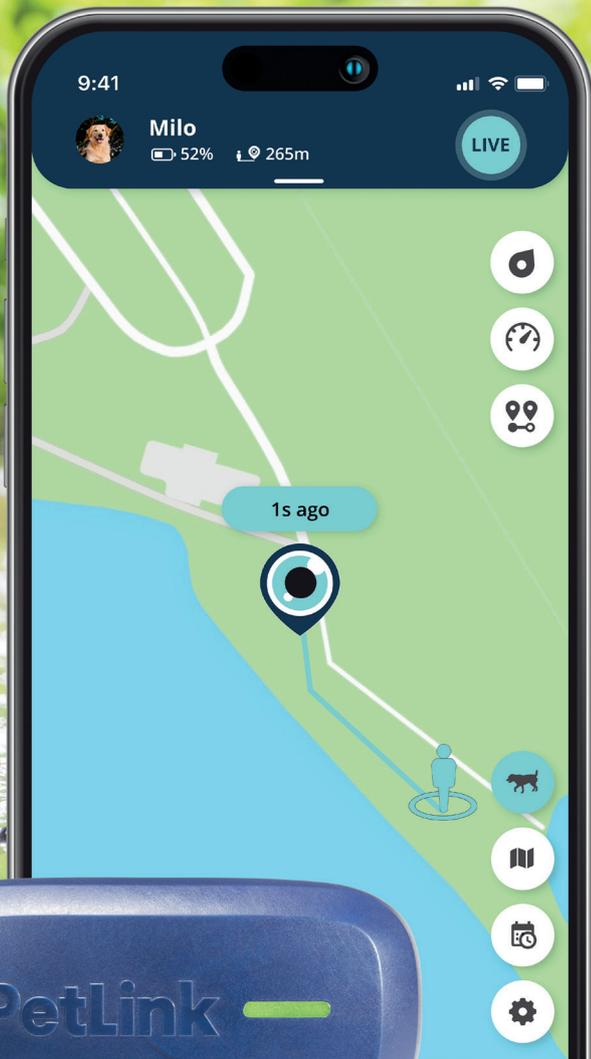




GPS Tracker and Activity Monitor for dogs



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## USER MANUAL

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**NOTE:** Please check that you have the most up-to-date version of the manual. Visit [www.petlink.net/gps/user-manual-dog](http://www.petlink.net/gps/user-manual-dog) to view the latest version.

This manual is for both the products: "PetLinkDOG US a1" and "PetLinkDOG US v1".

# Hello!

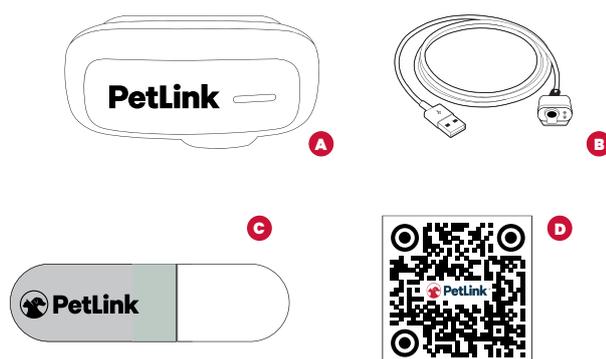
Read the following instructions carefully to get the most out of your PetLinkGPS.

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## WHAT'S IN THE BOX:

- A** PetLinkGPS for Dogs
- B** Charger with USB port
- C** Velcro for collar attachment
- D** QR code for user onboarding



### What do I do if the device doesn't have GPS (satellite) coverage?

The device uses GPS satellite to locate your pet. Sky visibility is needed to ensure coverage. Indoor spaces or under objects (such as a car) could shield the satellite location. If so please try again later.

### What do I do if the device doesn't connect to cellular network?

The device uses the AT&T cellular network. If coverage is low it could take more time to connect or may not be able and will appear offline on the App. The device will try to connect again as soon as coverage increases. Try resetting the device and consult the PetLinkGPS manual for more troubleshooting tips.



## CHARGING YOUR PetLinkGPS

Plug your PetLinkGPS for Dogs into the charger supplied, making sure that the pins contact correctly. Connect the UBS cable to a charging block and plug into a wall outlet. It is also recommended to keep the device charging in a place with telephone coverage to ensure the device can synchronize and receive any updates.

