ASK A VET



AAVPT001

Training, GPS, Health Tracker

User manual · English

Welcome / What you need

EN

Welcome to your Ask A Vet Training, GPS, Health Tracker.

It shows where your pet is, tracks their activity and sleep, and alerts you if they leave a safe zone you set up.

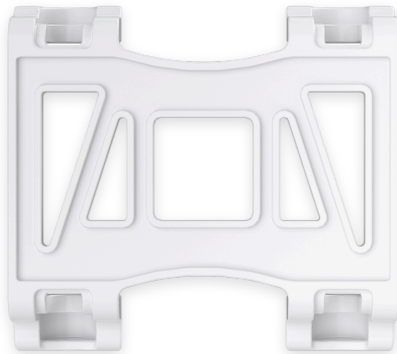
You'll need

- An iPhone or iPad with iOS 15.1 or later
- Or an Android phone with Android 7.0 or later and Bluetooth
- The free Ask A Vet app
- A paid plan: the **Tracker Plan** or **Premium**. The Free plan doesn't include GPS tracking. The plan is a subscription, bought separately from the tracker
- A collar or harness. The tracker suits pets over 4 kg
- Coverage where your pet goes: the tracker uses its own LTE-M mobile connection, not your phone's. Check your country at askavet.com/products/gps-tracker

In the box

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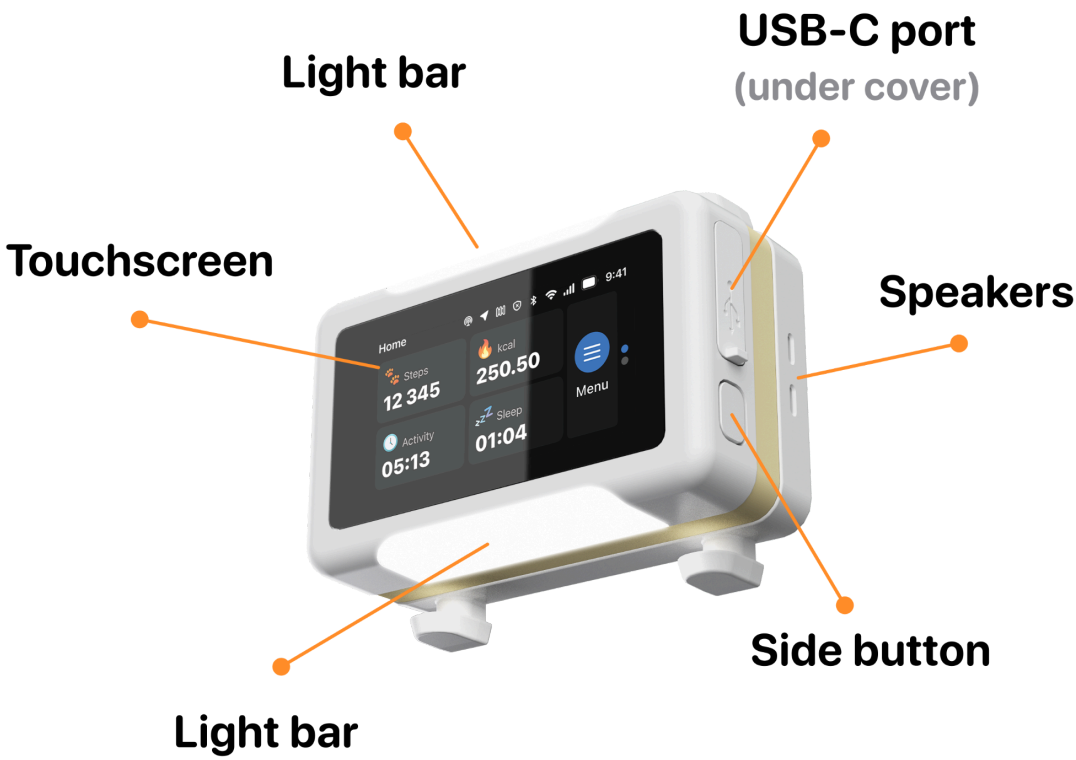


- Ask A Vet Training, GPS, Health Tracker (model AAVPT001)
- Silicone strap
- USB-C to USB-C charging cable
- This guide

No charger plug, collar or harness is included. Use a standard USB-C charger, not a fast charger.

Get to know your tracker

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Collar Attachment

What your tracker can do

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TOUCHSCREEN

Your pet's day, the tracker's status, its QR code and a menu. Press the side button to wake it.



GPS TRACKING

It sends your pet's location over its own mobile connection when they move, and at least once an hour when they rest.



LIVE TRACKING

Follow your pet every 2 to 3 seconds, with a trail, for 5, 15, 30 or 60 minutes. It needs over 20% battery.



VIRTUAL FENCES

Up to 5 safe and no-go zones, 100 m to 10 km. Get an alert when your pet leaves a safe zone or enters a no-go zone.

What your tracker can do

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POWER SAVING ZONES

Add your home Wi-Fi (up to 5). When the tracker sees it, GPS rests to save battery. It never joins the network.



RADAR

Close by but can't see your pet? Radar uses Bluetooth to show when you're getting closer.



TRACKER LIGHT

Light it up in one of 7 colours, or changing colours, to spot your pet in the dark. Off by itself after 5 minutes.



SOUNDS AND VIBRATION

Play one of 8 sounds to call or find your pet. Close by, send a gentle, medium or strong vibration over Bluetooth.

What your tracker can do

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PET ID TAG

The QR code on the screen is an ID tag. A finder scans it with their phone camera and sees the contact details you choose.

LOST MODE

Report your pet lost in the app: their QR page shows "I'm lost", every scan alerts you, and your family is told.

HEALTH TRACKING

Steps, calories, activity and sleep, counted all day. See the trends in **Activity & stats**.

BARKING ALERTS

For dogs: turn on bark counting, and get an alert when barking goes above the level you set.

