PROTAG Elite

USER MANUAL

INNOVA TECHNOLOGY PTE LTD

EDITION NOTICE

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www.theprotag.com

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1. USB charging port
2. LED indicator light
3. Power Button

2   GETTING STARTED

1.		**Download & Install Application** • Download "PROTAG" App on Google Play Store or Apple App Store.
2.		**Register for PROTAG Trace Account** • Key in your email and password to register for your PROTAG Trace Account. Refer to §5.1 for details on registration. • Go to www.theprotag.com to access your account.
3.		**Pair PROTAG with your phone** • Switch on Elite with the pin provided by inserting the pin into the hole at the bottom right corner on the back of Elite, until a red LED flashes. • Place Elite next to your mobile phone and press the button on the home screen. • Select the PROTAG Elite icon to pair. • You will see a new icon at the main screen upon successful pairing.
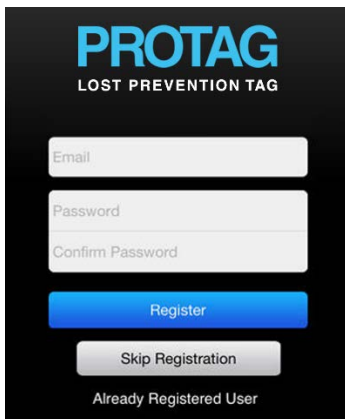
4.

Customise your PROTAG device
- Click on the icon and select Belongings to change the icon and name of PROTAG Elite.
- Under Distance Settings, select the preferred security distance.
  - o Near (up to 10 metres)
  - o Far (about 10 to 20 metres)

5.
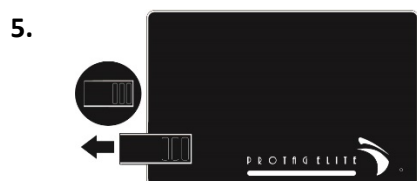
Charging your PROTAG device
- Push out ❶ **USB Charging Port** to charge.
  - o Blue and red --- charging
  - o Blue --- charged

6.

Turning off your PROTAG device
- Insert the pin into the hole until the LED flashes red momentarily.

3 FEATURES

PROTAG Elite is the latest lost and found system with mobile security for iOS and Android[1]. Instead of one year, it lasts for decades by recharging with a built-in USB port. Elite alerts you on the mobile phone whenever you leave Elite-tagged valuables behind, and provides tracking features for both valuables and mobile phones via an online PROTAG Trace™ account. Trace acts as a centralized system for all your PROTAG devices and mobile security features, such as remotely locking, backing up, and wiping your phone.

3.1 SMART ALERTS

Hate getting unnecessary alerts at home when you leave your wallet on the desk and go to your kitchen for a snack? Elite is smart; it knows when you are in your Secure Zone and you will not be disturbed by alerts. On the other hand, Elite will remind you that you left your valuables behind when you leave the safe zone, ensuring you never have to make that return trip to collect that forgotten something.

Refer to §4.7.2 for more details.

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[1] Please refer to List of Compatible Devices.

Get alerted

Elite™ is an automated system designed to alert you smartly when your belongings are left behind.

3.2   SMART LOCATOR

Had a busy day and can't remember where you lost your things? The PROTAG App records the last known time and location of the lost item. This way, you can easily retrace your steps to where you lost it. The app will also update this information onto your PROTAG Trace so that it is accessible online.

Refer to §4.4 for more details.

Locate your lost valuables

PROTAG™ helps to backtrack your steps to your lost belongings. It records the GPS location when your belongings break connection with your mobile

3.3   SMART RADAR

Don't you wish there was a quicker way to find your luggage on the airport's baggage belt? Switch on Elite's radar and get alerted when your luggage arrives. If you need more help finding it in the chaos, the radar will scan an area of 100 feet (30 metres) to pinpoint its location, ensuring that you find your luggage as quickly as possible.

Refer to §4.5 for more details.

3.4 MULTIPLE PAIRING

Have to keep track of multiple belongings at the same time? Our PROTAG App can connect up to 10 Elite units to a single phone.

