

What's the range of a Tractive GPS dog tracker?

Unlimited. In fact, you could track your pet even if you're on the other side of the world. And it works in over 175 countries.

How does a Tractive GPS tracker work?

It connects to the best available mobile network - just like a phone - to provide location data everywhere your pet goes.

Does this Tractive GPS tracker work for cats too?

Yes. The tracker is designed to fit most dog collar sizes, but works for most feline friends as well.

What is Wellness Monitoring, and how does it work?

It lets you see how active your dog has been, spot sleep patterns and know if they're getting quality rest. You can set goals and compare with others to help keep your buddy fit.

My pet is missing - what should I do?

We all know this can be a really scary situation and we're here to help in any way we can.

If your pet is wearing their Tractive GPS, here are your next steps:

1. Open the Tractive GPS app or visit my.tractive.com to see their current location.
2. Start **LIVE Tracking** so you'll get updates on their whereabouts in real-time.
3. Once you're getting closer, you can use the **Distance to Tracker** feature to see if you're walking in the right direction ([you can find out how to activate that here](#)).
4. In case your pet is hiding in an area with bad signal, we recommend using **Find Mode** once you're closeby (this works via Bluetooth).
5. Even if you're not within the Bluetooth range just yet, you can use the **Light and Sound** features of the tracker under **Profile > Tracker > Light & Sound** in the app.
6. In case others are helping on your search, you can easily **share your pet's latest or LIVE location** by tapping on the sharing button in the bottom left-hand corner of the map screen (Share Tracking Link or Share Latest Location).
7. In this sharing section, you can also select **Open in Maps** so you can plan a route to your pet's location in case they've run off too far to retrieve by foot.

What if my tracker isn't giving me any location updates?

If your pet is in an area with poor coverage or GPS signal, the Tractive GPS app may not provide regular location updates. But not to worry - the device will keep trying to track them as they relocate to an area with stronger signal.

What else is important to consider in this situation?

Unfortunately, if the tracker battery is empty, it can no longer communicate with the app, making it impossible to locate the tracker. Additionally, if the connection between the tracker and the app has been lost for a few days, the information in the app may be outdated, as the battery may have already depleted during that time.

Why did my tracker show me an inaccurate position?

Your tracker should report positions that are accurate to around 8 meters when outside with a clear line of sight to the sky. We are committed to making sure all data you see in your app is as accurate as possible. If something doesn't look right, please:

1. **Take a 10-minute test walk** around the block with your tracker in your hand and LIVE tracking active to test the performance of the tracker when outdoors in LIVE mode.
2. **Use the Contact button** at the bottom of this page and provide us with the time of the inaccurate position you saw in the app (please send us a screenshot if possible), and the time of your test walk in LIVE mode.

Here are the most common reasons for seeing a less accurate position:

- **GPS interference:** When your tracker's line of sight to the sky is blocked - such as by tall buildings, the roof of your home, or very thick forest - it doesn't receive such clear data from GPS satellites, which leads to less accurate positions. However, we have algorithms in place that aim to exclude any very inaccurate data from the positions you see in the app. We also recommend setting up a Power Saving Zone to avoid inaccurate positions when your pet is safely at home.
- **Use of LIVE tracking when indoors:** Your tracker tries to detect a new position every 2-3 seconds in LIVE mode. As mentioned above, GPS devices are unable to receive such clear data from satellites when indoors. Therefore, we don't recommend using LIVE tracking when indoors as it can lead to less accurate or "jumping" positions.
- **Default tracking mode:** This isn't actually an inaccurate position, but when you begin using the tracker, you might wonder why your pet's movements don't appear very detailed in normal tracking mode. This is simply due to the difference between Default and LIVE tracking mode - activate LIVE tracking on a walk to see every twist and turn!
- **Power Saving Zone in the wrong place:** When you set up a Power Saving Zone to save battery life, you choose the location of the WiFi zone in the app. If you put the pin in the wrong place, your app will show this location every time your tracker detects your WiFi. To fix this, simply go to Profile > Tracker and tap on Edit next to Power Saving Zones. Select the Power Saving Zone in question, move it to the correct location and tap Save.

I'm having issues with the Power Saving Zone feature

Power Saving Zones are available on our latest [dog](#) and [cat](#) trackers and enable the tracker to use trusted WiFi networks to significantly boost battery life.

