

Qualcomm Consumer Services

Model Number 10-H6795-P1



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DRAFT

10-H6795-P1

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Tagg – The Pet Tracker™

Thank you for purchasing Tagg – The Pet Tracker. The Tagg™ system offers you reliable location technology so you can stay in touch with your dog. The Tagg smart tracking technology will help you locate your dog if he goes missing, and it will send you an email or text if your dog wanders outside of your Tagg Zone.

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

Sincerely – The Tagg Team

Description of the Product

Tagg – The Pet Tracker uses advanced GPS and cellular supported tracking technology, allowing people to see where their dog is. Or more importantly, where their dog isn't. While the technology behind Tagg is complex, the idea is quite simple. If a dog isn't where it's suppose to be, the owner gets notified, quickly via an email or text message. So now you'll always have the peace of mind of knowing where you dog is whenever, wherever.

You can check on your pet in three convenient ways:

- Using the Web app at your computer, you can see all of the information about your pet, including the Tagg Map, and all your account information.
- Using text messages on your phone, you can check on your pet's location and, if he's loose, get location updates while you're looking for him.
- Using the smart phone mobile web app, similar to using the Web app, you can get updates on your pet and view the Tagg Map.

In the Box

1. Tagg **device**
2. Docking Station*
3. Power Kit (AC adapter/USB cable)
4. Collar Clip
5. **Strap**

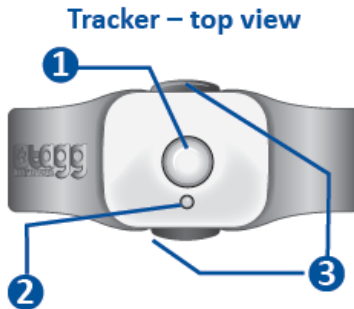


* If you purchased only the **Tagg tracker** it does not include a docking station.

Tagg Device Overview

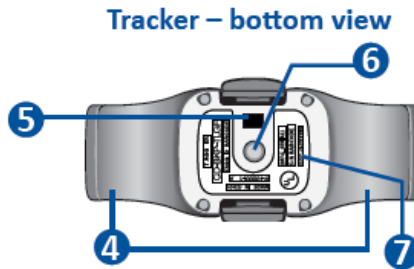
The Tagg device is what you attach to your pet’s collar. The Tagg device transmits your pet’s location to the Tagg system.

1. Trip Button (press and hold to turn Tagg device off and on)
2. Status Indicator
3. Release Points
4. Wings (antenna)
5. Charging Contact
6. Attachment Sensor
7. Product Label



Charging the Tagg device

Instructions for charging are in the *Quick Start Guide*. Charging may take up to two hours. Fully charged, the Tagg tracker’s battery can last up to 30 days.



Care and cleaning of the Tagg device

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

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

The Tagg device is designed to be worn at all times, even when your pet may be in the water. Although the Tagg tracker is water resistant, it can be damaged if submerged in water beyond one meter for longer than 30 minutes. Do not exceed these thresholds when exposing the Tagg tracker to water, moisture, or dampness.

Comment [BEC1]: Took these two sentences from the updated Getting Started Guide.

CAUTION: Do not expose the Tagg device to flea spray. Doing so will damage the device.

Tagg device indicator lights

Tagg Device Indicators	Status	Meaning
Trip Button (#1)	Solid Blue 5 seconds	Alerts user that they have powered on/off the Tagg device. (Press and hold, the Trip button)
	Flashing Blue 10 seconds	Alerts user that the Tagg device has entered Trip mode. (Press, but do not hold the Trip button)

Status Indicator (#2)	Solid Blue	Normal operation, fully charged.
	Flashing Blue and Red	Tagg device is being paged.
	Flashing Blue	Tagg device is charging.

Docking Station Overview

The Docking Station is what you use to charge the Tagg device.

1. Power Indicator
2. Docking Posts
3. Power Port
4. Page Button (press to locate Tagg)
5. Charging Pins
6. Upgrade Indicator (illuminates when software upgrades are available)
7. Power Switch (on bottom)

Docking Station – top view



Charging the Docking Station

Keep your docking station plugged into an electrical outlet and turned on at all times, even when you are not charging the Tagg tracker.