3.5 MOBILE SECURITY

What can you do when your mobile phone is stolen? Lock, and back it up remotely from your online account - and even take a photo of the thief. In addition, if the thief switches the SIM card, the security feature in the PROTAG App captures the details of the new SIM Card and reports to your secondary emergency number.

Refer to §5 for more details.

4 PROTAG APP

4.1 HOMEPAGE

The homepage give a visual overview of the various PROTAG devices connected with your phone. The orbs represent your valuables and its colour reflects its status:

Secured
Valuables are safe and sound.

In Secure Zone
No unnecessary alerts at home or office.

Snooze
Alert temporarily dismissed.

Unsecured
Valuables lost or not monitored.

For users who prefer a list view, you may turn on classic view. iOS users can simply swipe left the homepage, while Android users have to go to **Settings > Use classic view** and check the checkbox.

You may see a ⚠ sign on the homepage if Online Tracking is off, or the app is denied access to:

- Bluetooth
- GPS
- WiFi
- Data connection

Android users may disable this warning sign by going to **Settings > Notifications** to toggle the relevant options.

4.2 STATUS BOX

When you tab on the orbs, a status box will appear with the following thumbnails:

Belongings
Personalise the PROTAG by changing its icon and name.

Status Indicator
Tab to connect or disconnect PROTAG.

Battery
Indicate the battery level of PROTAG.

Last Known Location
Location of PROTAG before it was lost. Refer to §4.3 for more details.

Radar Tracking
Track PROTAG with Radar Refer to §4.5 for more details.

Distance Settings
Set distance for PROTAG alarm.

Sync Card
Upload card details to PROTAG Trace.

MAC Address
Identify your PROTAG by the blinking light.

4.3 ALERT BOX
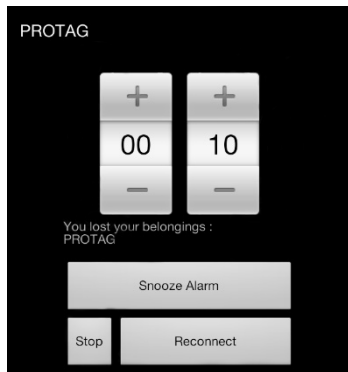
Whenever a PROTAG device is beyond the set security distance, the app will alert you and you may choose one of the 3 options:

- **Snooze Alarm**
  Snooze the alarm for a period of time accordingly to the dials.
- **Reconnect**
  Attempt to reconnect to the PROTAG device.
- **Stop**
  Stop monitoring the PROTAG device.

4.4 LAST KNOWN LOCATION

In addition to alerts, the app will retrieve location data from the phone and record it.

This way, you can retrace your steps and return to that location to recover your belongings.

This location will also be pushed to your PROTAG Trace account so that you can view it online (requires Sync Card option to be turned on it the Status Box).

Note: This function relies on the phone's Location services.

4.5 RADAR TRACKING
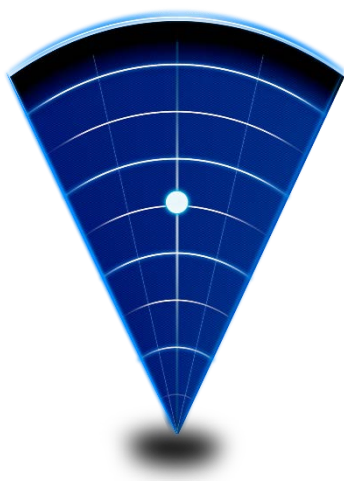
When you activate radar, the phone will vibrate once it detects your PROTAG device. This way, you known that it isn't that far away.

The radar will reflect the approximate distance to your belongings.

Walk around slightly slower and try to home in on your belongings.

4.6 MOBILE SECURITY

4.6.1 Online Tracking Features

Turn on to allow your PROTAG Trace online account to access your mobile phone. In particular, this is needed if you wish to enjoy:

- Tracking
- Backing up
- Image capturing

4.6.2 Backup Contacts

Turn on to allow backup of your contacts to PROTAG Trace online system.

4.6.3 SIM Change Notification

Turn on to be alerted on your preset number if your SIM Card is replaced. This works as long as a phone network is available.

