

User Manual - SATELLAI COLLAR

1. Introduction

Welcome to the SATELLAI family! This manual will guide you through the setup, usage, and maintenance of your SATELLAI Collar, helping you get the most out of its advanced features.

Get the SATELLAI app

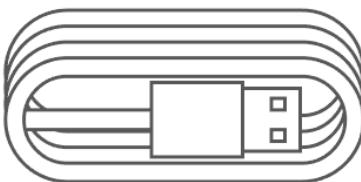
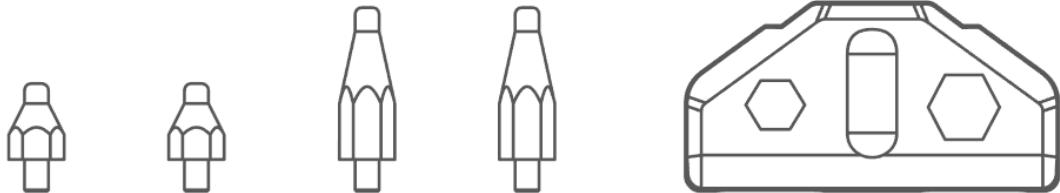
Download the app and follow the steps provided to set up a virtual fence and begin training your pet.

- *App Store and Google Play Mark*
- *QR Code*

2. What's in the box

Your SATELLAI Collar package includes:

- 1 * SATELLAI Collar with Collar Trape
- 1 * Magnetic Charging Cable (Cable only)
- 1 * Protective case
- 2 * Contact Points Sets
- 1 * Contact Blanks Set
- 1 * Contact Point Tester
- 1* User Manual
- 1* Warranty Card
- 1* Beacon



3. Important Information

- **WARNING:** Please read all safety instructions thoroughly. Ignoring these warnings could lead to injury for you, your pet, or others, and may also cause property damage.
- **WARNING:** The SATELLAI Collar is powered by a battery. Allowing your pet to chew on the collar or its battery could harm the product, create a fire hazard, or endanger your pet. Always check the battery and its plastic cover for any punctures before placing it on your pet.
- **WARNING:** The SATELLAI Collar contains electronic components, including a lithium-ion battery, which are sensitive to high temperatures. Avoid leaving the collar in hot environments for prolonged periods. Only use the provided charger for recharging. If you notice any punctures on the battery or its cover, discontinue use and immediately contact customer support via hotline or support@satellai.com.

- **WARNING:** Be mindful of your surroundings when setting up fence boundaries, and keep an eye on where you’re walking. Avoid looking down continuously and steer clear of hazardous areas that could lead to serious injury or even death.
- **WARNING:** No containment system, including standard fences or the SATELLAI Collar, can guarantee 100% containment of all pets. Some dogs may be clever enough to escape any containment system, and these systems can sometimes fail or malfunction. It’s essential to monitor your pet regularly while using this collar. If your dog poses a danger to others, do not rely on a containment system without supervision.
- **WARNING:** The SATELLAI Collar is designed specifically for dogs and cats. It should not be used on humans.
- **CAUTION:** Do not disassemble or attempt to modify the SATELLAI Collar, as doing so will void the warranty.
- **CAUTION:** The GNSS accuracy of the SATELLAI Collar may vary based on location and is not guaranteed to be reliable for indoor use.
- **CAUTION:** This containment system cannot prevent predators from entering the fenced area.
- **CAUTION:** The SATELLAI Collar is not designed to serve as your pet’s primary restraint. Always ensure your dog is properly secured and safe.
- **CAUTION:** The SATELLAI Collar meets the IP68 standard, meaning it is dustproof and water-resistant. It can resist dirt, spills, splashes, drool, and rain. When new, it can be submerged in water up to a meter deep for up to 30 minutes. Note that over time, normal wear and tear may affect its waterproofing.
- **NOTICE:** The SATELLAI Collar performs best when pet owners invest time in training their dogs, as they would with any obedience program, especially at the beginning. Spend time helping your dog learn the location of fence boundaries and the alerts that keep them safely contained. SATELLAI and its dealers cannot guarantee that the system will contain all pets. If there’s any concern that your pet might pose a danger to others or itself, do not rely solely on the SATELLAI Collar to keep it within the boundary.
- **NOTICE:** Clean the SATELLAI Collar using a damp cloth and mild soap.
- **NOTICE:** The SATELLAI Collar requires the mobile app for operation, along with sufficient battery power. Tracking and notification performance may vary based on cellular network signal strength in your area.

