CatX

User Manual

V6

Article: SP-HCX



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1. Welcome to Spotter

Thank you for choosing Spotter. With the CatX, you'll discover all your cat's adventures and always know where they are. The CatX gives you insight into location data across Europe and worldwide, which you can view via an online account or via the Spotter app for smartphone and tablet.

The CatX is the first cat tracker with its own colour display built into the collar. This means the tracker itself shows a message when your cat is found, even without the finder using the app. You can also set zones, track your cat's activity, take a photo remotely, and receive a notification whenever your cat leaves or enters a set zone.

The CatX also works on a prepaid credit basis, with no mandatory ongoing subscription and no automatic renewal. You choose your own period of 3, 6, 12 or 24 months. Experience the convenience and many benefits of the CatX for yourself!

2. What's in the box

CatX tracker with built-in SIM card, collar, magnetic USB charging cable, Spotter code and quick guide. Available separately: extra straps and safety/breakaway straps, via the Spotter website.

3. Explanation of the buttons

The CatX has a physical raised button: the power/SOS button, on the side of the housing. This also acts as the power-on button when the CatX is switched off. For a hard reset, press the small button next to the SOS button with a narrow object, such as a pin, for 5 seconds.

Hold the power/SOS button for 5 seconds to send an SOS alert. For example, if your cat goes missing and is found, the finder can press the power/SOS button. You'll then know your cat has been found and where they are. You can then decide whether to call the CatX.

On the screen you'll see, among other things, the start-up logo when switching on, the home screen with a paw-print icon, the battery percentage and the date, the charging screen while charging, the incoming call screen, and the Lost Mode screen (see chapter 6.11). There's also a screen you can access by swiping down from the top (see chapter 4.3).

4. How the CatX works

The CatX works using GPS and the mobile network (2G, 3G and 4G). This allows locations to be determined accurately. These locations are then sent to your online account, where you can view all the data.

4.1. First-time use

Before using the CatX for the first time, fully charge the battery. Use the supplied magnetic USB-C cable to do this. While charging, the screen shows the charging display, which stays lit until the CatX is fully charged. A full charge takes about 2-3 hours.

4.2. Switching on and off

Hold the power/SOS button for 5 seconds to switch on the CatX. The start-up logo appears on the screen and the CatX starts up. To allow the location to be determined, activate the CatX outdoors or near a window for good GPS reception. Do this after activating the CatX in the app.

You can switch off the CatX via the Spotter app. Open the app, go to the menu, tap 'Home' and then tap the CatX on the map. A menu now appears, where you can choose the option 'Switch off CatX'.

4.3. CatX menu

If you swipe down on the display from top to bottom, you'll reach a menu, where you'll see a few icons. Here we explain them from left to right:

- **GPS:** Shows whether the CatX currently has GSM coverage.
- **Location:** Shows whether the current location is being actively shared. You'll only see this when the location is being measured.
- **4G/2G:** Shows which network the CatX is connected to.
- **Data:** Shows whether there is a data connection.
- **Battery:** Shows the current battery status.

The current date and time are shown at the bottom of the screen.

Below that are 3 icons, from left to right:

- **Brightness**: Adjust the screen brightness by moving the slider.
- **Volume:** Set the volume with a simple sliding motion.
- **Settings:** Open your CatX settings here. Read more about this in chapter 4.4.

4.4. Settings on the CatX

If you swipe horizontally or vertically on the display, you'll reach the settings. From here there are a few options:

- **Brightness**: Adjust the screen brightness by pressing + or –.
- **Screen timeout:** Adjust how long the screen stays on before it turns off.
- **Switch off:** Switch off the CatX from here.
- **About this device:** The IMEI number of the device
- **Change language:** Change the language to a different one.

5. Getting started

5.1. Creating an account

The CatX is linked to an online account or app, where you can view and manage all your data. To do this, go to the Spotter website and click 'Log in' in the top right corner. If you don't have an account, create one here. You'll then be asked to confirm your email address. Once you've done this, you can link the CatX to your account.

5.2. Linking the CatX to your account

Log in to your online account and go to 'Add Spotter'. Enter the 12-character Spotter code found on the card in the packaging. This is a unique code linked to that specific CatX. Once the CatX has been added to your online account, you can start using it.

