2025



Pawfit Lite User Manual

V.1.0

Latsen Technology LTD

Contents

Section 1 – Support and how to contact us. 3
Section 2 – In the box 3
Section 3 - Setting up your Pawfit tracker. 4
Section 4 – Looking after your Pawfit tracker. 6
Section 5 – How to charge Pawfit. 7
Section 6 – Turning on/off your Pawfit Lite tracker and confirming online status. 8
6.1 – Switching your tracker on 8
6.2 – Checking the tracker is online 8
6.3 – Switching off your tracker 8
Section 7 – Tracker LED lights and colours explained 9
Section 8 – A guide to the Map Page 10
8.1 – How to locate you and pet on the map 10
8.2 – Tracker Status Cards 10
8.3 – Live tracking mode 11
8.4 – Light 12
8.5 – Alarm 12
8.7 – Switching between trackers 13
8.8 – Understanding the Map buttons 14
Section 9 – A guide to the Activity page 16
9. 1 – Daily Step Goal 16
9. 2 – Activity data 17
9. 3 – Switching between pets 17
9.4 – Sharing your pet's activity data 17
Section 10 – A guide to the History page 18
10.1 – Understanding the history page. 18
10.2 – Switching between pets 18
10.3 – Exporting History data 19
Section 11 – A guide to the Walk page 20
11.1 – Before you start a Walk – adding/removing pets to the Walk. 20
11.2 – Understanding the icons on the Walk map. 22
11.3 – Walk Reports 23
11.4 – Pawfit Contacts 23
Section 12 – A guide to the Profile page. 25
Section 13 – Your Pawfit User Profile. 26
13.1 – Settings 26

Section 14 – Your Pet's Profile. 27
14.1 – Choosing your pet's activity goal 27
14.2 – Family Pet Care 27
Section 15 – Advanced Settings. 28
Section 16 – Safety Zones. 29
16.1 – How to create a Safety Zone 29
16.2 – How to edit your zones 30
16.3 – Why is there sometimes a delay in receiving Safety Zone notifications? 30
Section 18 – Pawfit Family Pet Care 31
18.1 – Before you begin 31
18.2 – Adding someone to your pet's Family Pet Care 31
18.3 – Managing your pet's Family Pet Care 33
18.4 – Using Walk 33
Section 19 – The Pawfit Pals Referral Programme 34
19.1 – How it works 34
19.2 The finer details 34
Section 20 – Using the Pawfit app on your smart watch. 35
20.1 – Navigating the Pawfit smart watch app 35
Section 21 – Using the Pawfit app on multiple devices. 37

Section 1 – Support and how to contact us.

We hope you love using your new Pawfit tracker!

If you need help setting up your tracker or using Pawfit's various features, check out our support page at https://support.pawfit.com.There you'll find advice on everything from trouble shooting to FAQs.

You can also check out some helpful How To videos on our YouTube channel - https://www.youtube.com/@pawfittracker

If you need more help, our customer support team are on hand. You can reach them by emailing support@pawfit.com.

Section 2 – In the box

Inside your Pawfit box, you'll find your Pawfit Lite tracker, quick release collar, charging cable, and collar attachment clip.



If there is anything missing from your Pawfit Lite box, please get in touch with our customer support team by emailing support@pawfit.com

Section 3 - Setting up your Pawfit tracker.

Before you can start setting up your Pawfit Lite tracker, it will need to be fully charged.

Pawfit charges best when you use a quality USB charger with an output no greater than 5v. A poor quality USB charger cannot guarantee stable output and any sudden power surges may trigger the protection unit to shut down the battery and in the worst case might damage the entire circuit.

Please note – due to the magnets in the Pawfit Lite charging cable, it will only align one way to the tracker. Once correctly aligned, the cable will snap into place indicating a successful connection. Once connected, the LED light will turn red which may take a few seconds.

Now your tracker is charged, it's time to download the Pawfit app to your smart phone.

Scan the QR on the side of your Pawfit Lite box or search for the Pawfit app in your phone's app store.

The Pawfit app is compatible with Apple devices using iOS 9.0 or above and Android devices using 5.0 or above.

When you have downloaded the Pawfit app, tap its icon to open it up.

Your first step will be to create a free Pawfit account.

Once you have created an account and logged into the app, you'll be asked if you want to Register a Pet or Look After Other's Pet.

Please choose the Register a Pet option and complete the following steps to set up your tracker:

Step 1 – Pet Registration

- Enter your pet' basic information to complete their profile.

Step 2 – Add a profile picture.

Step 3 – Add your tracker.

- Scan the QR code on the back of the tracker or the tracker box, or type in the tracker's ID number which is found underneath the QR code.

Step 4 – Choose a subscription

- You can choose a subscription plan that suits you from one of the available options
- Redeem a subscription gift code by entering it on the gift code page

- Transfer an existing subscription from an old tracker to your new one by selecting the subscription you would like to transfer. Please note, once transferred, you will not be able to transfer it back.

Step 4 – Choose a WiFi network.

- Identifying a WiFi network where your pet spends most of their time will optimise battery life.
- You will not need to enter a password.
- This can be completed after tracker registration by going to the settings in your pet's profile.

Step 5 – Select a safety zone.

- Create a new safety zone or choose from an existing one.
- This can be completed after tracker registration by going to the settings in your pet's profile.

If you need any assistance with setting up your tracker, our customer service team are here to help. Please send an email to support@pawfit.com.

Section 4 – Looking after your Pawfit tracker.

Our Pawfit Lite tracker is designed to be durable and long lasting but it's not completely indestructible. To ensure your Pawfit Lite tracker has a long happy life, we recommend showing it some TLC with the following care tips:

- Before you put your tracker on charge, make sure it's 100% dry, especially the copper contacts.
- Keep Pawfit Lite out of your pet's mouth to avoid it being chewed and damaged.
- Got a dirty Pawfit Lite tracker? Rinse clean with warm water (no soap) or use an antibacterial wipe before leaving to dry completely.
- After contact with sea water, please rinse the tracker in clean water (no soap) before you next charge it.

Section 5 – How to charge Pawfit.

When the battery level is lower than 20%, the tracker's LED light will flash red every 10 seconds to indicate the battery is low. You will also receive a low battery notification on your phone when the battery level is lower than 20% and a second notification when it's below 10% to remind you to charge it too.

