



# FINDSTER

Closer to you

FINDSTER USER GUIDE

## Revision History

| Date of creation | Date of release for review | Author(s)      |
|------------------|----------------------------|----------------|
| 03/02/2016       | 19/02/2016                 | João Magalhães |

## Track Changes

| Revision | Revision Date | Description of Change             | Author        |
|----------|---------------|-----------------------------------|---------------|
| 01       | 17/02/2016    | Regulatory Statements and Support | Mariana Costa |
| 02       | 17/02/2016    | Layout Design                     | Paula Ramos   |
|          |               |                                   |               |

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This manual applies to the Findster system®



## **Manufacturer**

Findster Technologies, S.A.  
Rua Sá da Bandeira, nº 651 1º Direito  
4000-437 Porto  
Portugal

(+351) 223 248 286  
[info@getfindster.com](mailto:info@getfindster.com)

## 1. About this Manual

This manual provides detailed technical and operational information on the Findster system.



Caution – Do not use the Findster system without reading this manual.

### 1.1. Explanation of the pictograms

| Pictogram | Description  |
|-----------|--|
|           | General warning sign according to IEC 60601-1 (2005)   |
|           | Operating instructions sign according to IEC 60601-1 (2005)  |
|           | Refer to instruction manual/booklet according to IEC 60601-1 (2005)  |
|           | CE marking symbol. Complies with R&TT Directive 2014/53/EU   |
|           | Symbol for the marking of electrical and electronic equipment according to directive 2002/96/EC.<br>Protecting the environment. When disposing of this unit, or the batteries it uses, do so in an environmentally friendly way. directive 2002/96/EC. |
|           | Manufacturer symbol sign according to NP EN 980 (2008)   |
|           | FCC symbol according to the Federal Communications Commission of United States of America  |

## 2. Introduction

Findster Technologies was established in 2015 to develop products that take advantage of technology and innovation to connect people with their loved ones.

A new paradigm in location systems, Findster uses proprietary long-range communication technology to enable the continuous control of each user's safety and well being - without requiring any monthly fees.

The system is comprised of two modules - the Guardian and the Target - which are comfortable and well-designed wearable pieces. Communicating through Radio Frequency (RF), they allow real-time monitoring of the target's geo-location and activity, while also providing some additional useful features. A high-precision GNSS tracking system is used, as well as a proprietary communication system in the Sub 1GHz Industrial/ Scientific/ Medical (ISM) band.

The Findster App receives information directly from the Guardian module - via Bluetooth Low Energy (BLE), or remotely through the cloud - via WiFi or 3G. The latter allows data sharing with other authorized users. The App allows large groups to be monitored, centralizing data and further enhancing the user's connectivity with the ecosystem.

## 2. Introduction

### — 2.1. Terms of Use



WARNING: Read all the Instructions before using Findster!



IMPORTANT: To use Findster the user needs to agree with the product Terms of Use available at the time of account creation.

Findster is a tracking system mainly intended to locate pets. However, to reduce risk of injury when using Findster in other situations, close supervision is necessary.

When using Findster near children, close supervision is necessary to prevent and avoid injuries.

Furthermore, Findster Technologies S.A. cannot be responsible for:  
GPS errors caused by external sources other than the product hardware;  
Losses, kidnapping or any other similar situation.

