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# GLOBAL LOCATOR

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FREE mobile App works with iOS 8.0  
and higher and Android 4.4 and higher.

User FAQ's

TUMI.COM



## **TUMI GLOBAL LOCATOR FAQ'S**

### TOP 10 FAQ'S

#### **Q: Is the TUMI Global Locator permitted for use on airplanes?**

A: Yes. The Global Locator has built-in functionality to automatically put the device in sleep-mode upon take-off and wake up upon landing, making the Global Locator fully FAA compliant. The TUMI Global Locator 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>. If you ever run into an issue with your device and airport personnel, show them the back of the device, which has its national certification and safety symbols displayed.

#### **Q: Should I turn my Global Locator OFF from my app once it's been checked with the airlines or before the plane departs?**

A: No. When in TRAVEL MODE your Global Locator device has a built-in functionality to automatically put the device in sleep-mode upon take-off and will wake up on landing, making your Global Locator fully FAA compliant.

#### **Q: Does the device need to be positioned inside my luggage in any specific way?**

A: We recommend placing it within the main compartment of your luggage as opposed to any outer pockets. Also, be sure it's protected from any liquids that you may be traveling with. *PLEASE NOTE: The TUMI Global Locator may not function as intended when placed inside of a carbon-fiber packing case, an aluminum packing case or a case with metallized film.*

#### **Q: Is there anything I should do differently when traveling internationally?**

A: No. The Global Locator Device will automatically connect to AT&T's global network. However, for optimal use when traveling internationally, because the device is controlled via an app on your smartphone, it's suggested that you switch to an international data plan with your service provider prior to your departure, as well as activate the appropriate international settings on your smartphone.

#### **Q: Will I have any problem with airline security when I check in my bag with the device in it?**

A: Your Global Locator device should be treated like any other personal electronic device. The TUMI Global Locator 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>. If you ever run into an issue with your device and airport personnel, show them the back of the device, which has its national certification and safety symbols displayed.

#### **Q: My app is showing that my device is OFF, but I just charged it and turned it on. Why is this happening?**

A: Your device will show as OFF for one of three reasons. First, the device has no connectivity to the app. The Global Locator Device's communication service is supported by AT&T's extensive global network. Please be aware, service and coverage may not be available everywhere. Second, the device was manually turned off. Third, the battery has run out. Please be sure to use the charging adapter that came with your TUMI Global Locator, failure to do so could result in your device not properly charging, may cause damage and may invalidate the product warranty. To verify your battery status, you should receive an EMAIL, PUSH and/or SMS (text) NOTIFICATION when your battery falls below 15%.


**Q: Why does it seem like my phone's battery life is reduced when I'm using the Global Locator App?**

A: Much like the battery in your Global Locator Device, certain features can make your phone work harder and more frequently, therefore using more of its battery. For instance Proximity Mode requires your phone to be at full attention and ready to act when certain movements are detected. When not in use, turn Proximity Mode Off. Constantly checking your Global Locator Map and over using the Locate feature can also use up your battery life quickly.

**Q: I'm using the Global Locator App, but the Map will not update.**

A: This happens for one of two reasons: Either the device has low to no connectivity or your phone has low to no connectivity. *PLEASE NOTE:* Though local Wifi can be effective, data transfer and response times can be much slower due to public WiFi data limitations (such as an airport's free Wifi). When presented with this situation, it is highly recommended that you turn the WiFi off on your smartphone and rely on your service provider.

**Q: How do I activate SMS (text) notifications?**

A: In order to activate your SMS (text) notifications, you must add your phone number to your User Profile. Navigate to your SETTINGS by clicking the Main Menu icon  and select EDIT PROFILE. Here you will find the option to enter your PHONE NUMBER, including your INTERNATIONAL CODE. Be sure to enter your phone number and international code correctly or the SMS (text) will not reach your phone.