Pawfit charges best when you use a quality USB charger with an output no greater than 5v. A poor quality USB charger cannot guarantee stable output and any sudden power surges may trigger the protection unit to shut down the battery and in the worst case might damage the entire circuit.

Once your tracker is fully charged, the LED light will turn green. Remove the tracker from the charger and press the power button for 3 seconds until you hear a startup tone and the green light will come on.

We strongly advise not over charging your tracker as this can shorten the life expectancy of its battery. Do not leave on charge once tracker is fully charged.

Section 6 – Turning on/off your Pawfit Lite tracker and confirming online status.

Before you go out with your Pawfit Lite tracker, we always advise checking that it is switched on and online. When the tracker is online, it means that it has connected to the 4g network and is able to send and receive data to the Pawfit app.

6.1 – Switching your tracker on

To turn on your Pawfit Lite tracker, press and hold the power button for 3 seconds until you hear the startup tone.

6.2 – Checking the tracker is online

You can confirm the tracker is online by pressing the power button. If the status light flashes blue, the tracker is online. If the light flashes red, the tracker is offline and is still trying to connect to a network. Please allow at least 30 seconds for the tracker to connect to a network after it has been turned on.

If your tracker is not connected to a network and there is insufficient 4g coverage, you will need to move to a different location, ideally outside in open air, and restart the tracker. To restart the tracker, you will need to press and hold the power button for 3 seconds to turn it off. Once the light goes off, press and hold the power button again for 3 seconds to turn it on. When the tracker restarts, you will hear the startup tone. Wait for 30 seconds and then press the power button. The status light on the tracker should now flash blue. If not, wait a bit longer or try again in a new location.

If you have tried multiple times without success, please contact our support team – support@pawfit.com.

6.3 – Switching off your tracker

To switch off your Pawfit Lite tracker, press and hold the power button until you hear the shutdown tone. Pressing the button again once it is switched off will turn it back on.

Section 7 – Tracker LED lights and colours explained

The Pawfit Lite tracker features one built in LED light which shows the status of your Pawfit Lite and can also be used as a tracking light.

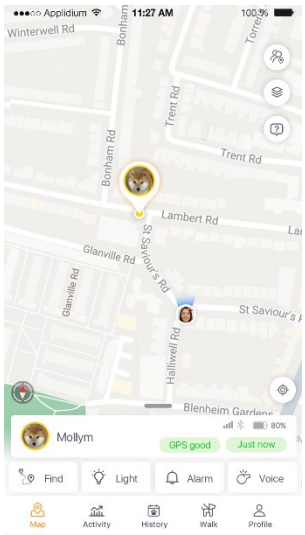


The status light flashes in several colours which each have a different meaning:

- Red – the tracker is offline and cannot connect to a network (seen when the power button is pressed), or to show that the tracker is being charged.
- Flashing red – the tracker's battery level is below 20% and the tracker needs charging.
- Blue –the tracker is online and connected to a network, (seen when the power button is pressed).
- Green – the tracker is powering up and the tracker is fully charged.

Section 8 – A guide to the Map Page

The Map page is the Pawfit App's home page. The Map screen will show the location of your pet's tracker as well as your phone's location. The Map page is where you can access security features like live tracking, etc.

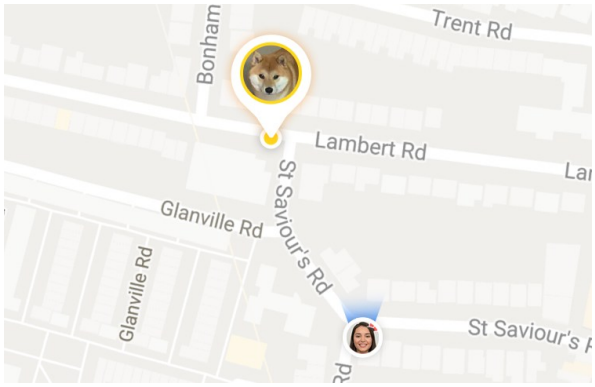


8.1 – How to locate you and pet on the map

On the Pawfit map, you will see your phone's location and your pet' tracker location.

Your pet's tracker location is represented by their profile picture or if no profile picture was chosen, their first initial.

Your location will be your Pawfit profile picture, or if no picture was chosen your initials. Your icon will also have blue arrows around it. These will show the direction your phone is pointing in in relation to your pet's tracker. As you turn your phone, the blue arrows will rotate around on the map.

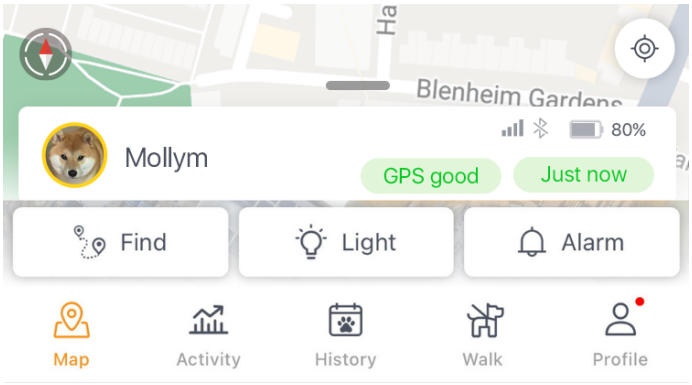


8.2 – Tracker Status Cards

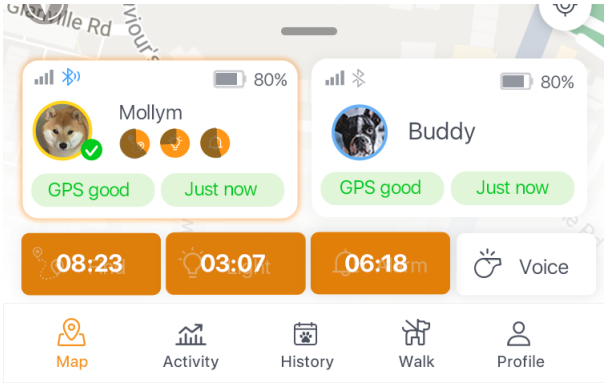
On the map page, each tracker has a status card which is located at the bottom of the map. On each status card, you'll be able to see your pet's profile picture the battery level of each tracker, the time since the last location update, the strength of the GPS signal when the last

location update was received, the cellular network strength and whether Bluetooth is enabled.