Positioning the Docking Station

- Must be located in your pet's home to take advantage of the power-saving mode. When your pet is near the Docking Station the Tagg tracker will be in power-saving mode, giving you the maximum time between charging.
- Must be located within the blue boundary of the Tagg Zone. The Tagg Zone is a safe area around the pet's home that you define during Activation.
- If you make a significant relocation of the Docking Station (such as taking it to a vacation home), you must redefine the Tagg Zone.

Care and cleaning of the Docking Station

Use a damp cloth or paper towel with mild dish soap to clean the outside of the Docking Station. Never soak the Docking Station in water.

CAUTION: Do not expose the Docking Station to flea spray. Doing so will damage the device.

Docking Station indicator lights

Docking Station Indicator	Status	Meaning
Power Indicator (#1)	Not illuminated	Docking station is OFF.
	Illuminated solid Blue	Docking station is ON.

Docking Station Indicator	Status	Meaning
Update Indicator (#6)	Not illuminated	Normal operation.
	Illuminated solid Red	WAIT: Do not remove Tagg from the docking station because the device is downloading software.

Basic Setup

Before you set up the Tagg device, you must:

- Plug in and turn on the Docking Station (refer to [Quick Start Guide](#)). The docking station must be plugged in at all times.
- Fully charge your Tagg device. Charging may take up to two hours.

Now that your Tagg device is charged and ready, follow these easy steps to complete the setup.

- [Step 1: Update your account](#)
- [Step 2: Activate your Tagg](#)
- [Step 3: Add your pet](#)
- [Step 4: Attach the Tagg tracker to the collar](#)
- [Step 5: Set up your notifications](#)
- [Step 6: Test your setup](#)

Step 1: Update your account

If you created an account when you purchased the Tagg tracker:

1. Go to the main Tagg page at <http://www.taggthepettracker.com>.
2. On the **Sign In** side of the screen, type your email password.
3. Click **Sign In**.

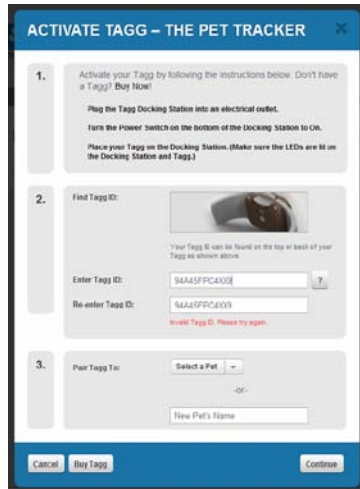
If you purchased the Tagg tracker as a guest or received the Tagg tracker as a gift:

1. Go to the main Tagg page at <http://www.taggthepettracker.com>.
2. On the **New User** side of the screen, enter your information.
3. Click **Create Account**.

Step 2: Activate your Tagg device

You may have done this when you unpacked your Tagg tracker. If so, you can skip to [Step 3: Add your pet](#).

1. Open the **Activate Tagg – The Pet Tracker** window, as pictured here. You can get there by clicking **Activate Tagg** on the Dashboard or from the [marketing page](#).



Comment [BEC2]: What is the name of this page?

2. Follow the instructions on the **Activate Tagg – The Pet Tracker** window.
 - a. Your Tagg ID number is listed on the temporary sticker on top of the Tagg wing and on a permanent label on the back of the wing.
 - b. Pair the Tagg device with one of your dogs and click **Continue**
 - If you have already set up a pet profile, select the pet from the list.
 - If you have not set up a profile, just type your pet's name and you can fill in the details when you get to [Step 3: Add your pet](#).
3. Verify your current subscription and add upgrades if desired. Click **Continue**.
4. Set up the Tagg Zone – **the safe zone around your pet's home**.
 - a. **The Pet Address field** may auto-populate with the shipping address. **If that's not your pet's home address,** type a different address and click **View on Map**.
 - b. The Tagg Zone appears as a blue circle centered around the street address. To adjust the location of the Tagg Zone, click and drag the blue circle to the proper spot.

