Kippy DOG

Gps & Activity Monitor for Dogs

USER MANUAL

Hello! Welcome to the Kippy world.

Read the following instructions carefully to get the most out of your Kippy DOG.

TABLE OF CONTENTS:

WHAT'S IN THE BOX:

A Kippy DOG
B Charger with USB port
C Velcro for collar attachment
D QR code for onboarding

FIRST CHARGE

FIRST CHARGE

Plug your Kippy DOG into the supplied charger, making sure that the pins contact correctly.
Connect the UBS cable to a charging block (a minimum 2.0A is recommended) and plug it into a wall outlet. It is also recommended to keep the device charging in a place with telephone coverage (LTE Cat-M) to facilitate any updates and synchronization.
When charging, the LED will show red until 50% charged, then orange >50% and then green >90%.

⚠ **ATTENTION: the first time leave the Kippy on the charger for at least 2 hours.** From then on, 1-2 hours will be enough (subject to conditions).

# ACTIVATING YOUR DEVICE

DOWNLOADING THE KIPPY APP

To use your Kippy DOG, download the free **Kippy** app from the **App Store** or **Google Play**. After downloading, you can register your device and create a profile via the app.

Download on the **App Store**   *GET IT ON* **Google Play**

⚠️ **ATTENTION:** The Kippy app will work with Android 6.0 API 23 or later, and iOS version 13.5 or later. Check your smartphone for updates if it does not currently meet those requirements.

For other Smartphones, Tablets and Computers, log in online at
https://webapp.kippy.eu/en/login
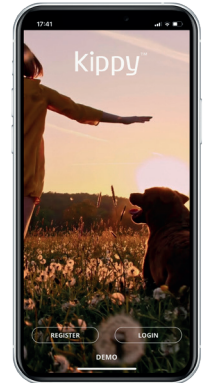
REGISTERING YOUR KIPPY

Open the Kippy app or the WebApp at https://webapp.kippy.eu/en/login

Log in or Register with your username and password and follow the steps to connect your device to your account.

Ensure Bluetooth and Locations permissions are enabled on the app. During the registration process, select the country where you intend to use your device.

Your device will be activated within one hour of choosing a subscription package.

Enter information about your pet, such as their breed, weight, and age to enhance your experience with the Kippy DOG!
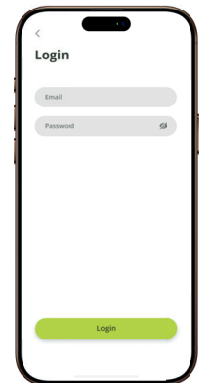
GETTING STARTED

Before unplugging your device from the charger check that the LED has turned green.

Once removed from charging, the device will connect automatically and will already be switched on.

When you switch on your Kippy DOG for the first time or after a long period of time it may take a few minutes before it is ready for use. To speed up this process, use the device in an open space with a clear view of the sky.
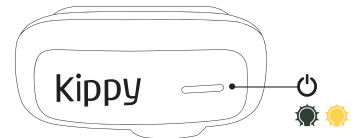
⚠️ **ATTENTION:** To send data to the app, the Kippy DOG needs to be to be in an area with cellphone coverage (LTE). When there is no coverage, the device cannot communicate activity or location data. When the Kippy DOG returns to an area with coverage, it will re-synchronize with the App.

⚠️ **ATTENTION:** The battery level shown for your Kippy DOG is NOT updated in real time, but shows the level at the last time the device connected.

ACCESSING A GPS SIGNAL

To ensure the fastest, most accurate GPS tracking, Kippy DOG should be used in unobstructed, open spaces. Kippy DOG is equipped with an assisted GPS (A-GPS) technology. The first time you use your Kippy, it may take a few minutes to connect. Note that weather conditions, battery level, and signal coverage will affect the connection time

⚠️ **ATTENTION:** Densely urban areas may cause the Kippy's position to be slightly inaccurate. The time it will take to receive your pet's current location on the app may take a few seconds or a few minutes to load the first time, depending on your GPS connection

LOCALISATION WITHOUT GPS

Kippy DOG uses different methods to locate your pet even without a GPS signal:

- Telephone cell triangulation: wherever there is a telephone network, Kippy DOG can locate an imprecise area where the device is located;

- Triangulation of Wi-Fi cells: can locate the Kippy DOG within a 30-150 feet radius.