Note: International SMS charges may apply.

4.6.4 Login/Register

If user skipped registration when the app first initiates, the user can register for this account here.

Refer to §5.1 for details on registration.

Note: All mobile security features requires the user to be logged in.

4.7 SETTINGS

4.7.1 Alarms

Select ringtones, enable vibration and indicate if you wish to be alerted even if your phone is on silent mode.

4.7.2 Secure Zones

Add Secure Zones to your phone to not receive unnecessary alerts when you are in the office or at home. When you leave your Secure Zones, the app will scan for your PROTAG devices and alert you if it is not around. This way, it serves as an extra reminder to bring your valuables along.

Note: This works via Geofencing in iOS devices; and via WiFi in Android devices.

4.7.3 Reconnect PROTAGs on start

When the phone starts up, the app will attempt to reconnect to previously secured PROTAGs to continue protection of your belongings.

4.7.4 Reset Tutorial

The app comes with a walkthrough tutorial on first usage. This resets the tutorial.

4.7.5 Use Classic View

Switch the homepage's layout to list view.

4.7.6 Notifications

Toggle what sort of warning notifications the homepage will show.

4.7.7   Add PROTAG G1 Manually (only for Android)

In the event that the pairing wizard fails to connect to PROTAG G1s, the user may pair to the G1s from the phone's Bluetooth settings and add it manually into the PROTAG app.

5   PROTAG TRACE ONLINE SYSTEM

5.1   REGISTRATION/LOGIN
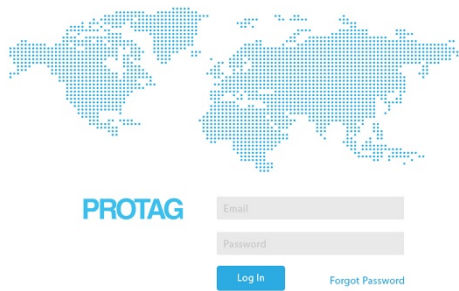
Go to www.theprotag.com and click on **Login** at the top right hand corner to access PROTAG Trace.

Note: Registration can only be done on the app. A verification email will then be sent to the registered email. Only after verifying the email will online features of the PROTAG app be available.

5.2   HOMEPAGE
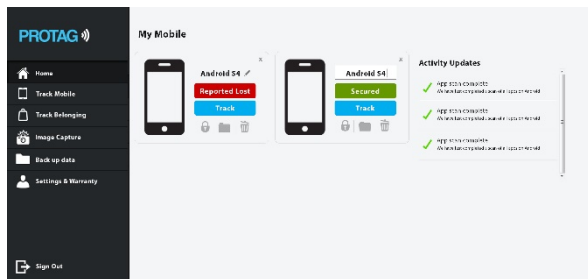
The homepage gives an overview of the phones connected to your account.

You may rename the phones by clicking on the name and clicking **Save**.

5.3   TRACK MOBILE
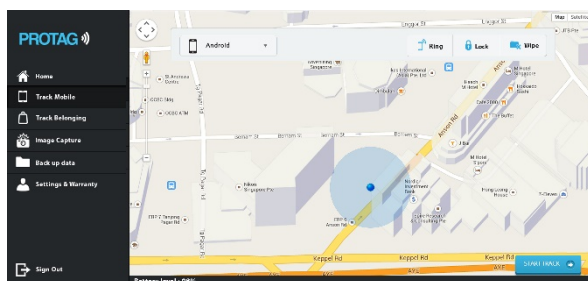
Choose the mobile phone you want to track from the homepage by clicking on **Select**. You will be brought to the **Track Mobile** tab with a map. Click **Start Track** to track your phone. You can also select your phone from the bar in the Track Mobile page.

You can also **Lock and Ring** the phone from here.

iOS users: Lock and Ring are not available to iOS devices. In addition, to track your phone, the app needs to be in the foreground. Thus, when you Start Track, a bogus message will be pushed to the phone to induce the current holder to enter the passcode and enter the app.

Note: In the app, **Mobile > Online tracking** have to be turned on.

