# SAMSUNG

EI-AN920

# User Manual

www.samsung.com

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# Read me first

Please read this manual before using the device to ensure safe and proper use.

- Images may differ in appearance from the actual product. Content is subject to change without prior notice.

- Before using the tracker, make sure it is compatible with your device.

## Instructional icons

**Warning**: situations that could cause injury to yourself or others

**Caution**: situations that could cause damage to your device or other equipment

**Notice**: notes, usage tips, or additional information

# Getting started

## Package contents

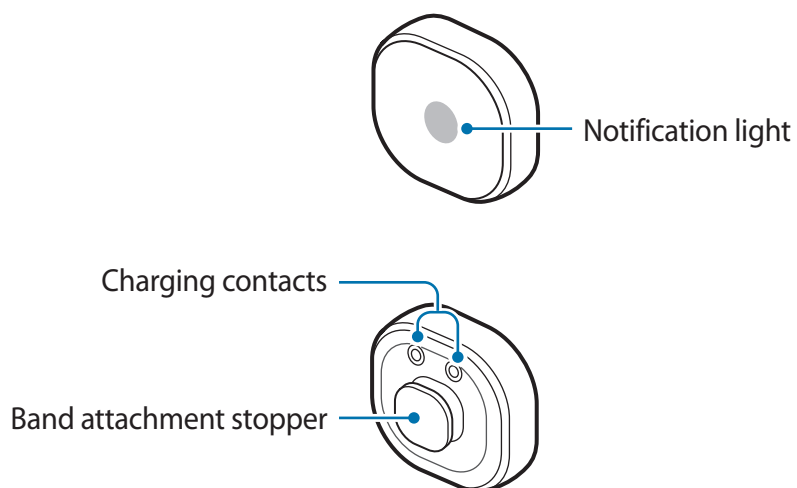Check the product box for the following items:

- Tracker
- Charging dock
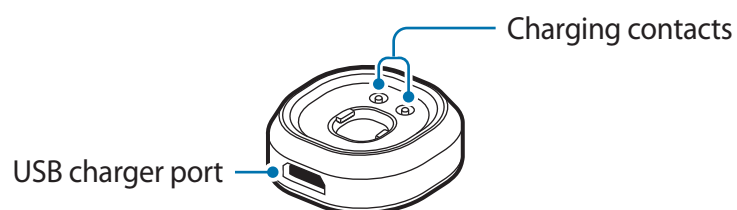- Band
- Quick start guide

> - The items supplied with the device and any available accessories may vary depending on the region or service provider.
> - The supplied items are designed only for this device and may not be compatible with other devices.
> - Appearances and specifications are subject to change without prior notice.
> - You can purchase additional accessories from your local Samsung retailer. Make sure they are compatible with the device before purchase.
> - Use only Samsung-approved accessories. Using unapproved accessories may cause the performance problems and malfunctions that are not covered by the warranty.
> - Availability of all accessories is subject to change depending entirely on manufacturing companies. For more information about available accessories, refer to the Samsung website.
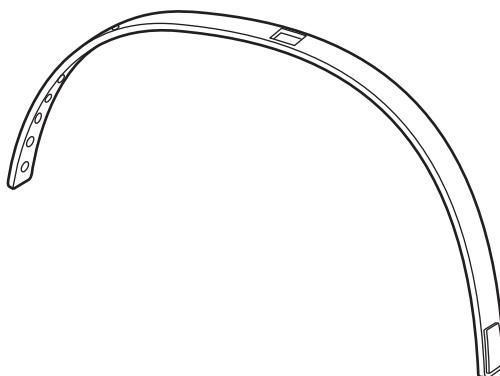
# Device layout

## Tracker

Notification light

Charging contacts

Band attachment stopper

## Charging dock

Charging contacts

USB charger port

## Band

# Charging the battery

Charge the battery before using the tracker for the first time or when the tracker has been unused for extended periods.

