User manual

BAGTAG Pulse



BAGTAG

Welcome on board!

Your BAGTAG works in combination with the BAGTAG and/or supported airline app. For a list of supported airlines, please check our website.

To register your BAGTAG, download the BAGTAG mobile application in the Apple App Store or Google Play Store.



BAGTAG

Before you start

In the box

Your BAGTAG Pulse comes with:

- The BAGTAG Pulse with its protective bumper
- A Velcro strap to attach it to your suitcase handle
- A wireless charger

The charger sits under the device in the packaging, so find it before you throw the packaging away.

Not in the box

A USB C cable. You need one to power the wireless charger.

Waking your Pulse

Your Pulse is delivered asleep, with its battery charged at the factory. Nothing lights up or beeps until you press the button once. The button is on the bottom right of the device and is marked with the Pulse icon.

When you take the Pulse out of the box, the screen shows a QR code. Scan it to go straight to setting up your Pulse in the BAGTAG app.

Register the BAGTAG Pulse

Step 1: Log in the BAGTAG app

Download the BAGTAG application from the App Store or Google Play Store to register the BAGTAG device (which you only need to do once). Before you can register the device, you must first sign up or log in.

Step 2: Add the device

After logging in, go to the device page (suitcase icon) and select the ‘Add device’ option. Make sure your location sharing, Internet, and Bluetooth are all turned on.

When the app asks for permission to use Bluetooth, allow it. The Pulse cannot be registered without Bluetooth.

Step 3: Register with the button

When the app asks, push the button once and wait for the display to show the registration confirmation screen. The button is on the bottom right of the device and is marked with the Pulse icon.

Step 4: Start tracking

Hold the button for 5 seconds, until the status light and the screen give a signal. Then press once for Apple Find My or twice for Google Find Hub, and finish setting up in that network’s app. See Tracking and finding your bag for more.

The BAGTAG is now ready for its first flight.

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Get to know your BAGTAG Pulse

You control the Pulse with a single button.

The button

The button is on the bottom right of the device and is marked with the Pulse icon.



Quick presses

Press	What it does
Press once (1x)	Activates Bluetooth for 15 seconds so you can register the device or update the label.
Press three times (3x)	Disable label. The flight label disappears from the screen and is replaced by your contact details (phone number or email address), so that a lost suitcase can be traced back to you. The flight label returns the next time you update it.

Press and hold

Holding the button down for longer opens further functions:

Hold for	What it does
5 seconds, then press	Once: starts tracking with Apple Find My. Twice: starts tracking with Google Find Hub. Three times: switches tracking off. The same sequence looks up the serial number. Keep holding until the status light and the screen give a signal, then press.
10 seconds, then press once	Hard reset. The device switches off and on again. The screen shows the same screen as after three presses.
20 seconds, then press once	Factory reset. The screen returns to the welcome screen. This is also the only way to switch from Apple Find My to Google Find Hub, or the other way round.

Holding the button on its own never changes anything. A press always has to follow the signal. Hold times are not final yet.

Check in your baggage

Step 1: Check in

Check in your bag through the supported airline app. The luggage label is transferred to the BAGTAG from within the airline's mobile app. This option is available after you have checked in.

Step 2: Updating the BAGTAG display

Choose your upcoming flight and activate the BAGTAG with the button. Follow the instructions in the airline app to update the BAGTAG display.

The label should be successfully sent to the BAGTAG, and the flight information will appear on the display. The label stays on the screen without using any power.

You will also receive a confirmation email that your bag was successfully checked in and labeled.

Please note that this process can differ per airline. Check your airline's website for more information on how to update the tag.

Step 3: Check the label

Before you hand over your bag, look at the screen and check that it shows the right flight information. If it does not, update the label again.

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Attach the BAGTAG Pulse

Attachment location

The Pulse attaches to your suitcase handle using its built in mount and a single hook and loop (Velcro) strap. The strap is designed to fit any suitcase handle. No adhesive, screws, or tools are required. Attach it to the handle, or to the narrow, long side of the case, so it hangs clear and stays readable.

Step 1: Thread

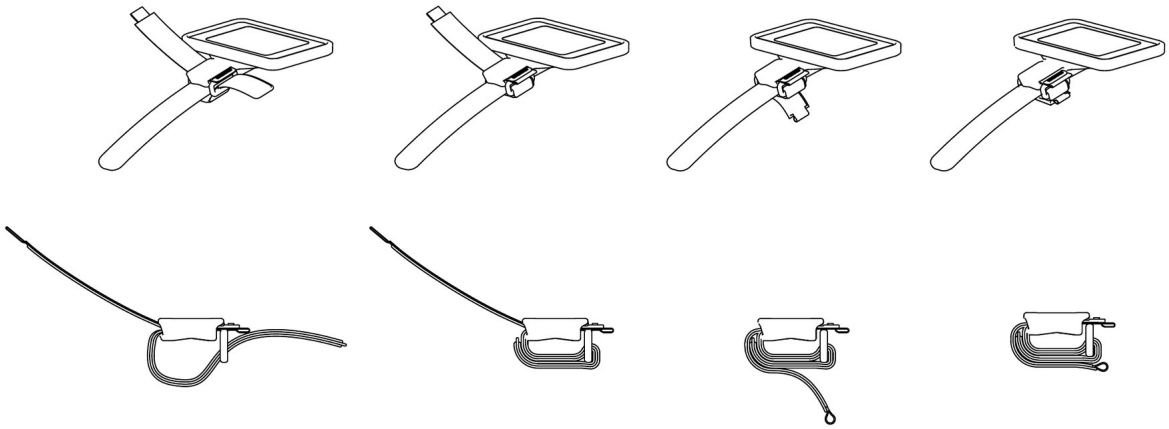
Feed the Velcro strap through the slot in the BAGTAG's mount.

