PETORITY Smart Collar User Guide

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1. Introduction

1.1. Product Overview

Petority is an intelligent device designed to provide comprehensive pet health monitoring and management services. This manual will guide you on how to use the Petority device and its accompanying application.

1.2. Version Information

Current Version: 1.0.0

1.3. Support and Contact Information

For any inquiries or assistance, please reach out to our customer support team.

Email: help@petority.net

2. Quick Start

2.1. Package Contents Check

Before you begin, ensure you have received the following items:

- Petority Smart Collar
- USB Charging Cable
- Quick Start Guide
- Warranty

2.2. Hardware Assembly

1. Hardware Overview

Petority devices, consisting of the Docker and Tag, are designed to seamlessly integrate into your pet's lifestyle. Here's an overview of each device:

Device	Function	Size	Weight
 Docker	● Central hub for communication and data gathering. ● Processes and transmits information to the Petority app. ● Equipped with LED lights for charging and pairing status.	(L) **64** × (W) **64** × (H) **22.5** mm	**5** grams
 Tag	● Wearable device attached to the pet's collar. ● Collects data like heart rate and activity. ● Communicates with the Docker for real-time tracking.	(L) **58** × (W) **24** × (H) **16** mm	**5** grams

① Material

Petority devices are crafted from lightweight and durable plastic, presenting a harmonious blend of advantages for pet owners. The choice of plastic not only ensures the devices remain lightweight for the comfort of your pet but also enhances durability for prolonged use.

② Waterproof & Dustproof

Petority crafts high-performance smart pet devices with exceptional waterproof and dustproof capabilities, ensuring pets enjoy a carefree, immersive lifestyle.

Device	Tag	Docker
Rating	IP **67**	IP **53**
Advantages	1) Complete protection against dust and water immersion. **2)** Enables pets to explore without constraints.	1) Wards off dust and resists rainwater spray. 2) Suitable for light rain and dust environments.
Pet Usage Scenarios	● Outdoor Adventures: Explore diverse terrains without concern for dust interference. ● Bathing Moments: Navigate bath times or stroll in the rain with ease. ● Water Activities: Enables swimming and diving with advanced waterproof performance.	

③ Advantages of Plastic Construction

- Lightweight: The use of plastic contributes to the overall lightweight nature of Petority devices, preventing any discomfort for your pet during wear.
- Durable: Plastic construction adds a layer of robustness to the devices, ensuring they withstand the rigors of daily activities and potential impacts.
- Waterproof: The inherent properties of plastic make Petority devices resistant to water, allowing your pet to engage in various activities without concern for device integrity.

- Cost-Effective: Leveraging plastic as the primary material allows Petority to provide cost-effective solutions without compromising quality or functionality.
- Flexible Design: The flexibility of plastic construction allows for a versatile and adaptable design, ensuring a comfortable fit for pets of various shapes and sizes.

2. Attaching to the Collar

① To insert the Tag, slide it upwards into the collar frame with a curved edge. Please note that attempting to insert it from the top (downwards) is not possible and is strictly prohibited.
② Thread the collar provided in the package through both sides of the collar frame, then pass it through the buckle on the collar to adjust the size of the TAG on your pet's neck.

3. Charging

④ Charge the Docker using the provided USB cable.
⑤ Align the magnets to attach the Tag and Docker.
⑥ It will turn green when fully charged.
⑦ Charge for at least 2 hours before your first use.

4. Active Device

① Register and verify your account using the Petority app.
② Ensure that your phone's Bluetooth and Wi-Fi are turned on in a stable Wi-Fi environment.
③ Follow the instructions in the Petority app to activate your device.

2.3. Software Installation and Startup

1. Download the Petority App

To start using Petority, follow these instructions to install the app and pair your device:

① Visit the App Store (iOS) or Google Play Store (Android).
② Search for "Petority" and download the app.

The Petority mobile app is compatible with the following devices:

1) iPhone with iOS 11 or above.

2) Android devices with operating system 7.0 and above (Google Play Services required).

2. Account Setup

① Open the app and create a new account or log in if you already have one.
② Complete the account setup process by providing the required information.

3. Pairing Petority Device

- Ensure Bluetooth is enabled on your smartphone.
- Follow the on-screen instructions in the app to pair your device with your smartphone.
- Wait for the pairing confirmation.
- Before pairing the device, scan the QR code on the packaging.

2.4. Account Registration and Login

- If you are a new user, register a Petority account using a valid email address.
- If you already have an account, simply log in using your credentials.

Now, your Petority device is connected to the app, and you are ready to start monitoring your pet's health and activities.

For further assistance or troubleshooting during this process, refer to the Troubleshooting in this guide.

3. Hardware Operation Guide

3.1. Device Activate

Activating Your Petority Docker & Tag:

- Charge the Docker using the provided USB cable.
- align the magnets to attach the Tag and Docker.

Here's how to reactivate your Petority:

① Fully charge your device (the light on the Petority device should turn green after about 2 hours).
② Log into your Petority account using the email address.
③ Select the Safe Place that you are currently located at and where you will be connecting to WiFi.
④ You will need to have Bluetooth turned on on your phone, which is how we find your Petority device when it is on the charger and plugged in.
⑤ Tap on Connect to WiFi. Select your WiFi network and enter the password. Your Petority device will then connect to your selected WiFi network.
⑥ If attaching the Petority to a new pet, you will be prompted to fill out the personal details for that pet.
⑦ Waitting for the notification that the device is fully activated, and you're ready to begin using the Petority device!

3.2. Charging and Battery Usage

The device comes with a USB cable for charging.

1. Charging Instructions

① Align the magnets to attach the Tag and Docker.
② Connect the provided USB cable to the device.

③ Plug the USB cable into a power source.
④ Charging indicator will show the battery status.

Charging Status Indicator Colors:

Status	Light Color	Light behavior	Meaning
Low battery		Docker: Breathing Tag: --	Petority's battery is running low.
Charging		Docker: Breathing Tag: Breathing	Petority is currently charging.
Charging Complete		Docker: Steady Tag: Steady	Petority has completed charging.

2. Battery Usage

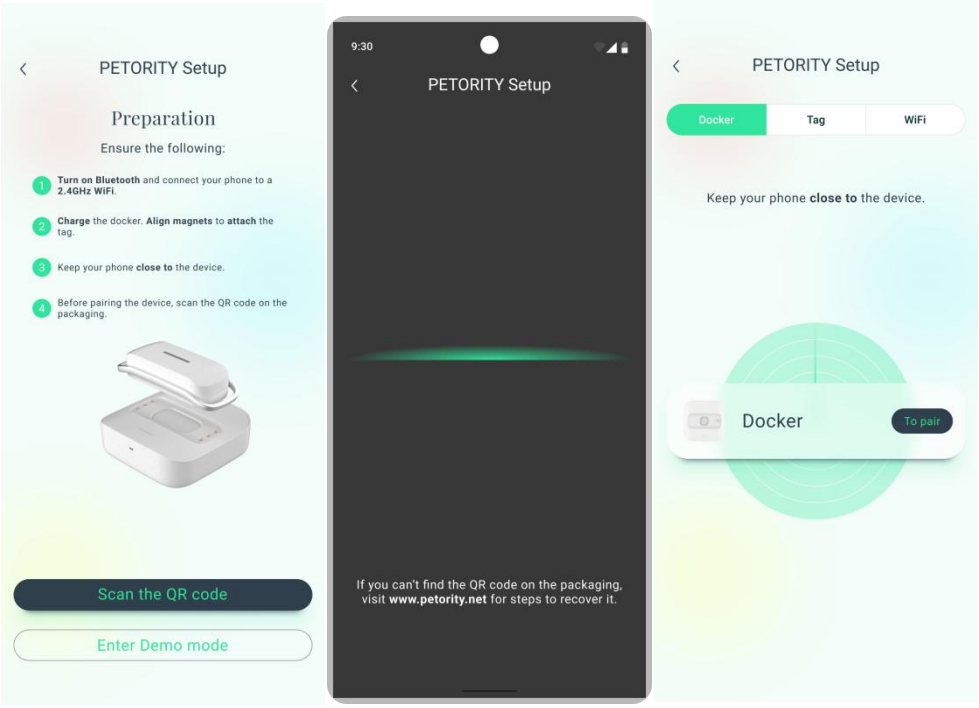
- The Petority device takes 3 hours to charge from 0 to 100%.
- A fully charged battery typically lasts for X hours of continuous usage.

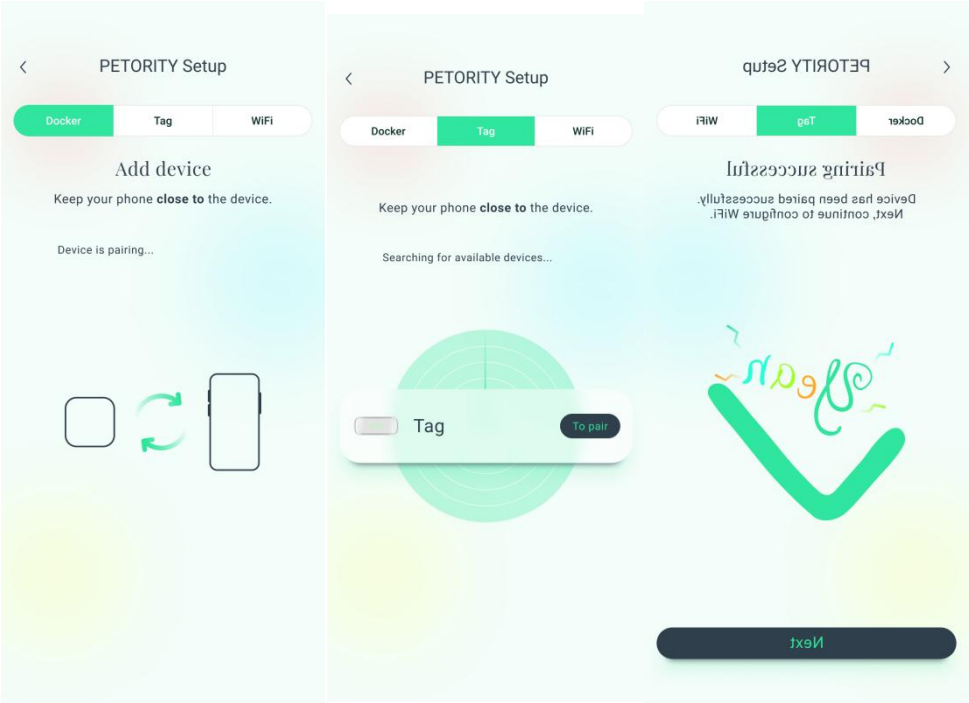
3.3. Pairing Setup

Petority is your trusted companion for advanced pet tracking and monitoring. Here's a concise guide to pairing your device, configuring Wi-Fi, and providing optimal care for your pet:

1. Device Pairing

① Download and install the Petority app on your smartphone.
② Follow on-screen prompts for a smooth pairing process.