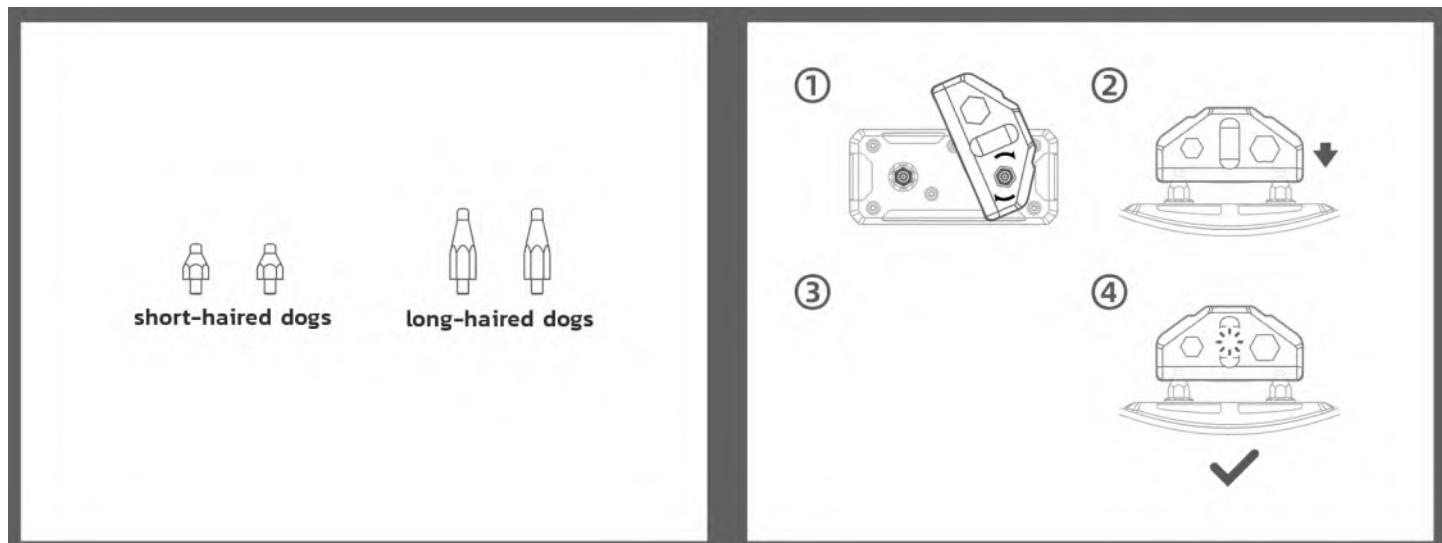
4. Getting Started

- Adjust the collar to fit snugly, ensuring the contact points are in place if needed.
- Charge the collar (refer to page 5).
- Download and set up the app.
- Cellular Subscription and Activation (optional; see page 6).

Install Static Contact Points (Optional)

The included static contact points allow the collar to deliver a mild corrective shock to your dog if it crosses the boundary. Using static correction is optional but can be beneficial for training your dog to recognize and respect the boundary. If you choose to use static correction, install the static contact points on the collar before fitting and trimming the strap.

- Two sizes of contact points are provided: short for short-haired dogs and long for long-haired dogs, so you can choose the best fit for your pet.
- To attach, screw the probes into the back of the collar.



Fitting and Trimming the Collar Straps

The collar comes with a trim-to-fit strap. Choosing the correct size is essential! This ensures the collar's antenna faces the sky, allowing it to receive the strongest GPS signal and enhancing the system's overall accuracy.

Adjust the strap so it fits snugly around your dog’s neck, ensuring the contact points make contact with the dog’s skin. You should only be able to slide one finger between the collar and your dog’s neck. When fitted correctly, the GPS antenna should rest on the back of your dog’s neck.

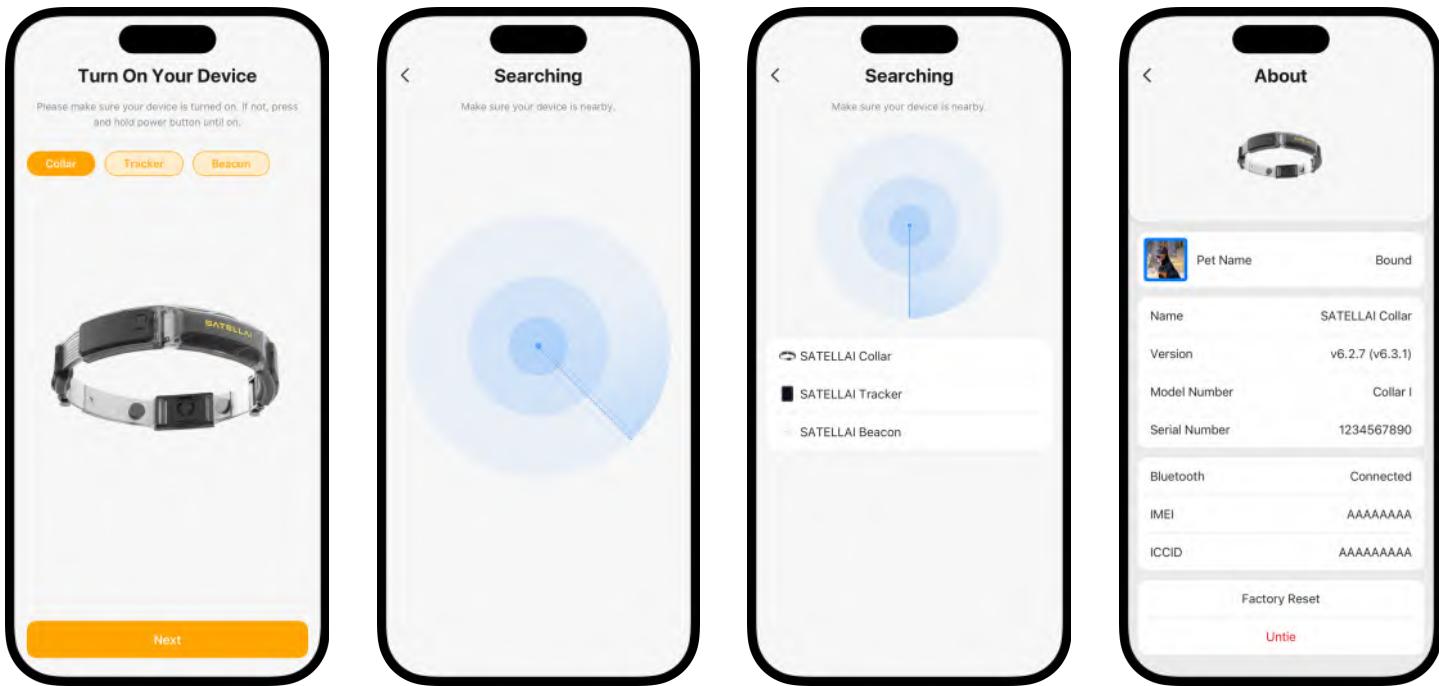
IMPORTANT: Trim any excess strap using scissors, making a rounded cut just past the female buckle.

