



PETS User Guide

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WELCOME

What is SyncUP PETS?

Your pet is about to get an upgrade! SyncUP PETS™ is a T-Mobile network enabled tracker that attaches to a pet's collar and that works with the SyncUP PETS app. Together they are designed to encourage pet owners to be their best and to improve the quality and length of life of their pets. The app tells you when your pet leaves a safe zone that you set up. The app helps you find a lost pet. It even tracks your pet's activity throughout the day. The tracker works on a wide range of fun-loving and adventurous pets, including dogs, cats, horses and pigs. By knowing more, you'll worry less and feel even more connected to your special friends.

The tracker takes advantage of T-Mobile's narrow band network and low power communication. It can switch to Wi-Fi when needed, and it provides location information with a combination of the T-Mobile LTE network and GPS. Built-in Wi-Fi and low-energy signal radios provide additional communication channels and low power location tracking. The tracker includes a multi-color LED and a user button.

What's Included?

Tracker—Round, plastic device with a light on the front, button on the back, and a battery and radios inside.

Collar mount—Holds the tracker and secures it in place on your pet's collar.

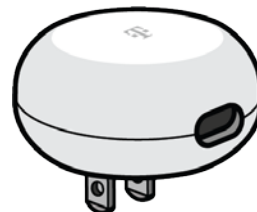
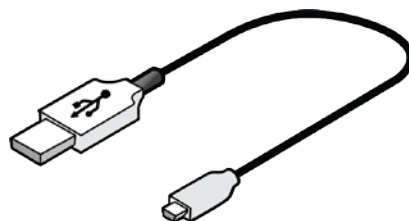
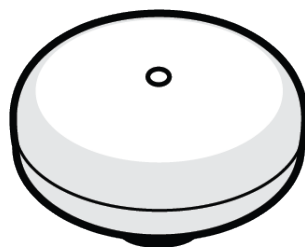
Bands—Flexible, rectangular bands that attach to tabs on the collar mount to hold the collar mount on the collar.

USB cable—Connects to the charging dock or power adapter for battery recharge.

Charging dock—Holds the tracker in place for recharging by a USB cable.

Wall charger—Plugs into a standard US wall outlet; includes a USB C port for connecting to tracker.

Quick Start Guide—Helps you set up and start using the tracker.

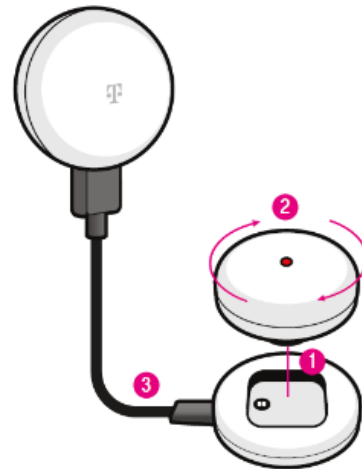


GET STARTED

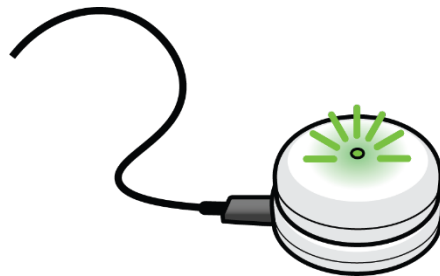
Charge the Tracker

Unpack the contents of the box and follow these steps to charge the tracker before usage.

1. Place the tracker in the charging dock.
2. Turn the tracker clockwise until it locks into position in the dock.
3. Connect the charging dock to the wall charger with the USB cable (provided) and plug the wall charger into an outlet.



That's it! When charging is complete the light on the front of the tracker turns solid green.



Note: If the light is flashing red or yellow, this means that battery power is getting low.

Get the App

The SyncUP PETS app is required for the complete experience, including accessing your pet's location. The app is available for free. Search for **SyncUP PETS** in the Apple App Store, Google Play, or visit: www.t-mobile.com/syncuppets.

Tip: Verify that your smartphone is up to date with the latest operating system and that it meets the minimum technical requirements.

Create Your Account

Open the SyncUP PETS app on your smartphone and tap **Sign Up** on the home screen. Follow the prompts to create your new account. During this process, you will be asked to verify your T-Mobile phone number via text messaging. This is your personal mobile phone number, not the number associated with your SyncUP PETS tracker.

