQ's to access a short list of commonly asked User questions and answers. Click the link provided to be redirected to our extensive online FAQ's within your smartphone's preferred web browser. Note: Because this link redirects you to your smartphone's web browser, you will have to navigate back to the Track&Go App.
    - o USER'S MANUAL: For a thorough and comprehensive instruction on operating your Track&Go Device and App (including the Importer & Manufacturer address), click USER'S MANUAL. If your smartphone has the proper network or Wi-Fi connection, you will automatically be redirected to our online User's Manual within your smartphone's preferred web browser. Because this link redirects you to your smartphone's web browser, you will have to navigate back to the Track&Go App.
    - o DEVICE AND NETWORK SUPPORT: Still have more questions, or want to connect with a Customer Service Representative? Select the DEVICE NICKNAME that you need help with.
      - ● Account management: For help with managing your account, including your personal details, account password, canceling service and more.
      - ● Billing and payments: Questions about your data service plan bills or payments.
      - ● Software and hardware: Problems with your Track&Go device or app? Connect with Samsonite Customer Service, find more FAQ's or download the User's Manual.
      - ● Network and connectivity faults: Issues with your quality of connectivity?

- CONNECT WITH YOUR AIRLINE**:** To contact the airline of your choice, click the bottom circle with the airplane icon.

  - o In the drop-down menu, select the airline you wish to connect with.
  - o A new drop-down menu will appear, select the country based on your current location. If a phone number is not listed for the country you are currently located in, then please select a country based on your preferred language.
    - Note: Some airlines offer a limited amount of international phone numbers. In the event that you cannot find a phone number for the country of your choice, you can opt to use the website link also provided for that airline by selecting any of the countries listed. In the event of any missing or damaged luggage it is highly recommended by all airlines that you locate an airline representative in person, before leaving the airport**.**
      - o Once you have selected a country, you will be provided with a phone number and a direct link to the airline's website (Appendix reference diagram C.7). If you would like to call the airline, click on the phone number that has been provided. A pop-up window will be automated and ask you if you would like to CALL or CANCEL.
      - o If you'd prefer to review all of the options your airline offers for reporting lost or damaged belongings, click on the website link listed below the phone number. If your smartphone has the proper network or WiFi connection, that link will take you directly to that airline's website.
- o Settings: Click settings and you will be directed to a new screen (Appendix reference diagram C.2)
  - EDIT PROFILE: Click to edit your Samsonite Profile to have access to editing the first and last name, gender, email address, phone number, street address (optional) and photo associated with your Track&Go account (Appendix reference diagram C.3).
    - o If you activate the option to receive SMS (text) notifications, your phone number must be entered correctly, including your International code.
    - o +1 for the U.S. and Canada. (Example: 212-555-1212, should be entered as +12125551212)
    - o For a full list of Country Calling Codes please visit: http://www.att.com/support_media/images/pdf/Country_Code_List.pdf
    - o You must start your phone number with a "+" followed by your phone number's international code or else you may not receive SMS (text) alerts
    - o National or International text-messaging rates may apply
  - CHANGE PASSWORD: To change your account password, click CHANGE PASSWORD. You will be prompted to enter your new password and then confirm your new password. Then click SAVE. A window will pop up indicating that your password was successfully changed. Click OK to close that window and click the blue arrow ❮ at the top-left of your screen to go back to SETTINGS.
- o Notifications: Control how your Track&Go App communicates with you (Appendix reference diagram C.4). Various notifications are generated when specific events have occurred to your device. Click NOTIFICATION and you will be taken to a new screen displaying EMAIL, PUSH and SMS (text). To the right of each option, you will find a white, sliding button ⬜. If you slide button to the right, a green color will appear 🟢 to indicate that NOTIFICATION is active.
  - NOTIFICATIONS can be delivered to you via:
    - o EMAIL: Delivered to the email address that is associated with your Samsonite profile.
    - o PUSH: Appears in the form of a pop-up window on your smartphone. A PUSH notification will appear with important information regarding your Track&Go Device.
      - If you are using your Track&Go App when a notification is generated, you will not receive a PUSH NOTIFICATION because you are already using the app.
      - If you are on your phone or using a different app when you receive a PUSH NOTIFICATION, tap the pop-up window and you will automatically be redirected to your Track&Go App.
    - o SMS: Also known as "text messages," will be sent to the phone number associated with your Samsonite Profile. Standard text messaging rates apply.
    - o Note: Both EMAIL and PUSH NOTIFICATIONS are activated by default when first using your Track&Go App.
    - o DEACTIVATE NOTIFICATIONS: Push the button to the left and the green color will disappear to indicate the NOTIFICATION is now inactive. You can choose to have any combination of these NOTIFICATIONS active or inactive at any time.

