

Tobacco Tracker™

GPS TRACKING TO CAPTURE CRIMINALS AND RECOVER STOLEN ASSETS

Each Tobacco Tracker™ is pre-allocated to a specific store. Please ensure you have the correct device and that it is installed at the correct store.

Important reminders

- + **DO NOT** remove the plastic outer wrap. There will be a charge incurred if the device needs to be returned to Cennox to be re-wrapped.
- + If you need to move the Tobacco Tracker™ outside of the store, it is critical to call Cennox in advance and have the device disarmed to avoid accidental law enforcement notification.
- + These instructions apply to all versions of Tobacco Tracker™.

REMINDER

The Tobacco Tracker™ is designed to look like similar tobacco inventory at your store. Keep the device banded to the transport plate it was shipped on. They will be separated during the installation process.

EU/ UK TOBACCO TRACKER™ IS SHIPPED STANDARD ON THE YELLOW TRANSPORT PLATE.

Please note, the yellow transport plate will be referred to as plate moving forward in this document.



Normal operating procedures

- + Keep the Tobacco Tracker™ with similar inventory in the store.
- + After sensing 10 seconds of continuous motion, the device automatically triggers and silently alerts Cennox and your Security Team.
- + If the device needs to be moved, place it on the plate immediately after lifting to avoid triggering an accidental activation.
- + If the device is accidentally moved without the plate, place it back on the shelf immediately and it will reset automatically.
- + **Note:** Tobacco Tracker™ can be deployed one of two ways: You can install just the tracker, or in a cigarette carton without transport plate. If you are not sure which way your device is installed, ask your manager or Security Team.

Do's

- + Do use the plate if you need to move the device for any reason not related to a crime in progress.
- + Do keep the plate in a different location from the device but where your staff can access it.

Don'ts

- + Don't discuss your store's security practices with anyone outside of work.

Charging instructions

Important: At no time should the plastic outer wrap be removed from the Tobacco Tracker™. There will be a charge incurred if the device needs to be returned to Cennox to be re-wrapped.

The device must be charged at least every 3 months, after being taken during a robbery, or when directed by your Security Department. An inductive charging pad, USB cable and power supply is included with the device for charging.

STEP ONE: CALL CENNOX

- + Call Cennox at +32 2 702 18 20 and ask for the device to be placed into Install Mode to prevent accidental activation.

STEP TWO: CHARGING SEQUENCE

- + Place the device on the plate and take to an area for charging.
- + Assemble the inductive charging pad, cable and power supply together and plug it into a wall outlet. A light on the pad indicates power is being supplied to the pad.
- + Remove the tracker from the plate and place the tracker face-up on the charging pad as shown in the picture at right (the bar code text should read left to right).
- + Slide slowly towards the center of the pad until you hear three chirps to indicate that it is correctly aligned on the pad.
- + If you did not receive the three chirps or if the device continues to chirp, gently slide the device around on the charging pad to realign until you receive the chirps.
- + After charging, place the tracker back on the plate and return it to where it was kept with inventory. Install as directed by your security team. Return the plate to its storage location.
- + Call the Cennox Support Center and ask to have the device taken out of Install Mode. If a device is left in Install Mode at the end of the business day, the unit will not track in case of an incident. It is imperative to contact Cennox Support Center before the end of the business day to take your location out of Install Mode.

Do's

- + Do leave the device on the charger at least 2 hours. Your Security Team will receive a charge-complete alert when it is fully charged if set up accordingly (may vary per customer).

Don'ts

- + Don't leave the device on the charger overnight because it will not be with other inventory and ready to track criminals if a crime occurs.

Any questions? Please call Cennox at +32 2 702 18 20.

Contact your security department for more information.