



Getting Started

Congratulations, your pup is part of the Fi pack!

With the Fi collar, you can track your dog - no matter where they are. Once your collar kit arrives, the first step you'll want to take is to download the Fi app for your smartphone:

[Try Fi for Android](#) (Samsung Galaxy, Google Pixel, LG, etc.)

[Try Fi for iOS](#) (iPhone/Apple)

From here, you'll want to login using the same email address you used to place your order, and where your Fi receipt was sent. During the checkout flow, you created a password, although if you don't recall this- tap "[Forgot Password](#)" and we'll send you a link.

If you received Fi as a gift:

If you received Fi as a gift or are setting up a collar with a different email address than the one used during check out, enter the email address you would like to use and tap "No" to the question "Have you already purchased a Fi collar?" this will allow you to create an account. Make sure to leave "invite code" blank.

In this flow, you'll be asked to "Remember to use the same email address when you order your Fi collar" and you can tap "OK".

Initial App Setup Workflow (Step by Step):

1. Enter your phone number or skip
2. Tap "Create Dog Profile"
3. Enter your pup's name
4. Specify your dog's gender
5. Specify breed category
6. Specify breed type
7. Enter your pup's birthday (or adoption date)
8. Enter your pup's weight
9. Select a photo for your pup from your phone's camera, gallery, or Instagram (you can skip this step, by tapping continue without adding a photo)

- Please note: selecting Instagram will also link your Instagram account to your Fi profile, and your handle will be visible in rankings to other Fi users
10. Invite owners (you can skip this step, by tapping “Next” without inviting any owners)
 11. Plug in your base (we recommend a spot where your dog spends a lot of their time, but also has access to your Wi-Fi network.)
 12. In the app you'll see a “Loading” screen while the app scans for your base
 13. Once the base is activated, you'll see "Base Activated"
 14. Tap continue to move onto "Base Configuration"
 15. In the app you'll see a "Loading" screen while the app configures your base
 16. Tap "Connected to Wi-Fi" to connect your base to your home network
 17. In the app you'll see a "scanning" screen while the app looks for nearby networks
 - **Note:** The Fi base only connects to 2.4 GHz Wi-Fi networks.
 - If you need a MAC Address to access your WiFi network, you will need to reach out to support@tryfi.com at this step, and we can provide this.
 18. Tap your network from "Choose a Network"
 19. Enter your network's Wi-Fi password in "Join Network"
 20. Tap “Continue” to connect to the network
 21. In the app you'll see a "Connecting" screen while the app connects to your network
 22. Tap "Set Base Location" to move to the next screen
 23. Tap "Enable" to set a Base Safe Zone
 24. Set your Base location. You can do this by entering the address where the base is located, and then pinch and pull the blue circle to cover the area your pet can roam in this area safely, with no alert needed.
 - Please note: the minimum size of the circle is 60 feet.
 25. Tap “Save” to save your Base Location & Safe Zone
 26. Your Base is now configured!
 27. Tap “Continue” to set your alert preferences. Please note, if you did not enter a phone number on step 1, you'll be prompted to add one now in order to get SMS notifications.
 28. Tap “Continue” and place your Fi collar on the base. This will turn your Fi Collar on
 29. In the app you'll see a "Loading” screen while the app scans for your collar
 30. Once the collar is activated, you'll see "Collar Activated"
 31. Tap “Continue”, and you'll be on the Fi app home screen
 32. If you signed up for a [Fi GPS/LTE Subscription](#) trial during check out, this will automatically be applied to the collar - you'll receive an email confirming your activation.
If you did not elect a trial at check out, you'll have the option to set up a GPS/LTE-M account.
 33. For multi-pet households: [Adding multiple dogs to the Fi App](#)
 34. Place the Fi Collar around your pup's neck and get started tracking your dog's location and activity using the Fi App.
 - For more information on sizing and fitting your dog's Fi Collar, see [Sizing and Fit](#).
 - For further information on in app configuration, see [Fi App Settings & Functionality](#)

How does my dog's Fi Collar connect to GPS, Bluetooth, the Fi Base, and the Fi App?:

The Fi Collar will always try to use the least amount of battery possible. Whenever it's in range of your Fi Base or a smartphone belonging to a designated owner with the Fi App installed and running, the collar will use those connections (via Bluetooth) to locate your pup and display their activity.

Once the collar is out of Bluetooth range of either your Fi Base or Fi App, the collar will use GPS to acquire your pup's location. It is extremely important that the Fi Collar only connects to LTE-M/GPS outdoors, as GPS is not reliable indoors. In order to achieve the longest possible [battery life](#), it is also essential GPS is only used when needed (when you are apart from your dog, and they are outdoors).

If your pup is going to be away from both you and the Fi Base, and you want to track your pup indoors, you'll either need to transport your Fi Base (remember to update the Wi-Fi Base settings in the Fi App once you arrive at the new location), set up a new Fi Base (if your dog spends extended amounts of time in multiple locations regularly, such as "home" and "office"), or add someone with the Fi App in the new location as an owner.

Additionally, see: [How to improve your Fi Base Connectivity](#) & [How to improve Fi App Mobile Connectivity](#)

International Usage:

The Fi Collar can only connect to the AT&T network in the United States, so if your dog travels internationally, it will not function properly. That said, as long as your dog is located in the United States, you can check in on your pup from anywhere in the world providing you have internet access on your smartphone and a Fi subscription.

Charging the Fi Collar:

To charge your dog's Fi Collar, place the collar module on the Base. For full recharge time, allow 3 hours from 0% to 100%.

For more information about the battery life of your dog's Fi Collar, see [Battery Life](#).

Regulatory and Legal Information:

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. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. 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 device includes a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to RF energy set by the Federal Communications Commission of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for portable mobile devices employs a unit of measurement known as the Specific Absorption Rate (SAR). The SAR limit set by the FCC is 4.0 W/kg. Tests for SAR are conducted using standard operating positions reviewed by the FCC with the device transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output. Before a portable mobile device is available for sale to the public, it must be tested and certified by the FCC to not exceed the limit established by the government-adopted requirement for safe exposure. Tests are performed for each device as required by the FCC in positions and locations such as on the limb. While there may be differences between the SAR levels of various devices and at various positions, they all meet the government requirement for safe exposure. Additional information on Specific Absorption Rate (SAR) can be found on the Cellular Telecommunications Industry Association (CTIA) website at <http://www.ctia.org>.

Fi Collar Series 2
Model #: FC2
FCC ID: 2ARXN-FC2

Fi Base
Model #: FB1
FCC ID: 2ARXN-FB1

For questions about FCC compliance, please visit <http://www.tryfi.com/fcc>



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