SAMSUNG

Galaxy SmartTag
Galaxy SmartTag+

USER MANUAL

Getting started

About Galaxy SmartTag/SmartTag+

The Galaxy SmartTag/SmartTag+ is a device that can be attached to pets or objects in order to prevent their loss and to stay updated on their location. You can also launch automation features through the SmartTag using its button.

Connect a SmartTag to your mobile device through the SmartThings app to check the location of the device and get information about where the device was lost.

Read me first

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

- Descriptions are based on the device's default settings.
- Some content may differ from your device depending on the region, service provider, model specifications, or device's software.
- Software, sound sources, wallpapers, images, and other media provided with this device are licensed for limited use. Extracting and using these materials for commercial or other purposes is an infringement of copyright laws. Users are entirely responsible for illegal use of media.
- Default apps that come with the device are subject to updates and may no longer be supported without prior notice. If you have questions about an app provided with the device, contact a Samsung Service Center.
- Modifying the device's operating system or installing softwares from unofficial sources may result in device malfunctions and data corruption or loss. These actions are violations of your Samsung licence agreement and will void your warranty.
- Do not use your SmartTag in a hot environment of near a fire.
- Do not swallow or disassemble any battery, chemical burn hazard.
- This product contains a button cell battery. Do not swallow the battery. Swallowing the battery can result in severe internal burns within just 2 hours and death in severe cases.

- Keep batteries away from infants and children. If the battery compartment does not close securely, stop using the product and keep it away from infants and children. If you think the batteries might have been swallowed or inserted inside any part of the body, seek immediate medical attention.

- This product includes certain free/open source software. To see the instructions for viewing the open source licence, go to the Samsung website (opensource.samsung.com).

- The use of mobile devices on aeroplanes or ships may be subject to federal and local guidelines and restrictions. Check with the appropriate authorities and always follow crew instructions regarding when and how you may use your device. (EI-T7300)

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

Device layout

Package contents

- SmartTag
- Quick Start Guide

📝
- The items supplied with the SmartTag 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

Strap connection hole

Button

Speaker

Battery cover groove
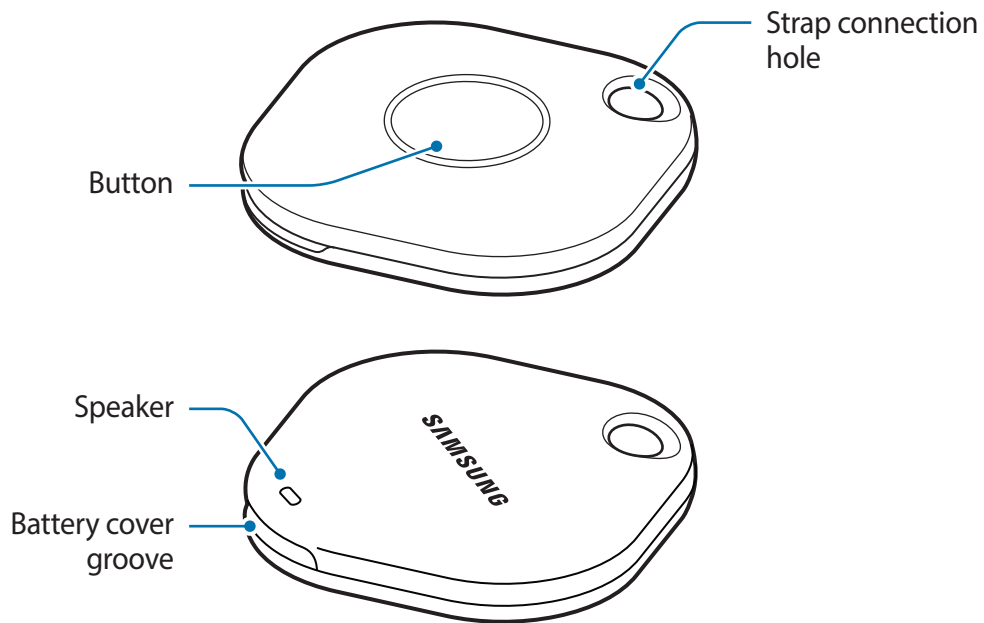
Button

Button	Function
Button	• Press to turn off the SmartTag alerts notification sound when it rings. • Press twice to find the mobile device connected to the SmartTag. • Press or press and hold to launch the automation feature you set.