Tips:

- Turn on Bluetooth and connect your phone to a 2.4GHz WiFi.
- Charge the docker. Align magnets to attach the tag.
- Keep your phone close to the device.
- Before pairing the device, scan the QR code on the packaging.

2. WiFi Configuration

Once paired, configure Wi-Fi in the app.

① Select WiFi Network:

1) Choose the WiFi network for your Petority device.

2) Ensure your smartphone is connected to the same network.

② Confirm Configuration:

1) Verify and confirm Wi-Fi settings within the app.

2) The app will send the configuration to your device.

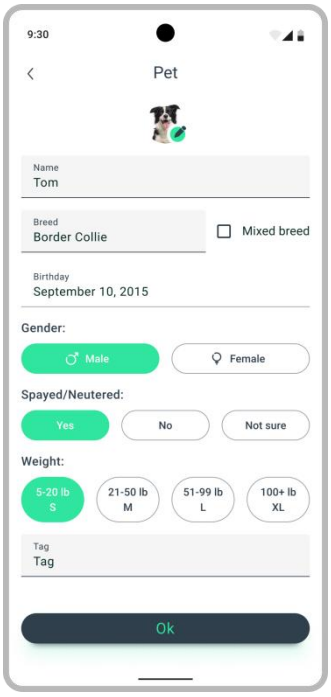
③ Device Reconnection:

1) The Petority device will temporarily disconnect from Bluetooth.

2) It establishes a connection with the chosen WiFi network.

3) Once connected, the device relays data through the WiFi network.

3. Pet Binding



① Choose your pet or create a Pet Profile in the app.

② Link the tag with your pet's information to ensure accurate data correspondence.

③ Enjoy Petority services, monitoring your pet's well-being in real time.

By following these steps, you can effortlessly utilize Petority for seamless pet tracking and care, keeping you connected to your pet's needs and activities whether you're at home or away.

3.4. Status Indicators

The Petority device incorporates a variety of helpful light colors and behaviors, offering valuable insights into its current status and operation. These visual indicators are designed to enhance the overall user experience, providing users with a clear understanding of how their device is functioning.

Here's a breakdown of the key visual indicators:

Status	Light Color	Light behavior	Meaning
Normal		Docker: Breathing Tag: --	Petority device is functioning normally.
Low battery		Docker: Breathing Tag: --	Petority's battery is running low.
Charging		Docker: Breathing Tag: Breathing	Petority is currently charging.
Charging Complete		Docker: Steady Tag: Steady	Petority has completed charging.
Pairing		Docker: Rainbow Tag: Rainbow	Petority is in pairing mode.
Signal Abnormality		Docker: Flashing Tag: --	Offline mode. Lora signal abnormality.
Heart Rate Monitoring		Docker: -- Tag: Breathing	Collecting the pet's heart rate.

3.5. Wearability and Cleaning

1. Device Wearability

Petority devices are designed for comfortable and secure wear on your pet. Follow these guidelines for optimal wearability:

Preparation:

Ensure you have the complete Petority package, including the Petority tag and the accompanying collar.

① Inserting the Tag

Slide the Petority Tag upwards into the collar frame with a curved edge. Note that attempting to insert it from the top (downwards) is not possible and is strictly prohibited.

② Threading the Collar

Thread the collar through both sides of the collar frame, then pass it through the buckle on the collar to adjust the size of the Tag on your pet's neck.

③ Adjusting the Size

Pass the collar through the buckle on the collar to adjust the size of the Petority tag according to your pet's neck size. Ensure the collar is neither too tight nor too loose for your pet's comfort.

④ Check for Secure Attachment

Ensure the Petority tag is securely attached to the collar, preventing it from easily coming off. Gently tug on the tag to confirm that it stays securely in the desired position.

⑤ Activate Petority

Following the Petority product instructions, activate the tag and input all relevant information correctly. This ensures easier location of your pet if it goes missing.

Tips:

- In extremely cold weather, ensure the Petority tag and collar can withstand low temperatures.
- Regularly check for wear and tear on the tag and collar to ensure they remain in good working condition.

2. Device Cleaning

Maintaining a clean Petority device ensures accurate readings and a hygienic experience for your pet.

① Collar Cleaning:

1) Sink Cleaning: Use warm water and a cleaning agent to clean the strap. Place the strap in a mesh bag and wash it in warm water with a gentle detergent to ensure thorough cleaning.

2) Air Drying: Allow the strap to air dry in a well-ventilated area to ensure complete dryness before re-wearing.

② Petority Device Cleaning:

Petority Tag waterproof rating is IP 67, Petority Docker waterproof rating is IP 53, but they are not suitable for washing machines.

Please use the following methods:

1) Magic Eraser Cleaning: For slight wear or marks, it is recommended to gently wipe the Tag with a magic eraser. Avoid using alcohol to clean the module to prevent damage.

2) Module Rinse: If there is excess dirt, place the module in the sink and rinse it with water. Ensure the device is off and disconnected from the power source to prevent water from entering charging ports or other interfaces.

Precautions:

- When cleaning Petority devices, ensure that the device is turned off and disconnected from the power source.
- Avoid using alcohol or other chemical cleaning agents to prevent damage to the device and strap.

- When cleaning the module, avoid forcefully disassembling or using strong water pressure to prevent impacting device performance.
- Ensure all components are completely dry before reassembly.
- Establish a regular cleaning routine, especially if the device is often exposed to dust or humid environments.
- Avoid using strong chemical cleaners to prevent damage to the device's surface or waterproof seals.

4. Software Interface Overview

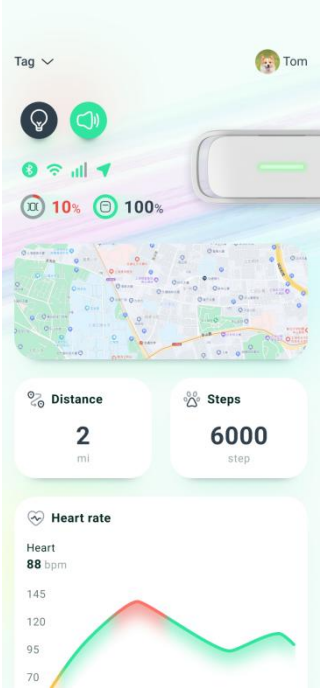
4.1. User Interface Overview

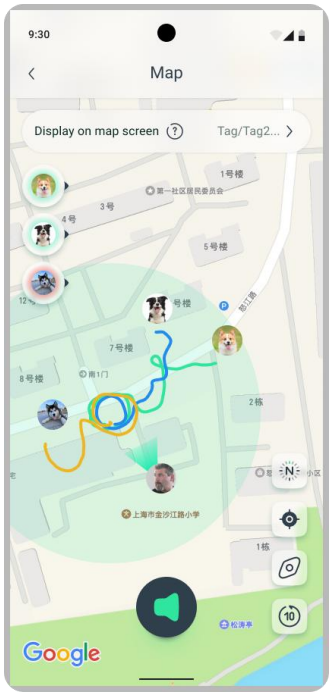
The Petority application offers an intuitive and powerful interface to ensure a seamless monitoring experience for your pets.

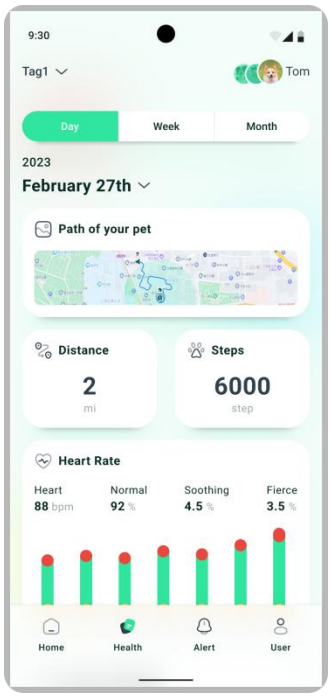
Main Dashboard:

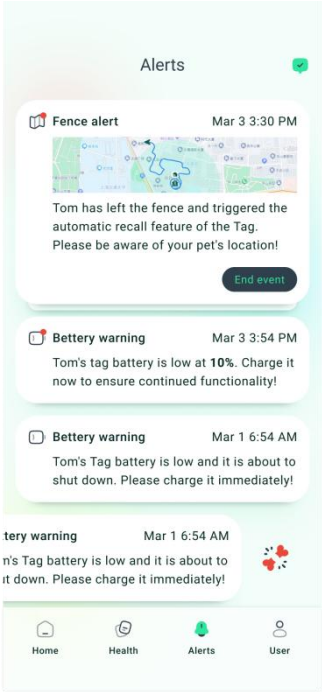
- Displays a summary of your pet's health metrics.
- Quick access to essential features.

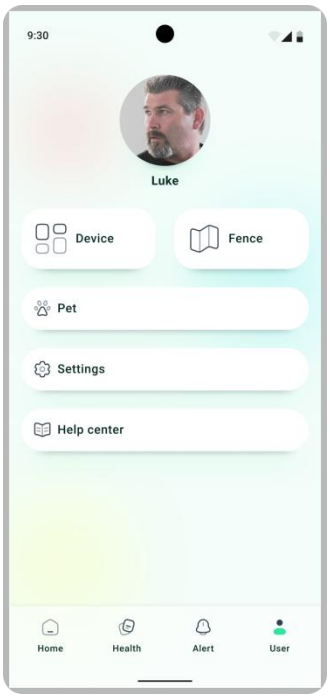
Below is a detailed walkthrough of the software interface:











1. Login and Sign-up

Before getting started, create a Petority account. If you already have an account, simply log in.

2. Home

The Home Page provides a comprehensive overview of key information, emphasizing the current status of your devices and your pet's well-being.

3. Map

Utilize the real-time location feature to track your pet's current whereabouts.

4. Health

The Health Page provides a detailed historical overview of your pet's health and activities, offering insights into their past behavior and well-being.

5. Alert

Customize crucial notifications to stay informed about your pet's well-being. Receive timely updates on vital health information

6. User

① User Profile: Edit and manage your user information for a personalized Petority experience.

② Device: In the Device Management section, effortlessly add, remove, or switch Petority devices. Ensure each device is correctly connected and activated for optimal monitoring.

③ Fence: Configure and manage virtual fences for your pet's safety and security.

