tagg™
THE PET TRACKER

USER GUIDE.

www.tagg.com

Snaptracs, Inc.
5775 Morehouse Drive
San Diego, CA 92121-1714
U.S.A.

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Tagg – The Pet Tracker™ User Guide
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Thank you for purchasing Tagg—The Pet Tracker™. Now you have a new way to connect with your pet. Using advanced GPS and wireless technology, you can easily keep track of your dog's whereabouts—and a motion sensor in the Tagg™ tracker helps you keep track of your dog's daily activity and exercise.

Get started today with Tagg—The Pet Tracker, and you will have peace of mind, wherever you are.

Sincerely,
The Tagg Team

Tagg—The Pet Tracker is a pet tracking system that allows you to:

Track your pet's location using GPS technology.

Track your dog's activity using a specifically-configured motion sensor in the Tagg tracker.

With the Tagg system, you create your own Tagg zone, the area where your pet spends most of his time. If he escapes, you get a text and email alert. At that point, you can locate and track your pet on the Tagg map on your computer or mobile phone. And with Tagg Activity Tracking, you'll also know how active your dog is, so you can stay on top of his health and exercise.

Here are three ways you can stay connected with your pet:

- **On your computer**. Visit www.tagg.com to view the Tagg map, see where your pet is at any time, and track his activity.
- **On your mobile phone**. Use the web browser on your mobile phone to view the Tagg map and your dog's activity when you're on the go. You can also download the free Tagg app for your iPhone or Android smartphone.
- **Through texts and emails**. Receive Tagg alerts and updates by text and email, or use text commands to locate and track your pet.

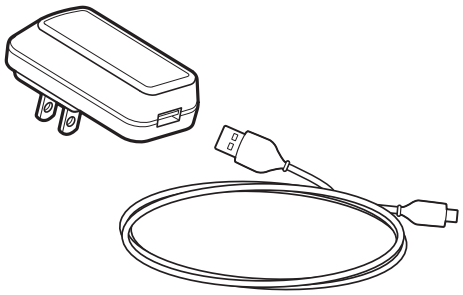
Item	What it Does
A. Tagg Tracker	Tracks and transmits your pet's location and activity when attached to his collar
B. Tagg Docking Station*	Charges your tracker and maximizes battery life when your pet is nearby
C. Power Kit (AC adapter/USB cable)*	Connects the docking station to an electrical outlet for charging
D. Collar Clip and Straps	Attaches the tracker on your pet's collar. Includes straps for thick and thin collars

*If you only purchased a Tagg tracker, it does not include a docking station and power kit.

A

B

C



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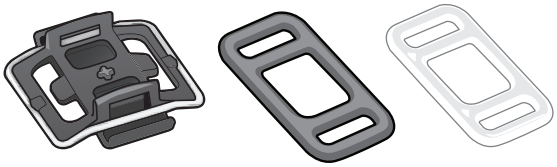


The Tagg tracker attaches to your pet's collar and does two things: 1) transmits your pet's location to you through the Tagg website, email/text notifications, and Tagg mobile apps, and 2) tracks your dog's activity and syncs data to the activity charts when docked on the docking station.

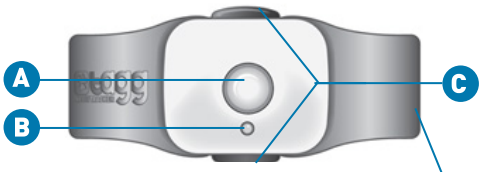
Item	What it Does
A. Trip Button	Turns the tracker on/off. Puts the tracker into "Trip mode" to avoid sending alerts when you leave the Tagg zone. Shows you the battery level of the tracker
B. Status Indicator	Tells you when the tracker is on/off, locating or tracking your pet, and more (see more about the Status Indicator below)
C. Release Points	Release the tracker from the docking station, travel charger, or collar when pressed
D. Wings	Antenna for the Tagg system
E. Charging Contact	Align this with the docking station or travel charger to charge
F. Attachment Sensor	Senses when the tracker is attached or detached from the collar clip
G. Tagg ID	Unique code for activating your tracker

About the Trip Button

This button does three things (see chart below for details):

- Turns the tracker on/off
- Puts the tracker into "Trip mode." You can use Trip mode when you take your dog on a walk or run errands to avoid sending alerts when you leave the Tagg zone. For more about Trip mode, see page 38
- Shows you the battery level of the tracker

Tracker – Top View



Tracker – Bottom View

About the Status Indicator

The status indicator on the Tagg tracker tells you when the tracker is on/off, locating or tracking your pet, and more. To conserve battery life, the status indicator won't illuminate except when performing the actions listed below.

Action	Tracker Status Indicator State	What it Means
Turn tracker on or off: Press and hold the **Trip** button for 3 seconds*	Solid Blue for 5 seconds	Tracker is powering on
	Solid Red for 5 seconds	Tracker is powering off
Put tracker into Trip mode: Double-press the **Trip** button	3 Quick Flashes, then Flashing Blue for 15 minutes	Tracker is in Trip mode
Page, Track, or Locate	Flashing Blue and Red	Tracker is being paged, tracked, or located
Check if tracker is on or off: Press and release **Trip** button (for less than 3 seconds)	Solid Blue for 2 seconds	Tracker is on, with sufficient battery
	Flashing Red 4 times	Tracker is on, with low battery
	Not lighting up	Tracker is off
Charge tracker: Place it on docking station or travel charger	Flashing Blue	Tracker is charging (may take up to 60 seconds to start flashing)
	Solid Blue	Tracker is fully charged
Remove the tracker from the docking station	Solid Blue for 2 seconds	Battery is sufficiently charged
	Not lighting up	Battery needs to be charged

*If the status indicator does not light up when you press the Trip button, the tracker may need to be charged. Place it on the docking station until the status indicator is solid blue.

The docking station* does three things: 1) charges your Tagg tracker, 2) maximizes the tracker's battery life when your pet is nearby, and 3) syncs activity data when the tracker is docked. It should always be plugged in, powered on, and placed within the boundary of your Tagg zone.

Item	What it Does
A. Power Indicator	Tells you the docking station is on
B. Docking Posts	Hold the tracker in place when docked
C. Power Port	Connects the docking station to the USB cable
D. Page Button	Locates the tracker when pressed (only when the tracker is near the docking station)
E. Charging Pins	Align with the tracker charging contact to charge
F. Upgrade Indicator	Lights up red when a software upgrade is in progress. Do not remove the tracker while the light is on

*If you only purchased a Tagg tracker, it does not include a docking station and power kit.

About the Page Button

If you're at home and the Tagg system says your pet is "near the docking station" but you can't find him, you can page the Tagg tracker. See page 26 for more information.

Syncing Activity Data

When Activity Tracking is on, you'll automatically see data in your pet's charts within 24 hours. To sync data immediately, place the tracker on the docking station for a few minutes.

Positioning the Docking Station

For optimal system performance:

- Keep the docking station placed within the boundary of the Tagg zone, where your pet spends most of his time. This will keep the tracker in power saving mode and maximize tracker battery life. For more information about how to get the most from your tracker battery, please visit the Support section at www.tagg.com.
- Place the docking station indoors, in an open area, away from metal.
- Make sure the docking station is plugged into an electrical outlet using the AC adaptor and USB cable provided. The docking station cannot be powered through your computer's USB port.
- Make sure the docking station is powered on (power indicator lights up blue).

***Note**: If you make a significant relocation of the docking station (such as taking it to a vacation home), you must adjust the Tagg zone to reflect the new location and address.*

Docking Station Indicator	Indicator State	What it Means
Power indicator	Not Lit	Docking station is off or unplugged
	Solid Blue	Docking station is on
	Flashing Blue - 15 minutes	Page button pressed, locating pet
Upgrade indicator	Not Lit	Normal operation
	Solid Red	**WAIT**: Software upgrade in progress. Do not remove tracker until upgrade is complete. See page 21 for more about upgrades.

Tagg Home, Map, Activity and Notifications are areas that you'll use often on the Tagg website.

- **Home**: Get a quick view of your Tagg account and your pet's current location.
- **Map**: See your pet's current and most recent locations, and track or locate him if he leaves the Tagg zone.
- **Activity**: See how active your dog is daily and over longer periods of time.
- **Notifications**: Manage Tagg notifications for yourself and up to five contacts. Choose which notifications you and your contacts receive and how they're delivered (email/text). You can also see current and past notifications.

Once you've created your account and activated your Tagg tracker, you can start using the Map and Activity sections to keep track of your pet's location and daily activity. See page 13 for more about activating your Tagg tracker.

Tagg Home

As you see on the screen below, home is where you can:

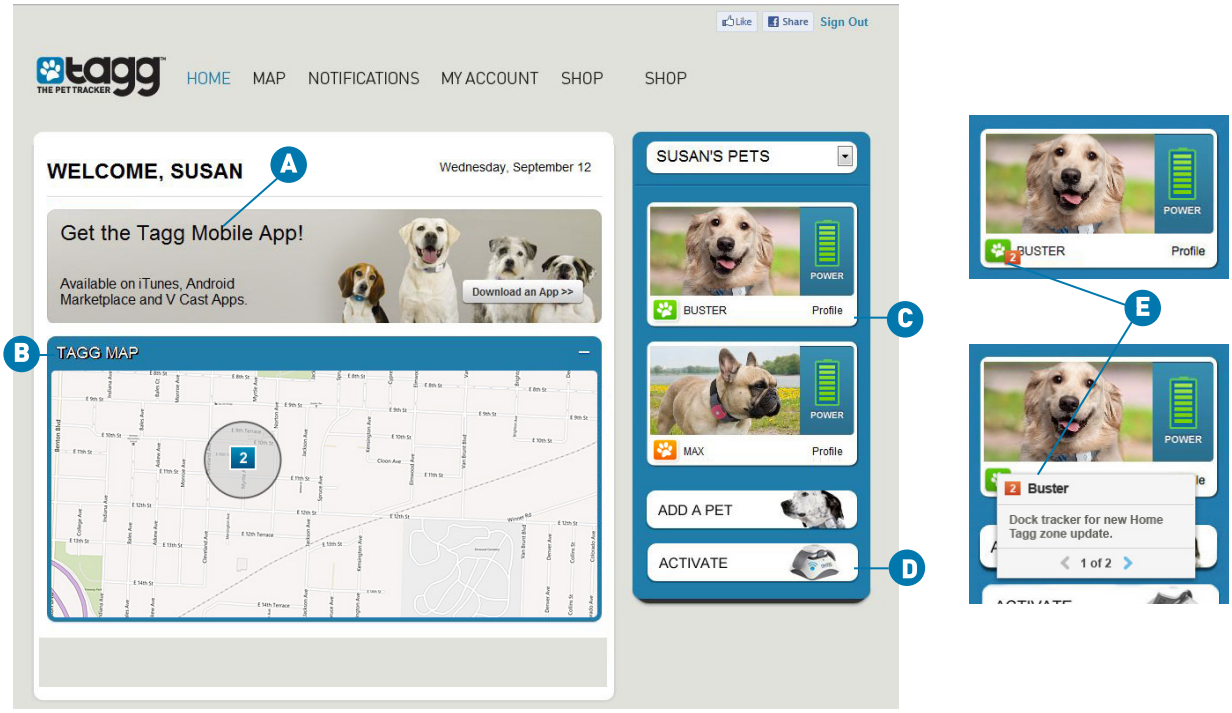
A. Find out about new Tagg features and services.

B. Get a quick view of the Tagg map.

C. Create or modify your pet's profile.

D. Activate the Tagg tracker.

E. View pending updates. See page 21 for details.



Tagg Map

You'll use the Tagg map to locate and track your pet. This section gives you a quick overview of the map. To learn more, see Reading Your Tagg Map on page 22.

A. **Notification headline**: Where you receive alerts and updates about your pet's location or the Tagg system.

B. **Tagg zone**: The boundary around your house that you set during activation.

C. **Paw without pinpoint**: Means there's no pinpointed GPS location, since your pet is close to the docking station and in power saving mode.

D. **Paw with pinpoint**: Means there is a GPS location available. If you hover over this icon, you'll see the last recorded location of your pet.

E. **Radius of accuracy**: The circle around the paw indicates the accuracy of the GPS location. In general, the accuracy of the location will be within a few yards or up to a few hundred yards, depending on the quality of the GPS signal available at the time.

F. **Tracker command bar**: Where you can command the tracker to Track, Locate, or Show Trail for your pet.

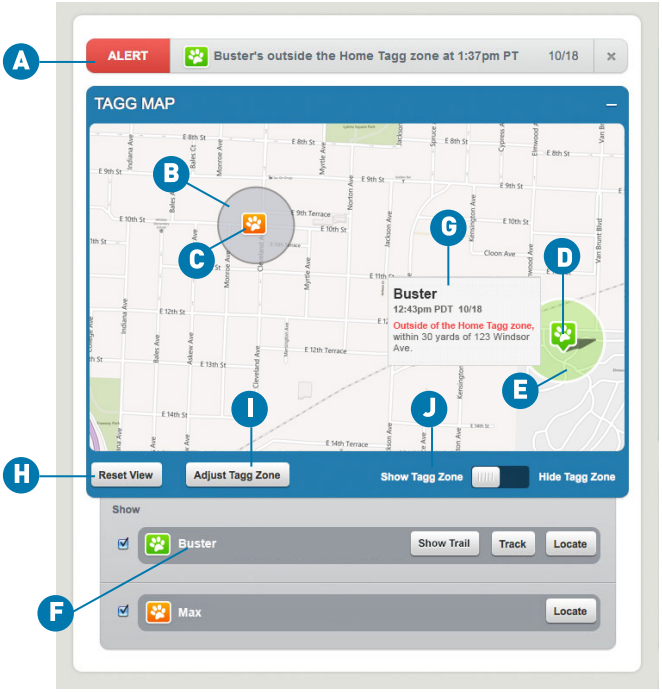
G. **Hover over** : Gives the last recorded location of your pet.

H. **Reset View**: Adjusts the Tagg map to your original view, showing your pet and Tagg zone.

I. **Adjust Tagg Zone**: Where you can change your Tagg zone on the map.

J. **Show/Hide Tagg Zone**: Where you can choose to show or hide the Tagg zone on the map.

(Your screen will look similar to this.)



