The PET App automatically sends an emergency alert when the user presses and holds the PET button for 2 seconds. This reference provides technical details about the PET functions. Please refer to the Quick Start Guide for normal PET set-up and operation.

PET Device

Can others connect to my PET device?
The PET device broadcasts its unique identifier (PET_NNNN) whenever it is <u>not</u> connected to a smartphone/tablet. If PET is currently connected to a smartphone, it won't be visible to other users. However, if it is not connected (e.g. out of range) to a smartphone, it will be visible and available to connect to other smartphones.

Can I connect to multiple PET devices?
No, not at the same time. Each device has to be paired separately.

Can two or more people share a PET device?
Yes. More than one person can pair to the device but only one person can be connected at a time. So, this is for people that are trading off the PET device (e.g. work different shifts). The first person pairs to the PET device and it connects. Then that person takes their smartphone out of range so the other person can pair to the device. Now, whichever person is near the PET device will be connected.

How do I know if I have activated an emergency on the PET device?
When the user presses and holds the PET button for at least 2 seconds, the red LED on the back of the PET device will flash continuously until they clear the emergency. The user can hold the button for any length of time – the emergency will be activated once the button has been pressed for at least 2 seconds.

How can I clear an emergency on the PET device?
After the emergency has been active for 1 minute (or more), the user can do a short press of the button to clear the emergency. The red LED will stop flashing. Also, the emergency can be cleared through the app immediately.

How do I know if my PET device is currently connected to a smartphone?
Press the button for just one second and release. If the LED is flashing green (for 10 seconds) then it is not connected to a smartphone. If the LED does not illuminate, it is connected (or the battery is dead). Also, you can check the app.

What is the battery life and type within the PET device?
The battery within the PET device is a lithium-polymer type battery and is projected to last 3 years. Note that repeated emergency notifications, firmware upgrades and resets will reduce the battery life. The phone will receive a notification and display within the app when the battery is low (<20%). The battery cannot be recharged or replaced so the device should be replaced once the battery is dead.

What is the Bluetooth range for the PET device?
PET broadcasts over Bluetooth Low Energy (BLE) and has a range of 100 feet when within line-of-sight. When you are not within line-of-sight (e.g. different room, outside a vehicle, etc.), the range is typically 50 feet but varies based on the environment.

What happens if I activate an emergency on the PET device but I'm not within range of my phone?
The emergency will be activated within the device and if you move within range of your phone, it will send the emergency notifications at that time.

PET App

What phones and operating systems are compatible with PET?
PET is compatible with iPhone 6 or higher with iOS 10 or higher and with Android smartphones (e.g. Samsung, Moto, LG, Google, etc.) with Android version 6.0 or higher. Those phones and operating systems support Bluetooth Smart technology (version 4.0 LE).

My PET device is not showing up in the list to pair?
There are several possible reasons:
1. Make sure you are checking the PET ID (PET_XXXX), not the serial number on the PET device
2. Wait for up to one minute for the app to find it
3. Make sure you are within range – within 10 feet or so to be sure
4. Make sure the PET device is not currently connected to a different phone. Do a 1 second press of the PET button and see if the LED is illuminated on the device. If it flashes green for 10 seconds then it is not connected to another phone.
5. Press the PET button for at least 2 seconds to activate an emergency. Check to see if the LED is flashing red. If not, the battery is probably dead.
6. Contact Select Engineering Services

How can I check the firmware version on the PET device?
(Android) You can view the app/firmware versions within the PET app by swiping the main screen to the left. (iPhone) The 'Software Version' as displayed on the main PET app screen indicates the version of PET device software.

How can I be sure the PET device firmware is up to date?
The PET app will automatically offer to update the PET device firmware if it detects that it is not current.

How can I check the version of my PET App?
(Android) Swipe the PET Status screen to the left to view the version of the application (and versions of the PET device if connected). (iPhone) Select the 'Settings' to view the App Version. Go to the corresponding app store to make sure you have the latest version.

How do I know if my PET App is open and running?
(Android) You can see what apps are currently open and running by selecting the apps tab – on most phones, this is the button to the left of the 'home' button. (iPhone) Press the home button twice to see the open apps.

How do I turn off the notifications for the App?
The notifications are important for knowing if you are connected or disconnected from the PET device. It also provides a notification when you activate an emergency. However if they are bothersome, you can make changes within the phone's notification settings. You can simply turn off the sound so that the notification is only on the display or you can turn them off completely (not recommended unless you are regularly checking the connection status).

Sometimes I receive a notification that indicates the app may not be running?
Open the app to check and make sure it is running. The phone may send this notification at times when it thinks the app has closed without you knowing. Often times, the app is restarted automatically and so the notification is no longer valid.

Are location updates sent to the recipients?
Yes, if you move or the position of the phone improves by 30 feet or more, the recipients will receive another message with the updated location. This will continue until the emergency notification is cleared. The location is based on the position of the phone. The first position sent may be fairly inaccurate depending on the state of the users phone but the emergency will cause the phone to determine the best possible position.