If you're facing issues with this feature, we're here to help! Below, we've summarized some of the most common issues and how to resolve them:

I can't set up a Power Saving Zone.

At this time, only **2.4 GHz** networks are supported in the Power Saving Zone feature and we use the **802.11b** standard. 5 GHz networks are not currently recognised.

If the tracker doesn't find any WiFi networks, or finds other networks but not yours, this indicates that the router's settings are not currently compatible with the tracker's standards. However, it is often possible to make some small changes to your router's settings and resolve this issue (without having any impact on your WiFi connection).

Your router's manual may detail how to change to a 2.4 GHz network and the 802.11b standard. **Please also make sure that the network is not hidden.** The SSID must be visible so the tracker can detect it. If your router supports a legacy mode, which you should be able to find in the WiFi settings of your router (Settings > Wireless networks > WLAN Group (in the upper right) > edit > legacy support), please try enabling it and then setting up the Power Saving Zone again. You can find full instructions for setting up legacy mode [here](#).

If you see an error message stating the tracker has an unstable connection when you try to set up a Power Saving Zone, this indicates that the cell network signal the tracker is currently receiving is not strong enough. Please try **resetting the tracker by holding the power button down for 10 seconds** until you see a red light for two seconds and hear a high-pitched tone. Please then wait for a minute or two and try again.

If this sounds tricky, we're here to help! Simply message [our Customer Happiness Team](#) and provide them with the following information:

- **The SSID and router model** of your WiFi (you can typically find this on the sticker on the side or back of the router).
- If you create a hotspot from your cell phone, **are you able to set up a Power Saving Zone using this hotspot?**
- Is the tracker able to find other WiFi networks nearby?
- A screenshot of the error message you see in the app when trying to set up a Power Saving Zone.

My pet is shown in the wrong location when in a Power Saving Zone.

When you set up a Power Saving Zone, you place a pin on the map showing where the Power Saving Zone is. By default, this is set to the current location of your tracker. Should you accidentally place the pin elsewhere, that location will be shown to you whenever your pet is in the Power Saving Zone. For example,

if you select an address a few streets away from your home when setting up a Power Saving Zone for your home network, that address will be shown whenever your tracker is using your home network.

To resolve this, simply go to **Profile > Tracker** and tap on **Edit** next to **Power Saving Zones**. Select the Power Saving Zone in question, move it to the correct location and tap **Save** - done!

I can't use LIVE tracking when my pet is in a Power Saving Zone.

Your Power Saving Zone should be a trusted, safe area (such as your home), it is not usually possible to use LIVE tracking when the tracker detects your pet is in this safe area. Once your tracker detects it has left the area of the Power Saving Zone, it will begin detecting GPS positions again and you'll be able to use LIVE tracking.

If your tracker is within Bluetooth range of your phone, you can use [Find Mode](#) and the Light and Sound feature to help you locate your pet while in the Power Saving Zone. You can also activate LIVE tracking from this Bluetooth connection, but this will end Power Saving Mode. The tracker may have difficulties detecting accurate GPS positions if your pet is indoors because the roof of your home blocks the tracker's line of sight to the sky and, therefore, to GPS satellites. We therefore recommend using LIVE tracking again once your pet has left the area of the Power Saving Zone.

The battery is still dropping quickly even though I'm using a Power Saving Zone.

Please first check if the tracker is detecting that it is in the Power Saving Zone by pressing the power button on the device once for just one second. The LED will then flash twice. If you see two white/pink flashes, the tracker is detecting your WiFi and should be in Power Saving Mode. You can also check the app to see if WiFi appears in the top right-hand corner of the Map page. Please then contact [our Customer Happiness Team](#) and provide them with the following information:

- The timeframe(s) at which you noticed poor battery life despite using the Power Saving Zone.
- The LED status you see when pressing the power button once (e.g. white-white) when your pet is in the area of the Power Saving Zone (e.g. at home).

My pet is in the Power Saving Zone, but the app doesn't show me this.

When your pet is in the Power Saving Zone, the app should show you **WiFi** in the top right-hand corner of the Map page. Should that not be the case and you see the error message below, please first check if the tracker is detecting the Power Saving Zone by pressing the power button on the device once for just one second. The LED will then flash twice. If you see two white/pink flashes, the tracker is detecting your WiFi and should be in Power Saving Mode. If this is not reflected in the app, this indicates that the tracker has not been able to connect to cell networks to send that data back to your app. However, this does not affect the performance of the tracker nor its usage of the Power Saving Zone feature.



