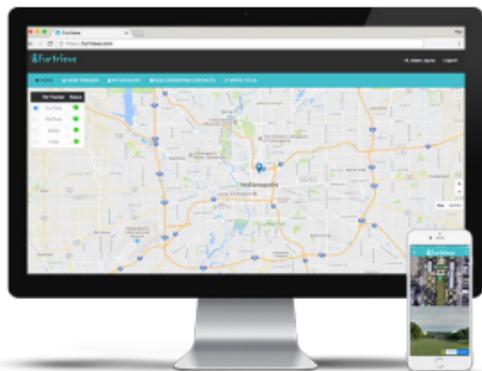




## Instruction Manual

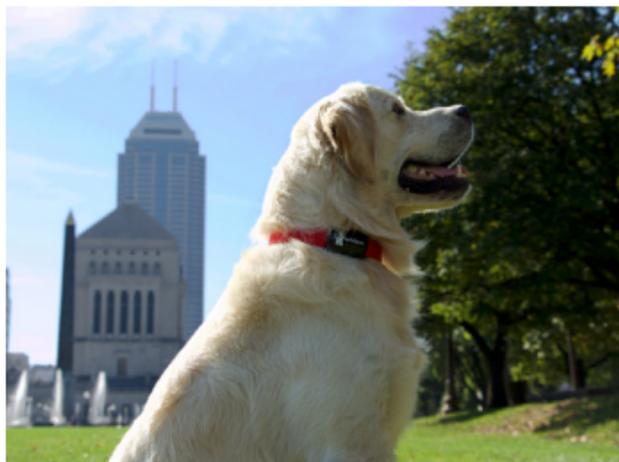


# Table of Contents

---

Overview .....	page 3
Charging the Device.....	page 4
Furtrieve App/Vs Mobile.....	page 5
Using the App.....	page 6
Device Battery Status.....	page 7
Interacting with the Map.....	page 8
Tracking your Pet.....	page 9
Calling your Pet.....	page 10
Crowd-Notify.....	page 11
How to use Crowd-Notify to find your lost pet .....	page 12
How to add Crowd-Notify contacts.....	page 13
Mobile Virtual Fence.....	page 14
History/Activity Tracker.....	page 15
FAQ.....	page 16
FAQ Continued.....	page 17
Hardware Specifications.....	page 18
Amazon Purchase Activation.....	page 19
Customer Service Contact Inf.....	page 20

---



## Furtrieve Overview

Furtrieve is a new concept in the pet tracking technology industry. We combine cellular pet tracking hardware, 2-way communication, and Crowd-Notify capabilities to provide the most comprehensive way for pet owners to track their pets.

### What Does Furtrieve Do?

Track your pet anywhere in the world using our Mobile App or our web portal at [www.furtrievegps.com](http://www.furtrievegps.com).



With the touch of a button, alert friends and family that your pet is missing and you need help tracking them.

Using our Mobile Virtual Fence technology, you will be able to set a virtual boundary around a specific location and receive an alert when your pet leaves the area.



### **Charging the Furtrieve Device**

For first time use, please fully charge the battery for 2 - 3 hours.

### **Turning the Furtrieve Device On**

The device turns on automatically by charging via USB.

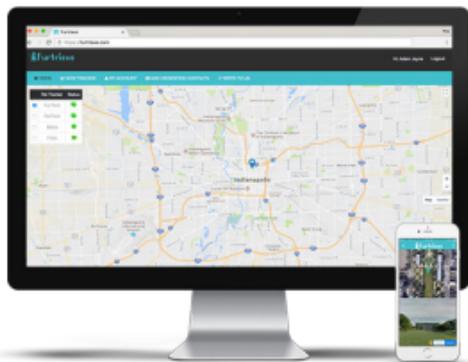
To get initial location, place the device outside to calibrate GPS data.

### **Water-Resistant**

It is IP66 water-resistant. Our device is able to withstand water being directed at or splashed on it.

Note: Placing the device under water will void warranty and render the device inoperable. Please do not let your pet swim while wearing Furtrieve.



