



motorola



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# User's Guide

Wearable Pet Tracker with GPS and mobile network

Model: SCOUT2500

*The features described in this User's Guide are subject to modifications without prior notice.*

# Welcome...

## *to your new Motorola Pet Tracker!*

Thank you for purchasing the Motorola Pet Tracker. With SCOUT2500 you will always see where your dog or cat is located, safely around the house or patrolling the streets. Set a Geo fence for your pet, and receive alerts on your smart device if he or she leaves the defined perimeter.

Please retain your original dated sales receipt for your records. For warranty service of your Motorola product, you will need to provide a copy of your dated sales receipt to confirm warranty status. Registration is not required for warranty coverage.

For product related questions, please call:

**+44 (0) 844 557 0890 (UK only)**

**+44 (0) 8187 62092 (ROI)**

**On the Web: [www.motorolahome.com](http://www.motorolahome.com)**

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This User Guide provides you with all the information you need to get the most from the product and is accurate at the time it was completed. As part of our ongoing effort to improve our products, features and on-screen displays may change from time to time.

**We recommend you to visit our website [www.motorolahome.com](http://www.motorolahome.com) to get the latest User Guide.**

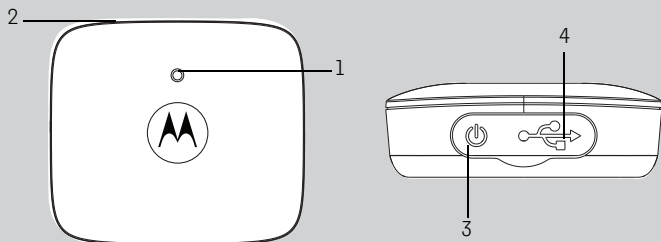
Before using this product:


- Visit our website **[www.motorolahome.com](http://www.motorolahome.com)** to get the latest User Guide.
- Read and follow the instructions in the User Guide along with the Safety Instructions on page 6.
- Upgrade the product's app and firmware (see page 29).

## **Got everything?**

- 1 x Pet Tracker (with integrated battery)
- 2 x Silicone Cover
- 1 x Power Adapter for the Pet Tracker
- 1 x User Guide

# Overview of the Pet Tracker



1. LED indicator
2. Temperature sensor
3. Power On/Off button   
(with waterproof cover)
4. Micro USB Charging Socket  
(with waterproof cover)

## **How the Pet Tracker works**

The mobile network enabled Pet Tracker is integrated with GPS and temperature sensor. It offers a quick and easy way for you to track the location of your dog and receive notifications when they escape from the virtual fence. The Pet Tracker sends alerts to your smart device through an App called "Hubble for Motorola Petcam".

## **Free 1-year Subscription for Mobile Network Connection**

The Pet Tracker comes with a free 1-year subscription for mobile network connection.

## **Important guidelines when using the Pet Tracker**

- Do not make your dog wear the Pet Tracker for more than 12 hours continuously to avoid skin irritation.
- Do not connect a leash to the Pet Tracker.
- When connecting a separate collar for the leash, make sure that it does not add pressure on the Pet Tracker.
- Check the contact area on your dog's neck for signs of irritation. If there is a rash or sore, discontinue use until the skin is completely healed. See a veterinarian if the condition persists.
- Use of other 2.4 GHz products, such as other wireless networks, Bluetooth® systems or microwave ovens may cause interference with this product. Keep the Pet Tracker away from these types of products, or turn them OFF if they appear to be causing interference.
- Always ensure that you have a mobile connection available.

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# 1. Safety Instructions



## WARNING:

As with any electrical device, supervision of your pet's usage should be exercised until your pet is acclimated to the product. If your pet is prone to chewing, we strongly recommend that you keep this and all other electrical devices out of its reach.

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## RISK OF SKIN DAMAGE

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- Determine a proper fit of the Pet Tracker on your dog's neck.  
If worn for too long or the fit is too tight, it may cause skin damage.
- Check your dog's neck area daily for signs of skin irritation.
- Discontinue use immediately if a rash or sore is found on the neck area.
- AVOID wearing for more than 12 continuous hours a day.
- Clean your dog's neck area and the Pet Tracker with a soft damp cloth weekly.