**When charging, the LED will show red until 50% charged, then orange >50% and then green >90%.**



**ATTENTION: Leave the PetLinkGPS for Dogs on the charger for at least 2 hours.** From then on, 1-2 hours charging will be sufficient (subject to conditions).

# ACTIVATING YOUR DEVICE

## DOWNLOADING THE PetLinkGPS For Dogs



To use your PetLinkGPS for Dogs, download the **PetLinkGPS for Dogs** app from the **App Store** or **Google Play**. After downloading, you can register your device and create a profile via the app.



**ATTENTION:** The PetLinkGPS for Dogs app will work with Androids 6.0 API 23 or later, and iOS version 13.5 or later. Please check for updates if your phone does not meet these requirements.



## REGISTERING YOUR PetLinkGPS FOR DOGS

Put the device on charge and keep it close to your phone during the registration process.

Open the app and log in with your username and password or register following the steps to connect your device to your account.

Ensure Bluetooth and Location permissions are enabled on the app.

During the registration process, select the country where you intend to use your device.

If you haven't done so already, please choose a network subscription package to enable your PetLinkGPS device to work.

Your device will be activated within one hour of choosing a subscription package.

Enter information about your pet, such as their breed, weight, and age to enhance your experience with the PetLinkGPS for Dogs!



## GETTING STARTED

Before unplugging your device from the charger check that the LED has turned green.

**Once removed from charging, the device will connect automatically and will already be switched on.**



When you turn on your PetLinkGPS for Dogs for the first time it may take a few minutes before there is satellite connection and it is ready for use. To speed up this process, bring the device to an open space with a clear view of the sky.

To send data to the app, the PetLinkGPS for Dogs needs to be in an area with cellphone coverage. When there is no coverage, the device cannot communicate activity or location data. When the PetLinkGPS device returns to an area with coverage, it will synchronize with the App.



**ATTENTION:** The battery level shown for your PetLinkGPS for Dogs is NOT updated in real time, but shows the level at the last time the device connected.

## ACCESSING A GPS SIGNAL

To ensure the fastest, most accurate GPS tracking, the PetLinkGPS for Dogs should be used in unobstructed, open spaces. The PetLinkGPS device is equipped with an assisted GPS (A-GPS) technology. The first time you use your PetLinkGPS, it may take a few minutes to connect. Note that weather conditions, battery level, and signal coverage will affect the connection time.



**CAUTION:** Densely urban areas may cause the PetLinkGPS's position to vary slightly. The time it will take to receive your pet's current location on the PetLinkGPS App may take between a few seconds to a few minutes to load the first time, depending on your GPS connection.

# USING THE PetLinkGPS WITHOUT GPS

The PetLinkGPS for Dogs uses several different methods to locate your pet without a GPS signal:

- **Mobile Cellphone Networks:** wherever there is a reliable cellphone network, the PetLinkGPS can identify a large area where your dog is located.
- **Wi-Fi:** wherever there are Wi-Fi access points, PetLinkGPS can provide a location within a 30 to 160 feet radius.
- **Bluetooth:** when the PetLinkGPS is in Bluetooth range of your phone and connected to it, the PetLinkGPS App will use your smartphone to find the position of your PetLinkGPS.

## UPDATING FIRMWARE

The PetLinkGPS for Dogs's firmware can be updated through the PetLinkGPS App. Here's how:

- The device will automatically check if a new firmware update is available.
- If there is an update available, the device will send a notification through the app.
- Open the App and click the "Update Now" button to download and install the update.

**NOTE:** While the PetLinkGPS for Dogs is updating, the LED light will glow white. When the update is finished, the light will return to its normal battery level color.

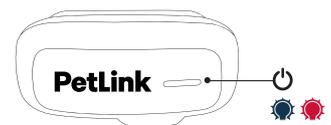


**ATTENTION:** Do not disconnect the PetLinkGPS for Dogs from its charging port while firmware is updating.

## POWERING ON AND OFF



When disconnected from its charger, the PetLinkGPS for Dogs will remain active and "on" at all times. You can only turn it off via the App. To turn it on again, connect the PetLinkGPS for Dogs to a charger for at least 10 seconds, then remove it again. The PetLinkGPS does not have a physical on/off button.