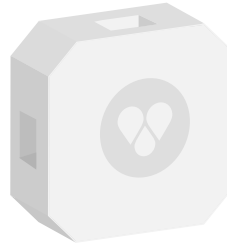
### 3. In the box



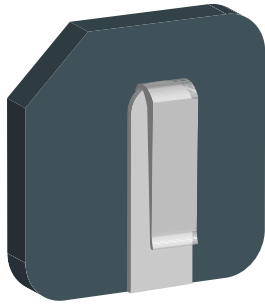
Findster Guardian



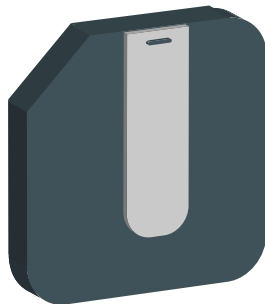
Findster Target



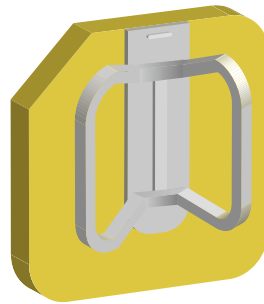
Portable Charger



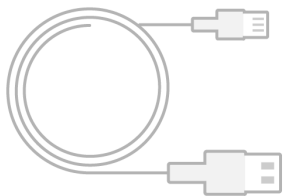
1x Belt Clip



1x Pendant Clip



1x Collar Attachment



1x USB - micro USB  
charging cable



1x Strap

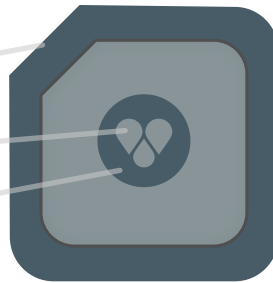


## 4. Findster modules overview

### Findster

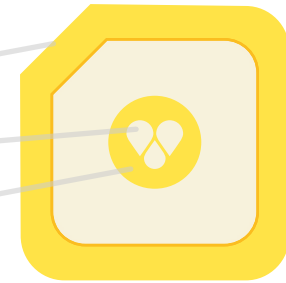
#### Guardian

- Charging port
- Status LED
- Power button



#### Target

- Charging port
- Status LED
- Power button



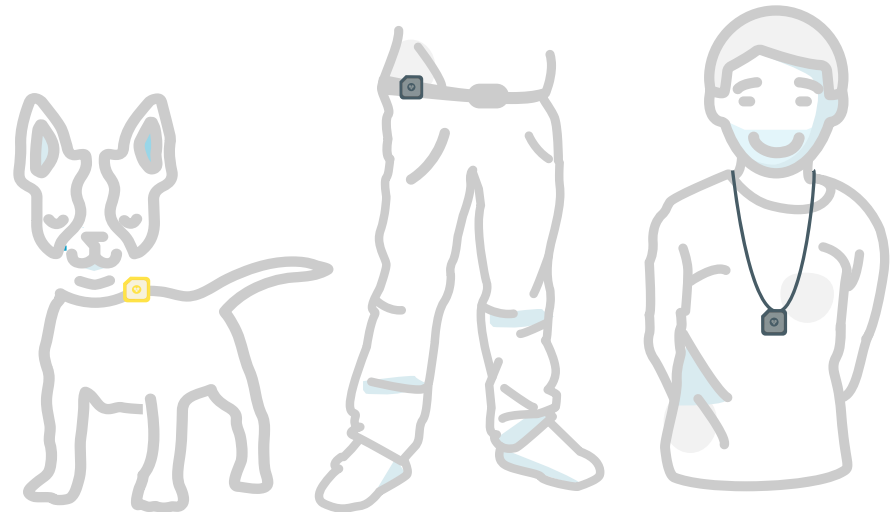
### 4.1. Wearing the Modules

The Guardian module can be worn in two different ways:

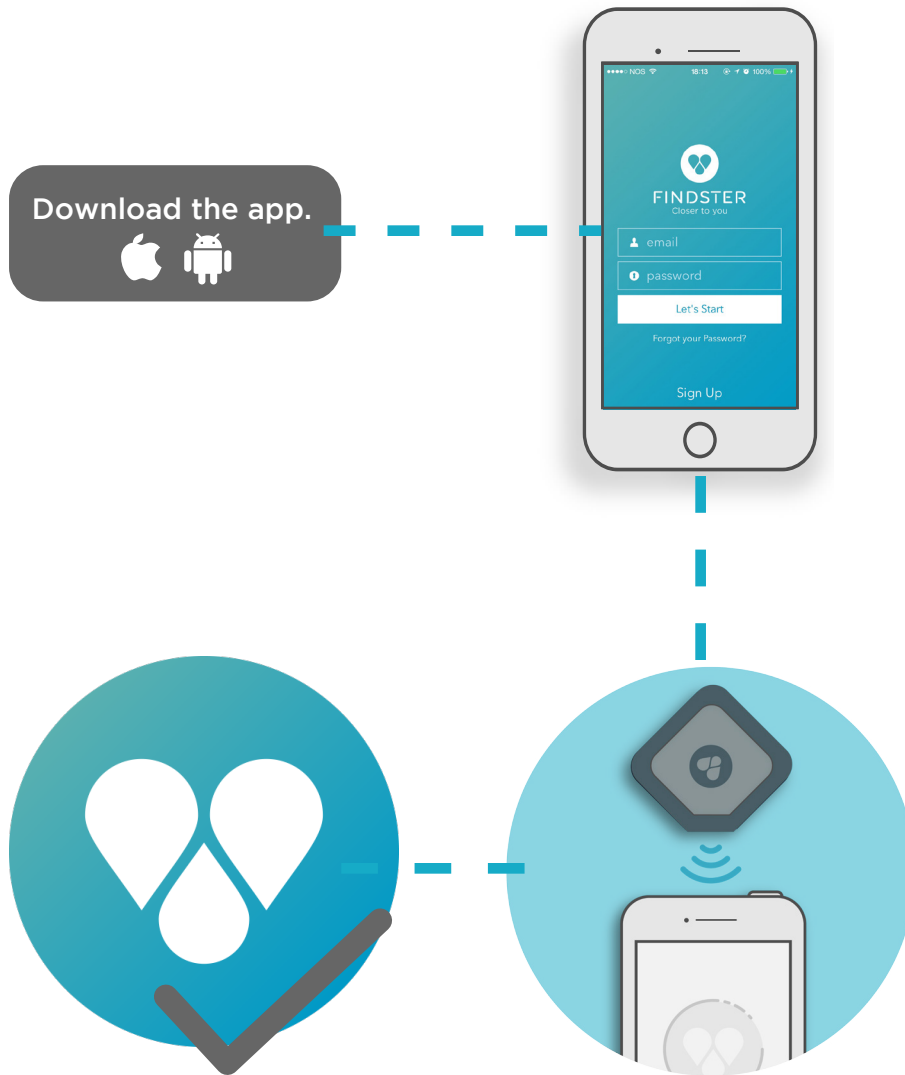
- Clipped to a belt
- As a pendant

Two types of clips are included, one for each use case.

The Pet module can be attached to any collar using the provided attachment and strap.



## 5. Getting started



1.

### Download the Findster app

Visit the App Store or the Google Play Store to download the Findster app.

2.

### Login/Register

Follow the instructions provided in the app. If you're a first time user, you will need to create an account.

3.

### Pairing

Again, follow the instructions to pair the Findster Guardian with your phone. You will be prompted to press the button on your Findster Guardian two different times - the first time to turn it on, and the second to connect.

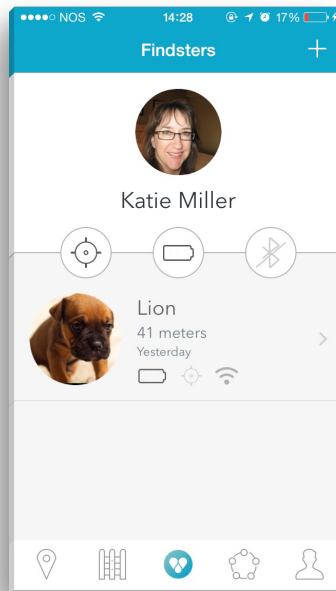
4.

### Good to go!

Everything's set - time to explore your Findster system!