- Bluetooth localization: when it is close to you, Kippy DOG uses the position of your smartphone to show you where the device is.

UPDATING FIRMWARE

The Kippy DOG's firmware can be updated through the Kippy App. Here's how:

- It will check if a new firmware update is available.

- If there is an update available, it will send a notification through the app..

- You will have to open the app and click the "Update Now" button to download and install the update

NOTE: While the Kippy DOG is updating, the LED light will glow white. When the update is finished, the light will return to its normal battery level color.

ATTENTION: Do not disconnect the Kippy DOG from its charging port while firmware is updating. This may prevent the device from working properly.

TURNING ON/OFF AND FLASHING

When disconnected from its charger, the Kippy DOG will remain active and "on" at all times. You can only turn it off via the app. To turn it on again, connect the Kippy DOG to a charger for at least 10 seconds, then remove it again. The Kippy DOG does not have a physical on/off button.
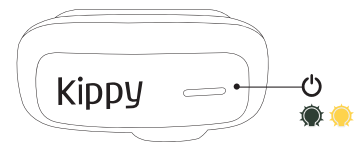
TURNING OFF YOUR KIPPY DOG WITH THE APP:
- Hit "**Menu**" on the navigation bar;
- Select the device you'd like to turn off;
- Click the "**SHUTDOWN**" button to turn off this specific Kippy DOG;
- Once that is done, the Kippy DOG will flash red once, indicating it has been turned off.

Type of light / flash	Description
The LED flashes green slowly	Phases of connection to the data network
The LED flashes yellow slowly	Phases of GPS positioning
The LED flashes green quickly	Phases of updating data
The LED flashes pink quickly	Phases of updating A-GPS
White LED (soft) flashes quickly	Live Tracking active
White LED (strong) flashes every second	Blinking Light active
Solid green LED (if connected to the charger)	Battery charging is complete
Solid yellow LED (if connected to the charger)	Battery with between 50% and 90% charge
Solid red LED (if connected to the charger)	Battery with a charge lower than 50%
Blue LED	A firmware update is in progress (Do not disconnect)

ATTACHING TO THE COLLAR

Slip the Velcro band (B) through the slots underneath your Kippy (A).
Wrap the Velcro band (B) tightly around your pet's collar or harness to secure.

NOTE: The vecro strap should be inserted from the smooth side first.

FOLD

SMOOTH

B

COLLAR

SCRATCHY

FOLD

B

A
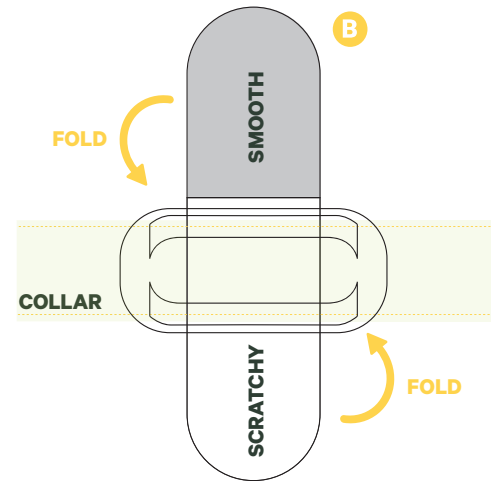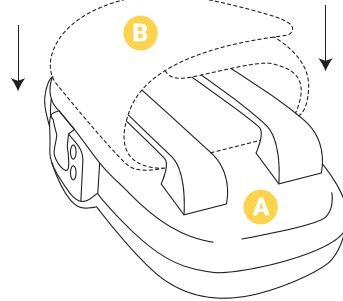
BATTERY LIFE

Kippy DOG'S battery live can range from 1 up to 20 days, depending on various factors. The primary factor that drains the battery is the activation of the cellular antenna via 2G/4G-LTE. The average battery life is influenced by the following factors:

A) Surrounding Environment:

- Cellular coverage: Less coverage results in higher battery consumption.
- GPS coverage: Limited coverage leads to increased battery consumption.
- Weather conditions: Cloudy skies or extreme temperatures can result in higher battery consumption.