### TURNING OFF YOUR PetLinkGPS For Dogs WITH THE APP:

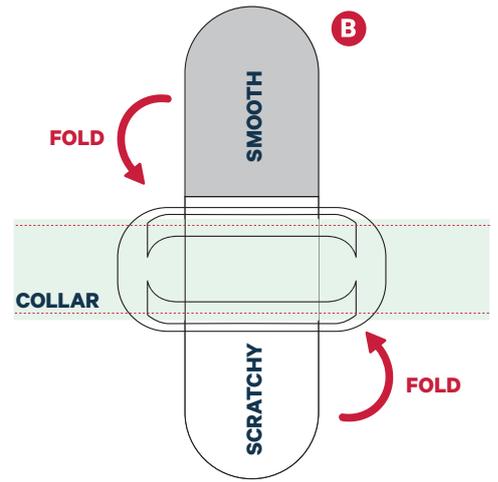
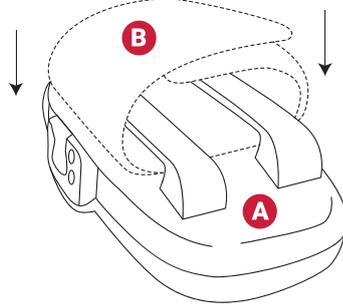
- Hit "**Menu**" on the navigation bar
- Select the device you'd like to turn off
- Click the "**SHUTDOWN**" button to turn off this specific PetLinkGPS for Dogs
- Once completed, the PetLinkGPS for Dogs will flash red once, indicating it has been turned off.

Type of light / flash	Description
Flashing Green (slowly)	Connecting to a 4G data network
Flashing Yellow (slowly)	Finding location via GPS
Flashing Green (quickly)	Updating data
Flashing Pink (quickly)	Updating assisted GPS data
Flashing White (quickly)	Live tracking is active
Flashing White (strobing)	Flashing Light is active
Green (solid)	Battery is fully charged
Yellow (solid)	Battery level is between 50% - 90%
Red (solid)	Battery level is lower than 50%
Blue (solid)	A firmware update is in progress (Do not disconnect)

## COLLAR ATTACHMENT

Slip the Velcro band (B) through the slots underneath your PetLinkGPS (A). Wrap the Velcro band (B) tightly around your pet's collar or harness to secure.

NOTE: The velcro strap should be inserted through the slots under the device (smooth side first). Then wrap the velcro around the collar to secure.



## BATTERY LIFE

The average battery life of the PetLinkGPS is influenced by the following factors:

### A) Your surrounding environment:

- Cellular coverage: less coverage results in higher battery consumption.
- GPS coverage: limited coverage leads to increased battery consumption.
- Weather conditions: cloudy skies or extreme temperatures can result in higher battery consumption.

### B) Which functions you use:

- Live tracking demands the most battery power. A fully charged PetLinkGPS for Dogs device can support up to 5 hours of continuous Live Tracking (assuming other functions, such as Flashing Light or Beep Signal are not in use at the same time).
- Flashing Light and Beep Signal. A fully charged PetLinkGPS for Dogs can support up to 5 hours of continuous use of either of these functions (assuming other functions are not in use at the same time).

### C) The settings you choose (in the Pet Profile section of the App):

- If you choose more frequent location update intervals this can lead to higher battery consumption.
- If you enable Energy Saving Mode, this, combined with a strong Wi-Fi signal, will reduce battery consumption.

### Battery saving tips:

- Decrease the location update intervals to 24 hours in Pet Profile settings.
- Disable GPS during automatic updates.
- Only use Live Tracking when you most require it.

### Battery Life Overview:

- Up to 20 days with pet always within the Energy Saving Zone.
- Up to 8 days if often near the Energy Saving Zone and without regularly activating Live Tracking.
- Up to 5 days if the pet is always outside the Energy Saving Zone.
- Up to 5 hours with Live Tracking always active.

# LOCATION AND TRACKING

## LIVE TRACKING

You can activate Live Tracking by clicking the 'Live Tracking' button in the App.

Your PetLinkGPS for Dogs will connect to your App as quickly as possible and send location updates using the best method available (GPS, Wi-Fi, satellite, or Bluetooth).

During Live Tracking, PetLinkGPS will communicate its position to the App every 3 seconds.

If it is not turned off manually, Live Tracking will remain active for 5 minutes after closing the App.

**NOTE:** Live Tracking is a battery-intensive function. A fully charged PetLinkGPS for Dogs device can support up to 5 hours of continuous usage of this function before needing a recharge.