Replacing a battery

1 Open the battery cover groove using a coin.
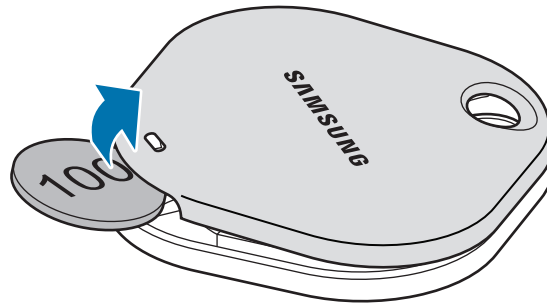
2 Insert the battery with the positive terminal properly aligned with the + symbol inside the SmartTag.
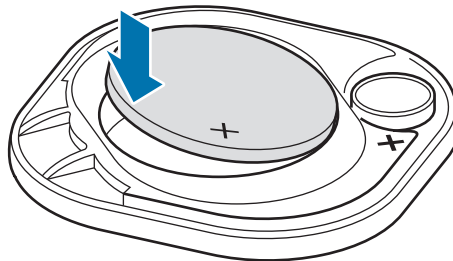
3 Place the battery cover over the SmartTag and press on the battery cover until it clicks into place.

⚠ Be careful to not hurt your finger or fingernail when opening the battery cover groove while replacing the battery.

✎ • When the battery is discharged, replace the battery.

• Do not recharge the provided battery.

Before using the SmartTag

Installing the SmartThings app on your mobile device

Before using a SmartTag, you should install the SmartThings app on your mobile device.

Depending on your mobile device, you can download the SmartThings app from the following places:

- Samsung Android mobile devices: **Galaxy Store**, **Play Store**

> - You cannot install the SmartThings app on mobile devices that do not support SmartTags syncing. Ensure that your mobile device is compatible with the SmartTags.
> - You must register and sign in to your Samsung account to use the SmartThings app.

Connecting SmartTags to a mobile device

1 Launch the **SmartThings** app on your mobile device.

Update the SmartThings app to the latest version.

2 Press the button of the SmartTag.

The SmartTag will make a sound and be activated.

3 When the pop-up window informing that your SmartTag is detected appears on your mobile device, tap **Add now**.

If the connection pop-up window does not appear, select ➕ → **Device** → **Tag/Tracker**.

4 Follow the on-screen instructions to complete the connection.

When the connection is complete, your SmartTag will appear in the list of devices in the SmartThings app.

5 On the SmartThings app screen, tap **SmartThings Find** to download additional plugins.

When the download is complete, the current location of the device will be displayed on the map.

Connecting SmartTags by scanning the QR code

You can also connect a SmartTag to your mobile device by scanning its QR code.

1 Launch the **SmartThings** app on your mobile device.

2 Select ➕ → **Device** → **Scan QR code** to scan the QR code on the box.

3 Follow the on-screen instructions to complete the connection.
When the connection is complete, the SmartTag will appear in the list of devices in the SmartThings app.

4 On the SmartThings app screen, tap **SmartThings Find** to download additional plugins.
When the download is complete, the current location of the device will be displayed on the map.

- If you are registering a SmartTag for the first time, the registration process may not be smooth depending on the surrounding environment. You may have to try 2-3 times before successfully completing registration.

- Supported features may differ depending on the mobile device and software version.

- You can use SmartThings Find only on Samsung mobile devices that run Android 8.0 or later, as well as Samsung mobile devices that support the Find My Mobile feature.

- The SmartTag is a wireless communication device, and performance may be degraded when multiple devices are connected simultaneously.
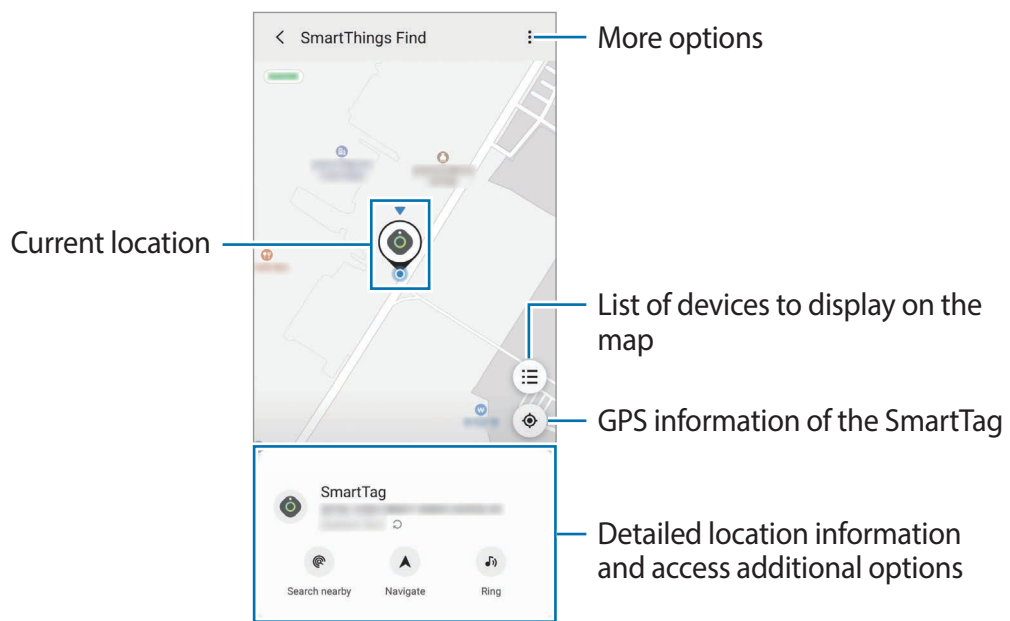
Using the SmartTag