5.4   TRACK BELONGINGS
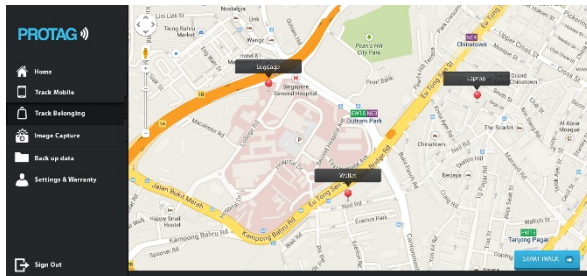
This map will show the last known location of the lost PROTAG device.

Note: Homepage > Device > Cloud Sync has to be turned on.

5.5   IMAGE CAPTURE
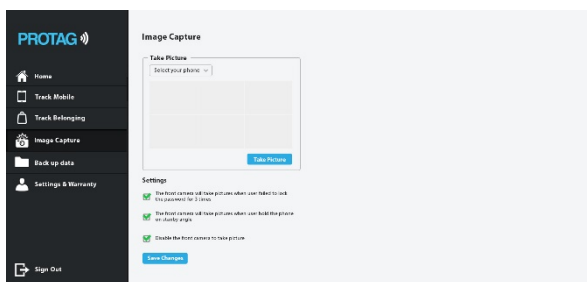
Take Pictures with the front camera of the phone to find out who took your phone.

iOS users: To capture images, the app needs to be in the foreground. Thus, when you Take Picture, a bogus message will be pushed to the phone to induce the current holder to enter the passcode and enter the app.

6   FREQUENTLY ASKED QUESTIONS

1. **What is PROTAG and what does it do?**

PROTAG gives you peace of mind on the go. As long as your belongings are tagged with PROTAG, it is protected round the clock. We prevent you from losing it; provide you with recovery tools even if you did, and minimise the hassle of reporting your lost with a simple app and an online PROTAG Trace portal.

2. **How does PROTAG devices work?**

The PROTAG App in your phone alerts you immediately whenever a PROTAG device is separated from your phone. This way, you can immediately turnabout and retrieve your items and stop losing your things again.

3. **My items are missing, what should I do?**

Whenever a PROTAG devices can separated from the phone it is paired with, the app records the location in addition to the alerts. This way, you can retrace your steps to that location even if you miss the alert. At that location, use our radar to scan for your item as far as 30 metres (100 feet) radius from the phone.

If the item is no longer there, you may report your item as lost on the PROTAG Trace online system. It searches for your item via our vast PROTAG network of users and report new locations to you. This will be available in January 2014.

4. What are the differences between PROTAG and PROTAG Elite?

In general, the key differences are:

Differences	PROTAG	PROTAG Elite
Range	10m (30 feet)	30m (100 feet)
Battery life per charge	6 days	1 year
Platform	Only Android	Android and iOs

For a more detailed comparison, please refer to http://www.theprotag.com/#!product-comparison/cssh.

5. How we are different from other lost and found technologies?

We have a centralized system to protect both valuables and mobile phones - and it is compatible with both iOS and Android[2]. Our Crowd Tracking feature has two stages, you get location updates of your lost valuables through the help of all PROTAG App Users, and there is an option to communicate with the user who detected your valuable to help you recover it. We also have a reporting system for Good Samaritans to report the identification of lost valuables. This 2+1 concept to recover your valuable is unique to PROTAG.

6. How does PROTAG Trace's mobile security features differ from proprietary software?

We offer the ability to take pictures of the thief, and offer protection for more than one phone in one Trace account. This allows you to track multiple phones in one centralized location. Simply add the new phone by logging into the PROTAG App on the new phone. Note that certain features may work differently on iOS or Android. In particular, iOS devices cannot be remotely locked or wiped as Apple do not grant such privileges to 3rd party developers like ourselves.

7. How does PROTAG Elite record location data?

When Elite leaves the Bluetooth range of your mobile phone, the PROTAG App will retrieve location data from your phone and record it. In other words, it is the phone that store the location data and not the Elite itself. This way you will know where you lost your belongings.

8. What is the range of PROTAG Elite?

Our app is able to detect Elites up to 100 feet (30 metres) away.