## WARNING

*This Pet Tracker is compliant with all relevant electromagnetic field standards and is, when handled as described in the User's Guide, safe to use. Therefore, always read the instructions in this User's Guide carefully before using the product.*

- This product is not a toy. Do not allow children to play with it.
- This product is not a substitute for responsible supervision of your dog.
- Test this product and all its functions so that you are familiar with it prior to actual use.
- Only use the Power Adapter provided.
- Do not use other power adapters as this may damage the device.
- Never use extension cords with Power Adapters.
- Do not touch the plug contacts with sharp or metal objects.
- Keep this User's Guide for future reference.

## ***2. System Requirements***

### **Android™ System**

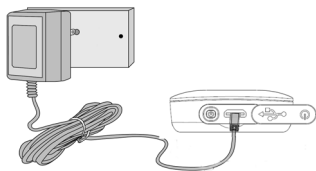
- Version 4.2 or above

### **iOS®**

- Version 7.0 or above

## 3. Basic Setup

### 3.1 Charge the Pet Tracker




*It takes about 6 hours to fully charge the battery pack for the first time.*

1. Connect the power adapter to a mains power socket and insert the plug into the micro USB socket on the Pet Tracker. Only use the supplied power adapter (5V DC / 1000mA) with the Micro USB plug.
2. The status indicator LED lights up solid red, which indicates that it is charging.

#### **Note**

*Only use the enclosed power adapter (5V DC / 1000mA).*

*The average battery life is up to 5 days, depending on how often you use it. The Pet Tracker send alerts to the App when battery is low. To conserve battery life, press and hold the **POWER KEY**  to switch off the Pet Tracker when it is not in use.*

### 3.2 Fit the Silicone Cover Over the Pet Tracker

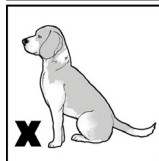
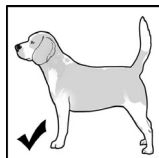
The silicone cover is moulded to form and fit tightly over the Pet Tracker.

Make sure that the section that is marked with a power button fits right over the power button of the Pet Tracker so that you can operate the power button easily through the cover.



### 3.3 Fit the Pet Tracker on your Dog's Neck

1. Have your dog stand in a balanced position on a flat, even surface.
2. Put the strap over your dog's neck, centering the Pet Tracker underneath its neck and making sure that the Motorola logo is upright facing you.
3. String the end of the strap through the strap buckle.
4. Pull the end of the strap until the desired level of tightness is reached and push the retainer bar through the nearest strap hole, then insert the strap through the remaining strap buckle to secure it.
5. Check to ensure that the Pet Tracker is in the centre underneath the neck of your dog.





6. Check the fit again after your dog has worn the Pet Tracker for several minutes or as your dog gets more comfortable with it.

#### Note

*The Pet Tracker should fit snugly on your dog's neck such that you can only fit two fingers underneath it. It should not be able to rotate around the neck.*

### 3.4 Power On/Off the Pet Tracker

To power on the Pet Tracker, press and hold the **POWER KEY**  for about 3 seconds. The LED lights up in solid green.

To power off the Pet Tracker, press and hold the **POWER KEY**  for at least 3 seconds. The LED lights up in solid green before it goes off.

### 3.5 Behaviour of the Status Indicator LED

LED Behavior	Description
Flashes Blue	Device is connecting to mobile network.
Solid Blue	Device is now connected to mobile network.
Flashes Green	Device is searching for network connection.
Flashes Green (very slowly)	Device is now idle.
Solid Green	When switching the device ON/OFF.
Solid Red	Device is charging when switched ON.

#### **Note**

*All LEDs will cease to flash after 10 minutes of continuous flashing in any mode.*

## 4. Connecting Devices

How does it work?




When a user tries to access the Pet Tracker, the Hubble server will authenticate the user's identity before it grants access to the Pet Tracker.

### Important

*Make sure that the battery level is more than 70% or the power adapter is plugged in before starting installation. To check battery level, see "Pet Tracker Settings" on page 19.*

### Setup

- Connect the power adapter to a mains power socket and insert the plug into the micro USB socket on the Pet Tracker.
- Press and hold the **POWER KEY**  for about 3 seconds to switch it on. When switched on, the LED lights up in solid green.

