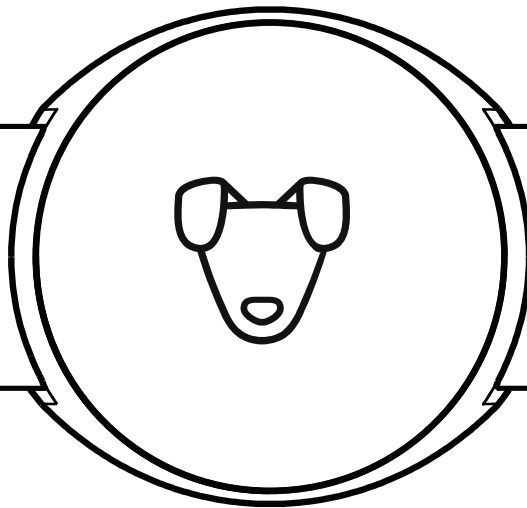


MiSHiKO



Mishiko User Manual

Type: Mishiko Collar

EN



Model: M103

Manufactured by: Mishiko HK Limited
Office 302, Dominion Centre,
43-59 Queen's Road East Wanchai, Hong Kong

Imported into EU by: Mishiko EU s.r.o.,
Rybne námestie 1, 811 02 Bratislava, Slovak Republic;

Imported into US by: Mishciko Corp.,
770 'L' Street, Suite 950, Sacramento, CA, 95815
Mailing address: 450 Taraval street #277, San Francisco, CA 94116

Made in China

Data of Manufacture: See on the device box



PAP



User manual. Before you start using your Mishiko Collar please download and read the full User manual and Safety Information from: www.mishiko.net/manuals/collar

Mishiko Collar here and below means Mishiko smart collar (hereinafter – “Mishiko collar / tracker / device / product”).

Any other terms contained herein shall have the same meaning as has been assigned to them in the Mishiko Terms and Conditions located on the site www.mishiko.net

FCC Statement

This equipment 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:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Specific Absorption Rate (SAR) information:

This Mishiko Collar meets the government's requirements for exposure to radio waves. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons regardless of age or health. FCC RF Exposure Information and Statement the SAR limit of USA (FCC) is 1.6 W/kg averaged over one gram of tissue. Device types: Mishiko Collar has also been tested against this SAR limit. This device was tested for typical body-worn operations with the back of the device kept 0mm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain an 0 mm separation distance between the user's body and the back of the device. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided.

Device Safety Notices

Before you start using Smart Dog Collar Mishiko, carefully read this User Manual!

NOTE: This device is designed for dogs. It is not a toy, keep away from children!

Risk of suffocation! Keep the device and its accessories out of the reach of small children. The device contains small parts that pose a choking hazard for small children. Comply with all precautions with regard to child safety.

DANGER: Plastic bags, which are supplied, can be dangerous. Keep plastic bags away from babies and children to avoid the risk of suffocation.

DO NOT overtighten the collar so as to restrict breathing.

DO NOT allow your pet to chew or swallow the tracker. The Mishiko is designed using safe materials, but it is highly recommended you do not allow your dog to play with the device. The Mishiko is not a toy and should be used only for the intended purpose of tracking your pet.

NOTE: For the safety and comfort of your pet, please ensure that you fit the collar and tracker properly.

NOTE: The norm of physical activity is calculated for adult dogs from 1 year old.

NOTES:

1. Normal cellular communication and data from GPS and GLONASS satellites is used for operation of the device. Use of the tracker does not present any risk to you or your pet.

2. The tracker must be within the range of compatible 2G networks to provide location

information to your smart phone.

3. This device is intended to be used in the territory of the European Union or the United States of America.

4. The charging station is designated for indoor use only!

5. Battery has been tested for compatibility with your device and can be replaced only by approved batteries from the Mishiko company. If the battery is replaced by an incorrect type, there is a risk of explosion. Do not change the battery, it can only be replaced by authorized Mishiko service center specialists. The battery contains lithium and in case of improper use, handling or disposal, the battery may burst. Dispose of used batteries according to the instructions for disposal. Do not throw batteries or immerse in water, heat to a temperature above 100 °C, repair or disassemble the battery packs at temperatures between 0 °C to 45 °C. Ensure that a reasonable air flow is maintained around the charging device.

6. Unplug the charger if the following occurs: the charging device has been exposed to rain, liquids or excessive humidity, charging device shows signs of physical damage, if you want to clean the charging device.

