



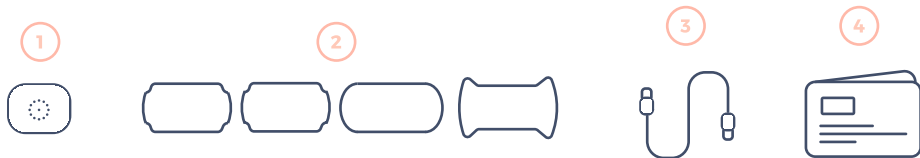
Maven User Guide

All you need to know to set everything up and begin enjoying Maven's pet health tracking!



Scan this QR code to access the digital version of this guide:

What's in the box?



Your Maven kit includes:

- | | |
|-------------------------|-----------------------|
| ① 1x Maven Sensor | ③ 1x USB-C cable |
| ② 4x collar attachments | ④ 1x Maven user guide |



Technical requirements

- iOS compatible device, running iOS 17 or later; OR Android compatible device, running Android 12 or later.
- Internet access for Maven app (WIFI or mobile data connection).

Getting Started

Follow these steps to begin enjoying Maven's pet health tracking!

Step 1 | Charge the Maven Sensor

Use the provided USB-C cable(s) to charge the Maven Sensor(s). You can either connect it directly to a USB port, or use a charging adapter (not provided) to connect it to a socket.

Leave the sensor(s) charging while performing the next steps. When the sensor is fully charged (after it is paired), you'll be notified on the app.

Step 2 | Download the Maven app

Scan the QR code below or visit maven.pet/download to get the Maven app for your iOS or Android device



App Store



Google Play

Step 3 | Login using your Maven account details

Open the app and login using the credentials you defined when you purchased your Maven kit via our online store. If you purchased it elsewhere and have a box code, create a new account instead.

Step 4 | Pair your Maven devices

The app should now start the pairing process! On the "Welcome to Maven" screen, tap "Setup Maven" to begin - then just follow the step-by-step instructions:

Please note that you can also manually start the pairing process at any time - just visit the Settings and then tap "Add Maven sensor" to do so.

How to Pair your sensor:

4.1 - Connect your Maven sensor

Make sure it is charging (as described in Step 1) and close to your phone. Tap "Continue" and wait for it to connect.

4.2 - Fill your pet's profile

Enter the required information about the pet that'll be associated with this sensor.

Make sure to fill everything, so that your experience can be extra-personalized for your pet!

Note: If you don't find the correct breed on the list, just enter "Mixed small/medium/large" and contact us afterwards - we'll add it to our database.

4.3 - Select your WIFI network

Connect to the suggested network by entering the password, or tap "Choose a different network" instead. Once you've entered the password, tap "Continue" and wait for the Sensor to connect.

That's it!

The pairing process is complete!

Tap "Start your Maven journey" to proceed, or "Pair additional sensors" if you have more than one.

Note: If you upgrade your membership in the future and need to pair additional sensors, you can do so by visiting the Settings (on the home screen, tap the icon on the top left corner) and tapping "Add New Sensor".

Step 5 | Insert the Sensor into your pet's collar

When the Maven Sensor is fully charged (you'll receive a notification on the app), remove it from the charger and connect it to your pet's collar, like this:



Watch video
tutorial

How to insert the sensor

5.1 - Select the right attachment

Select the most appropriate of the 4 included attachments:



For cat collars & small
dog collars



For medium dog
collars



For large dog collars

5.2 - Insert the attachment on the collar

Take the selected attachment and place it on top of the collar. Pull the collar through the inside of the ring, creating a gap between the ring and the collar.



5.3 - Insert the Sensor into the attachment

Insert the Sensor into the space between the ring and the collar. The goal is for the Sensor to sit inside the attachment, with the collar resting on top of it - this ensures that the device is held in place. The Maven logo should be facing the collar, not visible once the Sensor is attached.



5.4 - Press the Sensor until you hear a click

Gently press the Sensor into the attachment until you hear a clicking sound. The sensor has grooves (lines) on its top and bottom that help it lock into the attachment - you'll hear the click when it's correctly aligned.



Please double check if your device is correctly attached!

If everything is safely in place, the Sensor should not move - it should be locked securely in place between the attachment and the collar. You won't be able to see the Sensor's logo or LEDs when in use.

Step 6 | Place the collar on your pet

Place the collar back on your pet, making sure it's securely fastened and they're comfortable. The collar should fit snugly so it will not slip over your pet's head, but not too tight as that would be uncomfortable. As a guideline, make sure you can get two fingers under the strap!

Step 7 | Enjoy your Maven experience!

Your pet's data will now start being tracked. Please note that for the first 7 days of uninterrupted use (24/7) our service will be collecting data to be used as a baseline for future comparisons - once that baseline has been acquired, the service will be working in full force and you will see all the data.

Enjoy your 24/7 pet health assistant! 🌞

About data collection

The Maven Sensor tracks your pet's data and uploads it to the cloud, making it available on the Maven app.

When the Sensor is offline (with no internet connection), it will continue to track for as long as its battery lasts.

Once it's back online, the data will be synced. The duration of this process will depend on the amount of data to sync, and the strength of the internet connection.

LED meaning

The LED light on the Sensor is meant to help you understand its current status. Here is the meaning of the different LED behaviors:

Please note that you won't be able to see the LEDs while the sensor is on the collar.

Turning on:

1x blink:
sensor is powering on

Blinking:
sensor is in setup mode

Charging:

Blinking light:
Charging

Blinking stops:
Fully charged

Certification

FCC

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.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

The antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be collocated or operating in conjunction with any other antenna or transmitter, End-Users must be provided with transmitter operation conditions for satisfying RF exposure compliance.

ISED

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: This device may not cause interference. This device must accept any interference, including interference that may cause undesired operation of the device. Cet appareil contient des émetteurs/récepteurs exemptés de licence qui sont conformes aux flux RSS exemptés de licence de Innovation, Science et développement économique Canada. L'exploitation est soumise aux deux conditions suivantes: Cet appareil ne doit pas causer d'interférences. Ce dispositif doit accepter toute interférence, y compris toute interférence pouvant causer un fonctionnement indésirable du dispositif. Les antennes utilisées pour cet émetteur doivent être installées pour assurer une distance de séparation d'au moins 20 cm par rapport à toutes les personnes et ne doivent pas être localisées ou fonctionner conjointement avec d'autres antennes ou émetteurs. Les utilisateurs doivent avoir des conditions de fonctionnement de l'émetteur pour satisfaire à la conformité à l'exposition RF.

For more useful content, visit our Help Center:
support.maven.pet



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