④ Pet Profiles: Record detailed information for each pet in the Pet Profiles section, including breed, age, weight, and more. This helps in accurately monitoring and analyzing your pet's health data.

⑤ Settings: In the Settings, adjust application preferences, including notifications, unit preferences, and privacy settings. Customize the app according to your preferences.

⑥ Help Center: Access comprehensive guides and information to assist you in utilizing Petority effectively.

Through this walkthrough, you'll be able to make the most of Petority's features, ensuring comprehensive and caring monitoring services for your pets.

4.2. Main Features Explanation

A comprehensive guide to the key functionalities of Petority for optimal pet monitoring and care.

1. Real-Time Heart Rate Monitoring

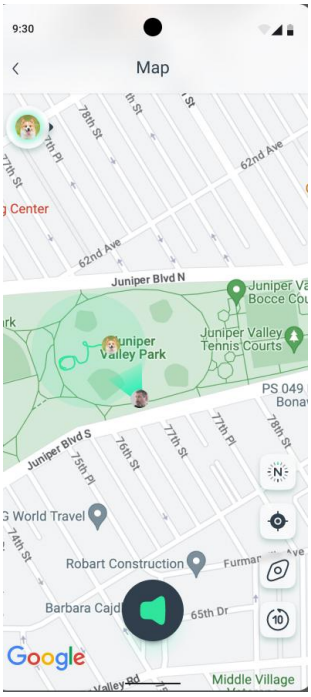
These visual cues make it easy for pet owners to monitor their pet's heart rate at a glance:

Heart Rate	Value	Color
Low	<70bpm	Yellow
Normal	70~120bpm	Green
High	>120bpm	Red

Centralized hub displaying real-time pet health metrics, including activity levels, and overall well-being.

2. Live Tracking

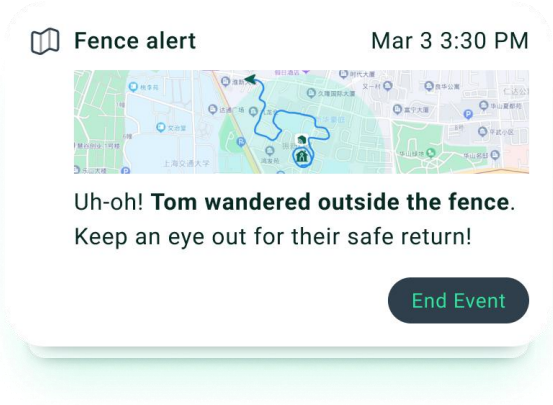
The map displays your pet's movement in real-time, enabling you to track their paths and activities.



① Live Location Updates

Petority offers continuous real-time updates on your pets' locations, allowing you to stay informed about their movements.

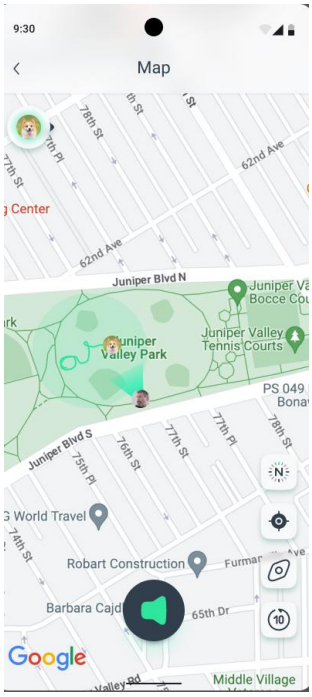
② Immediate Alerts



If your pets leave a designated safe zone, you'll receive an alert on your app, ensuring you can react promptly.

③ Call Your Pet

Wherever you are, simply tap the recall icon to establish a real-time voice connection with your pets to ensure their safe return.



④ Customizable Settings:

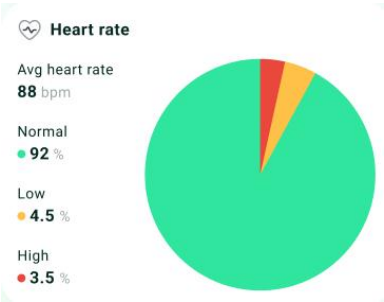
Adjust tracking parameters based on your preferences and needs, such as the frequency of the location updates.

3. Health

Detailed historical overview of your pet's health, including activity history, sleep patterns, and overall health trends.

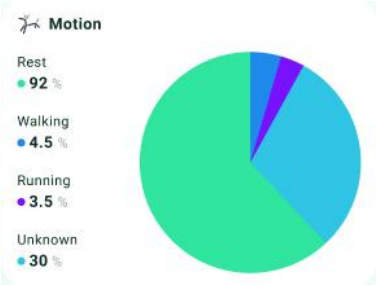
① Heart Rate Monitoring

Keeping an eye on your pet's heart health is crucial. This feature empowers you to closely monitor their heart rate in real-time.



② Tracking

Check whether your pet are getting sufficient exercise daily.



Rest | Walking | Running | Unknown Status:

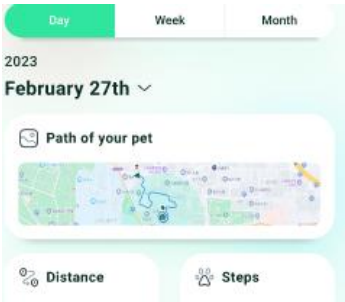
Status	Color
Rest	Green
Walking	Dark Blue
Running	Purple
Unknown	Light Blue

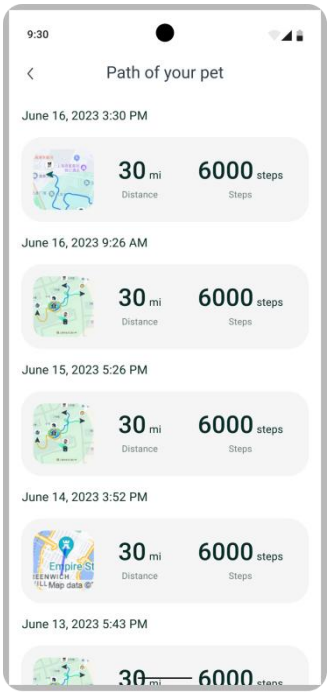
Tracked | Untracked Status:

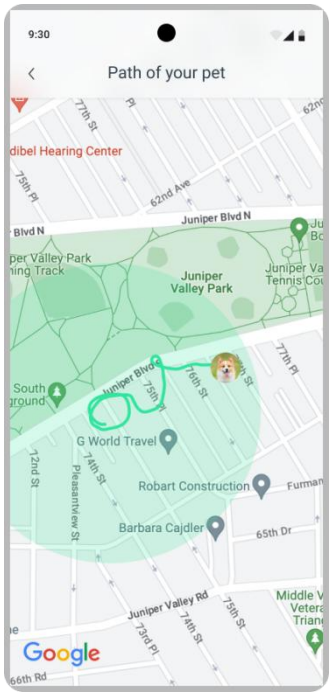
Status	Color
Tracked	Green
Untracked	Grey

③ Insights into Your Pet's Activities:

With Petority's Health Data and Location History feature, you gain a comprehensive overview of your pet's daily activities.

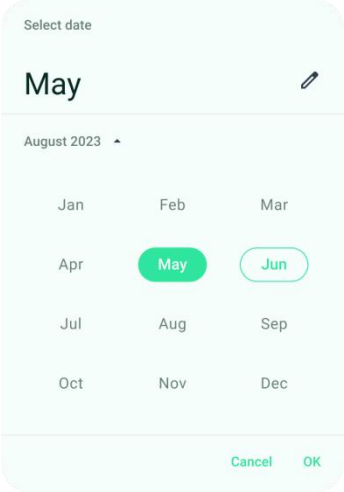






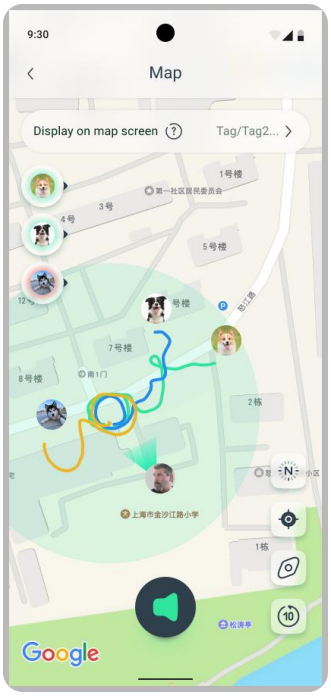
This feature allows you to understand their movement patterns, providing insights into their exercise routines and overall lifestyle.

You can now choose the desired time frame for reviewing their health data history.



4. Fence

Petority's fencing feature creates virtual boundaries for your pets, ensuring they stay in designated safe areas during their adventures.



① Feature Highlights

1) Secure Boundaries: Establish virtual perimeters to keep pets within safe zones.

2) Comprehensive Monitoring: Enjoy detailed monitoring of your pet's location and movements.

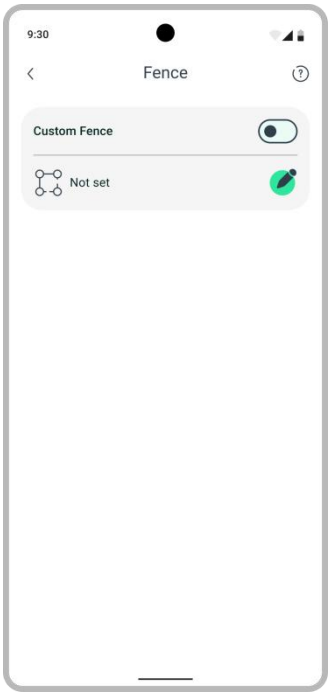
3) Real-time Alerts: Receive instant alerts when your pet enters or exits defined areas.

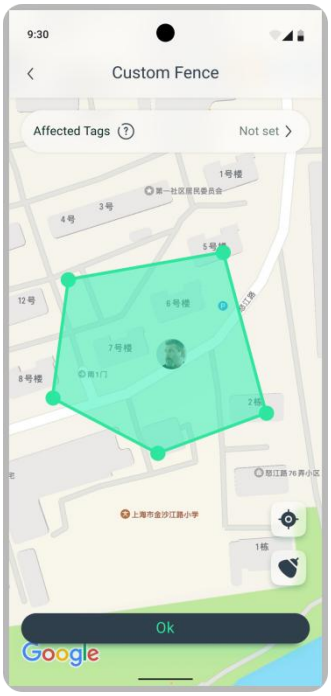
4) Notifications: Stay informed about your pet's activities through timely notifications.

This feature enhances overall pet safety, providing owners with peace of mind and real-time insights into their pet's well-being.