Charging the Collar

1. Connect the magnetic charging cable to a power adapter.
2. Carefully attach the magnetic charger to the collar’s charging port; it will automatically snap into place.
3. The LED indicator will show:
 - **White:** Charging
 - **Green:** Fully charged (approximately 2 hours for a complete charge)

Setting Up the SATELLAI App

1. Download the SATELLAI App from the Apple App Store (for iOS) or Google Play Store (for Android).
2. Create a user account or log in if you already have one. If prompted to allow data usage on your phone, select “Allow.”
3. Pair the SATELLAI Collar by selecting “Device” in the app. Make sure Bluetooth is enabled on your smartphone and the collar is powered on, then follow the pairing instructions provided.



4. Follow the on-screen prompts to set up a profile for your pet. You'll need to enter details such as: Pet's profile image, name, breed, sex, birthday, pairing device, and a color for easy identification.

Cellular Subscriptions

The SATELLAI Collar is an internet-connected device that uses the advanced LTE-M network to transmit your dog's location and other data between the collar and the SATELLAI app. With a cellular subscription, you can:

- Track your pet's location through SATELLAI
- Receive escape alerts and location history
- Get battery life notifications
- Monitor battery level remotely

 **IMPORTANT:** SATELLAI allows you to create virtual fences and contain your dog even without a subscription.

Purchasing a Subscription

To access cellular subscription features, each SATELLAI Collar requires its own subscription, which must be activated and virtually “paired” to the collar.

- If you purchased a subscription along with the SATELLAI Collar, activate it upon receiving your collar.
- If purchased separately, you’ll need to buy the subscription from SATELLAI by visiting satellai.com/pages/subscription.

How to activate Your Subscription

After purchasing the subscription, SATELLAI will send you an activation email. Follow the link in the email to start the activation process.

- You’ll need the collar’s serial number (S/N), located on the box and the back of the collar, along with the email address used at the time of purchase.
- If you can’t locate the activation email, you can also activate your subscription directly on the SATELLAI website.

 **IMPORTANT:** Be sure to activate the subscription using the email address associated with your subscription and/or collar purchase on the SATELLAI website. This may differ from the email address you use to log in to the SATELLAI app.

Using SATELLAI Without a Subscription

If you decide not to purchase a subscription, the SATELLAI fence will still provide alerts, and warnings when your dog approaches the fence boundary. However, without a subscription, you won’t receive escape notifications, nor will you be able to check the collar’s battery status unless within close Bluetooth range.

Keep in mind these limitations when using SATELLAI without a subscription:

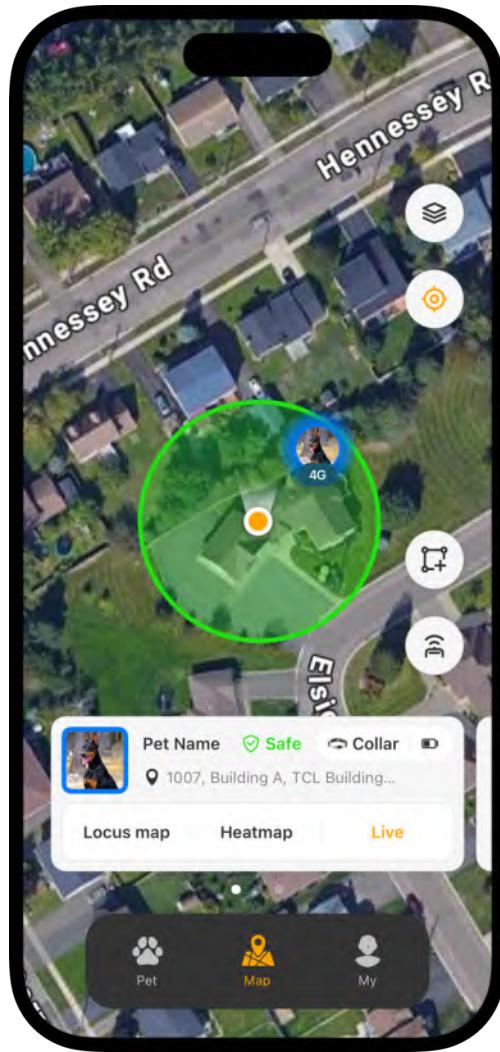
- Ensure the fence is active before placing the collar on your dog. If the fence isn't activated, it won't provide protection. Use the SATELLAI app to confirm that the fence is marked as active.
- Once active, the fence will protect your dog by issuing alerts and corrections at the boundary.
- You will not have access to real-time tracking of your dog's location.
- Escape reports will not be available.

5. Location Tracking

Real-Time GPS Tracking

The SATELLAI Collar utilizes satellite GPS for accurate, real-time tracking. You can monitor your pet's location through the app:

- **Live:** Shows your pet's current location for tracking movements.
- **Heatmap:** Provides a 24-hour history of your pet's locations.
- **History:** Displays your pet's daily movement records.