## DIRECTION INDICATOR

The direction indicator is available when Live Tracking is active.

The direction indicator will be able to show you the direction your dog is moving and how close they are to you.

When your dog is less than 100 feet away from you, the direction indicator will disappear to let you know that the PetLinkGPS for Dogs is very close.



## UPDATE RATE

The PetLinkGPS for Dogs device connects to the network automatically to update location, battery and activity data. You can change how frequently the device sends updates. The more frequent the updates the quicker the battery power will be used.

It is also possible to choose whether to receive a GPS location with each connection (higher battery consumption) or simply an approximate location via LBS or Wi-Fi (lower battery consumption).

**NOTE:** In default update rate (2 hour interval for GPS connection) without the Energy Saving Mode enabled, a fully charged PetLinkGPS for Dogs device can last up to 4 days before needing a recharge, without utilizing other functions.

## CREATING A GEOFENCE

The Geofence allows you to set virtual boundaries around your dog. When your dog leaves the Geofence, the App will send you a notification. You can save multiple Geofence areas and only activate those you need.

HOW TO CREATE A GEOFENCE:

- Select GEOFENCE from The Menu
- Click the {+} button to create a new Geofence;
- Move the map to the area where you want to create a new Geofence
- Click the Pen button, and press down on the black dots to drag them around to be as specific as possible
- Rename your new Geofence
- Click "Save"

You can edit or delete Geofence areas you have already created.



**NOTE:** It is not possible to create a Geofence with a diameter less than 100 ft.

**NOTE:** The corners of the hexagonal area must be at least 90 degrees. E.g. the corners of the Geofence must be pulled outwards, not inwards.

TO ACTIVATE A GEOFENCE:

- Go to the POSITION section
- Expand the top drop-down menu to display the different features
- Click on the “Geofence” button
- Select the area you want to activate
- You know your Geofence is active when the button is blue

**NOTE:** Please make sure your dog is in the Geofence area before switching on the Geofence feature, otherwise you will not receive notifications if your dog leaves the area.

**NOTE:** The PetLinkGPS for Dogs must be in an area with reliable cellphone data coverage to send a notification when they leave a Geofence area.



### How long does the device take to recognise my pet is outside a geofence?

The time it takes to notify that a pet has exited from the Geofence depends on the pet's activity level and the pet's distance from the Geofence area. There is a certain margin of error around the boundaries of the Geofence because of the GPS accuracy. Depending on conditions, there may be a 10 minute delay between the pet leaving the area and receiving a notification to your phone.

## ENERGY SAVING MODE & ZONES

This function allows you to create a safe/energy saving zone where there is Wi-Fi coverage, such as at home or in the office. When the device stays in that zone and the Energy Saving Mode is active you will save battery power. When your pet leaves this zone you will be notified on your smartphone.

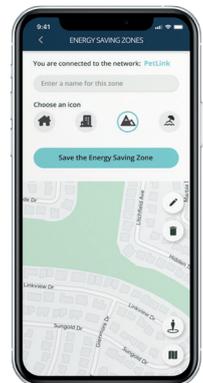
HOW TO SETUP THE ENERGY SAVING MODE & ZONES:

- Go to the menu
- Click on the “Energy Saving Mode” button
- Click on the (+) button
- Make sure your phone is connected to a 2.4GHz WiFi
- Rename the zone so that you can recognize it
- Click on the button to save it

**NOTE:** The following functions are limited while the the device is within the Energy Saving Zones: Live Tracking, Distance Alerts, Geofence.

Energy Saving Mode is a low-power function. If you're not utilizing any other functions a fully charged PetLinkGPS for Dogs can last up to 20 days without requiring a recharge.

**ATTENTION:** PetLinkGPS uses 2.4GHz WiFi only. This functionality is now not available for 5GHz WiFi's.



## DISTANCE ALERTS

You can activate Distance Alerts when you're in the open: the Distance Alerts notify you with an audible sound and vibration if your pet strays too far away from you.

The distance alert can vary from a few feet up to about 150 feet, depending on the conditions and obstacles present.

**Your smartphone will vibrate when PetLinkGPS for Dogs is no longer near your smartphone.**

**NOTE:** To activate the Distance Alerts you need to have Bluetooth enabled on your smartphone. It is not possible to activate the Distance Alerts if PetLinkGPS for Dogs is not close to your smartphone. The presence of obstacles such as walls or bushes can significantly alter the maximum radius.