B) Settings:

- Default settings: A shorter update interval and GPS usage can lead to higher battery consumption.
- Energy Saving Mode: this, combined with a strong Wi-Fi signal, will reduce battery consumption.

C) Battery-Intensive functions::

- Live Tracking: This function demands the most battery power and should be limited to essential use. A fully charged Kippy DOG can support 5 hours of continuous live tracking (assuming other functions are not in use at the same time).
- Blinking Light and Sound Recall: A fully charged Kippy device can support up to 5 hours of continuous usage of either of these functions (assuming other functions are not in use at the same time).

To maximize battery life, consider the following tips:

- Decrease the update frequency to 24 hours in the Pet Profile settings.
- Disable GPS during automatic updates (except during Live Tracking).
- Only use Live Tracking when you require it.

Battery Life Overview:

Up to 20 days with dog always within the Energy Saving Area.

- Up to 8 days if often near the Energy Saving Area and without regularly activating Live Tracking.
- Up to 5 days if the pet is always outside the Energy Saving Area.
- Up to 5 hours with Live Tracking always active.

FUNCTIONALITY POSITION

UPDATE RATE

The Kippy DOG device connects to the network automatically to update location, battery and activity data. You can change how frequently the device sends updates. The more frequent the updates the quicker the battery power will be used. It is also possible to choose whether to receive a GPS location with each connection (higher battery consumption) or simply an approximate location via LBS or Wi-Fi (lower battery consumption).

If your smartphone has Bluetooth enabled and is close to your Kippy DOG, you will be able to see updates in real time and stay up to date.

NOTE: In default update rate (2 hour interval for GPS connection) without the Energy Saving Mode enabled, a fully charged Kippy device can last up to 4 days before needing a recharge, without utilizing other functions.

LIVE TRACKING

You can activate Live Tracking by clicking on the button in the App.

Your Kippy DOG will connect to your app as quickly as possible and send location updates using the best method available (GPS, Wi-Fi, satellite, or Bluetooth).

During Live Tracking, Kippy DOG will communicate its position to the app every 3 seconds.

If it is not turned off manually, Live Tracking will remain active for 5 minutes after closing the App.

FAQ: I tried the Live-Tracking in different areas, but the button doesn't turn green. Why?

- *Kippy DOG is normally active also in low signal areas and roams on all the main operators, but it may be in an area outside telephone network coverage.*

- *The GPS signal is too weak or absent. You are in a partially covered area (city canyons, thick bushes) or in a totally enclosed space. Kippy DOG will update every minute using the triangulation of phone cells as well as Wi-Fi, if available. The app will display a circle within which your pet can be found.*

- *Kippy DOG is off. In this case, it will not display the LBS position either. It may be switched off because it has run out of battery.*

NOTE: *Live Tracking is a battery-intensive function. A fully charged Kippy device can support up to 2 hours of continuous usage of this function alone before needing a recharge, without utilizing other functions.*
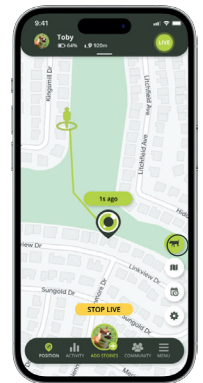
COMPASS TRACKING

Compass tracking is available when Live Tracking is active.

With the help of a compass, you will be able to see the direction your dog is moving and how close they are to you.

When your pet is less than 100m away, the compass will disappear to let you know that the Kippy DOG is very close.

FAQ: The compass does not move or is inaccurate.