Now that you've had a quick overview of the key features of Tagg—The Pet Tracker, you can start setting it up. There are five easy steps to complete:

- **Step I**: Charge the Tagg tracker
- **Step II**: Activate the Tagg tracker online
- **Step III**: Personalize your pet's profile
- **Step IV:** Turn on Activity Tracking
- **Step V**: Attach the Tagg tracker to your pet's collar

Step I: Charge the Tagg Tracker

1. Attach the AC adapter to the USB cable and plug the USB cable into the docking station power port. Be sure to only use the Tagg AC adapter and USB cable provided.

2. Plug the AC adapter into an electrical outlet.

   Note: *The docking station cannot be powered through your computer's USB port.*

3. If your Tagg docking station has an on/off switch on the bottom of the device, move it to the "on" position (power indicator will turn blue).

4. Properly secure the tracker on the docking station by making sure its charging contact aligns with the docking station's charging pins. (When the tracker is docked correctly, the tracker status indicator will start flashing blue within 60 seconds of docking. The status indicator will be solid blue when the device is fully charged.)

It will take up to two hours for your tracker to charge. We recommend charging as soon as you receive the low battery notification. The battery may last up to 30 days, but actual battery life will vary based on usage patterns. A Battery Life Estimating Chart can be found at www.tagg.com in the Support section.

Note*: When your tracker is near the docking station, it automatically enters power saving mode, giving you the maximum amount of time between charges.*

While your tracker is charging, you can complete Steps II - IV.

Step II: Activate the Tagg Tracker Online

To activate your tracker, it must be docked properly on the docking station. You may activate it while it's charging.

1. Go to www.tagg.com and click the **Activate** button to activate your Tagg system.
2. If you already have a Tagg account, please sign in. If you don't have an account, please create one now.
3. You will need the unique Tagg ID number for activation. Your Tagg ID number is located on the bottom of the tracker.
4. Follow the simple activation steps on the website to set up your account and activate your tracker.

While activating the tracker, you'll set up your Tagg zone and notifications. The following pages will give you more details about both.

Set Up Your Tagg Zone

This is the boundary around the area where your pet spends most of his time. When your pet leaves the Tagg zone, you will receive an alert.

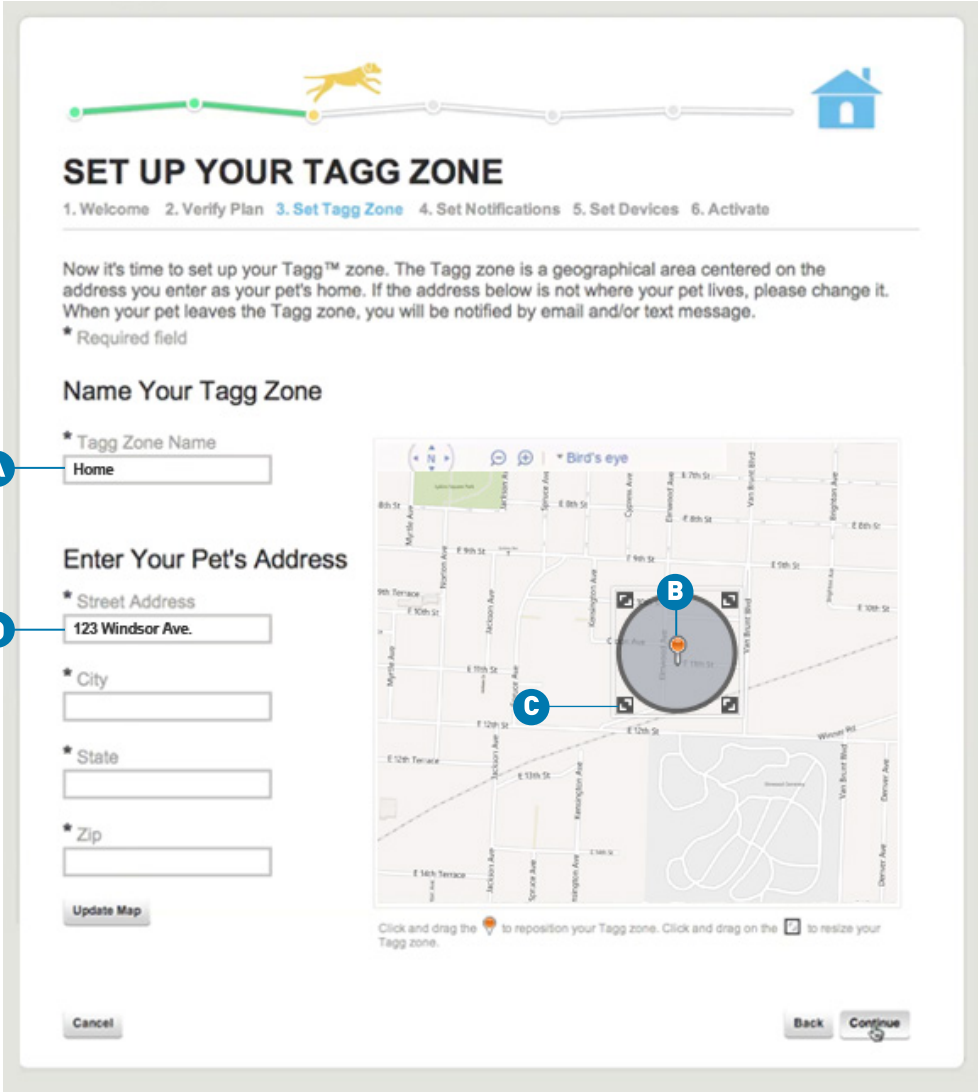
A. Give your Tagg zone a name (e.g., Home).

***Note**: Each account can only have one Tagg zone, even when multiple pets are on the account.*

B. Adjust the Tagg zone by clicking and dragging the orange center pin to the proper spot.

C. The Tagg zone defaults to the smallest possible area: a 75-yard radius around the pet's home. Click and drag the corner squares to enlarge the area up to 1,000 yards.

(Your screen will look similar to this.)



IMPORTANT: The docking station must be located inside the Tagg zone.

D. The Pet Address field may have been auto-populated with your shipping address. If so, the system has created your initial Tagg zone around this address. If this is not your pet's home, please enter your pet's home address and click **Update Map**.

Set Up Your Notifications

Tagg notifications tell you if your pet leaves the Tagg zone, and give you updates about your pet's location, the tracker's battery life, and important software upgrades. You'll always see all notifications on the Tagg website and you can also opt-in to receive them by email and/or text message.

During activation, you'll set up notifications for your:

Primary Email: This is the email account you use to sign in to your Tagg account, and where we will send all mandatory emails, in addition to email notifications you've selected.

Secondary Email: Add another email address where you want to receive notifications, such as a work or personal email account.

Mobile Phone: Add your mobile number and opt-in to receive notifications by text message. This will also allow you to text the Track or Locate commands from your phone. See page 41 for text message commands.

Standard text message and data charges from your mobile carrier may apply. This cost is not included in your Tagg service. Please check with your carrier if you have questions about your plan and pricing.

You'll be able to add contacts and customize your notifications after activation. See page 28.

***Note**: Please add noreply@tagg.com to your email address book to be sure your Tagg notifications pass through your spam filter. If you opt-in for text message notifications, please add Tagg (52366) to your cell phone contacts when you receive your welcome text.*

Completing Activation

Now that you've set up your Tagg zone and notifications, complete the last few steps to activate your tracker. You will be notified by email and/or text when activation is complete. This usually takes a few minutes, but in some cases, may take a couple of hours.

***IMPORTANT**: After activation, you may need to upgrade the software on your tracker.*

To upgrade your software, place your tracker on the docking station to charge. The upgrade will begin when your tracker has reached a sufficient battery level, which may take anywhere from a few minutes to an hour.

The upgrade indicator on the docking station will turn on when the upgrade begins. Please do not remove your Tagg tracker from the docking station until the indicator turns off.

Step III: Personalize Your Pet's Profile

A complete pet profile increases the accuracy of your pet's activity data when you use Activity Tracking, and it also customizes your Tagg account.

1. To create a new pet profile, click **Add A Pet.**

2. Fill in your pet's information. If you're not sure about something, just take your best guess.

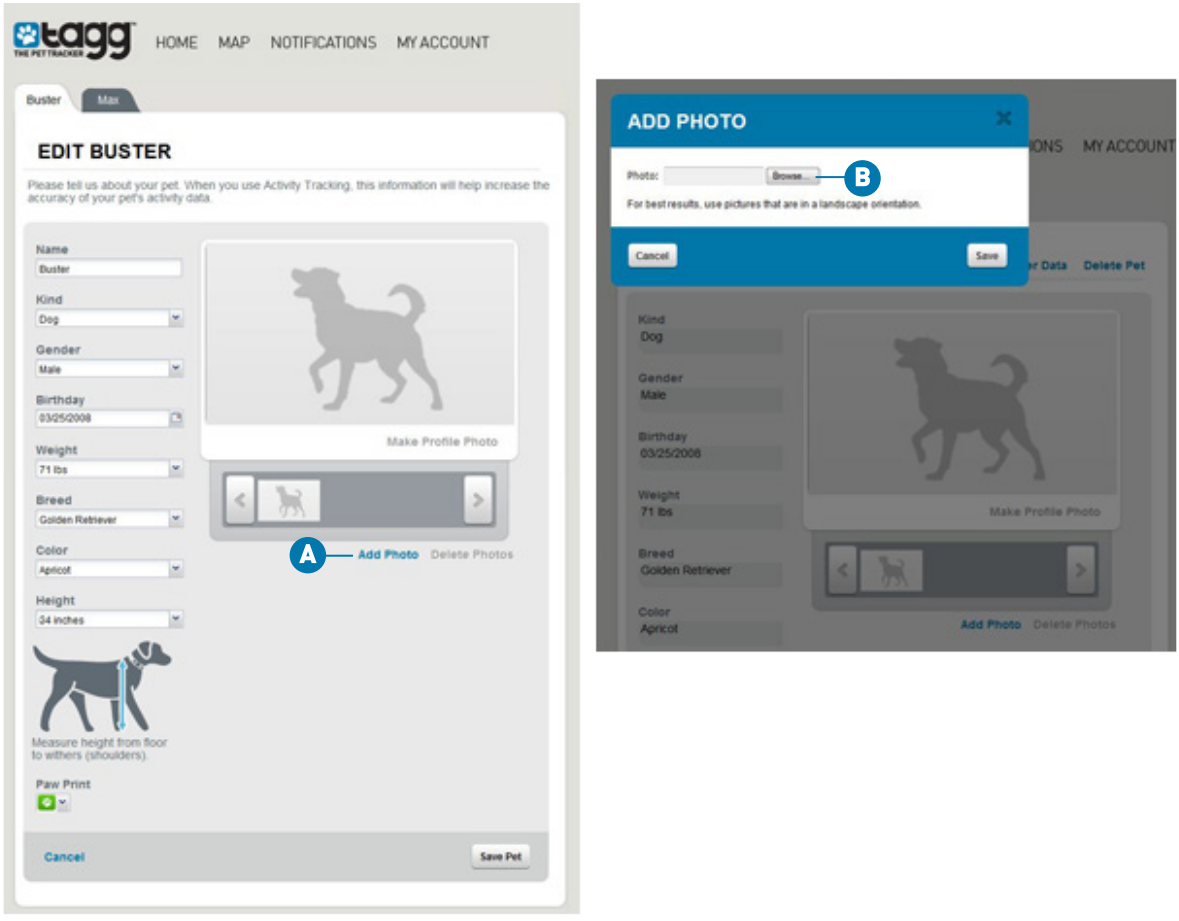
If you started creating your pet profile at activation by filling in your pet's name, click on your pet's profile above the **Add A Pet** button.

Add Your Pet Photos

A. Open your pet's profile page and click **Add Photo**. You can add up to 10 pictures of your pet to your photo gallery.

B. In the Add Photo window, browse and select the image file you want to add (for best results, use pictures that are in landscape orientation).

(Your screen will look similar to this.)



Save Profile Photo

1. Click on the photo in your gallery, and then click Make Profile Photo.

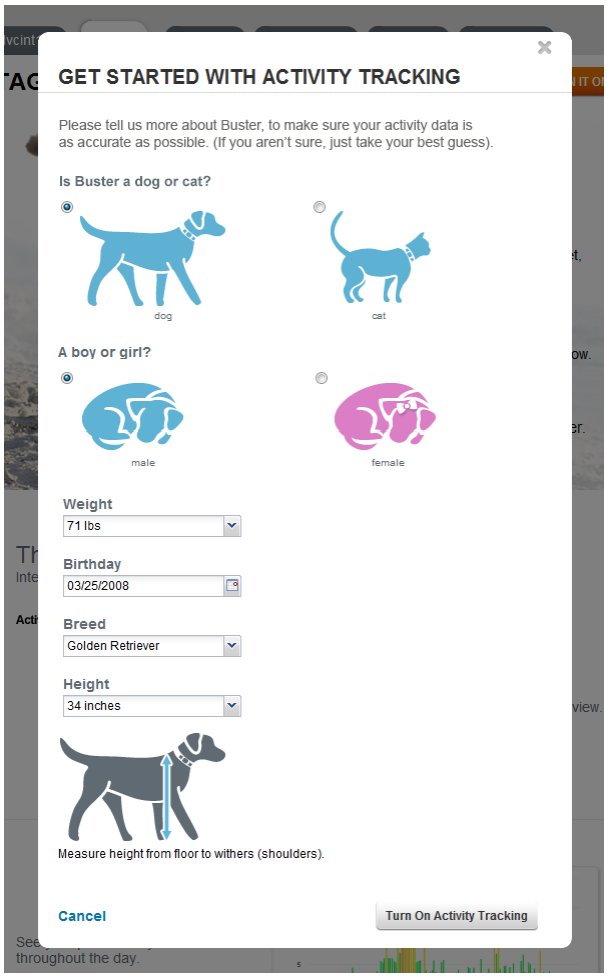
2. Use the viewer rectangle to identify the area of the photo you want to use. Click **Save Profile Photo**.

   To change the profile picture, just repeat the steps above.