⚠️ Use only Samsung-approved chargers and cables. Unapproved chargers or cables can cause the battery to explode or damage the tracker.

🔔 If the battery is completely discharged, the tracker cannot be turned on immediately when the charger is connected. Allow a depleted battery to charge for a few minutes before turning on the tracker.

1 Connect the tracker to the charging dock by aligning the charging contacts of the two devices.
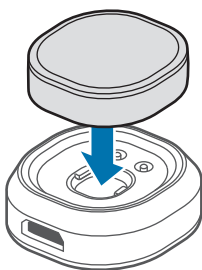


2 Connect the charging dock to the USB power adaptor via the USB cable. Plug the USB power adaptor into an electric socket.

While charging, the notification light will flash red. When it is fully charged, the notification light will flash green.
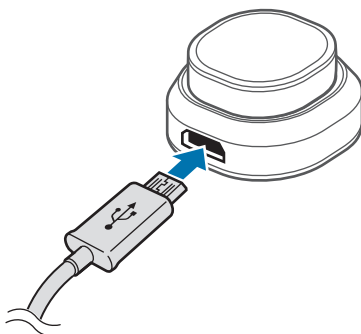
⚠ Connecting the charger improperly may cause serious damage to the tracker. Any damage caused by misuse is not covered by the warranty.

🔔
- You can charge the tracker using the charger (sold separately).
- The tracker can be used while it is charging, but it may take longer to fully charge the battery.
- While charging, the tracker may heat up. This is normal and should not affect the tracker's lifespan or performance. If the battery gets hotter than usual, the charger may stop charging.
- If the tracker is not charging properly, take the tracker and the charger to a Samsung Service Centre.

3 After fully charging, first unplug the USB cable from the charging dock, and then unplug it from the electric socket.

🔔
- To save energy, unplug the charger when not in use. The charger does not have a power switch, so you must unplug the charger from the electric socket when not in use to avoid wasting power. The charger should remain close to the electric socket and easily accessible while charging.
- The socket-outlet shall be installed near the equipment and shall be easily accessible.

# Notification light identification

The notification light informs you of your tracker's status.

| Status | Colour |
| --- | --- |
| Charging | • Continuously on red |
| Fully charged | • Continuously on green |
| During use or in sleep mode | • Off |

🔔 If the notification light does not work as described, disconnect the charger from the tracker and reconnect it.

# Connecting via Bluetooth

## Bluetooth

### About Bluetooth

Bluetooth is a wireless technology standard that uses a 2.4 GHz frequency to connect to various devices over short distances. It can connect and exchange data with other Bluetooth enabled devices, such as mobile devices, computers, printers, and other digital home appliances, without connecting via cables.

### Notices for using Bluetooth

- To avoid problems when connecting your tracker to another device, place the devices close to each other.
- Ensure that your tracker and the other Bluetooth device are within the Bluetooth connection range (10 m). The distance may vary depending on the environment the devices are used in.
- Ensure that there are no obstacles between the tracker and a connected device, including human bodies, walls, corners, or fences.
- Do not touch the Bluetooth antenna of a connected device.
- Bluetooth uses the same frequency as some industrial, scientific, medical, and low power products and interference may occur when making connections near these types of products.
- Some devices, especially those that are not tested or approved by the Bluetooth SIG, may be incompatible with the tracker.
- Do not use the Bluetooth feature for illegal purposes (for example, pirating copies of files or illegally tapping communications for commercial purposes).

# Connecting to other devices

To connect your tracker and mobile device, install the Samsung Charm app on the mobile device. Launch **Galaxy Apps** or **Play Store** to download it.

1 `Mobile device` On the Apps screen, tap **Samsung Charm**.

   If necessary, update the Samsung Charm app to the latest version.

2 `Mobile device` Tap **CONNECT**.

3 `Tracker` Check the notification light's colour.

4 `Mobile device` Select the colour flashed on the tracker's notification light three times.

5 `Mobile device` Follow the on-screen instructions to complete the connection.