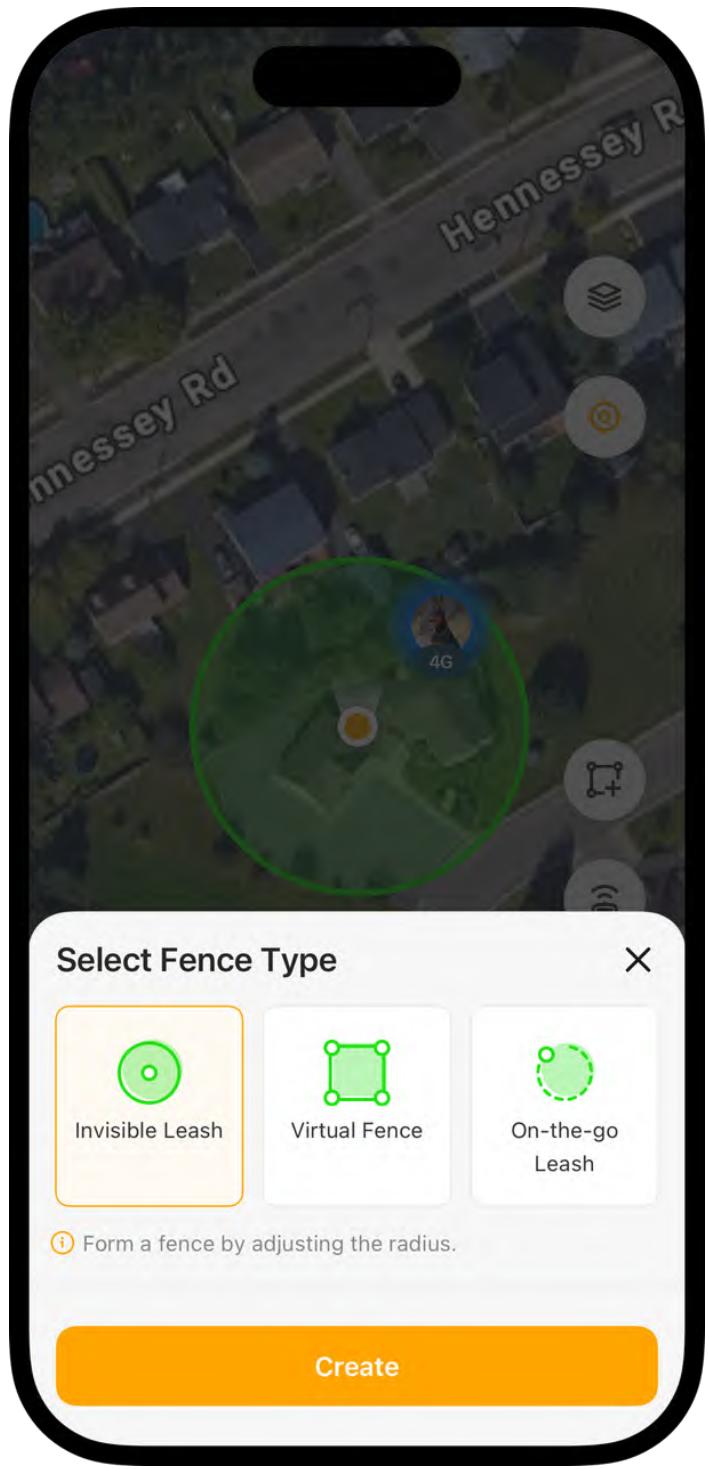
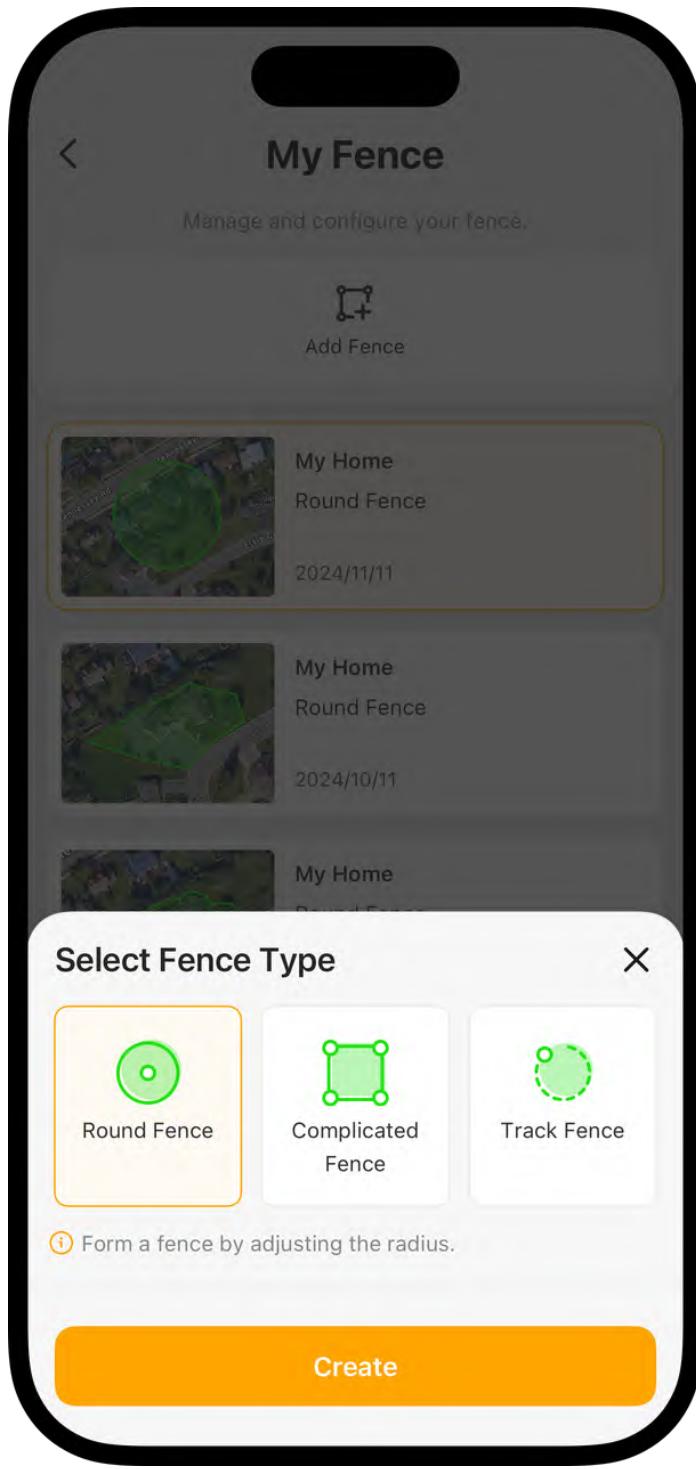