Beneath the status information, you'll find the icons for Find mode (live tracking), the alarm and light.



Tap each icon to turn the features on. When enabled, each feature will stay on for 10 minutes and a countdown timer will appear to show how much time remains. To turn off a feature before the timer runs out, tap the icon/timer again.

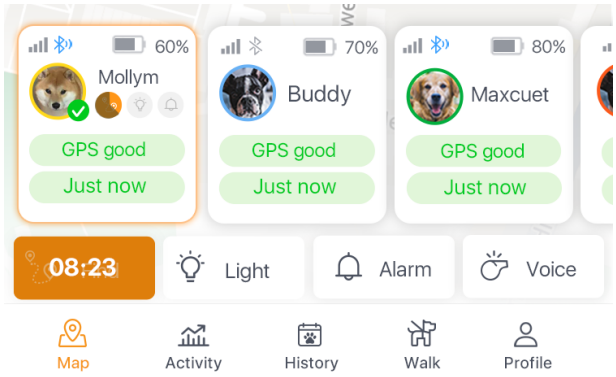


8.3 – Live tracking mode

In live tracking mode, your Pawfit tracker will send location updates every 5 seconds. To turn this mode on tap the Find icon 

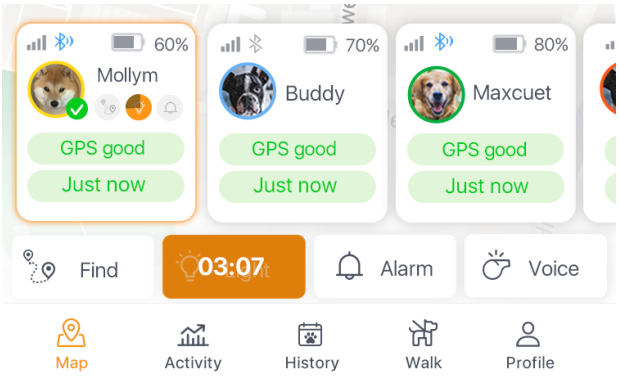
When you are live tracking your pet, their routes will be recorded as a solid line once the tracker is connected to a strong GPS signal. This helps you see where your pet has been and get a better idea of where they are going.

Depending on the GPS availability and network conditions in your location, the time it takes to find the initial GPS signal can vary. Try not to turn live tracking off while it is searching for GPS signal, unless you'd just like an update on the tracker's approximate location.



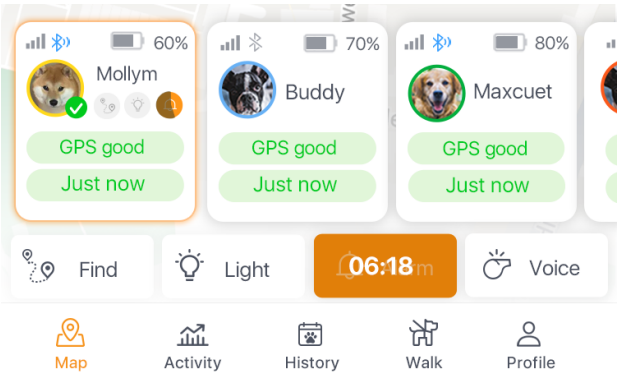
8.4 – Light

Tapping the light icon Light turns on the tracker's LED light. The light will flash for 10 minutes unless turned off by tapping the icon again.



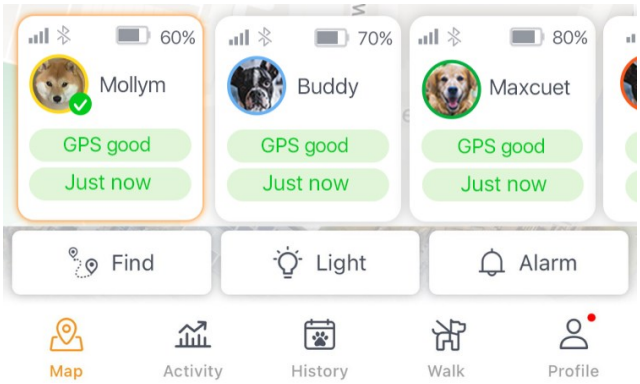
8.5 – Alarm

Tapping the bell icon Alarm turns on the tracker's alarm. The alarm plays for 10 minutes unless turned off by tapping the icon again.

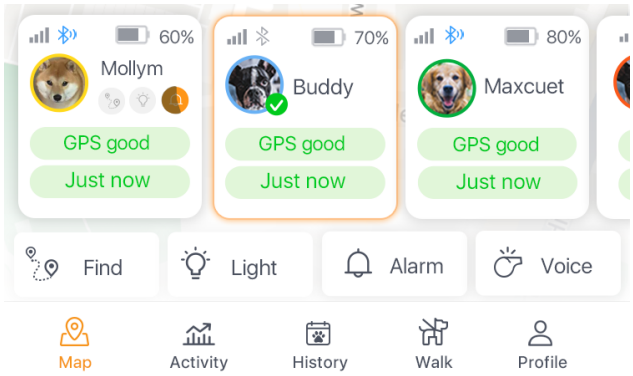


8.7 – Switching between trackers

If you have more than one tracker registered to your Pawfit account and have all trackers viewable on the map, you will see all their status cards beneath the map.



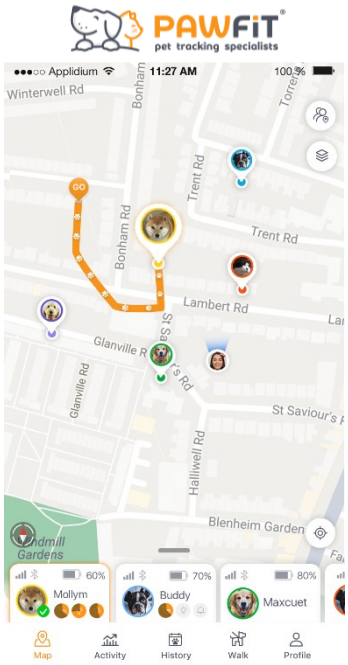
You will only be able to access the live tracking, alarm, etc. of one tracker at a time. The status card of the tracker you are controlling will be highlighted and a green check mark will be next to your pet's icon. To switch between trackers, just tap a different tracker's status card. Tapping each tracker will also centralise the map on that tracker's location.