Step IV: Turn On Activity Tracking

You'll be notified by email when you can turn on Activity Tracking. If you have more than one tracker on your account, you'll receive a specific notification for each one. To turn on Activity Tracking, follow the link in your notification email or log into Tagg.com:

1. In the top navigation, click **Activity**. You'll see an overview of Activity Tracking.
2. Click **Turn On Activity Tracking**.
3. Fill in your dog's current profile information on the Get Started with Activity Tracking form. Enter the most up-to-date information to make sure the activity data is as accurate as possible.



4. After providing your pet's information, click **Turn On Activity Tracking**.
5. Dock your tracker for a few minutes to update it with the Activity Tracking setting for your pet.

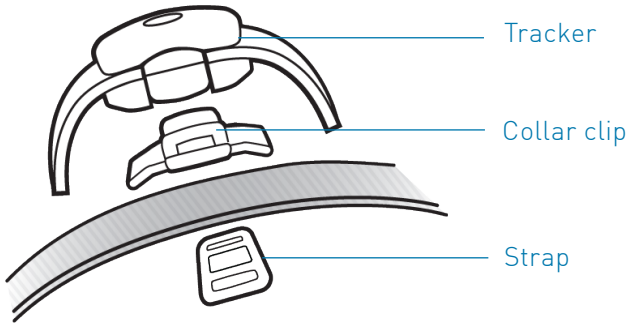
When the tracker is updated with Activity Tracking, you'll receive an email notification. At that point, the tracker will start collecting activity data. You can expect to see data in the charts within 24 hours. If you're away from the docking station and can't dock your tracker, you can expect to see data within 48 hours.

Note: *Activity Tracking was designed for dogs. It is not optimized for cats or any other animal.*

For more about Activity Tracking, see page 30.

Step V: Attach the Tagg Tracker to Your Pet's Collar

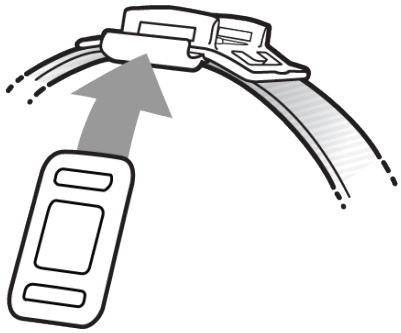
Your Tagg setup is almost complete. The illustrations below demonstrate how the tracker (top) attaches to the collar using the collar clip (middle) and strap (bottom). Follow these easy steps to attach the tracker properly.



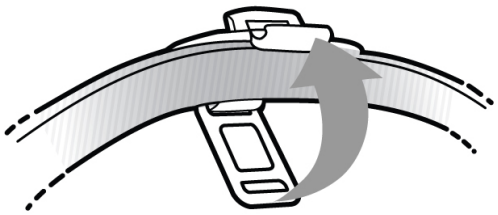
Attaching the Collar Clip to the Collar

1. Remove the collar from your pet.
2. Holding the collar in one hand, place the collar clip on top of the collar as shown:

3. Hook one side of the strap into the collar clip groove on one side of the collar clip.



4. Holding the collar clip and strap in place with one hand, use your other hand to stretch the free end of the strap* under the collar and up into the groove on the other side of the collar clip:



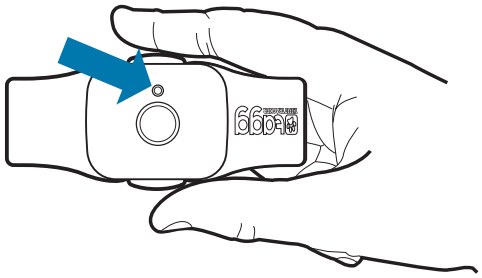
* Different color straps represent different sizes. The clear strap is for small collars and gray is for large collars The collar clip attachment should be snug on your pet's collar.

***CAUTION**: It may take some force to stretch the strap all the way. **Do not use tools or other devices to attach the strap.** Doing so may result in damage to the clip or strap.*

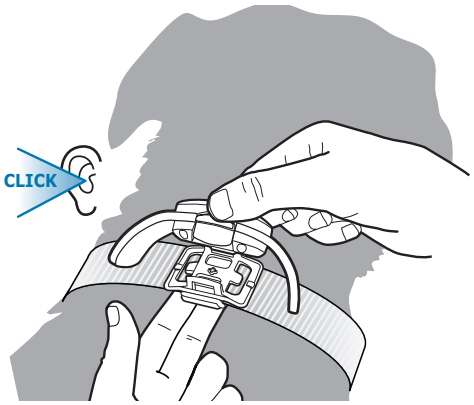
Attach the Tracker to the Collar Clip

Once the tracker is activated and fully charged, remove it from the docking station by squeezing the release points on each side of the tracker. Attach one side of the tracker at a time to the collar clip.

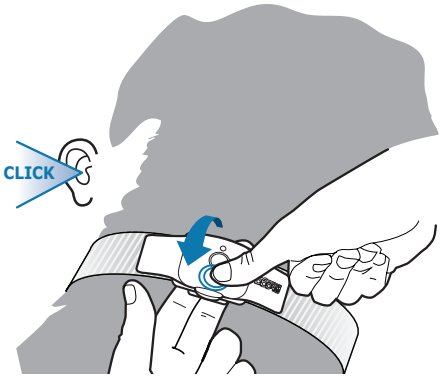
1. Locate the side of the tracker with the status indicator light.



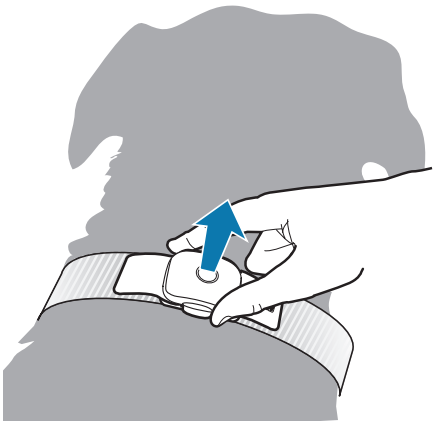
2. Press the side of the tracker with the status indicator light to the collar clip post until you hear a "click."



3. Roll the other side of the tracker to the collar clip post and press until you hear another "click."



4. Check that the tracker is secured by giving it a **light tug** (be careful not to squeeze the release points).



To remove the collar clip from your pet's collar, slide the collar clip and strap off the end of the collar. The tracker works on most standard flat collars and harnesses.

Types of Collars

Do Use:	Do NOT Use: (May interfere with tracking system)
• Standard buckle collars (nylon or leather)	• Metal collars, including training collars
• Plastic snap closure collars	• Spiked collars
• Flat harnesses (nylon or leather)	• Collars with studs, jewels, or other raised adornments

The pet tracker setup is now complete.

Software Upgrades

The Tagg system will occasionally send you a notification for a software upgrade. Some of the upgrades will simply keep your system running efficiently, and some may be critical to system functionality. It is important to complete the upgrade as soon as possible.

When You Receive an Upgrade Notification

1. Dock your tracker on the docking station or travel charger. Make sure the docking station or charger is plugged in and turned on.

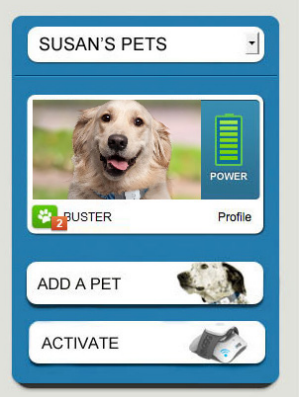
2. The upgrade will begin when your tracker has reached sufficient battery life, which may take anywhere from a few minutes to an hour.

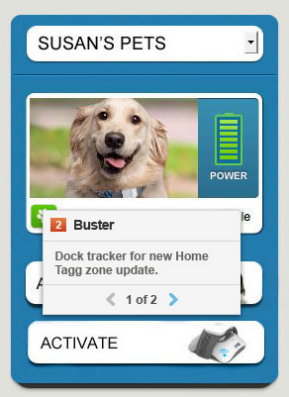
3. The upgrade indicator on the docking station will turn red when the upgrade begins and will stay red while it's in progress. Be sure to leave the tracker on the docking station or charger the entire time it is red.

Pending Updates

When you make an update to your account, such as adjusting the Tagg zone, turning on Activity Tracking, updating your pet profile, or pairing a tracker with a different pet, it will not take effect until your tracker software is updated with this change. This may take up to 48 hours.

To update the setting immediately, place your tracker on the docking station. Pending updates are indicated in your pet's profile, as shown below.

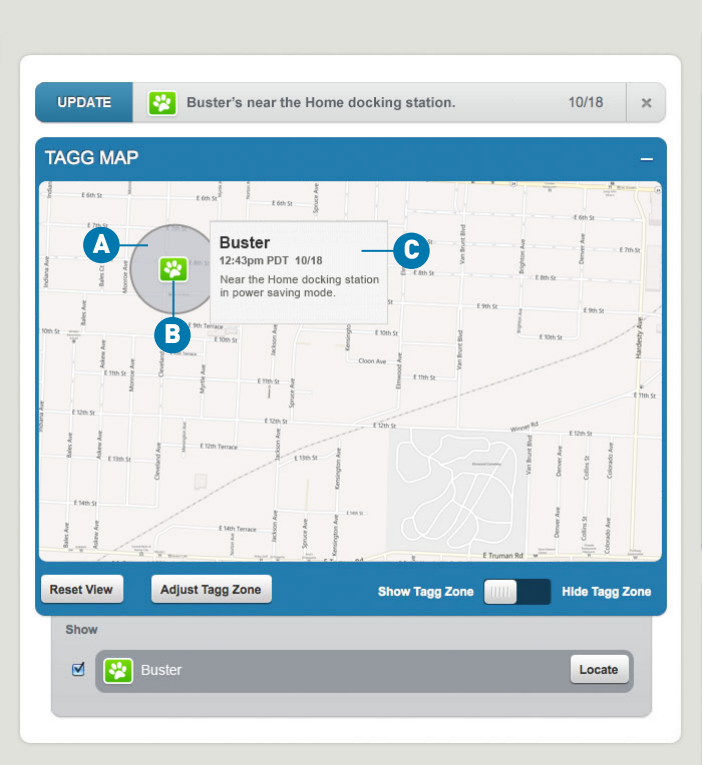




Inside the Tagg Zone

When your pet (we'll call him Buster) is near the docking station, the Tagg tracker will be in power saving mode to maximize your battery.

(Your screen will look similar to this.)



A. The Tagg zone is the grey circle around Buster's home.

B. Buster's location is identified by a paw icon. Since he's close to the docking station, in the Tagg zone and in power saving mode, there's no pinpointed GPS location.

When Buster's location is identified by a paw icon with a point: , it means there is a GPS location available.

C. Hover over Buster's paw icon to see his most recent recorded location, including the date and time.

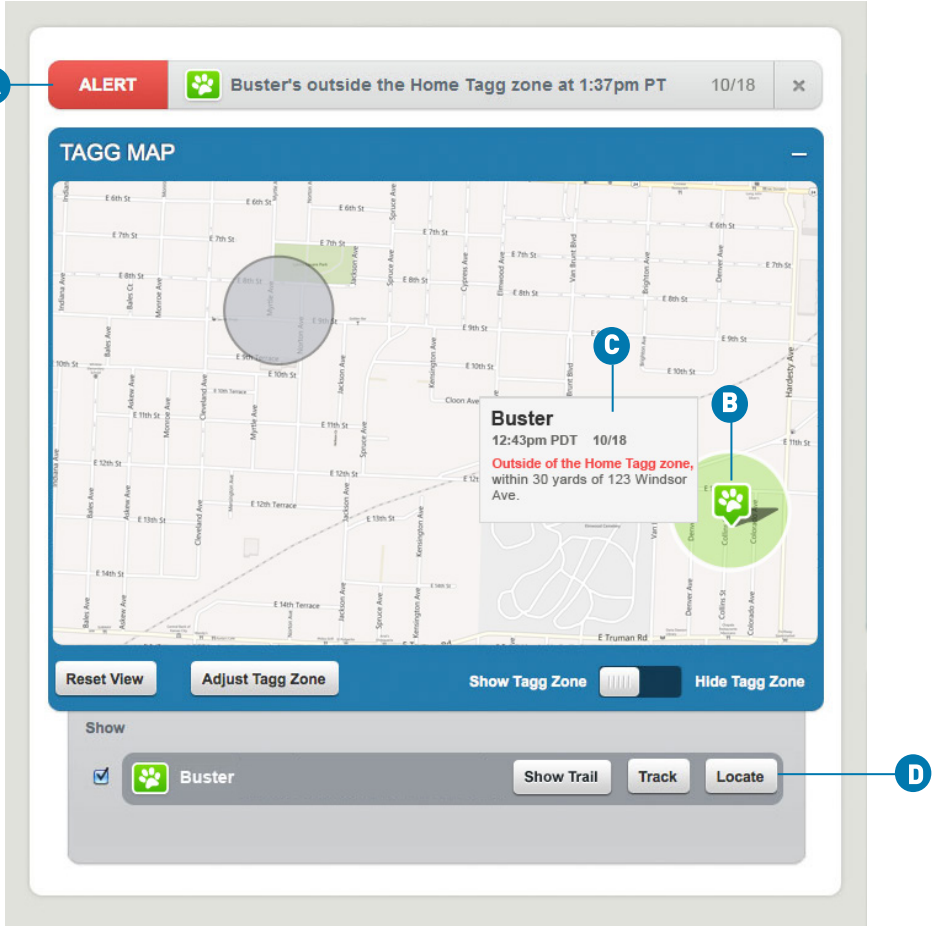
Multiple Pets in the Tagg Zone

If you have more than one pet near the docking station in power saving mode, their locations are identified by a single blue square: 2. The number in the center indicates the number of pets currently near the docking station.

Outside the Tagg Zone

When your dog (we'll call him Buster) leaves the Tagg zone, the system sends an alert to your Tagg account. If you have opted-in to receive email and text notifications, you will receive them as well.

(Your screen will look similar to this.)



A. An Alert headline appears at the top of the map to let you know that Buster is outside the Tagg zone.

B. A paw icon with a pinpoint on the bottom shows you where Buster is. The pinpoint means that there is a GPS location available.

