

PetUNew PetUNew

PetUNew App User Manual

Your Guide to Smart Pet Feeding

1. INTRODUCTION

Welcome to the PetUNew App User Manual. This guide provides comprehensive instructions for setting up, operating, and maintaining your PetUNew application, designed to seamlessly control your compatible smart pet feeder. The PetUNew app allows you to manage feeding schedules, monitor your pet, and ensure their well-being from anywhere.

For optimal performance, please read this manual thoroughly before using the app and your pet feeder.

2. IMPORTANT SAFETY INFORMATION

- Always ensure your pet feeder is placed on a stable, level surface to prevent tipping.
- Keep the pet feeder and its power cord out of reach of pets to prevent chewing or entanglement.
- Use only the power adapter supplied with your pet feeder.
- Do not immerse the pet feeder or its components in water. Clean with a damp cloth only.
- This app is intended for use with compatible pet feeders. Do not attempt to control incompatible devices.
- Regularly check the pet feeder for any signs of damage or malfunction. Discontinue use if damaged.

3. SETUP GUIDE

3.1. Downloading the PetUNew App

The PetUNew app is available for both iOS and Android devices.

1. **For iOS:** Open the App Store on your iPhone or iPad. Search for "PetUNew" and tap "Get" to download.
2. **For Android:** Open the Google Play Store on your Android device. Search for "PetUNew" and tap "Install" to download.



Image: PetUNew app download screen on a mobile device.

3.2. Creating an Account

1. Open the PetUNew app after installation.
2. Tap "Register" or "Sign Up".
3. Enter your email address and create a secure password.
4. Follow the on-screen prompts to complete the registration process, which may include email verification.

3.3. Pairing Your Pet Feeder with the App

Before pairing, ensure your pet feeder is powered on and within range of your Wi-Fi router. The PetUNew app and most compatible feeders operate on a **2.4GHz Wi-Fi network**. If your router supports both 2.4GHz and 5GHz/6GHz, ensure your phone is connected to the 2.4GHz network during the pairing process.

1. Log in to your PetUNew account.
2. Tap "Add Device" or the "+" icon on the home screen.
3. Select your pet feeder model from the list (e.g., "Smart Pet Feeder v86").
4. Follow the app's instructions to put your feeder into pairing mode (this usually involves pressing and holding a button on the feeder until an indicator light flashes).
5. Enter your 2.4GHz Wi-Fi network name (SSID) and password when prompted by the app.
6. The app may display a QR code for the feeder's camera to scan, or it may connect automatically. Position your phone's screen in front of the feeder's camera if a QR code is shown.
7. Wait for the feeder to connect. Once connected, the app will confirm successful pairing.



Image: PetUNew app screen during the device pairing process.

Note: If you encounter issues with 6GHz Wi-Fi, please ensure your router is configured to broadcast a 2.4GHz signal and your mobile device is connected to it during setup. Some newer routers may combine bands; consult your router's manual for instructions on separating or prioritizing 2.4GHz.

4. OPERATING THE PETUNEW APP

4.1. Home Screen Overview

Upon logging in, the home screen displays your connected pet feeder(s). Tap on a feeder to access its specific controls and live view.



Image: PetUNew app home screen showing a connected pet feeder.

4.2. Setting Feeding Schedules

1. From the feeder's control screen, tap "Schedule" or "Feeding Plan".
2. Tap "Add Schedule" or the "+" icon.
3. Set the desired feeding time, days of the week, and number of portions.
4. Confirm and save the schedule. You can set multiple schedules throughout the day.

4.3. Manual Feeding

To dispense food immediately:

- On the feeder's control screen, locate the "Feed Now" or "Manual Feed" button.
- Select the number of portions you wish to dispense.
- Tap "Dispense" or "Feed". The feeder will dispense the specified amount of food.

4.4. Live Camera View and Two-Way Audio

If your feeder has a camera (e.g., v86 model), you can monitor your pet and interact with them.

- On the feeder's control screen, the live video feed will automatically display.
- Tap the speaker icon to enable two-way audio. You can speak into your phone, and your voice will be played through the feeder's speaker.
- Tap the microphone icon to listen to sounds near the feeder.
- Use the snapshot or record buttons to capture images or video clips.



