Furtrieve

Instruction Manual

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Furtrieve Overview

Furtrieve is a new concept in the pet tracking technology industry. We combine cellular pet tracking hardware, 2-way voice 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 device and mobile app.
With the touch of a button, alert friends and family that your pet is missing and you need help tracking them.
Call and talk to your pet and hear them (or if someone has found your pet you can have a 2-way voice conversation with them.

Personal Notes:

Hardware Specification:

Dimension:

61 mm *35mm*16mm

Weight: 38g

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

Standby Time: 2-15 days (depending on usage)

Water Resistance: IP67 Standard

Sensors: Built in 3D motion sensor

Built-in Vibration sensor

Built-in microphone and speaker

GPS accuracy: Furtrieve is able to obtain

accuracy down to 3-10m depending upon

many environmental factors

Data logging: 60,000 locations

(roughly 4 months of history/activity)

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

The Furtrieve Device
For first time use, please fully charge the battery for 1-2 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.
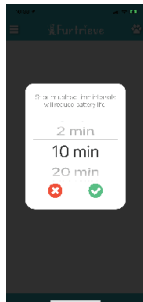
Water-Resistant
It is IP67 water-resistant! Our device is able to withstand water being directed at or splashed on it.

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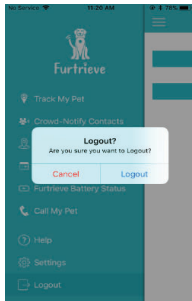
Logout

You can tap on "Logout" or cancel.

Settings

There are two things that you can change and select:

Change Password

Change Upload Timer

If none of these solutions work then please call customer service.

FAQ:

Does Furtrieve need to be charged?
How does this work?
Yes. Furtrieve can last from 2 - 15 days. However, we recommend charging it every night, just as you would your cell phone. Furtrieve comes with its own charging cable.

Does Furtrieve work anywhere in the world?
Furtrieve currently works in the United States, Canada, Mexico, the Caribbean and a few other countries. We have global coverage capability. If you take your pet traveling, we'll need to know to enable that coverage.

What happens if my pet is lost and I can't find my phone?
You don't need your own cell phone to locate your pet! Just log into your Furtrieve account on any mobile device with the app.

How many Crowd-Notify Contacts can I preprogram?
You can add up to 10 contacts. We recommend choosing family members or friends

Can I purchase device without collar?
You can, but it's not recommended. Furtrieve requires a thinner collar to attach. A lot of collar will work, but some may not. The opening is 1 inch wide and 4 mm thick. You can also purchase our tough case

What if my pet doesn't show up on the map?
Make sure that the device is charged and turned on. If not, then plug it into using a micro USB. If it is charged on then it may be that the device needs to be re-establish a connection with 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 - 15 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.
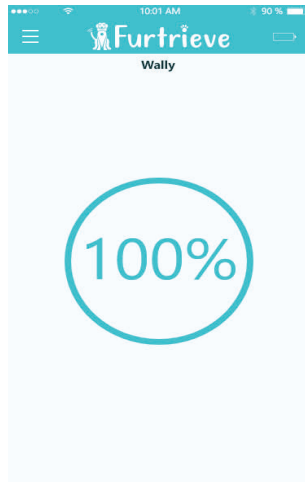

Furtrieve Battery Status

This display allows you to check the battery level of your device. The Furtrieve battery can last for 2-15 days and comes with a charging cable that plugs into the side of the device.

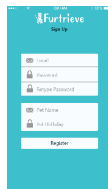**Note:** You must remove the device from the collar to charge.
To obtain longer battery life, you must switch the upload timer to 30-60 minute intervals.

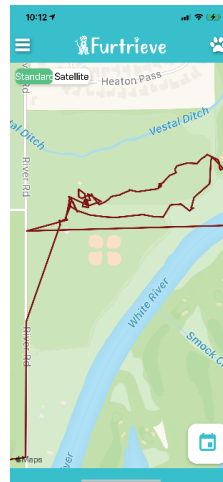**Helpful Hint:** For best results, charge the device every night.
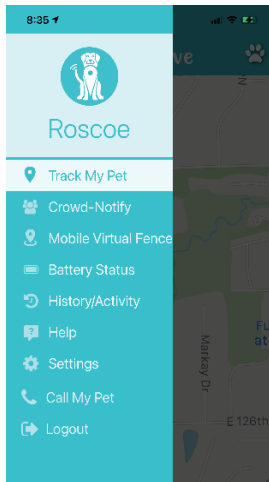
The Furtrieve App

Click on the **Furtrieve App** and it will bring you to the log in page (if you have not logged in previously) or the map.

Our mobile app is available on the Android and Apple App Store. To see updated information, you must refresh the page.


History

Tap the **"History"** button in the mobile app menu.

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

The map will show a line of everywhere your pet has been on that day.

To retrieve a certain date, click the calendar at the bottom right portion of the screen. You will then get a date selection dialog where you can choose a date to see your pet's activity and history.

Note: if it looks like your pet missed a few areas and a straight line appears there that's normal. It means that Furtrieve didn't do a GPS update during that movement time and it simply updated the next point. This will happen if the timer is on a higher setting.
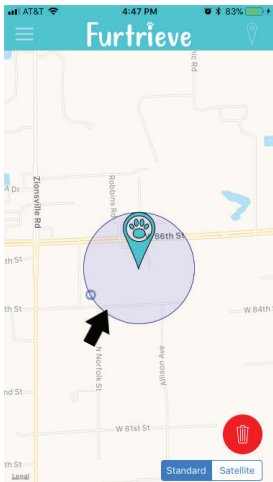
Mobile Virtual Fence

Our virtual fence allows you to create an invisible boundary that alerts you when your pet leaves the perimeters you set. This boundary has to be a minimum of 325 feet in each direction. Once your pet leaves the area, within 2-3 minutes you'll get notified they've left the fence.