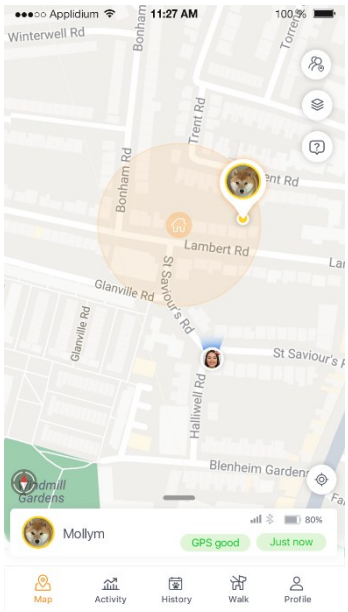
If you turn on live tracking on one tracker and then switch to control a different tracker, you will be able to see on the first tracker's status card that live tracking is on and how much time is left on the timer.

You can reorder the trackers by pressing down on a tracker's card and dragging it to a different position.

To hide the tracker buttons, tap the map screen. If any features have been enabled on a tracker, you will still be able to see how much time is left on their countdown. To make the tracker buttons reappear, tap the screen again.



You can also drag the tracker status cards down using the bar above them to only show your pets' icons, tracker battery power and signal strength. This can be used to view more of the map at once. To show all of the status cards, drag the bar back up.



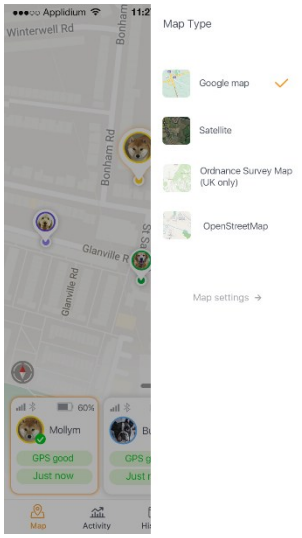
8.8 – Understanding the Map buttons

On the right-hand side of the map, you will see 4 icons

This button allows you to share your phone's live location with your family and friends. A request will be sent to your friend's phone to share your location with them

This button allows you to change the map view and access the map settings. If you have the basic Pawfit subscription plan, you will be able to choose between Google Maps

and Satellite view. Depending on your location and if you have the premium subscription plan, you can also choose from Ordnance Survey Maps and Open Street View



This button shows a glossary of all the icons on the Pawfit map screen. A handy reminder in case you forget anything!

This button centralises the map on your location. It will also put the map in navigation mode and rotate the map as you turn your phone,

Tapping this button again will turn off navigation mode.

Section 9 – A guide to the Activity page

The Activity page is where you'll find all the health and activity data for your pets. Each pet has their own activity log, and you can see their activity on a daily, weekly, or monthly basis.

The Pawfit tracker works out your pet's activity by using the information inputted into your pet's profile and the number of steps registered by the tracker. To ensure the activity page data is as accurate as possible, make sure your pet's weight and age are correct in their profile.

9. 1 – Daily Step Goal

In the centre of the activity page, you'll see your pet's daily step count and how far they are towards reaching their step daily step goal. For information on choosing your pet's step goal, see section 14.

Swipe left to check their performance for previous days and right to go back to the present day.



When their step goal achieved, the orange progress circle will be complete.

Tap Week and Month to see how often your pet achieved their daily step goal across longer periods of time and their average daily step count.



9. 2 – Activity data

Beneath the step counter is the rest of your pet's daily activity statistics.

Active hours – the total number of hours your pet has been active in a 24-hour period. This is an estimation based on number of steps counted by your Pawfit tracker.

Rest Hours – The total number of hours your pet has been resting in a 24-hour period. This is an estimation based on the length of time zero steps are recorded by your Pawfit tracker.

Calories – the total number of calories your pet has burned in a 24-hour period. This is an estimation based on your pet's type (cat or dog), breed, age, and weight as well as the number of steps recorded by the tracker.

Distance – the total distance your pet has moved in a 24-hour period. This is an estimation based on your pet's type, breed, age, weight, and the number of steps recorded by the tracker.

9. 3 – Switching between pets

If you have more than one pet registered to your Pawfit account, you can switch between their activity profiles by tapping your pet's icon in the top right corner of the screen.

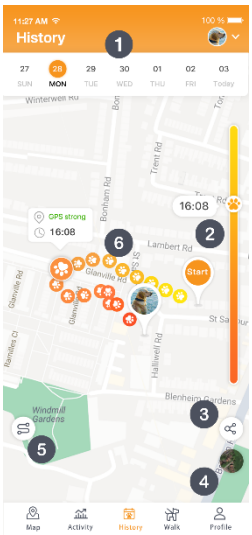
9.4 – Sharing your pet's activity data

Tap the share icon next to your pet's name to share their activity data with friends and family and on social media.

Section 10 – A guide to the History page

The History page is where can you see every location update for your pet's tracker each day. You will be able to see the location history of your pet's tracker for the last 7 days.

10.1 – Understanding the history page.



1. **Date** – select the date to see each day's location history.
2. **The slider** – The slider moves through your pet's daily location updates from beginning to end and includes time stamps for each location update and how strong the signal was at that time.
   The colour changes from yellow to orange to show the passage of time, with yellow being the start of the day's location updates and orange being the end of the day's location updates.
3. **Share** – Tapping this icon allows you to share your pet's daily history with friends or to social media platforms.
4. **Map View** – tap the map icon to switch between different map views (map views vary depending on subscription levels and location).
5. **History View** – tap here to change the tracking style from a solid line to individual paw print location updates. You can also change this preference in the Map settings on your Pawfit User profile. For more information, see section 13.
6. **Pet's location history** – This shows every location recorded by your pet's tracker.

10.2 – Switching between pets

If you have more than one pet registered to your Pawfit account, you can switch between their daily history by tapping your pet's icon in the top right corner of the screen.