Image: PetUNew app displaying the live camera view from the pet feeder.

Note: An official product video demonstrating the live camera view and two-way audio features would be embedded here if available.

5. MAINTENANCE

5.1. App Updates

Regularly check for and install updates for the PetUNew app through your device's App Store or Google Play Store. Updates often include new features, performance improvements, and bug fixes.

5.2. Pet Feeder Cleaning

For hygiene and proper operation, clean your pet feeder regularly according to its specific manual. Generally:

- Unplug the feeder before cleaning.
- Remove the food hopper and feeding tray. Wash them with mild soap and water, then rinse thoroughly and dry completely.
- Wipe the main body of the feeder with a damp cloth. Do not submerge.
- Ensure all parts are completely dry before reassembling and refilling with food.

5.3. Battery Backup (if applicable)

If your feeder supports battery backup, check the battery level periodically via the app (if available) or replace batteries as recommended by the feeder's manual to ensure continuous operation during power outages.

6. TROUBLESHOOTING

Problem	Possible Cause	Solution
---------	----------------	----------

Problem	Possible Cause	Solution
Feeder won't connect to Wi-Fi / App cannot find feeder.	<p>Incorrect Wi-Fi band (5GHz/6GHz vs. 2.4GHz).</p> <p>Incorrect Wi-Fi password.</p> <p>Feeder too far from router.</p> <p>Feeder not in pairing mode.</p>	<p>Ensure your phone is connected to a 2.4GHz Wi-Fi network during setup. Most smart home devices do not support 5GHz or 6GHz.</p> <p>Double-check your Wi-Fi password.</p> <p>Move the feeder closer to the router or consider a Wi-Fi extender.</p> <p>Refer to your feeder's manual to correctly activate pairing mode.</p> <p>Restart your router and the feeder.</p>
App is unresponsive or crashes.	<p>Outdated app version.</p> <p>Insufficient device memory.</p> <p>Temporary software glitch.</p>	<p>Update the PetUNew app to the latest version.</p> <p>Close other apps running in the background.</p> <p>Restart your mobile device.</p> <p>Clear the app's cache (Android) or reinstall the app.</p>
Feeder not dispensing food.	<p>Food hopper empty.</p> <p>Food jammed.</p> <p>Dispensing mechanism blocked.</p> <p>Feeder unplugged or power issue.</p>	<p>Refill the food hopper.</p> <p>Check for food jams in the dispenser. Use appropriate kibble size.</p> <p>Ensure the dispensing mechanism is clear of debris.</p> <p>Verify the feeder is properly plugged in and receiving power.</p>
Camera view is blurry or black.	<p>Poor network connection.</p> <p>Camera lens dirty.</p> <p>Feeder power issue.</p>	<p>Check your Wi-Fi signal strength.</p> <p>Clean the camera lens gently with a soft cloth.</p> <p>Ensure the feeder is powered on and connected.</p> <p>Restart the feeder and the app.</p>

7. SPECIFICATIONS

- **App Name:** PetUNew
- **Compatible Operating Systems:** iOS (version 12.0 or later), Android (version 6.0 or later)
- **Network Compatibility:** 2.4GHz Wi-Fi (IEEE 802.11b/g/n)
- **Supported Feeder Models:** PetUNew Smart Pet Feeder v86 and other compatible models.
- **Power Input (Feeder):** DC 5V/1A (specific to feeder model, refer to feeder manual)
- **Camera Resolution (v86 model):** 1080p HD (specific to feeder model)

8. WARRANTY AND SUPPORT

8.1. Limited Warranty

The PetUNew app is provided "as is" without warranty of any kind. For warranty information regarding your specific PetUNew Smart Pet Feeder hardware, please refer to the documentation included with your feeder

or visit the manufacturer's official website. Hardware warranties typically cover defects in materials and workmanship for a specified period from the date of purchase.

8.2. Customer Support

If you encounter any issues or have questions not covered in this manual, please contact our customer support team:

- **Email:** support@petunew.com
- **Website:** www.petunew.com/support
- **Operating Hours:** Monday - Friday, 9:00 AM - 5:00 PM (PST)

When contacting support, please provide your PetUNew app version, mobile device model, and a detailed description of the issue.