② Set Up a Fence

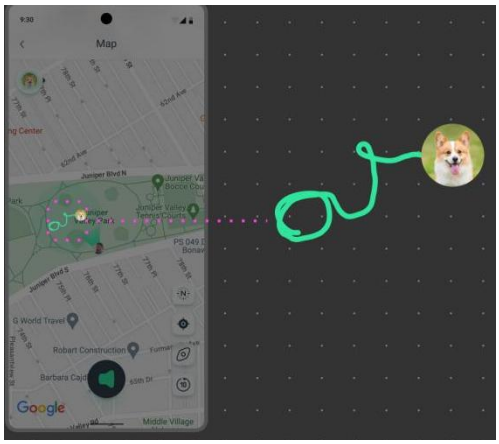
Customize the Fence Shape: Choose from various shapes, including circular, rectangular, or create a custom shape that suits your preferences. If you no longer need a specific fence, you can easily turn it off.

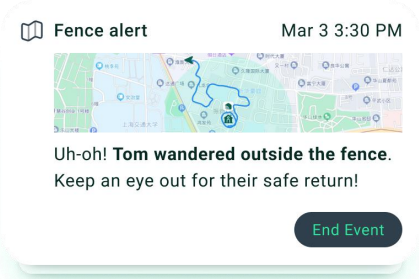




Configure and manage virtual fences for pet safety and security.

③ Fence Event Alert





Stay Connected with Your Pet's Movements.

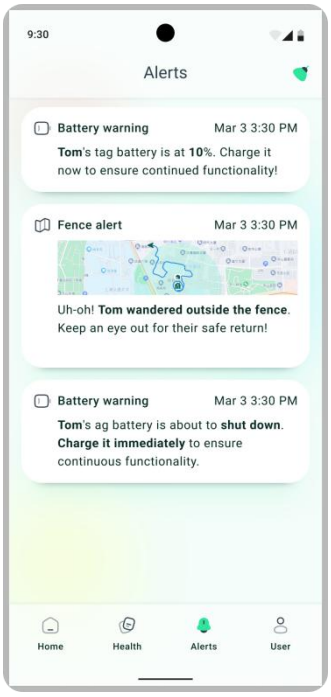
1) Timely Alerts: Receive instant notifications when your pet enters or exits the designated fence area.

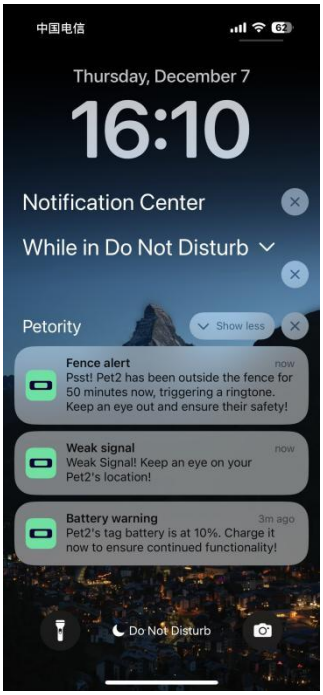
2) Detailed Information: Click on the alert to access comprehensive details about your pet's specific location.

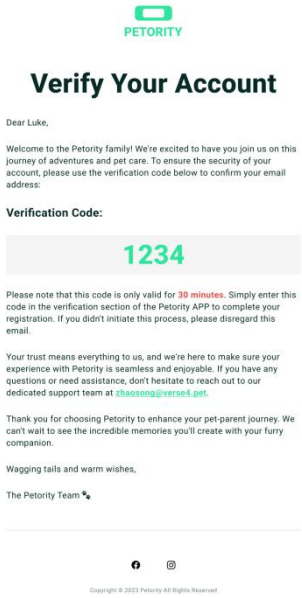
Stay in the loop with Petority's Fence Event Alerts, ensuring you're always aware of your pet's whereabouts and activities.

4.3. Alert

1. Methods of Alerts







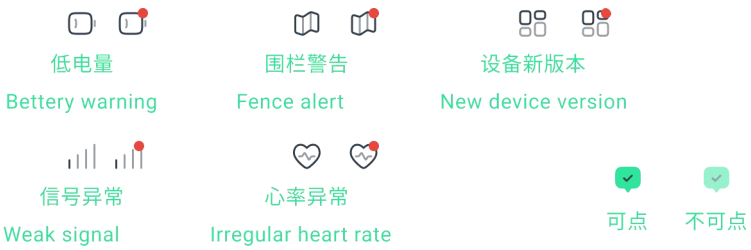
① In-App Notifications: Receive alerts within the Petority app. Conveniently review and manage alerts directly from the app.

② Push Notifications: Utilize the mobile device's push notification service. Receive real-time alerts, ensuring important information is delivered even when the app is not actively in use.

③ Email Notifications: Opt to receive notifications via email. Stay updated on crucial information, providing an additional avenue for receiving alerts.

2. Types of Alerts

Personalized notifications for various scenarios, such as low battery, signal abnormalities, geofencing events, and abnormal heart rates.



① Battery Warning: Receive a reminder for low battery (10%) or shutdown, ensuring consistent uptime of your device.

② Weak Signal: Enable Signal anomaly notifications for timely updates on your device's signal,

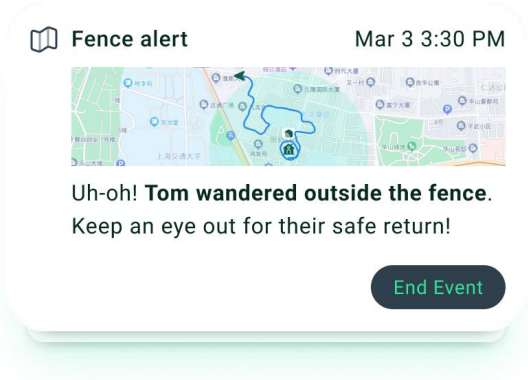
ensuring accurate data for your pet.

③ Fence Alert: Enable Fence Alerts to receive notifications when your pet enters or leaves the fence. Stay informed about your pet's activities in and out of the fence.

④ Irregular Heart Rate: Receive alerts for high heart rate (exceeds 120 bpm for over 3 min) and low heart rate (stays below 40 bpm for over 3 min). Stay informed of your pet's wellbeing.

⑤ New Device Version: Stay up-to-date with firmware updates through notifications in the Petority app. Be informed when new firmware versions are available for your device, ensuring optimal performance and features.

⑥ Fence Event Alerts: Once you've created fences, you'll automatically start receiving fence event alerts when your pet enters or exits these predefined areas. These alerts will help you stay updated on your pet's location and movements.



Here's what you can expect:

1) Enter Fence Alerts: You'll receive a notification when your pet enters a geofenced area.

2) Exit Fence Alerts: You'll be notified when your pet exits a geofenced area.

Ending Fence Event Alerts:

1) When you receive a fence event alert, you will see an End event button displayed within the notification.

2) Click the End event button in the notification to stop the related fence event alert.

3) Before receiving fence event alerts, you'll need to set up geofences in the Petority app.

3. Enable Alerts

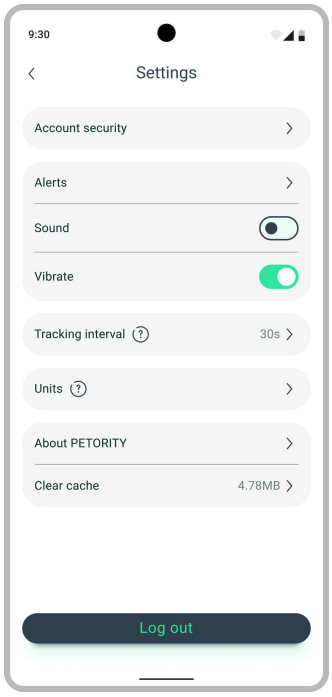
To ensure you receive these important notifications, follow these steps to enable message notifications in the Petority app.

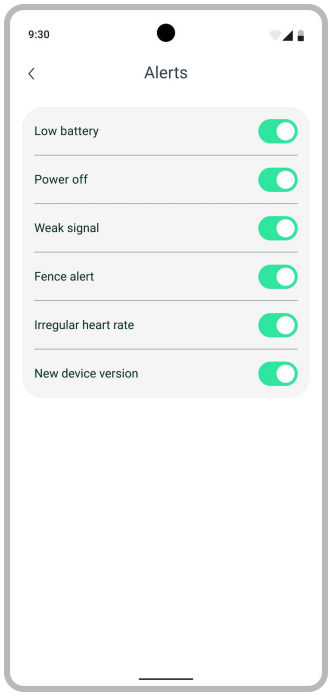
① Open the Petority App: Download and launch the Petority app on your Android or iOS device.

② Log In to Your Account.

③ Access Notification Settings: Tap User > Settings.

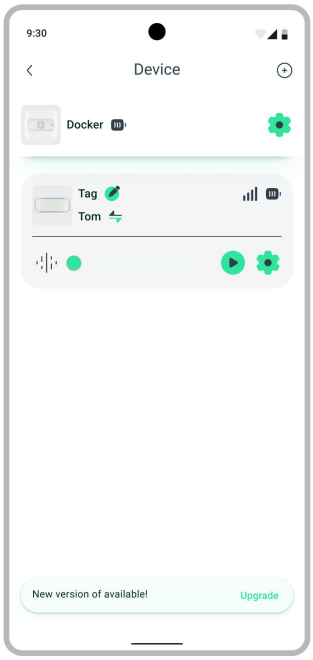
④ Enable Message Notifications:You can enable or disable various notification types, such as battery, signal, fence, and more, based on your preferences.





4.4. Device Management

1. Device Information



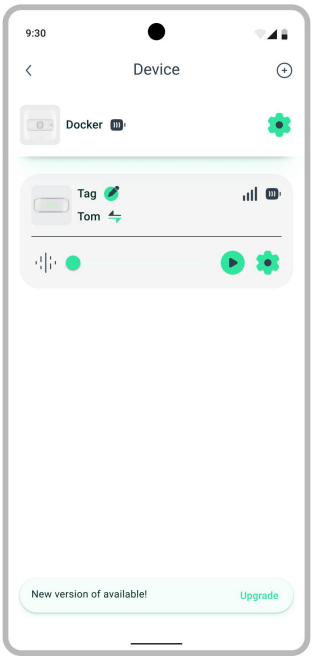
① Bluetooth Status: Check the Bluetooth connection between the Docker and your phone for reliable communication.