- c. The Tagg Zone defaults to the smallest possible area, a 100 yard radius around the pet's home. You can click and drag the corner squares to enlarge the area.
- IMPORTANT:** The Docking Station must be located inside the blue are of the Tagg Zone.
- d. Name the Tagg Zone (e.g., Buster's House). There is only one Tagg Zone per account, no matter how many pets live in the same home.
 - e. Check your time zone.
 - f. Click **Save Tagg Zone**.
5. Follow the steps on the **Last Step!** screen and click **Activate**.
 6. The **Activation In Progress** window appears. Activation can take up to two minutes. If activation fails, follow the instructions on the screen.
 7. When activation is complete, the **Congratulations!** window appears.
 8. To activate a Tagg device for another pet in the same household, click **Add Another Device**.
 9. Click **View Dashboard** to return to the main screen.

Step 3: Add your pet

The Tagg system needs one pet profile to work. You can enter lots of information about your pet, but only its Name is required.

- To create a new pet profile, click **Add A Pet**. Only a name is required. Add more information at any time.

- To open an existing pet profile, click your pet's name on the right side of the Dashboard. Fill in other items on your pet's profile at any time.

To add images to the Pet Profile photo gallery

You can add pictures of your pet that will show on the Web site. If you don't add any pictures, a gray silhouette appears.

1. Open the **Pet Profile** page for the pet.
2. Click **Upload Images** at the bottom of the page. The Upload Images window opens.
3. In the Upload Images window, browse to and select the image file you want to add, then **Click Update Image**. The image is added to the Pet Profile gallery.

To select the primary Pet Profile picture

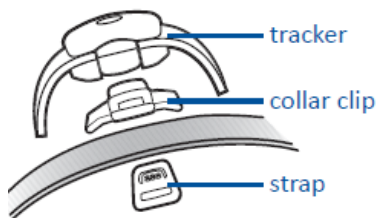
1. Open the **Pet Profile** page for the pet.
2. Click on the gallery photo that you want to use as the Pet Profile picture.
3. Click **Set this as Profile Picture**. A window opens showing that picture with a cropping tool.
4. Use the cropping tool to identify the area of the photo that you want to use. The cropping tool always keeps the correct aspect ratio for the Pet Profile picture.
5. Click **Set Profile Picture**.

Step 4: Attach the Tagg tracker to the collar

Follow these steps to attach the collar clip to the collar and to attach the Tagg tracker to the collar clip.

1. 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.
2. If you haven't already done so, remove the collar from your pet.

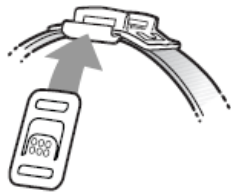
This diagram is an exploded view of how the tracker (top) attaches to the collar using the collar clip (middle) and strap (bottom). Follow the simple steps below for proper installation.



3. Holding the collar in one hand, place the collar clip on top of the collar as shown here.



4. Hold the collar clip on the collar. Now, hook one side of the strap into the collar clip groove on one side of the clip.

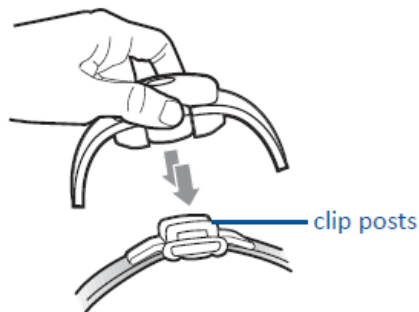


5. Holding the clip and strap in place with one hand, use your other hand to stretch the free end of the strap under the collar and up into the groove on the other side of the clip.

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 injury or damage to the clip or strap.



6. Attach the tracker to the collar clip by squeezing the release points and snapping it onto the clip posts.



Step 5: Set up your notifications

There's just one more step to complete Tagg setup – choosing how you will get notifications. By default, all notifications are sent to the **Notifications** tab on the Web page.

To set your notifications preferences

From the Dashboard, select the Notifications tab, then click **Settings**. The available options for each notification type are listed below.