What your tracker can do

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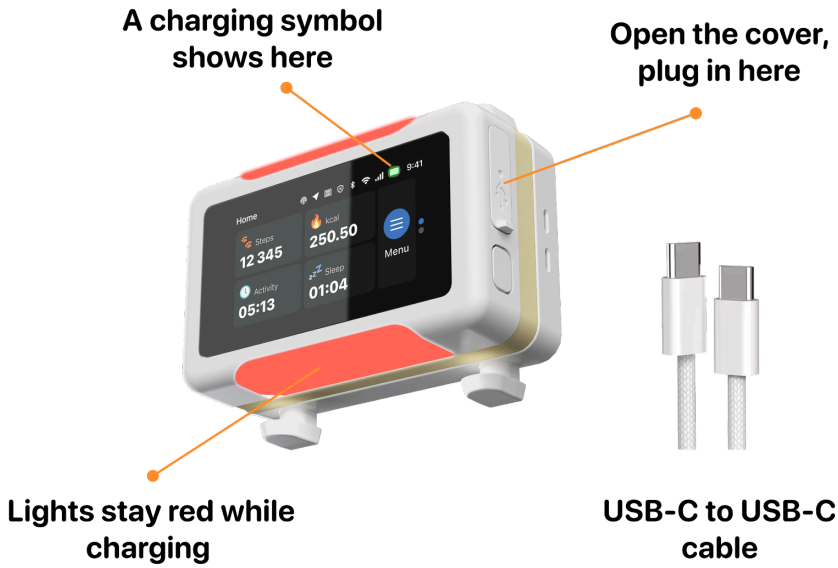
TEMPERATURE ALERTS

An alert when the air around your pet gets too cold or too hot. It isn't your pet's body temperature.



SEPARATION ANXIETY MONITOR

Going out? It watches your dog's barking and movement, and alerts you if they seem unsettled.



CHARGE YOUR TRACKER

Open the cover on the right edge and plug in the USB-C cable, with a standard USB-C charger (not a fast charger). **Plugging it in turns the tracker on.**

The lights stay red while it charges.

Note: a completely flat battery can take up to an hour to show a light. Only charge it when it's clean and dry, and close the cover when you unplug it.

1 Get the Ask A Vet app

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go.askavet.com/app

Scan the code to get the free Ask A Vet app, or search for "Ask A Vet" in the App Store or Google Play. Create your account and add your pet. When the app asks to send notifications, allow them, so tracker alerts reach you.

Then choose a plan with GPS tracking: tap **Get Premium for** your pet, or **View plans** to choose the **Tracker Plan**. You pay in your phone's browser, then come back to the app.

2 Turn on your tracker

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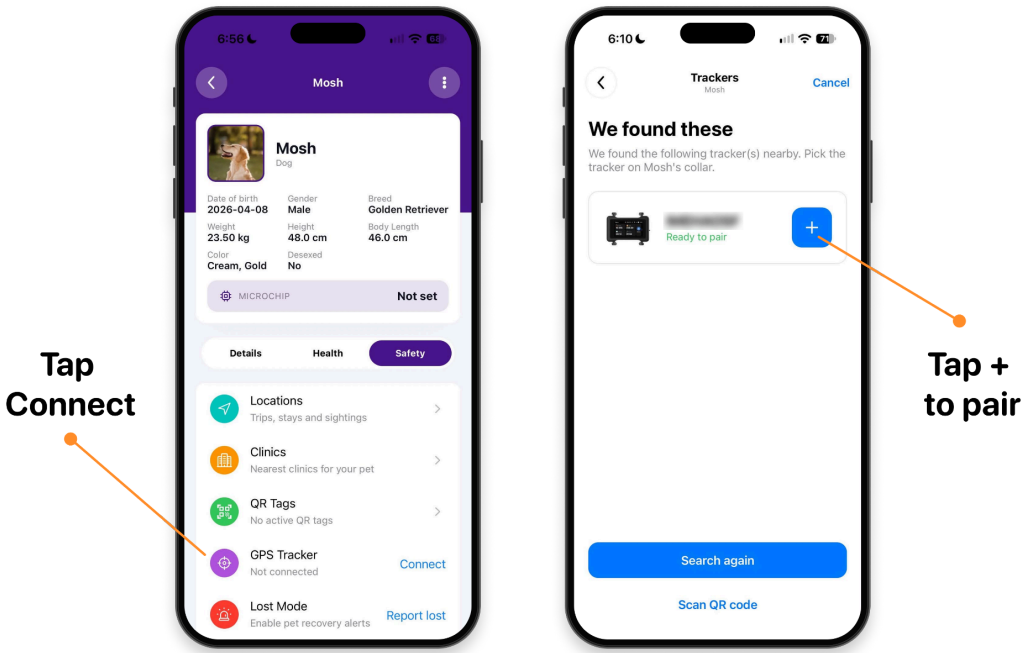
Hold the side button for 3 seconds, until the Ask A Vet logo appears and the lights flash green.

Charged it first? Plugging it in already turned it on. Press the side button once: if the screen lights up, go to step 3. Don't hold the button then, because that turns the tracker off.

Keep the tracker next to your phone for the next step.

3 Pair your tracker

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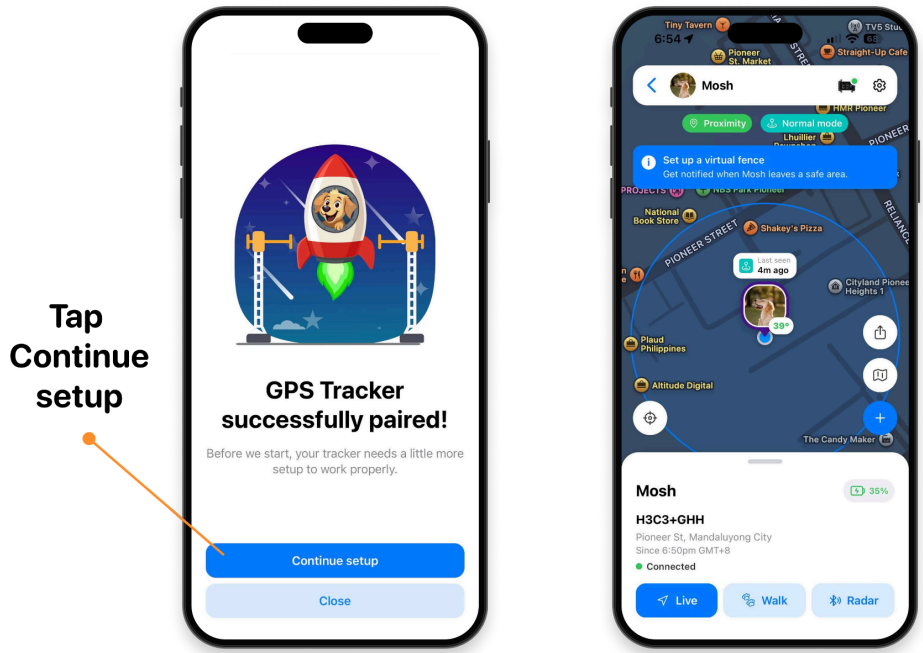