! Cannot Get Location

This could be due to weak network or GPS coverage.
We'll keep trying every few minutes.

This typically happens because building materials are very good at blocking cell network signals. You've likely also experienced this on your cell phone. Usually, we get better cell reception on our cell phones when in the garden than when in the house because building materials impede cell signals. The same applies to the tracker: While indoors, it typically gets a weaker connection than when outdoors, which increases the likelihood of a connection failure. This error message is then shown should the tracker fail to connect to cell networks and send data back to our servers. Once your pet leaves the area of the Power Saving Zone, the tracker should be able to reconnect to cell networks and begin reporting GPS positions again as normal.

We are working to improve this to make sure that the information you see in the app is as accurate and reliable as possible. Should you see the error message shown above while your pet is in the Power Saving Zone, we recommend pressing the power button on the device once to check if it is using your WiFi. If you see two white/pink flashes, you can rest assured that the tracker is using this feature as it should do to save battery life. We also recommend taking a short walk around the block with the tracker in your hand and activating LIVE tracking during this walk to make sure that you still receive positions as normal once your pet leaves the Power Saving Zone.

It takes too long for my tracker to detect my pet has left the Power Saving Zone.

When in a Power Saving Zone, the tracker no longer reports GPS position; instead, it checks every 2.5 minutes if it is still in the area of the Power Saving Zone. If you find it is taking too long for the tracker to begin reporting positions again as normal when your pet leaves the area of the Power Saving Zone, please contact [our Customer Happiness Team](#) with an example timeframe(s) of when this happened. Please also leave the tracker turned on to help us with our analysis.

How can I fix false Virtual Fence notifications?

If you receive Virtual Fence notifications when your pet is at home, this could well be because of GPS interference.

Your tracker calculates its location based on its proximity to GPS satellites. However, when your tracker is indoors, its line of sight to the sky may be blocked, making it more difficult for the tracker to accurately detect its location. This can lead to less accurate or 'jumping' positions and you can read more about this here: [How accurate is the Tractive GPS tracker?](#)

However, we are doing everything we can to make sure that you receive accurate position updates and notifications. **The following tips should help ensure that you avoid false Virtual Fence notifications:**

- Set up a [Power Saving Zone](#) to avoid less accurate positions when your pet is at home.
- Avoid using LIVE tracking when your pet is indoors, as this is likely to lead to more 'jumping' positions.
- Make your Virtual Fence a little larger so it still helps keep your pet safe, but minimizes the impact of GPS interference.
- If you have multiple Virtual Fences, make sure that they do not overlap with each other.
- Enable Bluetooth and GPS / Location Services on your smartphone to improve accuracy when your pet is nearby.

Why am I not receiving Virtual Fence notifications?

If you're not receiving push notifications, there's likely something blocking them in your cell phone settings. Follow the steps below to resolve this:

- Verify that the Tractive GPS app has permission to send push notifications. You can check this by going to your phone's settings and looking for the app under **Notifications**.
- Check if your phone is connected to the internet (either via a data connection or WiFi). Push notifications require an internet connection to be delivered.
- Ensure that your phone is **not in Do Not Disturb** mode
- **For iOS users:** If you're using the [Focus](#) feature, please select to **Allow Notifications** from the Tractive GPS app. This way, you'll continue to receive notifications about your pet regardless of which Focus you're using.
- Check that third-party apps, such as Clean Master or Security Master, are not blocking notifications from the Tractive GPS app.
- Make sure that battery saving mode, also known as battery optimization, battery saver, or low power mode is deactivated. ([Android](#) / [iOS](#))
- If the issue is not specific to the Tractive app but to all apps, check your phone's software version and see if there are any updates available.
- Restart your phone and check if the push notifications are coming through.

If notifications are still not coming through, please take a short walk with your tracker in your hand and LIVE tracking active. Please leave and re-enter your virtual fence (Safe Zone or No-Go Zone) during this walk.

Next, leave your tracker turned on and [contact Tractive Customer Service](#) with the following information:

- The date and time of your walk.
- The two colors you see if you press the power button on your device once briefly.