Notification Type	Description	Default Method	Other Methods Available
Alerts and Updates	Alerts notify you of critical information, such as: your pet has left the Tagg Zone or the battery is low. Location Updates notify you of non-critical information, such as: your pet has returned to the Tagg Zone or the Tagg device is fully charged.	Web Site	Opt-in for Text Message Opt-in for Email
Marketing Updates	Information about new features, subscription promotions, news about the Tagg products.	Email	none

To view your notifications history

1. From the Dashboard, select the Notifications tab, then click **Notification History**. The notifications are sorted by date.
2. Click **Today**, **This Week**, or **Go to Date** to view fewer notifications.
3. Click **Filters** to select notifications by Pet, Application (e.g., Locate or Activity), or Type (e.g., Update, Alert, News).

Step 6: Test your setup

Congratulations! You've entered all the information Tagg needs to track your pet. Let's do a quick test to see how everything is working.

1. Find your dog and make sure he is wearing the Tagg device.
2. If you set up phone notifications, get your mobile phone.
3. If you set up email notifications, sign in to your email account.
4. Sign in to the Web site.
5. Select the **Tagg Map** tab.
6. Make sure the **Show** check box is marked next to the pet you wish to locate.

7. Click the **Locate** button on that pet's status bar.
 - An update notification is sent through the system to the Web app saying “<name> is near the Docking Station as of <time>.” The same message is sent to your phone and email within two to three minutes, if you have elected to get those messages.
 - In the **Tagg Map** tab, a paw icon will appear on the map inside the blue Tagg Zone area around your home. Your dog is safe at home!

Troubleshooting setup

If the setup isn't working, make sure:

- Your Tagg is fully charged and turned on. It may take up to two hours to fully charge the battery. The Status Indicator will turn solid blue when Tagg is fully charged.
- The Docking Station is plugged in and the blue Power Indicator is lit.

If you are still having problems, refer to the [Answer Center](#) on the web site.

Adjusting the Tagg Zone

You may adjust the position of the Tagg Zone at any time. If you adjust the Tagg Zone while the Tagg device is docked on the docking station, your adjustments take effect immediately. Any time you make a significant relocation of the Docking Station, you must adjust the Tagg Zone

If you make adjustments to the Tagg Zone when the Tagg device is not docked, your adjustments are not immediately effective even though the Tagg Map reflects your changes. In this case, the adjustments may not take effect for up to 24 hours. In addition, updates require the Tagg device to have access to the wireless network. Therefore, we recommend that you dock the Tagg when you make any adjustments to the Tagg Zone.

To **adjust** the Tagg Zone

1. If you want your Tagg Zone adjustments to take effect immediately, dock the Tagg on the docking station.
2. On the web site, select the **Tagg Map** tab.
3. Under the map, click **Edit Tagg Zone**. The Edit Tagg Zone window opens.
4. If you want to center the Tagg Zone around a different street address, do one of the following:
 - Click and drag the blue circle to recenter the Tagg Zone.
 - Type a new street address in the white box and click **Update Map**.
5. Click and drag the corners of the Tagg Zone to expand/contract the zone. Use the navigation tools at the top of the map to pan or zoom the map to adjust your view.
6. Click **Set Tagg Zone** to save your changes. If the Tagg device is not docked, the changes may not take effect for up to 24 hours.

When you save your changes to the Tagg Zone, you will receive one or more of the following notifications:

- A change to the Tagg Zone is Pending
- A change to the Tagg Zone is Effective
- A change to the Tagg Zone has Failed


Locating Your Pet

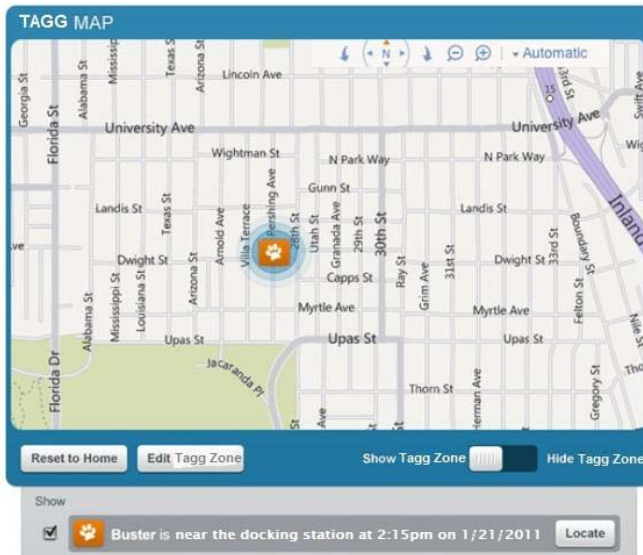
Tagg monitors your pet's location and alerts you when the pet has moved outside the Tagg Zone. As your pet is monitored, the **Tagg Map** lets you see your pet's last known location.