5.3. Downloading the app

On the go, you can also view your data via the Spotter app for smartphone and tablet. The Spotter app is available for iOS and Android and can be downloaded from the App Store (iOS) and Play Store (Android). There is also a desktop platform available, letting you follow the CatX from your computer, which you can find via the Spotter website.

6. Features

6.1. Automatic location display

The CatX is equipped with a motion sensor that detects the difference between movement and standstill. When movement is detected, a location is automatically sent, which you can view straight away online in your account or via the Spotter app.

You can set your own interval for how often a location is sent when there's movement:

- Active — every 3 minutes
- Balanced — every 10 minutes (recommended)
- Battery saving — every 30 minutes
- Extra efficient — every 60 minutes

Please note: the more frequent the interval, the higher the battery consumption.

6.2. Requesting locations

Want to check a location more often than the set interval allows? Then you can request the location manually. For 3 minutes, you'll now receive the CatX's current location every 20 seconds. If you select the CatX on the map in the Home menu, choose the 'Request location' option in the menu. This is included in the prepaid credit, with no extra costs involved.

6.3. Location history

In the Spotter app, you can view the route your cat has taken over the last 7 days. Handy for seeing which spots your cat visits most often.

6.4. Messages/notifications

All messages sent from the CatX, such as locations and notifications, are delivered to your online account, by email, and via a push notification from the Spotter app.

6.5. SOS alarm

Holding the power/SOS button down for 5 seconds sends an SOS alert. This alert and location are sent to the online account, by email, and the user logged in via the Spotter app receives a push notification.

6.6. Starting a phone call

You can also call the CatX, for example when your cat is missing and the finder has found the tracker. Log in to the Spotter app and tap the CatX icon on the map. A menu now appears, where you can choose the 'Call' option. The CatX automatically picks up after 3 seconds. You're calling a European mobile phone number, so your phone provider's standard call charges apply.

> Tip
>
> After calling the CatX, you can save the number so you can call the CatX directly, even outside the Spotter app.

6.7. Setting up zone(s)

Log in to your online account and set up zones for the CatX. Draw a circle over an area to mark out its boundaries. You can do this in the Spotter app or via your online account, in the menu under 'Zones'. Drag one of the icons (home, work, friends, etc.) onto the map to create a zone, and adjust the zone's size by increasing or decreasing the radius. As soon as a location is determined outside a zone, you'll receive an immediate notification. You can set up a maximum of 5 zones.

To make zones bigger or smaller, click the zone icon you've placed on the map. Then click 'Edit' in the menu that appears. Now you can use the arrows to increase or decrease the zone's radius.

6.8. Heatmap

View your cat's favourite hotspots using a heatmap. Which area does your cat visit most often?

6.9. Street View

By selecting the Street View function, you can see exactly where the CatX is located, with even greater precision. This lets you see where your cat is at street level.

6.10. Activity tracker

With the activity tracker, you can see exactly how active your cat is and how many steps they take per day. The steps are shown in a chart and table, giving you a clear overview of your cat's activity and health. The current step count and battery percentage are also shown directly on the CatX's home screen.

6.11. Lost Mode display

The CatX is the first cat tracker with its own screen that displays a Lost Mode message. When you report the CatX as lost, the tracker's own screen shows a 'Lost' message. A finder sees this message directly on the collar, without needing to use the Spotter app or scan an NFC tag. You activate Lost Mode via the app or your online account.

6.12. Find device - Ring

Lost the CatX somewhere in the house? Using the 'Ring' option, you can make the tracker play a sound so you can find it quickly.

6.13. Remote photo

With Cat's-Eye View, you can take a photo remotely using the CatX's camera. The photos appear in the gallery in the Spotter app, where you can also download them to your phone. This lets you see at a glance what your cat has been up to.

6.14. Switching off the CatX

You can use this option to switch off the CatX. This can also be done on the device itself.

6.15. Settings

Use the Settings function to access the settings you can change. Read more about this in chapter 7, Settings.

6.16. Low battery

You'll receive a notification here if the battery level drops below 15%.

7. Settings

Select the CatX icon on the map and a menu will open with a number of options. Click 'Settings' to adjust a number of settings.

