

E-LOSTBAG

Pack-Nomad

by E-LOSTBAG

Smart Luggage Tracking

Complete User Guide

Version 3.1 — September 2026

To use all Pack-Nomad features, use the dedicated app.

Already have an E-LOSTBAG GmbH account? Your credentials (email and password) stay the same — just log in with them.

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1. About Pack-Nomad

Pack-Nomad by E-LOSTBAG combines two complementary technologies: permanent NFC identification and Nomad Tag tracking via Apple's Find My network or Google Find My Device.

- The NFC ID Tag permanently identifies your luggage, with no battery required.
- The Nomad Tag enables tracking via Bluetooth and the Find My network of your choice.
- The Nomad Tag can also be used temporarily on a bike, scooter, bag, or any other item.

2. What's in your Pack-Nomad

Your Pack-Nomad contains two complementary tags, which share the same unique number — the AAA-XXXXXXXXXX number belongs to the Pack-Nomad as a whole:

- NFC ID Tag — meant to stay permanently inside the luggage.
- Nomad Tag — a small Bluetooth tag for tracking via Apple Find My or Google Find My Device.

! Important

Stick the NFC ID Tag inside the luggage and place the visual sticker on the outside before use. The ID Tag is permanent: never remove it.

3. Download the app and create your account

- By scanning the QR code on the packaging.
- Open the app.
- Create your account with your email and password, or log in if you already have an E-LOSTBAG account.
- If you already have an E-LOSTBAG GmbH account, your credentials remain unchanged.

4. Register your Pack-Nomad

- Log in to Pack-Nomad.
- Add your Pack-Nomad from the app.
- Enter the unique number shown on your Tag.
- Complete the luggage profile: photo, description, and useful details.

5. The Dashboard — Overview

The Dashboard is the main screen. It shows your registered luggage, their two tags, and their status.

- Green ID Tag: NFC identification active.
- Blue Nomad Tag: Find My tracking active.

- Gray Nomad Tag: not activated.
- Assign to an object: lets you temporarily use the Nomad Tag on another item.

6. The NFC ID Tag — Permanent identification

- Identifies your luggage with its unique AAA- number.
- Can be scanned with any NFC-compatible smartphone.
- Lets a finder access the contact details set up for returning the luggage.
- Works without a battery.

To scan the ID Tag, simply hold a compatible smartphone near the tag. On Android, you can also use the app's "Start scan" feature if needed — see also section 13.

7. The Nomad Tag — Apple / Android tracking

The Nomad Tag uses Bluetooth Low Energy and the Find My network of the system it's paired with: Apple Find My or Google Find My Device. The two networks are not compatible with each other.

Once activated, the Nomad Tag can be located from the corresponding service, and its map may also be accessible from the profile in Pack-Nomad.

8. Activating the Nomad Tag on Android — detailed procedure

! Important

Always start the activation from the Pack-Nomad app. Don't start by turning on and setting up the Nomad Tag directly in Google Find My Device: Pack-Nomad must launch the activation process first.

Step 1 — Start the activation

- Log in to the Pack-Nomad app.
- Open the luggage profile.
- Tap "Activate".

Step 2 — If Google Find My Device isn't installed

- If the Google Find My Device app isn't present, Pack-Nomad offers three options: "Cancel", "View guide", and "Install".
- Tap "Install", then install Google Find My Device from the Play Store.
- Once installation is complete, come back to Pack-Nomad (your phone's back button) — no matter what screen Google shows in between.

*** Unlike Apple, Google doesn't automatically bring you back to the original app after installation: you'll need to return to Pack-Nomad yourself using the back button. As soon as you do, the app automatically continues the process.**

Step 3 — Pairing the Tag

- Pack-Nomad automatically opens your phone's Bluetooth settings.
- Turn on the Nomad Tag. For first use, remove the battery tab if needed; if the tag is already in service, press its button.
- Your phone detects the Nomad Tag and offers to pair it.
- Select the Nomad Tag from the list.

Step 4 — Google confirmation

- A Google window asks you to confirm pairing the tag with your Google account.
- Tap "OK" or "Confirm".
- If Google offers to "Open the app", don't choose that option at this stage: go straight back to Pack-Nomad.

Step 5 — Confirmation in Pack-Nomad

- Return to Pack-Nomad using your phone's back button.
- When asked "Did you successfully add your Nomad Tag?", tap "Yes".
- The Nomad Tag turns green in the profile and the map becomes accessible.

Naming the Tag in Google Find My Device

You can then open Google Find My Device and give your Nomad Tag a name so it's easy to recognize.

The exact procedure may vary slightly depending on your phone's brand and Android version.