## FLASHING LIGHT

This feature allows you to easily locate PetLinkGPS for Dogs when you are in low light conditions. When the “Flashing Light” is on, the PetLinkGPS for Dogs LED will flash a very bright white light every second.

HOW TO ACTIVATE THE FLASHING LIGHT:

- Go to the POSITION section
- Expand the top drop down menu and click the “Flashing Light” button
- Select the duration of the LED, up to a maximum of 24 hours
- When the Flashing Light is on, there will be a light blue icon underneath the pet image

**NOTE:** Flashing Light is a battery-intensive function. A fully charged PetLinkGPS device can support up to 12 hours of continuous usage of this function alone before needing a recharge.



## BEEP SIGNAL

This feature allows you to easily locate a PetLinkGPS for Dogs with the aid of a “beep” sound. When the “Beep Signal” is on, the PetLinkGPS will make this sound.

TO ACTIVATE THE BEEP SIGNAL:

- Go to the POSITION section
- Expand the top drop down menu and click the “Beep Signal” button
- Select the sound duration and press “activate”
- The signal will be activated in a few seconds

**NOTE:** Beep Signal is a battery-intensive function. A fully charged PetLinkGPS for Dogs device can support up to 12 hours of continuous usage of this function alone before needing a recharge.



## LOCATION HISTORY

“Location History” allows you to see the recorded positions of your PetLinkGPS for Dogs in the last 2 months. Transparent light blue circles on your map show where your dog has been located.

The display of the locations can either be shown with a trail or by single points.

Display with a trail: this connects GPS points together in time into a trail. The trail is defined by two letters that mark its start and end points.



**ATTENTION:** For some smartphones there may be a limit for the number of points that can be shown.



# ACTIVITY TRACKING

## RECORDING YOUR DOG'S ACTIVITY

PetLinkGPS, if switched on and worn by your dog, will detect the dog's physical activity through a proprietary algorithm. The algorithm is constantly being updated and optimized to achieve increasing accuracy for over 400 breeds of dog.

**NOTE:** In order for the activity to be optimised, it is important that the pet profile is filled in correctly with all the required information and that your pet wears PetLinkGPS for Dogs as frequently as possible.



## ACTIVITY MONITORING

PetLinkGPS for Dogs is able to classify pets according to their specific physical needs.

The algorithm used calculates the ideal activity level for your dog (daily and weekly).

You can change the activity level of your dog through the App in the section "Edit profile". Here you can enter your dog's traits, which will then change the amount of daily activity required by your pet.

## DETAILS OF ACTIVITIES

Every day, you can monitor whether your dog has reached their personalised activity target, which is necessary to maintain their physical and psychological wellbeing.

In the Activity section you can check their ongoing activity.

You can also compare the daily data of each activity with the average of dogs similar in breed and habits.

In the "Similar pets" section you can look at your pet's performance compared with that of similar dogs, according to weight, age and breed. In the "Time division" section you can see all activities completed by your four-legged companion. Activities are divided between daytime and nighttime hours.



# TIPS & STORIES

In the Tips & Stories section you will find useful tips and helpful advice for your pet, as well as real-life pet stories.



# MAINTENANCE

## THE BATTERY AND ITS USE

The PetLinkGPS for Dogs device is powered by a rechargeable lithium-polymer battery. To prevent malfunctioning or damage, follow these instructions on the use of rechargeable batteries:

- 1) Do not remove or replace the original battery.
- 2) Do not expose the device to heat sources. This will avoid irreparable damage to the battery and to the circuits.
- 3) Do not damage the device or the battery. This will avoid irreparable damage to the battery and to the circuits.

## DISPOSAL

Batteries must be disposed of responsibly to protect the environment. If you need to dispose of your PetLinkGPS follow your local recycling advice for battery disposal.

## TEMPERATURE

When charging, you should not expose PetLinkGPS for Dogs to temperatures lower than 32 degrees F or higher than 113 degrees F. During normal operation, do not expose PetLinkGPS for Dogs to temperatures lower than 14 degrees F or higher than 113 degrees F. Exposing PetLinkGPS for Dogs to excessively hot or cold temperatures could compromise the battery's efficiency or cause the deformation of components.