What to expect when your pet is home

Your pet's "Home" is where the Docking Station is located. When the Tagg device is close enough to communicate with the Docking Station in power-saving mode, the Tagg device knows that it is home.

When your pet is safe at home, the Tagg Mapp will appear similar to the picture below:

- Buster's location is identified by a paw icon  with no pinpoint.
- The Tagg Zone appears as a blue circle around the pet's home.
- The Pet Status Bar under the map gives the last known location for Buster as "near the docking station" at 2:15pm on 1/21/2011.



If you have multiple pets at home, the location of the pets is identified by a blue square  with a number in the center. The number indicates the number of pets near the docking station.

Paging your pet

If the last known location of the pet is “near the docking station,” but you do not see your pet around the house or yard, you can page the Tagg device to get a more specific location.


To page the Tagg device

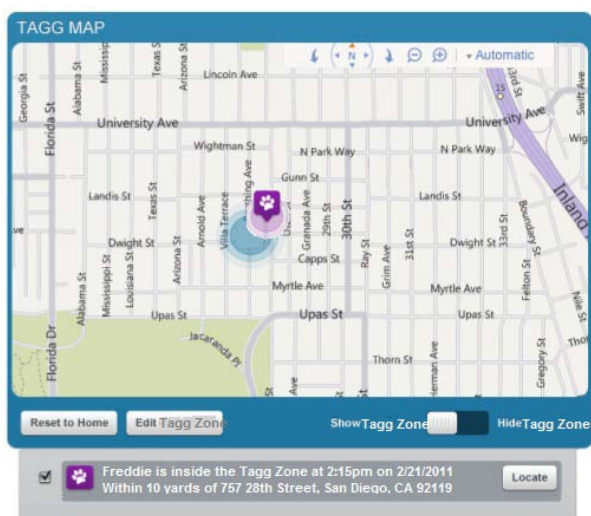
1. Press the **Page** button on top of the Docking Station.
2. You will receive a notification of your pet’s location. The paging process may take up to 3 minutes to complete.

NOTE: A page is only successful if the Tagg device is within range of the Docking Station signal. If a page does not return a revised location, do a [Locate](#).

What to expect when your pet is inside the Tagg Zone

If your pet is inside the Tagg Zone, but outside the power-saving range of the Docking Station, the Tagg Map will appear similar to the picture below:

- Freddie is identified by a paw icon  with a pinpoint on the bottom. The pinpoint identifies that there is a GPS location available.
- The GPS radius of accuracy is represented as a colored circle around the paw icon.
- The Pet Status Bar indicates that Freddie is “inside the Tagg Zone” and provides an estimated street address as of a specified date and time.
- The Tagg Zone appears as a blue circle around the pet’s home.



Initiating an on-demand locate


If you would like to have an updated location of your pet, you can use the **Locate** button on the Tagg Map to request an on-demand locate.

