

TAG

ONE SPORTS RADAR

USER MANUAL

Improve Performance.
Enhance Ability.
Train Smarter.



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0825

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INTRODUCTION

Thank you for choosing the TAG One Sports Radar! This device is designed to measure the speed of moving objects with precision and ease. Please read this manual thoroughly to maximize your experience and keep it handy for future reference.

Use the QR code provided to download the TAG One App to control your device. Your device will need to be running iOS 17 or later and Android 14 or later.

SAFETY INFORMATION

- › Always use the radar in accordance with local laws and regulations.
- › Do not disassemble or modify the device.
- › Keep the radar away from extreme heat exceeding 150°F (66°C) and hazardous chemicals that can damage the housing.

DEVICE OVERVIEW

WHAT'S IN THE BOX

- A. TAG One Sports Radar
- B. Mini Tripod
- C. TAG Sports Mounting Bracket
- D. USB-A to USB-C (Right Angle) Charging Cable
- E. Soft Bag
- F. Wrist Strap Lanyard
- G. Velcro Strap
- H. Sticker
- I. Quick Start Guide



FEATURES



CHARGING THE DEVICE & LED STATUS INDICATOR

Use the provided USB-C cord to fully charge the TAG One Sports Radar before each use.

Turning Device On/Off

Press and hold the Power Button for three seconds to turn the device on/off.

- › Green: Fully charged and connected to the TAG Sports App
- › Red: Unit charge is low
- › Blinking Red: Charging

Pairing Device

Pairing mode will automatically turn on after device is powered on using the top button.

- › Blinking Blue: Ready to pair
- › Green: Paired and connected to the TAG Sports App

ATTACHING THE BRACKET

1. Use blue clamp arms to secure phone to the TAG Sports Mounting Bracket.
2. Attach the back side of the TAG One Sports Radar to the TAG Sports Mounting Bracket.



INSTALLING TRIPOD

1. Install bracket to tripod using the 1/4-20 mounting hole on the bottom of the bracket.
2. Use the mini tripod as a handle for mobility or adjust the legs to the desired position and use the radar hands-free.



ATTACHING TO A BACKSTOP, POLE, OR CHAIN LINK

1. Thread the provided Velcro strap through the slot on the TAG Sports Mounting Bracket.
2. Attach the TAG Sports Mounting Bracket to the front of the backstop by looping the Velcro around the object the TAG One Sports Radar is being mounted to, i.e., chain link or a pole. It is important that the device is in front of the chain link and the TAG Sports Mounting Bracket surface is facing the direction of ball flight.

NOTE: It is important that the radar is not covered by the Velcro strap. This will cause radar interference.

3. Secure the Velcro strap tightly to the mounting surface.
4. Attach the TAG One Sports Radar to the TAG Sports Mounting Bracket.



TAG SPORTS APP

HOW TO REGISTER THE TAG SPORTS APP ON YOUR DEVICE

When you launch the TAG Sports App for the first time on your mobile device, you'll be prompted to begin the registration process:

1. Enter your first and last name.
2. Age Requirement:
 - › This app is intended for individuals 13 years or older.
3. Review the Privacy Policy:
 - › Read the "Privacy Policy." If you agree, tap AGREE AND CONTINUE.
4. Provide Your Email and Create a Username:
 - › Enter a valid email address.
 - › Create a unique username or use your email address as your username.
5. Set a Secure Password. Your password must meet the following requirements:
 - › Minimum 8 characters
 - › At least 1 uppercase letter
 - › At least 1 lowercase letter
 - › At least 1 number
 - › At least 1 special character (e.g., !, @, #)
6. Complete Required Fields. Once all required fields are filled out correctly, the AGREE AND CONTINUE button will become active. Tap it to proceed.
7. Enter Your Location Details:
 - › Select your country of residence from the drop down menu. (optional)
 - › Enter your ZIP or postal code. (optional)
 - › Enter your phone number. (optional)
8. Review Terms and Conditions:
 - › Please read the Terms and Conditions and click the box to acknowledge. Optionally, please click the box if you wish to receive additional information on discounts, promotions and app content. If you agree, tap AGREE AND CONTINUE to move forward.
9. Email Confirmation:
 - › If all steps are completed successfully, a message will prompt you to check your email for a confirmation link.
10. Complete Registration:
 - › After clicking the confirmation link in your email, you can now sign in using your username or email and the password you created.

