

Frequently asked questions

Have more questions? Contact WHISTLE™ customer support at 855-999-0471

How long does the battery last?

A Whistle™ device's battery life depends greatly on several factors, primarily how much time your dog spends at home, and how often you are tracking. If your dog spends most of their time within range of the WiFi network at home, the battery will last the longest. If your dog spends more time away from home or in a Safe Place that doesn't have WiFi connected, or if you use the tracking feature often, the battery life will be shorter. If your battery life is unexplainably short while spending the majority of the time at home, try reconnecting your Whistle™ device to your WiFi network.

How big are Whistle™ devices and how much do they weigh?

- **Whistle™ GO:** 1.4" wide, 1.8" long, and 0."6 thick. It weighs just under 1 oz
- **Whistle™ GO Explore:** 1.4" wide, 1.8" long, and 0.7" thick. It weighs just under 1 oz
- **Whistle Switch™:** battery is 1.75" by 0.75" and collar is approximately ¾" wide. It weighs 1.2 oz

Can I use Whistle™ devices in other countries?

At this time, Whistle™ devices are only available for use in the United States and Canada, but we hope to expand to other countries in the future!

What cellular carrier does Whistle™ use, and do I have to have that provider to use the tracker?

Whistle™ devices communicate via AT&T's 4G LTE cellular network, but you do not have to have AT&T as your personal provider. There just needs to be sufficient AT&T LTE coverage in your area for the tracker to communicate.

Will the tracker work without cellular service? Can I use Whistle™ devices just on WiFi?

No, Whistle™ devices need a cellular connection with AT&T's LTE network in order to provide locations while away from home.

How much is the subscription?

We have three subscription options:

- **Monthly** (with 12 month commitment): \$12.99/month
- **Annual:** \$99.00/year
- **Biennial:** \$192.00/two years

Can I use my Whistle™ device without a subscription to just monitor activity? Why is a subscription required?

No, Whistle™ devices cannot be used without a subscription plan. The subscription is for the cellular service with AT&T's network, and the tracker has no way to communicate or update without a cellular plan, including activity monitoring.

What do I do if my Whistle™ device is broken?

If your Whistle™ device has broken through normal use, please reach out to our support team at 855-999-0471 for assistance in getting it replaced.

How do I find a lost tracker within the Safe Place?

You can use Bluetooth to tell when your Whistle™ device is nearby, and the built-in proximity meter can help you find your wayward Whistle™ device (or a pet who's really good at hide and seek).

1. Tap on the Pet tab
2. Tap on "Proximity Meter"
3. The proximity meter will sync automatically and start scanning for Bluetooth
4. Move around to increase the signal strength until you've gotten as close as possible
5. Tap "Done" when you no longer need the proximity meter

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How does my Whistle™ device track? Is it real-time?

Whistle™ trackers are assisted-GPS devices, which means they use information from both AT&T cellular towers and satellites to triangulate a position and report it to you via the application. In order to find a balance between helpful updates and prolonged battery life, the Whistle™ device is not real-time — you won't see the icon for your pet moving on the map. When a location update is requested, you will get a response within approximately one minute.

What is the accuracy of the Whistle™ device?

The accuracy of Whistle™ devices depends on many factors, including signal strength of both cellular and satellite connections, interference from tall metal buildings or bodies of water, and whether or not there is a clear line of sight.

How quickly can I be alerted when my dog leaves?

The most important feature of Whistle™ devices is to tell you quickly when your dog leaves a Safe Place, so we designed it to send timely and accurate alerts while managing the longevity of the battery, allowing ample time to track your wayward family member. We also allow for a variable refresh rate for your tracker, so that you can choose to be alerted more quickly — as fast as 3 minutes.

Why did I get a false alert?

Are you getting notifications that your pet has left their Safe Place but they're right next to you? This is typically an issue when the tracker is near a WiFi "dead zone." Not all homes are built with the same materials, so if your device finds one of these WiFi "dead zones," the GPS signal in your home can also be affected, placing your pet's location outside of your Safe Place.

Why does the Whistle™ device require WiFi, and can I disable it?