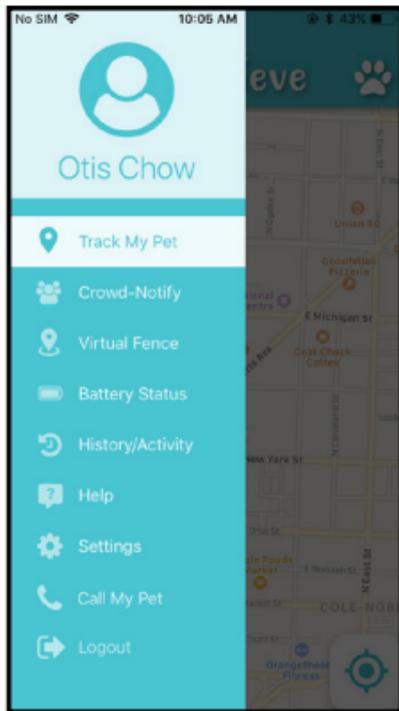


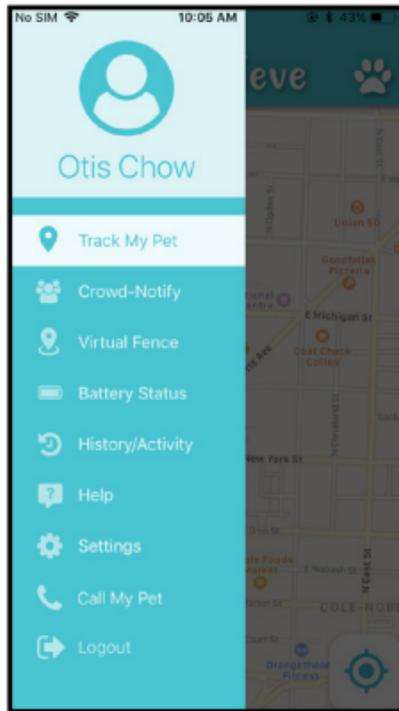
## Furtrieve App

Download the app from the app store. When you open the app, you will see either a log in screen (if you have not logged in previously) or the map. The hamburger button in the top left corner opens the menu.

## Web Portal

Our approach enables pet owners to track their pet with a variety of methods. The web portal allows you to track your pet on any device. Just go to [www.furtrieve.com](http://www.furtrieve.com).





## Using the Furtrieve Menu

From any screen on the app, click on the hamburger icon on the top left to access the menu. The paw on the top right allows you to switch between pets.

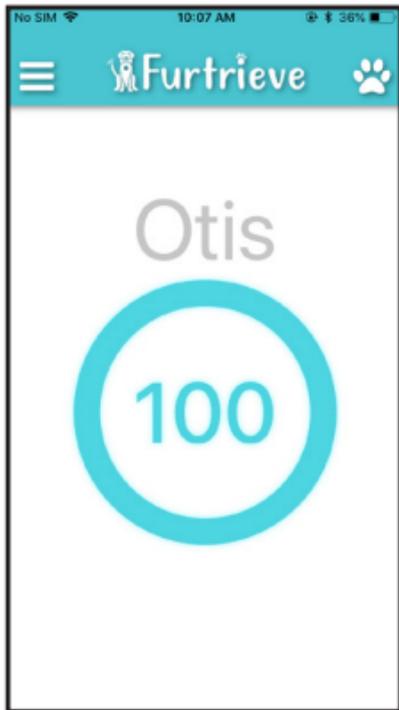
### Settings

You can change the Password or the Upload Timer.

The upload timer is the frequency that your device will refresh your pet's location. The options are between 30 seconds and 10 minutes.

Note: Longer increments of time make the Furtrieve device battery last longer.

Disclaimer: If the device is set at 10 minutes, you won't get your pet's location update for 10 minutes.

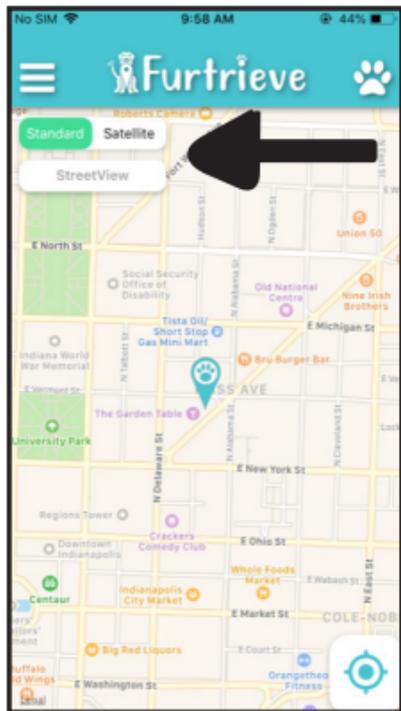


### **Furtrieve Battery Status**

This display allows you to check the battery level of your device. The Furtrieve battery can last for 3-5 days and comes with a charging cable that plugs into the side of the device.