- +1 for the U.S. and Canada (Example: 212-555-1212, should be entered as +12125551212)
- For a full list of Country Calling Codes please visit: [http://www.att.com/support\\_media/images/pdf/Country\\_Code\\_List.pdf](http://www.att.com/support_media/images/pdf/Country_Code_List.pdf)
- *PLEASE NOTE: You MUST start your phone number with a "+" followed by your phone number's INTERNATIONAL CODE or you will not receive SMS (text) alerts*
- *National or International text-messaging rates may apply*

**Q: What can I do if my device is lost or stolen?**

A: In the event that your device is lost or stolen, you have two options:

- 1) If your device is ON at the time it was lost or stolen, you can utilize your various tracking modes to find it. If it was stolen, please contact local authorities to assist you in retrieving your stolen property.
- 2) If you've determined that your device is "gone for good," under SETTINGS, navigate to the Plans and Subscriptions screen and select Cancel Subscription for the lost device. Follow the quick, screen-by-screen instructions to cancel your Global Locator's data plan, rendering it inoperable.

**DATA SERVICE PLAN FAQ's**

**Q: How much does a data service plan cost?**

A: The TUMI Global Locator offers two data plan options: (1) \$50\* unlimited AT&T Global service plan, billed annually. (2) \$5.99\* unlimited AT&T Global service plan, billed monthly. *\*Taxes may apply*

**Q: How do I activate a data service plan?**

A: If this is your first Global Locator, selecting, purchasing and activating your data plan is all apart of creating a new account. If you have an additional Global Locator to add to your account, click Add Devices under the Main Menu and follow the screen-to-screen steps.


**Q: When will I be billed for my data service plan?**

A: Data plans are billed on the 19th of each month.

- If you start an unlimited Annual Plan on the 1st of the month, you will be charged a prorated amount through the 19th, plus the \$50 Annual fee\*. Your Annual Plan will automatically renew each year consecutively on the 19th of the month your service first started, in the amount of \$50\*.
- If you start an unlimited Monthly Plan on the 1st of the month, you will be charged a prorated amount through the 19th, plus the \$5.99 Monthly fee\*. Your Monthly Plan will automatically renew each month consecutively on the 19th, in the amount of \$5.99\*.

*\*Taxes may apply*

**Q: How can I manage, renew, or cancel my data service plan?**

A: Your AT&T Global data service plan, is manageable right through your app! Click the Main Menu icon  > SETTINGS > Plans and Subscription and you will be able to renew, switch or cancel your data plan per device.

**Q: When can I cancel my data plan?**


A: At anytime, you can conveniently cancel your data plan right from your app. Under the Main Menu, select SETTINGS, then Plans and Subscription and select the device that you would like to cancel service for. PLEASE NOTE: Following each step to Cancel Service will go into effect immediately and any unused data will be non-refundable.

**Q: Who is Catalyst IoT?**

A: Catalyst IoT is a third party service that allows you to easily manage all aspects of your data service plan, right from your TUMI Global Locator app. Catalyst IoT processes all data service charges and invoices on behalf of TUMI.

MAP FAQ's

**Q: How do I check the current location of my device?**

A: To check the current location of the device you are tracking, find LOCATE on your Global Locator Map. With your device ON, click the satellite  and your app will work to generate the current location of your device. This feature can be used at anytime, with any other feature or mode, On or Off. . . LOCATE is the best and most accurate way to pinpoint the exact location of any device, at anytime! PLEASE NOTE: The LOCATE function can take up to 1 minute to provide you with your device's current location.

**Q: How does the device know my location?**

A: Your Device and your phone communicate with your Global Locator App separately. When your current location appears on your Global Locator Map, that is your smartphone utilizing its own, built-in self-locating capabilities and communicating your current location with your Global Locator App. Providing your current location within the Global Locator App is comparable to using a map or navigation app on your smartphone and asking that app how to get from your "current location" to a destination.