10.3 – Exporting History data

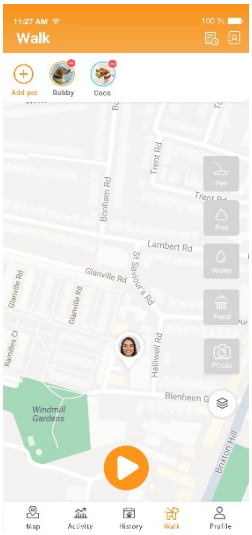
If you have a premium subscription plan, you can export the history data in two formats – GPX and KML. Otherwise, you can share your pet's history as a screenshot.

Section 11 – A guide to the Walk page

The Walk page is where you'll track your pet's individual walks, similar to how us humans track a workout on our smart watches. Walk will record the length of the walk, distance travelled, average speed and total steps.

If you are walking with other dogs, you can add them to your Walk and track them via your phone.

At the end of each Walk, a post Walk report will be generated which will show your pet's route, distance travelled, steps and average speed.



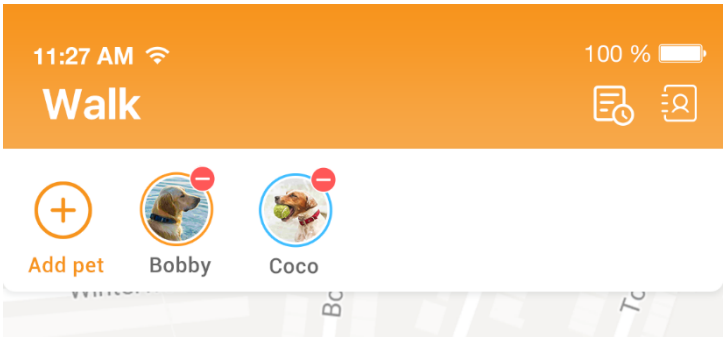
11.1 – Before you start a Walk – adding/removing pets to the Walk.

Your pet/s and their tracker/s will automatically be included in a Walk, and you will see their profile picture/s at the top of the Walk map.

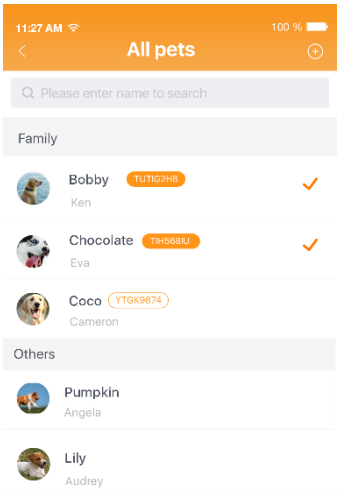
If you don't want to include a pet in the Walk, tap the red circle next to their picture.

If one of your pets is not showing as available to include in the Walk, check that the Appear on Map setting in their User Profile. For more information, see section 14).

To add more pets to the Walk, tap the orange + icon at the top left above them map.

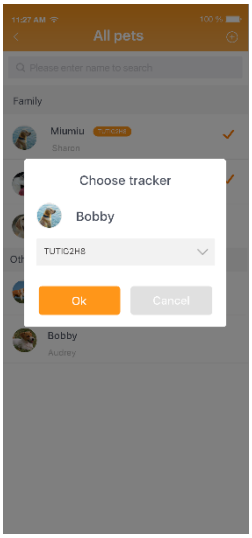


You will see a list of all the pets you are connected with on Pawfit.



Tap the pet from the list that you would like to include in the Walk.

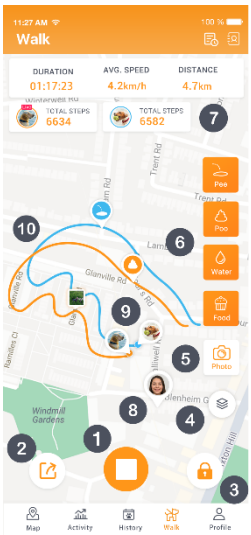
Choose the device you wish to track them with via by tapping the drop-down arrow:



- If you are a member of that dog's Family Pet Care and they have a Pawfit tracker of their own, you can choose their tracker.
- If they don't have a tracker or you are not a member of their Family Pet Care, you can track them via your phone.
    - For dogs tracked via your phone, the information in their walk report will be limited. There will be no step count and distance travelled will be based on the distance your phone travels.
- To track a dog with your own tracker/s, you will need to make it available to be re-assigned. To do this, remove your own dog/s from the Walk by either tapping their name in the list of available pets or by tapping red X next to their picture above the Walk map.
  The tracker ID will now appear in the drop-down list and can be assigned to a dog being added to the Walk.

Once you've chosen how to track the other dogs, press OK and they will be added to the Walk. You will see their pictures above the Walk map.

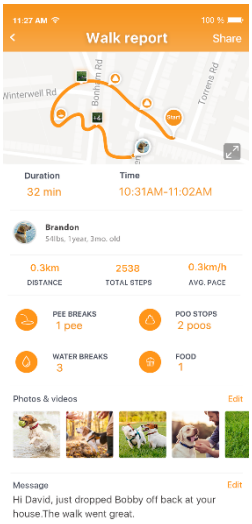
11.2 – Understanding the icons on the Walk map.



1. **Start/Stop –** Tap this icon to start or stop your Walk.
2. **Live Share** – Tap this icon to live share your walk with friends and family.
3. **Lock** – Tap this icon to lock and unlock your walk screen to prevent other operation distribution.
4. **Map** – Change Map style.
5. **Photo** – Tap the camera to take photos of you and your pet/s on your walk or upload one from your phone. These will then be saved in the Walk Report to look back at.
6. **Pee/Poo/Water/Food** – log your pet's activity on the walk and look back at Walk Reports to spot trends in their behaviour.
7. **Walk Stats –** see the Walk duration, your pet's average speed and distance travelled.
8. **Your phone's location.**
9. **Your pet's location.**
10. **Your pet's route.**

11.3 – Walk Reports

At the end of each Walk, a walk report will be generated. You can share this report with members of your pet's Family Pet Care and Pawfit contacts.



To access past walk reports, tap this icon in the top right corner of the screen.

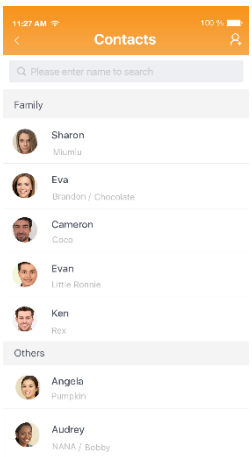
Tap a report to open it up and tap Share in the top right corner of the screen with your Pawfit contacts.