7. Mishiko company assumes no responsibility for the performance or safety of products not manufactured or approved by Mishiko company. Use only chargers approved by the Mishiko company

8. Remove the device from dog's neck before charging. Do not charge the device if it is still worn by the dog.

9. The tracker also support BT V4.0, 2.4GHz WLAN to provide location services.

WARNING:

Do not charge and do not use in potentially explosive atmospheres such as petrol stations or areas where the air contains chemicals or particles (e.g. grain, dust, or metal powders). Obey all signs and instructions. Follow the signs and notices that prohibit or restrict the use of radio equipment (such as health care facilities or demolition areas). Although the device is designed, tested and manufactured to meet the regulations regarding radio frequency emissions, these emissions from the device may adversely affect the operation of other electronic devices and cause malfunctions. Wherever using wireless broadcasting is prohibited, such as when traveling by plane or if this fact is noted by the competent authorities, it is necessary -to turn off the device. The device operates in the frequency range 850, 900, 1800, 1900 MHz. This device is equipped with radio transmitters that emit electromagnetic fields. These electromagnetic fields may interfere with pacemakers or other medical devices. If you use a pacemaker, keep a minimum distance of 15 cm (6 inches) between your device and a pacemaker. If you suspect that the device interferes with your pacemaker or other medical device, discontinue the usage and consult your doctor, who will give you information regarding your medical device. Do not use the device near sources of heat or high voltage, such as electrical devices, electrical heaters or electric cookers. Use your device at temperatures from -10 °C to 45 °C to avoid damage. When the device is turned on or when the battery is charging, some parts may be hot. Temperatures that these parts reach depend on the range of the system activity and the battery charge level. Avoid prolonged contact of hands, lap or other parts of your body with device's hot section.

If the device is at its life expiration, do not destroy, do not incinerate, do not immerse in water or do not dispose of in any other way than in the manner provided for in local acts or regulations. Some internal parts may contain substances that can explode when

disposed of improperly, leak or damage the environment.

The Mishiko company recommends the device owners the responsible recycling of waste equipment. Electrical and electronic device marked with a crossed-out container must not be disposed of with unsorted municipal waste. Waste electrical and electronic equipment (WEEE) must be disposed of separately via the collection points. For more detailed information about the device or battery recycling, contact your local municipal office, household waste disposal service, or retail store. The purpose of separating WEEE and batteries from other waste is to minimize the potential environmental impacts and human health risk of any hazardous substances that may be present.

Choose only accessories approved for use with this model by the device manufacturer. The use of any other types of accessories may void the warranty, may violate local regulations and laws and may be dangerous.

How to Obtain Warranty Service

For Service Center and Technical Support contact details, please visit: **www.mishiko.net** or email us at **service@mishiko.net**

You should have the model number of the product available on the bottom side of the device.

Representatives are available between

10:00 AM - 6:00 PM Mon - Fri

Dear Friend,

Congratulations! You are now the proud owner of the Mishiko – a smart and stylish dog collar with built-in tracking facilities.

Set Up Instructions

1. Charging the Mishiko device.

Connect the USB cable to the wireless charging station to a 5V USB power source. Then place your Mishiko device on the charging station and wait until the amber charging light appears. The full charge takes about three hours. Any necessary software updates will be performed automatically during charging. When your device is fully charged, it is ready to be used. You can also use AC charger with the following output parameters:

- Output voltage: 5 V
- Current output: 2 A

Attention!

Do not use for Mishiko charging station USB port of the laptop version 2.0! for Mishiko charging station!

Mishiko device can also be charged through the strap which is the part of the set of Mishiko collar, or through any other strap which is not thicker than 1.3 mm. If you have problems with charging through a strap, we recommend you removing your device from strap and putting it on the charging station without a strap.

2. Install the Mishiko Mobile App

Download and install the Mishiko app to your smartphone at www.mishiko.net/app.

3. First launch of the app

- 1) Create your account: Login, Password
 - 2) Register your device: Serial number, Password
- The serial number of the device and password are specified in the Quick Start Guide

After entering the serial number and password, the Mobile App automatically synchronizes with the device and is ready for use.

4. Attach the device to the collar and then put on your pet

You can use the universal fastener to fix the Mishiko to the collar or harness that you normally use. Important: To ensure accurate location data, the Mishiko Smart Collar needs to “see” the satellites overhead. Therefore, it is recommended to place the device at the top of the dog's shoulder or the side of the neck. Make sure that the Mishiko is not hanging on the collar or attached on the underside as this could interfere with the GPS signal.