6. Geofencing

Create Virtual Fence Safe Zone

Set up Safe Zones (such as your yard or a park) to keep your pet within designated boundaries:

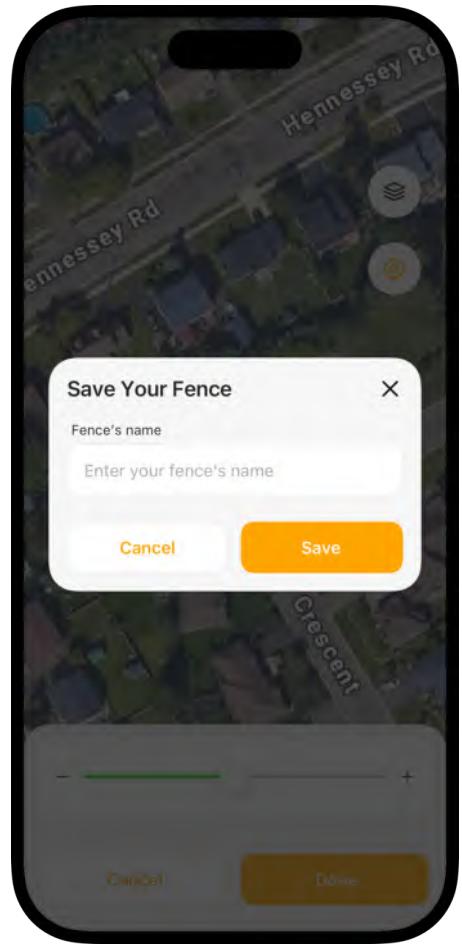
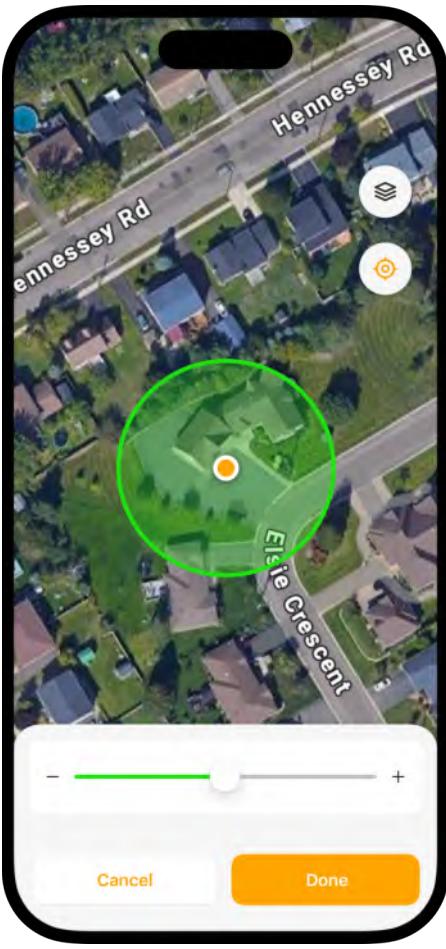
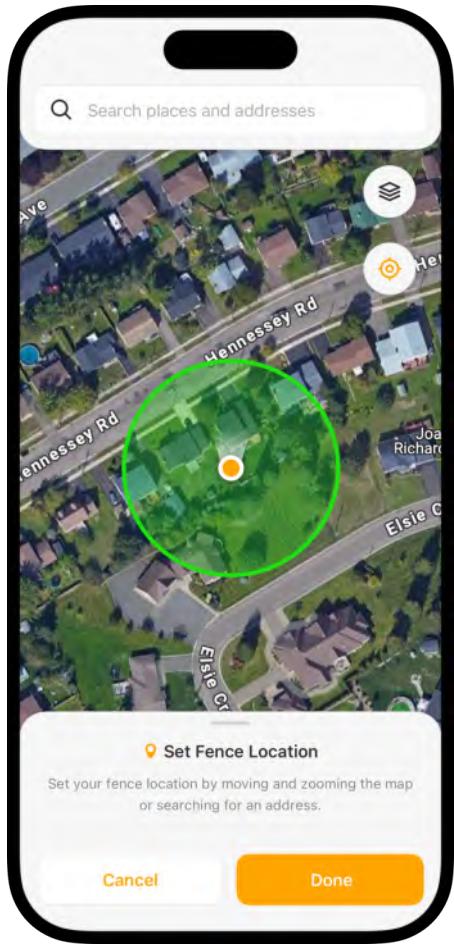
1. Press "My Fence" Card in the SATELLAI App home page. Choose "Add Fence".
2. Choose the fence type you prefer: Invisible Leash , Virtual Fence, or On-the-go Leash.