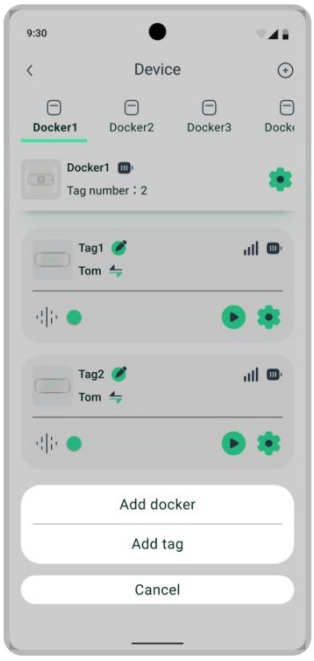
② Signal Strength: Monitor the signal strength between the Docker and the Tag to ensure a stable connection.

③ GPS Status: Verify the GPS status of the Tag.

④ Battery Level: Check the battery status of both the Docker and Tag to ensure continuous operation.

2. Add Device





① Device Pairing

1) Access device pairing in the app (User > Device > +).
2) Follow on-screen prompts for a smooth pairing process.

Tips:

- Turn on Bluetooth and connect your phone to a 2.4GHz WiFi.
- Charge the docker. Align magnets to attach the tag.
- Keep your phone close to the device.
- Before pairing the device, scan the QR code on the packaging.

② WiFi Configuration

Once paired, configure Wi-Fi in the app.

1) Select WiFi Network:

   a. Choose the WiFi network for your Petority device.

   b. Ensure your smartphone is connected to the same network.

2) Confirm Configuration:

a. Verify and confirm Wi-Fi settings within the app.

b. The app will send the configuration to your device.

3) Device Reconnection:

a. The Petority device will temporarily disconnect from Bluetooth.

b. It establishes a connection with the chosen WiFi network.

c. Once connected, the device relays data through the WiFi network.

③ Pet Binding

1) Choose your pet or create a Pet Profile in the app.

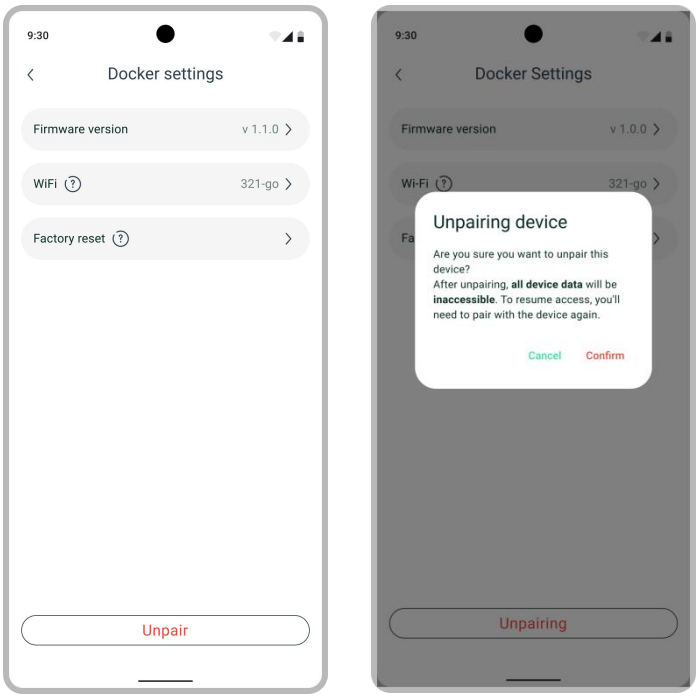
2) Link the tag with your pet's information to ensure accurate data correspondence.

3) Enjoy Petority services, monitoring your pet's well-being in real time.

By following these steps, you can effortlessly utilize Petority for seamless pet tracking and care, keeping you connected to your pet's needs and activities whether you're at home or away.

3. Unpairing

Unpairing a device in Petority is a simple process that lets you disconnect a device from your pet. Here's a step-by-step guide:



① Tap User > Device to see your connected devices.

② The system will prompt you to confirm the unpairing. Once confirmed, the device will be disconnected from your pet in the Petority app.

Tips:

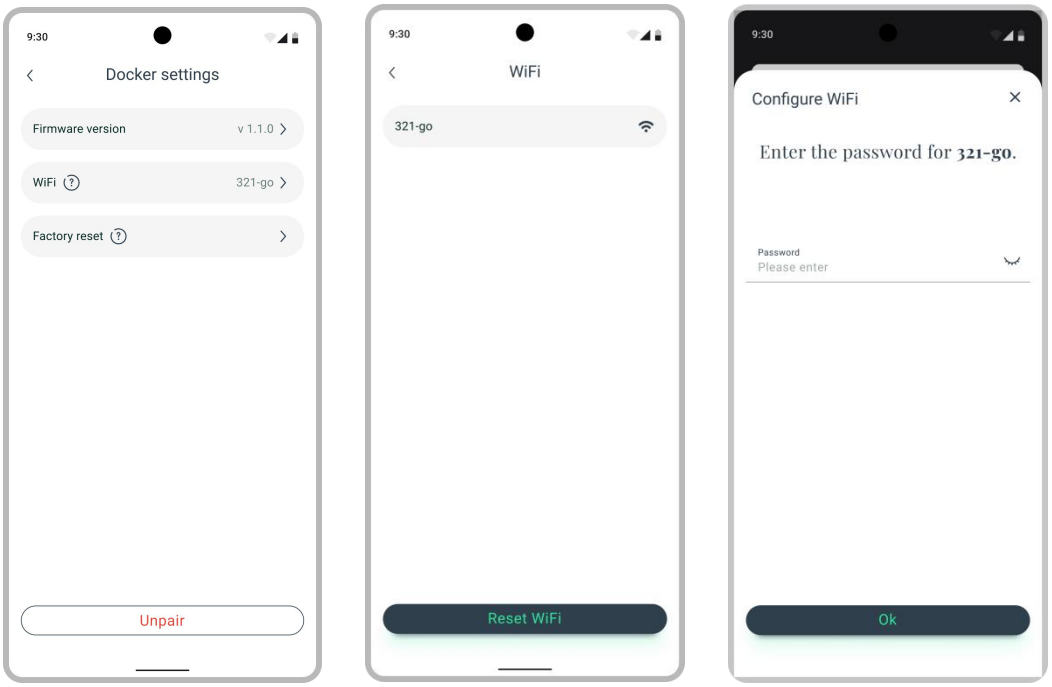
- Ensure Bluetooth is turned on, and your phone is connected to a 2.4GHz WiFi.
- Charge the Docker using the provided USB cable, aligning the magnets to attach the Tag and

Docker.

- Keep your phone close to the hardware device during the process.

4. WiFi Configuration

Connect your Docker to WiFi for seamless data synchronization and enhanced functionality.

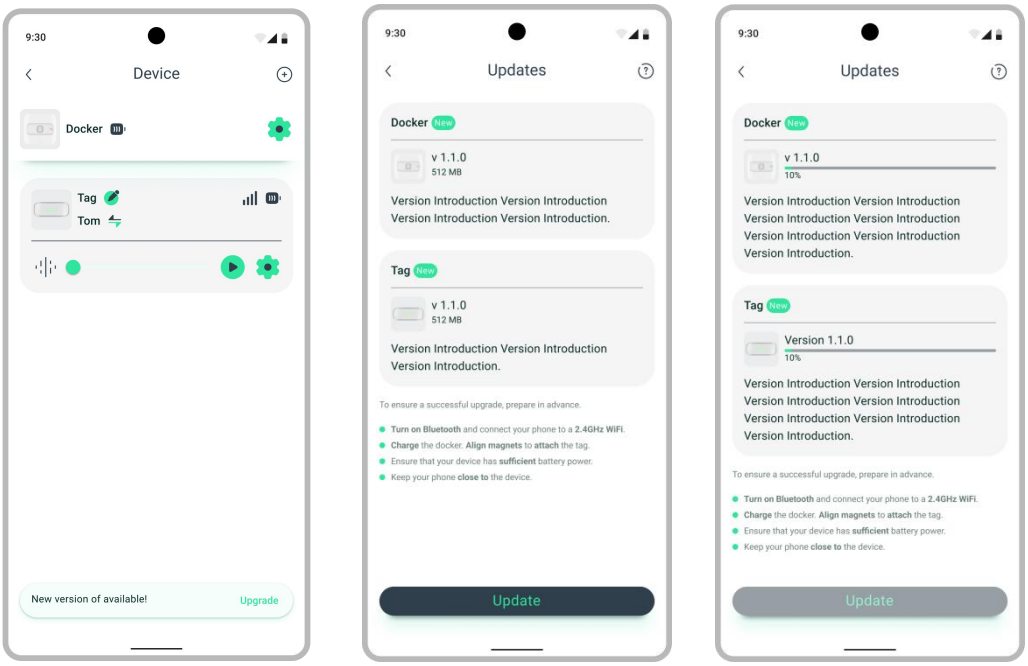


Important Tips:

- Turn on Bluetooth and connect your phone to a 2.4GHz WiFi.
- Charge the docker. Align magnets to attach the tag.
- Keep your phone close to the device.
- Confirm your phone and the device are connected to the WiFi.
- Verify the correct WiFi password.

5. Firmware Updates

Keep your device up to date with the latest features and improvements by performing firmware updates.

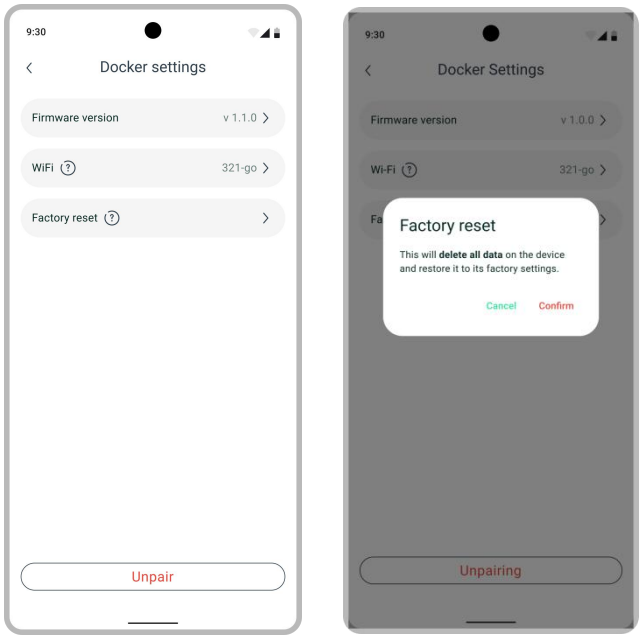


Important tips:

- Keep your Petority app updated for compatibility with new device updates.
- Be patient during the process; the duration depends on your device and internet speed.
- Regular updates enhance the performance and security of your PETORITY device, ensuring the best experience for you and your pet.