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# CONDITION OF USE AND STORAGE

1. The Device should not be stored in areas that are too hot (in excess of 113 degrees F) or too cold (below 32 degrees F):

- a. The Device could explode if left inside a vehicle or other closed environment where the temperature exceeds 140 degrees F.
- b. The Device should not be exposed to direct sunlight for long periods (such as on the dashboard or the seat of a car).
- c. It is suggested that the Device's operating temperature be maintained between 32 degrees F and 113 degrees F.

2. Do not store the Device near magnetic fields or heat sources such as on top of or inside radiators, microwave ovens, hot stoves nor in high pressure containers, otherwise the battery or the Device may be damaged, overheat or possibly cause a fire.

3. To maintain battery life, the Customer should:

- a. An adapter with a maximum power output of less than 15W shall be used to charge the device.
- b. Avoid keeping the Device under charge once the battery charge is completed signal lamp comes on. Overcharging may impair battery performance.
- c. After a prolonged period of non-use, recharge the batteries before using. The batteries tend to self-discharge, which means that they will slowly discharge even if the Device is not switched on.
- d. Disconnect the charger from the wall power when not in use.
- e. Because the use of generic chargers may cause deterioration of performance or damage to the Device, use only chargers and accessories that comply with standards or that are supplied in the package.

4. Customer should never:

- a. Use damaged power cords or plugs and never pull on the cord to remove the plug from the socket.
- b. Disconnect the charger by pulling on the power cord.
- c. Touch the power cord with wet hands.
- d. Bend or damage the power cord.
- e. Charge the device while it is still attached to your pet.
- f. Touch the Device with wet hands while charging the battery.
- g. Short-circuit the charger or the battery.
- h. Subject the charger or the Device to impacts.
- i. Charge the battery with a transformer rated less than 0.5A or over 15W.
- j. Use damaged battery chargers.
- k. Use during a thunderstorm.
- l. Dispose of the battery in a fire or hot oven and never cut the battery, which may explode.
- m. Leave a battery in an extremely hot environment, which may cause an explosion or the release of flammable liquids or gases.
- n. Leave a battery in a place where the pressure is extremely low, which could cause an explosion or the escape of flammable liquids or gases.

5. The Device is equipped with a lithium-ion ("Li-ion") battery. Therefore, the Customer should never open, puncture or subject the Device or the battery to falls or impacts:

- a. Altered or damaged Li-Ion batteries may spontaneously catch fire.
- b. During charging do not expose the Device to temperatures below 32 degrees F or above 113 degrees F.
- c. During normal operation do not expose the Device to temperatures below 32 degrees F or above 113 degrees F.

- d. Exposure of the Device to excessively cold or hot temperatures may impair the battery's performance or cause deformation of the components.

#### COMPLIANCE STATEMENT

This device 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:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the device and the receiver.
3. Consult the dealer for help.

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

#### FCC/ISED RF Exposure Compliance

This device complies with FCC and ISED applicable general population/uncontrolled exposure limits for portable exposure conditions without distance restrictions. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

#### ISED Compliance

This device complies with Innovation, Science and Economic Development (ISED) Canada's license-exempt RSS standards. 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.



## SAFETY

#### ELECTROMAGNETIC COMPATIBILITY

Magnetic fields near a PetLinkGPS for Dogs may cause disturbances to the transmission of data and should be avoided to prevent malfunction or damage to the device.

#### RISKS TO CHILDREN AND ADULTS

The use of PetLinkGPS for Dogs is not suited to children or people with physical, mental and sensorial impairments. In such cases, we recommend the supervision of a person responsible for their safety and trained in the use of the device.

#### NOTE - NATIONAL LAWS ON GPS TRACKING

Some Countries may have a restrictive legislation on the GPS tracking of people, animals or specific objects.. The user is responsible for complying with the local laws on this subject.



## CUSTOMER SUPPORT

Our customer service is available from Monday to Friday 8am - 5pm, check our website <https://www.petlink.net/gps/user-manual-dog> for the most up-to-date references and contact times.

For advice, partnership requests or complaints please contact: [gps@petlink.net](mailto:gps@petlink.net)

We answer to assistance requests as soon as possible and according to priority.

**NOTE:** We will not consider management or replacement requests for the following cases:

- Lost PetLinkGPS device
- PetLinkGPS device that is damaged due to misuse (eg the device being bitten or subject to corrosion of any kind are not covered) .
- Replacement request without authorization from Customer Support.