9. How thin is PROTAG Elite?

Elite is 3 mm thick. We designed it to fit your wallet and personal belongings easily.

10. How long will my PROTAG Elite last?

Elite will last you about a year with each charge. Our app has a low battery alert and to recharge, simply push out the USB connector out and plug Elite to your computer.

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[2] Please refer to List of Compatible Devices.

11. How to ensure that connection is successful between your phone and PROTAG Elite?

Once PROTAG Elite is paired with your phone, the blinking red light will be converted to a blinking blue light.

12. What is the warranty period for PROTAG Elite?

The warranty period for PROTAG Elite is 3 years.

13. Are there any extra charges for my online PROTAG Trace features?

No, the price you paid is inclusive of the online PROTAG Trace features, the PROTAG App, warranty, and shipping.

7 LIST OF COMPATIBLE DEVICES

PROTAG Elite works on Bluetooth Low Energy (BLE). Thus it requires phones with BLE.

In general, iOS devices will work as long as they have BLE.

On the other hand, Elite should work on Android devices with Android v4.3 and above. Most Android devices will receive their manufacturer's upgrade to Android v4.3 by the end of the 2013.

Please refer to http://www.theprotag.com/#!protag-elite-specs/c1jye for the latest list of compatible devices.

8 COMPARISON BETWEEN IOS AND ANDROID

Features	Android	iOS
Loss Prevention		
Loss Prevention Alarm	✓	✓
Last Known Location	✓	✓
Radar/Proximity	✓	✓
Secure Zone	✓	✓
Crowd Tracking	✓	✓
Good Samaritan	✓	✓
Mobile Protection		
Phone Tracking	✓	✓*
Lock & Ring	✓	✗
Image Capture	✓	✓*
SIM Change Notification	✓	✗
Backup	✓	✗
Manage up to 5 mobile phones	✓	✓

*Requires app to be in foreground.

9 TROUBLESHOOTING GUIDE

Please ensure the PROTAG devices are fully charged and the PROTAG App on your mobile phone is updated to the latest version.

No.	Problem	Cause	Solution
1	Mobile phone is unable to pair with PROTAG device initially.	Compatibility	1. Check List of Compatible Devices on www.theprotag.com and ensure phone is one of the models listed. 2. Email to support@innovatechnology.com.sg with phone model, OS version, and app version to request for more help.
		Faulty device	1. Use a different compatible phone to pair and verify that the device is faulty. 2. Email to support@innovatechnology.com.sg to request for replacement or refund.
		Bugs in app	1. Use a different compatible phone and repeat the procedure leading to the bug. 2. Email to support@innovatechnology.com.sg with phone model, OS version, app version, and description of the procedure leading to the bug to report the bug.
2	App cannot reconnect to the card.	Bugs in app	1. Use a different compatible phone and repeat the procedure leading to the bug. 2. Email to support@innovatechnology.com.sg with phone model, OS version, app version, and description of the procedure leading to the bug to report the bug.
3	Constant false alarms.	Wrong Distance setting	1. Check the Distance setting.
		Unknown	1. Delete the PROTAG device and add again. 2. Email to support@innovatechnology.com.sg to request for more help.

10 TECHNICAL SPECIFICATIONS

Connectivity	Bluetooth 4.0 (Bluetooth Low Energy)
Chip	CSR 1000
Compatibility	iOS and Android[3]
Number of pairing per phone	Up to 10
Recharging mechanism	Push-out USB port Charging indicator
Battery	150 mAh 3.7V Li-polymer
Battery life	1 year per charge Up to 500 charge cycles
Range	Up to 100 feet (30 metres)
Dimensions	84mm x 53mm x 3mm

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[3] Please refer to List of Compatible Devices.

Weight	18g
Warranty	3 years

11 TRADEMARKS

PROTAG and the PROTAG logo are registered trademarks of Innova Technology Pte Ltd.

The Android logo, Google™, Google Maps™, and Google Play™ Store are trademarks of Google, Inc.