6. Factory Reset

Petority devices occasionally require a factory reset to restore them to their original settings.



Important tips:

- Turn on Bluetooth and connect your phone to a 2.4GHz WiFi.
- Charge the docker. Align magnets to attach the tag.
- Keep your phone close to the device.
- Performing a factory reset erases all data and settings; consider the consequences before proceeding.

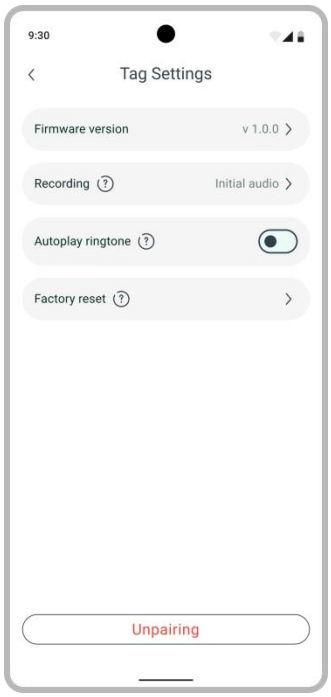
7. Recording

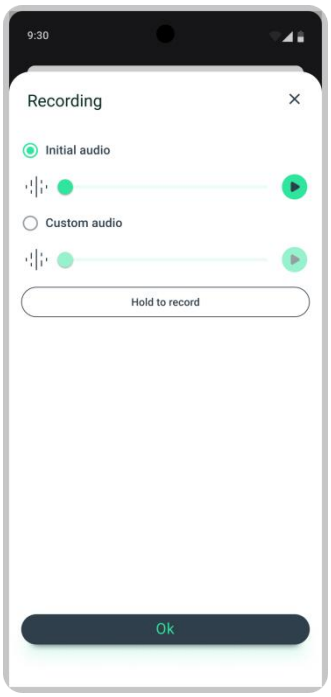
PEetority offers versatile audio options for effective pet communication：

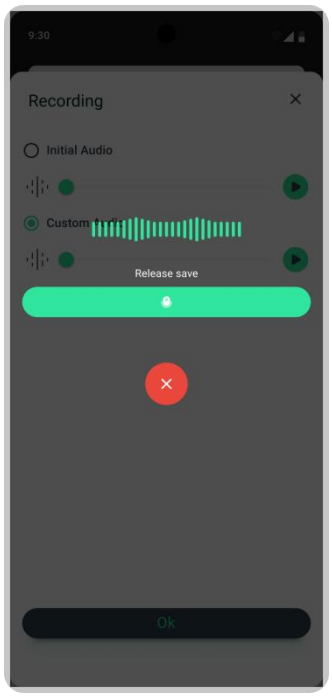
① Default Pet-friendly Sounds: Carefully designed to capture your pet's attention and ensure they respond promptly.

② Customized Recall Sounds: Make It Personal. Choose from your voice, a whistle, or any sound that resonates with your pet.

Establish a real-time voice connection to allow you to recall your pet from long distances via the tag.







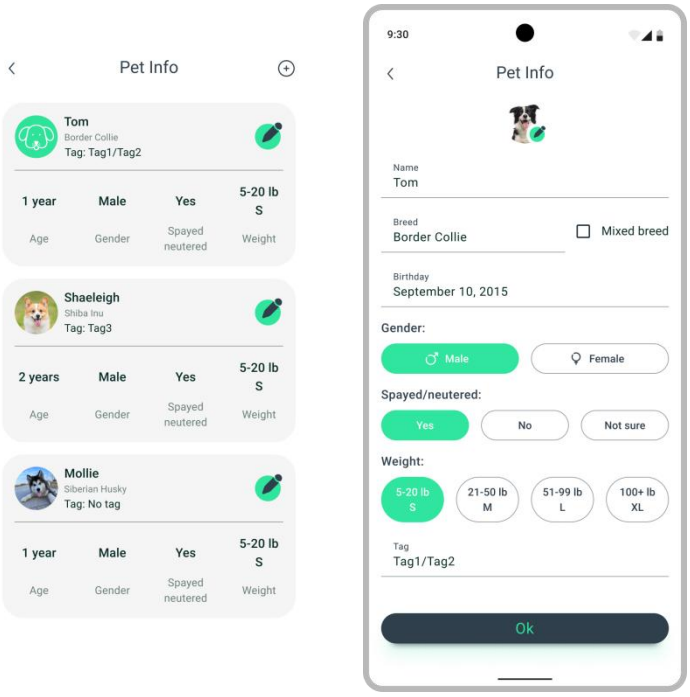
Customize sound choices, and personalized pet recall settings to better manage and protect your pet.

4.5. Pet Mangement

Keeping your pet's information up-to-date is essential for effective pet management using the Petority app.

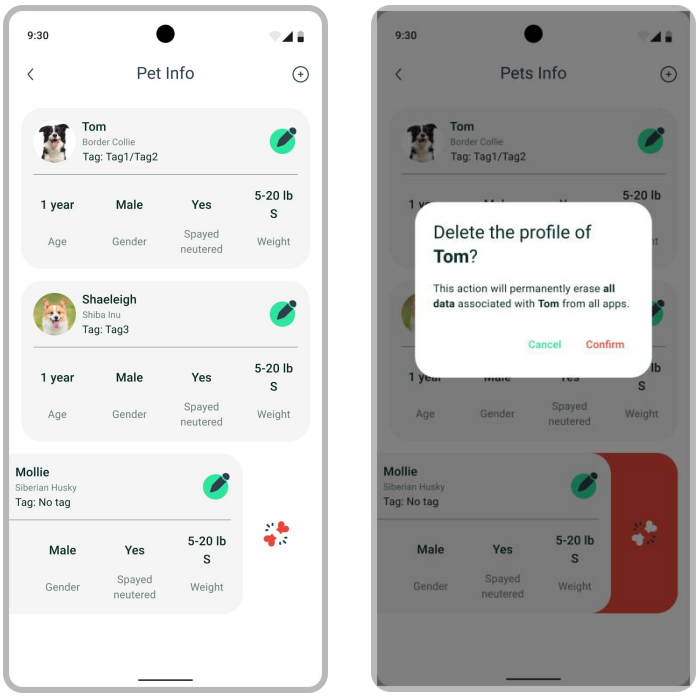
1. Create a Pet Profile

Creating a pet profile in the Petority app is a crucial step to maintain accurate and current information about your pet.



2. Delete a Pet Profile

In the Petority app, you have the flexibility to delete pet profiles that are no longer needed. Deleting pet information is irreversible, and all associated data will be removed. Make sure to double-check before proceeding with the deletion.



Record detailed information for each pet, aiding in accurate health monitoring.

4.6. Operation Guide

1. Navigating the App

① Swipe Up/Down for Different Sections:

1) Seamlessly explore different sections by swiping up or down on the app interface.
2) Access various functionalities with intuitive navigation gestures.

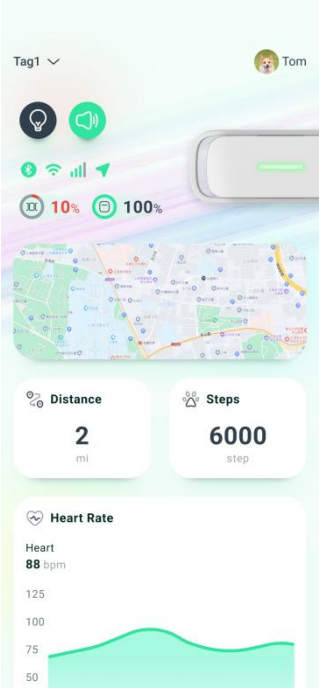
② Tap on Icons for Detailed Information:

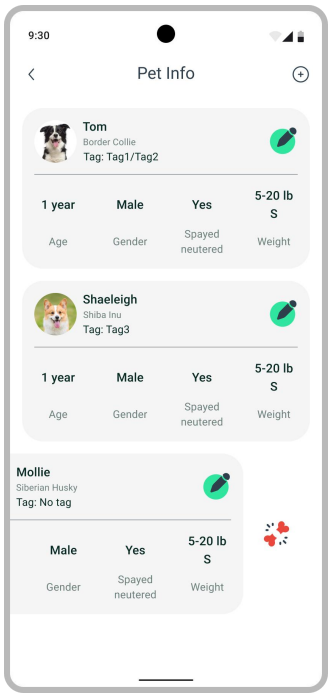
1) Dive deeper into specific information by tapping on icons.
2) Icons serve as gateways to detailed insights into your pet's health, location, and activities.

2. Setting Preferences

Customizing the app to suit your preferences enhances the overall Petority experience.

① Customize App Settings for a Personalized Experience:





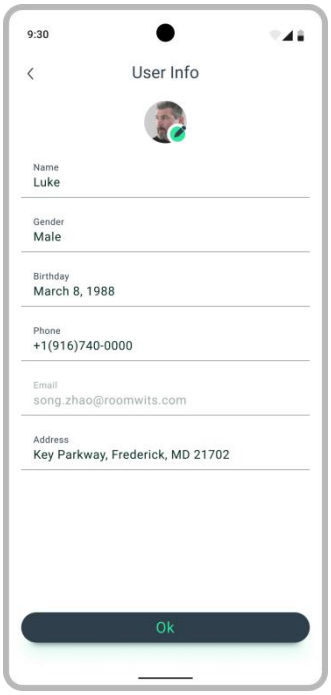
1) Tailor the app to your liking by adjusting settings.
2) Personalization options include unit, and display preferences.

5. Advanced Features

5.1. Account Security

1. User Information

Personalize your Petority experience by managing user information.View and edit your personal information to ensure accurate data related to your pets.



You can edit and manage your personal details to ensure that your profile is accurate and linked to your pet data.

2. Account Security Options

Changing your email address in Petority is a simple process to keep your account information current.

Here's a concise guide on how to change your email address:

① Open the Petority App and Log In: Launch the app and log in to your existing account.

② Access Account Settings: Tap User > Settings > Account security > Change account.

③ Initiate the Process: Click on the Get code button to receive a verification email at your original email address.

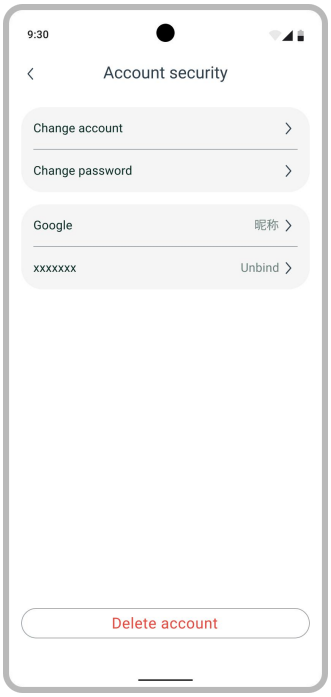
④ Complete Original Email Verification: Follow the instructions in the email to verify your original email address and confirm your identity.