C. When you hover over the paw icon, it shows you that Buster is "outside the Tagg zone" and gives you an estimated street address with the specific date and time of Buster's last recorded location.

D. In the tracker command bar below the Tagg map, you'll find the **Locate**, **Track** and **Show Trail** buttons for Max.

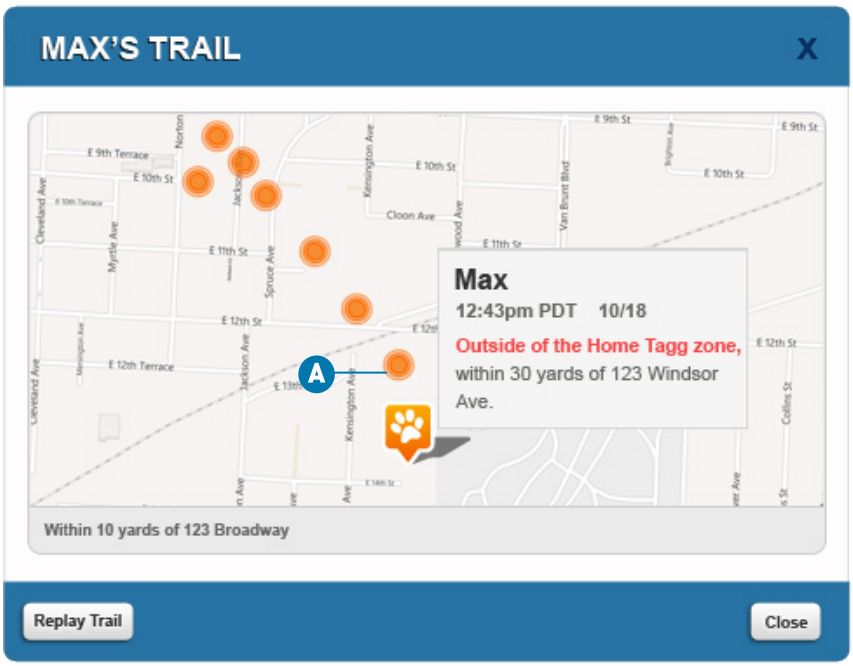
View Your Pet's Location Trail

When your pet leaves the Tagg zone, you can turn on tracking to see his location trail. The location trail is a dotted path that shows all of your pet's known locations since leaving the Tagg zone. When tracking is on, the **Show Trail** button appears under the tracker command bar.

To see the location trail on the Tagg map:

A. Click **Show Trail** and then hover over a dot to see the address of that location and the date and time your dog was there.

(Your screen will look similar to this.)



Your dog's location trail will be recorded the entire time he is outside of the Tagg zone, even if you initiate multiple tracking sessions or one-time locates. Clicking **Replay Trail** will replay all of the locations in order.

Adjust the Tagg Zone

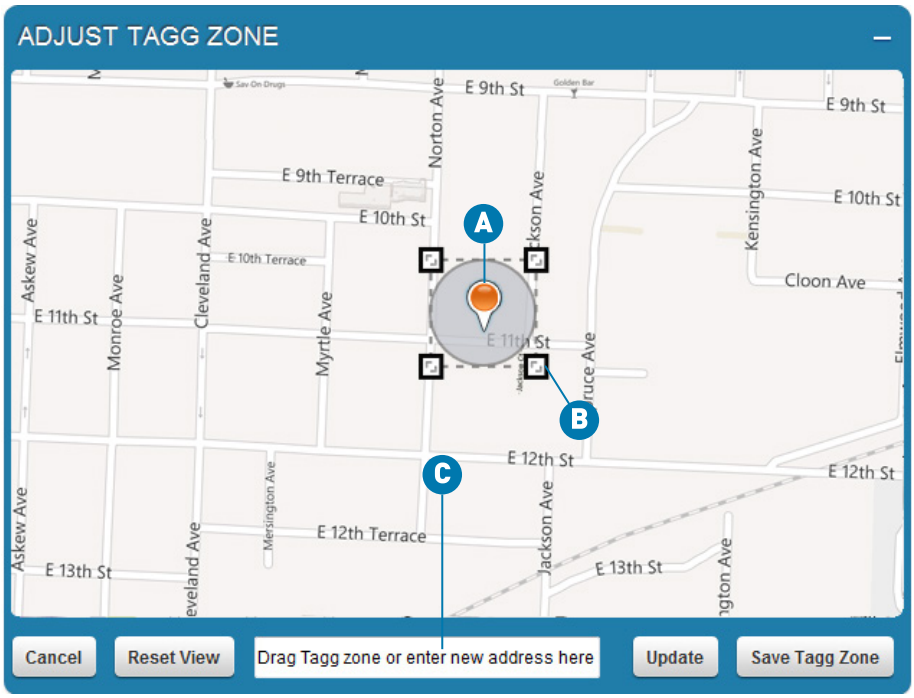
You can adjust your Tagg zone at any time. You can make it larger, smaller, or change it completely when you make a significant relocation of your docking station (to a vacation house, etc.).

***Note**: The Tagg zone is managed in your account and is communicated to each of your trackers.*

To Adjust the Tagg Zone

1. Click **Adjust Tagg Zone** on the Tagg Map.
2. Use the navigation tools at the top of the map to adjust your view.
3. There are three ways to change your Tagg zone:
   - **A.** Click and drag the orange center pin to re-center the Tagg zone.
   - **B.** Click and drag the corners of the Tagg zone to expand or contract the zone.
   - **C.** Type a new street address in the space provided, and click **Update**.
4. Click **Save Tagg Zone** to save your changes.
5. Dock the tracker to update the Tagg zone on the tracker immediately.

(Your screen will look similar to this.)



Page Your Pet While Inside the Tagg Zone

If you're at home and the Tagg system says your pet is "near the docking station" but you can't find him, you can page the Tagg tracker:

1. Press the **Page** button on top of the docking station.
    - You will receive a notification of your pet's location in a few minutes.
    - The docking station status indicator will flash blue for 15 minutes.
    - The tracker status indicator will flash blue and red for 15 minutes.
2. To stop the page before the 15 minutes are up, press the **Page** button again.

***Note**: A page is only successful if the Tagg tracker is within range of the docking station signal. If a page does not return a location, request a one-time locate using the **Locate** button on the Tagg website or in the Tagg app on your smartphone, or text LOCATE to 52366.*

Request the Current Location of Your Pet (One-Time Locate)

If you want to know the current location of your pet – whether inside or outside of the Tagg zone – you can request a "Locate." This will give you a single location for your pet. See the chart below.

Track Your Pet

When your pet leaves the Tagg zone, you can turn on the Track feature. The system will update your pet's location about every 3 minutes over a 30-minute period. If you still haven't found your pet after 30 minutes, you can start another tracking session. See the chart below.

Connect with your pet using	To Locate	To Track
Tagg Website (Go to Map)	• Click **Locate** on the tracker command bar. • The paw icon will start flashing lightly.	• Click **Track** on the tracker command bar. • The paw icon will start flashing lightly.
Text Messages (Be sure to opt-in)	• Text **Locate** to 52366 • Text **Locate *Pet Name*** for a specific pet. EX: *Locate Max*	• Text **Track** to 52366 • Text **Track *Pet Name*** for a specific pet. EX: *Track Max*
Mobile Phone Browser (Go to Tagg.com)	• Tap **Locate** on any of the screens. • *Note: Tap the **Refresh** button for an updated location.*	• Tap **Track** on any of the screens. • *Note: Tap the **Refresh** button to update locations.*
Tagg Android or iPhone App (Launch app)	• Tap the **Locate** button on the Map or Pet Profile screen.	• Tap **Start Tracking** on the Map or Pet Profile screen. • ***Note:** Tap the **Refresh** button to update locations.*

***IMPORTANT**: If you text STOP to 52366, you will stop receiving all Tagg text messages to your mobile phone, including texts from any other Tagg accounts. You will also no longer be able to text commands (e.g. Track or Locate). If you want to reinstate Tagg text notifications, you will need to opt-in for text messages again on the Notification Settings page on the Tagg website.*

***Note**: You can see a complete list of Tagg text message commands on page 41 of this guide.*

Tagg notifications tell you and up to five contacts if your pet leaves the Tagg zone, and give you updates about your pet's location, the tracker's battery life, and important system notices.

Every notification will be sent to your Notification History on the Tagg website. You can also choose which notifications you and your contacts receive and how they are delivered (email, text or both).

Notification Types

Alerts	Updates	Notices
Critical information, such as if your pet escapes from the Tagg zone.	Helpful information, such as when the Tagg tracker is fully charged.	Important system notices that may require your action, such as docking your tracker on the docking station.

View Your Notification History

All notifications are sent to your Notification History and saved for 90 days. To view them:

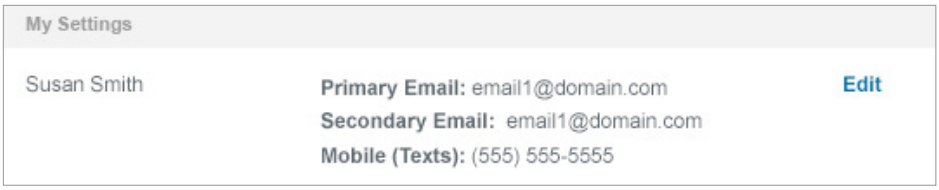
1. In the top navigation, click **Notifications**. The History tab will already be selected.
2. Filter to view notifications by Pet, Type or Date.
   - Click **Pet** to filter by a specific pet.
   - Click **Type** to see specific notification types.
   - Click **Last 90 Days** to select notifications for a specific date.

Change Your Notification Settings

You can update your notification information and settings at any time, including turning notifications on or off for your email or mobile account using the toggle

. For example, if you're going on vacation, you can turn off notifications for your work email, and then turn them back on when you return.

1. Click **Notifications —> Settings**
2. On the Settings page, click **Edit** next to your name.



3. If you haven't already added a secondary email address or mobile number, you can add them now.
   - **Secondary Email:** Another email address where you want to receive notifications, such as a work email account.
   - **Mobile Phone:** Opt-in to receive notifications by text message. This will also allow you to text the Track or Locate commands from your phone. See page 41 for text message commands.

     Standard text message and data charges from your mobile carrier may apply. This cost is not included in your Tagg service. Please check with your carrier if you have questions about your plan and pricing.

   - You can turn notifications on or off for any of your accounts by using the toggle

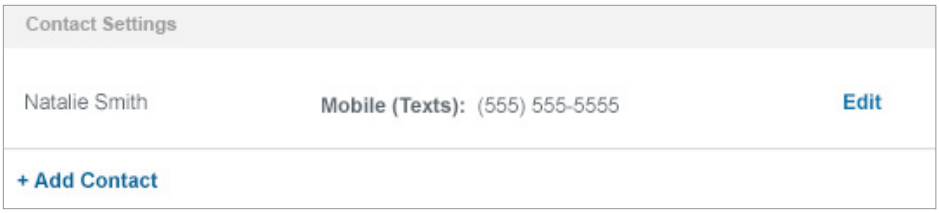
.

To choose which notifications are sent to each of your accounts, see Customize Notifications on page 28.

Add Contacts

Keep your friends, family, and neighbors informed about your pet's whereabouts by sharing notifications with them. You can add up to five contacts and choose which notifications they receive.

1. Click **Notifications —> Settings**
2. At the bottom of the section, click **Add Contact**



3. Add your contact's name and email address. They will receive an invitation email to be your contact.
4. If you want to send text notifications to this contact, add their mobile number and carrier. They will receive an email to opt-in to text notifications. You will see that text messages are "pending" for a contact until they have accepted.
5. Be sure to turn on email and/or text notifications using the toggles: ON

To customize your contact's notifications, see Customize Notifications below. Your contact can opt-out of being a contact at any time by using a link in Tagg email notifications.

Note: *Contacts do not have access to your Tagg account. They cannot change their notification settings, or track or locate your pet.*

Remove Contacts

You can turn off notifications for a contact by using the toggle ON. To permanently remove a contact from your account:

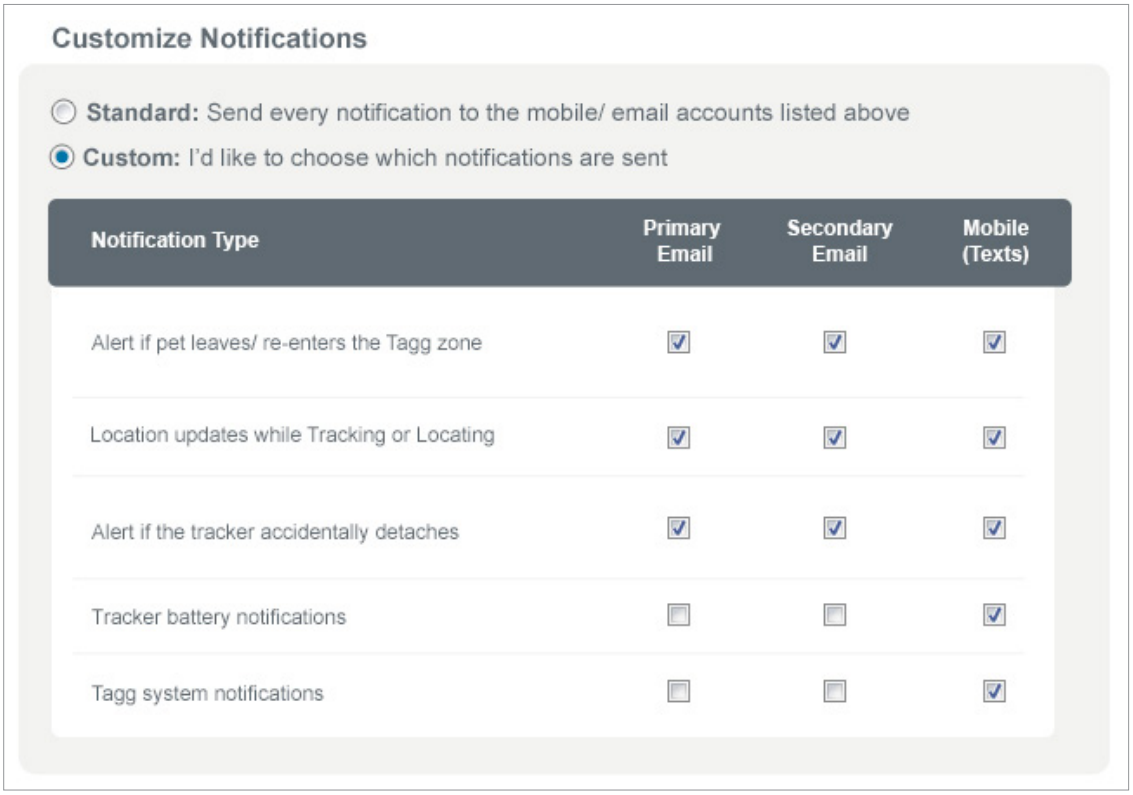
1. Click **Notifications —> Settings**
2. Click **Remove** next to the name of the contact you want to remove.