11.4 – Pawfit Contacts

Your Pawfit contacts are friends that have a Pawfit account and who you have connected with via the Pawfit app.

With Pawfit contacts you can share your live location via the Map page and Walk reports.

Tap the address book in the top right corner of the screen to access your Pawfit contacts.



Tap a contact to view their Pawfit profile, allow them to view your pet profile/s and to remove them as a friend.

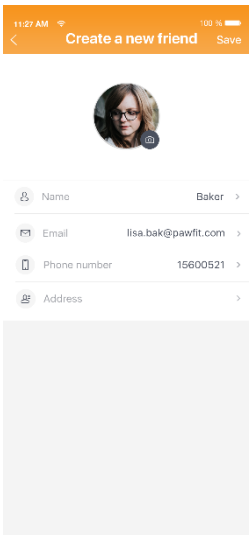
Use the search bar to search for contacts.

Tap to add new contacts.

You can search for them by entering the email address linked to their Pawfit account or scan their Pawfit ID QR code by tapping the Scan icon.

Tap the QR code next to your Pawfit ID to open your QR code.

If your friends don't have a Pawfit account, you can help them to create a temporary one.



Section 12 – A guide to the Profile page.

On the Profile page, you can access your Pawfit ID profile and your pet/s profiles. This is where you will access important information about your Pawfit subscription, manage your Pawfit settings and more.

1. **Messages** – Tap  to view all messages and notifications received including low battery alerts and Walk reports that have been sent to you.
2. **Scan** – Tap  to open your camera and scan the QR ID code of your family and or friend's pet to add them as a Pawfit Friend or be added to their Family Pet Care.
3. **Pawfit ID** – tap to open your Pawfit user ID profile.
4. **Add Pet** – Tap to add a new pet and tracker to your Pawfit ID and enter the information for their profile.
5. **Pet Profiles** – tap each pet's profile to open up their profile.
6. **Pet Profile QR Codes** – Tap the QR code next to your pet's name to open their profile QR code. This can be scanned by a friend or family member so they can be added to your pet's Family Pet Care.

Section 13 – Your Pawfit User Profile.

Your Pawfit user profile is where you can update your personal information, view, and manage your subscription, access your Pawfit ID and QR code and a number of user settings.

1. **Information** – update your personal information here.
2. **Pawfit Subscription** – Check and manage your Pawfit subscription status.
3. **QR Code** – Access your profile's QR code. Your friends and family members can scan this code using their Pawfit camera to add you to their contacts. You can also send this QR code via email, text, iMessage or What's App.
4. **Referral Code** – Your unique Pawfit Pals Referral Programme Code. Read more about our referral programme in section 19.

13.1 – Settings

In the User Settings page, you can update:

- Language
- Unit of measurement
- Which notifications you want to receive
- Change Map page settings
- Check Pawfit's terms of use and our privacy policies as well as our support FAQs and our contact information

Section 14 – Your Pet's Profile.

In your pet's profile you can manage and update their profile details including:

- Their photo
- Name
- Pet type
- Breed
- Sex
- Age
- Weight
- Activity goal

You can also change if your pet's tracker appears on the Map and Walk screen and see their tracker's last known location update.

14.1 – Choosing your pet's activity goal

Every pet is unique and so is their activity goal. When setting up your pet's profile, our smart algorithms will be able to recommend an activity goal. However, you know your pet best and this goal is completely customisable. You want a goal that leaves your pet tired but not completely exhausted.

If your pet has a low activity level, we recommend setting a goal between 5,000-12,500 steps.

If your pet has a medium activity level, we recommend setting a goal between 12,500 – 25,000 steps.

If your pet has a high activity level, we recommend setting a goal of 25,000+ steps.

Like we said each pet is different and it might take a bit of trial and error to find the right goal. Try increasing or decreasing their step goal by a few thousand each time until you find the right goal.

14.2 – Family Pet Care

Pawfit's Family Pet Care feature allows you to invite your family members or friends to help you look after your pet by being able to track their location and activity. To find out more about how to use and manage Family Pet Care, see section 18.

Section 15 – Advanced Settings.

In the advanced settings of your pet's profile, you'll be able to access and manage various tracker settings and security features.

Home WiFi –When you identify a Home WiFi, the tracker saves the WiFi's location. Whenever the WiFi network is detected, the tracker uses this saved location to provide location updates instead of using GPS to search for and send location updates. This saves battery power and will also improve location accuracy when you're indoors. You can set up to 7 home WiFi's for your tracker. This is ideal if your pet spends a lot of time in certain places, e.g. at work or a family member's house.

Device ID – Your pet's Tracker ID number. You can also find it printed on the back of your pet's tracker and the bottom of the packaging box.

Safety Zone - Tap here to create and edit your Safety Zones. For more information on Safety Zones, see section 16.

Walk Settings – Change the maximum duration of your Walks and the location update frequency (only available to premium subscribers).

Remote Shutdown – Here you can remotely switch off your Pawfit tracker by pressing the Shutdown button. You can also enable the option disable manual tracker shutdown. When this mode is enabled, you will no longer be able to switch off the tracker by pressing and holding the power button.

Power Saving Mode – When this mode is enabled, it saves battery by reducing the location update and frequency during passive tracking.

Rescue Light – The Rescue Light is automatically enabled when no cellular of WIFI signal has been detected by the tracker for more than 60 minutes. The tracking light will flash once every 30 seconds until turned off by pressing the power button. You can turn off this feature by tapping the slide button.

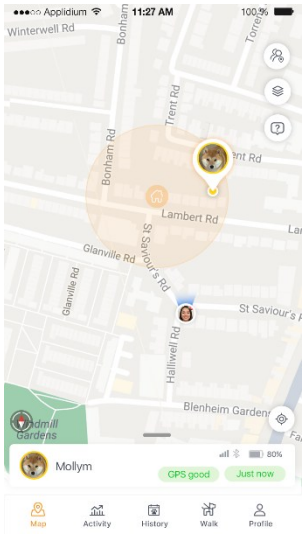
Tracker Update – You can manually update your tracker manually when new software updates become available.

Section 16 – Safety Zones.