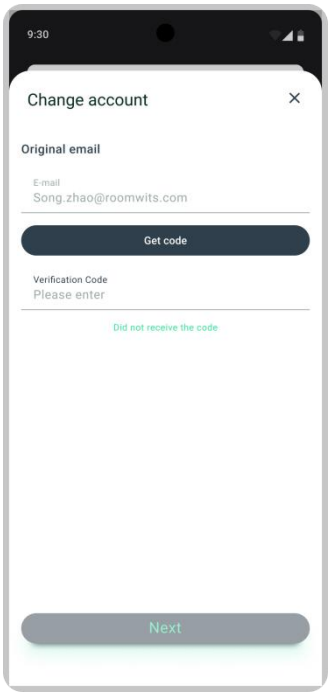
⑤ Enter the New Email Address: After verification, enter the new email address you want to use for your Petority account.

⑥ Get Verification Code for the New Email: Click Get Code to send a verification email to the new address.

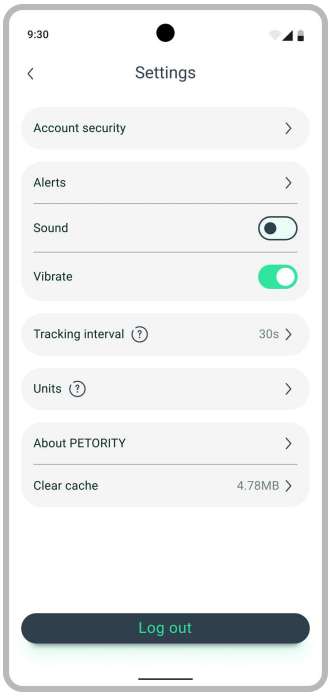
⑦ Complete New Email Verification: Check your new email inbox, follow instructions, and complete the verification for the new email address.

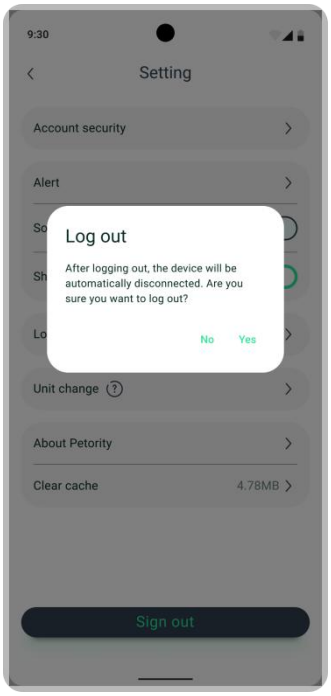
Ensure accuracy and truthfulness throughout the process for security and authentication.





3. Log Out of Your Account





Once you log out of your account, you won't receive notifications and information about your pets until you log in again.

4. Delete Account

Deleting your Petority account is a serious decision with irreversible consequences.

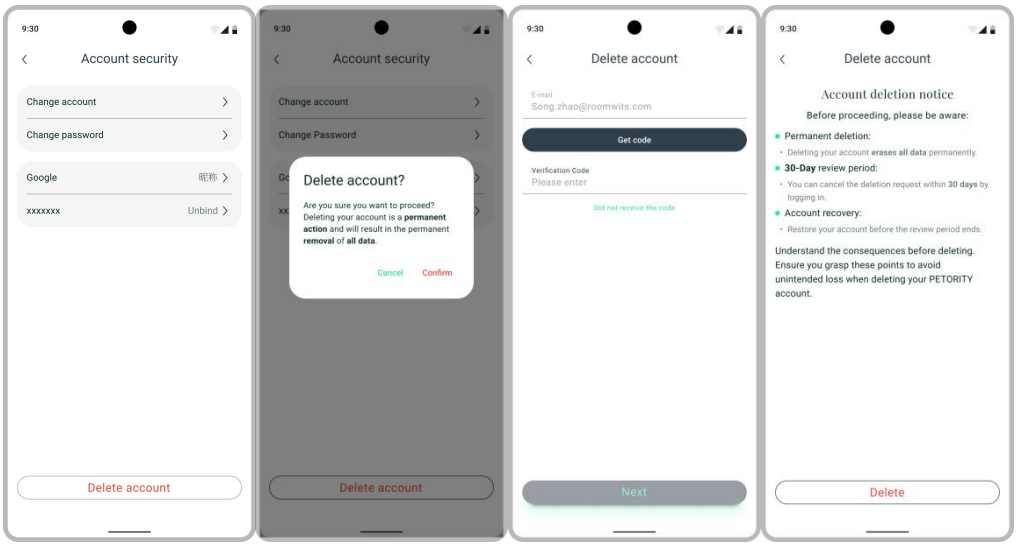
Here's a concise guide on how to delete your account:

① Access Account Settings: Click on User > Settings.
② Initiate Account Deletion: Navigate to Account security and click on Delete account.
③ Review and Confirm:

1) Read the Account Deletion Notice carefully.

2) Understand that deletion is permanent and irrecoverable.

3) Click Delete if you wish to proceed.



Key Points to Note:

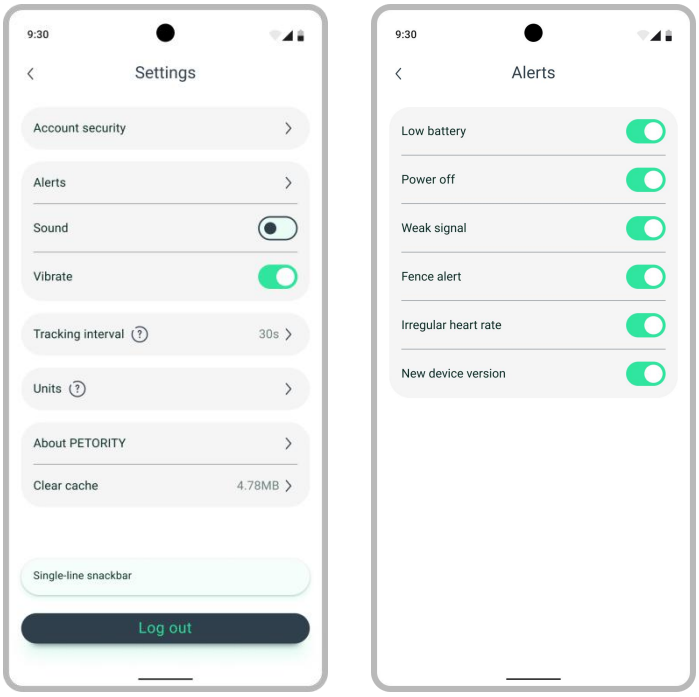
- Permanent Deletion: Deleting your account removes all associated data permanently.
- 30-Day Review Period: There's a 30-day review period during which you can cancel the deletion request by logging in.
- Exercise Caution: Be aware of the consequences before proceeding.
- Account Recovery: Before the review period ends, you can log in to restore your account. Once it concludes, recovery is impossible.

Through these advanced settings, users can finely tune Petority's features to meet individual needs and manage pet health data more rigorously.

5.2. Advanced Settings

Petority's advanced settings provide users with deeper functionality and adjustments to meet the demands of those seeking more personalized and precise control.

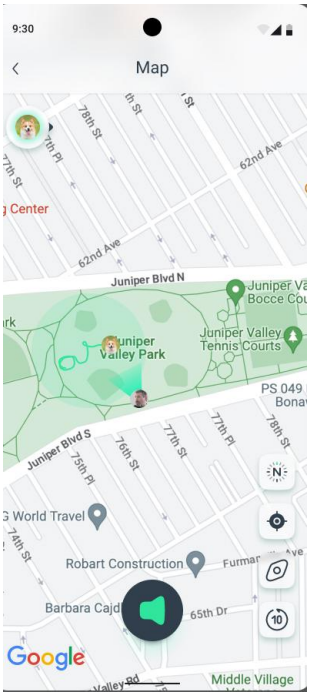
1. Adjust Alerts Preferences

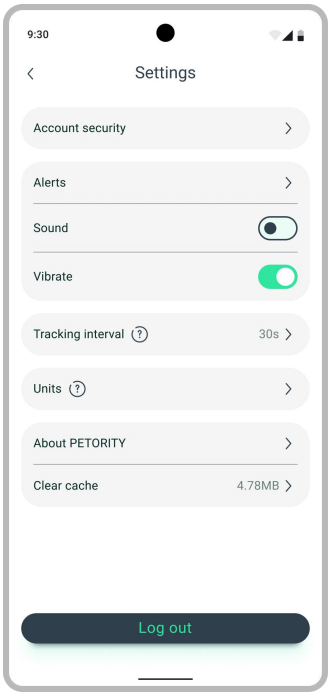


Fine-tune notification settings based on your preferences.
Receive alerts and updates in a manner that aligns with your pet care routine.

2. Tracking Interval Settings

Petority offers four refresh rate options for pet location and health data:



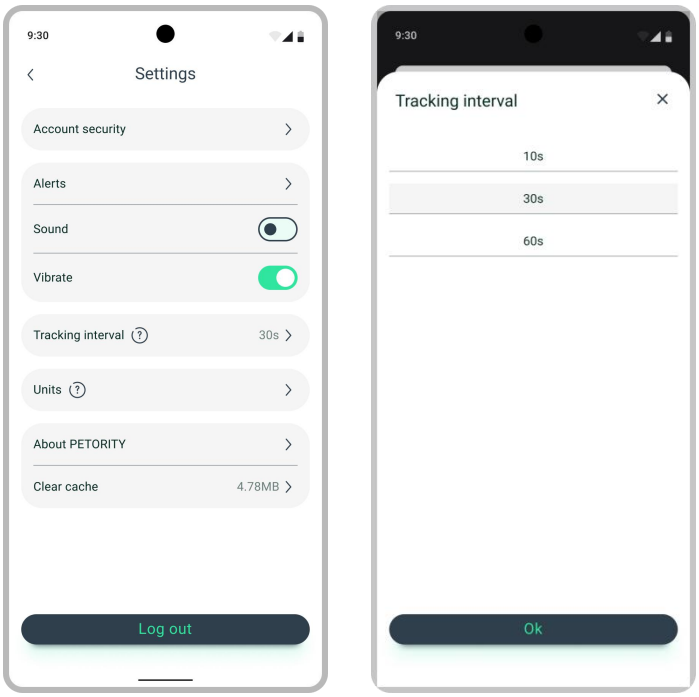


① 10 Seconds: Real-time updates for immediate monitoring, ideal for outdoor activities. Faster battery consumption due to frequent updates.