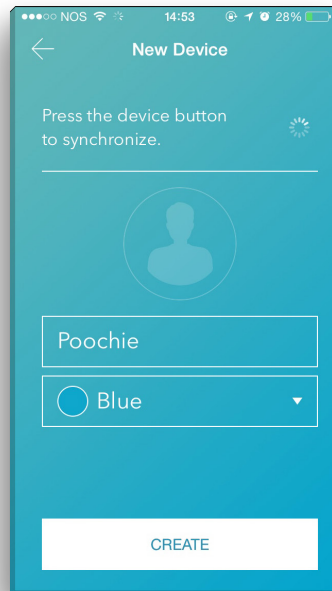
## 6. Exploring the App

Some of the main screens and features available are depicted here.



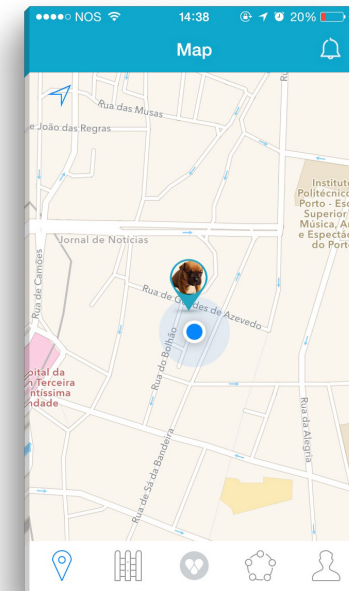
### Home Screen

This is your starting point. You can check your Guardian module's battery level, and information regarding every Findster currently associated with your account.



### Adding new Findsters

Pressing the “+” button on the Home screen will allow you to add a new Findster. After synchronizing the new device, you can give it a name and associate a photo and color to it.

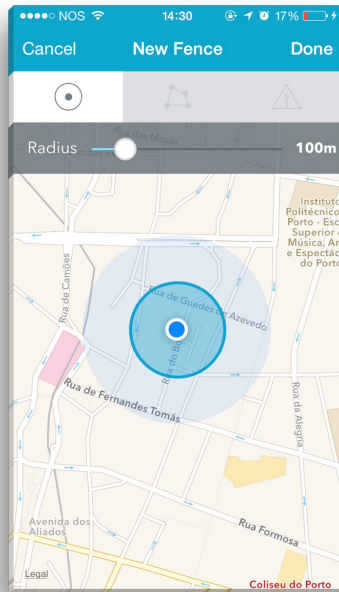


### Map Screen

The Map screen allows you to see your current position, as well as the position of every active Findster associated with your account. It is updated in real-time.

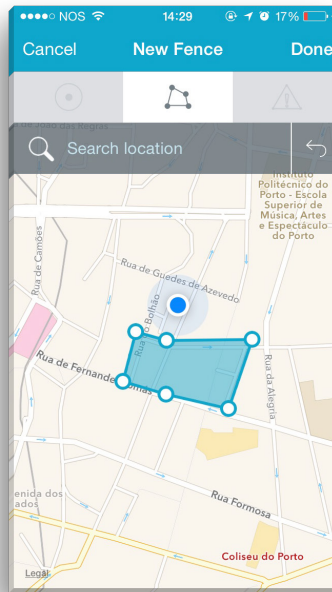
## 6. Exploring the App - Fences

Security zones can be defined considering your Findsters' current position. After a fence is created, the user is able to activate/deactivate it at will. Three types of fence are available:



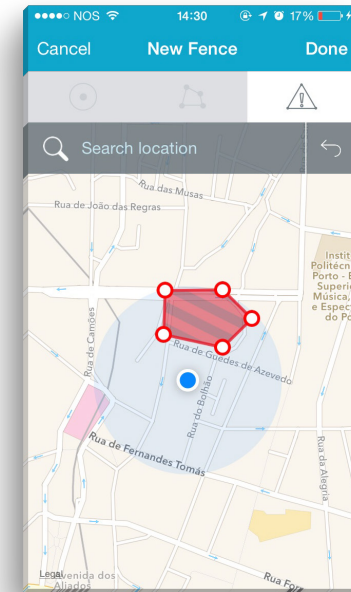
### Circular Fence

Centered on the Guardian's position, it automatically moves with you. The user is able to define the radius of the fence when creating it. If any Findster goes outside of the designated area, an immediate alert will be displayed.