Add a Device

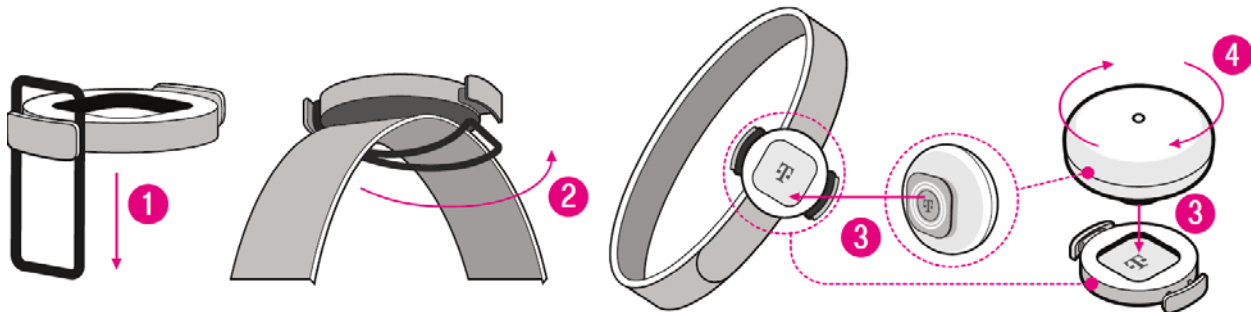
During initial set up, the SyncUP PETS app tells you to add your device to get started. Tap **Add a Device** and follow the prompts. **Bluetooth Settings** will pop up if it is not turned on because the tracker needs to pair with your phone to work properly. Follow these steps—pairing should only take a few minutes.

1. Press the button on the back of the tracker and hold it down until the light on the front flashes blue every two seconds. This means that the tracker is in pairing mode.
2. The light turns solid blue when pairing is successful. Now your tracker is all set—it's connected to your phone.

Note: If the tracker does not pair automatically with your phone, tap **Enter Manually** and type the 15-digit IMEI code located on the back of the tracker to complete the process.

Attach the Tracker to your Pet Collar

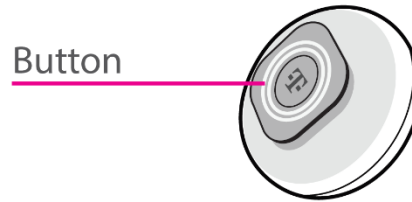
1. Attach one of the short ends of a single band to any tab on the collar mount.
2. Place the collar mount (with the attached band) on the top side of your pet's collar. Pull the unattached end of the band under the collar and attach it to the tab on the other side of the collar mount.
3. Insert the round tracker into the collar mount.
4. Turn the tracker clockwise until it locks into position. That's it! You are ready to go. But if you need to remove the tracker from the mount for charging, just turn it counter-clockwise.



FEATURES

Tracker Button

The tracker has a button on the back that you can press to activate various functions. (Don't worry, your pet can't press the button during normal usage!)



Here's what you can do with the button:

- Immediately send a location message—press the button once (short press, less than two seconds).
- Turn off the tracker—press the button and hold it down (long press for at least 10 seconds).
- Turn on the tracker when it's off—do a long press.
- Trigger pairing—press the button and hold it down until the light on the front flashes blue.
- Reset the tracker to normal operation—do two short presses.

LED Indicators

The tracker has a light-emitting diode (LED) on the front to indicate various conditions.



Here's what each light means:

Color	Meaning
Flashing blue every two seconds	Tracker is pairing with the phone. Light turns solid blue when successfully paired.
Flashing red	Battery power level is low (under 30 percent). Charge the tracker.
Flashing yellow	Battery power level is getting low, between 30 and 50 percent.
Flashing green	Batter power level is below 50 percent.
Solid green	Tracker is fully charged. You are good to go!
White	The LED shines bright white when the device light feature is activated in the SyncUP PETS app.
Double-flashing purple	Tracker is off.

USE THE APP

Create a Pet Profile

Use the SyncUP PETS app to enter important information about your pet all in one place (for example, age, breed, dietary issues, registration ID, etc.).

Set Up a Safe Zone

What is a safe zone? It's just an imaginary border drawn around a point by a GPS tracking system. You pick a location and decide how large of an area to include inside the imaginary border. Once a safe zone is created, it can be used as a trigger for alerts and events. For example, if you want to be alerted when your pet leaves the yard:

1. Select **Create Safe Zone** in the SyncUP PETS app on your phone.
2. Follow the steps in the app to create the safe zone size and shape, select a Wi-Fi network, and save the safe zone.

If your pet leaves the safe zone that you defined in the app, the tracker immediately sends a notification. It also sends a notification once the pet has re-entered the safe zone.

Find a Lost Pet

The app works with the tracker to help you find a lost pet. When you activate Lost Pet mode, the app tracks your pet's location and provides map-based directions. From the app you can create a lost pet alert, and you can activate the LEDs on the tracker or sound its beeper as another way to find your pet.

Track Activity

Use **Activity** in the app if you want to go outside and do something with your pet while tracking its location and activity. Activity will be automatically captured in the app as long as your pet is wearing the device. It will show minutes spent active over the course of the day.