1. In the app, open your pet's profile, tap **Safety**, then tap **Connect** next to **Training, GPS, Health Tracker**. No paid plan yet? The app shows **Track live with Premium**: tap **View plans**, choose a plan, then start this step again.
2. Tap **Get started**. Allow Bluetooth and Location if the app asks.
3. Tap **It's on — start looking**.
4. When your tracker shows **Ready to pair**, tap **+** next to it.

Trouble pairing? See "Troubleshooting" near the back.

3 Pair your tracker

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5 Keep the tracker close. Pairing takes about a minute.

6 Tap **Continue setup**. The app takes you through a few short steps (next page).

3 Pair your tracker

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The setup asks for:

- your pet's height, body length, weight and birthday
- what a finder sees when they scan your tracker's QR code
- a tracker update, if one is ready: tap **Install update** and keep the tracker near your phone. The app estimates about 10 minutes. The tracker restarts at the end; that's normal.

7 When you see "***pet's name* is all set!**", tap **See *pet's name* on the map**. Your pet appears once the tracker sends its first location. Outdoors is quickest.

4 Attach it to the collar

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(A) Lay the collar across the back of the tracker, and hold the collar attachment over it.

(B) Press each corner of the attachment onto the tracker until it clips on, with the collar held in between. Check it sits flat and snug, with the screen facing out.

For pets over 4 kg. For cats, use a breakaway collar.

The tracker's screen

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The screen goes dark 20 seconds after you last touch it. **Press the side button to wake it.** The tracker keeps working.

Swipe up for the next page, **down** to go back:

1. Your pet's day: steps, calories, activity and sleep
2. Barking and temperature
3. Your pet's QR code, for anyone who finds them

Tap **Menu** for **Settings** (battery, LIVE tracking length, screen brightness), **QR Code**, **Pet Details** and **About** (your tracker's ID). In the menu, swipe right or tap **<** to go back.

Most settings are in the app: open your tracker's **Settings** (the gear at the top of your pet's map).

Screen icons

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Always at the top

Icon	Means
Bars	The tracker's own mobile signal
Antenna	GPS signal
Battery	Yellow: low power mode is on. A charging symbol while it's plugged in
Time	24-hour clock

Only when they apply

Icon	Means
Arrow	It has a GPS fix
Fence	A safe zone is on
Shield with a cross	A no-go zone is on
Bluetooth	Your phone is connected nearby
Wi-Fi	It's in a power saving zone (your home Wi-Fi)

To see the battery number, turn on **Battery Percent** in **Menu**, **Settings**, **Battery Settings**.

Lights

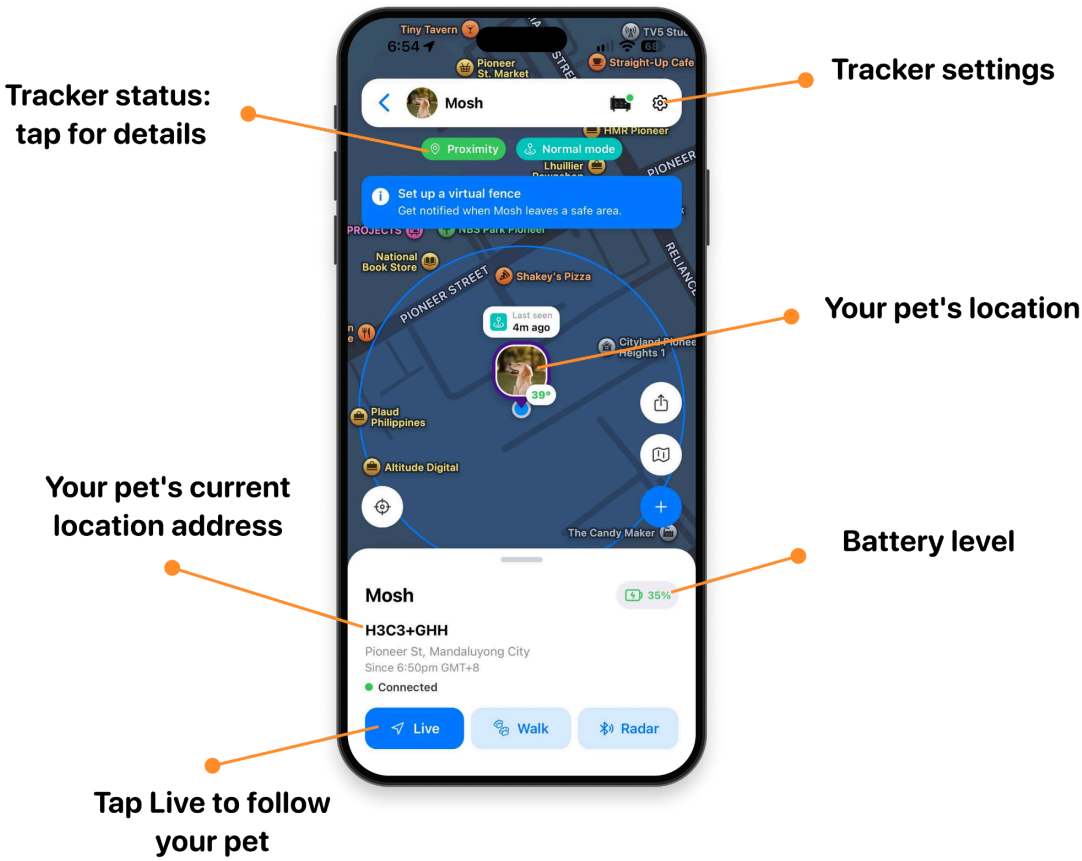
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You see	It means	Do
🟢 **A green flash**	You've just turned it on with the side button	Nothing
🔴 **A red flash**	It's turning off	Nothing
🔴 **Steady red**	It's charging.	Nothing
Changing colours, with a chime	A message is on the screen	Read it, then tap the tick
🟣 **The colour you chose**	You turned the light on in the app	It turns off after 5 minutes
⚪ **Steady white, and a sound every minute**	Factory test mode, started by accident	Wait 2 seconds, then press the side button once
🟡 **Steady yellow**	A fault	Contact support

There's no green "fully charged" light: the app tells you when it's full.

