

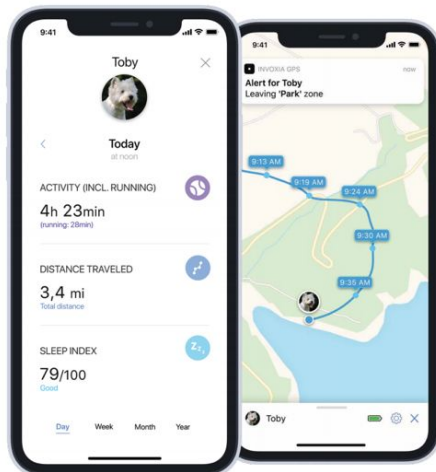
# Customer Support Guidelines

Invoxia Pet Tracker

<b>Product Presentation</b> .....	<b>3</b>
Invoxia Pet Tracker .....	3
<b>Network</b>	<b>5</b>
Local coverage verification .....	5
Network limitations .....	6
<b>Geolocation</b>	<b>7</b>
The tracker does not send its position.....	9
The tracker is not precise enough .....	10
<b>Battery</b>	<b>11</b>
Battery life .....	11
The tracker does not charge .....	11
A question mark has appeared over the battery icon .....	12
<b>Smartphone – Tracker connection</b>	<b>13</b>
I can't connect my tracker to my smartphone .....	13
I want to follow my tracker on another smartphone .....	13
I want to add another tracker to my account .....	13
I want to unpait a tracker from my account.....	14
<b>Alerts</b>	<b>15</b>
How do I delete an alert zone?.....	15
How do I set up a movement alert? .....	15
How do I set up an anti-theft alert? .....	15
<b>I can't find my problem in this list</b>	<b>16</b>

## Product Presentation

### Invoxia Pet Tracker



#### PET TRACKER

- Geolocation & geofencing
- Activity tracking  
Walking, running, resting
- Behaviors notifications  
Eating, itching, barking



#### Use cases

Dogs and Cats activity and location tracking.

#### Features

- Activity monitoring  
Monitor your pet's activity, its sleep quality, and distance travelled every day.
- Location Tracking  
Invoxia's GPS Tracker allows you to track your valuables with no limit of distance, right from the Invoxia GPS app on your smartphone. The Pet Tracker transmits its position every 5 to 10 minutes whenever it's moving (depending on your settings). Monitor its movement history right from the app.
- Geofencing  
Set up alert zones and receive a notification as soon as your pet enters and/or exits these zones.
- Subscription included for 3 years  
Without any SIM card, the Pet Tracker uses low-consumption networks, and a 3-year subscription is included.
- Long lasting battery life: The battery can last up to 1 month and is charged in less than 90 minutes using micro USB.

- History: The app lets you retracing your pet's itinerary over the period of your choice
- Small and waterproof: 4.2cm long and 2.4cm wide. Your dog/cat can walk around freely thanks to its waterproofness at up to 1m in depth.

### **Accuracy**

- The Invoxia Pet Tracker can update its location every 5 or 10 minutes depending on your settings. It is inaccurate to say that it is a real-time tracker.
- Up to 25m GPS accuracy.

### **Network**

Outside of France and Switzerland, the Invoxia Pet tracker uses the Sigfox RC1 network.

- Every page selling the tracker must advise potential customers to check their coverage at the below link <https://www.sigfox.com/en/coverage>
- It also should mention that we use the Sigfox Europe RC1 network.
- We only recommend the use of our Pet Tracker in the following countries: Spain, Germany, Portugal, Luxembourg, Belgium, the Netherlands, Czech Republic, Slovakia, Ireland (including Northern Ireland), England, Denmark, and Italy (only the main Northern cities, Rome and Naples).

## Network

### Local coverage verification

The Invoxia GPS tracker uses different networks depending on the country in which it is installed. Currently, it relies on the new IoT network SigFox in Europe (RC1).