Customize Notifications

You can choose which types of notifications you and your contacts receive. You can also customize how notifications are delivered – whether by emails, texts, or both. For example, you may only want your contacts to receive text notifications if your pet leaves the Tagg zone, while you may want all notifications delivered to your work and personal email accounts.

1. Click **Notifications —> Settings**
2. On the Settings page, click **Edit** next to your name or your contact's name.
3. Scroll to the bottom of the page and select **Custom**.
4. Check the boxes to choose how you want each notification type delivered. If you've turned off any of your delivery methods, you will not be able to select notifications for that method.
5. **Save** your changes.

Note: *There are a few mandatory notifications (such as confirming when your tracker activation is successful), that will always be sent to you, regardless of your notification settings.*



Delete Pet Profile or Tracker History

You can delete all notification, location, and activity data for your pet in the Pet Profile section.

1. Go into your pet's profile and click **Clear Tracker Data**.
2. To remove your pet's profile from the tracker, or assign the tracker to another pet, click **Delete Pet**.

Activity Tracking is a fun, new way for you to connect with your pet and be proactive about his health and exercise. You'll see how active your dog is each day, know if he's getting the 30-60 minutes of exercise recommended by vets, and spot changes or trends in his activity.

Day View

The Activity Day view is where you can see your pet's current activity data, which is collected from midnight to midnight. The three charts display important details about your pet's activity. Learn more about each chart on pages 33-34.

A. Select a pet's Activity page (if you have more than one pet).

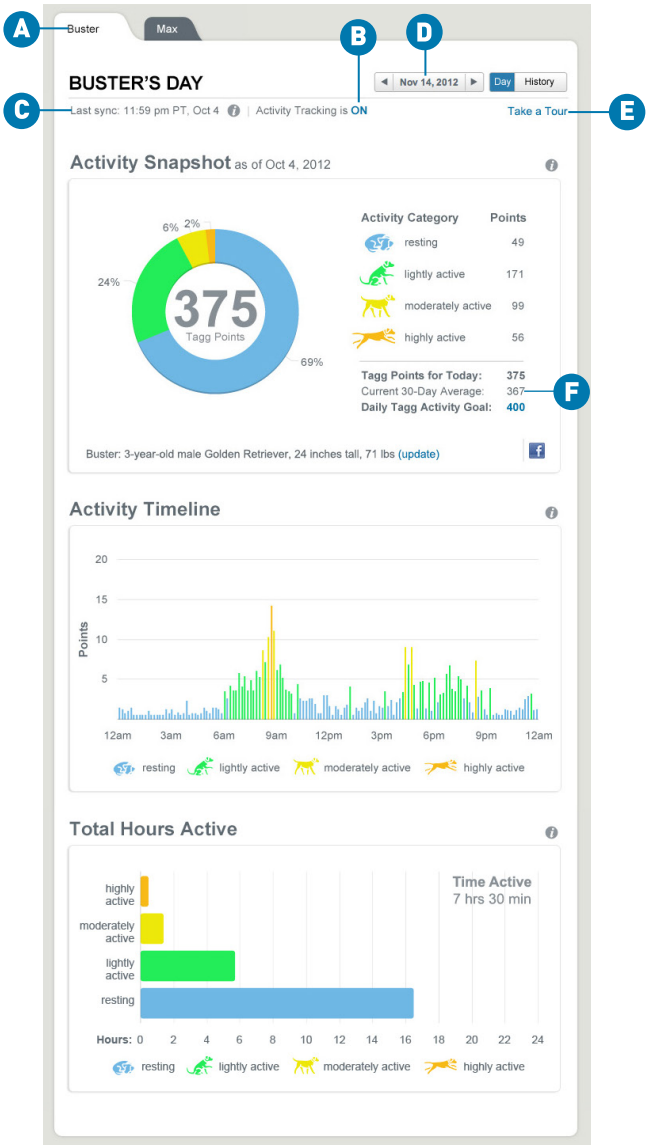
B. Turn Activity Tracking On or Off.

C. See the last sync time for activity data.

D. Use the date picker to view activity for a specific day.

E. Take a tour of Activity Tracking.

F. Set a Daily Tagg Activity Goal. See page 36.



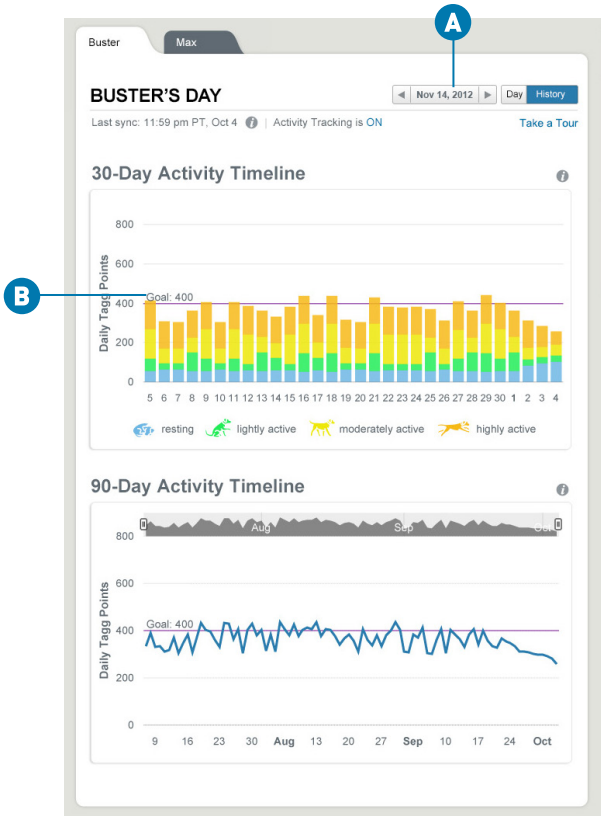
History View

Explore your pet's long-term trends over 30 or 90 days. To get to this page, click **History** in top right corner

. The two charts let you explore trends and identify any changes you may want to share with your vet. Learn more about each chart on pages 35-36. In addition to many of the same features of the day view, the history view also allows you to:

A. Use the date picker to see past 30- or 90-day increments.

B. Use the Daily Tagg Activity Goal in both charts to track progress.



How Activity Tracking Works

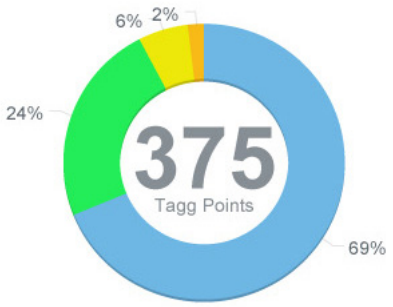
Activity Tracking was designed for dogs. Using the specifically-configured motion sensor (accelerometer) in the Tagg tracker, your dog's activity is detected multiple times per minute and assigned to one of the following activity categories:

Activity category	What your pet may be doing
Resting	Sleeping, lounging, lying belly-up in the sun
Light activity	Rolling over, strolling around, stealing food from the counter
Moderate activity	Going for a brisk walk, exploring the yard, digging up your flowers
High activity	Running, playing, chasing squirrels

Tagg Points

Tagg points help you understand changes in your pet's activity—more points mean your pet has been more active.

- Points are assigned based on the intensity of each activity.
- Your dog will collect the fewest points Resting and the most points with High Activity, such as running or playing.
- Compare Tagg points day-to-day to see the impact of a walk or extra playtime.
- Tagg points are collected over a 24-hour period, from midnight to midnight.



Collect Activity Data

The tracker always collects activity data when:

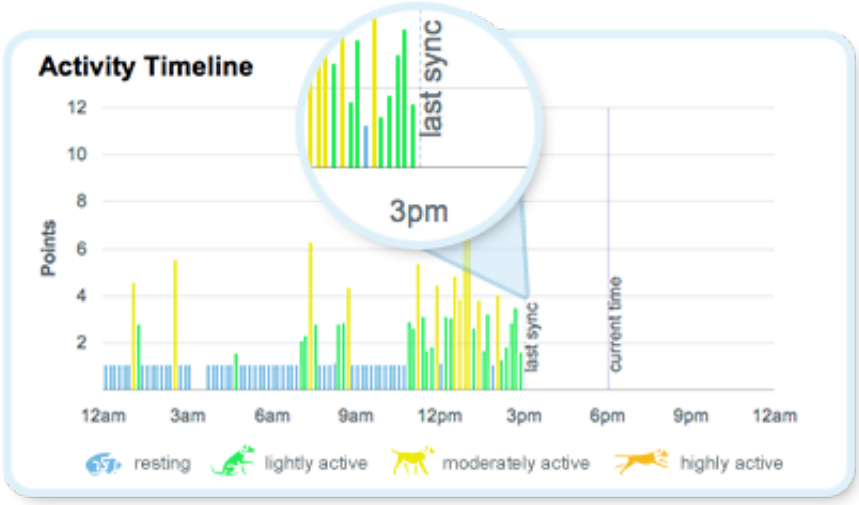
- The tracker is powered on
- Activity Tracking is turned on

For the most accurate activity data, keep the tracker on your pet and keep your pet's profile up-to-date.

Sync Activity Data

Activity data will upload (sync) from the tracker to your account automatically at least once a day. You can sync data immediately by placing the tracker on the docking station for a few minutes.

The Activity page and charts will always indicate the most recent data sync.



View Activity Data

- In the top navigation, click Activity. You'll see the current day view of your pet's activity.
- To view activity data for a past date, click on ◀ Nov 14, 2012 ▶ and select a date. You can view activity data for the past 12 months.
- Use the toggle Day | History to change between Day and History views.

All of the charts are interactive. Try hovering over the charts or clicking on categories to see more details.

Using the Activity Charts

Activity Charts – Day View

Activity Snapshot: This chart gives you a quick overview of your pet's daily activity by activity category and Tagg points collected.

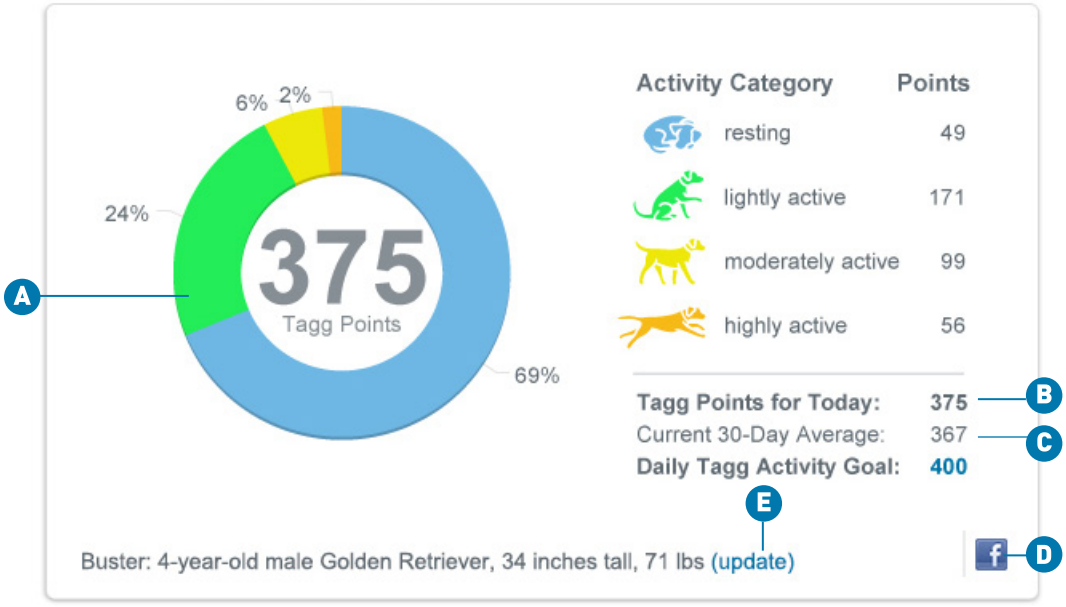
A. See a running total of the day's Tagg points in the Activity Meter, and a breakdown of how much time your pet spent in each activity.

B. Compare today's Tagg points to the current 30-Day Average.

C. Set, change, or view your pet's Daily Tagg Activity Goal. See page 36.

D. Share your pet's activity with your Facebook friends.

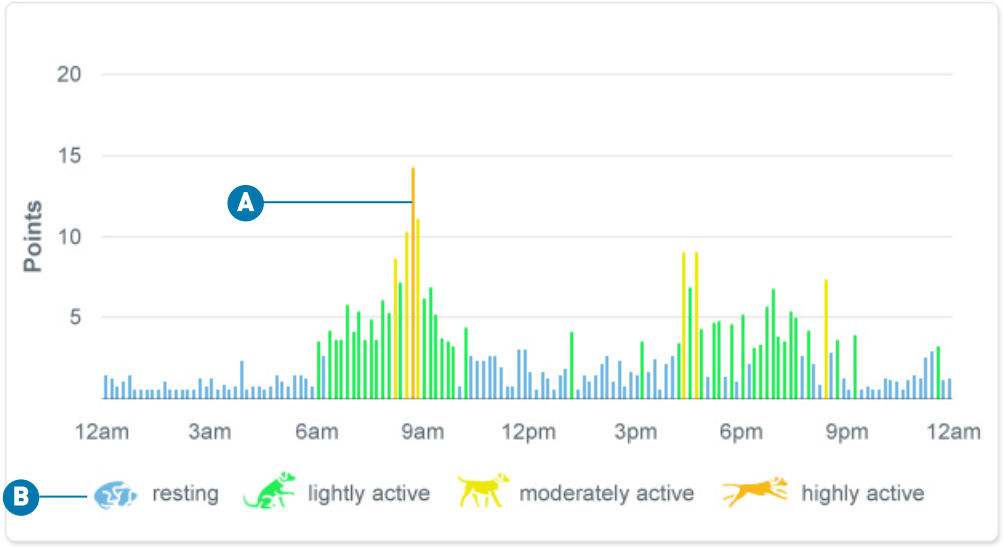
E. Quickly update your pet's profile – click **Update**.