Pawfit's Safety Zones feature allows you to set up to 10 virtual fences around your home or any location of your choice, like a favourite park or the home of a friend. In settings, you can assign a different ringtone for when your pet leaves the safety zone.

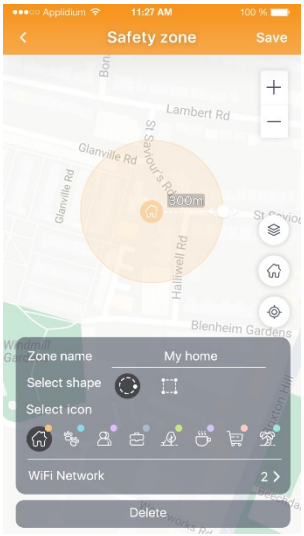
Perfect for pets who are prone to escaping from their home and garden, the Safety Zones feature has been designed to give owners additional peace of mind that their pet is safe. And if they should get out, you'll receive an instant notification via the Pawfit app to your mobile and smart watch.

You can also assign a voice command to a safety zone, meaning If your pet leaves a safety zone your chosen voice command will automatically play out of the trackers speaker.



16.1 – How to create a Safety Zone

Safety Zones are created and managed by heading to Profile > Pet Profile > Advanced Settings > Safety Zone.



- To add your first zone, press +
- The zone will automatically appear in your current location.
- To move the zone to a different location, expand the map and use your fingers to drag it to your desired spot.
- Easily adjust the size of the zone by dragging the white size arrow in and out with your finger.
- To ensure accuracy, we recommend setting the zone to a minimum of 100m.
- You can set the shape of your zone as either a square or circle and change the zone's colour using the location icons.
- Give your zone a name.
- Once you're done, press 'Save.'
- To add another zone, press + and repeat the steps.
- You can also assign up to 7 WIFIs to each individual zone you create. This can improve the Safety Zone alert accuracy and reduce false alerts. No WIFI login credentials are required, but make sure your phone has an existing connection to the WIFI you wish to select.

16.2 – How to edit your zones

- To temporarily turn a zone off, press the toggle switch.
- To edit a zone, just tap it to open it up.
- You can change the location of the zone, its size, name, and icon. Just press 'Save' when you're done.
- To delete the zone, press the 'Delete' button.

16.3 – Why is there sometimes a delay in receiving Safety Zone notifications?

Sometimes, there is a delay in receiving the Safety Zone notification.

Pawfit will send a Safety Zone alert when the fence boundary lies in-between the latest location and the one before it. To determine if your pet has crossed the fence line, Pawfit needs to receive the latest location update.

Pawfit updates your pet's location every 30 seconds to 2 hours, depending on how active your pet is. The faster they move outside the Safety Zone, the more quickly their location is updated and the sooner the notification is received.

If Pawfit is in live tracking mode, then you can expect the alert to be received almost immediately after your pet crosses the virtual border.

Assigning WIFIs to zones as mentioned above can also improve accuracy and notification speed.

Section 18 – Pawfit Family Pet Care

Family Pet Care allows you to invite up to 20 friends and family members to help you look after your pet. Once added to your family pet care, they will be able to:

- Check your pet's current and past locations.
- Track their activity.
- Turn location modes on/off.
- Receive notifications like Safety Zone and low battery alerts.

People added to your pet's Family Pet Care will not be able to:

- View or manage their tracker's subscription.
- Add or edit Safety Zones.
- Add or edit Pawfit Voices.
- Make changes to the tracker's audio ID.
- Edit pet profile or tracker settings.

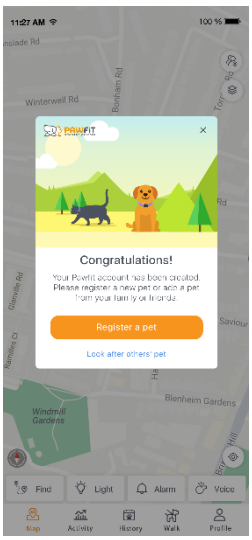
18.1 – Before you begin

To add a family member or friend to your pet's family pet care, they will need to create a free Pawfit account. To do this, they need to download the Pawfit app and register an account using their personal email address.

18.2 – Adding someone to your pet's Family Pet Care

Step 1

Once your family member has created their account in the app, they will see the below image.



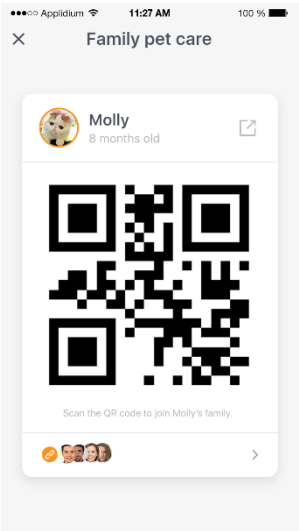
Select "Look after others' pet'".

This will open the scan function of the Pawfit app and using their device's camera, they will need to scan your pet's QR code (located next to your pet's name on the Profile page. For more information, see section 14).

If the person you want to add to your pet's Family Pet Care already has a Pawfit account or skipped past the above image when creating their account, they can access the app's scan function by tapping in the top right corner of the Profile page in their app.

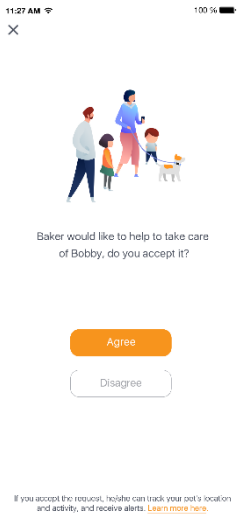
If you are not with the person you are adding to Family Pet Care, you can send them a link to your pet's QR code via text message or email. Once received, when they click the link, they will be redirected to the Pawfit app.

To send the link, tap your pet's QR code to open it up and tap to share.



Step 2

Once someone has requested to join your pet's Family Pet Care, you will receive a notification in your Pawfit app. To accept, press 'Agree' or to decline press 'Disagree.'



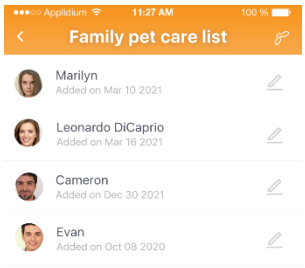
Step 3

Once you approve the request, your pet will automatically be added to the other person's Pawfit account, and they will be able to see them on their Profile page.