**Note:** You must remove the device and collar to charge.

**Helpful Hint:** For best results, charge Furtrieve every night.

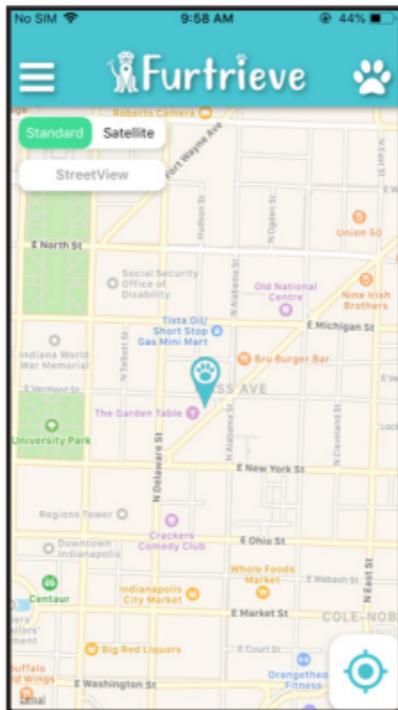


## Interacting With The Map

The map is a standard Google Map and works the same as your provided Maps app.

To zoom in/out, pinch the screen. This will allow you to see where your pet is located with more clarity. The map also has three different settings, Satellite, Standard and StreetView. Standard shows a flat map with all the roads labeled and various other information provided by Google Maps. Satellite shows a satellite view of the world so that you can see a real, bird's eye view of your pet's location. StreetView shows what the actual street and buildings around look like.

To switch the views, use the buttons on the top left of the map.



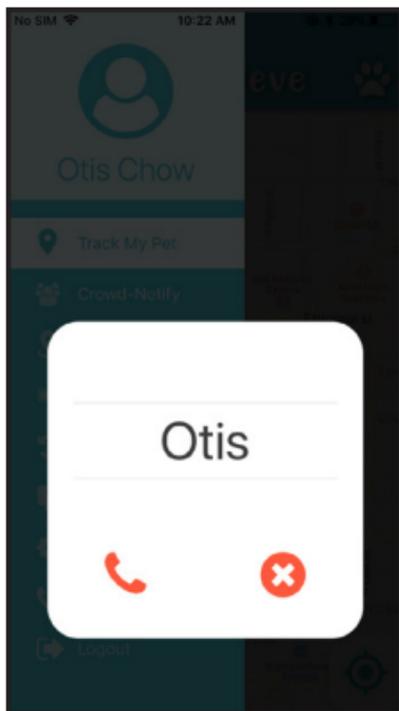
## Tracking Your Pet

On Our Mobile App:

When you are signed in and open the app, the first screen will show a map and where your pet is located. If you are switching between screens on the left menu, just hit the hamburger menu on the top left and then hit "Track My Pet" to re-open the map.

On Furtrieve.com:

Click "Locate My Pet" in the top left. This will redirect you to the Furtrieve tracking GPS portal. Reminder: You will need to sign in with the information card that came with the device. After signing in, you can select which pet you want to track if you have several pets.



### **Calling Your Pet**

If your pet gets lost, you can call the Furtrieve device to speak to your pet or the person who found your pet.

To do this, you will need to tap “Call My Pet” in the Furtrieve app menu.

Then choose which device you would like to call and then select call from the pop-up.

Note: This works best when you put your phone in Speaker Mode.