Safe Zone Types

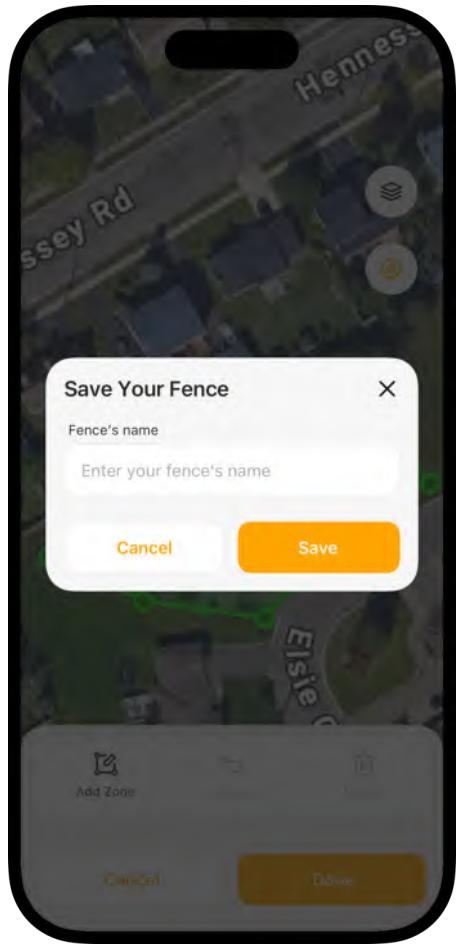
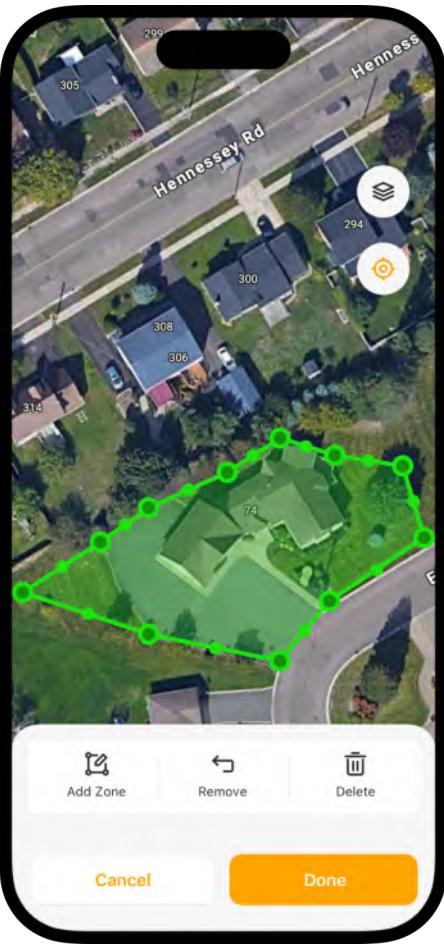
Invisible Leash:

Create a circular fence centered around your phone.



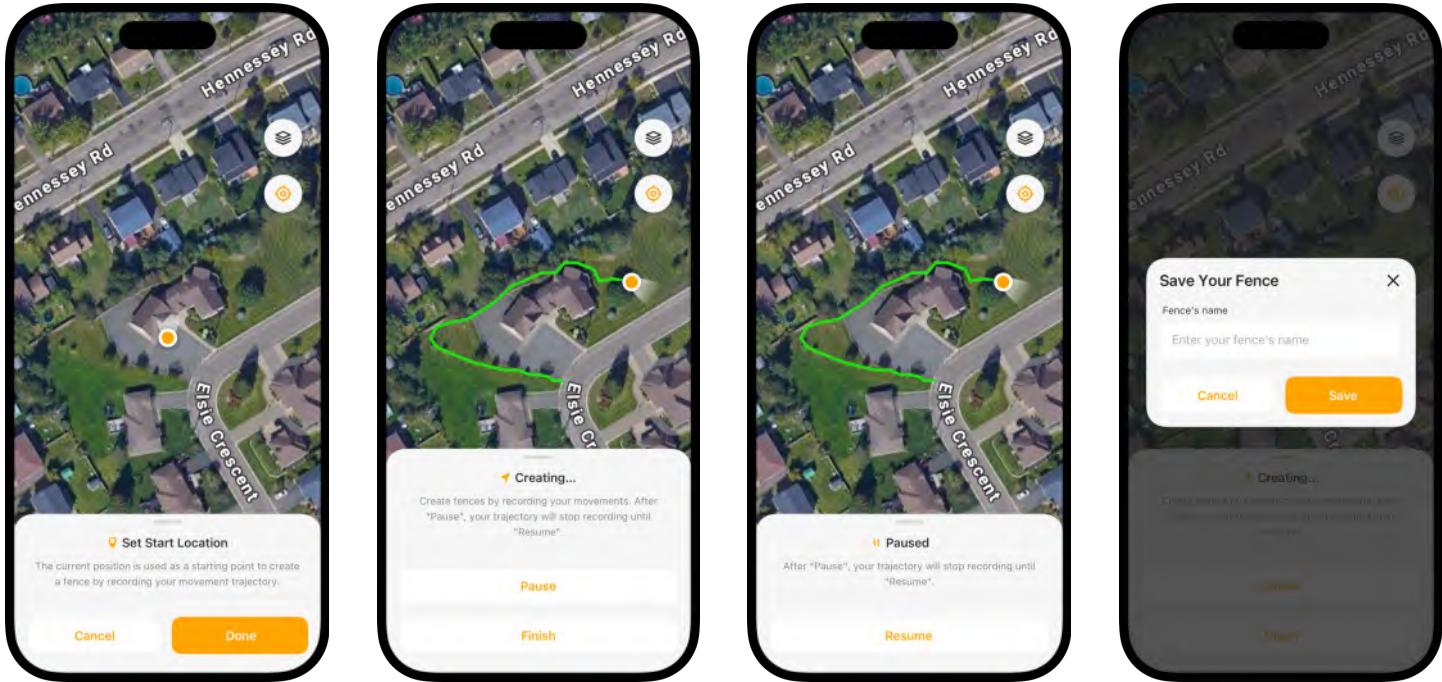
Virtual Fence:

Draw virtual boundaries on the map and adjust the zone's size and shape.



On-the-go Leash:

- To define the boundary by walking, go outside with the collar and the app. Follow the app instructions to connect your phone to the collar, wait until the collar obtains a strong GPS signal, and locate a landmark for starting and ending the boundary.
- Hold the collar with the GPS antenna facing up.
- Tap “Start” in the app.
- Walk along the boundary.
- As you walk, SATELLAI automatically places a virtual fence post. The boundary can be curved if needed, and if you pause, SATELLAI will wait until you resume moving.

