vetality®

wAgwiseMD
MICRO DOSING®

smart collar device
user + technical guide

Overview
Welcome to the world of smart pet care! Your new WagWiseMD combines cutting-edge technology with user-friendly features to keep your pet safe, happy and healthy.

Introduction to Micro-Dosing
Micro-Dosing refers to the practice of taking very small doses of a substance to achieve desired results without the risk of over or under dosing. Delivering a consistent, gradual release of active ingredients, safeguards both pets and their human companions from sudden exposure. Micro-Dosing allows for a steady release of product throughout the day ensuring a constant level of effectiveness.

Package Contents

WagWiseMD
Reusable Device

Disposable
Cartridge

3/4" Adjustable
Collar

User
Manual

USB-C
Charging Cord

Cartridge
Key

System Requirements

Wagwise App runs on iOS 14 or higher (iPhone 6s or higher) and Android (OS 9 or higher).

Download the App

After downloading the Wagwise app, open the app and follow the on-screen instructions to create a new dog profile. Visit wagwise.com or scan QR code for more information.

Charging the Reusable Device

• Insert the USB-C cable into the charging input.
• While charging the LED blinks white. When fully charged, the LED blinks green
• You can always check the status of the battery through the App when clicking and scrolling down on the screen.

Attaching to Collar

Remove the orange cover.

Hold the disposable cartridge and place the collar strap in the spacer.

Insert the four tabs on the reusable device into the corresponding slots on the disposable cartridge and snap shut.

Pairing the Device to the App

Turning on the Device
The device comes turned ON and will not require the user to manually turn on or off.

Connecting to Bluetooth
Follow the on-screen instructions to connect the reusable device to your phone's Bluetooth.
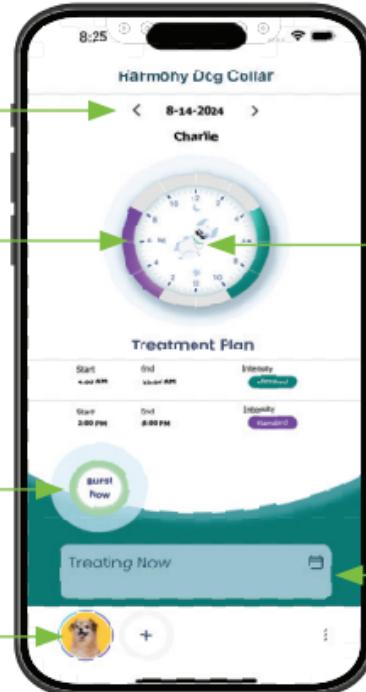
Dashboard Overview

History scrolls

The color bar shows treatment times during the day

Burst on-demand dose (click for immediate dose)

Long click to edit room/dog details

the hour hand of the clock show the current time

Long click to edit treatment schedule

Setting up Device
Follow the on-screen instructions to set-up the device.

Scheduling and Monitoring
Scheduling is based on treatment type.
In the "Treatment" schedule screen, select "Treatment Hours and Intensity" in calming products or "Intensity" in pain relief products.

Notifications
When the LED on the device is:
Blinking yellow – No disposable cartridge attached to the device, or disposable cartridge is depleted.
Blinking red – Device's battery is low, or technical error.

Collar Fit
Once you put the collar with the device on your pet, make sure you can comfortably slide two fingers between the collar and your pet's neck. Regularly inspect your pet's neck for any signs of chafing, irritation, or hair loss. This is especially important for pets with sensitive skin or long fur.

Waterproofing

The device complies with IP67 for dust & waterproofing rating. (The IP67 obtained only when the disposable cartridge is properly attached to the reusable device).

Cleaning and Maintenance

- If the reusable device is detached from the disposable cartridge, clean the parts with hand soap soft damp cloth, or baby wipes.
- Remove any access detergent residue from the device parts.
- If the reusable device is attached to the disposable cartridge, it can be gently rinsed with water.
- Make sure to properly dry the device before disconnecting the disposable cartridge from the reusable device (as such disconnection compromise the IP67).

Storing: (If stored for over a month)

- Best to fully charge device reusable and detached from the disposable cartridge.
- It is bets to put in room temperature and detached from the reusable device (and keep away from reach of children).

Removing the Disposable Cartridge

1. Fully insert key into slots on the bottom of the disposable cartridge.

2. Gently pull apart the disposable cartridge from the reusable device.

3. Removing the key it is important for the long-term usage of the laches.

Device Not Connecting

1. Click the button on the device and see if the LED blinks blue.
2. If the LED has a solid blue color, it mean it's connected to another device, you should disconnect it first.
3. On iPhone, make sure to "forget" the device from the paired Bluetooth devices by removing the paired device and try again to connect.
4. Reset the device by holding the button on the Device for 8 sec until it blinks and try again to connect.

App Not Responding

Close and reopen the app

Device Malfunction

1. Open the app and check the device status.
2. If battery is low (The LED on the device is blinking red), charge the reusable device until it is fully charged and the LED, turns from blinking white while charging to blinking green when fully charged.
3. If app reports disposable cartridge is missing or not activated, make sure the disposable cartridge is placed correctly.
4. If app reports disposable cartridge issue, replace the disposable cartridge with a new disposable cartridge.
5. If app reports internal issue, reset the device by pressing the button for 8 seconds.

If the problem persists, replace the reusable device.

General Questions

Is WagWiseMD safe for puppies and kittens?
The calming disposable cartridge is safe for dogs and cats of all ages. The pain relief disposable cartridge is recommend for dogs over 8 weeks of age.

Is WagWiseMD safe to have in the home around my children?
Yes, the dosing amounts and active ingredients are safe for children.

Does WagWiseMD active ingredients leave any odor when dispensed?
WagWiseMD's ingredients do not have an odor on their own. However, a very subtle vanilla smell has been added so that users know that the device is working properly.

How does WagWiseMD compare to other pet products?
WagWiseMD maintains a steady state of efficacy by providing scheduled microdoses. This gives your pet consistent, peak effectiveness day after day.

Technical Questions

I have 2 pets, can I control both smart collar devices from the App?
Yes, multiple pets and devices can be set up and controlled from the app.

Contact Information
Phone:
Email:

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Warranty Information

This device is warranted to the original purchaser against defects in materials and workmanship for a period of one (1) year from the date of purchase. During this time, we will repair or replace parts found to be defective, at our discretion. This warranty does not cover damages resulting from misuse, unauthorized repairs, or modifications. Proof of purchase is required for warranty service.

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. Please take attention that changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
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