### Note

*You can only setup via a compatible smart device, such as smartphone or tablet, and not via a PC.*

## 4.1 User Account and Pet Tracker Setup on Android™ Devices

### What you need

- Pet Tracker
- Pet Tracker Power Adapter
- Device with Android™ system version 4.2 and above

### 4.1.1 Download Hubble for Motorola Petcam App

- On your Android™ device, go to Google Play™ Store to search for "**Hubble for Motorola Petcam**".
- Download "**Hubble for Motorola Petcam**" App from Google Play™ Store and install it on your Android™ device.


### 4.1.2 Run Hubble for Motorola Petcam App on Android™ Device

- Ensure that your Android™ device is connected to your Wi-Fi® router.
- Run "**Hubble for Motorola Petcam**" App.
- Tap **Get Started**, enter your account information, read through the Terms of Service, then select "**I agree to the Terms of Use**" before you tap **Create account**.

#### **Note**

*If you already have a Hubble App account, please select **Already have an Account?** to go to the next step.*

### 4.1.3 Power On the Pet Tracker

- Connect the power adapter to a mains power socket and insert the plug into the micro USB socket on the Pet Tracker.
- Press and hold the **POWER KEY**  for about 3 seconds to switch it on.
- When switched on, the LED lights up in solid green.

#### 4.1.4 Add the Pet Tracker to your Account

- Tap **+** on the top right corner of the screen to add Pet Tracker.
- The App will automatically search for the Pet Tracker.
- Tap to select the Pet Tracker (*PetTracker-xxxxxxx*).
- It will take a few minutes for the Pet Tracker to connect to your Hubble Account.
- If connection fails, please tap **Retry** and repeat the steps starting from the first bullet point.

#### 4.2 Connect the Pet Tracker to another Android™ Device

To add the Pet Tracker to another Android™ device, repeat the steps starting from 4.1.1.

#### 4.3 Add another Pet Tracker to your Hubble Account

There is no limit on the number of Pet Trackers you can add to your Hubble Account.

To add another Pet Tracker to your Hubble Account, repeat the steps starting from 4.1.3.

## 4.4 User Account and Pet Tracker Setup on iOS® Devices

### What you need

- Pet Tracker
- Pet Tracker Power Adapter
- Any iOS® Device with iOS version 7.0 and above

### 4.4.1 Download Hubble for Motorola Petcam App

- On your iOS® device, go to the App Store to search for "**Hubble for Motorola Petcam**".
- Download "**Hubble for Motorola Petcam**" App and install it on your iOS® device.


### 4.4.2 Run Hubble App on your iOS® Device

- Ensure that your iOS® device is connected to your Wi-Fi® Router.
- Run the "**Hubble for Motorola Petcam**" App.
- Enter your account information, read through the Terms of Service, and then select "**I agree to the Terms of Service**" before you tap **Create**.

#### **Note**

*If you already have a Hubble App account, please select **Already have an Account?** to go to the next step.*

### 4.4.3 Power On the Pet Tracker

- Connect the power adapter to a mains power socket and insert the plug into the micro USB socket on the Pet Tracker.
- Press and hold the **POWER KEY**  for about 3 seconds to switch it on.
- When switched on, the LED lights up in solid green.

#### 4.4.4 Add the Pet Tracker to your Account

- Tap **+** on the top right corner of the screen to add Pet Tracker.
- The Pet Tracker will automatically establish a 2.4Ghz connection with your iOS® device. Once the connection is established, follow the onscreen instructions.
- If connection fails, please tap **Retry** and repeat the steps starting from the first bullet point.

#### 4.5 Connect the Pet Tracker to another iOS® Device

To add the Pet Tracker to another iOS® device, repeat the steps starting from 4.4.1.

#### 4.6 Add another Pet Tracker to your Hubble Account

There is no limit on the number of Pet Trackers you can add to your Hubble Account.

To add another Pet Tracker to your Hubble Account, repeat the steps starting from 4.4.3.

## 5. Overview of the Features in Hubble App

### Geo Fencing (see Fence Settings in Section 5.2)

Set up virtual boundary and receive notifications when your dog ventures out of the set boundary.