Your pet's map

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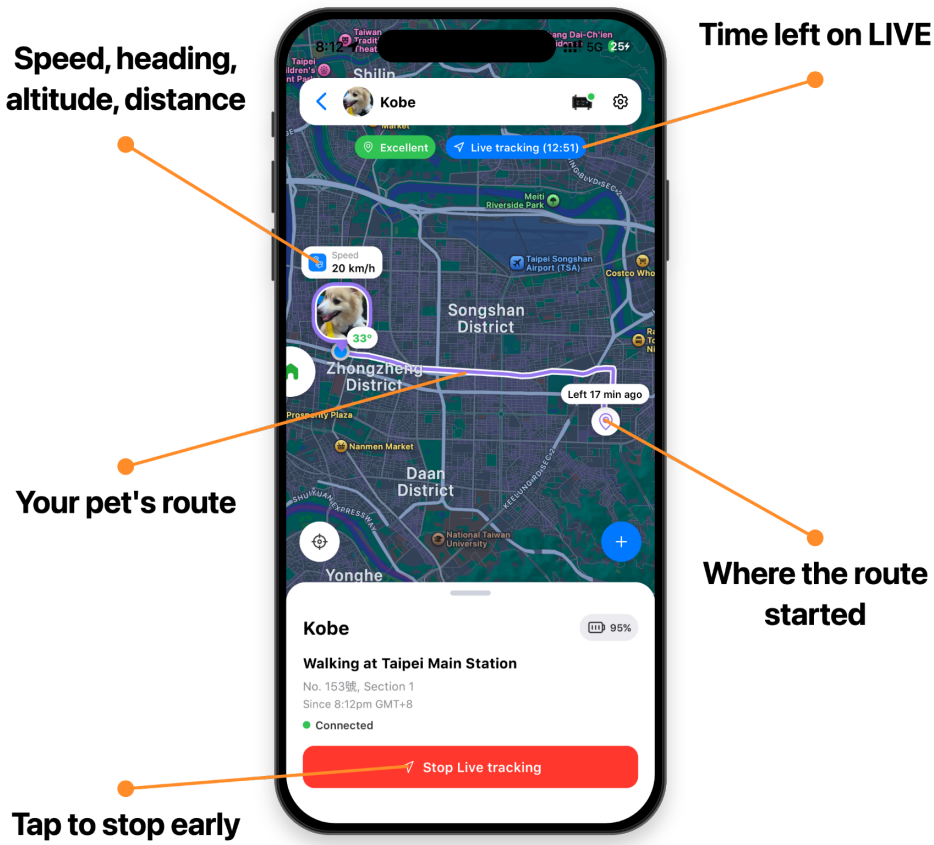


Open the map: on **Home**, under **Devices**, tap your pet's tracker. Or open your pet's profile, tap **Safety**, then **Training, GPS, Health Tracker**.

The tracker sends its location when your pet moves, and at least once an hour when they rest. It uses its own mobile connection, so your phone doesn't need to be nearby.

LIVE tracking

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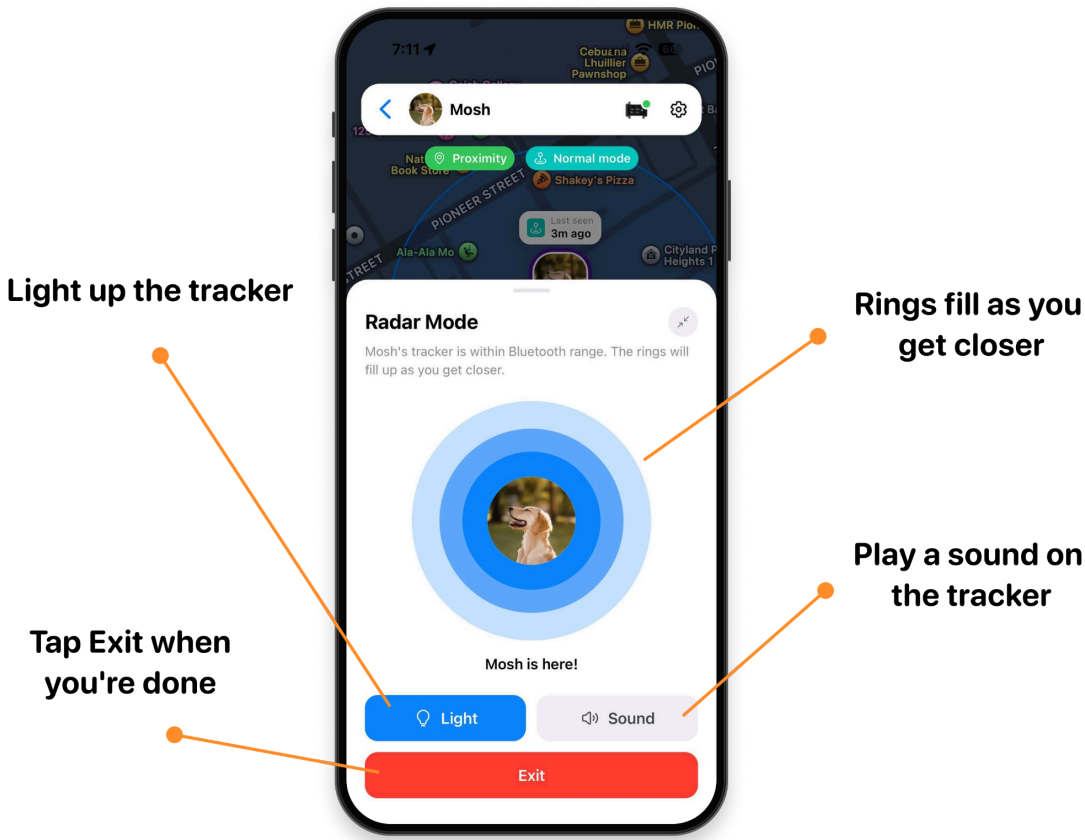
LIVE tracking shows your pet every 2 to 3 seconds and draws their route.