5. If you have any questions about connecting or using the device:

Read the full User Manual:

www.mishiko.net/manuals/collar

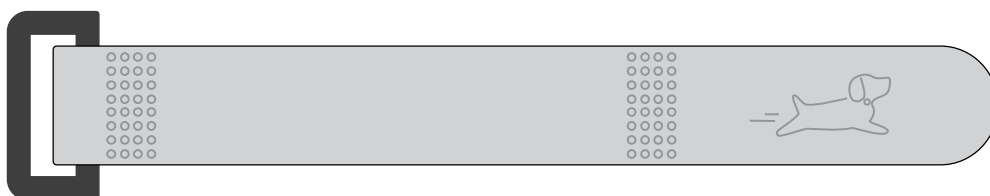
Call the hotline number on our website:

www.mishiko.net

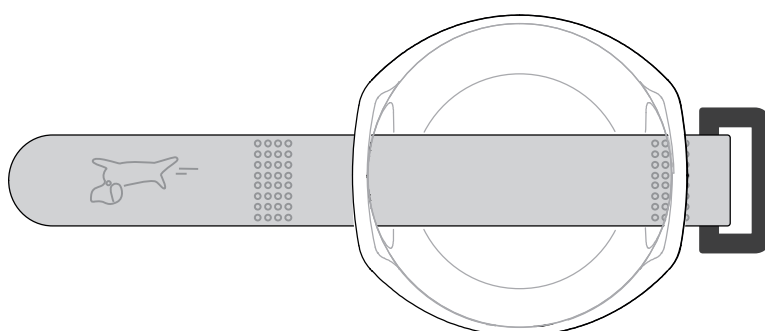
Email us at: service@mishiko.net

Universal fastener

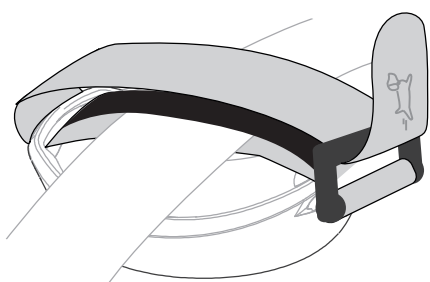
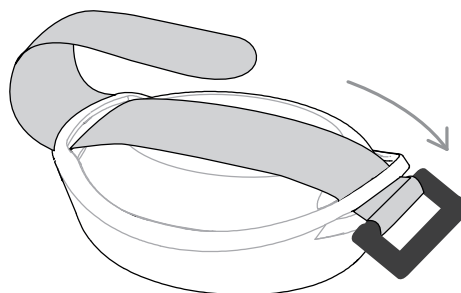
If you want to fix the device to a collar other than the one in the Mishiko box, use the universal fastener supplied



Remove the device from the original collar and flip it over. Turn the universal fastener so that the logo is on the upper side of the holder, and slide the free end through the lugs of the device until it stops

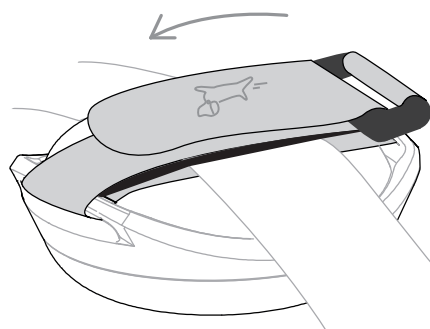


The fastener buckle is now fixed at one of the lugs. Next, take the loose edge of the fastener, fold it back towards the device and thread through the buckle.



Thread the dog collar through the loop formed by the fastener.

Now take the free edge of the fastener, pull it back across and fasten the Velco. Smooth down firmly. The device is now securely fixed.



First Walk

When the device is charged, linked to your smartphone, and secured to the collar, it is ready for use.

There are no buttons on the Mishiko — the device switches on automatically **by shaking for 5 seconds**. The device switches on and starts in active mode, as indicated on the LED display.

When you first open the map in the App, it may take several minutes to locate the satellite signal. It takes around **20 seconds** to receive the satellite signal and update the coordinates.

If left stationary for 2 minutes, the device switches off and goes into inactive mode, and the LED display turns off; after 24 hours the device goes into sleep mode. To bring the device out of inactive or sleep mode, **shake it for 5 seconds** until the LED display lights up.

Wireless Charger

The Mishiko is charged using the wireless charging station.

The USB connector on the charging station **must be connected to a wall charger**, for example, for your smartphone.

To charge the device, place it on the charging station in a horizontal position, and wait for the LED display to light up.