9. Activating the Nomad Tag on iPhone

- From the luggage profile in Pack-Nomad, tap "Activate".
- The app opens Find My.
- Follow the on-screen instructions to select and connect the Mini Tag.
- You can give it a name and an emoji.
- The Nomad Tag is now active on the Apple Find My network.

*** The Nomad Tag must be paired with the network of the system in use. Switching from Apple to Google, or Google to Apple, requires resetting the tag — see section 10.**

10. Switching networks Apple ↔ Google

The Nomad Tag is paired with the Find My network of the system it was activated on. Apple Find My and Google Find My Device are not compatible with each other.

- iPhone → iPhone: the tag keeps working after Apple sync.

- Android → Android: the tag keeps working with your Google account.
- iPhone → Android or Android → iPhone: the Nomad Tag must be reset and re-paired to the new network.

Before resetting

First remove the tag from the Find My app or Google Find My Device on the previous network.

Nomad Tag button functions

* Power on: hold the button for 5 seconds

Check on/off status: 2 quick presses

Power off: 5 quick presses

Each action triggers a beep and an orange flash.

Physically resetting the Nomad Tag

- Press the Nomad Tag's button 4 times.
- Wait for the beeps.
- Then hold the button for 8 seconds.
- The tag is now reset and ready to be paired with a new network.

After resetting, restart the activation from Pack-Nomad with the new phone and network (section 8 or 9 depending on the system).

11. Temporary assignment to an object

When you're not traveling, the Nomad Tag can temporarily protect a bike, scooter, bag, or other item.

- From the Dashboard, tap "Assign to an object".
- Choose a saved profile or "New object".
- Select the type of object.
- Give it a name, for example "My Trek bike".
- Confirm the assignment.

The app automatically saves your last two assignment profiles. To switch back to luggage mode: "Assign to an object" → "Remove assignment".

12. Tracking your luggage

The Tracking screen shows your luggage on a map and in a list. You can search and filter your luggage.

- Search by name or luggage number.
- "All" filter.
- "Active" filter for luggage with a GPS position.

- "Alert" filter for luggage reported as lost.

13. Scanning an NFC ID Tag

On iPhone

iOS automatically detects NFC tags. Hold your iPhone near the E-LOSTBAG ID Tag, then tap the notification that appears.

On Android

- In the Pack-Nomad app, tap "Start scan".
- Hold your smartphone near the E-LOSTBAG ID Tag.
- The app reads the tag and displays the luggage information.

14. Flight information

- Open the luggage profile.
- Scroll down to "Flight information".
- Enter the flight number, for example AF1234 or BA456.
- Tap the magnifying glass to search.

Available information may include the airline, departure, arrival, status, and delay.

15. Reporting lost luggage

From the luggage profile, tap "Report as lost". After confirming, you'll be redirected to our dedicated page on the E-LOSTBAG website, which guides you step by step through the loss declaration process with the airline or airport.

You can also check the "Receive luggage details by email" option to get a complete summary (photo, description, LPN number, tag number) to help with your declaration to the airline.

! For active Nomad Tags, also remember to report the loss from the Find My app (iPhone) or Find My Device (Android) to keep tracking your luggage's position.

16. Settings, security and privacy

- Push notifications: alerts when luggage is scanned.
- Email alerts: notification on every scan.
- Find My network: detection via the chosen network.
- Face ID / Touch ID: protects access to the app.
- Account security: change your password (see also FAQ).

- Language: French or English.

Communications with E-LOSTBAG are encrypted via HTTPS. The Find My network in use relies on the privacy and encryption mechanisms of the relevant provider.

17. Frequently asked questions (FAQ)

Can I use Pack-Nomad without an internet connection?

The NFC ID Tag works without a battery. Tracking and sync features require the corresponding network services.

Can I use the Nomad Tag on Android?

Yes. It can be paired with Google Find My Device.

Can I use the same Nomad Tag on Apple and Android at the same time?

No. You need to choose one network. To switch networks, reset the tag and pair it with the new system (see section 10).

What should I do if I change phones?

On the same system, it depends on your Apple or Google account sync. To switch from Apple to Android or vice versa, reset then re-pair the tag.

What happens if someone finds my luggage?

The NFC ID Tag can be scanned to access the contact details set up for reaching the owner.

How many bags can I register?

You can register as many bags as you'd like with a single account.

What if I forget my password?

From the login screen, tap "Forgot password?" and follow the instructions. (If you know your current password and just want to change it, use Settings → Account security instead.)

18. Contact and support

For any questions about Pack-Nomad or the app, contact the E-LOSTBAG team.

- Email: contact@e-lostbag.com
- Website: <https://www.e-lostbag.com>