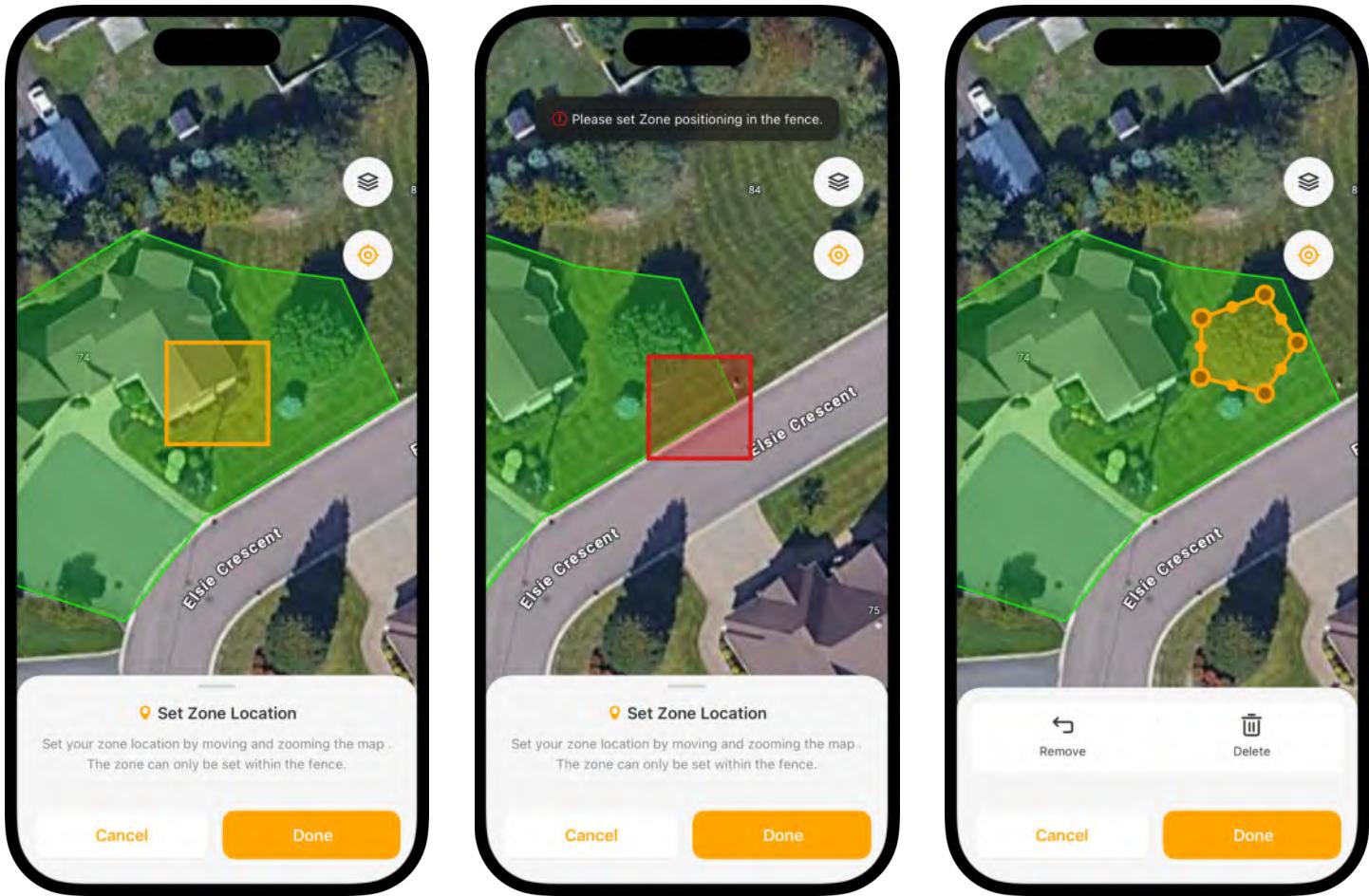


Edit Safe Zones

In edit mode, you can add new posts or long-press an existing post to drag it and adjust the boundary.

Set Up Dangerous Zones

SATELLAI intelligently detects potential dangerous zones within the fence, such as water, buildings, or roads. You can review these suggestions and either confirm or reject them.



Edit Dangerous Zones

In danger zone editing mode, you can designate specific areas as dangerous by adding danger zone posts. You can modify or delete these posts to adjust or remove a designated danger zone.

Manage Your SATELLAI Fence

In the pet section, you can activate, deactivate, or switch between different fences as needed.

7. Train Your Dog

Training is the most crucial part of using SATELLAI. Without proper training, your dog won't recognize boundaries and may frequently escape the fence. By following the SATELLAI training process, your dog will learn to stay within the boundary when they hear the alert tones.

The SATELLAI includes a simple, step-by-step training program to help your dog understand the GPS boundary you've set. Use the app's instructions to ensure effective training for your dog.

The SATELLAI Dog Training Process

The SATELLAI collar uses several sets of tones to warn your dog before a vibration or static correction (an optional, adjustable mild shock for behavior reinforcement). No static correction is issued when your dog is returning to the designated area.

Once your dog learns to respond to the tones, the need for static correction becomes minimal, as it is used only as a last resort. Boundary training also helps your dog understand limits in new environments.

Each dog is unique, so it's normal if training takes a little longer. Keep sessions short and engaging to reduce stress for both you and your dog.

Training Sessions

Training sessions provide a wonderful opportunity to bond with your dog and are designed to be enjoyable. Each day, plan for two 15-minute sessions. Generally, it takes about a week for most dogs to learn to stay within the fence boundaries, though some may need a few weeks due to individual temperaments and learning speeds.