- *Check that your smartphone is equipped with a magnetometer. Apple devices are equipped with a magnetometer as well as medium and high-end Android devices.*

FAQ: The compass reacts very little, losing its position

- *The accuracy and sensitivity of the needle depends on the quality of the magnetometer installed on your smartphone. To optimize the magnetometer you should calibrate it by drawing and "8" figure in the air with your smartphone.*
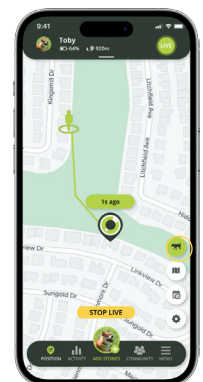
GEOFENCE

This function allows you to set virtual boundaries around your dog. When your dog leaves the Geofence, the App will send you a notification. You can save multiple Geofence areas and only activate those you need.

HOW TO CREATE A GEOFENCE:

- Go to the MENU section and select GEOFENCE;
- Click the {+} button;
- Move the map to the area where you want to create the Geofence;
- Click the Pen button, and press down on the black dots to drag them around to be as specific as possible;
- Rename your new Geofence;
- Click "Save".

You can edit or delete Geofence areas you have already created.

NOTE: It is not possible to create a Geofence with a diameter less than 100 m.
NOTE: The corners of the hexagonal area must be at least 90 degrees. E.g. the corners of the Geofence must be pulled outwards, not inwards.

TO ACTIVATE A GEOFENCE:

- Go to the POSITION section;
- Expand the top drop-down menu to display the different features;
- Click on the "Geofence" button;
- Select the area you want to activate;
- You know your Geofence is active when the button is green.

Kippy DOG will check the position of the device, and when it is outside of the area, will send a notification to your smartphone activating Live Tracking.

NOTE: Please make sure your dog is in the Geofence area before switching on the Geofence feature, otherwise you will not receive notifications if your dog leave the area.

NOTE: The Kippy DOG must be in an area with reliable cellphone data coverage to send a notification when it leaves a Geofence area.

FAQ: I have followed all the instructions, but I didn't receive the exit warning. Why?

Usually, all notifications are delivered within 5 minutes after leaving the area. If this doesn't happen, check that:

- *The reception on your smartphone is enabled.*
- *You have set up the Geofence correctly and the button is green, and hence active.*
- *Your pet has not left the boundary or has returned before their movement was detected.*

FAQ: I received the warning after a few minutes that my pet has left the Geofence.

In order to avoid false alarms, Kippy checks that your pet has left the Geofence several times before confirming it and activating the alarm. This procedure takes from 3 to 5 minutes.

FAQ: Is there a warning sound?

*Yes, but it depends on the settings on your phone.*
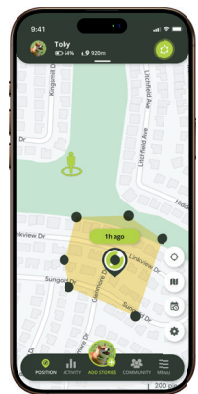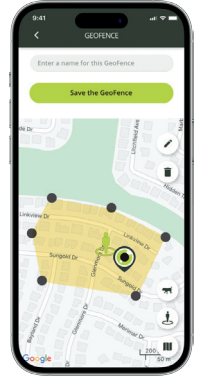
ENERGY SAVING MODE

This function allows you to create a safe zone where there is coverage of Wi-Fi cells, such as at home or in the office. When the device stays in that area and the Energy Saving Mode is active you will save battery power. When your pet leaves this area you will be notified on your smartphone.

HOW TO SETUP THE ENERGY SAVE MODE:
- • Go to the menu;
- • Click on the "Energy Saving Mode" button;
- • Click on the (+) button;
- • Make sure your phone is connected to a 2.4GHz WiFi;
- • Rename the area so that you can recognize it;
- • Click on the button to save it.

NOTE: The following functionalities are limited while the device is found within the Energy Saving Area: Live Tracking, Virtual Leash, Geofence. Energy Saving Mode is a low-power function. If you're not utilizing any other functions a fully charged Kippy DOG can last up to 20 days without requiring a recharge.
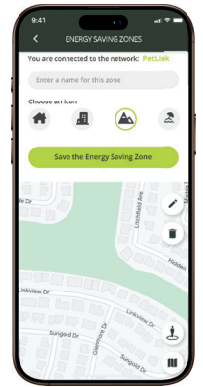
VIRTUAL LEASH

You can activate the Virtual Leash when you're in the open: it alerts you with an audible and vibratory notification if your dog gets too far away from you.