The Whistle™ device requires a WiFi network to be paired with your first Safe Place, and is recommended for each additional Safe Place. Having a WiFi connection that the tracker is paired to keeps the Whistle™ device in battery-save mode, which in addition to saving battery, allows the tracker to download updates and upload activity and battery information more quickly. WiFi networks can be removed from your Safe Places, but we recommend keeping at least one. You will still be notified promptly if your pet leaves a Safe Place with WiFi associated.

What happens if my WiFi range is larger than the Safe Place? Will I be alerted if my dog leaves?

The Whistle™ device is in battery-save mode when connected to WiFi, which means it will not be communicating with the cellular towers for updates. Whistle™ devices scan for WiFi every 3 minutes, which means there could be a slight delay in alerting you if the range of the WiFi exceeds the range of the Safe Place. We recommend setting the Location Alert Frequency to 3 minutes to ensure a timely notification no matter how far your WiFi reaches, but keep in mind this will shorten the battery life of your tracker. You will still be notified of the breach when your device disconnects from WiFi.

What is the maximum distance Whistle™ devices will track?

The Whistle™ device is not limited by physical distance. As long as it is within the United States or Canada and has cellular coverage with AT&T (or roaming partner), it will continue to update locations in the app as long as the battery lasts.

Can I see where my pet is while in a Safe Place?

While in a Safe Place and connected to WiFi, the tracker will either be in battery-save mode or otherwise not communicating with the cellular network. The icon for your pet will show directly in the middle of the Safe Place and you won't be able to see their precise location. The Find My Pet and Update Location functions are not available when the tracker is in battery-save mode.

If your Safe Place extends further than the range of your WiFi network signal, you will be able to see your pet's precise location and request updates to the position.

For a Whistle™ GO or GO Explore that has no light and is not charging, please try the following:

1. Try plugging your Whistle™ GO in using a different charging cable
2. Move your Whistle™ GO to another outlet, or try a computer USB port
3. If you are using a wall adapter, ensure the power output is 5V 1 amp
4. If your device still won't charge or illuminate the LED while plugged in, follow the steps on the following page to reset it

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How to reset a Whistle™ GO:

1. Plug the charging cable into the Whistle™ GO, and the USB end with the reset button plugged into a computer or an AC adapter.
2. Press and hold the reset button on the end of the charging cable for 10 seconds.

For a Whistle Switch™ battery that has no light and is not charging, please try the following:

1. Try plugging your Whistle Switch™ battery in using a different charging cable
2. Move your battery to another outlet, or try a computer USB port
3. If you are using a wall adapter, ensure the power output is 5V 1 amp
4. If your battery still won't charge or illuminate the LED while plugged in, please reach out to our support team for assistance

How to reconnect your Whistle™ device to WiFi

1. Tap the Human icon
2. Tap Safe Places
3. Select your Safe Place
4. Tap the Edit WiFi icon (looks like a pencil & paper)
5. Select the pet you are pairing to WiFi
6. Select your network, then enter password
7. Tap Confirm
8. Repeat for all additional pets

Common WiFi Compatibility Issues

Below are some of the most common compatibility issues found within your router's settings:

Internet Protocol (IP): this will either say IPV4 or IPV6 and refers to the set of rules that standardizes how information is passed from one device to another. Make sure it is set to IPV4. Whistle™ devices are not compatible with IPV6 at this time

Broadcast Frequency: this will say either 2.4Ghz or 5.0Ghz and refers to the speed at which information is sent. It might say "dual-broadcast," which means it will use both speeds. Make sure that 2.4Ghz is enabled, as this is the frequency Whistle communicates on. Dual-broadcasting is acceptable, but Whistle™ devices will not use solely the 5.0Ghz frequency

Networking Standard: this is the "version" of networking your router is configured to. It is in the format of "802.11xx," where the x is either a letter or combination of letters (example: 802.11a/g/n). Make sure it is set to b, g, or a/b/g. Whistle™ devices currently do not use any other networking standards, so make sure not to use a, n, or ac

WPA3 Advanced Security: Using advanced mesh network routers (such as eero) typically have WPA3 security settings. Users may experience difficulty in connecting their Whistle™ device, and it is recommended to turn off WPA3