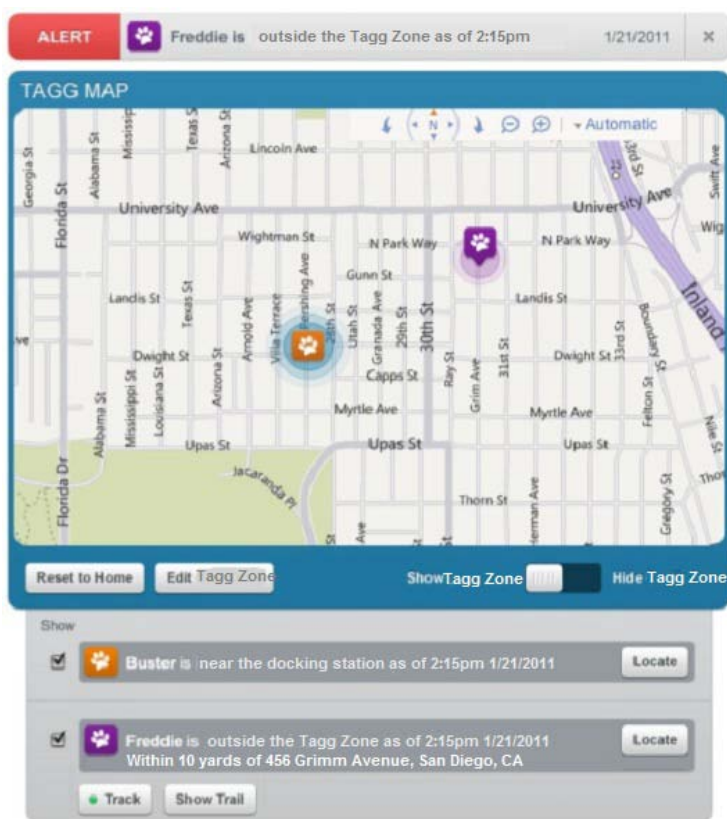
To locate your pet from the web site

1. Open the **Tagg Map** page.
2. Make sure the **Show** check box is marked next to the pet you wish to locate.
3. Click the **Locate** button on that pet’s status bar.

What to expect when your pet is outside the Tagg Zone

When a pet is outside the defined Tagg Zone, your pet may not be safe, so the Tagg Mapp will appear similar to **Error! Reference source not found.** picture below:

- Because Freddie is outside the Tagg Zone, a red Alert banner appears at the top of the map to let you know this may be a serious condition.
- Freddie is identified by a paw icon  with a pinpoint on the bottom. The pinpoint identifies that there is a GPS location available.
- The GPS radius of accuracy is represented as a colored circle around the paw icon.
- The Pet Status Bar indicates that Freddie is “outside the Tagg Zone” and provides an estimated street address as of a specified date and time.
- In addition to the indicators on the Tagg Map, the system sends Alert notifications in accordance with the notification preferences you have set up (email, text message).



Initiating continuous tracking

Notice in the picture above that the **Track** button appears under the Pet Status Bar for a pet that has moved outside the Tagg Zone. When the Track button appears, it has a gray dot on it. If you click the Track button, the dot turns green to let you know that continuous tracking is on. When tracking is on, the system locates your pet approximately every 3 minutes, over a period of 30 minutes. Each time a location is found, the Tagg Map is updated.

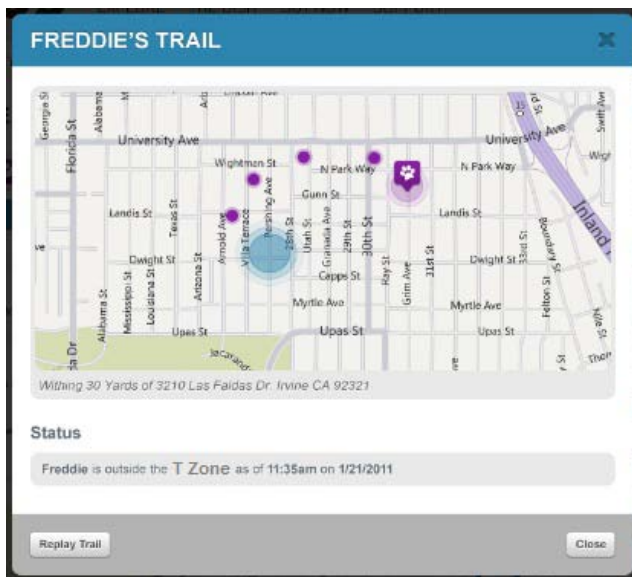
NOTE: If you do not want to do continuous tracking, you can use the [Locate](#) procedure to do an on-demand locate.

To continuously track a pet who is outside the Tagg Zone

1. Open the **Tagg Map** page.
2. Make sure the **Show** check box is marked next to the pet you wish to track.
3. Click **Track** under that pet's status bar.
4. Confirm that you want to turn on continuous tracking.