> • Connection methods may vary depending on your mobile device and software version.
>
> • If the Bluetooth connection fails or the tracker is not located, charge the tracker and try again.

# Reconnecting or disconnecting the devices

## Reconnecting the devices

If the Bluetooth connection ends due to the distance between the devices, bring the devices closer together within a certain period of time. The devices will automatically reconnect.

If the Bluetooth connection ends because of a device malfunction, on the Apps screen of the mobile device, tap **Samsung Charm** → **CONNECT**.
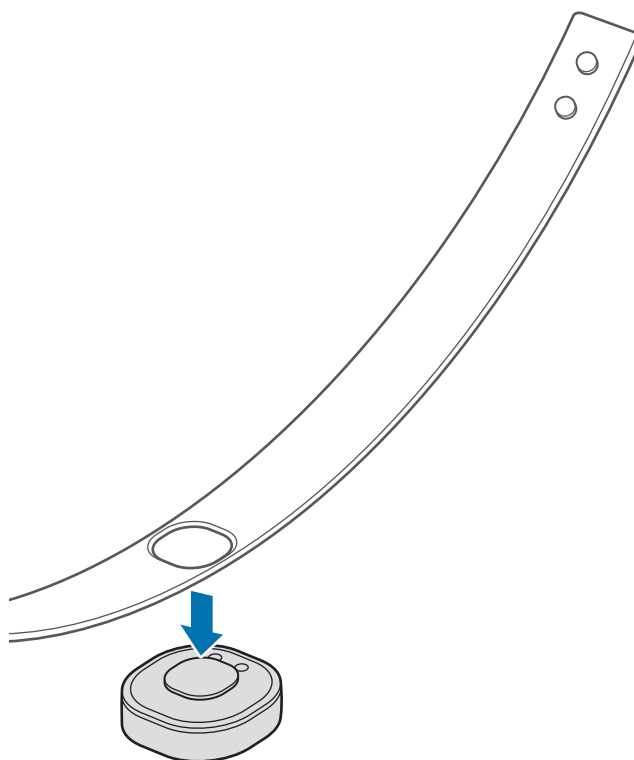
## Disconnecting the devices

On the Apps screen of the mobile device, tap **Samsung Charm** → **About Samsung Charm** → **CONNECTIONS** → **STOP**.

# Using the tracker

## Attaching the band

Before using the tracker, attach the band to it.

1  Align the tracker's band attachment stopper and the band's mounting hole.

2  Stretch the band slightly to fit the stopper in the hole and press it firmly against the stopper.

### Detaching the band

When you want to detach the band from the tracker, twist the band slightly and pull it away from the tracker.

# Wearing the band

> • Do not store your tracker near magnetic fields. Magnetic stripe cards, including credit cards, phone cards, passbooks, and boarding passes, may be damaged by magnetic fields.
>
> • Do not bend or twist the band excessively.
>
> • Do not apply excessive pressure to the tracker.

Open the buckle and place the band around your wrist. Fit the band to your wrist, insert the pin into an adjustment hole, and then secure the buckle to close it.
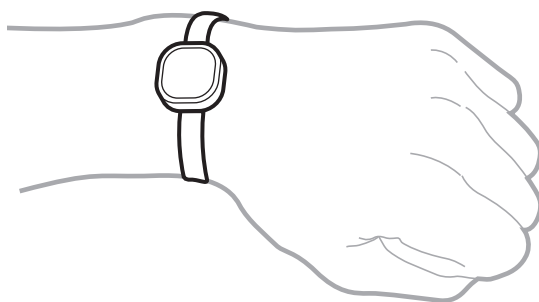
# Using the Samsung Charm app

Using the Samsung Charm app, you can check your tracker's status or customise its settings.

> Some features may not be available depending on the type of connected mobile device.

### S Health

View the number of steps you have taken and measure the distance travelled.

On the Apps screen of the mobile device, tap **Samsung Charm** → **S Health**.

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## LED Notifications

Manage apps on the mobile device to send notifications to your tracker.