The effective charging range is approximately **1.3 mm**, but that is sufficient to charge the device through the Mishiko collar or the universal fastener supplied with the device.

If you are using a different collar, make sure that its thickness **does not exceed 1.3 mm**.

The average charging time is 3 hours.

Attention: Do not charge the device for more than 10 hours!

Attention: The charging station may heat up.

Attention: To prolong the battery life, recharge the device once a month, even if you are not using it.

Subscription Fee

Up-to-date tariff plans are listed in the Mishiko Mobile App and online at www.mishiko.net.

Software Updates

To make the Mishiko even better, we release regular software updates. Simply recharge the device to perform an update. The Mishiko automatically checks for updates and downloads and installs the latest version as required.

There is no fee for software updates.

If you require further clarification, please call our hotline:

United Kingdom 00800 647 44 56
(00800 MISHIKO)

International line 00421 41 32 77 777

Czech Republic 00800 647 44 56
(00800 MISHIKO)

Slovakia 0800 333 444

Russian Federation 8 800 707 81 91

Or for technical support and any queries about warranty cover, please visit: www.mishiko.net

LETTER OF WARRANTY

This Letter of Warranty has been issued in order to confirm guarantee of the quality of the following product: Mishiko Collar.

Warranty period: The warranty period provided to a customer is two years from the moment of delivery of the product. "The moment of delivery of the product" is the moment when the consumer receives the product from the Seller in the case when the consumer purchases the product in the Seller's retail stores, or the moment which occurs at a reasonable time after sending the product by the Seller to the buyer, at which the delivery of the product may be expected (no later than 14 days after sending of the product) in the case when the consumer purchases the product from the Seller through the Seller's online shop.

Contents of the Warranty: The Warranty means the Seller's obligation to the consumer, which is provided to the consumer free of charge and refers to refund of the purchase price or replacement, repair of the consumable or another remedy if the product fail to meet the specifications provided in the General Business Terms and Conditions of the company Mishiko (hereinafter referred to as "GBT&C") or in another relevant document available on the website www.mishiko.net. Scope of the Warranty: This Warranty is provided in compliance with the relevant article of the GBT&C. This Warranty does not cover the fault of the product stated or caused by the reasons stated in this Letter of Warranty below. Damage to the serial number on the product may cause rejection of the consumer's claim unless the damage is caused within usual use of the product. The serial number forms an integral part of the product and it does not restrict the customer's right to use or handle the product by any means.

This warranty is valid for the original retail purchaser from the date of initial retail purchase and is not transferable. Proof of purchase is required to obtain warranty service.

The Warranty does not cover the faults caused:

- a) by mechanical damage to the product,
- b) by electric overvoltage (obviously burnt parts or printed circuits), except for usual deviations,
- c) by using the product in the conditions which do not comply with the conditions specified by the Seller or by the Manufacturer regarding the temperature, dust formation, humidity, chemical and mechanical effects of the environment,
- d) by incorrect installation, handling, operation or neglected maintenance of the product,
- e) in case the product or a part of them have been damaged by a computer virus or similarly,

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- d) by incorrect installation, handling, operation or neglected maintenance of the product,
- e) in case the product or a part of them have been damaged by a computer virus or similarly,
- f) if the fault appears only with the software for which the customer is not able to prove legal way of acquiring or using an unauthorized software and consumable material,
- g) by overloading of the product or by using the product not in compliance with the conditions provided in the documentation or with the general principles for safe use of the product, h) by performing an unqualified intervention or parameter modification,
- i) by modification of the product by the customer (coatings, bending, etc.), if the fault has been caused by such a modification,
- j) by damaging of the product by natural disasters or vis major, k) by using incorrect or faulty software,
- l) by using incorrect or unoriginal consumable material, if such use is not usual and has not been excluded in the accompanying User Manual;
- m) by negligence, misuse, improper use, use contrary to operating instructions.**

Place for claims:

1. If you bought the device in the EU or UK, you may claim faulty product directly in the shop or (in particular if purchased online) by sending the product to the following address iQmobil, s.r.o., Černyševského 10, 851 01 Bratislava, Slovakia.
2. If you bought the device in the US, please specify the address for claims on our website **www.mishiko.net** or contact us by email at **service@mishiko.net**

Information required for using the Warranty and Warranty conditions: The claimed product shall be secured thoroughly in order to prevent it from any damage caused by transport. The parcel shall be marked "CLAIM" visibly and it shall contain: the claimed product (including complete accessories), a copy of the purchase document, detailed description of the fault, sufficient contact data of the buyer (especially the return address, e-mail address and tel. number) and the desired way of settling of the claim. If the product has been claimed for the first time, the consumer may choose of two options only, either the repair of the product or replacement for new product. If the product has been claimed for the second time, the consumer may choose also a discount from the purchase price or money refund. **WARNING:**

The claim may not be settled in the event of insufficient identification of the faults of the product! The consumer may find all details, important and useful information on how to claim the product warranty and the warranty conditions in the GBT&C. The consumer is required to prove the validity of the Warranty by submission of the purchase document for the product. If the product has already been claimed, the consumer shall submit also the document on settling the previous claim.