### Location Tracking (see GPS Settings in Section 5.2)

The location of your pet is determined by GPS signals and the location of mobile cell towers.

As it might take some time for reception of GPS signals, the current location of your pet is tracked via the location of mobile cell towers first (with a wider tolerance, which depends on the mobile network density). Once stable GPS signal is received, the map will be automatically updated with a more accurate location (with minimum tolerance) based on GPS signals.





Note that the location information is most accurate if GPS signal reception is good. If GPS signal reception is not good or obstructed, e.g. your pet is indoors or in a location where GPS signal cannot be received, the current location of your pet will be triangulated/estimated based on the signal strength differences between mobile cell towers.




To enable GPS tracking, make sure that **GPS Notification** is set to **On** and **GPS Mode** is set to **Tracking**.

Tap on **Settings** icon  to enter **Pet Tracker Settings** → **GPS Settings** to check or modify the settings. (see Section 5.2 Pet Tracker Settings)



## 5.1 Using the Pet Tracker when connected to the Mobile Network

- Run **Hubble for Motorola Petcam App** on your smart device and log into your Hubble account.
- If you have more than 1 Pet Tracker in your account:  
For iOS® Devices, tap **Devices**  to select a Pet Tracker from the list  
For Android™ Devices, tap  → **Tracker**  to select a Pet Tracker from the list
- Tap  in the centre of the screen to show the options available.

	<b>Location Tracking and Geo Fencing</b>	<p>Tap  → <b>Track</b> to activate location tracking.</p> <p><b>Note</b>  <i>The user's location is identified by a blue dot. Location tracking will be based on the mobile network first (with a wider tolerance, which depends on the mobile network density), then by GPS satellite (with minimum tolerance).</i></p> <p>The red pin indicates the pet's current location. Due to mobile connection, there is a waiting time before the location information is shown. The waiting time varies depending on the network. In case the device is out of network coverage or is powered down, an error message will appear indicating that connection to the device is not available.</p> <p>Tap  to set the radius for Geo Fencing.</p>
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### **5.1.1 Free 1-year Subscription for Mobile Network Connection**

The Pet Tracker comes with a free 1-year subscription for mobile network connection.

The free subscription offers you 150 pings per month over 12 months after the Pet Tracker has been activated.





A ping is a communication request with the Pet Tracker over the mobile network. The following functions are enabled through ping requests when you are connected to the Pet Tracker via the mobile network:

- Get the pet's location
- Activate Geo Fence
- Receive alerts when your pet leaves the virtual boundaries

The ping counter starts at 150 every month and counts down each time you use one of the above functions. Note that unused Pings will not be carried over to the next month. The ping counter resets automatically to 150 at the start of the billing month, which is based on the activation date of the Pet Tracker. If 150 pings have been used up before the end of a month, mobile communication with the Pet Tracker will be suspended until the start of the next billing month.

However, if you want to use mobile network connection beyond the free 150 pings per month, you may check out our paid subscription service, which is available as an in-app purchase.




## 5.2 Pet Tracker Settings

- Run **Hubble for Motorola Petcam** App on your smart device and log into your Hubble account.
- If you have more than 1 Pet Tracker in your account:  
For iOS® Devices, tap **Devices**  to select a Pet Tracker from the list  
For Android™ Devices, tap  → **Tracker**  to select a Pet Tracker from the list
- Tap on **Settings** icon  to enter **Pet Tracker Settings**.
- Tap **Save** after you have modified the settings.

<b>General Settings</b>	<ul style="list-style-type: none"> <li>• Clock: <b>12h</b> or <b>24h</b></li> <li>• Units: <b>Metre</b> or <b>Feet</b></li> <li>• Email</li> </ul>
<b>GPS Settings</b>	<ul style="list-style-type: none"> <li>• GPS Notification: <b>On</b> or <b>Off</b></li> <li>• GPS Mode: Tap to select <b>Battery Saving</b> or <b>Tracking</b></li> </ul> <p><b>Note</b> When in <b>Battery Saving</b> mode, GPS is turned off when it is not in use. This saves battery life, but will take a longer time to get the GPS location (up to several minutes).</p> <p>When in <b>Tracking</b> mode, GPS is permanently on. It consumes more battery, but GPS location can be determined faster. By default, GPS is in <b>Tracking</b> mode.</p>
<b>Tones and Voice Message Notifications</b>	<ul style="list-style-type: none"> <li>• Warning tone</li> <li>• Fence breach voice message</li> </ul>