Throughout the day, the tracker can determine how much time your pet spends lying still, walking, or running. The data helps you determine the overall activity level of your pet and look for abnormal behavior over time.

Tracker LED

The app will let you turn the tracker LED on or off. The white light brings attention to the dog and prevents accidents. Once you get home, just turn off the light through the app or double-press the tracker button.

Track the Temperature

The tracker has a built-in sensor that reports the nearby ambient air temperature. It provides a thermostat reading to the app so if it's getting hot outside, the app will notify you. You can go back indoors or give your pet some water and when the temperature drops the app notifies you about the safer temperature.

Train your Pet

Use the app to trigger a beeping sound on the tracker that you can use as a substitute for clicker training.

SPECIFICATIONS

Battery

- Battery Type: Li-Ion
- Battery capacity (mAh): 400
- Battery Charger: Dock (USB-C)
- Expected Battery Life: 5 to 7 days
- Highest specified charging temperature: $45\pm1^{\circ}\text{C}$
- Lowest specified charging temperature: $11\pm1^{\circ}\text{C}$

General

- Display: None
- Water Proof/Dust Rating: IP67
- SIM: Embedded
- Sensors: Accelerometer, Temperature
- User Controls: Button
- LED Light: Red, Green, Blue, White (RGBW)
- Speaker: Piezoelectric buzzer

Networks

- 4G (LTE)
- LTE Bands: 2, 4, 12, and 66
- Roaming: Not supported
- Antenna Type: Stamped metal, co-molded with enclosure
- FCC ID: 2ASXC-TMO-NBT-01

Connectivity

- Wi-Fi: 802.11n on 2.4
- Bluetooth® BLE version 4.2 Class 1

GNSS Satellite Options

- GPS
- GLONASS

APPENDIX A

Federal Communication Commission Interference 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 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.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's 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.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

IMPORTANT NOTE:

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator & your body.

APPENDIX B

Instructions

- Instructions to ensure correct and safe installation and interconnection of the equipment.
- If protective earthing is used as a safeguard, the instructions shall require connection of the equipment protective earthing conductor to the installation protective earthing conductor (for example, by means of a power cord connected to a socket-outlet with earthing connection).

CAUTION

- Risk of explosion if the battery is replaced by an incorrect type.
- Replacement of a BATTERY with an incorrect type that can defeat a SAFEGUARD (for example, in the case of some lithium BATTERY types).
- Disposal of a BATTERY into fire or a hot oven, or mechanically crushing or cutting of a BATTERY, that can result in an EXPLOSION;
- Leaving a BATTERY in an extremely high temperature surrounding environment that can result in an EXPLOSION or the leakage of flammable liquid or gas;
- a BATTERY subjected to extremely low air pressure that may result in an EXPLOSION or the leakage of flammable liquid or gas.

- This product is intended to be supplied by a UL Listed Power Adapter marked "L.P.S." (or "Limited Power Source"), output rated 5Vdc, 1A minimum, Tma = 45 degree C minimum”.
- Ensure to connect the power cord to a socket-outlet with earthing connection, or equivalent.
- Over temperature protection of the battery was set to 45 ± 1 °C for highest specified charging temperature of and 11 ± 1 °C for lowest specified charging temperature.

ADDITIONAL INFORMATION

No part of this publication may be excerpted, reproduced, translated or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without the prior written permission of T-Mobile USA, Inc. The manual is published by T-Mobile USA, Inc. We reserve the right to make modifications on print errors or update specifications without prior notice.

Approved Firmware Versions

This device will only operate with firmware versions that have been approved for use by T-Mobile and the device manufacturer. If unauthorized firmware is placed on the device it will not function. Qualifying plan, app and GPS signal required. Device images simulated. Coverage not available in some areas. See Terms and Conditions (including arbitration provision) at T-Mobile.com, for rate plan information, charges for features and services, and restrictions and details. T-Mobile and the magenta color are registered trademarks of Deutsche Telekom AG. SyncUP PETS and the SyncUp PETS logo are trademarks of T-Mobile USA, Inc. ©2019 T-Mobile USA, Inc.

SUPPORT

Still need help? Reach out to T-Mobile General Customer Care & Technical Support. Customer Care representatives are available daily from 3:00am to 10:00pm PT.

How to reach us

By postal mail: T-Mobile USA, Inc. 12920 SE 38th Street, Bellevue, Washington, United States, 98006

From your phone dial 611 or 1.877.453.1304. If you are calling about technical issues related to your T-Mobile service, please call from a different phone so we can help troubleshoot the issue.

Call Us - TTY

TTY service is available for the hearing and speech impaired. Hours are 5:00am to 10:00pm PT, daily. Call us via TTY toll free at 1-877-296-1018

For access to our T-Mobile Support Community, visit: <https://support.t-mobile.com>