PREPARE THE DEVICE FOR CONNECTION

1. Fully charge the device
 - › Before continuing, please fully charge the TAG One Sports Radar using the included USB-C cable. When the device reaches 100% charge, the green LED light will illuminate to indicate it is fully charged.
2. Enable Bluetooth on your mobile phone/tablet
 - › On your mobile phone/tablet, go to the Settings menu > Bluetooth and ensure Bluetooth is turned on.
3. Power on the TAG One Sports Radar
 - › Press and hold the button on the top of the TAG One Sports Radar for approximately two seconds.
 - › A blue LED light will appear, indicating the device is powered on and ready to connect.

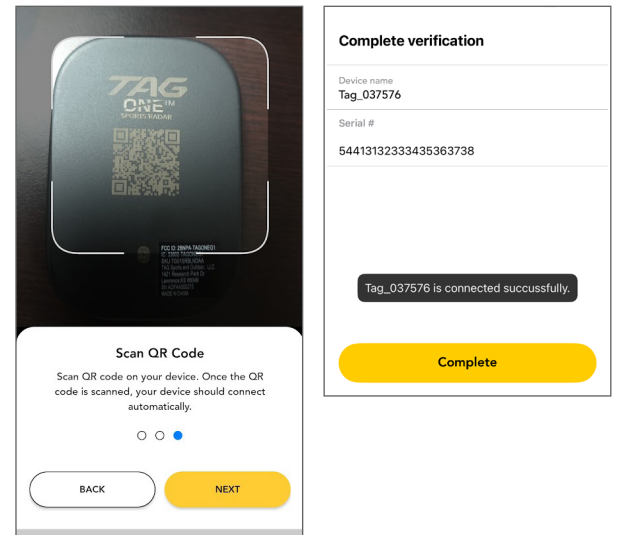
FIRST-TIME SETUP

If this is your first time using the TAG Sports App, be sure you are logged in. The app will automatically enter connection mode and guide you through the connection process.

- › Make sure the TAG One Sports Radar is powered on.
- › Confirm that Bluetooth is enabled and accept any permissions requested.
- › Scan the QR code located on the back of the TAG One Sports Radar.

Pair the device via Bluetooth

- › A Bluetooth pairing request will appear once your device detects the TAG One Sports Radar.
- › Tap pair or allow to complete the connection.
- › After a successful pairing, the app will return to the Dashboard screen.



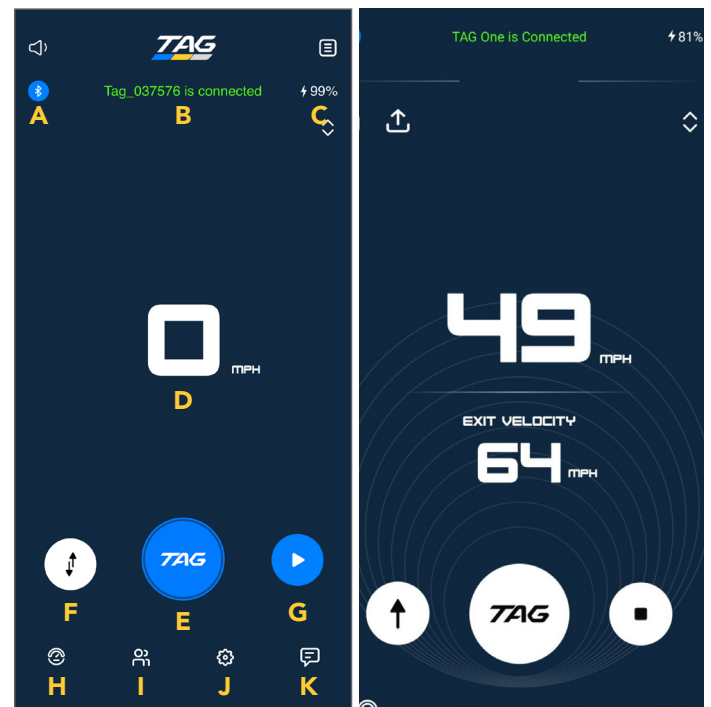
DASHBOARD

Dashboard connection information:

- Bluetooth icon confirming an active connection.
- The TAG One Sports Radar name in green.
- Battery level of the TAG One Sports Radar

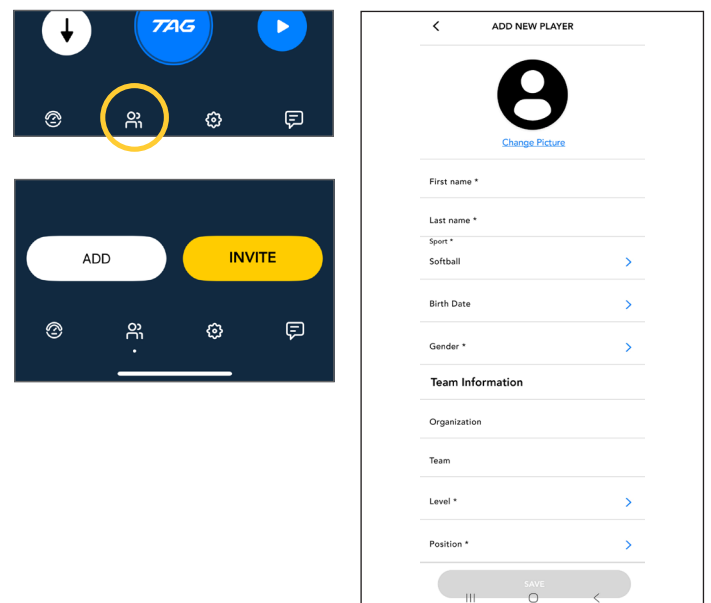
Dashboard Components:

- Speed Read Out
- Activate Radar - **TAG Button**
- Directional Filtering Button
- Start or Create Session - **Play Button**
- Dashboard Shortcut
- Player Profile Setup and Management
- Settings
- AiCE - Artificial Intelligence Coaching Expert



CREATING PLAYER PROFILES

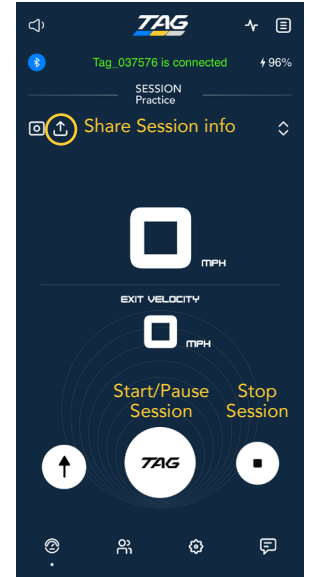
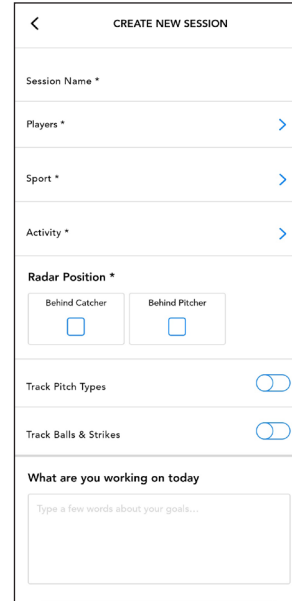
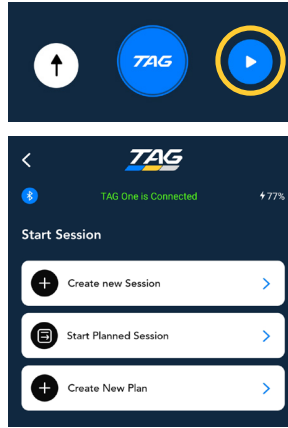
- To create a Player Profile, click on the Player icon at the bottom of the home screen.
- Click ADD and enter the player's details on this screen. The mandatory fields are marked with an asterisk (*).
- Click SAVE when complete.
- The player will be saved in your profile to add to Sessions and Plans.
- Alternatively, click INVITE to send a text invitation to a player.