18.3 – Managing your pet's Family Pet Care

To view everyone who has been added to your pet's Family Pet Care, go to their profile page, and tap Family Pet Care.

Underneath their QR code, you will see a link icon and the profile pictures of the people added to the Family Pet Care. Tap here to view the Family Pet Care List.



You will see everyone added to your pet's Family Pet Care and the date they were added.

Tap the pen to change someone's name.

To remove someone from your Family Pet Care, tap the link in the top right corner and tap next to the names of the people you wish to remove and confirm by pressing Delete.

18.4 – Using Walk

If you have someone's pet added to your Family Pet Care and you want to include them when using the Walk feature, you will need to add them to the Walk before you start.

For information on how to do this, see section 11.

When you take someone else's pet for a Walk, you can generate a post Walk Report for them. The pet's owner will only be able to see the Walk Report if you share it with them. To do this, see section 11.

Section 19 – The Pawfit Pals Referral Programme

If you enjoy using your new Pawfit tracker, you can get rewarded for referring it to a friend!

19.1 – How it works

Each Pawfit customer has a unique referral code which can be found in the Pawfit App on the User Profile page.

Once your friend has purchased their new Pawfit tracker, they can enter your unique referral code during the Pawfit subscription set up process to claim 2-months free subscription.

When your referred friend renews their Pawfit subscription after their free period ends, you will receive a 2-month subscription voucher.

Best of all, you can refer Pawfit to an unlimited number of friends and claim up to 6 referral rewards.

19.2 The finer details

Like with most things in life, there are some T&Cs:

- To claim a 2-month subscription, your referred friend must be a NEW Pawfit customer and use the referral code when they ACTIVATE their new Pawfit.
- The referral offer cannot be claimed by someone who is already a Pawfit customer and cannot be used on Pawfit devices that have already been activated or that have an active subscription.
- To refer a friend, you need to have had an active Pawfit subscription for 14 days or more.
- You will be able to receive your reward once your referred friend renews their subscription for a period of 14 days or more.

Section 20 – Using the Pawfit app on your smart watch.

The Pawfit app is available on Apple Watches and Galaxy watches versions 1, 2 and 3.

To access the Pawfit app on your smart watch:

- Download and install the Pawfit Watch App on your smart watch.
- Open the watch app and wait until a QR code is displayed. Make sure your watch is connected to a network or your smart phone.
- Login to your Pawfit account on a smart phone, navigate to the Profile screen and tap the scan button located in the top-right corner.
- Scan the QR code on your watch by using your phone. Once the code is accepted, confirm 'Log in' on your phone to complete.
- Once you've logged in and launched the app, you can choose a pet profile to interact with. Unlike on the Pawfit mobile app, you can only see one pet at a time. To interact with a different pet's profile, tap < in the top left corner.

20.1 – Navigating the Pawfit smart watch app

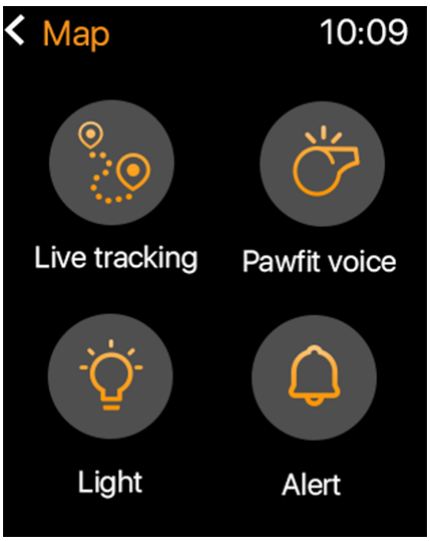
On the watch app home screen, you will be able to see:

- The number of steps your pet has done towards their daily activity goal.
- A map showing your pet's live location as well as your own.

Tapping the arrowhead icon will centre the map on your pet's location or your own.

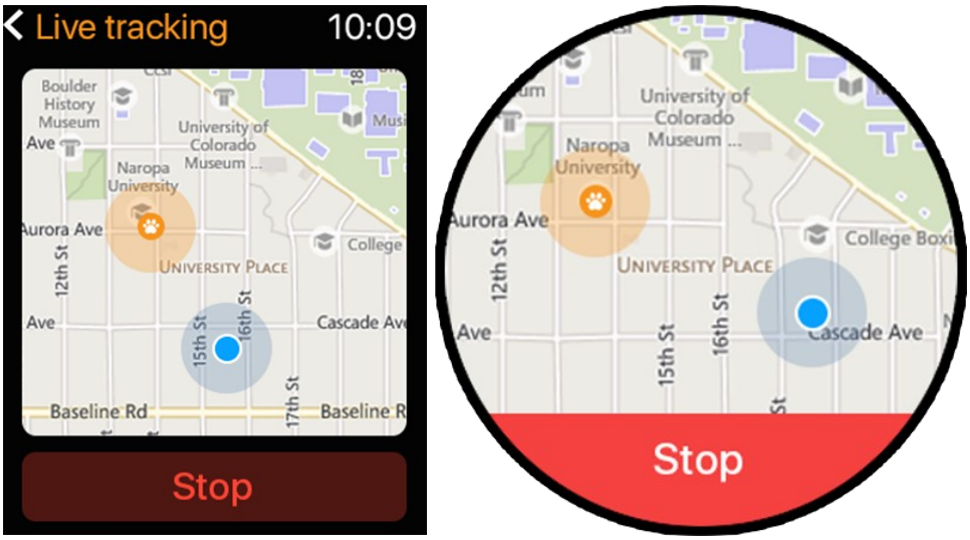
To access the security features, tap the tiles icon

From here you can play voice commands and turn the Light, Alarm, and live tracking features on and off.





When you turn on Live Tracking, a map will appear showing the location of your pet.



Section 21 – Using the Pawfit app on multiple devices.

You can download the Pawfit app onto multiple smart devices, but you can only log in to your Pawfit account on one device at a time (does not apply if using the Pawfit smart watch app). If you try to log into a new device, you will automatically be logged out of all other devices.

If you want to share your pet's Pawfit tracker with family members, rather than share your account's login details, you can ask them to create a free Pawfit account of their own and add them to your pet's Family Pet Care.