Viewing a SmartTag's location

You can remotely view your SmartTag's location from the SmartThings app on your mobile device and find its location by triggering a notification sound on the SmartTag.

1 Launch the **SmartThings** app on your mobile device.

2 Tap on your SmartTag card and tap **View map**. Alternatively, tap **SmartThings Find**.
The current location of the device will be displayed on the map.

> • The location of the SmartTag is based on GPS and Wi-Fi positioning results of the mobile device connected to the SmartTag or the nearby Android mobile device, which may have some errors due to things like the surrounding environment or GPS failure.
>
> • If the current location of the SmartTag does not appear, the SmartTag's battery has been discharged or has not been discovered by an Android mobile device that can check the SmartTag's location information. Activate the related feature to get notifications of the SmartTag's location information.
>
> • The SmartTag's usage time may vary depending on the user's environment and the usage pattern.
>
> • The Ultra-Wideband (UWB) feature may not be available depending on the region.

Current location

More options

List of devices to display on the map

GPS information of the SmartTag

Detailed location information and access additional options

Searching for the SmartTag location with a notification sound

You can find the SmartTag's location by triggering a notification sound.

1 Launch the **SmartThings** app on your mobile device.

2 Tap **SmartThings Find**.

3 Tap **Ring → Start**.
 The SmartTag alerts notification will sound.

To turn off the notification sound, follow the on-screen instructions to turn off notifications or press the SmartTag's action button once.

Searching for the SmartTag location by signal strength

You can find the SmartTag's location by detecting its signal strength.

1 Launch the **SmartThings** app on your mobile device.

2 Tap **SmartThings Find → Search nearby**.
 The signal screen of the SmartTag you are looking for will appear. The closer you are to the location of the SmartTag you are looking for, the stronger the signal strength indicated on the screen will be.

You can trigger the SmartTag alerts notification sound by tapping ⓘ.

Searching for the SmartTag location with the AR effect (EI-T7300)

You can find the SmartTag's location by using AR related features.

1 Launch the **SmartThings** app on your mobile device.

2 Tap **SmartThings Find → Search nearby → Find using camera**.

3 Scan the nearby area.
 If your SmartTag is nearby, the AR effect will appear in the location of the SmartTag you are looking for.

You can trigger the SmartTag alerts notification sound by tapping ⓘ.

Getting SmartTag location guidance

If your SmartTag is lost or far away from you, you may be directed to the location where the SmartTag is located.

1 Launch the **SmartThings** app on your mobile device.

2 Tap **SmartThings Find** → **Navigate**.

Directions to the place where the SmartTag is located will begin.

> If a supported navigation app is not installed on your mobile device, install the desired app from the list of supported navigation apps first and get directions.

Finding mobile devices

If you do not see your mobile device nearby, the SmartTag can help you find it.

Press the SmartTag's action button twice.

The mobile device connected to the SmartTag will sound its ringtone.

To turn off the ringtone on your mobile device, follow the on-screen instructions to turn off the ringtone.

> • This feature is not available when the SmartTag and mobile device are not connected.
>
> • This feature is available when the Let tag find your device feature is activated.

Using the automation feature

When the SmartTag is connected to a mobile device, you can launch the automation feature by pressing or pressing and holding the SmartTag button.

1 Launch the **SmartThings** app on your mobile device.

2 After tapping on your SmartTag card, select an option under **Use button for automations**.

3 Tap ⊕ and follow the on-screen instructions to add an action.

   When you press or press and hold the SmartTag button, the automation action you set will be launched.

Managing automation features

Launch the **SmartThings** app on your mobile device, tap on your SmartTag card, and then select an option under **Use button for automations**. The automation action you added appears.

To edit an action, tap the action you want to edit, edit the details, and then tap **Save** → **Save**.

To delete an action, tap ⊖ next to the action you want to delete.

Configuring the SmartTag

Adding to Home screen

If you use the SmartTag frequently, you can run it by adding a shortcut to the Home screen of your mobile device.

1 Launch the **SmartThings** app on your mobile device.

2 Tap on your SmartTag card.

3 Tap ⋮ → **Edit** → **Add to Home screen**.

4 Tap and hold the icon on the screen or tap **Add**.
The shortcut will be added to your mobile device's home screen.

Setting devices to display on the map

You can choose which devices to display on the SmartThings Find map.