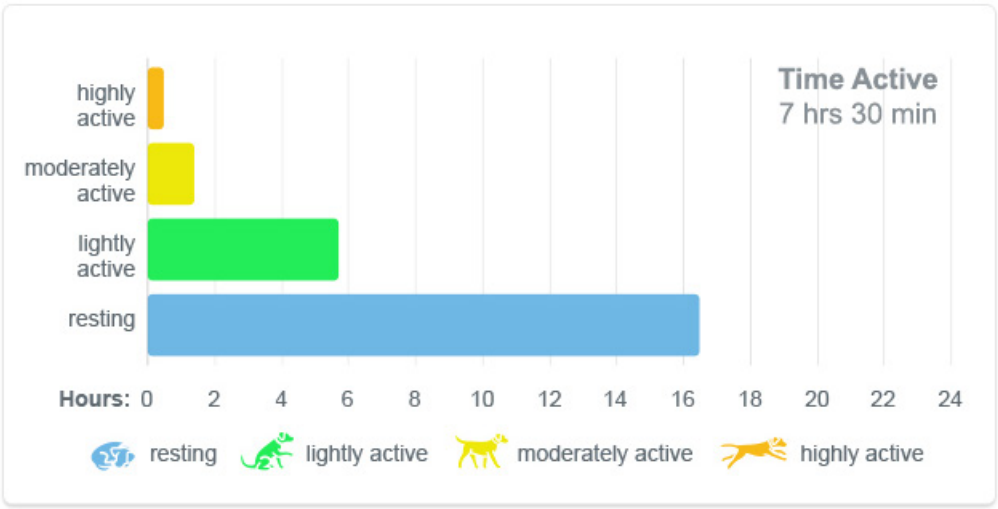
Activity Timeline: You'll get a detailed view of your pet's activity in 10-minute increments throughout the day, so you can see when your pet is resting and when he is most active. Activity data is plotted on this chart by the Tagg points collected.

A. Height of each bar represents Tagg points collected in a 10-minute increment.

B. Color of the bar represents the activity category that best characterizes the activity for the full 10 minutes.



Total Hours Active: Offers a simple view of the hours your pet spent in each activity category. Hover over each category to see details. Time Active is the sum of lightly, moderately, and highly active time.

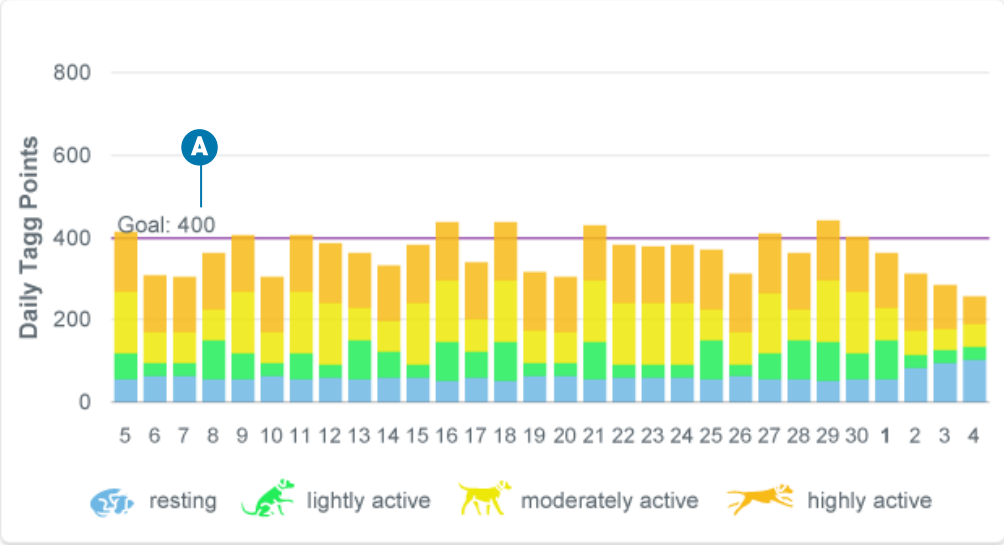


Activity Charts – History View

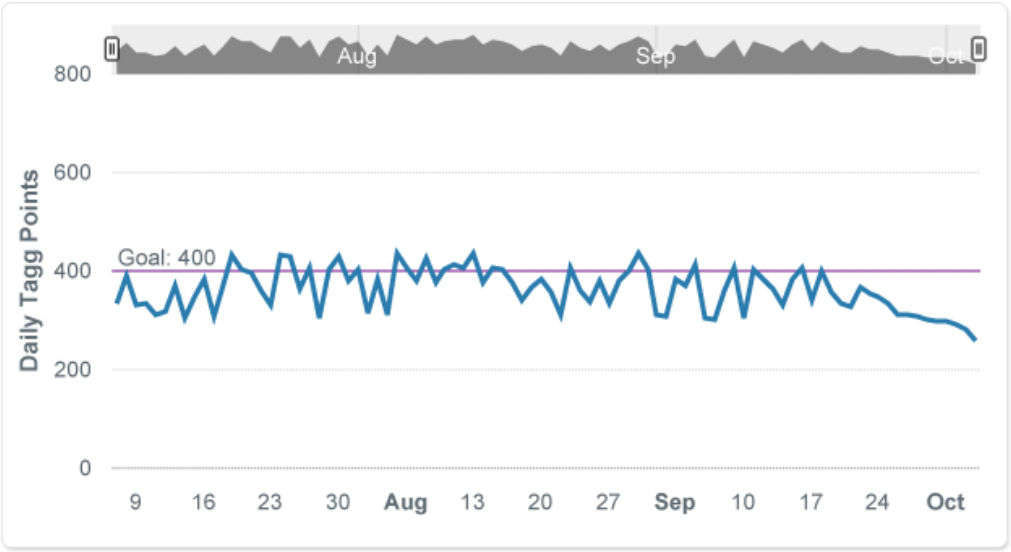
Use the toggle Day | History to change between Day and History views.

30-Day Activity Timeline: View activity trends over the last 30 days to note any changes or see the consistency of your pet's activity. Use the date picker ◀ Nov 14, 2012 ▶ to see the date selected and previous 30-days.

A. See your dog's activity over time and know how often the Daily Tagg Activity Goal is reached. Hover over the chart for details.



90-Day Activity Timeline: Analyze activity to explore long-term trends and identify any changes you may want to share with your vet. Use the date picker ◀ Nov 14, 2012 ▶ to see the date selected and previous 90-days.

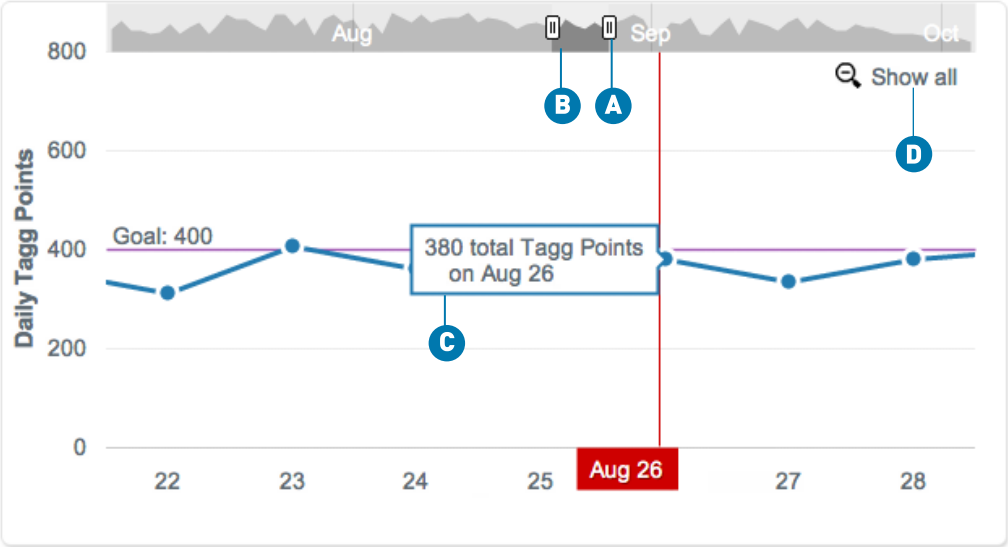


A. To change the range of dates, drag the scroll bar handles to the left or right.

B. Scrub through the data by sliding the locked bar.

C. Hover over the chart for details.

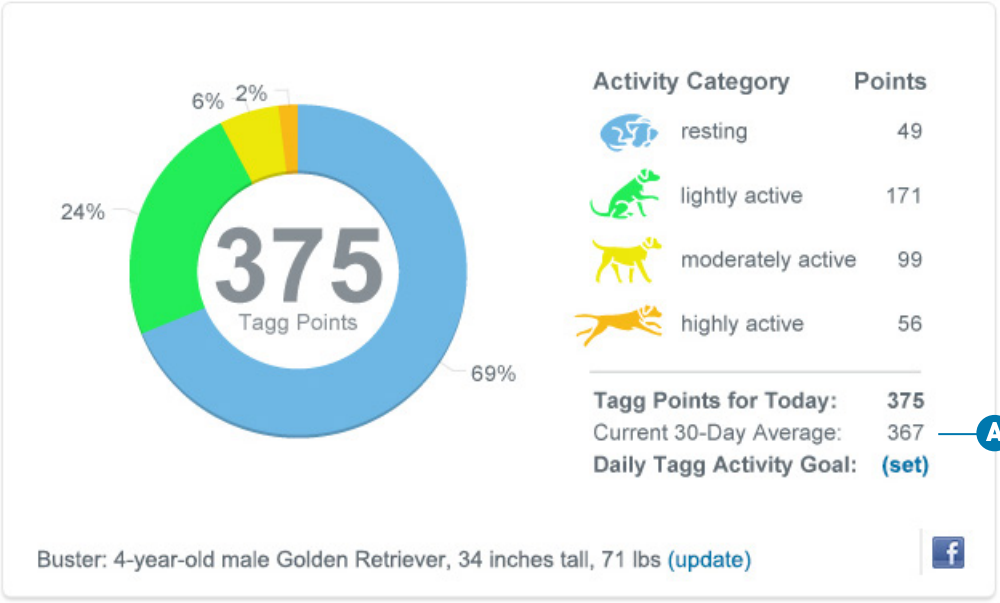
D. Click **Show All** to return to the full 90-day view.



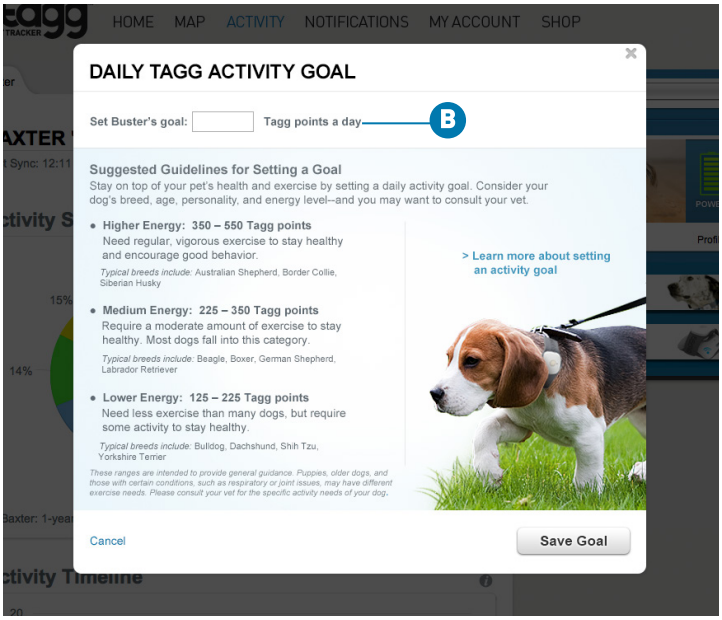
Set a Daily Tagg Activity Goal

Stay on top of your pet's health and activity by setting a Daily Tagg Activity Goal. The Daily Tagg Activity Goal is set in Tagg points. To set a goal:

A. Click **Set** in the Activity Snapshot



B. Enter your goal in Tagg points. You can set a goal of up to 800 Tagg points.

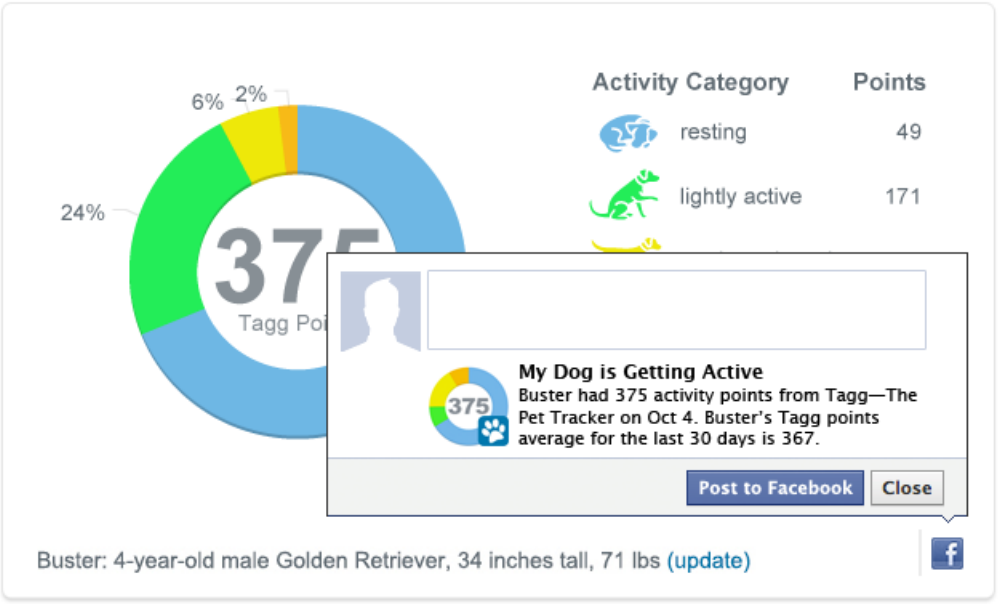


- Use the ranges for guidance, and you may want to consult your vet.
- To clear the goal, change the goal to zero and click **Save**.