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

To set up the fence, select the **"Mobile Virtual Fence"** tab 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".**
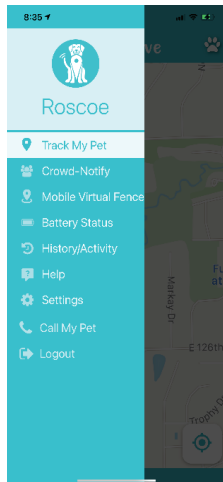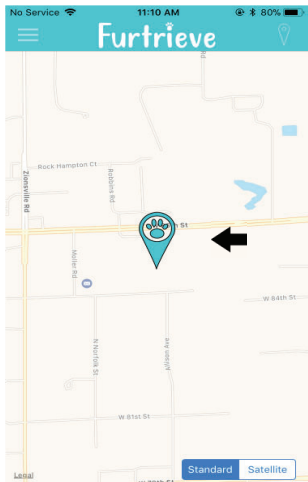

The Furtrieve App Pet Profiles

Click on the pawprint in the top right corner of the app. This page allows you to add/edit your pet profile. You can have multiple pets linked to you account! To delete a profile simply swipe over the name and delete.
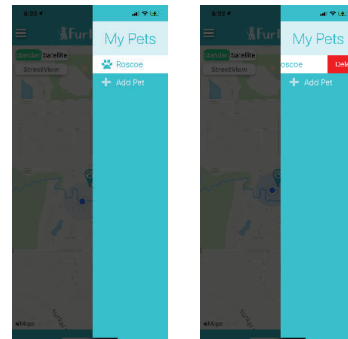
Interacting With The Map

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 two different settings, Satellite and Standard. 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 the world.

**To switch the views, use the segmented switcher control located at the bottom of the map.**

How To Add Crowd-Notify Contacts:

First click **"Crowd-Notify Contacts"** on the menu of Furtrieve APP on mobile device.

For first time use, you will be prompted to **add your device's phone number** to Furtrieve APP.

Next, **click the "+" button** on the top right of the screen. You will then be prompted to **enter your contacts information** then **click the "Done" button.**

After adding contact, click the menu button and reselect "Crowd-Notify Contact" to make sure it has been added.
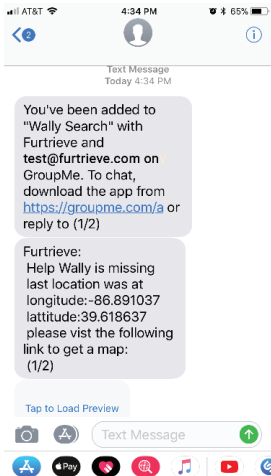
How To Add Contacts:
- Choose the add contacts button on top right
- Pop open window will open to add contacts
- You can have up to 10 contacts

How To Use Crowd-Notify
1. When you use Crowd-Notify, it will automatically send 2 text messages to each contact (it will be a duplicate message).
2. Notify up to 10 contacts
3. Contacts will receive text of pet's location.
4. The link will open up a tracking web page.

You can edit your contacts information by clicking the pencil icon located next to their name and sending the provided text message to the device. To delete a contact, click the trash icon located next to their name and send the provided text message to Furtrieve.
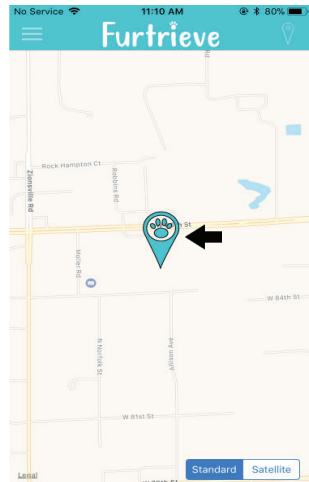

How To Track your pet

On Our Mobile App:
After signing in to the Furtrieve mobile app, click **"Track My Pet"** in the menu. The GPS will display a map of the world and will zoom into where your pet is located. See the **"Interacting with the Map"** section for more controls in regards to using the map.
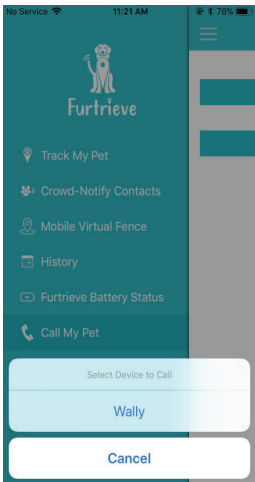
Calling My Pet

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.
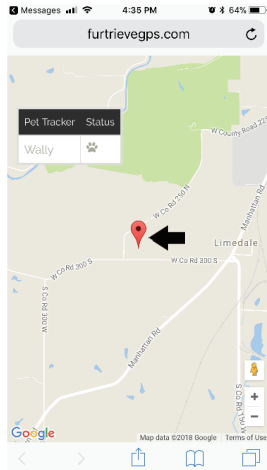
Crowd-Notify:

First click **"Crowd-Notify Contacts"** on the menu of Furtrieve app on mobile device. Whenever your pet gets out of range, you can select the "Help Find My Pet" button and a **special link** will be sent out to your Crowd-Notify contacts. It will then show live tracking of your pet's location for 24 hours.

Reminder: The live tracking updates every 30 seconds. After 24 hours, the link will go dormant.