### Polygonal Fence

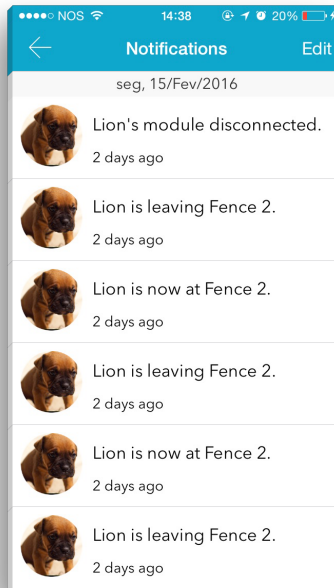
Entirely customizable, it is comprised of several polygons chosen by the user. This fence is stationary. Again, the user is immediately alerted if any Findster goes outside the designated area.



### Danger Zone

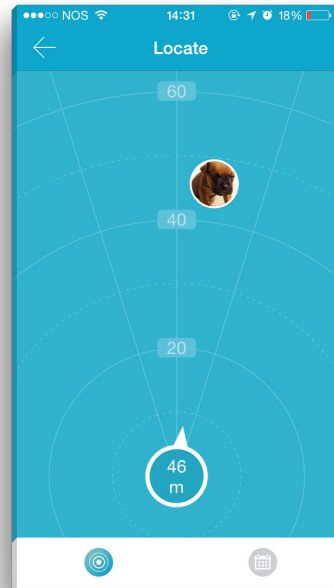
It follows the same principle as the polygonal fence, but is meant to cover areas the Findsters are not supposed to enter instead. If this happens, the user is immediately notified. This fence is also stationary.

## 6. Exploring the App



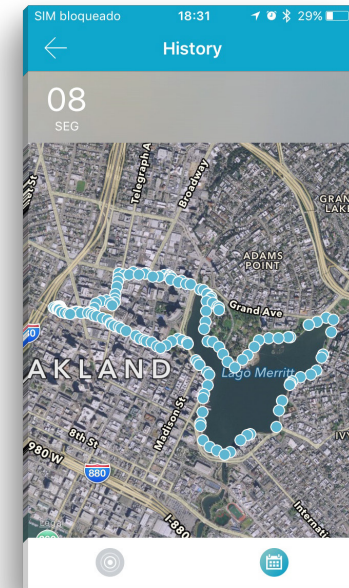
### Notifications Panel

Accessible through the Map screen. this panel displays the most recent events.



### Locate Mode

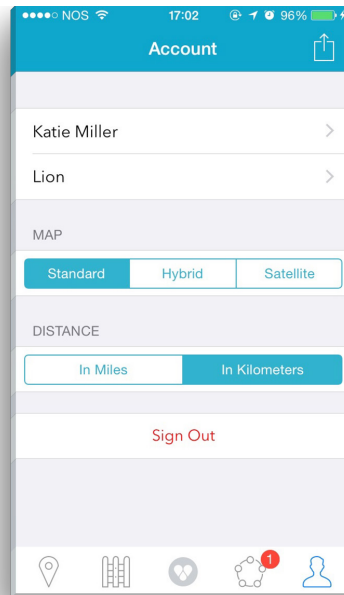
The Locate mode shows you the distance and direction to each active Findster associated with your account. It works as a compass, and is updated in real-time.