CREATE A NEW SESSION

Creating a Session with your TAG Sports App allows you to set details about the information the TAG One Sports Radar is collecting. With creating a session you can select the player or players participating in the session and collect the information to send to back to yourself or others to review.

1. To create a Session, click the **Play Button**, to the right of the **TAG Button**.
2. Choose CREATE NEW SESSION.
3. Enter the details for the Session, then START NEW SESSION.
4. Once the Session is started, you can pause the Session by clicking on the **TAG Button**. To end a Session, click the stop button, to the right of the **TAG Button**.
5. While in an active Session, you have the ability to text or email the information from the Session. To export your data, click the Share icon, select Download Speeds. A ".csv" file will available to send via text or email.



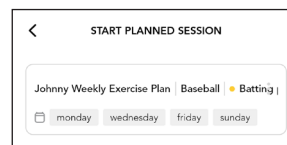
CREATE A NEW PLAN

Creating a Plan with the TAG Sports App allows you to schedule reoccurring training plans.

1. To create a Plan, click the **Play Button**, to the right of the **TAG Button**.
2. Choose CREATE NEW PLAN.
3. Enter the details for the Plan, then CREATE PLAN.

TIP: Select Track Pitch Types, Track Balls & Strikes, and Track Hit Types to track your hits in a session

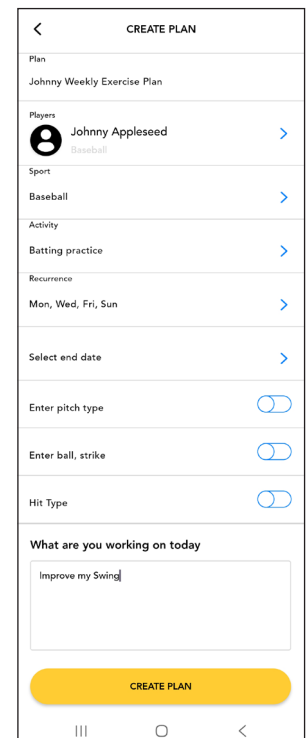
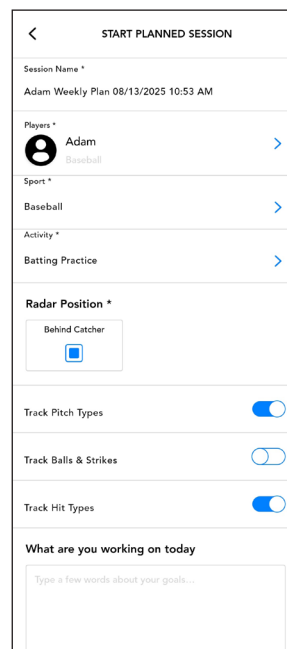
4. The Plan is saved in Planned Sessions when you are ready to use it.



START A PLANNED SESSION

When you are ready to start a Planned Session:

1. Click the **Play Button**, to the right of the **TAG Button**.
2. Choose START PLANNED SESSION.
3. Choose the saved Plan you wish to use.
4. Enter details needed to start the Session.
5. Click START PLANNED SESSION.



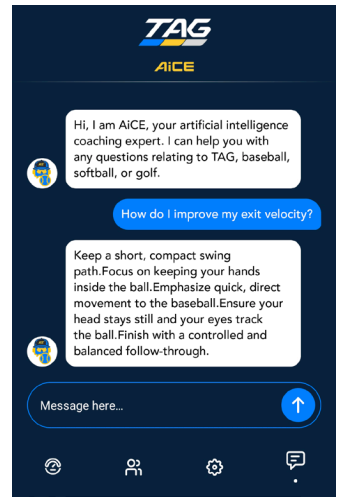
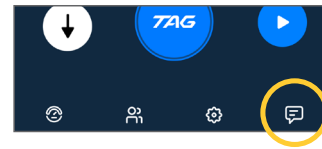
HOW TO USE AiCE (ARTIFICIAL INTELLIGENCE COACHING EXPERT)

1. Select the chat bot in the bottom right on the dashboard screen.
2. Ask any question related to using TAG One Sports Radar, TAG Sports App, Baseball, Softball, or Golf.

