



**We often get asked the question my pet is sitting on my lap inside my house but it shows 2km away from my location, the device is not accurate – Read on why this happens:-**

Any GPS device uses 3 important methods of tracking: (1) GPS SATELLITES, (2) LBS CELLPHONE TOWERS and (3) Wifi connections (Only if the device has Wifi Capabilities)

You bought the product to track your pet(s) whilst OUTDOORS, whereby the device will track connecting with the Satellites in the Sky called GPS Satellites which is ALWAYS the first method of tracking.

When a GPS device is INDOORS the device cannot connect to the satellites as the building obstructs the direct view to the sky causing the device to then track to a cellphone tower which is called LBS (Location Based Service). Usually cellphone towers are not situated on your premises and might be some distance away.

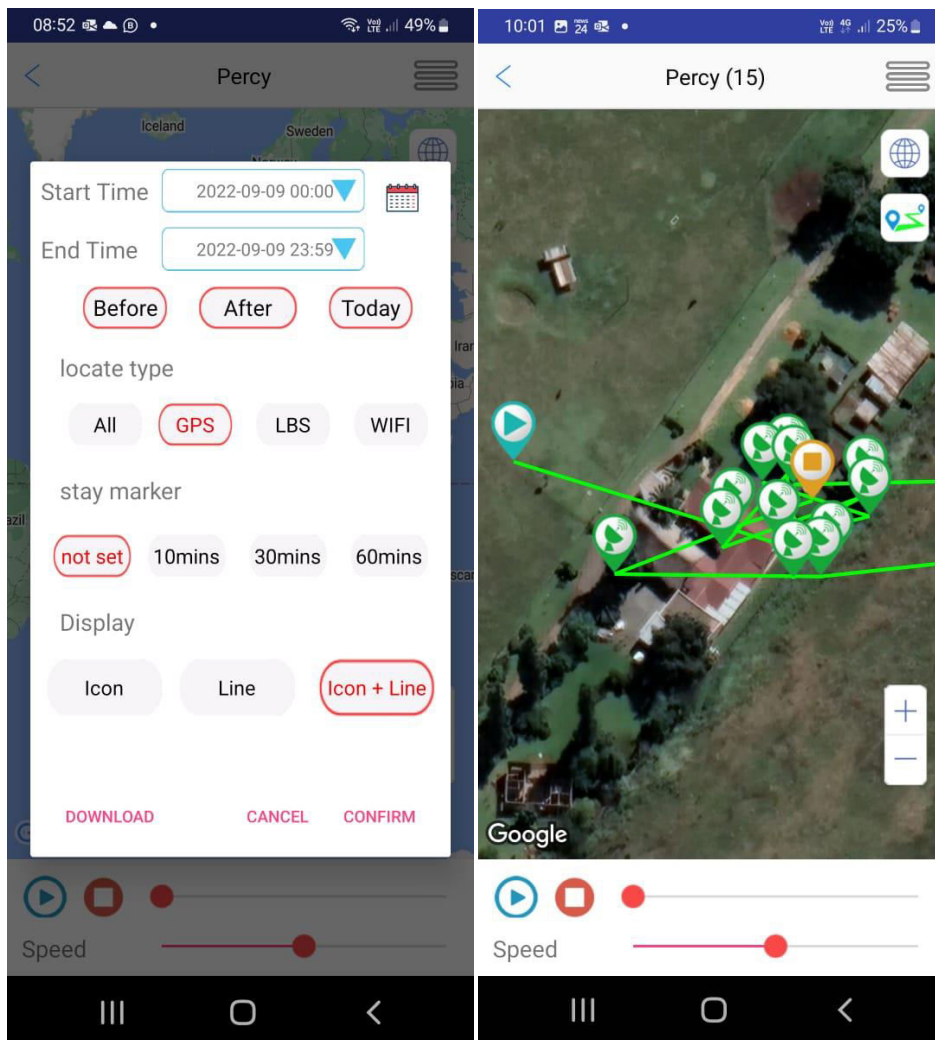
What happens in reality is the device still needs to track somewhere even when indoors and it will then track to the nearest cellphone tower to you, which will indicate the pet very far away from you. This is referred to as LBS or Local Base Station / Cellphone Tower.

In the MAP section of the App a square block will indicate the method of tracking either GPS / LBS / WiFi. When this happens **get used to it as it absolutely normal for a GPS product to act this way when indoors.**

When the pet goes outdoors again the device will immediately make contact with the Satellites and in the APP it will then show in the Square Block GPS instead of LBS. GPS will always be the preferred method of tracking when the device is outdoors in the open.

If the device has Wifi capabilities and it can read your routers MAC address which happens automatically (you cannot link the device with your router as the device will either connect with it or not being able to) it will then track even when indoors and be indicated in the map as Wifi – it might not be able to read your own routers MAC address but might read your neighbors router then it will show at a different location.

The easiest method to actually see where the cat is when indoors is to do a replay report and chose GPS only as per sample below, the ORANGE marker will indicate the pets last successful GPS location and should show which house the pet is at.



### How to get the longest possible battery life

In the App under settings “Update Interval” you can modify the interval update settings. The longer time interval chosen the longer the battery will last. Initially keep it on 1 minutes update so you can accurately monitor where your pet wanders around. On this interval the device uses maximum battery life and you will have to charge more often.

When doing a Playback / History report you will then be able to see every minute where your pet has been or when set to say a 10 minute interval the device will show in the replay report where the pet has been every 10 minutes.

You can steadily over time set longer update intervals to achieve maximum battery life. You can always instantly change the update setting back to the minute when wanting to track the pet more accurately and then switch back to a longer interval again.

Also make use of the POWER SAVING MODE: When your pet is indoors for example at night you can set a time for the device to switch off and to come back on again. Using both of the above settings you can achieve a good battery life.

**IMPORTANT:**

Good network coverage is crucial with GPS technology, if the reception is poor / bad the device keeps on searching for better network and this way the battery gets depleted rather quickly. If you suspect the network coverage is bad let us know so we can make suggestions or check the coverage.

