

E-LOSTBAG

Smart Luggage Security

Complete User Guide

Version 2.0 — 2026

E-LOSTBAG Global Security

www.e-lostbag.com

1. Welcome to E-LOSTBAG

E-LOSTBAG is the smart security and location system for your luggage. Our proprietary NOL (Network of Luggage) technology lets other E-LOSTBAG users around the world passively detect your bag.

Two Tag Ranges

Tag ID (AAA-): a permanent, battery-free NFC tag that can't be removed. Readable by any smartphone. Ideal for permanently identifying your bag.

Tag Premium (PRE-): an NFC + Bluetooth tag with a long-lasting battery. Includes the NOL network, the Distance/Proximity feature, and battery level.

2. Getting Started

2.1 Creating Your Account

The first time you open the app, create your account with your email, password, and contact details. The serial number of your first tag (AAA- or PRE-) is required during sign-up.

2.2 Automatic Language Detection

The app automatically detects your phone's language and displays in French or English. You can change this setting anytime in Settings.

2.3 Secure Sign-In

Your password is protected with SHA-256 encryption. Your personal data is hosted on secure servers. No data is ever sold to third parties.

3. Tag ID (AAA-)

3.1 Installation

The Tag ID is an NFC polymer tag with an orange design on the outside. **Important:** permanently attach the Tag ID inside your bag, and place the orange sticker on the outside so it's visible.

3.2 Registering It in the App

From the Dashboard, tap '+' to add a new bag. Enter the AAA- number printed on the tag, add a description, and confirm.

3.3 If Someone Finds Your Bag

The finder scans the orange sticker with their smartphone (NFC); a webpage opens letting them send you their location. You receive an immediate alert.

Lost & Found services have access to our database.

4. Tag Premium (PRE-)

The Premium tag combines NFC and Bluetooth for advanced features: NOL, proximity detection, and a battery indicator.

4.1 Bluetooth Pairing

Before first use, you need to pair your Premium tag with your smartphone:

- Turn OFF all your Premium tags
- Turn ON only the tag you want to pair
- In the bag's profile, tap 'Pair Tag'
- Wait for confirmation (5 seconds)
- Repeat for each Premium tag

4.2 Activating NOL

NOL (Network of Luggage) is our global passive-detection network. Activate it from the Premium bag's profile using the toggle switch. When NOL is active, other E-LOSTBAG users passively detect your bag and send you location alerts if it's lost.

4.3 Distance / Proximity

This feature uses the Bluetooth signal to show whether you're near or far from your tag. Handy for finding your bag in an airport or hotel lobby. Turn on your smartphone's Bluetooth and move around: the closer you get, the smaller the circle becomes.

4.4 Ring My E-LOSTBAG

Ring your Premium tag remotely to find it easily. Coming soon.

4.5 Battery Level

Your Premium tag's battery level is shown in the bag's profile. The battery lasts approximately 2 years, depending on usage.

5. Bag Photos

Adding a photo of your bag makes it easier to identify if it's lost. The app automatically optimizes your photos.

5.1 How to Add a Photo

- Open the bag's profile
- Tap the '+' button below the photo
- Choose 'Take a Photo' or 'Gallery'
- Crop the image to a square (recommended)
- Confirm

5.2 Tips for Good Photos

- Photograph the entire bag

- Use a plain, light background
- Avoid backlighting
- Show distinctive details (color, brand, personal tags)

5.3 Automatic Optimization

Photos are automatically compressed (70% quality) and resized to save bandwidth and speed up uploads. A square format is recommended for the best presentation.

6. Boarding Pass Scan

The app can scan your boarding pass to automatically link your flight information to your bag.

6.1 How to Scan

- Open the bag's profile
- Go to the 'Flight Information' section
- Tap 'Scan My Ticket'
- Present the QR code or barcode
- Confirm the link

6.2 Information Extracted

- Flight number and airline
- Departure and arrival airports
- Passenger name
- Booking reference (PNR)
- Seat number

6.3 Supported Formats

The app recognizes standard IATA BCBP formats: QR code, PDF417, and Aztec. Most airlines (Air France, Lufthansa, KLM, etc.) use these formats.

7. NFC Scanner

The built-in NFC scanner lets you instantly identify any E-LOSTBAG tag.

7.1 How to Use It

- Go to the 'Scanner' tab
- Tap 'Start Scan'
- Hold your phone close to the tag
- Keep the device steady for 3 seconds

7.2 Use Cases

Your own bag: the scan opens the bag's profile directly.

Another user's bag: a form lets you send your location to the owner.

Unknown tag: a message lets you know the tag isn't recognized.

7.3 I Found an E-LOSTBAG Bag

If you find a bag with an orange E-LOSTBAG sticker, use the green 'I Found a Bag' button on the sign-in screen. You'll be guided to scan the tag and report your location to the owner — no account needed.

8. Dashboard and Tracking

8.1 Dashboard

The Dashboard displays all your bags split into two sections: Standard and Premium. Each card shows the bag's status (SECURE / ALERT) and key information.

8.2 Tracking Tab

The Tracking tab shows a world map with the last known location of each of your bags. Filter by status (All / Active / Alert) and access a bag's details with one tap.

8.3 Scan History

In the bag's profile, the scan history shows the last 3 NFC scans, including the scanner's email and date. Handy for tracking your bag's journey.

9. Settings

9.1 My Contact Information

Update your personal information: first name, last name, address, phone number. This information is shared only with Lost & Found services.

9.2 Password

To change your password, use the 'Change my password' link. You'll receive a 6-digit code to enter in the app, then follow the on-screen steps.

9.3 Language

Change the app's language (French / English) anytime.

10. Frequently Asked Questions

What's the difference between the Tag ID and Premium?

The Tag ID (AAA-) is a permanent, battery-free NFC sticker. The Tag Premium (PRE-) adds Bluetooth, NOL, ringing, and a battery level indicator.

What is NOL (Network of Luggage)?

NOL is our proprietary passive-detection network. When your Premium bag is reported lost and NOL is active, other E-LOSTBAG users automatically detect it and alert you in real time.

Does my Premium tag need a battery?

Yes, the Premium tag uses a long-lasting battery (CR2032). The Standard tag (AAA-) has no battery.

Does the app work without internet?

NFC scanning works without internet. Other features (NOL, reporting, location syncing) require a connection.

How many bags can I register?

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

How do I report a lost bag?

In the bag's profile, tap 'Report as Lost' to send an email to our support team. For Premium tags, also activate NOL to benefit from passive detection.

Is my data secure?

Yes. Passwords are protected with SHA-256 encryption. Data is hosted on secure servers and is never sold to third parties.

Are the tags allowed in checked baggage?

Yes. E-LOSTBAG tags comply with all international aviation regulations. Premium tags use Bluetooth Low Energy, which is permitted on aircraft.

11. Contact & Support

Our team is here to help:

- **Email:** support@e-lostbag.com
- **Website:** www.e-lostbag.com
- **Contact page:** www.e-lostbag.com/us/contact-elostbag.html