Are my recipients able to navigate to my location?
Yes, the recipients receive a google maps link that, when pressed, will open a google maps display showing the location of the emergency. The recipient can then choose 'Directions' or 'Start' to begin navigating to the location.

Will my recipients know my address when I activate an emergency?
Yes, the app sends the latitude and longitude for the location but while viewing the Google Maps location, the recipient can select the latitude and longitude value to bring up the nearest address.

How can I be sure my recipients know this is an emergency notification?
The text message indicates that it is an emergency. Also, emergency messages sent by iPhone users will use a unique phone number (334-440-8617 for most) because it is generated through a messaging service (Twilio). Android users can arrange for a Twilio account as well – obtaining a unique number for the emergency message. The recipients should add that number to their contacts list with the name of 'Emergency!' or something similar. Most phones also allow a unique notification sound for each phone number. That way, the emergency notification is visibly and audibly different from other messages.

My PET device is connected to my phone but when I press and hold the button for at least 2 seconds so why are emergency text messages are not sent?

Make sure the app shows the Status as 'Emergency'. Then, check your SMS Recipients list to be sure that you have entered correct phone numbers. With the iPhone, make sure you have 'Enabled' the SMS Setting. Also make sure that your phone has connectivity to the cellular network (e.g. make sure you can send a text message to that number manually).

Why do I keep getting text messages even though the PET user is not pressing the button?

If the PET user activated an emergency but never cleared it, location messages will be sent if they are moving. Also, additional emergency messages will be sent if the user is going out of range (disconnects) and comes back into range (reconnects). The PET user must clear the emergency through the app or by pressing the PET button for 1 second.

My PET app is not working properly – did I set the right permissions?

Check the permissions you have allowed for the app by selecting the phone Settings.
On Android:

1. Select Apps (or similar – it can vary by phone) under the phone Settings
2. Select the PET app from the list
3. Select Permissions
4. Make sure Location is ON, Phone is ON, SMS is ON

On iPhone:

1. Select PET under the phone Settings
2. Make sure Location is set to ALWAYS, Bluetooth is ON, and Background App Refresh is ON

Android: Besides the basic connection to my PET device, what are the other functions in the PET App?

- The 'Name' field within the Settings is sent with the initial emergency text message and it is limited in length to ensure that the text message does not exceed 160 characters. Any data can be entered into the field – not just or only the name.
- The 'Additional Information' field is available for sending more personal information that follows the emergency text message – such as allergies, license plate number, etc. The user could send a link to a profile page that has their picture or other data that may not be possible to send as a text message.
- The 'Notification Ringtone' is a placeholder for setting the notification response for the phone. It's not currently active.
- The 'Enable background service' function can be used to stop the app from running. The app is designed to automatically restart whenever it has been closed or the phone has been rebooted. By unchecking the 'Enable background service', the app will only run when the user selects it – it will not automatically restart and run in the background. This is useful if the user won't be

wearing the PET device for an extended period of time but the setting should be checked if they want to keep the PET device active.

- The 'PET Service' function within the PET app is used for administrator management of a department's PET devices. The 'PET Service' connects to a PET Firebase account where an administrator can set the SMS Recipient list and/or Voice number for all phones within the department. The administrator can also manage users and third-party notification systems within the PET firebase account. If a user selects the 'PET Service' function, they will not be able to enter phone numbers for SMS Recipients or the Voice number.

iPhone: Besides the basic connection to my PET device, what are the other functions in the PET App?

- The 'Department' setting within the App is used for administrator management of a department's PET devices. The department name assigns the user to a specific PET Firebase account where an administrator can set the SMS Recipient list for all phones within the department. The administrator can also manage users and third-party notification systems within the PET firebase account. If you selected the wrong department name when creating your user login, you can correct it by selecting the Department setting.

- The 'Geofence Radius' determines the rate at which updated location messages will be sent. The default is 9 meters so if the GPS location of the phone (or accuracy) changes by 9 meters, a new text message will be sent with the updated location.

- The 'Additional Information' field is available for sending more personal information that follows the emergency text message – such as allergies, license plate number, etc. The user could send a link to a profile page that has their picture or other data that may not be possible to send as a text message.

- The 'SMS SETTING' should be set to 'Enabled' in order to send the emergency notifications.
  - The iPhone does not allow automated text messages or automated phone calls. The text messages sent by the PET iPhone app are generated by a third-party service named, Twilio. The emergency notification is transmitted to the Internet where it is converted into and sent as a text message. Therefore, the iPhone won't show a sent message within the messages app and the recipients will not be receiving the message from the originating phone number. The phone number currently used by Twilio is 334-440-8617 but a department could create a Twilio account and be assigned a different phone number. It's recommended that the recipients add the number to their contacts with the name of 'Emergency!' or something similar.
  - The 'Username' is based on the login credentials but can be changed.
  - The "SMS Recipients List" is for entering the list of recipients to whom you want the emergency alert sent. If an administrator is managing the department through Firebase then this field will show the number of recipients that the administrator has listed within the Firebase account and it can not be changed by the user.