<b>Fencing Settings</b>	<p>Set up virtual boundary and receive notifications when your dog ventures out of the set boundary.</p> <ul style="list-style-type: none"><li>• Fence Notification: <b>On</b> or <b>Off</b></li><li>• Narrow: <b>50m</b> to <b>100m</b></li><li>• Medium: <b>101m</b> to <b>200m</b></li><li>• Large: <b>301m</b> to <b>500m</b></li><li>• Tolerance: <b>5m</b> to <b>20m</b></li></ul>
<b>Tracker Details</b>	<ul style="list-style-type: none"><li>• Change tracker name</li><li>• Change snapshot of the Pet Tracker in your Hubble account</li></ul>
<b>Battery Level</b>	Check battery level on the Pet Tracker.
<b>Updates</b>	Shows the status of the software application.
<b>Logout</b>	Tap to logout of Hubble account.

## 5.3 Account Settings

- Run **Hubble for Motorola Petcam App** on your smart device and log into your Hubble account.
- For iOS® Devices, tap **Account** 
- For Android™ Devices, tap  → **Account** 
- You can modify the following settings:

<b>Profile</b>	<b>Username:</b> shows current username <b>Email:</b> shows current user email <b>Temperature:</b> choose Celsius or Fahrenheit <b>Password:</b> change Password <b>Log out:</b>
<b>Subscription</b>	Shows your subscription plan.
<b>Notifications</b>	<b>Do Not Disturb:</b> disabled, or from 1 minute to 180 minutes <b>Notification frequency:</b> immediately, 1 minute to 60 minutes or disabled. <b>Notify me by sound:</b> check or uncheck the checkbox to enable or disable. <b>Notify me by vibration:</b> check or uncheck the checkbox to enable or disable <b>Notify me when on a call:</b> check or uncheck the checkbox to enable or disable
<b>Remote Connection Setting</b>	<b>Remote View Timeout:</b> check or uncheck the checkbox to enable or disable
<b>About Hubble</b>	View Terms and Conditions Shows the current App version number.

## 5.4 Reset or remove a Pet Tracker from your Hubble Account

- Go to **Settings**  menu of the Pet Tracker you wish to remove (see Section 5.2).
- Tap the trash bin icon  on the top right corner of the screen.
- Tap **Yes** to remove the Pet Tracker.
- The Pet Tracker will be de-registered from your Hubble Account and all settings will be reset to default.

## 6. App and Firmware Upgrades

### 6.1 App Upgrade

You can find the latest version of Hubble App by visiting your mobile device's app store (e.g.: iTunes App Store, Google Play™). From there, you can see what's new with the app and install the latest version.

Occasionally, Hubble Server will also send you a notification that a latest version of the app is available. While some of the upgrades simply keep your system running efficiently, and some are critical to system functionality. We strongly recommend that you complete the upgrade as soon as possible.

### 6.2 Firmware Upgrade

The Pet Tracker is BLE-enabled and has over-the-air firmware upgrade capability. Firmware updates will be sent to the Pet Tracker via Hubble App. Please follow the app instructions for upgrade.

#### **Note**

*Firmware upgrades will not be performed automatically. You need to confirm the upgrade by following the procedures shown on the app.*

## 7. Disposal of the Device (Environment)

At the end of the product life cycle, you should not dispose of this product with normal household waste. Take this product to a collection point for the recycling of electrical and electronic equipment. The symbol on the product, user's guide and/or box indicates this.



Some of the product materials can be reused if you take them to a recycling point. By reusing some parts or raw materials from used products you make an important contribution to the protection of the environment.

Please contact your local authorities in case you need more information on the collection points in your area.

Dispose of the battery pack in an environmentally-friendly manner according to your local regulations.



