# Setting Up The Fi Collar

Welcome to Fi! We're so happy you're here.

If you have previously used Fi and created a Dog Profile, see instructions to activate a replacement Fi Collar here.

If you're new to our pack, follow the step-by-step guide below to get started after your Fi Collar arrives!

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# Getting started with your collar

### Step 0: Before you begin

To get started with your Fi Collar, you'll need the following.

1. Your Fi Collar in-hand (including the Fi Device, Band, and Base).

2. A mobile device that meets our minimum requirements:

    1. [iPhone](#): iOS 15 + higher
    2. [Android](#): Android 8.0 + higher
3. Access to a 2.4GHz Wi-Fi Network.

### Step 1: Set up the Fi App

1. Download the Fi App on your smartphone.

    1. On mobile, tap here to [Download Fi for iOS](#)
    2. On mobile, tap here to [Download Fi for Android](#)
2. Tap **Sign In**.

    1. **Email:** An account was created for you at checkout when you purchased your Fi Collar.
        - This is the same address where your Fi receipt was sent.
    2. **Password:** During the Fi Collar checkout, you created a password.
        - If you don't recall the password created, tap [I forgot my password](#), and we'll send you a link to reset it.
    3. If you'd prefer to use a different email or if you received Fi as a gift, open the Fi App on your phone and simply tap **Get Started.** Enter the email you'd like to use and set a password.

3. Follow the app's step-by-step instructions to continue setting up your Fi Collar.
    1. Enter your phone number or skip.
    2. Begin **Dog Profile Setup**.
    3. Enter your dog's name.
    4. Specify breed type.
        - If your dog is a mixed breed, tap **Mix** and then choose the breed that best represents your dog.
    5. Enter your dog's birthday or adoption date. The full date is not required for setup.
    6. Specify your dog's sex and approximate weight.
    7. Select or take a photo of your dog from your phone's camera, gallery, or Instagram (you can skip this step, by tapping **Later** in the top right corner).

        - **Please note:** Selecting Instagram will also link your Instagram account to your Fi Profile, and your handle will be visible in rankings to other Fi members.

**Step 2: Activate your Fi Base**

1. Plug in your Fi Base by connecting the included USB cable to the Fi Base and a power source.
    1. We recommend a spot within range of your Wi-Fi network and where your dog spends most of their time.
2. In the app, you'll see a loading screen while the app scans for your base. Once the base is configured, the app will ask you to connect to your Wi-Fi.
3. Tap **Continue** to choose a Wi-Fi network.

    1. **Note**: The Fi Base only connects to 2.4GHz Wi-Fi networks.
    2. If you need a MAC address to access your Wi-Fi network, it will be shown in the Fi App above Wi-Fi Networks to choose from.
4. Tap your Wi-Fi network.
5. Enter your network's Wi-Fi password in **Join Network**.
6. Tap **Continue** to connect to the network.
7. Allow Fi to "Always" use your location in order to get the most out of your product.
8. Set up your Safe Zone.
    1. The app will autofill an address, but you can click into the address to update or move around the map.
    2. Adjust the circle or select the polygon tool in the lower-right of your screen to make your safe zone more specific. Please note, the minimum size is 60 feet.
9. Tap **Save** to set your Safe Zone.
10. Name your Safe Zone, and then tap **Next**.
    1. We recommend naming it something obvious, like Home, Office, Dog Sitter.
11. Tap **Continue** on the Motion & Fitness screen to start tracking your dog's movements.
    1. A pop up will appear stating "Fi would like to access your Motion & Fitness activity". Press "OK" to allow.

12. Toggle "On" push notifications to ensure you're getting important alerts about your dog. Press **Continue.**

**Step 3: Activate your Fi Collar**

1.  Activate your Fi Collar by laying it directly on your base.
    1.  The device must sit in the recess on the charging base to properly connect. The collar light will pulse when recognized.
    2.  Once securely on the base, the app will search for the collar to connect. This can take up to one minute.
2.  Once your Fi Collar is activated, the app will say **You're all Set!**
    1.  If you receive an error message, reset your collar and follow the instructions on-screen to resume activation.
3.  You can now add more people to your account to monitor your dog's activity. Tap **Continue** in the upper-right corner of your screen.
4.  Tap **Add an owner** or **Add a walker** to add a new caretaker who may require access to your dog's information using their phone number - or simply press "Continue" to move to the next screen.
5.  Connect with friends on Fi by allowing Fi access to your contacts.
6.  Next, you'll unlock the ability to refer a friend to Fi. Tap **Connect Contacts** to share your referral code, which rewards you and the person you share it with.
7.  Setup is now complete! Place the Fi Collar on your dog and start tracking your dog's location and activity using the Fi App.
8.  We highly suggest reviewing different articles within our help center to help familiarize yourself with your Fi Collar and Fi App!

