

ToughTail™ Standard Tracker

User Manual



ToughTail™

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Introduction

Welcome to the ToughTail Standard Tracker User Manual. This guide provides essential information on setting up, using, and maintaining your pet tracking device. Whether you're new to the device or exploring advanced features, this manual will help you maximize its potential.

Firmware and App Updates Disclaimer

We are dedicated to enhancing our products with regular firmware and app updates, which may include new features, performance improvements, and security enhancements.

Please note:

- This manual may not always reflect the latest firmware or app versions due to frequent updates.
- We recommend keeping your device and app up to date for optimal performance and security.
- If you encounter discrepancies between this manual and your device, check for updates on our website or contact customer support.
- For the most current information and step-by-step guidance, consult the instructional videos on our website.

Visit www.toughtail.com/manuals for the latest manual version, update instructions, and app download links.

By using any ToughTail device, you agree to the terms and conditions outlined here and on our website. Please read this manual carefully to ensure safe and effective use of your device.



Getting Started

1

Download the ToughTail App

Available on the App Store (iOS) or Google Play Store (Android).



Scan the QR code to download the latest ToughTail app from the Apple App Store or Google Play Store.



2

Create an Account

After downloading the app create an account.

3

Pet Profile Creation

- Open the **Pets** tab in the app
- Tap the “+” button.
- Select “Add Pet”
- Follow in-app instructions to complete the pet profile creation.

4

Device Setup

1. **Power On the Tracker:** Press and hold the power button for 5 seconds.
2. **Connect Your Tracker:**
 - Open the **Pets** tab in the app.
 - Tap the “+” button.
 - Select “Add Tracker.”
 - Follow the in-app instructions to complete the connection.



ToughTail BaseStation Setup

1. **Prepare the BaseStation:** Ensure your BaseStation is powered on and ready.
2. **Connect the BaseStation:**
 - Open the **Pets** tab in the app.
 - Tap the “+” button.
 - Select “Add Base Station.”
 - Follow the in-app instructions to complete the connection.

Device Basics

Standard Tracker



Exploded View Components

1. Durable Outer Casing: Built to withstand harsh environments.
2. Rechargeable Lithium Battery: Provides long-lasting power.
3. Power Button: Simple operation of the device.
4. LED Indicator: Provides visual status updates.
5. Beeper: Helps locate your pet nearby.
6. Silicone Strap: Secures attachment to collars and harnesses.
7. Charging Port: Waterproof USB-C port; ensure the cover is closed when not in use.

How It Works

1. GPS Tracking: Offers rapid and accurate satellite tracking.
2. Cellular Connectivity: Ensures global coverage with automatic network switching.
3. Wi-Fi and Bluetooth: Provides close-range connectivity and optimizes battery life.
4. Over-the-Air Updates: Wireless firmware updates for the latest features.
5. Activity and Health Monitoring: Tracks your pet's activity and health metrics.
6. Geofencing: Set up virtual fences, safe zones, and restricted areas with instant alerts.
7. Manual Controls: Control the LED and beeper via the ToughTail App.
8. Inter-device Communication: Integrates seamlessly with other ToughTail devices.
9. Data Sharing: Share location and activity data with others through the app.



Power and Charging

1. Turn On/Off: Press and hold the power button for 5 seconds.
2. Charging: Use the provided USB-C cable. Fully charge before first use.
3. Battery Life: 5-7 days with normal use. Recharge when below 20%.

Status	LED Color	Behavior	Blink Rate
Not Setup	Orange	Breathing	N/A
Bluetooth Connecting	Blue	Blinking	Every 0.5 seconds
Bluetooth Connected	Blue	Solid	N/A
Wi-Fi Connecting	Green	Blinking	Every 0.5 seconds
Wi-Fi Connected	Green	Solid	N/A
Cellular Connecting	Purple	Blinking	Every 0.5 seconds
Cellular Connected	Purple	Solid	N/A
Power On	Green	Solid	N/A
Power Off	Red	Solid	N/A
OTA Update in Progress	Orange	Blinking	Every 0.5 seconds
OTA Update Success	Green	Solid	N/A
OTA Update Failed	Red	Solid	N/A
Recovery Mode	Red	Blinking	Every 0.5 seconds
Charging	Yellow	Breathing	N/A
Fully Charged	Green	Breathing	N/A
Server Error	Red	Blinking	Every 0.5 seconds
Initializing	White	Breathing	N/A



BaseStation



How It Works

1. **Gateway Functionality:** Serves as a central hub, allowing ToughTail Trackers to communicate with the network using a low-power protocol.
2. **Wi-Fi Connectivity:** Ensures a stable connection to the internet for transmitting data from the trackers.
3. **Multi-Device Support:** Can handle multiple trackers simultaneously.
4. **Over-the-Air Updates:** Wireless firmware updates for continuous improvement.
5. **Power Efficiency:** Designed to remain powered and operational for extended periods.