The distance can vary from a few feet up to about 150 feet, depending on the conditions and obstacles present.

TO ACTIVATE THE VIRTUAL LEASH:

- Make sure you have Bluetooth enabled on your smartphone;
- Go to the POSITION section;
- Expand the drop-down menu at the top to display the different functions;
- Click on the "Virtual leash" button to activate it.

Your smartphone will vibrate when Kippy DOG is no longer near your smartphone.

NOTE: To activate the Virtual Leash you need to have Bluetooth enabled on your smartphone.
It is not possible to activate the Virtual Leash if Kippy DOG is not close to your smartphone.
The presence of obstacles such as walls or bushes can significantly alter the maximum radius.

BLINKING LIGHT

This feature allows you to easily locate Kippy DOG when you are in low light conditions. When the "Blinking Light" is on, the Kippy DOG LED will flash a very bright white light every second.

HOW TO ACTIVATE THE FLASHING LIGHT:
- Go to the POSITION section;
- Expand the top drop-down menu to display the different functions;
- Click on the "Blinking light" button;
- Select the duration of the LED, up to a maximum of 24 hours;
- When the Blinking Light is on, there will be a green icon underneath the pet image.

NOTE: Blinking Light is a battery-intensive function. A fully charged Kippy device can support up to 12 hours of continuous usage of this function alone before needing a recharge, without utilizing other functions.
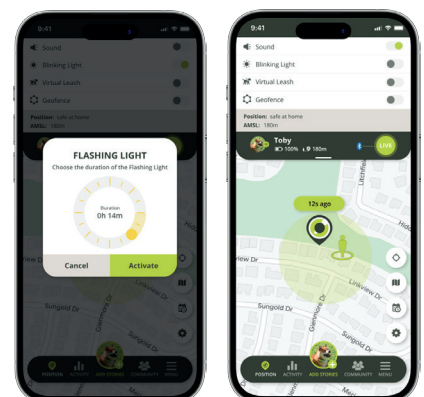
SOUND RECALL

This feature allows you to easily locate Kippy DOG with the aid of a 'chirping' sound. When the "Sound Recall" is on, the Kippy DOG will make sound.

TO ACTIVATE THE SOUND RECALL:

- Go to the POSITION section;
- Expand the top drop-down menu to display the different functions;
- Click on the "Sound" button;
- Select the sound duration and press "activate";
- The sound will be activated in a few seconds.

NOTE: Sound Recall is a battery-intensive function. A fully charged Kippy device can support up to 12 hours of continuous usage of this function alone before needing a recharge, without utilizing other functions.
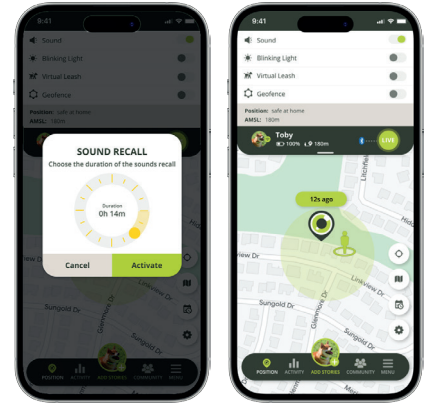
LOCATION HISTORY

With the "Location History" function you will be able to see the recorded positions of your Kippy DOG in the last 2 months. The LBS and Wi-Fi triangulations are represented by transparent green circles which show where your dog has been.

The display of the locations can be with a trail or by single points.

Display with a trail: consolidates GPS points close together in time into a trail. The trail is defined by two letters that mark its start and its end.

Display by single points: the GPS points are displayed and numbered in chronological order. By clicking on each pin you will be able to see the date and time when your pet was located.

ATTENTION: For some smartphones there may be a limit for the number of points that can be shown.

ACTIVITY TRACKING FUNCTION

RECORDING YOUR DOG'S ACTIVITY

Kippy DOG, if switched on and worn by your dog, will detect their physical activity through a proprietary algorithm developed with the Faculty of Veterinary Sciences at the University of Milan. The algorithm is constantly being updated and optimized to achieve greater accuracy for over 400 breeds of dog.