Step 2: Wrap and tighten

Pass the strap around the suitcase handle and pull it firmly to remove all slack, keeping the device flat against the handle.

Step 3: Fold back and press

Fold the strap back onto itself so the hook and loop surfaces meet, and press firmly along its full length. Always attach the device as tightly as possible to prevent it from moving during its journey.



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Tracking and finding your bag

How tracking works

The Pulse sends out a Bluetooth signal so that Apple Find My or Google Find Hub can show where your bag was last seen. You choose one of the two, and the Pulse uses one at a time. There is no live GPS. Location updates come from the finding network.

Tracking does not depend on your airline and never stops a label from being sent. Once started, it stays on until you switch it off, and it only works while the battery has charge, so check the battery level before you travel.

Starting tracking

Hold the button for 5 seconds until the signal, then press once for Apple Find My or twice for Google Find Hub, and finish in that network's app. Position, history and sharing all sit in that app, not in the BAGTAG app.

To use the Apple Find My app to locate this item, the latest version of iOS, iPadOS, or macOS is recommended.

Looking up the serial number

To look up the serial number of your Pulse, use the same button sequence as for starting tracking. Hold the button for 5 seconds, until the status light and the screen give a signal. Then press once for Apple Find My, or twice for Google Find Hub, and follow the instructions in that network's app.

At the baggage belt and if your bag does not arrive

To pick out your bag at the belt, play a sound from Apple Find My or Google Find Hub. The flight label on the screen also helps you recognise it.

If your bag does not arrive, open the same app to see where it was last seen and show this at the baggage desk. Recovery is handled by your airline and the airport, not by BAGTAG.

If someone finds your bag

The QR code at the bottom left of the device is used when a suitcase has gone missing. If you have used Disable label (press three times), your contact details are shown on the screen as well.

Battery and charging

Battery life

One charge lasts up to 6 months, based on 4 flights a week (2 return flights).

Charging the battery

The BAGTAG Pulse has a rechargeable battery and charges wirelessly. There is no charging port on the device. Place the device on the BAGTAG wireless charger to charge it. The charger is powered over USB C.

Please note: a USB C cable is not included in the box.

Checking the battery level

With nothing else going on, press the button once and the status light shows the battery level. You can also check the exact level in the BAGTAG app, on the device page, but not while the device is charging.

Light	Battery level
Green	More than 25 percent. No action needed.
Yellow	Between 10 and 25 percent. You can still get home, but charge the device soon after.
Red	Less than 10 percent. Charge the device now. Some functionality may be limited.

Technical specifications

Specification	Value
Display	4 inch colour e paper (e ink), landscape
Colours on screen	Black, white, yellow and red
Resolution	528 × 768 pixels
Label	Stays visible without using power
Bluetooth	Bluetooth Low Energy (BLE)
RFID	UHF RFID, readable by airport baggage systems
Controls	One button on the back, status light on top
Dimensions (L × W × H)	126 × 82 × 11 mm
Weight	180 g
Materials	Glass cover lens, TPU protective bumper with ring
Colour	Midnight blue
Battery	Built in rechargeable lithium battery (single cell, 3.7 V nominal)
Battery life	Up to 6 months per charge, based on 4 flights a week
Charging	Wireless, on the included BAGTAG wireless charger
Water and dust resistance	IP67
Tracking	Apple Find My or Google Find Hub, one at a time
App	BAGTAG app for iOS and Android
Certifications	CE (EU), UKCA (UK), FCC (US), IC (Canada)

If something does not work

What is happening	What to try
My phone cannot find the Pulse	Check that Bluetooth, location sharing, and Internet are on, and that the BAGTAG app is allowed to use Bluetooth. Press the button once, then try again within 15 seconds.
The label did not arrive	Press the button once and send the label again from the airline app.
The screen shows the wrong flight	Update the label again from the airline app, and check the screen before you hand over your bag.
The screen shows my contact details instead of my flight	The button was pressed three times (Disable label). Update the label again from the airline app to bring your flight back.
I want a blank screen	Clear the screen from the BAGTAG app. Pressing the button three times does not blank the screen and does not reset the device.
The battery is flat	Place the Pulse on the wireless charger. Remember that a USB C cable to power the charger is not included.
The Pulse does not respond	Restart it with a hard reset (see Press and hold).

Still stuck? Email us at support@bagtag.com.

BAGTAG

Regulatory information

COMPLIANCE STATEMENT (PART 15.19)

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.

WARNING (PART 15.21)

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

RF EXPOSURE (OET BULLETIN 65)

To comply with FCC RF exposure requirements for mobile transmitting devices, this transmitter should only be used or installed at locations where there is at least 20 cm separation distance between the antenna and all persons.

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Regulatory information

MANUFACTURER PERFORMANCE SPECIFICATION

The BAGTAG device has been certified according to IEC 61000-4-3. The UHF RFID scanning function of the Airport interface of the BAGTAG device could be sensitive to radiated emissions between 600 MHz and 700 MHz, resulting in performance criterion B. After the influence of the emissions in the aforementioned spectrum has stopped, the BAGTAG device will recover its functionality with respect to the UHF RFID scanning function on its own, without operator intervention. During normal operating conditions the aforementioned emissions should not be present in the environment where the BAGTAG is used with the UHF RFID scanning function.

EUROPEAN UNION DISPOSAL INFORMATION

According to local laws and regulations your product and/or its battery shall be disposed of separately from household waste. When this product reaches its end of life, take it to a collection point designated by local authorities. The separate collection and recycling of your product and/or its battery at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.

Questions? Email us at support@bagtag.com

Warranty: see the warranty statement on the BAGTAG website.

Data and privacy: see the data and privacy documents on the BAGTAG website.

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