

Pet Spotter

User guide V1.5.

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1. Welcome to Spotter

Thank you for choosing Spotter. With the Pet Spotter you can trace your four-legged friend and you have a number of functionalities at your disposal. For example, the Pet Spotter gives you insight into location data throughout Europe, which you view via an online account or via the Spotter app for smartphones and tablets.

In addition, you can set alarms, measure how active your four-legged friend is, set zones and you will receive a notification when your four-legged friend enters the zone 'home', 'forest' or 'nice neighbour'. Experience the convenience and many benefits of the Pet Spotter for yourself!

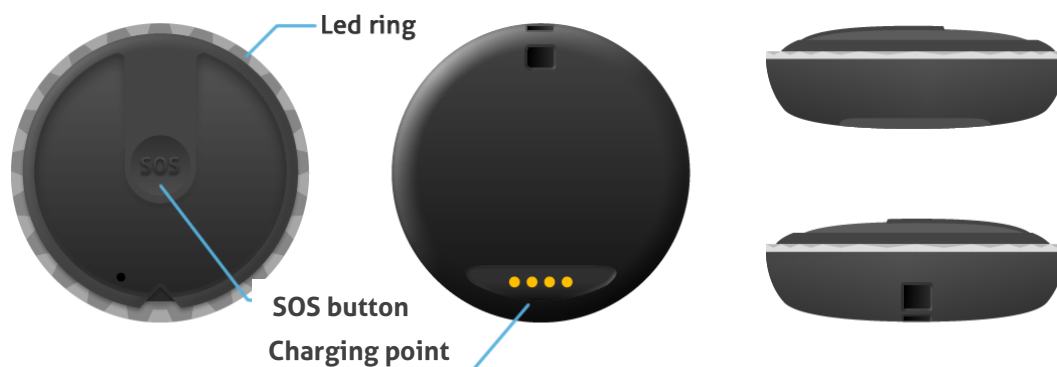
2. Contents of the package

Pet Spotter, USB-cable, USB-charger, spottercode, mounting clip (with dog version) or a silicone protect cover (with cat version).

3. Button explanation

There is one button on the Pet Spotter: the SOS button. This is also the on button when the Pet Spotter is off and needs to be turned on. You will receive a notification as soon as the SOS button is pressed for 3 seconds. For example, if you have lost your four-legged friend and he or she is found, people can press the SOS button. You are then informed that your four-legged friend has been found and know where he is. You can then decide to call the Pet Spotter.

There is a ring with LED lights around the side of the Pet Spotter. This flashes 2 times in quick succession every 5 seconds, which indicates that the Pet Spotter is switched on. Would you rather have the LED lighting not lit? Then briefly press the SOS button once, a beep sounds and the lights go out again.



4. Functioning of the Pet Spotter

The Spotter works by means of GPS (satellites) and GPRS (GSM network). The Spotter determines the current location by means of GPS. This uses the highest GPS class, which ensures that locations are very accurate. These locations will be send to your online account, where you view all data.

4.1. First time useage

Before using the Pet Spotter, fully charge the battery in 2 to 3 hours. Use the supplied USB cable and USB charger for this. While charging, the blue LED light flashes and stays on until te Pet Spotter is fully charged.

4.2. Turning on-off

Press and hold the SOS button for 3 seconds to turn on the Pet Spotter. You will now hear a tune and the Pet Spotter will start up. To determine the location, activate the Pet Spotter outside or near the window for a good GPS range.

The Pet Spotter can be turned off via the Spotter app. Go the the map in the app and click on the relevant Spotter. A menu opens with the option “Turn off. Click on it and the Spotter will turn off within seconds.

5. Get to work

5.1. Create an account

The Pet Spotter is linked to an online account where you view and manage all data. To do this, go to www.spottergps.com and click on ‘login’ at the top right. If you don’t have an account, create an account. You will be then asked to confirm your email address. Once you have done this, you can link the Pet Spotter to your account.

5.2. Link Pet Spotter to your account

Now log in to your online account and go to ‘Add Spotter’ in the menu on the left. Here you enter the 12-letter Spotter code that is on the card in the packaging. This is a unique code that belongs to the relevant Pet Spotter. Now that the Pet Spotter has been added to your online account, you can start using the Pet Spotter.

5.3. Download app

You can also view data on the go via the Spotter app for smartphones and tablets. The Spotter app is suitable for iOS and Android and can be downloaded from the [Appstore](#) (iOS) en [Playstore](#) (Android).

6. Functionalities

6.1. Automatic location display

The Pet Spotter is equipped with a motion sensor that recognizes the difference between motion and standstill. When there is movement, a location is automatically sent every 5 minutes, which you can immediately view online on your account or via the Spotter app.