1. On your pet's map, tap **Live**. It takes a minute or two to start. Outdoors is quickest.
2. It stops when the time runs out, or tap **Stop Live tracking**. The route is saved in your pet's location history.

It runs 5 minutes unless you change **Live tracking timer** in **Settings** (the gear). It needs over 20% battery.

Find your pet nearby

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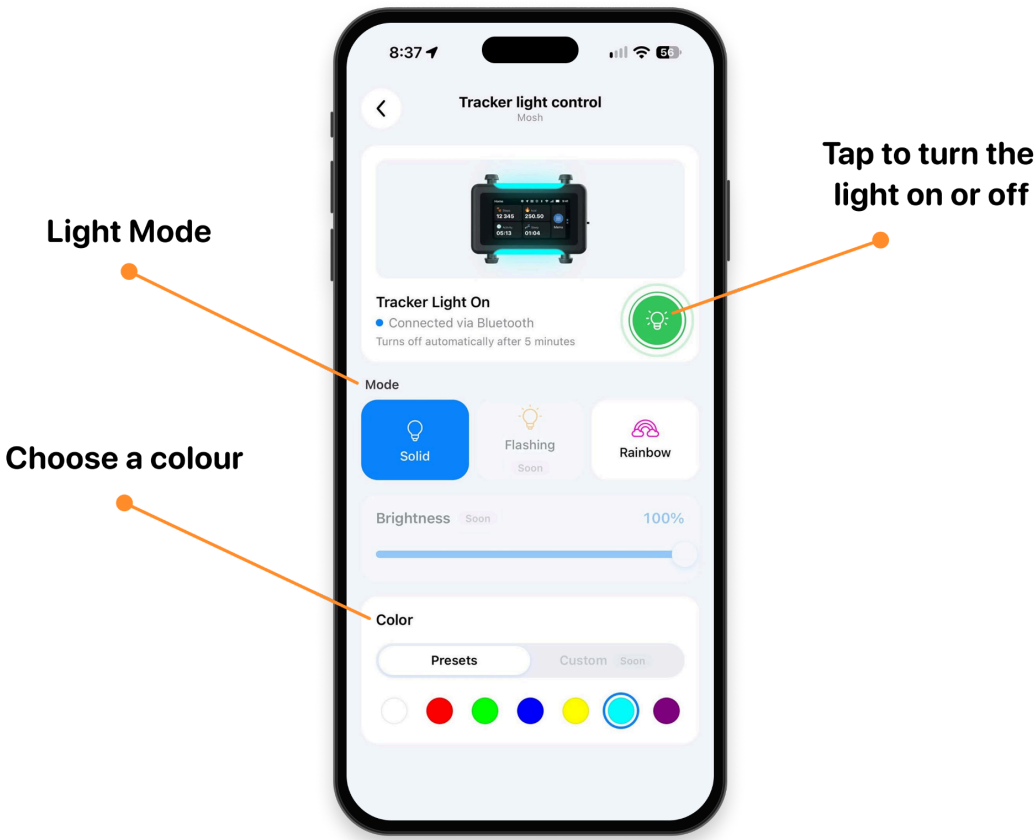


Radar helps when you're close but can't see your pet. It uses Bluetooth.

1. Turn on Bluetooth on your phone.
2. On your pet's map, tap **Radar**.
3. Walk around. The rings fill as you get closer: **Searching...**, **Almost there...**, ***pet's name* is here!**
4. Tap **Light** or **Sound** to make the tracker light up or play a sound. Tap **Exit** when you're done.

Tracker light

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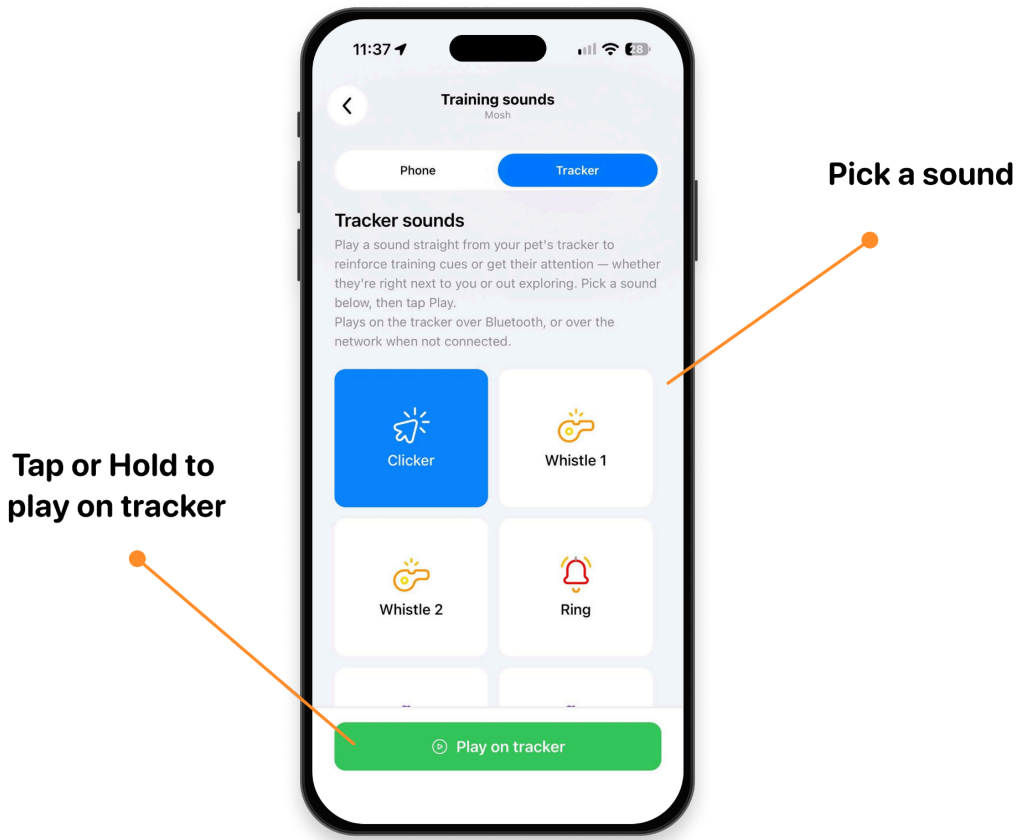
Light up the tracker to spot your pet in the dark, close by or far away.