In France, however, the Invoxia tracker uses the LoRa low-power network (operated by Bouygues Telecom's Objenious ).

In Switzerland, it uses LoRa by Swisscom.

Unlike most trackers on the market that use GSM, these networks do not require a SIM card but a subscription that is included for the first 3 years. Starting from the fourth year, the subscription is charged only €9.99 per year.

As these networks are being deployed, it is important that the customer checks its local coverage before purchasing the product.

Follow the links below to check your coverage:

- [Sigfox](#) (Europe)
  - Blue: the tracker will work properly.
  - Purple: the service is under roll-out, we cannot guarantee the Tracker will operate optimally.
  - Grey: the Invoxia tracker will not work at this location.
- [Objenious](#) (France)
  - Indoor / outdoor coverage verified: The tracker will work properly.
  - Only outdoor coverage: we cannot guarantee the Tracker will operate optimally.
  - No indoor / outdoor coverage: the tracker will not work at this location.
- [Swisscom](#) (Switzerland)
  - Purple: The tracker will work properly
  - White: the service is under roll-out, the tracker will not work at this location.

## Network limitations

Invoxia's trackers will not be able to operate optimally in the following situations, as they prevent our trackers to communicate with our network:

- If the tracker is placed in a metallic enclosure.
- In dense forests, hills or mountains.
- When the tracker is moving at high speed.

---

## Geolocation

### The device's tracking frequency is insufficient

#### 1. Check the local network coverage:

- [Sigfox](#) (Europe)
  - Blue: the tracker will work properly.
  - Purple: the service is under roll-out, we cannot guarantee the Tracker will operate optimally.
  - Grey: the Invoxia tracker will not work at this location.
- [Objenious](#) (France)
  - Indoor / outdoor coverage verified: The tracker will work properly.
  - Only outdoor coverage: we cannot guarantee the Tracker will operate optimally.
  - No indoor / outdoor coverage: the tracker will not work at this location.
- [Swisscom](#) (Switzerland)
  - Purple: The tracker will work properly
  - White: the service is under roll-out, the tracker will not work at this location.

#### 2. Once local coverage has been confirmed, adjust the tracking frequency of the device through the settings:

- Open the companion mobile application. Bluetooth should be on.
- Keeping the device next to your smartphone, go to the device's settings.
- Adjust the tracking mode to match your requirements.
- Use the tracker normally.

#### 3. If the tracking frequency is still not satisfactory:

- Update the mobile application and the device.
- Restart the tracker by pressing on its button for 10 seconds
- Turn off the smartphone's Bluetooth.
- Push the button once: a new location point should appear in the mobile application.
- Use the tracker normally.

Please note that the tracker does not transmit its location in real time, and optimises

constantly its energy consumption while providing its location. The tracking frequency of your device is likely to decrease in the following cases:

- If the tracker doesn't move often, it will stop sending its position until it starts moving for long enough to justify a new position. This optimises the device's battery life.
- If the tracker stays within range of the same WiFi network, it will send only one location point every 4 hours centred on the same position. If it moves outside the area covered by this WiFi, the points will be displayed again at the frequency you have selected in the settings. This also saves battery power. A WiFi network can have a range of 70-80m in urban areas.
- If the tracker is placed in a metallic enclosure. In dense forests, hills or mountains.
- When the tracker is moving at high speed.



## The tracker does not send its position

### 1. Check the local network coverage:

- [Sigfox](#) (Europe)
  - Blue: the tracker will work properly.
  - Purple: the service is under roll-out, we cannot guarantee the Tracker will operate optimally.
  - Grey: the Invoxia tracker will not work at this location.
- [Objenious](#) (France)
  - Indoor / outdoor coverage verified: The tracker will work properly.
  - Only outdoor coverage: we cannot guarantee the Tracker will operate optimally.
  - No indoor / outdoor coverage: the tracker will not work at this location.
- [Swisscom](#) (Switzerland)
  - Purple: The tracker will work properly
  - White: the service is under roll-out, the tracker will not work at this location.