Apple, the Apple logo, iPhone, iPod, iPod touch, the Made for iPod logo, and the Works with iPhone logo are trademarks of Apple Inc., registered in the U.S. and other countries. The Made for iPhone logo is a trademark of Apple Inc. iTunes Store is a service mark of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. iOS is a trademark or registered trademark of Cisco in the U.S. and other countries.

Bluetooth® is a registered trademark of Bluetooth SIG, Inc. worldwide.

Wi-Fi®, Wi-Fi Protected Setup™, Wi-Fi Direct™, Wi-Fi CERTIFIED™, and the Wi-Fi logo are registered trademarks of the Wi-Fi Alliance.

All other trademarks and copyrights are the property of their respective owners

12 SAFETY INFORMATION

WARNING. Failure to follow these safety instructions could result in hearing damage or in fire, electric shock, or other injury or damage.

12.1 PROTAG DEVICE CARE
- Do not expose your PROTAG device to liquid, moisture, humidity, or rain. PROTAG device are not waterproof.
- Do not tamper with or abuse the PROTAG device. For example, without limitation, do not drop, disassemble, open, crush, bend, deform, puncture, shred, microwave, incinerate, paint, or insert foreign objects into the PROTAG device.
- Do not use abrasive cleaners to clean your PROTAG device.
- Do not expose your PROTAG device to extremely high or low temperatures.
- Do not leave your PROTAG device in direct sunlight for an extended period of time.
- Do not leave your PROTAG device near open flames such as cooking burners.
- Do not dispose of your PROTAG device in a fire. The battery could explode.
- Do not bring your PROTAG device into contact with any sharp objects. This can cause scratches and damage.
- Do not insert anything into your PROTAG device unless otherwise specified in the user manual. This may damage the internal components.
- Do not attempt to disassemble your PROTAG device, it does not contain serviceable components.

12.2 BUILT-IN BATTERY CARE

- Do not attempt to replace your PROTAG device's battery. It is built-in and not changeable.
- Charge the battery in accordance with the instructions supplied with this manual.

12.3 SAFETY INFORMATION

- Never allow children to play with the PROTAG device; the small components of the devices may be a choking hazard.
- Do not leave or store the PROTAG device in the area over the air bag or in the air bag deployment area of an automobile as serious injury may result when an air bag deploys.
- Observe all signs and displays that require an electrical device or RF radio product to be switched off in designated areas.
- Turn off your PROTAG device prior to boarding aircraft. Do not use PROTAG device inside an aircraft in flight unless allowed by your airline.
- Never use the PROTAG device while taking a bath.
- Do not use the PROTAG device in a sauna or steam room.
- Do not keep your PROTAG device near a sink or other wet areas.
- Do not clean your PROTAG device while it is being charged. Always unplug the charger first before cleaning PROTAG device.
- Do not attempt to repair or modify the PROTAG device yourself.
- The PROTAG device do not contain any user-serviceable parts. If PROTAG device have been submerged in water, punctured, or subjected to a severe fall, do not use it until you take it back to your original place of purchase.
- Do not attempt to force open the built-in battery.
- Dispose of the battery in the PROTAG device according to local regulations. Do not dispose of the battery with household waste.
- Disposal of the packaging and your PROTAG device   should be done in accordance with local regulations.
- The short wave radio frequency signals of a Bluetooth device may impair the operation of other electronic and medical devices.
- Switch off the device where it is prohibited. Do not use the device in medical facilities, aircraft, refuelling points, close to automatic doors, automatic fire alarms or other automatically controlled devices.
- Keep this device at least 20 cm from pacemakers and other medical devices. Radio waves may impair the operation of pacemakers and other medical devices.

13 CERTIFICATION AND COMPLIANCE

13.1 FCC COMPLAINCE STATEMENT

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.

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

This equipment 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 radiate 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

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

13.2 EUROPEAN UNION DECLARATION OF CONFORMITY

Innova Technology Pte Ltd hereby declares that this Bluetooth device is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

A copy of the EU Declaration of Conformity is available at www.theprotag.com.