Power and Charging

1. Power On/Off: Plug in to power on, unplug to power off.
2. Power Source: The BaseStation remains powered via an electrical outlet, no internal battery is required.
3. LED Indicator: Provides visual status updates on power and connectivity.

Status	LED Color	Behavior	Blink Rate
Power On	Green	Solid	N/A
Connecting to Wi-Fi	Green	Blinking	Every 0.5 seconds
Connected to Wi-Fi	Green	Solid	N/A
Clients Connected	Orange	Solid	N/A
Not Setup (BaseStation)	Orange	Breathing	N/A
OTA Update in Progress	Orange	Blinking	Every 0.5 seconds
OTA Update Success	Green	Solid	N/A
OTA Update Failed	Red	Solid	N/A
Recovery Mode	Red	Blinking	Every 0.5 seconds

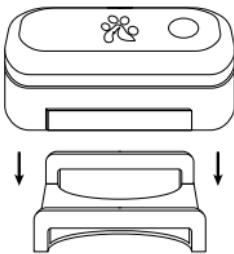


Attaching the Tracker to a Collar or Harness

The ToughTail Standard Tracker features a specially designed silicone strap for secure and versatile attachment:

ToughTail BaseStation Setup

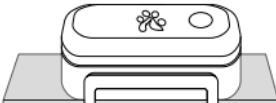
- 1. Remove the Silicone Strap:**
Detach the strap from one side of the tracker.



- 2. Attaching to a Collar:**
 - Thread the collar behind the tracker body.
 - Reattach the silicone strap, securing the collar in place.



- 3. Attaching to a Harness:**
 - Identify a suitable flat section of the harness.
 - Thread this section behind the tracker body.
 - Reattach the silicone strap, securing the harness in place.



Using Your Tracker

The ToughTail Standard Tracker offers advanced geofencing capabilities, giving you control and awareness of your pet's location.

ToughTail BaseStation Setup

1. Virtual Fences:

- Define a perimeter around your property or any area where your pet should remain. (e.g., campsite or farm)
- Receive instant alerts if your pet crosses the virtual fence.

2. Restricted Zones:

- Designate specific areas as off-limits for your pet (e.g., pools, gardens).
- Receive alerts when your pet enters or leaves a Restricted Zone.

3. Safe Zones:

- Power-saving areas typically set up around your home or frequent locations.
- Automatically switches the tracker to power-saving mode within the Safe Zone.

App Setup

1. Go to the Zones Tab: In the app, tap "+" to create a new zone.
2. Choose the Zone Type: Select Virtual Fence, Safe Zone, or Restricted Zone.
3. Draw the Zone: Customize the zone on the map and set alert preferences.



Health and Wellness Features

Activity Monitoring and Goal Setting

- Activity Tracking: Monitors active minutes, steps, and estimated calorie expenditure.
- Personalized Goals: Set daily targets for activity and calorie burn, with notifications for goal achievements.
- Calorie Tracking: Helps maintain a healthy balance between activity and nutrition.

Consult your veterinarian when setting goals, especially for pets with health conditions.

Sleep and Nap Tracking

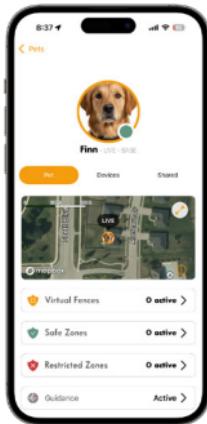
- Night-time Sleep: Tracks sleep duration and quality.
- Day-time Naps: Monitors the frequency and duration of rest periods.

Anomaly Detection

- Health Alerts: Detects sudden changes in activity, unusual sleep patterns, and unexpected behavior, alerting you to potential health issues.