6.2. Request locations

Want to view a location more often than every 5 minutes? Then you can request the location manually. If you go to the map, click on the Spotter and then on 'request location'. You will now receive the current location every 20 seconds for 3 minutes. This falls within the prepaid credit and there are no additional costs involved.

6.3. Notifications

You will receive all messages sent from the Pet Spotter such as locations and notifications on the online account, by email and via a push notification from the Spotter account.



6.4. SOS-alarm

Pressing and holding the SOS button on the front for 3 seconds will send an SOS notification. This notification + location is sent to the online account by email and the user who is logged in via the Spotter app receives a push notification.

6.5. Starting a phone call

You can also call the Pet Spotter, for example if your four-legged friend is missing and the finder presses the SOS button. You log in to the Spotter app and click on the Pet Spotter icon on the map. A menu will now appear, where you can choose the option 'call'. The Pet Spotter will now ring and you can record by briefly pressing the SOS button once. You call a European mobile phone number to which the regular calling costs of your telephone provider apply.

Tip: after you have called the Spotter, you can save the number so you can also call the Pet Spotter directly outside the Spotter app.

6.6. Setting up zones

Log into your account and set up zones for the Pet Spotter. You can draw a circle over an area and use it to define boundaries. You can do this in the Spotter app or via the online account in the menu under 'zones'. Drag one of the icons (home, work, friends, etc.) into the map to create a zone and adjust the size of the zone by increasing or decreasing the radius. As soon as a location is determined outside a zone, you will be notified immediately.

To make the zones larger or smaller, click on the zone icon you placed on the map. Then click on 'edit' in the menu that has appeared. Now you can use the arrows to increase or decrease the radius of the zone. It is possible to set 5 different zones.

6.7. Setting up an alarm

Set up 3 different alarm times when you want a alarm to go off on the Pet Spotter. For example, you can add your four-legged friend's meal times and you can train your four-legged friend to come home to eat when the alarm sounds. The alarm will stop automatically after 30 seconds.

Note: Even if the Spotter Pet Spotter is switched off or has no connection, the alarm will sound if the battery is charged.



6.8. Compass

With the compass you can see in which direction you have to walk to find your four-legged friend with the Pet Spotter. Point your smartphone and the compass will show you in which direction to walk.

6.9 Heatmap

View your four-legged friend's favorite hotspots. What area does he visit most often?

6.10. Street View

By selecting the street view function, a separate internet page is opened with the coordinates where the Pet Spotter is currently located. In this way you can see at street level where your four-legged friend is.

6.11. Turning Spotter off

This option allows you to turn off the Pet Spotter. This is the only way to disable the Spotter, it cannot be done on the Pet Spotter itself.

6.12. Settings

The settings function takes you to the settings where you can make changes. More about this in chapter 7. Settings.

6.13. Low battery voltage

You will be notified if the battery voltage is empty. You will hear a sound that the Spotter is shutting down.

7. Settings

Select the Spotter icon on the map and a menu will open with a number of options. If you click on 'settings', you can adjust settings.

7.1. Spottercode

This is a unique code that is linked to the Pet Spotter. You can not change this code. With the Spotter code you can add the Pet Spotter to your online account.

7.2 Change name

Here you can change the name of the Pet Spotter. For example, give the Pet Spotter the name of your four-legged friend.

7.3. Expiration date

The date of when the prepaid credit of the Pet Spotter will expire is shown here. Should the credit expire soon, you can then choose to place a new prepaid credit on the Pet Spotter via the option 'Top up' in the menu. Here you can top up the Pet Spotter with 3,6 or 12 months credit.

7.4. Color

Here you can change the color of the Spotters icon. Handy when you have several Pet Spotters in one account and want to distinguish them from each other.

7.5. Photo

Here you can set a photo, for example, your four-legged friend. In this way you can also easily recognize the Pet Spotter in your online account if you have several Spotters.

8. Top up prepaid credit

For new prepaid credit, go to your online account and select top up in the menu, where you can choose from a prepaid credit for 3,6 or 12 months. Within this period you can make unlimited use of all functions.

If you do not wish to use the Pet Spotter for a period of time, you do not have to top up the Pet Spotter immediately when the credit has expired. For example, you can choose to not use the Pet Spotter for 3 months and then top up new credit when you want to use it again.

9. Warranty en support

The warranty period is 24 months on the hardware and starts from the moment the Pet Spotter is delivered. You can read more information about the guarantee scheme in our [general terms and conditions](#), articles 15 en 16. We can be reached on working days from 9:00 – 17:00 via [the website](#).