## 8. *Cleaning and Care*

- Check your dog's neck area for irritation and wash neck weekly.
- Every effort has been made to ensure high standards of reliability of your Pet Tracker. However, if something does go wrong, please do not try to repair it yourself – contact Customer Service for assistance.

## 9. *Help*

### **Noise interference**

- Use of other 2.4 GHz products, such as Bluetooth® systems or microwave ovens, may cause interference with this product. Keep the Pet Tracker at least 1.5 metres (5 feet) away from these types of products, or turn them off if they appear to be causing interference.

### ***If you forgot your password***

If you do not remember your password, tap ***Forgot Password*** to submit your e-mail address. A new password will be sent to your e-mail address immediately.

## 10. Troubleshooting

Category	Problem Description / Error	Solution
Account	I am not able to login even after registration.	Please check your user name and password.
Account	I receive an error message saying: "Email ID is not registered".	Please ensure that you have registered an account with us. Tap <b>Create Account</b> to create an account.
Account	What do I do if I forget my password?	Click on the " <b>Forgot Password</b> " link on the website <a href="http://www.hubbleconnected.com/motorola/login/">http://www.hubbleconnected.com/motorola/login/</a> OR on your Android™ or iOS application. An email will be sent to your registered email address.
Account	I did not receive a new password although I have used the "Forgot Password" option.	<ol style="list-style-type: none"> <li>1. The e-mail might have been sent to your <b>Junk Mail Folder</b>. Please check your <b>Junk Mail Folder</b>.</li> <li>2. There might be a delay in getting your e-mail. Please wait for a few minutes and refresh your email account.</li> </ol>
Pet Tracker	When I try to view the Tracker, I get a prompt for Pet Tracker firmware upgrade. What should I do?	Please upgrade your firmware. This takes around 5 minutes. We push upgrades from time to time to improve Pet Tracker features.

Connectivity Issues	I get a message: We are having problems accessing your Pet Tracker. This could be due to the lack of a mobile connection. Please wait and try again later.	<ol style="list-style-type: none"> <li>1. Please try again in a few minutes. This could be due to an issue with your mobile connection.</li> <li>2. If the problem persists, please restart your Pet Tracker to check if this fixes the problem.</li> <li>3. Rebooting your smart phone/ smart device could also resolve the problem.</li> </ol>
Connectivity Issues	I am not able to access my Pet Tracker.	Please check if the Pet Tracker is within the mobile network.
Features	The sound alert setting threshold is not right.	You can adjust Sound Sensitivity to trigger notifications under the Settings menu. (See Section 5.2)
Features	How many users can access the Pet Tracker at one time?	If you are accessing in local mode, two users are supported. If there are more than two users, all tracking will go through the remote server. This allows for unlimited user access to a single Pet Tracker at one time.
General	Which platforms are supported for access to my Pet Tracker?	<p>Android™ 4.2</p> <p>iOS® Devices with iOS® version 7.0</p>

General	What is the significance of LED flashing?	<p>A flashing LED indicates the following status:</p> <p><u>Slow flashing:</u> Your Pet Tracker is in setup mode. You can add the Pet Tracker to your account in this mode. Out of the box, the Pet Tracker is in Setup mode. To reset to Setup mode, see Section 5.4.</p>
General	How do I download the Application for Android™ and iOS devices?	<p><b>Android™:</b></p> <ul style="list-style-type: none"> <li>- Open the <b>Google Play Store</b> on your Android™ device</li> <li>- Select <b>Search</b></li> <li>- Type "<b>Hubble for Motorola Petcam</b>"</li> <li>- The results will show the <b>Hubble for Motorola Petcam App</b></li> <li>- Select to install it</li> </ul> <p><b>iOS Device:</b></p> <ul style="list-style-type: none"> <li>- Open the <b>App Store<sup>SM</sup></b></li> <li>- Select <b>Search</b></li> <li>- Type "<b>Hubble for Motorola Petcam</b>"</li> <li>- The results will show the <b>Hubble for Motorola Petcam App</b></li> <li>- Select to install it</li> </ul>

Setting Up	While I am adding a new Pet Tracker to my account, I am not able to find any Pet Tracker to add.	If you are trying to add a Pet Tracker which has previously been added into your account or another account, you will first have to reset the Pet Tracker. To reset the Pet Tracker, see Section 5.4.
Setting Up	During setup on devices for Android™ and iOS, I am not able to find my Pet Tracker during the last step and the setup fails.	Please reset the Pet Tracker to Setup mode and try again. To reset the Pet Tracker, see Section 5.4.