### History

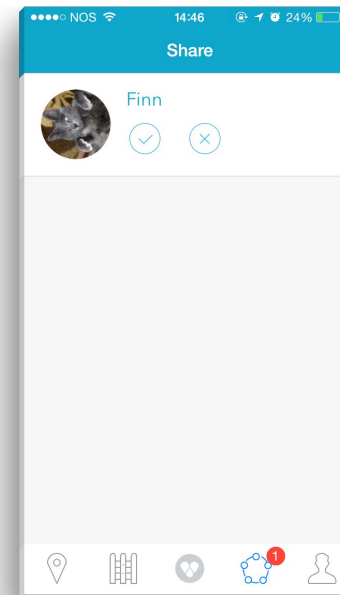
Past positions are displayed using the History feature, allowing you to reconstruct your walks. The user can view information regarding the previous seven days.

## 6. Exploring the App - Interconnectivity



### Sharing Findsters

You can share access to your Findsters with other authorized people, like family and friends. To do so, enter the Account menu, select one of your Findsters and then enter the desired person's email address.



### Accepting Requests

Invites received will be displayed in the Share section.

## 7. Understanding your Findster

### 1.

#### Status LED

Solid red glow - Findster is charging

Solid green glow - Findster is fully charged

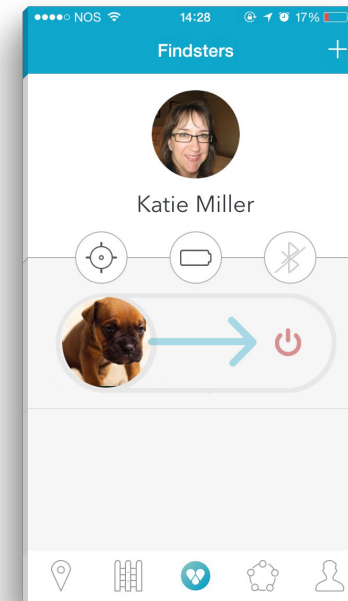
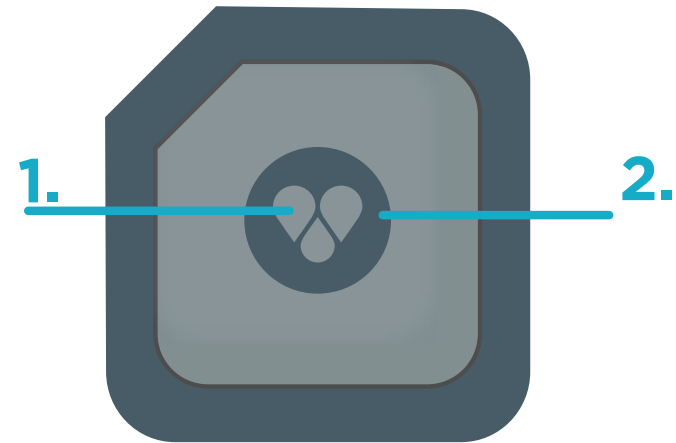
Short red blinking - Battery is almost empty

Solid white glow - Pairing, waiting for confirmation

### 2.

#### Power Button

- To turn any module on, press the button once.
- To turn a Target module off, use the app: on the home screen, longpress the respective Findster's photo and swipe right.  
To avoid turning the modules off accidentally, this function is accessible through the app only.
- If all Target modules are off, the Guardian module will automatically turn off.



## 8. Charging the Findster modules

- Using the cable provided, connect the portable charger to a USB outlet on any laptop. Afterwards, plug the Findsters into the portable charger.

Average charging time: 2 hours (full charge)

- The portable charger includes 3 charging ports, one of which also serves as a data communication port. In the future, this port will be used to transfer data updates, via a Desktop App.



Data communication Port



Charging Port

## 9. Care and Cleaning of Devices

- Do not clean your Findsters while charging.
- Do not use alcohol (methyl, ethyl or isopropyl) or any strong dissolvent.
- Do not use thinner or benzene, abrasive cleaners or compressed air.

To clean the Findster devices, use a cloth lightly dampened with a mild detergent. Avoid getting liquids inside your Findsters, at risk of critical malfunctions.