Viewing a pet's trail

When tracking is on, the **Show Trail** button appears on the Pet Status Bar. If you click **Show Trail**, a new window opens that shows a trail of dots indicating all Tagg device locations known to the system since the pet exited the Tagg Zone, as shown in the figure below. If you move your cursor over a dot, the Tagg displays the time, date, and address of that location.



To see a trail of previous locations for a pet who is outside the Tagg Zone

1. Open the **Tagg Map** page.
2. Make sure the **Show** check box is marked next to the pet you wish to track.
3. Click **Show Trail** under that pet's status bar.
4. Move your cursor over the dots to display the address of each dot.

What to expect when you take your pet for a walk

When you take your pet for a walk or take your pet on an errand you might exit the Tagg Zone. If you want to avoid getting alert notifications during that time, press the **Trip** button on the Tagg device.

Pressing the Trip button sets a timer that suppresses all “outside Tagg Zone” notifications for 45 minutes. Tagg still monitors the pet's location – just the alert notifications are suppressed. If necessary, you can still perform an on-demand locate or initiate continuous tracking during the trip period.

To suppress alerts when you take the pet for a walk or errand

- Press the **Trip** button on the top of the Tagg device. The Status Indicator flashes blue for 10 seconds to let you know the Tagg is entering trip mode.

IMPORTANT: Do not press and hold the Trip button because this will power-off the device.

Manage Your Devices

Use the Manage My Devices tab to see the status of each Tagg tracker or Docking Station or to make adjustments to a device. To view the My Devices tab, do one of the following:

- Click **Manage > My Devices** from the right rail.
- Click **My Account** from the top right corner of the Dashboard window, then click the My Devices tab.

Manage Tagg Trackers

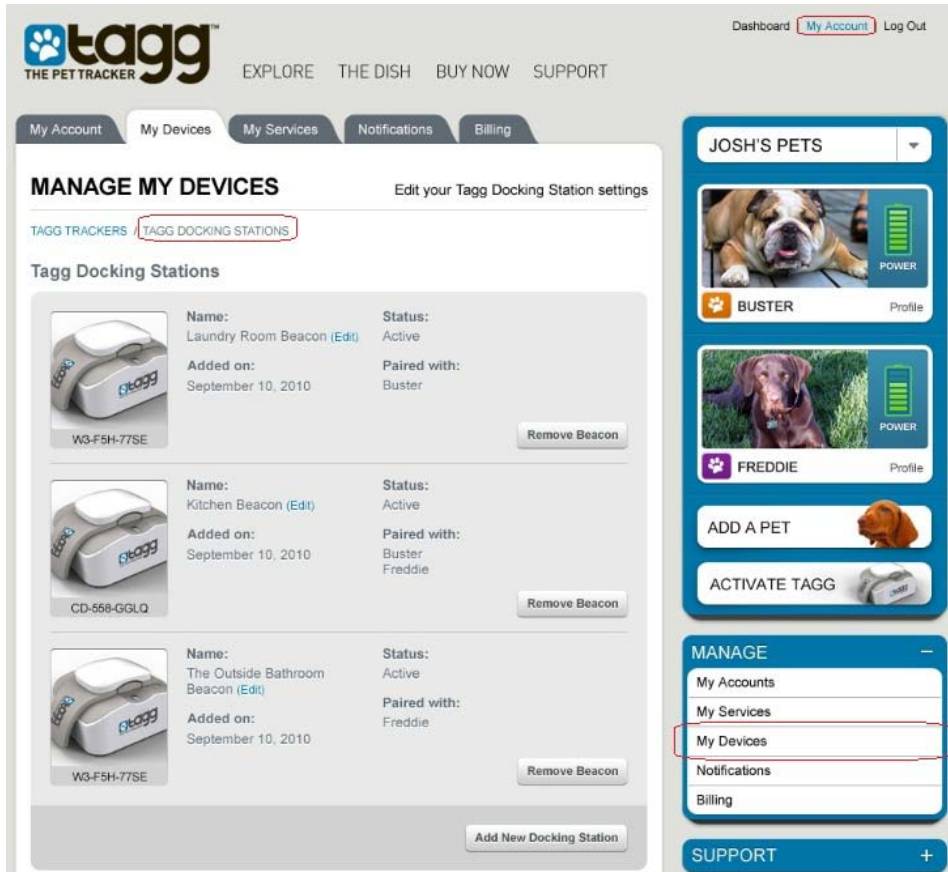
To manage Tagg tracking devices, click **Tagg Trackers** under the Manage My Devices heading.