If you signed up for a Fi Membership trial during checkout, this will automatically be applied to your collar and no further action is needed. You'll receive an email confirming your activation.

If you did not elect a trial or membership at checkout, you can set up a membership in the app using the instructions here.
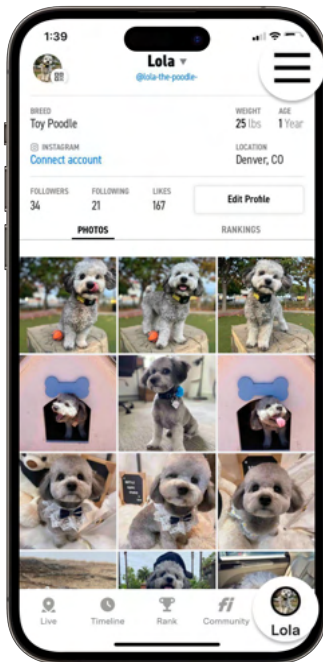
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# Need additional help?

Our Team is always here to ensure your experience with Fi is seamless and enjoyable. Start a chat with our Customer Success Team or give us a call at 1-888-4-Fi-DOGS.

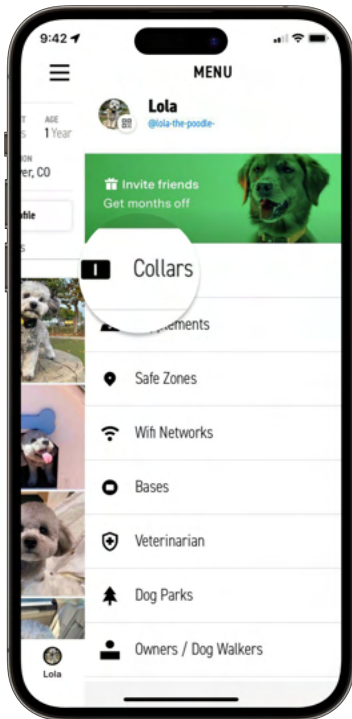# Where Can I Find My FCC ID for My Fi Collar or Fi Base?

You can find your unique FCC ID for your Fi Collar and Fi Base easily within the Fi App.
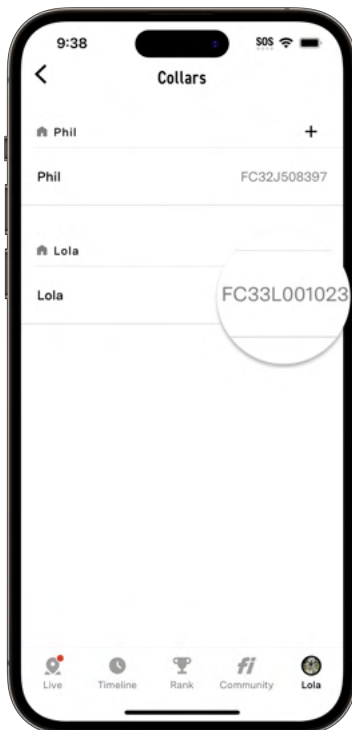
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## Steps to Find Your FCC ID

1. Open the Fi App.
2. Tap your dog's profile picture in the lower right corner. Once you are in the profile, tap the 3 stacked lines to open the Settings **Menu**:

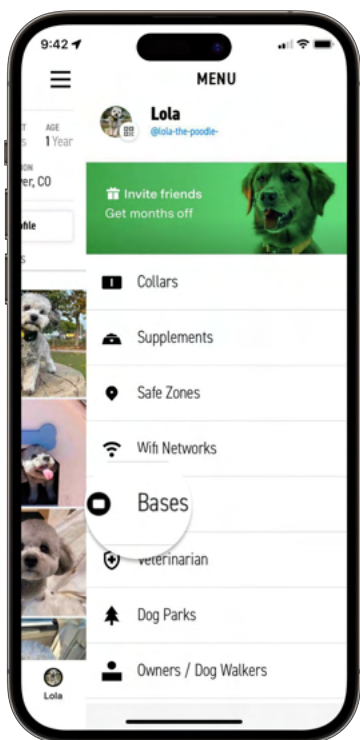3. Tap on **Collars** to find the FCC ID for your Fi Collar:



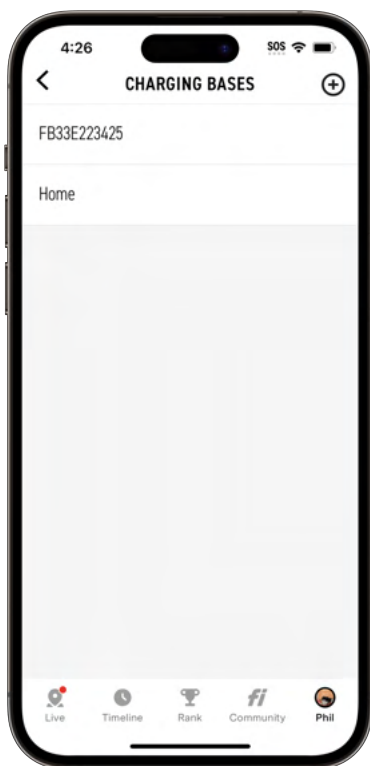4. Tap the collar for which you need the FCC ID:

5. The specific collar information will be listed at the bottom:

5:58 🌙        ▪️📶 📶 🔋100

‹      **Collar Settings**

3 Owners              👤

Light Color            ◯

Unlink

MODEL ID: FC3B
FCC ID: 2ARXN-FC3B
FIRMWARE VERSION: 4.18.32-95E1855E5-FC3B_F2-PROD
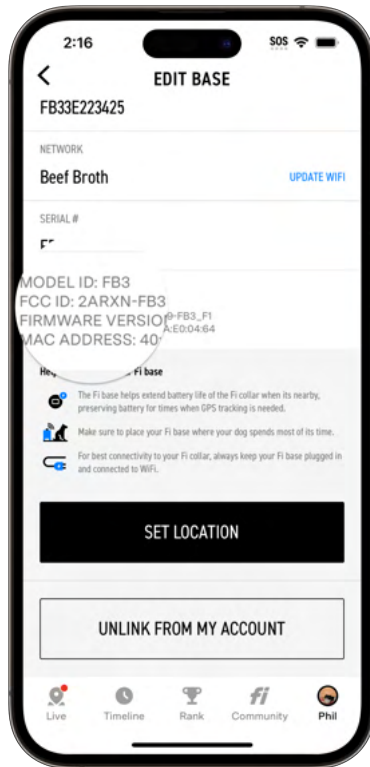MAC ADDRESS: N/A

6. Tap on **Bases** to find the FCC ID for your Fi Base:



7. Tap the base for which you need the specific FCC ID:

8. The base information will be listed at the bottom:



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# Fi Collar - FCC Regulations

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. 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 the receiver.
● Connect the equipment to 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.

This device includes a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to RF energy set by the Federal Communications Commission of the U.S. Government.

These limits are part of comprehensive guidelines and establish permitted levels of RF energy for 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 and health. The exposure standard for portable mobile devices employs a unit of measurement known as the Specific Absorption Rate (SAR). The SAR limit set by the FCC is 1.6 W/kg. Tests for SA are conducted using standard operations positions reviewed by the FCC, with the device transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output. Before a portable mobile device is available for sale to the public, it must be tested and certified by the FCC to not exceed the limit established by the government-adopted requirement for sale exposure. Tests are performed for each device as required by the FCC in positions and locations such as on the body or at the ear. While there may be differences between the SAR levels of various devices and at various positions, they all meet the government requirement for safe exposure. Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications Industry Association (CTIA) website at http://www.ctia.org.

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# Fi Base - FCC Regulations

This mobile router 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.

This mobile router 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 the receiver.
- Connect the equipment to 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.

**FCC Note:**

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

**RF Exposure Information**

This device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm during normal operation.

WPT: When using this device as a wireless charger, it is intended for use as a desktop device and should not be carried when in this mode. To comply with RF exposure requirements when using in the wireless charging mode please place the device at a minimum distance of 20 cm from persons.