1. Under your pet's map, tap **Light**.
2. Choose **Solid** and a colour, or **Rainbow**.
3. Tap the round button to turn it on or off.

It turns off by itself after 5 minutes. It doesn't work while the tracker is charging, or below 20% battery.

Tracker sounds

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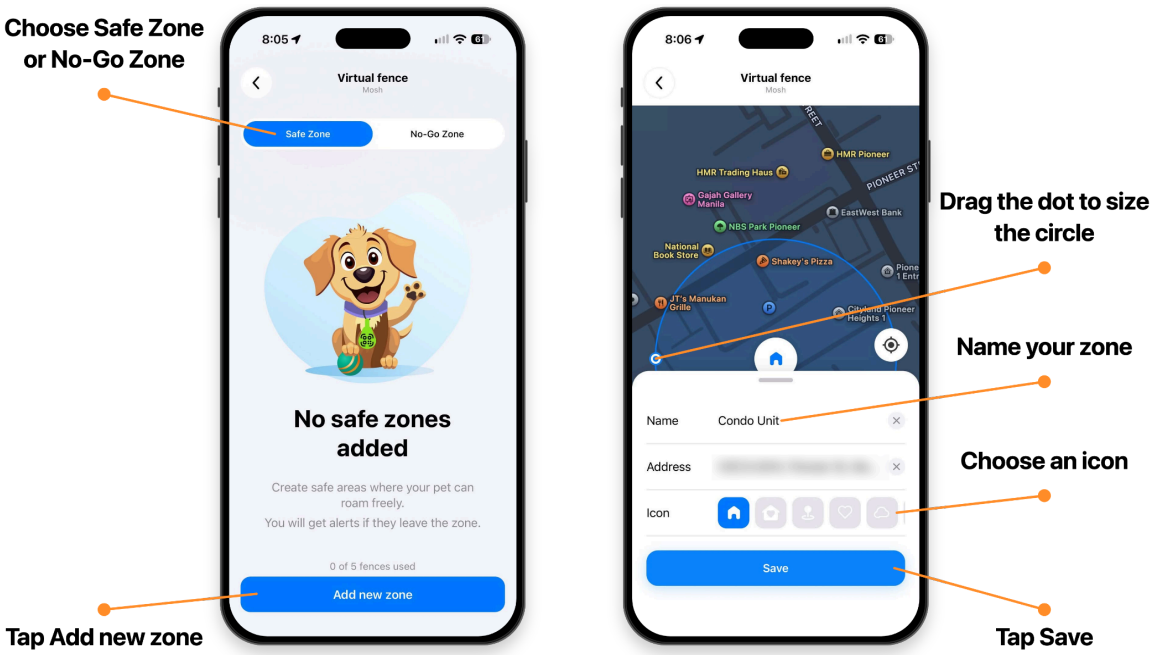
Play a sound on the tracker to call your pet or find them, close by or far away.

1. Under your pet's map, tap **Sounds**, then **Tracker**.
2. Pick a sound.
3. Tap **Play on tracker**.

Search keeps repeating to help you find your pet: tap **Stop sound** to stop it. Sounds don't play while the tracker is charging.

Virtual Fence and alerts

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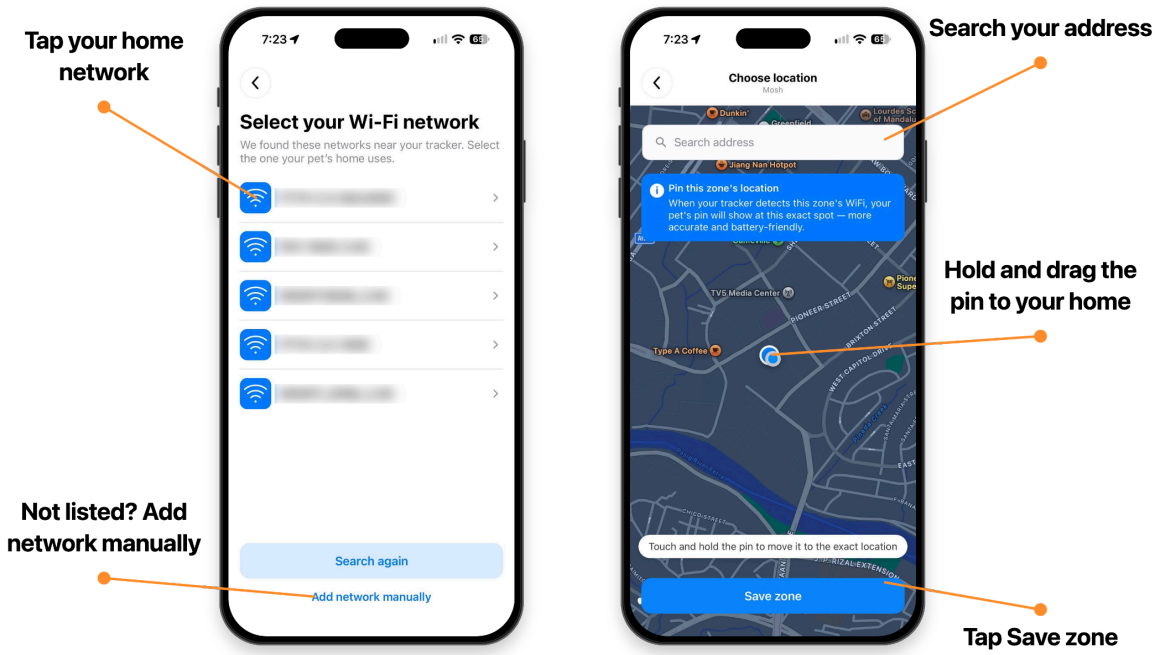


You get an alert when your pet leaves a **safe zone** or enters a **no-go zone**, and when they come back. You can have 5 zones.