**Q: I have more than one device. When I opened my app, the Global Locator Map did not locate the device I wanted to track. Why is this?**

A: If you have multiple devices associated with your Global Locator account, the Global Locator App will automatically revert to the last device that you were tracking. To select the device that you would like to track, click the MAIN MENU icon. Located below MY DEVICES, click the DEVICE NICKNAME that you would like to track and the individualized Global Locator Map will be generated for that device.

**Q: Can you tell me more about TRAVEL MODE?**

A: When first using your Global Locator App, TRAVEL MODE is activated by default and unless another mode was activated when your device was last powered OFF, TRAVEL MODE will be activated each time you relaunch the app. 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, so that when you view your device's Global Locator Map and activate SHOW HISTORY, a map will be generated illustrating each location point along its journey. So as not to interfere with a plane's communication and tracking signals, your device is automatically programmed to enter "sleep mode" once your plane takes flight and "wakes" up when the plane lands. Once you turn on your smartphone, the Global Locator App will automate a notification with the name of the airport at which your bag has landed. You may also use TRAVEL MODE when traveling by bus, train, or on your daily commute. Just remember to activate TRAVEL MODE when you begin your travels for the day, so that you can rest assured that your belongings are with you every step of the way.

**Q: Can you tell me more about HOTEL MODE?**

A: HOTEL MODE should be activated when you want assurance that your belongings are safe when you're staying in an unfamiliar place. Once activated, your device will note its current location as a "base." Utilizing its built-in motion sensor, if the device is moved in any way, an EMAIL, PUSH and/or SMS (text) NOTIFICATION will be automated to inform you that your device has moved. If your device continues to move beyond the radius of its initial "Base," you will receive another NOTIFICATION and Global Locator will start to record the device's location at a high frequency. In the event this happens, track your device's movement using your Global Locator Map.

**Q: Can you tell me more about SHOW HISTORY?**

A: When using SHOW HISTORY *with a TRACKING MODE activated*, a map will be generated according to that tracking mode's specifications and will illustrate the last 10 recorded locations of your device. When using SHOW HISTORY *with all TRACKING MODES deactivated*, a map will be generated that pinpoints your device's 10 most recently relevant locations. Additionally, to distinguish the order of locations that are pinpointed in SHOW HISTORY you will notice that the #1 most relevant location will be indicated by a luggage



icon that is 100% opaque. The older the location pin, the more transparent the luggage icons will become, as illustrated here:

**Q: Can you tell me more about PROXIMITY MODE?**

A: 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 Global Locator Device *in relation to* your smartphone. For example,

- Example one: You're traveling by train for your morning commute and your briefcase is placed below your seat with your Global Locator Device inside. You reach your destination, jump off the train in a hurry and leave your briefcase behind. Global Locator will recognize that something is wrong and alert you immediately with an EMAIL, PUSH and/or SMS (text) NOTIFICATION keeping you connected and informed. If you become separated from your bag, switch to TRAVEL MODE and/or utilize the LOCATE

feature to track it as it continues to move farther away from you.


- Example two: You've just landed at your destination and you're headed to the airport's baggage terminal. Activate PROXIMITY and then sit back and relax, away from the crowded carousels. Utilizing Bluetooth, once your smartphone detects your Global Locator, you will receive an EMAIL, PUSH and/or SMS (text) NOTIFICATION telling you that your device is in range. That way you'll know when to step through the crowd.

**Q: How do I change my notifications again?**

A: The method of NOTIFICATIONS you receive can be managed under the SETTINGS tab, found in the Main Menu. *PLEASE NOTE: For PROXIMITY NOTIFICATIONS to work properly, do not close out your Global Locator App. Even if your phone is in lock screen mode or if you're using another app, as long as your Global Locator App is active, PROXIMITY will provide you with the necessary NOTIFICATIONS.*

ACCOUNT FAQ's

**Q: Is my information safe, what is your Privacy Policy?**

A: TUMI, Inc recognizes that how your information is used and shared is important to you. We do not track user personal information nor conduct online tracking of consumers or visitors while you are on the Locator App or Device. We have created a Privacy Policy to inform you of our information collection, use and sharing practices. To review this document in its entirety, click the MAIN MENU  icon, select SETTINGS and click PRIVACY POLICY.