- When you LOGOUT of your Samsonite App, and your device is still active, you may receive EMAIL or SMS NOTIFICATIONS if they were activated when you logged out. You will not receive PUSH NOTIFICATIONS, as those are dependent on the Track&Go App being open and running.
  - PLANS AND SUBSCRIPTIONS: To view and manage your data plan subscription, click "Plans and Payments." To cancel your data plan, rendering your device unusable, click "Cancel Subscription." (*Options available per each Track&Go device linked to your app.)*
    - Should you choose to cancel a device's data plan subscription, you will always be able to reactivate and select a new data plan through the Track&Go app when you are ready to use your device again.
  - PRIVACY POLICY: Click here to read about Samsonite's Privacy Policy.
  - TERMS AND CONDITIONS: Click here to read about Samsonite's Terms and Conditions.
  - ABOUT THIS VERSION: Click here to determine which version of the Track&Go App you are currently using. This information will update, each time you download the newest available version of the Track&Go App.
- Send Us Feedback: We are always looking to improve our User Experience, if you'd like to share any comments or concerns, please click here and an email address will be provided on the next screen. If your phone has the proper network or Wi-Fi connection, click the email listed in blue and you will be redirected to your phone's email app.
- Logout: Click here to Logout of your Track&Go App. To confirm that you are ready to LOGOUT, a window will pop up indicating ARE YOU SURE? Click OK to proceed. If you change your mind, click CANCEL.
- Samsonite.COM: Click here to access Samsonite's e-commerce site. If your smartphone has the proper network or Wi-Fi connection, you will automatically be redirected to www.Samsonite.com within your smartphone's preferred web browser. Note: Because this link redirects you to your smartphone's web browser, you will have to navigate back to the Track&Go App.

GETTING TO KNOW YOUR TRACK&GO MAP

- Your Track&Go Map will be the first screen you see each time you launch your Track&Go App or after you go through the standard LOGIN steps. (Appendix reference diagram B.1). If you have multiple devices paired with your Track&Go App, whichever device you were tracking last will be the Track&Go Map that appears when the app is launched. As a reminder, your Track&Go Map can be accessed at any time by clicking the Main Menu icon located in the upper-right corner of your screen. In the Main Menu, beneath MY DEVICES, select the device that you would like to track (Appendix reference diagram C.1) and you will be redirected to your Track&Go Map.

- Once your Track&Go Map is displayed, you will see this luggage icon indicating your device's location on the map, as well as this icon indicating your location. If you added a photograph to your Profile, you will see your photograph instead of the icon.

- If a number followed by a lowercase letter appears on the blue-luggage icon, this is to indicate how long ago your device communicated its last location. *"Min" for minutes, "h" for hours and "d" for days.*
- Using Your Map:
  - Zoom in on your map by double-tapping your screen or place 2 fingers close together and move them farther apart directly on your screen.
  - Zoom out by placing 2 fingers apart on your screen and moving them closer together.
  - In the upper-left corner of your map, you will see a fixed, gray luggage icon . Click here, it will turn green , and your map will react in one of two ways:
    - If you and your device are within close range of each other, your map will quickly zoom out to show a more inclusive map of your surrounding area. Click the icon again and the map will automatically zoom back in, to show you your immediate surroundings.
    - If you and your device are far away from each other, your map will quickly zoom in to the location of your device, to quickly provide you with its exact location and immediate surroundings. Click the icon again and the map will automatically zoom back out, to illustrate both your location and the device's.
    - You cannot activate SHOW HISTORY when this luggage icon is green.
  - Show History: In the top right corner of your Track&Go map you will see this gray icon , this is your SHOW HISTORY feature.

- Click and the icon will change to green, indicating that SHOW HISTORY is active. A map will be generated that pinpoints your device's 10 most relevant and recently recorded locations.
- If your device has generally been in the same location over a long period of time, SHOW HISTORY will not display multiple, previous locations.
- To distinguish the order of locations that are pinpointed, you will notice that the #1 most relevant location will be indicated by a luggage icon that is 100% solid (Appendix reference diagram B.5). The older the location pin, the
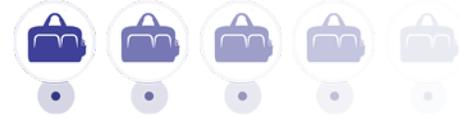
more transparent the other luggage icons will get, as illustrated here:
- To exit SHOW HISTORY, click the green icon at the top of your screen and the color will revert back to gray, to indicate that this feature has been deactivated.