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## ***11. General Information***

**If your product is not working properly....**

1. Read this User's Guide.
2. Contact Customer Service:  
+44 (0) 844 557 0890 (UK only)  
+44 (0) 8187 62092 (ROI)

### **Consumer Products and Accessories Limited Warranty**

Thank you for purchasing this Motorola branded product manufactured under license by Binatone Electronics International LTD ("BINATONE").

#### ***What Does this Warranty Cover?***

Subject to the exclusions contained below, BINATONE warrants that this Motorola branded product ("Product") or certified accessory ("Accessory") sold for use with this product that it manufactured to be free from defects in materials and workmanship under normal consumer usage for the period outlined below. This Warranty is your exclusive warranty and is not transferable.

#### ***Who is covered?***

This Warranty extends only to the first consumer purchaser, and is not transferable.

#### ***What will BINATONE do?***

BINATONE or its authorised distributor at its option and within a commercially reasonable time, will at no charge repair or replace any Products or Accessories that does not conform to this Warranty. We may use functionally equivalent reconditioned/ refurbished/ pre-owned or new Products, Accessories or parts.

### ***What Other Limitations Are There?***

ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY, OTHERWISE THE REPAIR OR REPLACEMENT PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL MOTOROLA OR BINATONE BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT OR ACCESSORY, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS OR ACCESSORIES TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

Some jurisdictions do not allow the limitation or exclusion of incidental or consequential damages, or limitation on the length of an implied warranty, so the above limitations or exclusions may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights that vary from one jurisdiction to another.

Products Covered	Length of Coverage
Consumer Products	<b>One (1) year</b> from the date of the products original purchase by the first consumer purchaser of the product.
Consumer Accessories	<b>Ninety (90) days</b> from the date of the accessories original purchase by the first consumer purchaser of the product.
Consumer Products and Accessories that are Repaired or Replaced	<b>The balance of the original warranty or for Ninety (90) days</b> from the date returned to the consumer, whichever is longer.

## Exclusions

**Normal Wear and Tear.** Periodic maintenance, repair and replacement of parts due to normal wear and tear are excluded from coverage.

**Batteries.** Only batteries whose fully charged capacity falls below 80% of their rated capacity and batteries that leak are covered by this Warranty.

**Abuse & Misuse.** Defects or damage that result from: (a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse; (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food; (c) use of the Products or Accessories for commercial purposes or subjecting the Product or Accessory to abnormal usage or conditions; or (d) other acts which are not the fault of MOTOROLA or BINATONE, are excluded from coverage.

**Use of Non-Motorola branded Products and Accessories.** Defects or damage that result from the use of Non-Motorola branded or certified Products or Accessories or other peripheral equipment are excluded from coverage.

**Unauthorised Service or Modification.** Defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, or modification in any way by someone other than MOTOROLA, BINATONE or its authorised service centres, are excluded from coverage.



**Altered Products.** Products or Accessories with (a) serial numbers or date tags that have been removed, altered or obliterated; (b) broken seals or that show evidence of tampering; (c) mismatched board serial numbers; or (d) nonconforming or non-Motorola branded housings, or parts, are excluded from coverage.

**Communication Services.** Defects, damages, or the failure of Products or Accessories due to any communication service or signal you may subscribe to or use with the Products or Accessories is excluded from coverage.

### ***How to Obtain Warranty Service or Other Information?***

To obtain service or information, please call:

+44 (0) 844 557 0890 (UK only)

+44 (0) 8187 62092 (ROI)

You will receive instructions on how to ship the Products or Accessories at your expense and risk, to a BINATONE Authorised Repair Centre.

To obtain service, you must include: (a) the Product or Accessory; (b) the original proof of purchase (receipt) which includes the date, place and seller of the Product; (c) if a warranty card was included in your box, a completed warranty card showing the serial number of the Product; (d) a written description of the problem; and, most importantly; (e) your address and telephone number.