Question Examples:

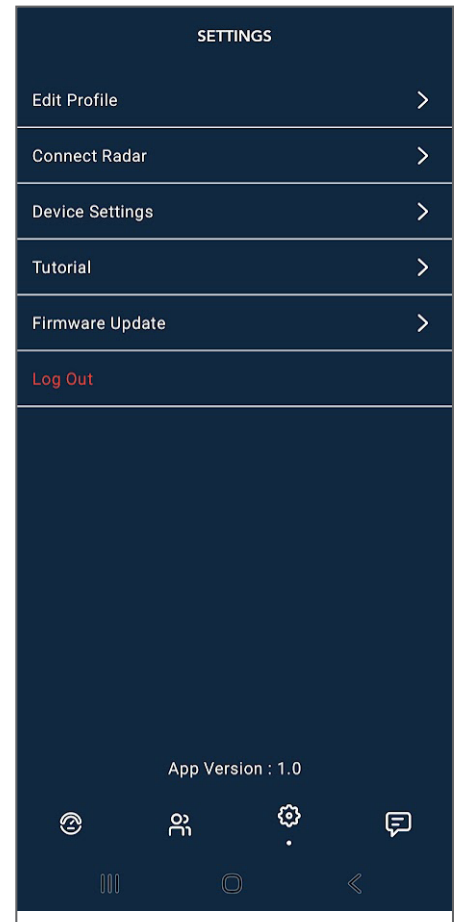
What's a good pitching drill for 12U?

How do I improve my exit velocity?



SETTINGS

- › Edit Profile: Edit information in your user profile
- › Connect Radar: Switch between devices and add new devices to your list
- › Device Settings: Update the units (mph/kph) and speed range of your TAG One Sports Radar
- › Tutorial: Walk through the tutorial steps for more information on features within the app
- › Firmware Update: Check for firmware updates and confirm your current firmware version
- › Logout: Log out of your profile



DEVICE INFORMATION

UPDATE THE DEVICE FIRMWARE USING THE APP

1. Navigate to the settings page by selecting the settings wheel at the bottom of the dashboard page.
2. Select the Firmware Update menu item.
3. The firmware update icon will be grey if the radar's firmware is up to date; however, if the radar requires an update, the icon will be blue. If the icon is blue, press to start the update.
4. Wait for the update to complete.
5. Once your update is complete, the radar will automatically restart. Do not attempt to power on until the radar indicator light turns blue.

DEVICE CARE

- › Clean the shell with a soft, dry cloth.
- › Store the device in a cool, dry place.
- › Turn off when not in use for extended periods.
- › Avoid dropping or exposing the device to water.