14 WARRANTY

Three-year limited warranty

Innova Technology Pte Ltd ("PROTAG") warrants to you, the original retail purchaser ("Consumer"), that this product ("Product") will under normal use operate substantially in accordance with the accompanying documentation for a period of three (3) year from date of original purchase. Consumer's sole and exclusive remedy, and PROTAG's sole and exclusive responsibility under this warranty will be, at PROTAG's option, either to repair or replace the defective Product during the three (3) year limited warranty period so that it performs substantially in accordance with the accompanying documentation on the date of your initial purchase. Any replacement may be, at the option of PROTAG, a new or remanufactured Product. If PROTAG, in its sole discretion, determines it is not reasonable to replace the defective Product, PROTAG may refund to Consumer the purchase price paid for the Product.

The forgoing warranty is limited and is not applicable to:

I.   normal wear and tear;
II.   defects or damage caused by misuse, accident (including without limitation collision, fire and the spillage of food or liquid), neglect, abuse, alteration, unusual stress, modification, improper or unauthorized repair, installation, wiring, or testing, improper storage, use in an unapproved device or if the serial number has been removed;
III.   use not in accordance with the documentation; and

IV. damage caused by the equipment with which the Product is used.

To obtain warranty service for any Product that is subject to the foregoing warranty, Consumer must notify PROTAG to return the defective Product together with proof of purchase to the address specified by PROTAG. Consumer shall bear the cost of shipping the Product to PROTAG and PROTAG shall bear the cost of shipping the Product back to the Consumer after the completion of service under this limited warranty. Any Product returned to PROTAG without proof of purchase will be returned to Consumer at Consumer's cost.

The limited warranty extends only to Consumer and is not assignable or transferable to any subsequent purchaser or user. THE LIMITED WARRANTY SET FORTH ABOVE IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES AND PROTAG HEREBY DISCLAIMS ALL OTHER WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR USE OR PURPOSE, NON-INFRINGEMENT, QUALITY AND TITLE. PROTAG DOES NOT WARRANT THAT THE PRODUCT IS ERROR FREE OR THAT IT WILL FUNCTION WITHOUT INTERRUPTION. To the extent PROTAG may not, as a matter of applicable law, disclaim certain implied warranties, the duration of any such implied warranty shall be limited to the shorter of the three (3) year limited warranty period or the minimum time period permitted under such law. Some countries do not allow limitations on the duration of implied warranties, so the above limitation may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights that vary from country to country.

IN NO EVENT WILL PROTAG BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL, PUNITIVE OR CONSEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS OR REVENUES, LOSS OF DATA, LOSS OF USE OF THE PRODUCT OR ANY ASSOCIATED EQUIPMENT, COST OF ANY REPLACEMENT GOODS OR SUBSTITUTE EQUIPMENT, LOSS OF USE DURING THE PERIOD THAT THE PRODUCT IS BEING REPAIRED, CLAIMS OF ANY THIRD PARTIES, OR ANY OTHER DAMAGES ARISING FROM PROTAG'S BREACH OF THIS LIMITED WARRANTY OR THE USE OF THE PRODUCT, REGARDLESS OF THE FORM OF ACTION WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR ANY OTHER LEGAL OR EQUITABLE THEORY, EVEN IF PROTAG HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL PROTAG'S TOTAL CUMULATIVE LIABILITY EXCEED THE PRICE PAID BY CONSUMER FOR THE PRODUCT. Some countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

If you have any questions concerning this statement of limited warranty please email PROTAG at support@innovatechnology.com.sg for any more questions.

15 LICENSE AGREEMENTS

These PROTAG(SM) Service and Software Terms of Use ("Terms of Use") are a legal agreement between you and Innova Technology Pte Ltd ("PROTAG") concerning your use of the PROTAG Service and Software (both as defined below) provided by PROTAG for updating and controlling your PROTAG™ device. To agree to these terms, click "agree." If you do not agree to these terms, do not click "agree" and do not use the PROTAG Service or Software.

1) **The PROTAG Service.** PROTAG is the provider of the PROTAG service (the "PROTAG Service") that enables you to control your PROTAG™ device ("PROTAG Device").