These terms and conditions constitute the complete warranty agreement between you and BINATONE regarding the Products or Accessories purchased by you, and supersede any prior agreement or representations, including representations made in any literature publications or promotional materials issued by BINATONE or representations made by any agent employee or staff of BINATONE, that may have been made in connection with the said purchase.

**BINATONE Electronics International Ltd.**

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Sheung Wan, Hong Kong.  
Tel: +852 28027388 Fax: +852 28028138  
Website: www.binatone telecom.com

**EC Declaration of Conformity**

We the manufacturer / Importer : BINATONE Telecom PLC  
1 Apsley Way, London, NW2 7HF, UK

Declare under our sole responsibility that the following product

<u>Type of equipment:</u>	<u>Pet tracker</u>
<u>Model Name:</u>	<u>Scout2500</u>
<u>Country of Origin:</u>	<u>China</u>
<u>Brand:</u>	<u>Motorola</u>

complies with the essential protection requirements of R&TTE Directive 1999/5/EC on the approximation of the laws of the Member States relating to **Radio Spectrum Matters**, the Council Directive 2004/108/EC on the approximation of the laws of the Member States relating to **electromagnetic compatibility (EMC)** and the European Community Directive 2006/95/EC relating to **Electrical Safety**.

Assessment of compliance of the product with the requirements relating to the essential requirements according to Article 3 R&TTE was based on Annex III of the Directive 1999/5/EC and the following standard:

Applicable standards:

EN 301 489-17 V2.2.1(2012-09)  
EN 301 489-7 V1.3.1 (2005-11)  
EN 301 489-3 V1.6.1 (2013-08)  
EN 301 489-1 V1.9.2 (2011-09)  
EN 301 511 V9.0.2 (2003-03)  
EN 62479:2010;  
EN 60950-1:2006+A11:2009+A1:2010+A12:2011+A2:2013  
EN 50566:2013;EN 62209-2:2010  
EN 300 440-1 V1.6.1 (2010-08)  
EN 300 440-2 V1.4.1 (2010-08)

Manufacturer / Importer  
(signature of authorized person)



Signature:



Position: Product Manager  
Full Name: Henry Leung  
Date: 19 Sep 15

## 12. Technical Specifications

Standard	GSM Mobile network
Frequency Band	GSM850/900/1800/1900
Location service	GPS receiver
Operating Time (with fully charged battery)	Standby: approx. 100 hours
Charging Time	< 6 hours
Electrical power	Build in Battery WX30 Li-ion 3.8V DC, 300mAh Battery Pack

## FCC statement

1.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.

2.Changes or modifications not expressly approved by the party responsible for compliance

could void the user's authority to operate the equipment.

### NOTE:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

To comply with RF exposure requirements, a minimum separation distance of 20cm must be maintained between the user's body and this device including the antenna.

## IC statement

This device complies with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions:

- (1) This device may not cause interference, and.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

End user must follow the specific operating instructions for satisfying RF exposure compliance.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The mobile device is designed to meet the requirements for exposure to radio waves established by the Federal Communications

Commission (USA). These requirements set a SAR limit of 1.6 W/kg, averaged over one gram of tissue. The highest SAR value reported under. This standard during product certification for use when properly worn on the neck is 0.718W/kg.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Cet équipement est conforme aux limites d'exposition aux rayonnements de la FCC définies pour un environnement non contrôlé. L'utilisateur final doit respecter les instructions de fonctionnement spécifiques pour satisfaire la conformité aux expositions RF. Cet émetteur

ne doit pas être co-localisées ou opérant en conjonction avec une autre antenne ou émetteur.

L'appareil mobile est conçu pour répondre aux exigences en matière d'exposition aux ondes radio établies

par la Federal Communications

Commission (Etats-Unis). Ces exigences définissent la valeur SAR limite à 1.6 W/kg, en moyenne pour un

gramme de tissu. La valeur SAR la plus élevée signalée sous. Cette norme lors de la certification de produit à utiliser est porté correctement sur le corps est de 0.718 W/kg.

#### IC Radiation Exposure Statement

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distances 20cm between the radiator include its antenna and your body



motorola

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