1. On your pet's map, tap **+**, then **Virtual fence**.
2. Choose **Safe Zone** or **No-Go Zone**, then tap **Add new zone**.
3. Search the address or drag the pin, then tap **Confirm address**.
4. Drag the dot to size the circle (100 m to 10 km; keep it generous). Name it and tap **Save**.

Power saving zone

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Add your home Wi-Fi. At home, the tracker rests its GPS to save battery and shows your pet at the pin you set; away, normal tracking comes back. It never joins the network or needs the password. You can have 5.

1. With the tracker on and near your router, open **Settings** (the gear on your pet's map), **Power saving zones**, then **Add new power saving zone**. It scans for up to 20 seconds.

2. Tap your home network (not listed? **Add network manually**). Name the zone.

3. Tap **Choose location**, drag the pin to your home, and tap **Save zone**.

Battery

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80% or more. Full, or nearly



20 to 49%. Charge it soon



Under 20%. Charge it now: the tracker is saving power



Charging. The tracker is plugged in

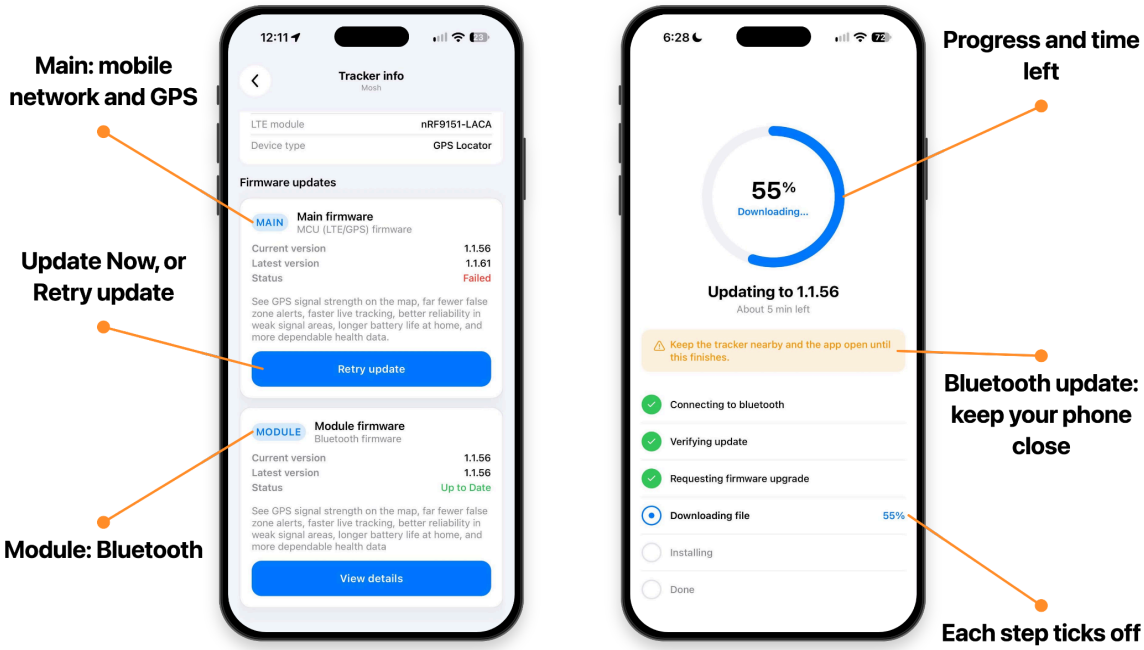
The app shows the battery next to your pet's name on the map, as above. The colour tells you when to charge.

Battery	What happens
20% or less	Low power mode: a location every 20 minutes. LIVE stops. You get an alert
10%	A second alert
0%	It turns off. The app shows **Tracker offline**. Plug it in to turn it back on

Battery life depends on use: LIVE tracking uses the most, and a power saving zone at home saves the most.

Firmware updates

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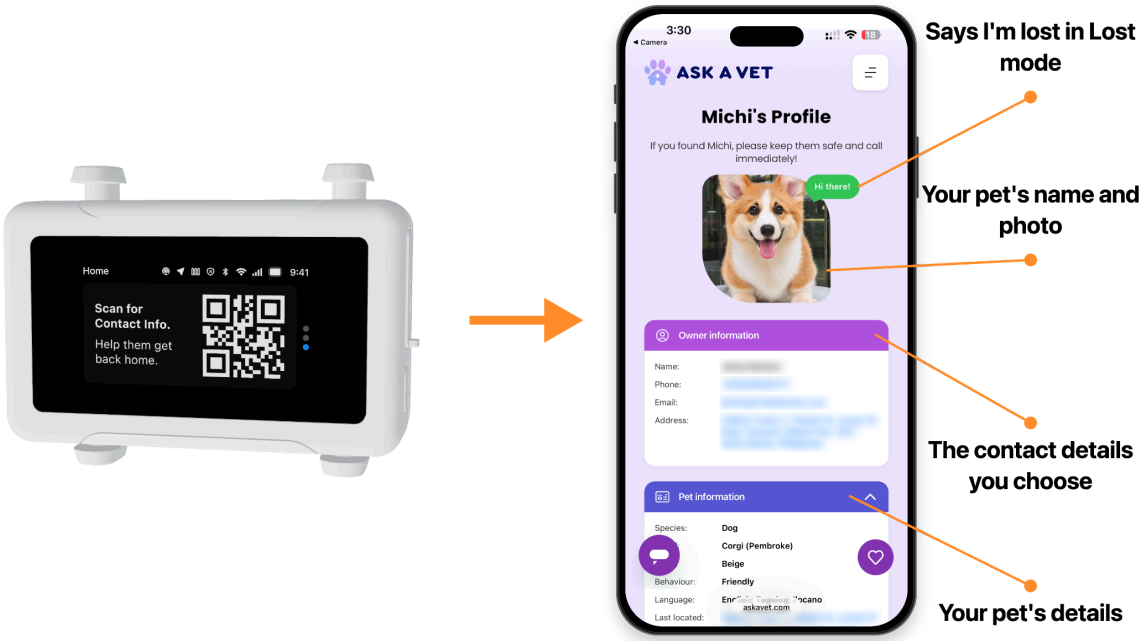
Ask A Vet updates your tracker's software from time to time. It never installs by itself.