1 Launch the **SmartThings** app on your mobile device.

2 Tap **SmartThings Find** → ▤ → ⋮ → **Show/hide devices**.
Your SmartTag and a list of all the devices added to Find My Mobile through your Samsung account will appear.

3 Select a device to display on the SmartThings Find map, and then tap **Save**.

General settings

You can view the information related to the SmartTag and change various settings.

1 Launch the **SmartThings** app on your mobile device.

2 Tap on your SmartTag card.

Status

You can view the location status of the SmartTag.

Tap **View map** to view the detailed location information of the SmartTag.

Let tag find your device

If you do not see your mobile device nearby, the SmartTag will help to find it.

Tap the switch to activate it. Refer to Finding mobile devices for more information.

Use button for automations

When the SmartTag is connected to a mobile device, you can launch the automation feature by pressing or pressing and holding the SmartTag button. Refer to Using the automation feature for more information.

Volume

Adjusts the volume of the SmartTag.

Tap **Volume** to select an option you want. You can also tap ▶ to make the SmartTag alert a notification sound.

Ringtone

Change the notification sound that the SmartTag emit when you are looking for the SmartTag's location.

Tap **Ringtone** to select the notification sound you want.

Battery

You can view the battery level of the SmartTag. You can also view the battery information by tapping ⓘ.

Editing

Tap ⋮ → **Edit**.

Editing a SmartTag name

You can check the location and room where your SmartTag is set and change its name.

After changing the SmartTag name, tap **Save**.

Add to Home screen

If you use the SmartTag frequently, you can run it by adding a shortcut to the Home screen of your mobile device.

Tap **Add to Home screen**. Refer to Adding to Home screen for more information.

Delete device

You can register a SmartTag with another Samsung account by deleting it.

Tap **Delete device**. The SmartTag will be reset.

Configuring SmartThings Find

You can change various settings related to SmartThings Find.

1 Launch the **SmartThings** app on your mobile device.

2 Tap **SmartThings Find** → ⋮ → **Settings**.

Allow devices to be found

You can select the device you want to find and change its settings using SmartThings Find.

Encrypt offline location

When you send offline location information of your SmartTag to Find My Mobile through another device, you can encrypt the location of your SmartTag for increased security.

Tap the switch of the device on the list you want to encrypt your location information for, and then follow the on-screen instructions to encrypt your location information.

Navigation app

You can set and download the default navigation app to use when you are guided to the place where the SmartTag is located.

Help

View help information to learn how to use the SmartTag and to see its related information.

1 Launch the **SmartThings** app on your mobile device.

2 Tap on your SmartTag card.

3 Tap ⋮ → **Help**.

SmartTag information

You can view the SmartTag's software information.

1 Launch the **SmartThings** app on your mobile device.

2 Tap on your SmartTag card.

3 Tap ⋮ → **Information**.

Appendix

Troubleshooting

Before contacting a Samsung Service Center, please attempt the following solutions. Some situations may not apply to your SmartTag.

SmartTag does not turn on

- When the battery is completely discharged, your device will not turn on. Check the battery before using the SmartTag.
- The battery may not be inserted properly. Insert the battery again.
- After wiping the terminals, try reinserting the battery.

SmartTag freezes or encounters an error

Try the following solutions. If the problem is still not resolved, contact a Samsung Service Center.

Restarting the SmartTag

If the SmartTag keeps freezing or slowing down, remove the battery and reinsert it.

Forcing restart

If the SmartTag is frozen and unresponsive, you can reset the SmartTag.

First remove the battery by opening the battery cover groove. After pressing and releasing the button once, insert the battery while pressing the button again and hold it for 5 seconds until the SmartTag makes a sound.

If the battery has not been properly recognised, the SmartTag will make a sound immediately after inserting the battery. If this happens, try the above method again.

Another Bluetooth device cannot locate your SmartTag

- Ensure that the device you wish to connect with is ready to be scanned or connected to.

- The location of the SmartTag is based on the GPS and Wi-Fi positioning results of the device connected to the SmartTag, and some errors may occur due to the surrounding environment or GPS failure. Make sure that the device you want to connect to your SmartTag is nearby.

- Reset your SmartTag and try again.

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

You cannot find your SmartTag's current location

GPS signals may be obstructed in some locations, such as indoors. Set the mobile device connected to the SmartTag to use Wi-Fi or a mobile network to find the current location in these situations.

A small gap appears around the outside of the SmartTag

- This gap is a necessary manufacturing feature and some minor rocking or vibration of parts may occur.

- Over time, friction between parts may cause this gap to expand slightly.

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