Disclaimer

1. This Letter of Warranty applies only to the hardware of Mishiko collar. Further the Letter of Warranty does not apply to any software, including software embedded in the Mishiko collar, even if it packaged or sold with the Mishiko collar.

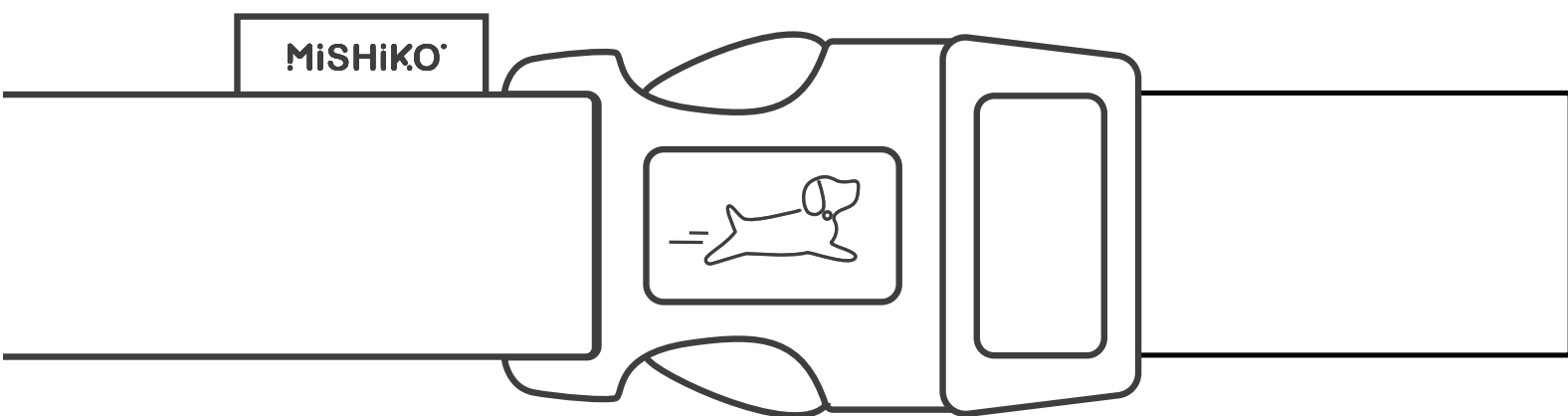
Mishiko collar is provided to you on conditions "AS IS". Software distributed with or without Mishiko collar is not covered under this Letter of Warranty. Refer to the GBT&C for details of your rights and obligations with respect to the use of such software. Mishiko does not warrant that the operation of Mishiko collar will be uninterrupted or error-free.

2. To the extent permitted by law, these limited warranties and the remedies set forth above are exclusive and replace all other warranties, remedies and conditions, whether oral or written, statutory, express or implied, for any product, software or service.

3. Manufacturers, importers, sellers, distributors of Mishiko Collar and each of their respective affiliates, are not responsible for indirect, special, incidental, punitive or consequential damages in any way related to or arising from this Letter of Warranty, and resulting from the purchase, use or misuse of, or inability to use the Mishiko Collar, equipment or software, or the performance of services, the breach of warranty or condition, including but not limited to inconvenience, loss of use, loss of time, loss of revenue, loss of actual or anticipated profits, loss of the use of money, loss of anticipated savings, loss of business, loss of opportunity, loss of reputation, or any indirect or consequential loss or damages, including the replacement of equipment and property, any costs of recovering, programming or reproducing any program or data stored in or used with the Mishiko Collar, and any failure to maintain the confidentiality of data stored on the Mishiko Collar.

Mishiko cumulative liability shall be limited to the direct damages recoverable under law, but not to exceed the purchase price for Mishiko Collar.

4. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, implied warranties or limitation of liability for incidental or consequential damages, so the limitations or exclusions described below may not apply to you to the extent they are inconsistent with your jurisdiction's applicable law.



www.mishiko.net