2) **System and Software Requirements.** Use of the PROTAG Service requires a computer, a PROTAG Device, Internet access and an installed and operating version of the PROTAG application software ("PROTAG Application"). Your ability to use the PROTAG Service may be affected by the performance of these items. You acknowledge and agree that all such system requirements, which may be changed from time to time, are your responsibility. Further, you agree to only use PROTAG Devices that you own or otherwise have been given permission to use whenever using the PROTAG Service. For most effective use of the PROTAG Service, high-speed Internet access is strongly recommended.

3) **Software.** The software products made available through the PROTAG Service are licensed, not sold, to you. Two types of PROTAG software are offered through the PROTAG Service: the PROTAG Application; and (ii) PROTAG Trace online service ("PROTAG Trace"). PROTAG may cause the PROTAG Application and updates to the PROTAG Application to be downloaded onto your computer through the PROTAG Service anytime you are connected to the PROTAG Service. You consent to such downloading of the PROTAG Application.

4) **Software License Terms.** The PROTAG Application and PROTAG Trace are collectively referred to as "Software." Your use of the Software is subject to your agreement to be bound by any additional software license terms that accompany the downloading of the Software, all of which software license terms are incorporated in and are hereby made a part of these Terms of Use. PROTAG will be responsible for providing any maintenance and support services for the Software that are specified in the applicable license terms, or are required under applicable law. The additional license terms below shall also apply to the Software.

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5) **Accounts.** You may be required to establish an account ("Account") in order to use certain aspects of the PROTAG Service. You are solely responsible for maintaining the confidentiality and security of your Account. You should not reveal your Account information to anyone else or use anyone else's Account. You are entirely responsible for all activities that occur on or through your Account, and you agree to immediately notify PROTAG of any unauthorized use of your Account or any other breach of security. PROTAG is not responsible for any losses arising out of the unauthorized use of your Account. PROTAG reserves the right to terminate, disable or not

provide all normal features for a particular Account if PROTAG suspects or becomes aware of any unauthorized or unpermitted use of such Account or any part of the PROTAG Service.

6) **Information and Privacy.**

   a) **Collection of Your Information.** To use certain features provided by the PROTAG Service and when creating an Account, you may need to provide certain registration information, including personally identifiable information, to PROTAG ("Registration Data"). Through the PROTAG Service, PROTAG may also be able to automatically collect certain technical data about your PROTAG Device, computer system, and accompanying hardware or software ("Technical Data"), as well as log certain information about your use of the PROTAG Device ("Usage Data"). Registration Data, Technical Data and Usage Data are collectively referred to in these Terms of Use as "Account Data." You agree to provide accurate, current and complete Registration Data and to update the Registration Data as required to keep it accurate, current and complete at all times. PROTAG may terminate your rights to or alter the availability of any or all of the PROTAG Service if any Registration Data you provide is false, inaccurate or incomplete. You agree that PROTAG may collect, process and store the Registration Data you provide (including credit card information) for use in maintaining your Account, and to otherwise use your Registration Data and other Account Data as set forth in PROTAG's most current online privacy policy available at http://www.theprotag.com/#!privacy/c23ro ("PROTAG Privacy Policy").

   b) **Privacy Policy.** The PROTAG Privacy Policy describes, in more detail, the types of information PROTAG collects from users of our Web-enabled products, the way PROTAG handles such information, and the choices you may have with respect to PROTAG's collection and use of your information. The PROTAG Privacy Policy is expressly incorporated into these Terms of Use by this reference. You are strongly encouraged to read the PROTAG Privacy Policy prior to, and periodically during, your use of the PROTAG Service.

   c) **Consent to Transfer and Disclosure.** By using the PROTAG Service, you hereby unambiguously consent to the collection and processing of your Account Data by PROTAG and to the transfer of your Account Data, as necessary, across national borders, including, but not limited to, to and from PROTAG's headquarters in Singapore. You further agree and give PROTAG the right, without liability to you, to disclose your Account Data to law enforcement authorities, government officials, and third parties, as PROTAG believes is reasonably necessary or appropriate to enforce and verify your compliance with these Terms of Use (including, but not limited to, PROTAG's right to cooperate with any legal process in relation to your use of the PROTAG Service, any third party claim that your use of the PROTAG Service is unlawful or infringes such third party's rights, etc.).

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