② 30 Seconds: A balanced choice for daily activities, combining real-time monitoring and battery conservation.

③ 60 Seconds: Maximizes battery life, suitable for pets in a safe zone with less frequent updates.

Follow these steps to configure the refresh rates within the Petority app:



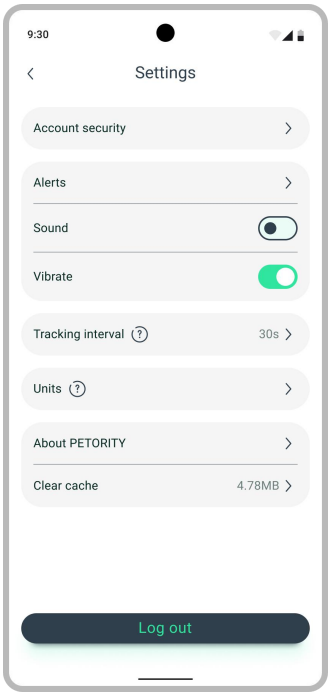
① Tap User > Setting > Location frequency.

② Select Your Preferred Rate: Choose from the available refresh rate options (10 seconds, 30 seconds, or 60 seconds,) based on your tracking needs and preferences.

③ Save Changes: After selecting your desired refresh rate, save the changes to apply the new settings.

3. Units

Petority allows users to customize their preferred units for various measurements, ensuring that the information provided aligns with their preferences and familiarity.



① Distance Units: Set your preferred units for distance measurement, such as kilometers or miles.

② Weight Units: Choose your preferred units for weight measurement, like kilograms or pounds.

5.3. Troubleshooting

1. Petority Device Disconnected – Pet's Location Not Updating

Losing connection between your Petority device and your phone can lead to delays in updating your pet's location in real-time. Pet's Location may not Update in Real-time.

① Action Steps:

1) Check your Pet's Last Known Location: View your pet's last known location on the map within the Petority app.
2) Take Immediate Action: Attempt to reconnect the device promptly for up-to-date location information. Search for your pet and ensure their safety.

② Resolution Steps:

1) Check Device Connectivity: Ensure the Petority device is powered on and within range of your smartphone.
2) Enable Bluetooth and WiFi: Turn on Bluetooth and WiFi in your smartphone settings.
3) Update the App and Firmware: Ensure you have the latest Petority app version. Check for firmware updates for your Petority device.
4) Restart the App and Device: Close and reopen the Petority app. Restart your Petority device and smartphone to refresh connections.

2. Device Pairing Failure

① If you encounter issues pairing your Petority device, consider the following solutions:

1) Check Device Compatibility: Ensure that your device meets Petority's specifications and compatibility standards.
2) Verify Bluetooth Connection: Confirm that your device's Bluetooth is enabled and set to discoverable. Toggle Bluetooth off and on before attempting to re-pair.
3) Ensure Petority Device is in Pairing Mode: Follow the instructions in the Petority device's user manual to ensure it's in pairing mode.
4) Try Restarting Devices: Restart both your device and the Petority device to address temporary connection issues.
5) Update Petority Application: Ensure you are using the latest version of the Petority application. Check for updates on the app store or official website.
6) Check Battery Level: Ensure the Petority device has sufficient battery charge, as low levels can lead to connection problems.

② If Pairing Fails:

1) Confirm Bluetooth and internet connectivity on your phone.
2) Ensure the device has ample battery power.
3) Charge the Docker using the provided USB cable, aligning the magnets to attach the Tag and Docker.
4) If the device powers off during pairing, provide power before continuing.
5) Keep the device close to your phone during pairing.

③ If the Device Cannot Be Scanned:

1) Ensure the device is in a scannable state with sufficient battery power.
2) Verify Bluetooth and WiFi permissions on your phone are enabled.

3. Network Configuration Troubleshooting

① Router is a 5GHz Network:

1) Most routers offer both 2.4GHz and 5GHz frequencies.
2) To connect, choose a network without the "5G" suffix to ensure compatibility with most devices.
3) Check your WiFi list; "XXX-5G" indicates 5GHz, while no "5G" suffix suggests 2.4GHz.
4) For modified names, access router settings to view SSID; 5GHz will have "5G" in the name.

② Incorrect Account or Password:

1) Avoid special characters in network name and password, especially Chinese characters.
2) For open networks, leave the password field empty.
3) Ensure your password does not exceed 15 characters.

③ Network Configuration Failure:

1) When using a mobile hotspot:

- Check password length (max 15 characters).
- Ensure no device connection restrictions.
- Avoid special symbols in hotspot password.

- Set Android hotspot to use 2.4GHz.
- Choose a stable mobile network for setup.

2) If unsuccessful, check router settings:

- Confirm router settings are unchanged.
- Ensure WiFi is set to 2.4GHz.
- Restart the router.

④ Optimizing Weak Network Connection:

1) Check if WiFi is connected to too many devices; restart the router if needed.
2) If issues persist, attempt to reconfigure WiFi settings.

⑤ Unstable Network Connection:

1) Restart your router.
2) Configure a stable WiFi network for your device.

4. Account Creation Issues

① Email Address Issues

1) Use an email address not registered with Petority before.
2) If your chosen email is already registered, try a different one or go through the password reset process if you believe you have an existing account.

② Username and Password Requirements

1) Ensure your username and password meet length and character type requirements.
2) Double-check for any input errors or omissions.

③ Third-Party Login:

When using third-party login, authorize the provider to access your account information.

5. Troubleshooting Account Deletion

Encountering problems deleting your Petority account? Here's what you can do:

① Check Network Connection:

Ensure your device has a stable internet connection as account deletion requires communication with Petority servers.

② Clear Cache and Cookies:

Clear the cache and cookies in your mobile app to ensure you have the latest information and status.

③ Try Different Browser or Device:

Some devices may have compatibility issues. Try using a different browser or device for the account deletion.

6. Code Not Received

If you haven't received the verification code, consider the following solutions:

① Check your junk/spam inbox for the verification email.

② Ensure that noreplay@peteverse.cloud is marked as an approved sender in your email settings. If not, add it to your whitelist.

7. Device Location Troubleshooting

Encountering delays or inaccuracies in your Petority device's location? Here's what you can do:

① Check Network Connection: Ensure a stable internet connection on your device. Unstable connections may cause delays in transmitting location information.

② Enable Location Services: Confirm that location services are enabled on your device. Access these settings in the "Location" or "Location Services" section.

③ Ensure Device is On: Verify that the Petority device is powered on for proper functioning and accurate location transmission.

④ Update Petority App: Ensure you have the latest version of the Petority app. Updates can resolve performance and stability issues.

⑤ Restart Devices: Try restarting both the Petority device and your mobile device to address temporary communication or location problems.

⑥ Check Battery Level: Low battery levels may impact device performance. Ensure the Petority device has sufficient charge.

Additionally, consider environmental conditions, weather, and signal strength, as they can affect device performance. Optimal signal coverage enhances location accuracy and timeliness.

Contact Support

If issues persist, contact customer service at help@petority.net for further assistance.

6. Firmware Updates

6.1. Checking for Updates

1. Automatic Update Alerts

- Understand how Petority notifies users of available firmware updates.
- Ensure notifications are enabled for timely updates.

2. Manual Check

Learn how to manually check for firmware updates within the app. Verify the current firmware version.

① Check for Updates
   1) Open the Petority app on your smartphone.
   2) Log in to your account.
   3) Tap User > Device.

② Check for Available Updates
   1) Tap Upgrade.
   2) This will initiate a check to see if there are any available updates for your Petority device.

6.2. Update Steps and Considerations

1. Download and Install

① If an update is available, follow the prompts to download and install it.
② Ensure your device is connected to a stable Wi-Fi network during this process to ensure a smooth download.
③ Make sure Bluetooth is turned on.
④ Charge the Docker using the provided USB cable, align the magnets to attach the Tag and Docker.
⑤ Place your device as close to your phone as possible.

During the device upgrade, low battery levels can lead to upgrade failures or device damage. It is recommended to connect your device to a power adapter and keep it charging.

2. Restart and Verify

① After the update is installed, you may be prompted to restart your Petority device.
② Once it's back online, verify that the update has been successfully applied by checking the device's settings.

3. Enjoy New Features

Updated software may introduce new features, improvements, and bug fixes. Explore the Petority app to discover any changes and enhancements resulting from the update.

Important Tips:

- It's recommended to keep your Petority app up to date as well, as new device updates might require app compatibility.
- Be patient during the update process, as it might take some time based on your device and internet speed.
- If you encounter any issues during the update or have questions, refer to the official Petority documentation or contact customer support for assistance.
- Remember, regular updates contribute to the overall performance and security of your Petority device, ensuring the best experience for you and your pet.

7. Support and Contact

7.1. Contacting Customer Support

1. Email Support

Reach out to our customer support team at help@petority.net.
Provide detailed information for efficient issue resolution.

7.2. User Manual Feedback Updates

1. **Providing Feedback**

   Share your thoughts on the user manual's clarity and completeness.
   Report any discrepancies or suggestions for improvement.

2. **Regular Updates**

   Stay informed about updates to the user manual.
   Access the latest information and improvements.

FCC warning statements:

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.

The device has been evaluated to meet general RF exposure requirement This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.
This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

IC warning statements:

-English Warning Statement:

RSS-GEN ISSUE 5, 8.4 User manual notice

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

The digital apparatus complies with Canadian CAN ICES-3 (B)/NMB-3(B).

-French Warning Statement:

RSS - Gen version 5, 8.4 avis du manuel de l'utilisateur
Cet appareil contient un émetteur / récepteur sans licence conforme au RSS sans licence d'innovation, science et développement économique Canada.L'opération doit satisfaire aux deux conditions suivantes:
Cet équipement peut ne pas causer d'interférence.
L'équipement doit accepter toute interférence, y compris toute interférence qui pourrait entraîner un fonctionnement indésirable de l'équipement.

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment and meets RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment has very low levels of RF energy that are deemed to comply without testing of specifc absorption ratio (SAR).Cet équipement est conforme aux limites d'exposition aux rayonnements énoncées pour un environnement non contrôlé et respecte les règles d'exposition aux fréquences radioélectriques (RF) CNR-102 de l'IC. Cet équipement émet une énergie RF très faible qui est considérée conforme sans évaluation du débit d'absorption spécifque (DAS).

This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.
Lors de l'installation et du fonctionnement de cet équipement, la distance minimale entre le radiateur et le corps doit être de 20 cm.