You can observe your pet's progress toward the Daily Tagg Activity Goal in the 30- and 90-Day charts.

Share Your Pet's Activity

To share your pet's activity with friends and family on Facebook, click in the Activity Snapshot.



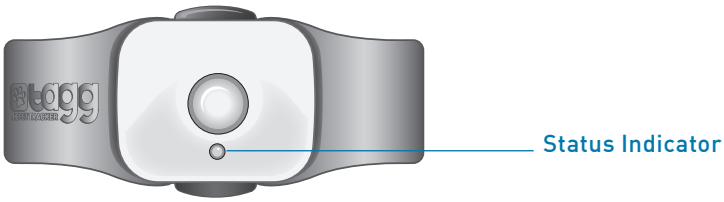
Trip Mode

When you take your pet for a walk or on an errand, you might exit the Tagg zone, which would trigger an alert notification. Trip mode allows you to avoid sending alerts to your contacts when you leave the Tagg zone. To put the tracker into Trip mode:

- Double-press the **Trip** button on the top of the Tagg tracker.

  *IMPORTANT: Do not press and hold the **Trip** button because this will power off the Tagg tracker.*

- The status indicator will quickly flash blue three times to let you know that Trip mode has started.
- The status indicator will continue to flash blue for 15 minutes. During this time, alerts are suppressed so your pet can leave the Tagg zone.



- At the end of 15 minutes, Trip mode is canceled and your pet will trigger alert notifications if he leaves or enters the Tagg zone. To continue suppressing alerts for another 15 minutes, press the **Trip** button again.
- You can also press the **Trip** button any time during Trip mode to restart the 15-minute timer.

Outside the Tagg Zone While in Trip Mode

- If your pet wanders off, you can still use Locate or Track to find him.

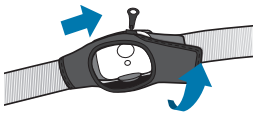
***Note**: Trip mode can be activated at any time, even when you're away from the Tagg zone.*

Tagg Guard

The Tagg guard (sold separately at tagg.com) easily slips over the Tagg tracker, keeping it clean and protected during your dog's daily adventures. To add the guard to the tracker:

Step 1
Slide guard over collar until centered on collar clip.

Step 2
Attach tracker to collar clip, zip guard closed, tuck zipper tab in.



Travel Charger

You can use the Tagg Travel Charger (sold separately at tagg.com) when you travel, since the Tagg tracker may use more battery power when it's away from the docking station. This charger will keep your tracker charged and up-to-date with any new software upgrades while you're away from home.

To Charge the Tagg Tracker

1. Attach the AC adapter to the USB cable and plug the USB cable into the charger's power port. Be sure to use only the AC adapter and USB cable provided.

2. Plug the AC adapter into an electrical outlet.

   ***Note**: The travel charger cannot be powered through your computer's USB port.*

3. Secure the tracker on the travel charger by making sure its charging contact aligns with the travel charger's charging pins. (When the tracker is docked correctly, the tracker status indicator will light up within 60 seconds).

4. It will take up to 2 hours for your tracker to charge.

   ***Note**: The travel charger does not replace your docking station. When your pet is at home, near the docking station, you can expect optimum battery life for your tracker. Power saving mode is only supported by the Tagg docking station.*

To Complete Software Upgrades

When charging the tracker with the travel charger, it will receive a software upgrade the same way it does with the docking station. For more information, see page 21.

All activity involving your devices – the Tagg tracker and docking station – can be managed through your Tagg account. To view each device, click **My Account,** then the **My Devices** tab.

Tagg Trackers

This is where you can view and manage all of your Tagg trackers.

A. Your unique tracker ID.
B. See which pet the tracker belongs to.
C. See which docking station is paired with the tracker.
D. View the software version on your Tracker.
E. Activate a new tracker.

To change the tracker or docking station paired to your pet, use the drop-down menus.

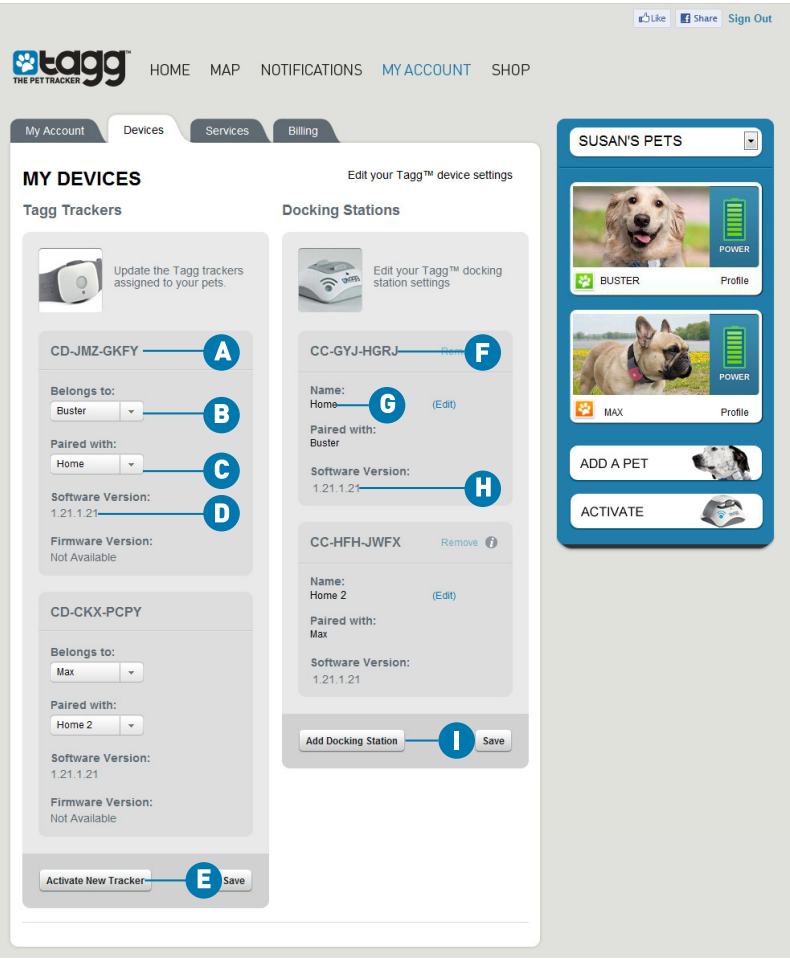
***Note**: A tracker can only be paired with a single docking station.*

Docking Stations

This is where you can view and manage all of your docking stations.

F. Your unique docking station ID.
G. Your docking station's name.
H. View the software version on your docking station.
I. Add a docking station.

(Your screen will look similar to this.)



***Note**: You must always have at least one docking station active in your account. For more information, please visit the Answer Center in the Support section of [www.tagg.com.](http://www.tagg.com)*

Text Message Commands

If you have opted-in to receive text message notifications, you can use the commands below to request information about your pet's location, reply to notifications, or to turn tracking on and off. Add 52366 to your mobile phone contacts, and text commands any time to stay in touch with your pet.

Text commands to 52366

Command	Description
LOCATE	Request a location for your pets
LOCATE Pet Name	Request a location for a specific pet
TRACK	Turn on continuous tracking for your pets
TRACK Pet Name	Turn on continuous tracking for a specific pet
TRACK OFF	Turn off continuous tracking for your pets
TRACK OFF Pet Name	Turn off continuous tracking for a specific pet
BATTERY	Request battery status for your pets
BATTERY Pet Name	Request battery status for a specific pet

Note: *Text commands are not case-sensitive, and can be typed in upper or lower case. Standard text messaging rates may apply.*

Text **HELP** for more information about the text messaging service. Text **STOP** to stop receiving text messages.

IMPORTANT*: If you text STOP, you will stop delivery of all Tagg text messages to your mobile phone, including texts from any other Tagg accounts. You will also no longer be able to text commands. To reinstate text notifications, you will need to opt-in again in the Notification Settings section of the Tagg website.*

Tagg on Your Mobile Browser

You can access your Tagg account from any mobile phone with a web browser. Go to tagg.com and enter your email address and password. From there, you can:

- Track and locate your pet.
- View the Tagg map.
- View or change your notification settings.
- View your tracker's battery status.

To view your pet's activity, you will need to download the free Tagg app for your iPhone or Android smartphone.

***Note**: When tracking your pet using your mobile browser, please tap the Refresh button in the top right corner each time you want to see his most recent location.*

Tagg Android and iPhone Apps

If you have an iPhone or Android smartphone, you can download the Tagg app to:

- Track and locate your pet.
- Monitor your pet's daily and historical activity levels.
- View the Tagg map.
- Get driving directions to your pet's location.
- Find pet-friendly places nearby.
- Customize alerts for yourself and your contacts.
- Access your pet profile.
- View your tracker's battery status.
- Connect with Tagg on Facebook.

To get the free Tagg app, search for "Tagg pet tracker" in the iPhone App Store or Google Play Store and download it to your phone. Before launching the Tagg app , be sure you've set up your Tagg account and Activity Tracking on tagg.com, and that GPS and/or Location Services are enabled on your phone.

Tagg App on Your Android or iPhone

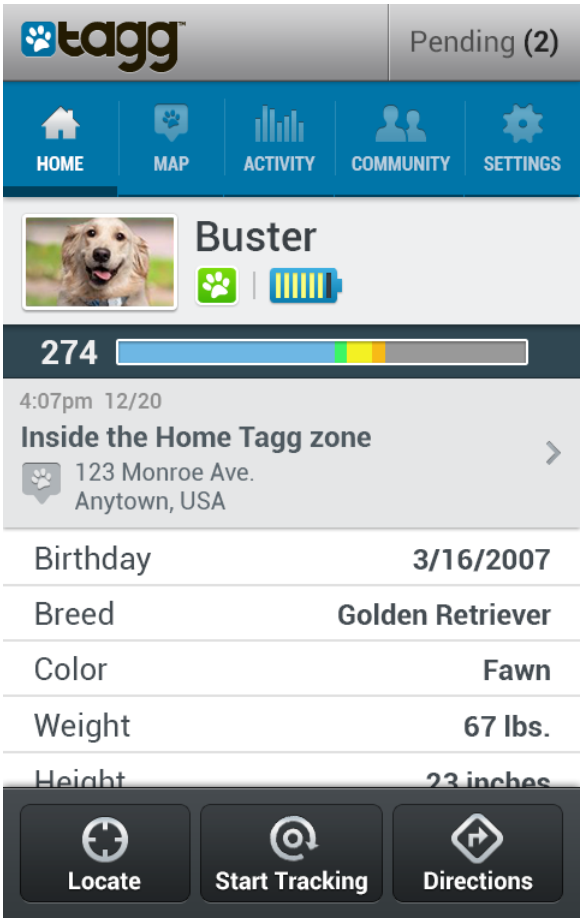
The Tagg app has a number of features that are best explored by tapping and swiping on the different screens.

Here's some information about the primary screens that you'll use to keep track of your pet.

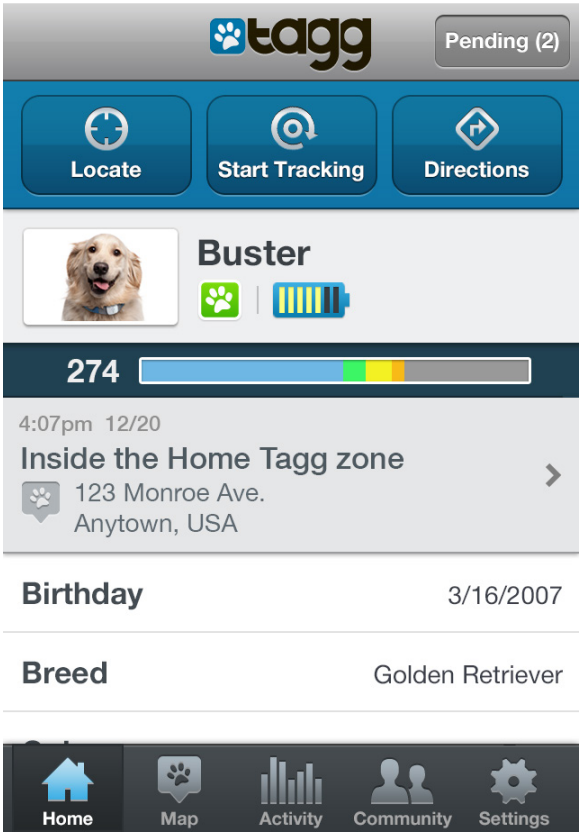
Home

Get a quick summary of your pet's location, activity points, and battery status. You can also view any **Pending** updates.