NOTE: In order for the activity to work properly, it is important that the pet profile is filled in correctly with all the required information and that your pet wears Kippy DOG as long as possible.

ACTIVITY MONITORING

Kippy DOG is able to classify dogs according to their specifc physical needs. The algorithm used calculates the ideal activity level for your dog (daily and weekly). You can change the activity level of your four-legged friend through the App in the section "Edit profle"; here you can enter your dog's traits, which will then change the amount of daily activity required by your pet.
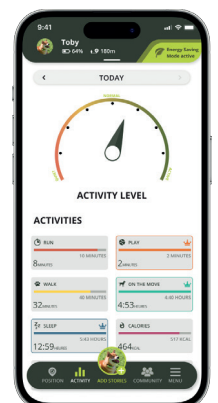
DETAILS OF ACTIVITIES

Every day, you can monitor whether your four-legged friend has reached their personalised activity target, which is necessary to maintain their physical and psychological wellbeing. In the Activity section you can check the total activity through a ticker.

You can also compare the daily data of each activity with the average of pets similar to yours on the basis of breed and habits.

In the "Similar pets" section you can look at your pet's performance compared with that of similar pets, according to weight, age and breed. In the "Time division" section you can see all activities done by your four-legged companion. Activities are divided between the day and hours of hours of the night.
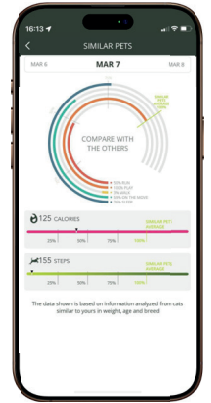
FUNCTIONALITY OF COMMUNITY

In the Community area you will find personalized messages about your pet. The more you use your Kippy DOG, the more personalised the content will be.

In this section you can view different types of messages:

- Curiosity messages and advice, which have been developed with the help of veterinary researchers from the University of Milan to help you keep your pet healthy.

- Goal messages, which are sent to help you make your four-legged friend reach their weekly activity goal.

- Status messages, which are customized based on your pet's personal data and activity.

- Community also allows you to share the stories of your four-legged friend and see other's stories sharing their favorite moment with their pets.

You can also create a personalized profile for yourself and your dog, allowing you to post stories about the memorable moments in your life that you would love to share with the Kippy community.
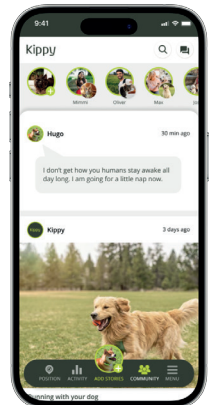
ELECTRONIC EMISSIONS

Kippy DOG complies with RE-D and does not harm your pet's health.

Kippy DOG is a device with a technology comparable to that of a cell phone. However, its emissions are usually lower because:

1) The significant moments of transmission to the network only concern the live tracking mode;

2) It is never in audio reception, which is the moment of highest emission;

3) In certain uses the emissions are close to zero.

MAINTENANCE

THE BATTERY AND ITS USE
The Kippy DOG device is powered by a rechargeable lithium-polymer battery. To prevent malfunctioning or damage, follow these instructions on the use of rechargeable batteries:
1) Do not remove or replace the original battery
2) Do not expose the device to heat sources in order to avoid irreparable damage to the battery and to the circuits.
3) Do not damage the device or the battery in order to avoid irreparable damage to the battery and to the circuits.

DISPOSAL
Batteries pollute. If you want to dispose of your Kippy DOG, follow the local provisions and ask your city council.

TEMPERATURE
When charging, you should not expose Kippy DOG to temperatures lower than 0°C or higher than 45°C.
During normal operation, do not expose Kippy DOG to temperatures lower than -10° or higher than 45°C. Exposing Kippy DOG to excessively hot or cold temperatures could compromise the battery's efficiency or cause the deformation of components.

