

Solum SmartTag FAQ

1. What is a SmartTag?

- The Solum SmartTag is a location tracking device that uses BLE (Bluetooth Low Energy) technology to communicate with mobile phones or tablets
- It has a connection range of up to approximately 120m
- When out of BLE range, other Galaxy devices pick up the tag's signal and relay its location using the "Offline Finding" feature in SmartThings Find

2. If the SmartTag fails to connect (register):

- Ensure your smartphone's Bluetooth is turned on
- Check and update the SmartThings app to the latest version
- Make sure the device you are trying to connect is nearby
- The device will not turn on if the battery is fully discharged; please check the battery before use
- The battery might be inserted incorrectly. Try removing and re-inserting it in the correct direction
- If the tag is already registered to another device, unregister it completely from that device before reconnecting

3. If the device is not visible in the SmartThings app:

- Confirm that Bluetooth is enabled on your smartphone
- Location accuracy depends on the GPS and Wi-Fi positioning of the connected device; errors may occur due to environmental factors or GPS interference
- Update the SmartThings app to the latest version
- Delete the SmartTag from the app and register it again
- Perform a factory reset
 - **How to Reset:** Remove the battery, then press and hold the center button while reinserting the battery. Continue holding for 5–7 seconds until the device makes a sound

4. If the button does not work or the device frequently freezes/errors:

- Perform a factory reset as described above (remove battery, hold center button, reinsert battery, hold for 5–7 seconds until sound)

5. If the location cannot be found:

- The SmartTag is a BLE-based short-range (within 120m) device, not a standalone GPS tracker
- At long distances, it updates location via the SmartThings Find network (nearby Galaxy devices). Location errors may occur due to update intervals
- GPS signals cannot be received in "dead zones" like indoor environments
- Since it is not a GPS tracker, location updates may be delayed or unavailable in areas with low Galaxy user density

6. Connection Range and Location Accuracy:

- When using BLE, the SmartTag connects up to approximately 120m
- Outside BLE range, other Galaxy devices detect the signal and provide the location via the SmartThings Find network
- In areas with few Galaxy users, location updates might be slow or impossible

7. Battery Life and Discharge:

- Using a CR2032 battery, it lasts about 11–12 months based on average daily usage
- Frequent use of the sound alert or constant BLE connection will increase battery consumption and cause faster discharge
- When replacing the battery, refer to the manual to ensure the correct polarity (+/-) of the CR2032 battery

8. If the sound/alarm does not ring:

- Check if the tag is within Bluetooth range
- The volume is fixed and cannot be adjusted by the user
- The sound may seem faint due to distance or obstacles

9. Waterproofing and Durability:

- It is safe from everyday dust, but there is a risk of failure in sand or mud (IP43)
- Basic durability is guaranteed, but severe impact can cause internal damage or break the device

10. Compatibility with iPhone (iOS):

- iOS is not officially supported. Solum SmartTag is exclusively for Galaxy Android devices
- It is compatible with devices running Android 8.0 or higher with at least 2GB of RAM; older Galaxy models are not supported
- SmartThings Find features may be limited on some budget models

11. If the SmartTag is lost (Finding via app):

- Activate the Lost/Find mode in the SmartThings app
 1. Open SmartThings app → Access [Find] menu
 2. Check the last connected location
 3. Use the "Ring" function when nearby

12. Account and App Inquiries:

- For inquiries regarding SmartThings account registration or login, contact Samsung Customer Service
- For SmartThings app errors or functional inquiries, contact Samsung Customer Service

13. International Use:

- Since it connects directly to smartphones via Bluetooth (BLE), basic functions work regardless of the country
- Location tracking works better in countries with many Galaxy users; it may be impossible in areas without them
- Location info is accessible via Wi-Fi or mobile data regardless of the carrier or SIM card
It cannot be used without an internet connection or roaming
- **Note:** According to some airport security regulations, it may be subject to inspection if detected inside luggage

14. Other inquiries:

- You can use multiple tags simultaneously (Multi-management supported in SmartThings)
- One tag cannot be connected to multiple devices at once