MAP MENU BAR

Located at the bottom of your Track&Go Map is a menu bar with various icons:

- Battery: This icon displays the estimated battery power percentage as well as a red OFF or a green ON to indicate if your device is active.
  - Your device could be noted as OFF for 3 reasons:
    - Your device has been manually turned off.
    - Your battery has run out.
    - Your device has no connectivity and is in sleep mode.

- Device Power: Just below the battery icon, you will either see a red power icon to indicate that the device is OFF,

or a green power icon to indicate that your device is ON.
  - If your device is ON, you can turn your device OFF by pushing the power icon.
    - When you click the power icon, a pop-up window will appear to inform you that "For in-flight security, Device will remain OFF and automatically turn ON after landing." If you are not flying, the device will temporarily rest in sleep mode and turn back ON shortly.
    - To completely turn OFF, use the power button located on Device. Click CONTINUE to proceed, or CANCEL to stop.
      - If you turn your device OFF from the Track&Go App, you will NOT be able to turn it back ON from your app. The device can only be turned ON by pushing the "Power" button on the actual device, unless you're traveling by plane and have TRAVEL MODE activated.

- Locate: With your device ON, click the satellite icon and your app will work to generate the current location of your device.
  - Once your map generates the device's current location, you may receive a NOTIFICATION if the device is in close range.
  - This feature can be used at any time. Locate is the best and most accurate way to pinpoint the exact location of any device.
  - This function can take up to 1 minute to provide you with your device's current location (Appendix reference diagram B.2).

- Modes: Click the wrench icon to access the Modes screen where you can activate and deactivate 3 different features, based on your tracking needs (Appendix reference diagram B.3). Anytime you have made an adjustment to your Modes, you must click SAVE or else the changes will not remain.
  - TRAVEL MODE: This mode exists to monitor your bag's journey when you're not around. This mode should be activated before you check your bag(s) at the airport. Once activated, your device will start recording its location every 20-30 minutes. When your device senses it's in flight, it will automatically go into "sleep mode" until you land at your destination, at which time it will "wake up," making your device completely FAA compliant.

    - To activate TRAVEL MODE, click the gray and white airplane icon and it will change to green and white to indicate TRAVEL MODE is ON. To deactivate, click the green and white icon again and it will revert back to gray and white to indicate TRAVEL MODE is OFF.

- o Note: You cannot have TRAVEL MODE and HOTEL MODE active at the same time.
- HOTEL MODE: This mode exists to make sure that your belongings are safe when you're staying in an unfamiliar place. This mode should be activated when you're intentionally leaving your luggage behind. Once HOTEL MODE is activated, your Track&Go App will notify you if your device has been moved from the location you left it in.

  - o To activate HOTEL MODE, click the gray and white door-tag icon and it will change to green and white to indicate HOTEL MODE is ON. To deactivate, click the green and white icon again and it will revert back to gray and white to indicate HOTEL MODE is OFF.
- PROXIMITY MODE: This tracking feature functions on Bluetooth capabilities and should be utilized for close-range tracking only. Unlike the other tracking modes, PROXIMITY takes into consideration the location of your Track&Go Device in relation to your smartphone. Once PROXIMITY is activated, your device will record its location in proximity to your smartphone. If anything seems out of the ordinary when those locations are recorded, your app will prompt a variety of NOTIFICATIONS to keep you connected and informed.

  - o To activate PROXIMITY, move the slider-button to the right . To deactivate PROXIMITY, move the slider-button to the left
  - o PROXIMITY can be activated in conjunction with TRAVEL MODE or HOTEL MODE.
  - o In order to work properly, do not close out your Track&Go App. If your phone is in lock-screen mode or if you're using another app, as long as your Track&Go App is active, PROXIMITY will provide you with the necessary NOTIFICATIONS.
  - o Additionally, PROXIMITY cannot be activated if you do not have Bluetooth on for your phone. If you attempt to activate PROXIMITY without Bluetooth a pop-up will appear with the following message: "Warning. Proximity mode works only when Bluetooth is activated. Please check your phone settings and try again."
  - o Note: PROXIMITY MODE maintains a constant monitoring. Due to the frequency in which this mode alerts you, it may cause your phone's battery to drain. It is recommended to turn this mode off when not needed.
  - o Once you have selected the MODE(S) that you want activated for your device, click the red SAVE button and you will be redirected back to your individualized Track&Go.