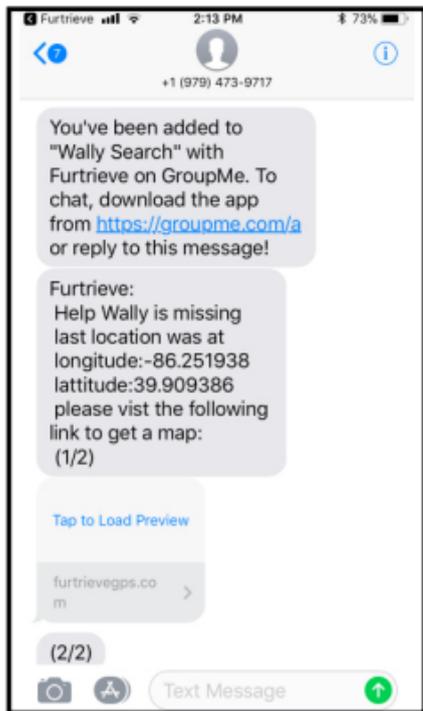


## Crowd-Notify

First click “Crowd-Notify” on the menu of Furtrieve app on your mobile device.

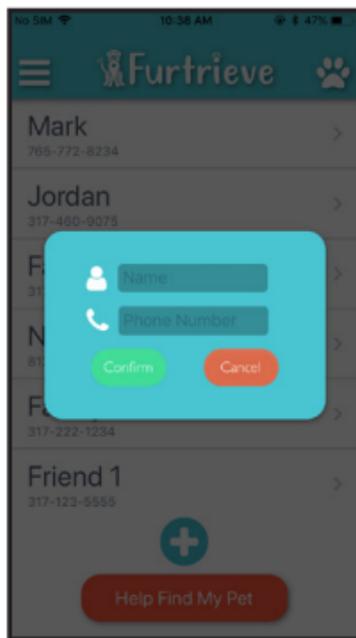
When your pet gets out of range, you can select the “Help Find My Pet” button at the bottom of the screen and a special link will be sent out to your Crowd-Notify contacts. The text-message link will show live tracking of your pet’s location for 24 hours.

Reminder: The live tracking updates every 2 minutes. After 24 hours, the link will go dormant.



## How To Use Crowd-Notify to Recover a Lost Pet

1. When you use Crowd-Notify, a text message will be sent or if you're using GroupMe a chat will automatically launch.
2. Notify up to 10 contacts
3. Contacts will receive text of the link to your pet's location.
4. The link will open up tracking web page
5. You can then start a group chat to coordinate finding your pet



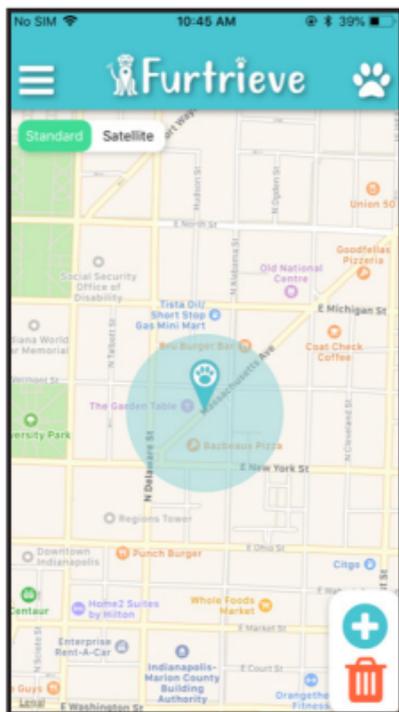
## How To Add Crowd-Notify Contacts

1. Click "Crowd-Notify" on the menu of the Furtrieve App on mobile device. (For first time use, you will be prompted to add your device's phone number to Furtrieve app).

2. Click the "+" button on the bottom left of the screen. You will then be prompted to enter your contacts information then click the "Confirm" button.

3. You can only add one contact at a time. Close and re-open the Crowd-Notify menu to ensure new contact has been added.

4. To edit or delete an existing contact, swipe left over the contact and click the edit or delete button that appears.



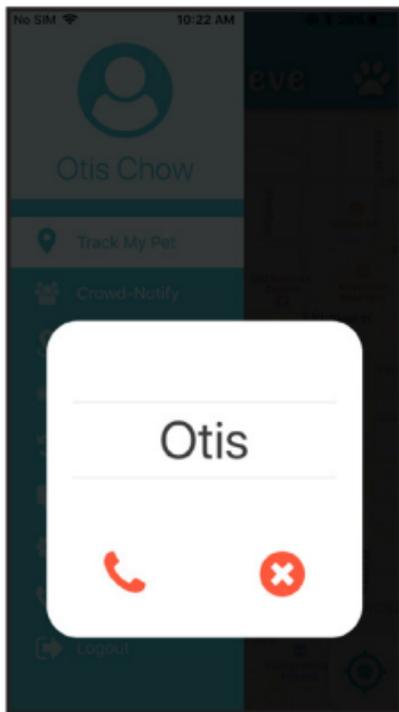
## Mobile Virtual Fence

Our virtual fence allows you to create an invisible boundary that alerts you when your pet leaves the perimeter you set. This boundary has to be a minimum of 350 feet in each direction.