Android Home



iPhone Home

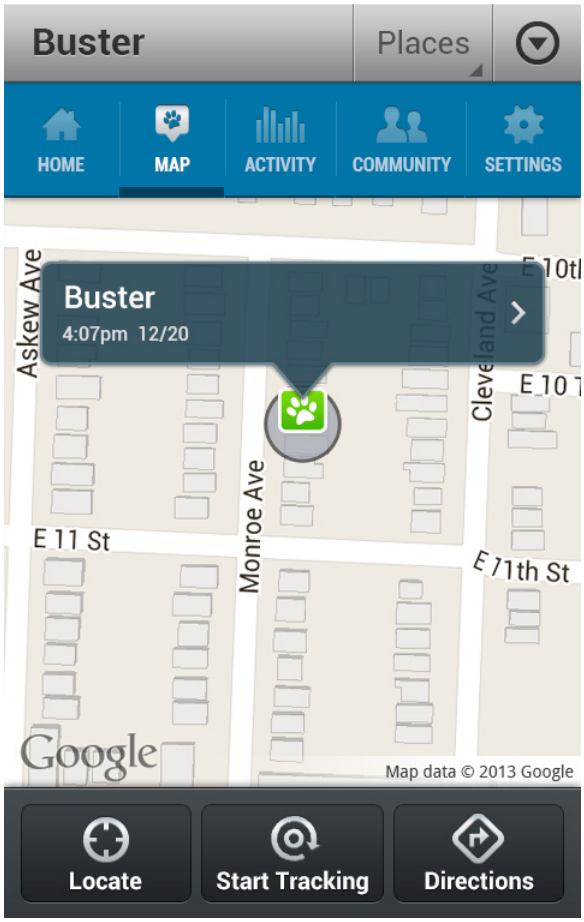


Map

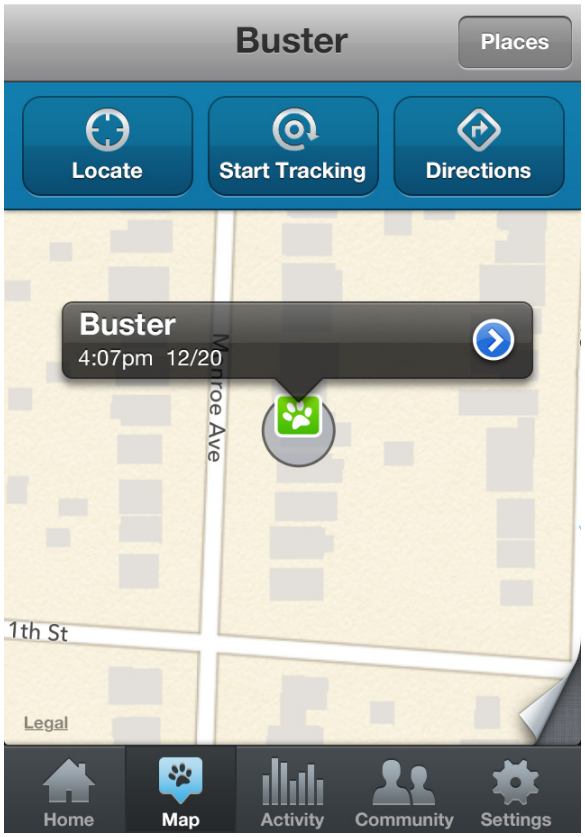
See your pet's most recent location, including the date and time she was there. You can also:

- Request a one-time **Locate** if your pet is outside the Tagg zone but you aren't tracking her.
- **Start** or **Stop Tracking**.
- Get **Directions** to your pet's location.
- Find pet-friendly **Places** nearby.

Android Map



iPhone Map



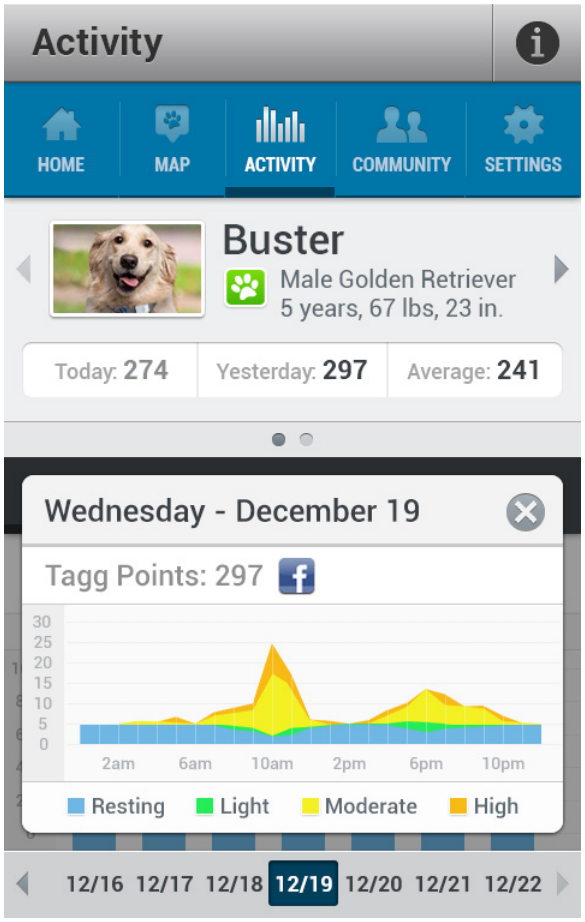
Activity

To track your pet's activity level using the Tagg app, make sure Activity Tracking is **On** for your pet by going to the Activity section of the Tagg website.

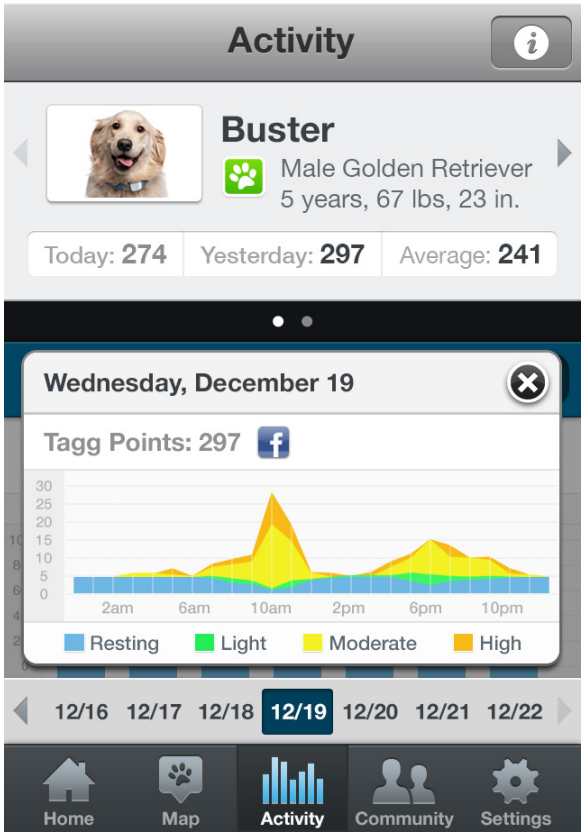
The Activity screen will display details about your pet's daily activity and Tagg points. You can also:

- View your pet's activity **History**.
- View your pet's activity level by category.
- **Share** your pet's activity milestones with your Facebook friends.

Android Activity



iPhone Activity



Community

Use the Community tab to connect with Tagg on Facebook.

Settings

Manage how you and your contacts receive notifications.

Tagg Tracker

Do not bend, fold, or tear the wings on the tracker, as this will damage the antenna.

Use a damp cloth or paper towel with mild dish soap to clean the outside of the tracker.

Your pet can wear the Tagg tracker all the time, even while swimming or bathing. The tracker is water-resistant, but should not be submerged for extended periods of time.

***CAUTION**: Avoid exposing the tracker to flea spray. This can damage the tracker.*

Docking Station

Use a dry cloth to clean the outside of the docking station. To carefully clean the charging pads or pins, use a cotton swab to remove any debris. Never soak the docking station in water. If the docking station gets wet, unplug it immediately and contact Tagg customer support.

Specifications	Tracker	Docking Station	Travel Charger
Dimensions	1.49" x 3.18" x .77"	2.92" x 2.92" x 1.52"	1.18" x 1.46" x .98"
Capacity	340 mAh	80 mAh (limited devices)	N/A
Battery Type	Lithium Ion Polymer, Rechargeable	Lithium Ion Polymer, Rechargeable (limited devices)	N/A
Voltage	3.7V Nominal	3.7V Nominal	N/A
Operating Temperature	-20C to +50C	0C to +50C	0C to +50C
Waterproof	Water resistant. Your pet can wear the Tagg tracker at all times, even when swimming or bathing.*	No. Do not get the docking station wet.	No. Do not get the travel charger wet.
Pet Size	Designed for pets over 10 lbs.	N/A	N/A
Device Weight	1.16 oz.	2.09 oz.	.39 oz.

** The tracker is water resistant, but should not be submerged for extended periods of time.*

***Important**: Please read all of the following instructions before using your Tagg—The Pet Tracker system.*

1. Important Health Information and Safety Precautions

When using this product, the safety precautions below must be taken to avoid possible legal liabilities and damages. Retain and follow all product safety and operating instructions. Observe all warnings in the operating instructions on the product. To reduce the risk of bodily injury, electric shock, fire and damage to the equipment, observe the following precautions.

***CAUTION**: The Tagg products are only intended for tracking pets. Do not use for tracking children, other humans or objects. Using the Tagg products in a manner other than specified in the user manual may cause injury.*

To reduce the risk of injury, close supervision is necessary when the product is used near children.

2. Safety Precautions for AC Adapter

Plug the AC Adapter only into a power source in accordance with the input voltage ratings marked on the AC Adapter.

This product is intended for use when supplied with power from the internal battery or external AC Adapter. Replace the AC Adapter only with Tagg—The Pet Tracker AC Adapter, model WS-227-40. Use of an incorrect AC Adapter can cause the battery to catch fire or explode and may result in injury to persons or damage to the equipment. Do not operate this product with a damaged cord or plug, or after the product malfunctions or is dropped or damaged in any manner.

Go to www.tagg.com/support for instructions on how to obtain a replacement product or service for examination, repair, electrical or mechanical adjustment.

Servicing of Double-Insulated Products:

The AC Adapter provided with Tagg docking station has double insulation and has no serviceable parts.

In a double-insulated product, two systems of insulation are provided instead of grounding. No grounding means is provided on a double-insulated product, nor should a means for grounding be added to the product. Servicing of a double-insulated product requires extreme care and knowledge of the system, and should be done only by qualified service personnel. Replacement parts for a double insulated product must be identical to those parts in the appliance. A double-insulated product is marked with the words "DOUBLE INSULATION" or "DOUBLE INSULATED", or with the symbol (square within a square):

3. Safety Precautions for the Tagg Tracker and Docking Station

***WARNING**: This product contains a Li-ion or Li-ion Polymer battery. Do not disassemble, crush, puncture, short external contacts, expose to temperatures above 60°C (140°F), or dispose of in fire or water. Failure to follow these instructions may cause the battery to leak, catch fire, or explode.*

Avoid dropping the product.

If the battery leaks:

- Do not allow the leaking fluid to come in contact with skin or clothing. If contact has already occurred, flush the affected area immediately with clean water and seek medical advice.
- Do not allow the leaking fluid to come in contact with eyes. If contact has already occurred, DO NOT rub; rinse with clean water immediately and seek medical advice.
- Take extra precautions to keep a leaking battery away from fire, as there is a danger of ignition or explosion.

Do not use the Tagg docking station outdoors.

4. Safety Precautions for Direct Sunlight

Keep this product away from extreme temperatures. Do not leave the product inside a vehicle or in places where the temperature exceeds 60 degrees C (140 degrees F), such as on a car dashboard, window sill, or behind glass that is exposed to direct sunlight or strong ultraviolet light for extended periods of time. This may damage the product and overheat the battery which may result in fire or explosion.

- **Keep the Device Dry**. Keep the docking station and related components dry.
- If the docking station gets wet, unplug it immediately to reduce the risk of electric shock and damage. Do not use device if water damage is visible. It is recommended to purchase a replacement device. Contact Customer Care at www.tagg.com for advice. Water damage may not be covered under the warranty.
- **Accessories**. Use only the accessories approved by Snaptracs, Inc. with the Tagg products. Use of any unauthorized accessories with the products may damage the products or cause injury and will invalidate the warranty.

5. Underwriters Laboratories (UL) Listing

This product and its accessories are UL Listed to UL 73 Motor-operated Devices as an Animal Care Appliance.

Underwriters Laboratories Inc. ("UL") has not tested the performance or reliability of the Global Positioning System ("GPS") hardware, operating software or other aspects of this product. UL has only tested for fire, shock or casualties as outlined in UL's Standard(s) for Safety. UL 73 Certification does not cover the performance or reliability of the GPS hardware and GPS operating software. UL MAKES NO REPRESENTATIONS, WARRANTIES OR CERTIFICATIONS WHATSOEVER REGARDING THE PERFORMANCE OR RELIABILITY OF ANY GPS RELATED FUNCTIONS OF THIS PRODUCT.

SAVE THESE INSTRUCTIONS.

For regulatory identification purposes, your product number is:

FCC ID: J9CFTD1 for the Tagg™ tracking device.
FCC ID: J9CFBC1 for the docking station.

- 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 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 docking station.
    - Increase the separation between the equipment and the docking station.
    - Plug the docking station into another electrical outlet away from the receiver that is experiencing interference.
    - Contact Customer Care at www.tagg.com for help.
- 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.
- To comply with FCC RF exposure compliance requirements, a separation distance of 20 cm (8 inches) must be maintained between the antennas for the Tagg tracking device and all persons.
- For more information regarding this requirement, please visit our Answer Center located on the Support page of our website.
- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the Tagg tracking device.
- In an aircraft:
    - The Tagg tracking device transmissions could interfere with aircraft electrical and communications systems. Turn off the Tagg tracking device before entering the aircraft (see page 8 for instructions).
- Potentially Explosive Environments:
    - Turn off the Tagg tracking device when in any area with a potentially explosive atmosphere and obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death.
    - Turn off the Tagg tracking device while at a fuel distribution or storage area, chemical plant, where blasting operations are in progress and areas where the air contains chemicals or particles such as grain dust metal powders and any other area where you would normally be advised to turn off your vehicle engine.

- Operation of the Tagg tracking device near medical equipment.
    - Implantable Devices: The Health Industry Manufacturers Association recommends that a minimum separation of six inches be maintained between the Tagg tracking device and a pacemaker or defibrillator to avoid potential interference with the implantable device.
    - Hearing Aids: The Tagg tracking device may interfere with some hearing aids. In the event of such interference, you may want to contact Customer Care to discuss alternatives.
    - Other Medical Devices: If you use any other medical device, consult the manufacturer of your device to determine if they are adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information.

For answers 24 hours a day, 7 days a week, please visit our online Support center.

The Answer Center helps you find answers to common questions. Online Video Tutorials will show you how to get started. In the Support section, you'll find:

- How It Works
- What's in the Box
- Setup and Activation
- Collar Attachment
- Notifications

For additional support, please call 1.855.PET.TAGG (1.855.738.8244) to speak with a customer care representative.