## 10. Specifications

### - General (Modules)

Lightweight

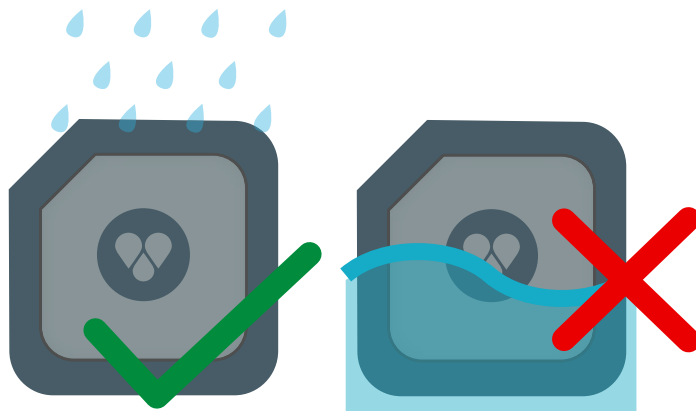
Rechargeable battery

3-axis Accelerometer

RGB LED

High precision GPS: 5-10 ft (1.5-3 m)

Shock resistant



Splash proof

Not water proof

- Do not attach your tracker to any metal collars. Using metal ornaments in your pets' collar should also generally be avoided.

### - Bluetooth

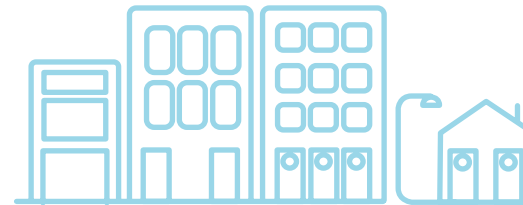
Bluetooth 4.0 (Low Power)

Compatible with iOS devices running Bluetooth 4.0 or higher

### - RF Communication

Proprietary communication protocol

Average obtainable range: up to 1km (0.62 miles) depending on the surrounding environment



Urban environment: < 1 km



Open field conditions: >1 km

## 10. Specifications

| Technical Data  | Guardian Module   | Target Module   | Charger          |
|-----------------|-------------------|-----------------|------------------|
| Device Name     | Findster Guardian | Findster Target | Findster Charger |
| Dimensions (mm) | 42 x 42 x 18      | 42 x 42 x 18    | 31 x 31 x 18     |
| Weight          | ~ 50g             | ~ 50g           | ~ 20g            |
| Input Power     | 5V<br>150 mA      | 5V<br>150 mA    | 5V<br>500 mA     |
| Autonomy        | 12-18 hours       | 12-18 hours     | N / A            |
| Standby time    | > 6 days          | > 6 days        | N / A            |

### System Requirements

|              |  |
|--------------|--|
| Bluetooth LE | 4.0  |
| IOS          | Ipad 3rd Generation;<br>iPhone 4/4S; iPod Touch,<br>5th Generation (5, 5S,<br>5C), Ipad 3rd and 4th<br>Generation; iPod touch<br>5th Generation; iPad mini |

### Environmental Specifications

|                      |  |
|----------------------|--|
| Storage Conditions   | Temperature: -20°C to + 65°C<br>Humidity: 45% to 80% (No condensation)<br>Atmosphere pressure: 700 to 1060 hPa   |
| Operation Conditions | Charge temperature: 0°C to + 45°C<br>Discharge temperature: -20°C to +65°C<br>Humidity: 45% to 80% (No condensation)<br>Atmosphere pressure: 700 to 1060 hPa |

## 11. Warnings and Safety information



Please read all the following instructions before using your Findster system. By reading this manual and the following sections it is assumed that the user is conscient of the safe use and limitations of the product.