App Interface Overview



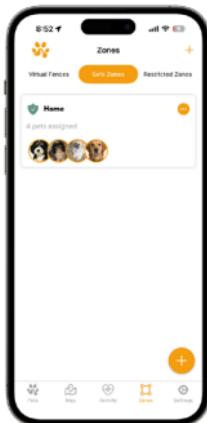
Pets: Overview of all your pets and their statuses.



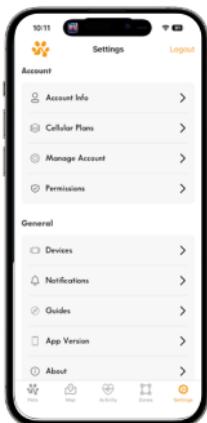
Map: Real-time location and historical data.



Activity: Fitness tracking and goal setting.



Zones: Geofence management.



Settings: Account, device, and notification settings.



Smart Communication Switching

The tracker intelligently switches between connection types to optimize performance and battery life:

1. Base Station or Bluetooth Mobile: Prioritized for accuracy and efficiency when in range.
2. Wi-Fi: Connects to known networks if Bluetooth is unavailable.
3. Cellular: Used as a fallback for remote tracking, consuming more power but ensuring connectivity.

Over-the-Air Updates

The ToughTail Standard Tracker supports seamless, secure OTA updates through:

1. Bluetooth: Quick, local updates when connected to your smartphone.
2. Wi-Fi: Efficient, high-speed updates via known networks.
3. Cellular: Ensures access to critical updates anywhere, anytime.

This multi-channel OTA system ensures your tracker always has the latest features and security enhancements, with fail-safe mechanisms for uninterrupted operation.



Subscription Plans

A subscription is required to use your ToughTail Standard Tracker. All plans include:

- Family Sharing features
- Live Tracking
- Multi-network switching
- Global coverage
- Activity and Sleep Monitoring
- Real-time notifications

Pricing Options

Monthly

\$13

per month

1 Year

\$9

per month
(billed annually)

2 Years

\$7

per month
(billed every 2 years)

3 Years

\$6

per month
(billed every 3 years)

For the most up-to-date information, visit
www.toughtail.com/plans

To manage your subscription:

1. **Open the ToughTail App:** Go to Settings tab -> Cellular Plans.
2. **Choose or Change Your Plan:** Select the plan that best suits your needs.



What's Included

- USB-A to USB-C Power Cord x 2
- Dual Port USB-A to USB-C Power Block x 1
- Instruction Manual x 1
- Standard Tracker x 1
- Base Station x 1
- Silicone Band x 2

Safety and Legal Information

Proper Use Disclaimer

The ToughTail Standard Tracker (“the Device”) is intended solely for tracking and monitoring domesticated animals, primarily dogs and cats. Any other use is prohibited and may void the warranty, harm the animal, and/or result in legal consequences. Users agree that:

- The Device is not a substitute for proper pet care or adherence to local laws.
- Tracking capabilities are subject to limitations like GPS signal, network coverage, and battery life.
- The Device should not replace reasonable care for your pet.
- The Device is not for human use.
- Proper attachment, charging, and maintenance are the user's responsibility.

Modification Warning

Unauthorized modification, tampering, or alteration of the Device, including its hardware, software, or firmware, is prohibited. Such actions may:

- Compromise functionality and safety.
- Void the warranty.
- Violate laws and regulations.
- Result in deactivation of the device by ToughTail LLC.



Liability Statement

By using the Device, users acknowledge and agree that:

- ToughTail LLC is not liable for any damages arising from use or inability to use the Device.
- ToughTail LLC does not guarantee the accuracy or completeness of the data provided.
- Users assume all risks associated with the Device's use.
- ToughTail LLC liability is limited to the purchase price of the Device.
- Users must indemnify ToughTail LLC against any claims from misuse of the Device.

Privacy and Data Protection

- The Device collects and transmits data necessary for its functioning.
- Data is used to provide, maintain, and improve services, and may be anonymized for analytics.
- ToughTail LLC does not sell personal data but may share it with third parties for service improvement or legal requirements.
- Users have rights to access, correct, or delete their data, subject to legal and service needs.

For details, refer to ToughTail LLC Privacy Policy at www.toughtail.com/legal.

Intellectual Property Rights

- All intellectual property related to the Device is owned by ToughTail LLC.
- Users have a limited license to use the Device and software for its intended purpose.
- No rights are granted to modify, distribute, or reverse engineer the Device or software.