1. Open **Settings** (the gear), then **Tracker info**.
2. When **Status** shows **New Update**, tap **Update Now**, then **Install update**. It takes about 10 minutes.
3. **Main** firmware comes over the tracker's mobile connection: keep it in signal. **Module** (Bluetooth) comes from your phone: keep them together.

Failed? It keeps its old version. Tap **Retry update**, then **Try again**.

Pet ID tag and Lost mode

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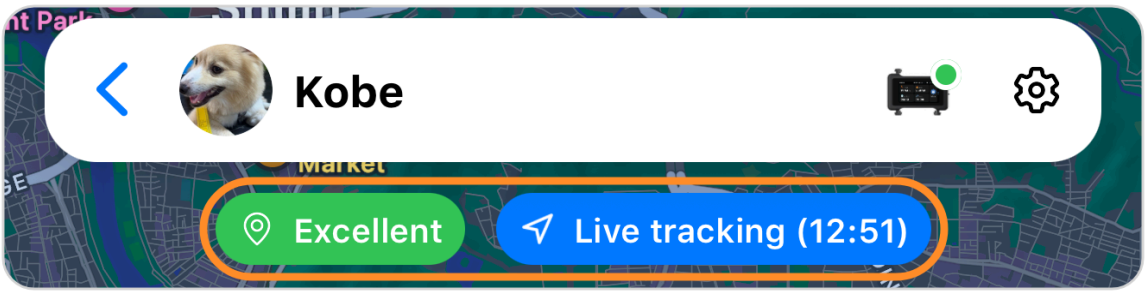
The QR code on your tracker's screen is your pet's ID tag: anyone who scans it with a phone camera sees the contact details you choose. It's on the screen's last home page, or tap **Menu**, **QR Code**.

Choose what a finder sees: open your pet's profile, tap **Safety**, **QR Tags**, then the tag marked **Training, GPS, Health Tracker**. Email, phone number and home address start on.

If your pet goes missing: open their profile, tap **Safety**, then **Report lost**, then **Report now**. The page shows "I'm lost", every scan sends you an alert, and your family is told. When they're home, tap **Mark as found**.

Troubleshooting

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Start with the map. Tap a pill at the top of your pet's map: it says what's wrong and what to do.

Problem	"Tracker offline"
Why	Ask A Vet lost touch with the tracker while its battery was low. The battery has most likely run out.
What to do	Plug it in. That turns it on, and it reconnects by itself. A completely flat battery can take up to an hour to show a light.

Troubleshooting

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Problem	"Tracker disconnected" or "Tracker can't reach the network"
Why	Ask A Vet lost touch with the tracker, but its battery was fine. It's probably somewhere with no mobile coverage: deep indoors, underground, or in a remote area.
What to do	Wait: it reconnects by itself. Or go near your pet with the app open, so your phone connects over Bluetooth.

Problem	The location is old
Why	The tracker hasn't sent a new one. It may have no signal. When your pet rests, it can wait up to an hour between locations.
What to do	Check it's charged, take it outdoors, or press the side button once: it looks for the network and GPS again.

Troubleshooting

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Problem	It won't charge
Why	The cable isn't fully in, the cable or charger doesn't work, or the port isn't clean and dry.
What to do	Push the cable fully in, try another cable and a standard charger (not a fast charger), and dry the port. Still no light after an hour? Contact support.

Problem	It won't turn off
Why	It can't be turned off while it's charging.
What to do	Unplug it, then hold the side button for 2 seconds. A red light flashes and it turns off.

More help

EN

Problem	**Pairing: "We couldn't find your tracker"**
Why	Your phone couldn't find the tracker over Bluetooth. Its screen may be off, it may be too far away, or another phone may be connected to it.
What to do	Press the side button (hold it 3 seconds if the screen stays dark). Keep the tracker next to your phone with Bluetooth on, close the app on other phones nearby, then tap **Search again**.

Problem	**"In use"**
Why	The tracker is still connected to a pet, maybe on another account.
What to do	Disconnect it from that pet first.

More help

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Tip	Moving or giving away the tracker
Do	Tap **Disconnect tracker** in the app: your tracker's **Settings** (the gear on your pet's map).
Don't	Use **System** in the tracker's own menu. It erases the tracker's safe zones, and the app doesn't send them back.

Problem	Steady white light and a sound every minute
Why	The tracker is in its factory test mode, started by accident.
What to do	Wait 2 seconds, then press the side button once.

Problem	Steady yellow light when it turns on
Why	A fault: the tracker is missing its factory ID.
What to do	Contact support, with your proof of purchase.

More help

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Help	Still stuck?
In the app	Tap **Profile**, then **Help**.
Online	help.askavet.com, or email hello@askavet.com
Have ready	Your **Tracker ID**: your tracker's **Settings** (the gear), then **Tracker info**.

Care and safety

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- Keep the port cover closed, except while charging. Charge only when the port is clean and dry.
- After salt water, rinse it with fresh water, with the cover closed, and let it dry before charging.
- Take the tracker off before a liquid flea treatment, and wait at least 24 hours.
- Check the skin under the collar regularly. For pets over 4 kg; for cats, use a breakaway collar.
- The tracker doesn't replace supervision or an ID tag. GPS is less accurate indoors.
- Don't put it in household waste: take it to an e-waste recycling point.
- Returns or a faulty tracker: email hello@askavet.com. This doesn't limit your rights under the Australian Consumer Law.

ASK A VET

Model: AAVPT001

Help: help.askavet.com

hello@askavet.com

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Mosman NSW 2088, Australia

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