**Q: What is the ICCID number and where can I find it?**

A: The ICCID is a unique number that identifies your device and is the information you need in order connect any device to your Global Locator App. It is located on the back of your device, as well as the original packaging. *PLEASE NOTE: It is highly recommended that you keep a record of your ICCID number outside of your Global Locator App (helpful hint, take a picture and keep it on your phone). This identification number will aid you in retrieving forgotten or misplaced TUMI account information and will also be useful in the event that you have to contact TUMI Customer Service.*

**Q: What is my USERNAME?**

A: Your USERNAME is the email address that you used to create your TUMI account. If you opted to create your account with your Facebook login, then you must use the option to LOGIN WITH FACEBOOK each time. *PLEASE NOTE: The email listed in your User Profile is only related to your EMAIL NOTIFICATIONS. If you need to change your USERNAME, please contact TUMI Customer Service.*

**Q: What if I forget my USERNAME?**

A: As a friendly reminder, your Global Locator USERNAME is the same as the email address that you registered your account with. If you can't remember the email address that is associated with your TUMI account, the option to retrieve this information is available on the Global Locator App login page. Look for: FORGOT YOUR USERNAME? If you need further instruction, please reference the complete User's Manual on our TUMI website (also located in the HELP section of your Global Locator App). *PLEASE NOTE: 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.*

**Q: What if I forget my PASSWORD?**


A: The option to retrieve this information is available on the Global Locator App login page. Look for: FORGOT YOUR PASSWORD? If you need further instruction, please reference the complete [User's Manual on our TUMI website](#) (also located in the HELP section of your Global Locator App). *PLEASE NOTE: Your Global Locator USERNAME is the same as the email address that you registered your account with. Once you follow the steps provided by the FORGOT YOUR PASSWORD? feature, it is highly recommended that you navigate to your SETTINGS and use the CHANGE PASSWORD feature so that you can reset your PASSWORD to something you'll remember.*

**Q: Should I add photos to my BAG DETAILS? Why?**

A: Yes. In the event that your bags are lost or stolen, you will be able to provide the proper authorities with accurate photos of your baggage. Be sure to photograph your bag as a whole, and then add detail photographs that highlight any unique, identifying features (you can add up to 5 photos per bag).

NOTIFICATION FAQ's

**Q: I just started using my Global Locator App and I'm receiving both PUSH and EMAIL NOTIFICATIONS. Can I get rid of one or the other?**

A: Yes! Both EMAIL and PUSH NOTIFICATIONS are activated by default when first using your Global Locator App and there's also the option to receive your NOTIFICATIONS by SMS (text). To adjust your NOTIFICATION preferences, click the Main Menu icon  located at the top right of your screen and select SETTINGS. Once in SETTINGS, click NOTIFICATIONS. You now have the option to activate or deactivate the NOTIFICATIONS of your choosing.

**Q: How often will I be notified of my device's location?**

A: All the TRACKING MODES are programmed to act differently. When in doubt, you have the option to use your LOCATE feature at any time to get instant location feedback.

**Q: My device notified me on several legs of my trip, but it did not notify me on all of them. Why did this happen and can I fix it?**

A: We are always working to improve the quality of your Global Locator service and functionality. However, please keep in mind that varying scenarios, such as mobile connectivity or device and user activity, may affect the behavior of Global Locator. Something else to keep in mind is your phone's source of connection: WiFi vs. your phone's network provider. Often airports and airlines offer WiFi services. Whether the available WiFi is free or if you have to pay a fee, these public connections typically come with various types of restrictions (limited data, limited bandwidth, etc.). Additionally, depending on your personal settings, your phone may appear to have automatically connected to one of these WiFi services, but in actuality you won't have access to those services until you've gone through their required login or registration process. If you feel like your Global Locator App isn't working like it should, be aware of your phone's connectivity. In some cases and when available, relying on your network can produce better results than WiFi.