7.1. Spotter code

This is a unique code linked to the CatX. You can't change this code. You use the Spotter code to add the CatX to your online account.

7.2. Changing the name

Here you can change the name of the CatX. For example, give the CatX your cat's name.

7.3. Expiry date

This shows the date on which the CatX's prepaid credit will expire. If your credit is about to expire, you can choose to add new prepaid credit to the CatX via the 'Top up' option in the menu. Here you can top up the CatX with 3, 6, 12 or 24 months of credit.

7.4. Colour

Here you can change the colour of the Spotter icon in the app. Handy if you have several Spotters on one account and want to tell them apart.

7.5. Photo

Here you can set a photo, for example of your cat. This also makes it easy to recognise the CatX in your online account when you have several Spotters.

8. Topping up prepaid credit

The CatX works entirely on prepaid credit: you buy the tracker once and then choose your own period of 3, 6, 12 or 24 months. For new prepaid credit, go to your online account and select Top up in the menu. Within the chosen period, you can use all functions without limit.

There is no ongoing subscription and no automatic renewal: if you don't want to use the CatX for a while, you don't have to top up as soon as the credit expires. For example, you can choose not to use the CatX for a few months and then top up new credit afterwards.

9. Warranty and support

The warranty period is 24 months on the hardware and starts from the moment the CatX is delivered. For more information about the warranty scheme, please read our Terms and Conditions, article 15 (liability) and 16 (warranty). We're available on weekdays from 09:00 to 17:00 via the website.

You can contact our support team via the following link:
https://www.spottergps.com/en/spotter-customer-service/

10. Hardware specifications

Contents	Specifications
Model/Article	SP-HCX
Batch number	CX-2026-06
EAN	8720892885685
Dimensions	48 × 31.5 × 15 mm
Weight	29 grams
Network	2G, 3G and 4G
Frequency bands and max. transmit power	GSM 900 (880–915 MHz): 33.97 dBm GSM 1800 (1710–1785 MHz): 30.48 dBm WCDMA band 1 (1920–1980 MHz): 23.79 dBm WCDMA band 8 (880–915 MHz): 23.87 dBm LTE band 1 (1920–1980 MHz): 23.17 dBm LTE band 3 (1710–1785 MHz): 23.27 dBm LTE band 7 (2500–2570 MHz): 23.59 dBm LTE band 8 (880–915 MHz): 22.75 dBm LTE band 20 (832–862 MHz): 22.71 dBm Wi-Fi 2.4 GHz (2400–2483.5 MHz): 14.9 dBm e.i.r.p. – present in the hardware, not activated GPS (1575.42 MHz): receive only
Coverage	Europe / worldwide
Battery	630 mAh, 5–8 days of use (depending on location interval)
Water resistance	IPX7 (resistant to exposure to water up to 1 metre deep for a maximum of 30 minutes)
Screen	1.47" IPS HD, 172 × 320 px, capacitive touchscreen
Camera	0.3 MP
Charging	Magnetic
Colour	Black

11. Security and privacy

Protecting our customers' privacy is central to everything we do at Spotter. The CatX has been developed with careful attention to the secure processing of personal data and complies with applicable European laws and regulations.

Spotter only processes personal data that is necessary to provide the services associated with the CatX. We handle your data carefully and process it in accordance with the General Data Protection Regulation (GDPR).

Our Privacy Statement and Privacy Policy explain what data is processed, for what purposes it is used, how long it is retained, and with which parties data may be shared.

Our current privacy policy and additional information about the processing of personal data are available via:

https://www.spottergps.com/compliance/

For information about the processing of data within the Spotter app, please also refer to the page above.

11.1. CatX data

All data is sent via an encrypted VPN (Virtual Private Network) connection to Spotter B.V.'s servers. These servers are hosted at a high-quality data centre that operates under ISO 9001 / ISO 14001 / ISO 27001 and NEN 7510. This means all data is strictly protected and cannot be viewed by third parties. All data remains under the management of Spotter B.V. and is not made available for commercial purposes. In addition, location data is not linked to the account holder's personal data.

With this information about data protection, we want to make clear how committed we are to security, reliability and safeguarding the privacy of our users.