### 2. Update the mobile application and the device.

### 3. Restart the tracker by pressing on its button for 10 seconds.

### 4. Turn off the smartphone's Bluetooth.

### 5. Push the button once: a new location point should appear in the mobile application.

### 6. Use the tracker normally.

Please note that the tracker does not transmit its location in real time, and optimises constantly its energy consumption while providing its location. The tracking frequency of your device is likely to decrease in the following cases:

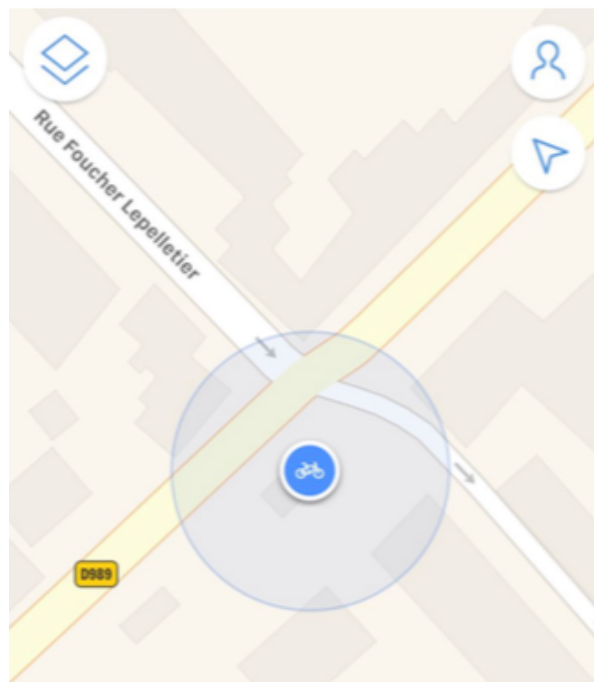
- If the tracker doesn't move often, it will stop sending its position until it starts moving for long enough to justify a new position. This optimizes the device's battery life.
- If the tracker stays within range of the same WiFi network it will send only one location point every 4 hours centred on the same position. If it moves outside the area covered by this WiFi, the points will be displayed again at the frequency you have selected in the settings. This also saves battery power. A WiFi network can have a range of 70-80m in urban areas.
- If the tracker is placed in a metallic enclosure.
- In dense forests, hills or mountains.
- When the tracker is moving at high speed.

## The tracker is not precise enough

Invoxia's tracker are using multiple technologies to locate themselves:

- GPS: No GPS system is 100% precise, and GPS signals generally provide an accuracy of approximately 10-20 meters in perfect conditions, meaning outdoors with an open sky.
- Indoors, or near tall buildings or forest, GPS interference can occur, which may decrease the accuracy of the Tractive GPS.
- WiFi: this location method is mostly used in urban areas. The expected accuracy is about 25 meters.
- Bluetooth: this location method is used when the user's smartphone is nearby.

The location point's precision is displayed through a light blue circle surrounding the tracker's location:



## Battery

### Battery life

Invoxia trackers are using multiple technologies to locate themselves, from the most to the least power consuming ones: GPS, WiFi and Bluetooth.

In urban areas, Invoxia's trackers will rely mostly on WiFi and Bluetooth technologies to locate themselves. These technologies allow Invoxia trackers to optimise their battery life.

In more rural areas, Invoxia's trackers will rely on GPS to locate themselves. As GPS is very power consuming, battery life might be reduced in these situations.

Another factor is how much the trackers are actually moving: when they are standing still, trackers locate themselves every 4 hours, which allows them to be very power efficient. When the tracker is constantly moving, its tracking frequency is much higher (depending on the user's choice of settings), which may drain the battery faster than expected.