10. Hardware specifications

Content	Specifications
Dimensions	41 mm x 13 mm
Processor	MT2503D
Weight	25 gram
GPS-chip	MT3332N (AGPS support)
GPS-sensitivity	Cold start: -148dBm Warm start : -163dBm
Time to first fix	Cold start <2s (buiten), Warm start 5m (typ.), Hot start 0,1m/s (typ.)

Battery	Battery rechargeable, 3.7V, 280mAh (Li-Polymer)
Battery life	Average 1 to 3 days, depending on usage
Waterproof rating	IPX7 (withstands incidental exposure to water up to 1 eter depth for up to 30 minutes).

11. Security en privacy

The protection of the privacy of our customers when using the Pet Spotter, the application and the online account ios of great importance to us. The Pet Spotter is a safe and reliable GPS tracker with CE marking, which means that this product meets the safety requirements imposed by all European Directives. In addition, the highest standard of data security is used for safe data processing. The privacy of the user is fully guarenteed. In the [privacy statement](#) and [privacy policy](#) you can read exactly what we register, what happens to the data and who has acces to this data. You can find this on [our website](#).

11.1 Spotter data

All data is sent via an encrypted VPN connection (Virtual Private Network) to the servers of Spotter B.V. These servers are hosted at a high-quality data center that works under ISO9001 / ISO 14001/ ISO 27001 en NEN 7510. This means that all data is stricly secured and can not be accessed by third parties. All data remains under the management of Spotter B.V. and it is not made available for commercial purposes. In addition, location data is not linked to personal data of the carrier or to the data of the accountmanager.

12. Safety Warnings

12.1. External infrastructures

The operation of the product is partly dependent on infrastrucures such as GPS, GSM and internet connections that are beyond Spotter's sphere of influence. Spotter is not liable for the proper and uninterrupted functioning of these infrastructures and the peripheral equipment used or for the failure or inaccesibility or for malfuntions in its system, nor for any consequenses thereof.

12.2. Battery

The lithium battery in the Spotter must not be removed and must not be used in a humid, wet and or corrosive environment. The Pet Spotter should not be placed, stored or left in or near a heat source, in a high temperature environment, in strong direct sunlight, in a microwave, oven or even in a pressurized container and you should not expose it to temperatures above the 60°C (140F). Failure to do so may cause the battery to leak acid or cause the battery to become hot, explode, ignite and cause injury and/or damage. Also, do not open, disassemble or puncture the battery. If you want to charge the battery, you must use the supplied USB cable and USB charger.

12.3. Water

The Pet Spotter has an IPX7 standard, which means that the Pet Spotter can withstand incidental exposure to water to 1 meter deep for a maximum of 30 minutes.

12.4 Extra safety warnings

- Avoid shocks and rough handling as this will short the life of the product.
- Never use a sharp object to clean the Pet Spotter.
- Do not use chemical cleaners, solvents and insect repellents that can damage plastic parts and surfaces.
- Thoroughly clean the Pet Spotter after it has been in contact with chlorine or salt water, sunscreen, cosmetics, alcohol and other chemicals that can cause a reaction. Prolonged exposure to these substances can damage the housing.
- Do not store the Spotter in a place where it can be exposed to extreme temperatures for a long time, as this can cause irreparable damage.

It is recommended to clean the Pet Spotter once a week. Clean the device with a damp cloth. Use a mild soap to remove oil and dirt. Even a little sweat moisture can cause corrosion of the electrical contacts when the device is connected to a charger. Corrosion can block charging and data transfer

1. Wipe the device with a cloth moistened with a mild detergent.
2. Then wipe the housing dry.

It is not permitted to disassemble, compress, bend, deform, pierce or tear the Pet Spotter. Do not place and store the Pet Spotter in a humid, wet and or corrosive environment, in locations with a high temperature, in or near a heat source, in direct sunlight, in a microwave oven or in a pressure vessel. Do not drop the Pet Spotter. If you suspect that it has been damaged after it has been dropped please contact customer service. Only use the device with the supplied charger. Visit <https://www.spottergps.com/> for replacement parts approved by Spotter.



WEEE Directive

This symbol on the packaging indicates that this product may not be treated as household waste. In accordance with the EU directive 2002/96/EC on waste electrical and electronic equipment (WEEE), this electrical product must not be disposed of as unsorted municipal waste. For proper disposal, this product should be taken to the local municipal collection point for recycling.



CE-Markering

This device meets the requirements of the CE marking when used in a residential, commercial or light industrial environment or in a vehicle.

This user manual

We have compiled this manual with great care. Due to continuous product development, information may not be completely up to date. Spotter B.V. shall not be liable for editorial or technical errors contained herein, nor for incidental or consequential damages resulting from the performance or use of this material.