To set up the fence, select the “Virtual Fence” on the menu and wait for the map to zoom into your pet’s location. Confirm that this is where your pet is located. If location is not correct, then place the device outside for 5 - 10 minutes so that a connection to the satellite can be re-established. If the location is correct then click the circular “+” button in the bottom right corner of the screen to add a Mobile Virtual Fence. Enter your desired size for the fence then click “Confirm”.

Note: This virtual fence does not prohibit your dog from leaving the area.

Note: The virtual fence will be set up around the area your dog is currently. You can set up new virtual fence at any time, from any area.



## History/Activity Tracker

Tap the "History" button in the mobile App menu.

A calendar will pop up on the screen. Chose a date to see the dog's activity from that day.

In this section, you can view up to 4 months of previous location data.

To change the date, click the calendar button on the bottom right corner of the app.

---

## **FAQ**

### **Q: Does Furtrieve need to be charged? How does this work?**

**A:** Yes. Furtrieve's battery life lasts 3-5 days. However, we recommend charging it every night, just as you would your cell phone. Furtrieve comes with its own charging cable.

### **Q: Does Furtrieve work anywhere in the world?**

**A:** Furtrieve currently works in the United States, Canada, Mexico and the Caribbean. We have global coverage capability. If you would like to travel the world with your pet, let us know and we can enable coverage for where you will be traveling.

### **Q: What happens if my pet is lost and I can't find my phone?**

**A:** you don't need your cell phone to locate your pet! Log into your Furtrieve account on any mobile device or browser.

### **Q: How many Crowd-Notify contacts can I pre-program?**

**A:** You can pre-program up to 10 contacts. We recommend choosing family members, friends or neighbors.

---

**Q: What if my pet doesn't show up on the map?**

**A:** Make sure the device is charged and turned on. If not, then plug it in using a micro USB.

If it is charged then it may be that the device needs to re-establish a connection to the satellite. In that case, place the device outside or by a window so that it has a clear view of the sky. Give the device about 5-10 minutes to re-connect to the satellite and refresh the map by terminating the app and re-opening.

If it is still not showing up, try logging out of the app and logging back in.

If none of these solutions work, call our customer service line.

**Q: Can I purchase a device without the collar?**

**A:** you can, but this is not recommended. Furtrieve requires a thin collar to attach. Some collars may not work. The opening is 1 inch wide and 4mm thick.

---

## Hardware Specifications

Dimensions: 61mm \* 35mm \* 16mm

Weight: 38g

Battery: Rechargeable, 3.7V, 850m Ah Li-Polymer

Standby Time: 3-5 days (depending on usage)

Water Resistance: IP66 Standard

Sensors: Built in 3D Motion Sensor

Built in Vibration Sensor

Built-in microphone and speaker

Accuracy:

Furtrieve maintains accuracy down to 3-10m depending upon many environmental factors

Data logging: 60,000 locations (roughly 4 months of history/activity)

## Features:

Built-in 3D G-sensor for motion

Shock alarm and power management

Two-way voice communication

GPRS blind area data re-upload function

GSM/GPRS simultaneously

Built in 8MB flash memory

Micro USB port for charging

## GSM/GPRS Specifications:

Frequency: 850/900/1800/1900MHz

GPRS: GPRS multi-slot class 12, GPRS mobile station class B

---

## Amazon Purchase Activations

If you purchased your Furtrieve device through Amazon, please go to [furtrieve.com](http://furtrieve.com) in the store section to activate your service plan.

After you select your plan, fill out the form. You will need your SIM and IMEI number to activate your device.

Available at  
**amazon**

The Amazon logo, consisting of the word "amazon" in a bold, lowercase, sans-serif font, with a curved orange arrow underneath it that starts under the letter 'a' and ends under the letter 'z'.



## Customer Support

**email:**

[info@furtrieve.com](mailto:info@furtrieve.com)

**phone:**

317.325.8010