TROUBLESHOOTING

What features does the TAG Sports app offer?	<p>TAG Sports app provides:</p> <ul style="list-style-type: none"> › Ball speed and exit velocity tracking for baseball and softball, and ball speed tracking for golf. › Real-time feedback with instant analysis and coaching tips. › Session tracking with logs of recorded activities and historical comparisons. › Training programs with customized drills and exercises. › Community sharing to share achievements with friends, coaches, or on social media.
How should I position the TAG One Sports Radar for accurate tracking?	Ensure the device is correctly aligned and at the proper distance. It should be forward-facing, in front of or adjacent to the pitcher or pitching machine, and facing the trajectory path of the ball to correctly track ball speed.
What is included in the box with the radar device?	Along with the TAG One Sports Radar you will receive the TAG mounting bracket compatible with the mini tripod. Each of these items fit into the included soft bag for easy transport and storage. Additional accessories included: right-angle USB-C for charging your device, lanyard strap to wear the lightweight device on your wrist, and a Velcro strap that feeds through the bracket for additional device mounting needs. Inside the box you will also find the quick start guide and manual to help you set up your device and connect to the TAG Sports app.
Are there any accessories I need to buy separately?	The TAG One Sports Radar is ready to use right out of the box and additional accessories are needed. If you want to check out additional accessories or need replacement parts you can visit tagsports.ai to see all that we have to offer.
How do I charge the radar device?	The TAG One Sports Radar has a USB-C port located at the bottom of the device. Use the included right-angle USB-C charging cord or any other compatible cord to keep your device fully charged before use.
What do the LED status indicators mean?	In general, the green LED light indicates the device is connected to a smartphone or tablet and ready to collect data. The blue LED light indicates the device is ready to be paired to a smartphone or tablet and the red LED light indicates low battery. Ask specific questions about the LED colors or flashing lights to learn more.
Can I use the device without the bracket?	If your phone or phone case include a magnet then simply place your device on the back of your phone to use the device without the bracket. You may also hold the device in hand to measure speeds, but make sure your fingers do not obstruct the radar.
What type of tripod is compatible with this device?	The bracket is compatible with any tripod that had 1/4" - 20 threads. Simply screw the bracket into the tripod and set your radar to the appropriate field of view for hands free use.
What do the different icons on the dashboard mean?	<p>On the app dashboard, starting from top left, moving left to right, top to bottom:</p> <ul style="list-style-type: none"> › Speaker icon: mute/unmute speed readouts following a pitch or a hit (the readouts will only work if you turn on the volume of your smartphone). › Graph icon: View/Edit the pop-up screen of the most recent speed reading. › Hamburger menu: View records of your current session. › Camera icon: View live video from your smartphone with speeds overlaid. › Share button: Export your live session to someone else for them to read speeds on their smartphone from your TAG device. › Maximize/Minimize button: Go full screen to remove the taskbar or minimize to have the taskbar appear on the dashboard screen. › Towards/Away arrows: If your dashboard display has an up arrow this means it will record speeds moving away from the device. The down arrow shows that it will only record speeds moving towards the device. If both arrows are showing on your dashboard then TAG will pick up speeds moving towards and away the device. › TAG button: If the TAG button is white and has waves coming out of it, then it is ready to record speeds. If the button is blue, either tap the button once to put the radar in continuous mode, or press and hold the button to only record speeds when you have the button pressed. › Play/Pause button: Start or stop a session using the play or pause button.
Can I add multiple player profiles?	Yes, when creating a new session, go to the "Player" selection and a list of your saved players will pop up. At the bottom of the screen you can press "ADD NEW PLAYER" to add additional player profiles.
Can I track data separately for different players?	Yes, just ensure the correct player is selected when creating a new session and data will be saved individually for each player.
Can I change the measurement units (e.g., mph to km/h)?	Yes, to change the units, go to the settings page indicated with the gear icon and adjust the units to be displayed in miles per hour (mph) or kilometers per hour (kph).
What are the technical specifications of the radar device?	The speed range of this device is 25-240 mph, the distance range is 20-130 ft, and the Bluetooth range is 30 ft. The radar's dimensions are 87.9 x 59.5 x 13.6 mm and weighs 72 g. Ask me more specific questions about the TAG One Sports Radar or check the owner's manual to learn more.
What is the minimum range of the radar?	The minimum range of this radar is approximately 20 ft (6.1 m)