Under normal conditions you should not need to use this window. To read about specific situations where you would use this window, refer to the [Answer Center](#).

Comment [BEC3]: Mary said she would tell me which adjustments to discuss in the UG vs Answer Center.

Manage Docking Stations

To manage Docking Stations, click **Tagg Docking Stations** under the Manage My Devices heading.



Under normal conditions you should not need to use this window. To read about specific situations where you would use this window, refer to the [Answer Center](#).

Comment [BEC4]: Mary said she would tell me which adjustments to discuss in the UG vs Answer Center.

Mobile Phone Commands

The following text message commands can be used from your mobile phone if you have opted-in to receive notifications via text. To send a command, text the command to **52366**. **Note:** Standard text messaging rates apply.

Command	Description
LOCATE	Request a location for your pets
LOCATE <i>PetName</i>	Request a location for a specific pet
TRACK	Turn on continuous tracking for your pets
TRACK OFF <i>PetName</i>	Turn on continuous tracking for a specific pet
BATTERY	Request battery status for your pets
BATTERY <i>PetName</i>	Request battery status for a specific pet

Warnings and Safety Information

Underwriters Laboratories (UL) Listing

This product and its accessories are UL Listed to UL 60950-1 Standard for Safety of Information Technology Equipment.

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.

WARNING! This product is designed and intended only for use with family pets. Do not use the device and service to track or locate people or objects. Using the device and service in a manner other than as specified may cause injury.

Product Safety

This product is intended for use when supplied with power from the internal battery or external power supply unit. Replace only with same model and rating power supply. Use of non-approved equipment with this device may result in injury to persons or damage to the equipment.

Safety Precautions for Power Supply

Plug the power supply only into a power source per the input voltage ratings marked on the supply.

This product should be operated only from the type of power supply that is provided. Replace only with the same manufacturer and model supply, or equivalent as recommended by the manufacturer.

WARNING! There is danger of explosion if the battery is damaged. This product contains a Li-ion or Li-ion Polymer battery. To reduce risk of injury, do not disassemble, crush, puncture, short external contacts, expose to temperatures above 60°C (140°F), or dispose of in fire or water.

Keep the docking station dry and away from water or any liquid as it may cause damage or injury. [Mary, this looks like this statement is only for the docking station, so may be OK. Note this is repeated in paragraph below "Keep the Docking Station Dry"]

Avoid dropping the device. If the device is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.

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.

Safety Precautions for Direct Sunlight

Keep this product away from excessive moisture and 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, overheat the battery, or pose risk to the vehicle.

Keep the Docking Station Dry

If the docking station gets wet, turn the power off immediately and contact your dealer. Water damage may not be covered under the warranty. [Mary, the title of this section said “device”, but I changed it to docking station since it does not apply to the tracker per the wording.]

Accessories

Use only the accessories approved by Qualcomm Consumer Services, Inc. with Tagg devices. Use of any unauthorized accessories with the device may damage the device or cause injury and will invalidate the warranty.

Specifications

[Mary is checking on this]

Regulatory Statements

- For regulatory identification purposes, your product is assigned the the number:
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 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 to help.
- Maintain at least a 20cm separation distance between the Tagg tracking device and the human body.
- 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.
- 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 or 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 6 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 call the customer service line 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.

Customer Support

Getting the answers you need

For answers 24 hours a day, 7 days a week, please check out our online support center at www.taggthepettracker.com/support.

- Video Tutorials help you get started quickly
- Answer Center helps you find answers to the most common questions
- User Guides are available to print or search in PDF format.

Video catalog

The following videos are available on the web site:

- How Tagg – The Pet Tracker Works
- What's in the Box
- Setup/Activation
- Collar Attachment
- Notifications
- Web/Mobile Aps