### The tracker does not charge

Invoxia trackers require a Micro-USB cable to be recharged. This cable is provided with every device.

When the tracker is charging, its LED must turn on.

- Once the battery is fully charged (around 90 min for a full charge), its LED turns off.
- You can verify the tracker is operating normally by pressing its button once: the LED must blink.

If the tracker does not charge:

- Restart the tracker by pressing its button for 10 seconds. Try charging the tracker again.
- Try different cables and power outlets.

## A question mark has appeared over the battery icon

This question mark appears when the tracker has not communicated with our servers for eight consecutive hours.

This can happen in two cases:

- When the device's battery is completely discharged: please ask the user to recharge their device.
- When the device cannot access the network. In this case please refer to the following section to check the user's local coverage: "The tracker does not send its position".

The question mark disappears as soon as the tracker communicates with our servers again.

## Smartphone – Tracker connection

### I can't connect my tracker to my smartphone

- If the user is setting up their tracker, please make sure they have connected their device to a power supply using a Micro-USB cable. This will allow the device to be detected by the user's smartphone.
- Check that there is no other smartphone connected to the Bluetooth tracker at the same time.
- If the phone still does not detect the device: toggle off and toggle back on the Bluetooth in the smartphone settings. Restart the tracker by pressing the button for 10 seconds, and try again.
- If the smartphone still cannot connect to the device, please reboot the smartphone.

Restart the tracker by pressing the button for 10 seconds, and try again.

### I want to follow my tracker on another smartphone

In order to display the tracker's location on another smartphone:

- Download the Invoxia GPS app on the second smartphone.
- Open the app and click "Login".
- Type the email linked to your user account.
- Type in your password and confirm.
- You are now logged in.

### I want to add another tracker to my account

- Turn on Bluetooth connection on your smartphone.
- Open the Invoxia GPS mobile application.
- Connect the tracker to a power source.
- Click on your profile
- Click on "Add a tracker"
- Bring the GPS tracker next to your smartphone, it will be detected by Bluetooth; as soon as it is detected, click on "Start installation".
- Choose your country of use.
- Wait for the GPS tracker to update and configure, it may take a few minutes. Please do not leave the app and keep your smartphone close to the GPS tracker for the duration of this step.
- You can now start using the GPS tracker. Be sure to allow notifications for the Invoxia GPS application on your smartphone settings in order to receive alerts.

Note: On Android, access to the phone's location is necessary to be able to connect your Tracker with your phone. Please allow the Invoxia GPS application to access your location.

## I want to unpait a tracker from my account

To dissociate a tracker please follow these steps:

- Open the Invoxia GPS application and click on the tracker you want to dissociate.
- Go to the tracker' s settings, then click on “Advanced settings” .
- Click on “Dissociate this device” .
- The mobile application will ask you to confirm this request by entering your password.
- Your tracker is now dissociated.

## Alerts

### How do I delete an alert zone?

- Android
  - Open the mobile app and choose the tracker you wish to apply this change to.
  - Scroll the bar at the top and click alert areas.
  - Slide the area you want to delete to the left or right.
  - The alert zone is now deleted.
- iOS (IOS)
  - Open the mobile app and choose the tracker you wish to apply this change to.
  - Go to the settings menu > alert zones.
  - Slide the zone you wish to delete to the left or right.

### How do I set up a movement alert?

- Open the Invoxia GPS mobile application and choose the tracker you wish to apply this change to.
- Go to the device's settings menu.
- Toggle on the "Get movement notification" feature.

### How do I set up an anti-theft alert?

- Your tracker should be next to your smartphone to be able to enable this feature.
- Open the Invoxia GPS mobile application and choose the tracker you wish to apply this change to.
- Go to the device's settings menu.
- Toggle on the "Anti-theft" option.

I can't find my problem in this list

Please check our Support website: <http://support.invoxia.com>

Still not finding a solution to this issue?

Please contact:

support@invoxia.com