CONDITION OF USE AND STORAGE

1. The Device should not be stored in areas that are too hot (in excess of 45C°) or too cold (below 0C°):

   a. The Device could explode if left inside a vehicle or other closed environment where the temperature exceeds 60C°.
   b. The Device should not be exposed to direct sunlight for long periods (such as on the dashboard or the seat of a car).
   c. It is suggested that the Device's operating temperature be maintained between 0°C and 45°C.

2. Do not store the Device near magnetic fields or heat sources such as on top of or inside radiators, microwave ovens, hot stoves nor in high pressure containers, otherwise the battery or the Device may be damaged, overheat or possibly cause a fire.

3. To maintain battery life, the Customer should:

   a. An adapter with a maximum power output of less than 15W shall be used to charge the device.
   b. Avoid keeping the Device under charge once the battery charge is completed signal lamp comes on. Overcharging may impair battery performance.
   c. After a prolonged period of non-use, recharge the batteries before using. The batteries tend to self-discharge, which means that they will slowly discharge even if the Device is not switched on.
   d. Disconnect the charger from the wall power when not in use.
   e. Because the use of generic chargers may cause deterioration of performance or damage to the Device, use only chargers and accessories that comply with standards or that are supplied in the package.

4. Customer should never:

   a. Use damaged power cords or plugs and never pull on the cord to remove the plug from the socket.
   b. Disconnect the charger by pulling on the power cord.
   c. Touch the power cord with wet hands.
   d. Bend or damage the power cord.
   e. Charge the device while it is still attached to your pet.
   f. Touch the Device with wet hands while charging the battery.
   g. Short-circuit the charger or the battery.
   h. Subject the charger or the Device to impacts.
   i. Charge the battery with a transformer rated less than 0.5A or over 15W.
   j. Use damaged battery chargers.
   k. Use during a thunderstorm.
   l. Dispose of the battery in a fire or hot oven and never cut the battery, which may explode.
   m. Leave a battery in an extremely hot environment, which may cause an explosion or the release of flammable liquids or gases.
   n. Leave a battery in a place where the pressure is extremely low, which could cause an explosion or the escape of flammable liquids or gases.

5. The Device is equipped with a lithium-ion ("Li-ion") battery. Therefore, the Customer should never open, puncture or subject the Device or the battery to falls or impacts:

   a. Altered or damaged Li-Ion batteries may spontaneously catch fire.

b. During charging do not expose the Device to temperatures below 0°C or above 45°C.
c. During normal operation do not expose the Device to temperatures below 0°C or above 45°C.
d. Exposure of the Device to excessively cold or hot temperatures may impair the battery's performance or cause deformation of the components.

SAFETY

ELECTROMAGNETIC COMPATIBILITY
The magnetic fields nearby Kippy DOG may cause disturbances to the transmission of data and should be avoided to prevent malfunction or damage to the device.

RISKS TO CHILDREN OR PEOPLE THAT ARE NOT SELF-SUFFICIENT
The use of Kippy DOG is not suited to children or people with physical, mental and sensorial problems. In such cases, we recommend the supervision of a person responsible for their safety and trained in the use of the device.

NOTE - NATIONAL LAWS ON GPS TRACKING
Some Countries may have a restrictive legislation on the GPS tracking of people, animals or things.
The user is the only one responsible for complying with the local laws on this subject.

SAFETY TIPS
Although Kippy DOG is small and light, it could be unsuited for small animals (less of 5 kg of weight) or with unsuited health conditions. In case of doubts about its use, ask your vet.

CUSTOMER SERVICE

Our customer service is available from Monday to Friday 9:30 to 17:30, check our website www.kippy.eu for the most up-to-date references and contact times.

We answer to assistance requests as soon as possible and according to priority. You can expect our respond within 8 working hours (excluding holidays).

NOTE: We will not consider management or replacement requests for the following cases:

• Kippy DOG lost

• Kippy DOG damaged due to misuse (as such Kippy DOG being bitten or oxidizing are not covered)

• Replacement request without the customer service authorization.

For complaints, advice or collaboration requests, you can write to: **customercare@kippypet.eu**

NOTES