Technical Specifications, Warranty, and Certifications

Samsonite Track&Go DEVICE TECHNICAL SPECIFICATIONS:
- The Samsonite Track&Go may not function as intended when placed inside of a carbon-fiber packing case, an aluminum packing case or any case with metallized film.
- Power Capacity: 3,500 mAh
- Battery Cell: Lithium Polymer
- Rated Input: 100-240v AC, 50/60Hz/0.15A
- Rated Output: 5v-1A DC
- Dimensions: (4.33), x (2.55), x (.83) inches (110mm x 65mm x 21mm)
- Weight: 150 grams
- Adapter: 100-240VAC 50/60Hz 500mA (Max) Output: 5V/1A

IMPORTANT DEVICE INFORMATION:
This product has demonstrated EMC compliance under conditions that included the use of compliant peripheral devices and shielded cables between system components. It is important that you use compliant peripheral devices and shielded cables between system components to reduce the possibility of causing interference to radios, televisions, and other electronic devices. *Caution: Risk of fire and burns. Do not open, crush, or heat above 45°C/113°F.*

LIMITED WARRANTY FOR THE DEVICE:
Samsonite Track&Go provides a limited warranty that the device is free from defects in materials or workmanship under normal use when used in compliance with the User Manual for one year from the original date of purchase from an authorized Samsonite Track&Go reseller, subject to the limitations and terms of the warranty disclosure. You should read Samsonite's full warranty disclosure here: http://www.samsonite.com/trackandgo . Samsonite provides no warranty regarding the wireless service provided by AT&T. AT&T coverage and service not available everywhere.

Compliance and Certification Section

The TGL (Samsonite Track&Go) is a M2M device.
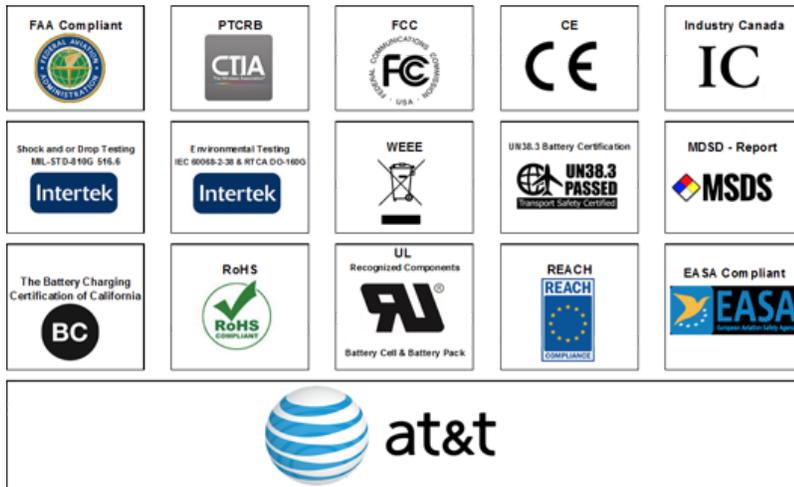
FCC Regulation

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.

This device 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 radiated 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.

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

RF Exposure Information

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20cm (8 inches) during normal operation.

IC Notice

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

10

(1) This device may not cause interference, and

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

This Class B digital apparatus complies with Canadian ICES-003.

IC: 20533-Track&Go001

IC RF Exposure Statement

This device complies with IC radiation exposure limits set forth for an uncontrolled environment. In order to avoid the possibility of exceeding the IC radio frequency exposure limits, human proximity to the antenna shall not be less than 20cm (8 inches) during normal operation.

This device is capable of operation on the following frequencies, subject to location and network availability.

Operating Mode	Operating Frequency Range		Maximum Transmit Power (Conducted) dBm
	Tx(MHz)	Rx(MHz)	
GSM900	880.2–914.8	925.2–959.8	33.5
GSM1800	1710.2 ~ 1784.8	1805.2–1879.8	30.5
3G BAND I	1922.4–1977.6	2112.4–2167.6	24.0
Operating Mode	Operating Frequency Range		Maximum EIRP Average Power dBm
WLAN 2.4G	2412 ~ 2472 MHz		17.40
Bluetooth	2402 ~ 2480 MHz		5.6
GPS	1,575.42 Mhz		N/A –(Rx only)

Adapter shall be installed near the equipment and shall be easily accessible.