12. Safety warnings

12.1. External infrastructure

The product's operation partly depends on infrastructure such as GPS, GSM and internet connections that are beyond Spotter's control. Spotter is not liable for the proper and uninterrupted functioning of this infrastructure and the equipment used, nor for any outages, unavailability or malfunctions in its system, nor for any consequences thereof.

12.2. Battery & charging

The CatX has a built-in rechargeable Lithium-ion (Li-ion) battery of 3.85 V / 630 mAh. The battery cannot be replaced by the user. Do not open, disassemble or puncture the device or the battery.

Do not use the CatX in a humid, wet or corrosive environment, and do not expose the device to open flames, extreme heat, direct sunlight for extended periods, a microwave, or other heat sources. Avoid temperatures above 60°C, as this may cause the battery to leak, overheat, catch fire or explode.

Only charge the CatX using the supplied magnetic USB-C charging cable or a replacement cable approved by Spotter. Only use a USB-C power adapter with an output voltage of 5V DC that complies with applicable European safety regulations (CE).

If the device or battery is damaged, please contact Spotter. Never attempt to replace the battery yourself.

12.3. Water resistance

The Spotter meets protection class IPX7. This means the device can withstand incidental immersion in fresh water under the conditions of the IPX7 test standard. Water resistance is not a permanent property and may diminish due to wear, damage or improper use.
Do not use the device while swimming, diving, doing water sports, or in a sauna. Avoid contact with salt water, chlorinated water and pressure washers.

12.4. Additional safety warnings

- Avoid shocks and rough handling, as this will shorten the product's lifespan.
- Never use a sharp object to clean the CatX.
- Do not use chemical cleaning agents, solvents or insect repellents that can damage plastic parts and surfaces.
- Clean the CatX thoroughly after it has come into contact with chlorine or salt water, sunscreen, cosmetics, alcohol or other chemicals that may cause a reaction. Prolonged exposure to these substances can damage the housing.
- Do not store the CatX anywhere it may be exposed to extreme temperatures for a prolonged period, as this can cause irreparable damage.

It's recommended to clean the CatX once a week. Clean the device with a damp cloth. Use a mild soap to remove oil and dirt. Even a small amount of sweat or moisture can cause corrosion on the magnetic charging contacts if the device is connected to a charger. Corrosion can block charging and data transfer.

1. Wipe the device clean with a cloth dampened with a mild cleaning agent.

2. Then wipe the housing dry.

It is not permitted to disassemble, crush, bend, deform, puncture or tear the CatX. Do not place or store the CatX in a humid, wet and/or corrosive environment, in locations with high temperatures, in or near a heat source, in direct sunlight, in a microwave or in a pressure vessel. Do not drop the CatX. If you suspect the CatX has been damaged after being dropped, please contact customer service. Only use the device with the supplied cable. Visit www.spottergps.com for replacement parts approved by Spotter.

13. Legal information

13.1. WEEE Directive



This symbol on the packaging indicates that this product must not be disposed of as household waste. In accordance with EU Directive 2012/19/EU on waste electrical and electronic equipment (WEEE), this electrical product must not be disposed of as unsorted municipal waste. For correct disposal, this product must be taken to your local municipal recycling collection point.

13.2. CE marking



Spotter B.V. hereby declares that radio equipment type SP-HCX complies with Directive 2014/53/EU (RED). The full text of the EU declaration of conformity is available at the following internet address: https://www.spottergps.com/compliance/

13.3. Manufacturer/importer

Spotter B.V.
Leeuwenhoekweg 20c
2661 CZ Bergschenhoek
The Netherlands
www.spottergps.com

13.4. Legal information and compliance

Spotter B.V. hereby declares that the radio equipment of the type Spotter CatX complies with the requirements of Directive 2014/53/EU (Radio Equipment Directive).
The full EU Declaration of Conformity, technical product information, radio specifications and additional compliance documentation are available via:
https://www.spottergps.com/compliance/

13.5. Serial number and model designation

Model/article: SP-HCX. The unique Spotter code of your unit (see chapter 7.1) serves as an individual identification number when contacting customer service or making warranty claims.

13.6. This user manual

We have compiled this manual with great care. Due to continuous product development, some information may not be fully up to date. Spotter B.V. cannot be held liable for editorial or technical errors in this document, nor for incidental or consequential damage arising from the performance or use of this material.