1 On the Apps screen of the mobile device, tap **Samsung Charm** → **LED Notifications**.

2 Tap the switch to activate the notification feature.

3 Tap **EDIT** or **MANAGE APPS** of each notification colour to add the apps.

4 Tick the apps to get the notification of the selected colour and tap **DONE**.

## Mute Alarm

Mute the notification alarm by shaking the tracker twice.

On the Apps screen of the mobile device, tap **Samsung Charm** → **Mute Alarm**, and then tap the switch to activate it.

## About Samsung Charm

View version information of the Samsung Charm app and check the connection status of your tracker.

On the Apps screen of the mobile device, tap **Samsung Charm** → **About Samsung Charm**.

## Help

View the user manual to learn how to use your tracker.

On the Apps screen of the mobile device, tap **Samsung Charm** → **Help**.

# Appendix

## Troubleshooting

Before contacting a Samsung Service Centre, please attempt the following solutions.

### The battery does not charge properly (For Samsung-approved chargers)

Ensure that the charger is connected properly.

If the problem is still not resolved, contact a Samsung Service Centre.

### Another Bluetooth device cannot locate your tracker

- Charge your tracker fully and try to connect again.
- Ensure that your tracker and the other Bluetooth device are within the Bluetooth connection range (10 m).

If the tips above do not solve the problem, contact a Samsung Service Centre.

### Bluetooth connection is often disconnected

- If there are obstacles between the devices, the operating distance may be reduced.
- Ensure that your tracker and the other Bluetooth device are within the maximum Bluetooth range (10 m).
- When using the tracker with other Bluetooth devices, the connection may be affected by electromagnetic waves. Use the tracker in environments with fewer wireless devices present.

## The tracker works differently as described in the manual

Available functions may differ depending on the connected device.

## The battery depletes faster than when first purchased

- When you expose the tracker or the battery to very cold or very hot temperatures, the useful charge may be reduced.
- The battery is consumable and the useful charge will get shorter over time.

# Removing the battery

- To remove the battery, you **must** visit an authorised service centre with the provided instructions.
- For your safety, you **must not attempt to remove** the battery. If the battery is not properly removed, it may lead to damage to the battery and device, cause personal injury, and/or result in the device being unsafe.
- Samsung does not accept liability for any damage or loss (whether in contract or tort, including negligence) which may arise from failure to precisely follow these warnings and instructions, other than death or personal injury caused by Samsung's negligence.

1 Remove the tracker's cover.

2 Remove the two screws from the panel to separate it from the tracker.

3 Pry the panel open.

   The battery is attached beneath the panel.

4 Cut the connections between the panel and the battery. Then, remove the battery.

# FCC Statement

- FCC Part 15.19
  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.

- FCC Part 15.21
  Any changes or modifications (including the antennas) to this device that are not expressly approved by the manufacturer may void the user's authority to operate the equipment.

- FCC RF Radiation Exposure Statement
  This equipment complies with FCC RF Radiation exposure limits set forth for an uncontrolled environment. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.
  This equipment should be installed and operated with a minimum distance of 0mm between the radiator and your body.

# IC Statement

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

- Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :
  (1) l'appareil ne doit pas produire de brouillage, et
  (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

- IC RF Radiation Exposure Statement
  This equipment complies with IC RF Radiation exposure limits set forth for an uncontrolled environment.
  This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.
  This equipment should be installed and operated with a minimum distance of 0mm between the radiator and your body.

- Déclaration d'Industrie Canada sur l'exposition aux radiofréquences
  Cet équipement est conforme aux limites établies par Industrie Canada en matière
  d'exposition aux radiofréquences dans un environnement non contrôlé. Cet appareil
  et son antenne ne doivent pas être colocalisés ou fonctionner en conjonction avec
  tout autre antenne ou émetteur.
  Cet équipement doit être installé et utilisé avec une distance minimale de 0mm entre
  le radiateur et votre corps.

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