Please make sure the device will be operated in the ambient temperature from 0 ˚C ~ 50 ˚C (the temperature range used for CE safety test).

The minimum distance between the user and/or any bystander and the radiating structure of the transmitter is 20cm.

Importer/manufacturer for European Union:

Samsonite Europe NV, Westerring 17,

9700 Oudenaarde, Belgium

Produced for Samsonite by:

LugTrack LLC

225 US Highway 35, Suite # 201

Red Bank, NJ 07701

Declaration of Conformity

Hereby, Samsonite Europe NV, Westerring 17, 9700 Oudenaarde, Belgium declares that the radio equipment type 110548-1090 / 110574-1090 / 110620-1090 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: www.samsonite.com/trackandgo

UL RECOGNITION:

The 3,500 mAh Lithium Polymer battery cell and battery pack are UL approved.

FAA COMPLIANT:

The Samsonite Track&Go is classified as a Portable Electronic Device (PED), is in compliance with and meets the requirements of, the latest FAA Advisory Circular (AC) 91.21.1D issued for use of electronic devices aboard aircraft. For complete information on the FAA Circular (AC) 91.21-1D, please visit: https://www.faa.gov.

IC: 20533-TGL001
FCC ID: 2AFPZ-TGL001

Appendix

A.1
A.2
A.3
A.4

B.1

TRACK&GO

Samsonite Lift 2 21" Spinner

Lawndale Ave
Lawndale Ave
Lawndale Ave

10 min

Google — Map Data — Terms of Use

3% ON

DEVICE | LOCATE | MODES | EDIT

B.2

TRACK&GO

Samsonite Lift 2 21" Spinner

1 min

LOCATING

Cancel

Google — Map Data — Terms of Use

3% ON

DEVICE | LOCATE | MODES | EDIT

B.3

TRACK&GO

Modes

Samsonite Lift 2 21" Spinner | ON

Enable the desired mode below

✈ TRAVEL MODE

🏨 HOTEL MODE

When active, keep this App running to receive accurate
Proximity Notifications

PROXIMITY

SAVE

B.4

TRACK&GO

Samsonite Lift 2 21" Spinner

ICCID Number   Version
89011704258056788783   104

Samsonite Lift 2 21" Spinner

SAVE

Gallery

Take a picture of your bag and of your bag tag receipt, so
it can be useful in the event it is lost or stolen.

UNLINK DEVICE

B.5

TRACK&GO

Samsonite Lift 2 21" Spinner - Show History

Niles
Park Ridge
Lincolnwood
Hare
ional
rport
Rosemont
EDGEWA
Norridge
8 min
UPT
Franklin Park
LAKE
Northlake
SQUARE LINCO
Melr
Oak Park
Westchester Berwyn
Cicero LITTLE VILLAGE
Riverside
La Grange
BACK OF
THE YARD

Google — Map Data — Terms of Use

7% ON

DEVICE | LOCATE | MODES | EDIT

C.1

TRACK&GO

MY DEVICES

Samsonite Lift 2 21" Spinner 〉

MORE OPTIONS

Locate all Devices 〉

Add Devices 〉

Help

Settings

Send Us Feedback

Logout

Samsonite.com

6 min

Google

5% ON

DEVICE

C.2

TRACK&GO

Settings

Edit Profile 〉

Change Password 〉

SETTINGS

Notifications 〉

Plans and Subscription 〉

ABOUT

Privacy Policy

Terms and Conditions

About This Version

C.3

TRACK&GO

My Profile

Ms. Ann Smith

Ann

Smith

◯ MALE   ✓ FEMALE

email@gmail.com

+17735551212

Address Information

1234 ABC Ave.

C.4

TRACK&GO

Notifications

Enable notifications below

EMAIL

PUSH

SMS

C.5

5:56

Thursday, June 14

TRACK&GO BY SAMSONITE   6m ago
Notification! Samsonite Lift 2 21" Spinner is connected!
Travel Mode is ON!

Press home to unlock

C.6

TRACK&GO

Help

Select the Issue You're Having:

Samsonite

PROBLEM WITH DEVICE?
Connect with a Samsonite Customer Service Agent

✈

CONNECT WITH YOUR AIRLINE
Find an Airline Customer Service Agent

C.7

TRACK&GO

Airline Support

Aer Lingus ▾

United States ▾

📞 +15166224226

🌐 lost baggage web page

This phone number will connect you with an airline or
airport representative. It is highly recommended by all
airlines to find a representative while at the airport.