**Q: I had PROXIMITY NOTIFICATIONS activated, but didn't receive any notifications. Why?**

A: There are 2 reasons as to why this may have happened:

- 1) Given your location and the device's location, there may not have been any reason for a NOTIFICATION to be prompted.
- 2) Your Global Locator App was not open. *PLEASE NOTE: For PROXIMITY NOTIFICATIONS to work properly, do not close out your Global Locator App. Even if your phone is in lock screen mode or you're using another app, as long as your Global Locator App is active, PROXIMITY will provide you with the necessary NOTIFICATIONS.*

**Q: Why am I receiving NOTIFICATIONS after I logged out of my Global Locator App?**

A: If you logged out of your Global Locator App and your Global Locator Device is still ON, you may still receive EMAIL or SMS (text) NOTIFICATIONS if they were activated before you logged out. You will not receive PUSH NOTIFICATIONS, as those are dependent on the Global Locator App being open and running.

#### OPERATING DEVICE FAQ's

##### **Q: How do I turn the device ON and OFF?**

A: *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. The green light will stop flashing, show a solid light for 2 seconds and turn off. Your device is now ON. *PLEASE NOTE:* When the green light indicator turns 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 5 times to indicate that your device is still ON, and then the light will go off again. *To turn your device OFF*, push the "Power" button for 3 seconds. A red light will start flashing to indicate that your device is powering OFF. When the red light stops flashing, your device has successfully turned OFF. To determine if your device is OFF, push the "Power" button quickly and if no light flashes, you know that your device is OFF.

##### **Q: What do the different color lights on my device mean?**

A:

- 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 "Power" button is pressed for 3 seconds when the device is OFF, a green light will start flashing to indicate that your device is powering ON. The green light will stop flashing, show a solid light for 2 seconds and turn off. Your device is now ON.
- If your device is ON and you quickly press the power button, a green light will flash 5 times to indicate that your device is still ON, then the light will go off again.
- If your device is ON and the "Power" button is pressed for 3 seconds, a red light will start flashing to indicate that your device is powering OFF. When the red light stops flashing, your device has successfully turned OFF.

#### ASSORTED FAQ's

##### **Q: Are there any countries in which the device will not operate?**

A: The Global Locator Device's communication service is supported by AT&T's global network; service and coverage may not be available everywhere. Please keep in mind that your phone is a separate entity. For optimal use when traveling internationally, it's suggested to use an international data plan with your cellphone service provider prior to your departure, as well as activate the appropriate international settings on your smartphone. If you feel like your Global Locator App isn't working like it should, be aware of your phone's connectivity. In some cases and when available, relying on your network can produce better results than WiFi.

##### **Q: Will the mobile app work on my device?**

A: The Global Locator App is currently compatible with any iPhone operating on IOS 8.0 and higher or any Android device operating on 4.4 or higher.

##### **Q: If I lose my Global Locator device and purchase a new one, can my existing annual service plan be transferred?**

A: Yes. Your service plan can be transferred.



**Q: Is there a repair service available if my device gets damaged or do I have to purchase a new one?**

A: We do not offer a repair service at this time.

**Q: What is the warranty for the TUMI Global Locator?**

A: Please refer to TUMI, Inc.'s full warranty disclosure here: <http://www.tumi.com/s/product-info-warranty>. TUMI, Inc. provides no warranty regarding the wireless service provided by AT&T.