Compliance with Laws and Regulations

- Users are responsible for complying with all applicable laws regarding pet ownership, tracking, and data privacy.
- The Device may be subject to export control laws, and users agree to comply with all relevant regulations, including U.S. export controls.



Technical Specifications

Dimensions	2.56" x 2.13" x 1.06" (65mm x 54mm x 27mm)
Weight	2.19 oz (62g)
Battery	Rechargeable Lithium-ion, 1200 mAh
Connectivity	Cellular (2G, LTE-M, NB-IoT), Wi-Fi (2.4 GHz), Bluetooth 5.0, GPS
Operating Temperature	-4°F to 140°F (-20°C to 60°C)

Water Resistance Information

The ToughTail Standard Tracker is designed to be water-resistant with an IP67 rating, meaning:

- Protected against dust ingress.
- Can withstand immersion in water up to 1 meter deep for 30 minutes.

To maintain water resistance:

- Ensure the charging port cover is securely closed.
- Avoid exposing the device to high-pressure water streams.
- Do not use the device for extended periods in water or for deep-water activities.

Note: Water resistance may decrease over time due to normal wear and tear.



Cleaning and Care Instructions

To keep your ToughTail Standard Tracker in top condition:

1. Clean the device regularly with a soft, slightly damp cloth.
2. For stubborn dirt, use a mild soap solution, then wipe with a damp cloth.
3. Dry the device thoroughly after cleaning or exposure to water.
4. Avoid using harsh chemicals, cleaning solvents, or strong detergents.
5. Do not insert any objects into the device openings.
6. Regularly inspect the strap for wear and replace it if necessary.

Proper maintenance and care of your ToughTail Standard Tracker will ensure it continues to provide reliable service in tracking and monitoring your pet.

Troubleshooting

Device Won't Turn On	Ensure it's charged. Hold the power button for 5 seconds.
Not Connecting to App	Check if Bluetooth is on, restart both the device and app.
Inaccurate Location	Move to an area with a clear view of the sky. Wait a few minutes for GPS to stabilize.
Slow GPS	To preserve battery, GPS updates will be slower. For a faster GPS fix, activate "Live GPS mode" in the app for quicker results.



Factory Reset

You can perform a factory reset on your ToughTail Standard Tracker if you want to start over, give the device to someone else, or if setup gets stuck.

Important: A factory reset will erase all saved settings on the tracker, including Wi-Fi networks, linked pets, and account pairing. You'll need to set it up again in the app after resetting.

How to Factory Reset the Standard Tracker

- Make sure the tracker is powered on.
- The Status LED should be lit or blinking. You can confirm it's on by pressing the button once and checking that the LED responds.
- Locate the main button on the tracker.
- This is the same button you use during normal setup.
- Press the button 15 times in a row.
- Press quickly and firmly each time.
- If you pause too long between presses, the reset may not trigger.

Watch the Status LED:

- The LED will enter an initializing state with a white breathing effect to indicate that the tracker is resetting.
- After a short time, the tracker will reboot and return to its default, unprovisioned state.
- Set up the tracker again in the app.
- Open the ToughTail app and follow the on-screen instructions to add the tracker as if it were new.
- If the LED does not show the white breathing effect or the tracker does not reset, wait a few seconds and repeat the 15-press sequence.



Warranty Information

Coverage Details

Warranty Period

The ToughTail Standard Tracker is warranted against defects in materials and workmanship for one (1) year from the date of purchase.

Scope of Coverage

This Warranty covers:

- Defects in materials and workmanship.
- Product failures in accordance with the Company's specifications.
- Battery issues if maintained as per the manual.
- Electrical and mechanical failures of the Base Station under normal use.

Exclusions

This Warranty does not cover:

- Damage from accidents, misuse, or external causes.
- Damage from unauthorized service or modifications.
- Consumable parts like batteries (unless defective).
- Cosmetic damage, wear and tear, software issues, or data loss.
- Damage to the Base Station from power surges or improper connections.
- Damage to the Base Station or ToughTail Standard Tracker from power surges or improper connections

Limitation of Liability

The Company's liability is limited to repair, replacement, or refund of the purchase price. The Company is not liable for incidental, special, or consequential damages, including loss of profits, data, or use.



Support and Contact Information

For assistance, reach out to ToughTail Customer Support:

Email: support@toughtail.com

Website: www.toughtail.com

Support: www.toughtail.com/support

FCC Compliance

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.
2. This device must accept any interference received, including interference that may cause undesired operation.



ToughTail™