### 11.1. Important health information and safety precautions

When using this product, the safety precautions below must be taken to avoid possible legal liabilities and damages. Retain and follow all product safety and operating instructions. Observe all warnings in the operating instructions on the product. To reduce the risk of bodily injury, electric shock, fire and damage to the equipment, observe the following precautions.



**CAUTION:** The Findster products are mainly intended for tracking pets. Using the products in a manner other than specified in the user manual may cause injury. To reduce the risk of injury, close supervision is necessary when the product is used near children.

## 11.2. Safety precautions for Findster components



WARNING: All Findster components contain a Li-ion or Li-ion Polymer battery. Do not disassemble, crush, puncture, short external contacts, expose to temperatures above 60°C (140°F), or dispose of in fire or water.

Failure to follow these instructions may cause the battery to leak, catch fire, or explode.

Avoid dropping the product.

If the battery leaks:

- Do not allow the leaking fluid to come in contact with skin or clothing. If contact has already occurred, flush the affected area immediately with clean water and seek medical advice.
- Do not allow the leaking fluid to come in contact with eyes. If contact has already occurred, DO NOT rub; rinse with clean water immediately and seek medical advice.
- Take extra precautions to keep a leaking battery away from fire, as there is a danger of ignition or explosion.

## 11.3. Accessories

Use only the accessories supplied by Findster Technologies S.A. with the product. Use of any unauthorized accessories with the product may damage the product or cause injury and will invalidate the warranty.

## 12. Regulatory Statements

### 12.1. FCC

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 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.

To assure continued compliance, any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. (Example - use only shielded interface cables when connecting to computer or peripheral devices).

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.

## 12. Regulatory Statements

### 12.2. Other Regulatory Statements

#### 1 - OWNERSHIP -

“Findster”, including all the components and documents that are included in the kits, are the sole property of Findster Technologies, S.A..

#### 2 - WARRANTIES, RISKS AND DAMAGE TO THE FINDSTER SYSTEM -

Findster Technologies, S.A. reserves the right to repair non-conforming or defective components or replace them with new components, restored or reprocessed. Any parts or components non-conforming replaced by Findster Technologies, S.A. will become the sole property of Findster Technologies, S.A.. Any complaints from the buyer must be submitted to the manufacturer within the warranty validity period of 12 (twelve) months in order to be considered within the warranty boundaries.

Findster Technologies, S.A. reserves the right to refuse warranty coverage, and will not be responsible for repairing or replacing any device or component nonconforming or defective under this warranty if:

The Findster system, or any of its components, is altered, tampered with, not maintained and/or not used as specified in the User Guide.

Non-compliance or defect has resulted from any technical service or equipment maintenance executed by personnel not authorized by Findster Technologies, S.A..

This warranty applies to Findster hardware (charger and tracking modules) and software (mobile application). This warranty does not apply to the accessories and mobile devices used for the operation of the device.

#### 3 - INTELLECTUAL PROPERTY RIGHTS -

The “intellectual property” rights are exclusive property of Findster Technologies, S.A.. These include all the intellectual property and/or industrial property rights/and or rights about software or hardware owned by Findster Technologies, S.A. and/or related with the activity of Findster Technologies, S.A., inter alia, relating to Findster or any other product, technological solution, technical documentation, software, databases, feedbacks, documents and manuals, know-how, as well as all the studies and conclusions of any nature, including the ones connected with technics, business, process and commercialization, already existing and/or which are subsequently created and/or developed by Findster Technologies, S.A. and/or by others.

#### 4 - LIABILITY -

In no event will Findster Technologies, S.A. be liable to the misuse or lack of results of the Findster system, including negligence.

#### 5 - USER GUIDE -

The **User Guide** describes the system components, features, setup and operability.

## 13. Support

For additional support or in case of system malfunction, contact Findster Technologies S.A. immediately via e-mail ([info@getfindster.com](mailto:info@getfindster.com)), access the website ([www.getfindster.com/contact/](http://www.getfindster.com/contact/)) or by phone (+351 223 248 286).

# FINDSTER

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