TROUBLESHOOTING CONTINUED

What type of battery does the device use?	It is a Lithium-ion battery.
What does the warranty cover?	The warranty period is two years and covers manufacturing and device defects.
Can I use the radar device indoors and outdoors?	Yes, the TAG One's rugged design and IP67 rating make it perfect for indoor and outdoor use. Do not operate your device if the ambient temperature is above 120° F or below 0° F as this could negatively effect your device.
How far can the device be from my phone and still maintain a connection?	The maximum distance is 30 ft (9.1 m). If the distance between your device and smartphone surpasses 30 ft you may experience connection issues.
Can multiple users connect to the device at the same time?	Yes, once the owner of the device is connected through the app they can select the share icon on the dashboard page to share the session with others once they have downloaded the app so that multiple people can view the speeds from one radar device.
Can I export my data to another platform or format?	Yes, navigate to the plan that has the data you want to export. Filter the data by pitch type, ball/strike, hit type, or date range and once you have the data you want to export press "Download Speeds" to export your data as a .csv file.
How long does the battery last on a full charge?	The battery will last 5-6 hours in constant mode on a full charge or approximately 3,000 readings in manual mode.
Can I adjust the sensitivity of the radar device?	Yes, visit the settings page to set the minimum and maximum velocity thresholds for your device. If you want to filter out speeds in a certain direction you can toggle the arrow button on the dashboard to read speeds in the towards, away, or towards and away directions. The range of this radar is 20-130 ft.
Can I connect the device to a smartwatch or wearable?	Yes, download the TAG Sports watch app to read speeds on your smartwatch. Your watch will mirror the results on your phone, it is not designed to work independently without a smartphone.
Is the device waterproof?	The TAG One Sports Radar is waterproof so you do not need to worry about your device getting wet temporarily. With that being said, do not submerge your device in water and keep it dry when possible. Prolonged exposure to water may lead to decreased radar performance or loss of functionality.
Is there a way to request new features or improvements for the app?	Yes, please email us at support@tagsports.ai with any feedback you have.
Does the radar device work in low-light or nighttime conditions?	Yes, the device will work in any and all lighting environments.
Does the device provide audio feedback, or is it only visual?	Yes, the device will read out your speeds if the speaker icon is unmuted on the dashboard and with your smartphone volume turned up.
What is the speed range of the radar?	The minimum speed threshold is 20mph (32.2 kph) and the maximum speed threshold is 225 mph (362.1 kph). You can adjust the range of speeds your radar will detect in the settings page as long as they are inside of these limits.
Can I connect the radar to a computer instead of a phone?	Currently the radar is not compatible with any computers, however, you can connect to any Apple or Android devices.
Can the device be used for professional-level performance tracking?	Yes, this radar is on par with professional level technology at just a fraction of the cost!
What is the maximum range of the Bluetooth for this device when it is connected to my smartphone?	Approximately 30 ft (9.1 m). Your phone may not record speeds if it is further than this away from the TAG device.

TECHNICAL SPECIFICATIONS

Speed Range	25 - 225 mph (40 - 362 kph)
Distance Range	20 - 130 ft (6.1 - 39.6 m)
Accuracy	+/- 1 mph (1.6 kph)
Battery	Internal Li-Ion for +/- 6 hours of continuous use. USB-C rechargeable
Battery Capacity	800mAh
Connectivity	Bluetooth via TAG Sports App. App requires internet/data connection. Connection works up to 40 ft (12.2 m)
Dimensions	Length: 3.5 in (87.9 mm) Width: 2.4 in (59.85 mm) Depth: 0.5 in (13.6 mm) Weight: 2.5 oz (72 g)
IP67	Waterproof up to 1 meter for 30 minutes, dust proof
Operating Temp. Range	20° F to 120° F
Charging Temp. Range	30° F to 115° F
OTA (Over The Air) updates	All firmware updates performed via TAG Sports App
Measurement modes	Manual or Constant
Speed/Video overlay	Available within TAG Sports App
FOV (Field of View)	+/- 15°
Device body material	Polycarbonate

TWO YEAR LIMITED WARRANTY

TAG Sports warrants that this product will be free from defects in materials and workmanship under normal use for a period of two (2) years from the date of original purchase.

This limited warranty covers:

- › Manufacturing defects in materials and workmanship.
- › Failures occurring during normal use under recommended conditions.

This limited warranty does not cover:

- › Damage caused by misuse, accidents, abuse, or unauthorized modifications.
- › Normal wear and tear, cosmetic damage, or consumables (e.g., batteries).
- › Damage from external causes such as water, extreme temperatures, or improper installation.

To initiate a warranty claim, contact our support team with:

- › Proof of purchase (receipt or order number).
- › Description of the issue.
- › Photos or video evidence, if applicable.
- › TAG Sports will, at its discretion, repair, replace, or refund the product if a covered defect is confirmed.

Limitations:

This warranty is non-transferable and applies only to the original purchaser. It does not provide rights beyond those specified under applicable consumer laws.

www.TAGsports.ai
support@tagsports.ai

REGULATORY COMPLIANCE

FCC Statement / CAN ICES-003(B)/NMB-003(B)

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

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 generates, 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 for help.

Shielded interface cable must be used with the equipment in order to comply with the limits for a digital device pursuant to Subpart B of Part 15 of FCC Rules. Specifications and designs are subject to change without any notice or obligation on the part of the manufacturer.

FCC ID: 2BNPA-TAGONEG1
IC: 33602-TAGONEG1



This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) L'appareil ne doit pas produire de brouillage;
- (2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

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