**Q: What if my Global Locator device is still under warranty and has become inoperable under no fault of my own, can my existing annual service plan be transferred?**

A: Yes, in the event that your device is deemed defective for a reason covered under the Global Locator Warranty, your data will transfer to a new device, as well as a 30-day data credit added to your account.

**Q: Does the device use rechargeable batteries?**

A: The Global Locator Device uses a built-in battery that is rechargeable with the power adapter and cord, included with your Global Locator purchase.

**Q: Does it make a difference which cell phone carrier I use?**

A: The Global Locator App works on your smartphone just like any other app, meaning your personal cell phone provider has no impact on your Global Locator Device. Separate from your phone, your Global Locator Device has a built-in SIM that is connected to AT&T's extensive global network.

*\*\*Annual and monthly data service plans are available and managed right through your Global Locator app -- you can cancel or activate your service at anytime. Connected by AT&T (Coverage and service not available everywhere)\*\**

**Q: Can I have multiple devices registered to one TUMI account?**

A: Yes, you can have up to 6 registered devices under your TUMI account and track them all from your Global Locator App.


**Q: Can I use the Global Locator Device with multiple phones?**

A: Yes. You can use your Global Locator Device with multiple phones, however due to the nature of the tracking technology you will only be able to *track* your Global Locator Device *with one phone at a time*.

**Q: Can I share my device?**

A: Yes, you can share your device, but it is NOT recommended to share your Global Locator account and login with others. If you would like to share your device, please follow the steps found in the User Manual to UNLINK your Device. The borrower must then download the app and set up an account under their credentials.

**Q: If I use the UNLINK feature, can I add the device back?**

A: Yes. When you are ready to reconnect a device that has been deleted from your Global Locator App, you will be able to reconnect that device by using the ADD DEVICES feature, located under the MAIN MENU  icon. PLEASE NOTE: When re-adding a device that was already connected to your Global Locator App, you may have to reassign a DEVICE NICKNAME and "Add Photos."

- If you decide to remove the *only* device or *all* devices paired with your Global Locator account, when you UNLINK the last device, you will automatically be redirected to the ADD A DEVICE screen and will not be able to access the rest of the Global Locator App until you have a device to add. If you've removed all devices and would like to navigate away from the ADD DEVICES screen, you can opt to use the OR LOGOUT link found in the upper right corner. By clicking OR LOGOUT, you will be redirected to the Login screen. *PLEASE NOTE: If you use the "or logout" link, each time you log back in, you will automatically be redirected to the ADD A DEVICE page until you have a device to add. The Global Locator App is inoperable without a Global Locator Device attached.*

**Q: Why am I stuck on the ADD A DEVICE screen?**

A: If you have attempted to create your Global Locator account before receiving your Global Locator Device or if you have deleted any device(s) connected with your app, you will not be able to move past the ADD A DEVICE screen, but you can opt to use the OR LOGOUT link found in the upper left corner. By clicking OR LOGOUT, you will be redirected to the Login screen. *PLEASE NOTE: If you use the "or logout" link, each time you log back in, you will automatically be redirected to the ADD A DEVICE page until you have a device to add. The Global Locator App is inoperable without a Global Locator Device attached.*

**Q: The estimated battery life of the Global Locator Device is noted at 72 hours, why did my device's battery not last that long?**

A: Your device may have not lasted for the estimated 72 hour battery life for 1 of 3 reasons - (1) Your device was not fully charged. To determine if your device is fully charged, plug your charger into the device, when fully charged a steady green light will appear. You can also reference the bottom left corner of your Global Locator Map to see the exact battery percentage your device is currently operating at. (2) You are utilizing features that cause your device to work harder and more frequently. For instance, Proximity Mode requires your device to be at full attention and ready to act when certain movements are detected. Over using the Locate feature can also use up your battery life quickly. (3) You used the wrong charging adaptor. Please be sure to use the charging adapter that came with your TUMI Global Locator, failure to do so could cause damage and may invalidate the product warranty.