Training Steps

Follow these steps to train your dog:

1. Teach Your Dog to Recognize the Tones

- With your dog on a leash, walk from within the containment area to various spots along the fence boundary.
- When you hear the alert tone, playfully encourage your dog to return.
- Practice this for 10-15 minutes daily over several days.

2. Learn How to Set Static Correction

- Connect to the collar using the app and set Static Correction.
- Practice near the boundary to help your dog learn the tones.
- If needed, apply a static correction to guide your dog back.
- Reward your dog each time they return.
- Adjust the correction level as needed, and continue this training for 10 minutes over 2-3 days until your dog learns the boundary.

 **NOTE:** If you prefer not to use Static Correction, use Vibration for this step.

3. Proof Test the Boundary with a Distraction

- Introduce distractions to ensure your dog understands the boundary.
- For example, have another person stand outside the fence boundary as a distraction.
- Reward your dog if it responds to the alert tone and returns to the area.
- Allow the dog to approach the boundary, and use the leash to guide them back to you if needed.

4. Observe and Adjust as Needed

- Once your dog is familiar with the boundary, you can let them off the leash and spend time together outside as they adjust to the GPS fence.
- When you and your dog are comfortable, they can enjoy time off-leash!
- Monitor your dog off-leash near the boundary for a few days.
- If your dog escapes more than once a week, repeat the proof testing step.

8. Health Monitoring

Activity and Health Monitoring

The SATELLAI Collar monitors key health metrics to give you insights into your pet's well-being:

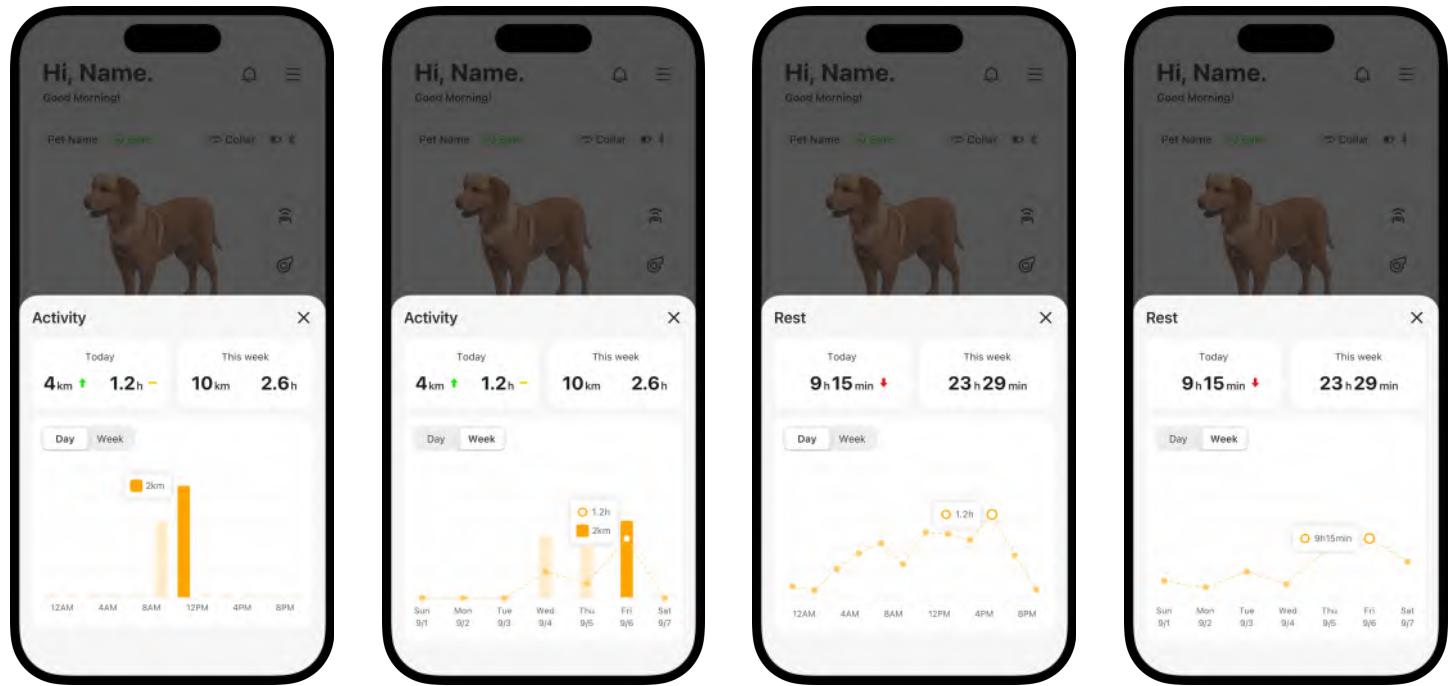
-**Activity Monitoring:** Tracks distance traveled and activity duration.

-**Resting Tracking:** Records resting time.

-**Detailed Info:** Daily and weekly history available in the Pet section.

You can view detailed health reports in the SATELLAI app, which can be valuable for veterinary check-ups.

IMPORTANT: History report is only available to users with subscription.



9. Maintenance and Care

-Clean the SATELLAI Collar using a soft, damp cloth.

-Avoid exposing the collar to extreme heat or submerging it in water.

-Regularly check the app for software updates to keep your collar running on the latest version.

10. Troubleshooting

- **Restart:** Press and hold the power button for 12 seconds to reset to factory settings. Afterward, the device will need to be re-paired.
- **GPS Signal Issues:** Make sure the collar is in an open area with a clear view of the sky.
- **Bluetooth Not Connecting:** Restart both the collar and the app, and confirm Bluetooth is enabled.

11. Warranty and Support

The SATELLAI Collar includes a 1-year limited warranty. For questions or support, please visit our official website or reach out to SATELLAI customer service via hotline or email.

FCC Statement for customer

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

Note: 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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.