



**MEET YOUR**

# Petcube Bites 2

# 1 **PETCUBE BITES SPECS AND SYSTEM REQUIREMENTS**

## **Petcube Bites 2 features:**

- 160° wide angle view
- 1080p HD video
- Treat dispenser
- 2-way audio
- Alexa Built-in
- Night vision
- 4x digital zoom
- Sound and motion alerts

## **Petcube Bites requires:**

- Wi-Fi 802.11b/g/n, 2.4-5GHz, password protected
- Bluetooth Low Energy (BLE)
- iOS 10.3.3 + and higher or Android 7.1.2 and higher
- Min 1 Mbps Upload speed on the Petcube (recommended 2Mbps)
- Min 1 Mbps Download speed on the mobile device (recommended 2Mbps)

## **2 SAFETY AND HANDLING**

To avoid injuries or causing harm, read all safety information and operating instructions prior to using Petcube.

- Don't drop, hit, shake, or tumble your Petcube camera
- Don't stain, scratch, or otherwise damage the front panel
- Treats dispensed by Petcube Bites should not replace your pet's normal meals
- Petcube Bites should not be used to dispense medication to your pet
- Keep in mind treat expiration dates and ensure you are only providing your pets with fresh treats
- To prevent mechanical problems, use only compatible treats
- Be aware that using treats with your pet exposes them to choking hazards. Ensure your pet is familiar with the treats you are using and, that you monitor the consumption. You are not required to use any specific treats with Petcube Bites.
- Petcube should not be used by minors without supervision from an adult
- Don't expose to liquid, moisture, dust, excessive heat, or naked flame
- To avoid overheating, don't leave Petcube in direct sunlight
- Protect the power cord from being walked on, pinched or chewed on by pets

# **3**

## **HOW TO ACCLIMATE YOUR PET TO PETCUBE BITES 2**

Some pets may need an adjustment period to get used to Petcube Bites 2. Follow these simple steps to successfully introduce Bites 2 to your pet:

- Take time to positively introduce Bites 2 to your pet. Let them smell and inspect the device before you start operating it.
- Introduce them to the idea that treats will come out and give your pet a positive association with the device. Toss treats to your pet as though they're coming from the device. Put a treat into the dispensing hole and let them smell and see it.
- Disable the sound in settings to avoid your pet being alarmed by the speaker
- Stay in the room with your pet the first time you launch treats to provide encouragement and comfort
- Make sure your pet is not directly in front of the launcher. It is recommended to setup the device on a counter/shelf or wall mount it.

# 4 GETTING STARTED

## 1. Setting up your Petcube camera on iOS device

**Step 1.** To set up your Petcube, download Petcube application (fig 4.1.1) to your iOS device. The Petcube app requires iOS 10.3.3 or greater and can be downloaded in the App Store or at the link below:

[www.petcu.be/ios-app-download](http://www.petcu.be/ios-app-download)

**Step 2.** Connect your Petcube to a power source and wait up to a minute until the LED light starts blinking green (fig 4.1.2).

**Step 3.** Open the Petcube app on your iOS device, log in or sign up for a Petcube account using your email or Facebook account (fig 4.1.3).

**Step 4.** Select 'Connect your device' and pick your Petcube from the list of options (fig 4.1.4). Make sure to turn on the Bluetooth before you continue. In case the option to 'connect your device' is not showing, tap on your profile icon at the very top and hit 'connect new device' in the center.

**Step 5.** When the LED light on the camera is blinking green, hit 'Next' (fig 4.1.6).



Fig. 4.1.1



Fig. 4.1.2

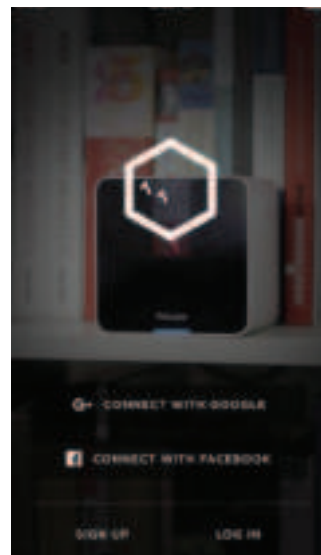


Fig. 4.1.3



Fig. 4.1.4

**Step 6.** To identify your device, tap 'Select'. When the light on the device blinks green rapidly, tap 'Next' (fig 4.1.7).

**Step 7.** Wait for the app to exchange data with the Petcube and scan for available Wi-Fi networks (fig 4.1.8), then select your home Wi-Fi network from the list, put in your network password and hit 'Connect' (fig 4.1.9). If you don't see your home network on the list or if you're using a hidden network, connect to your home Wi-Fi by entering the name of your network and password manually and then hit 'Connect' (keep in mind that it is case sensitive).

**Step 8.** Your Petcube device is almost set! Please wait until it connects and the light on the front turns white (fig 4.1.10).

**Step 9.** Once the LED light on your Petcube changes to solid white, you are ready to play with your Petcube (fig 4.1.11).



Fig. 4.1.5



Fig. 4.1.6



Fig. 4.1.7



Fig. 4.1.8

**Reminder:** It is likely that your Petcube will need a firmware update right after it is connected. The firmware update will be downloaded to your camera within 24 hours. When the LED light on the Petcube will start blinking orange rapidly (fig 4.1.12), do not disconnect your device. The installation only takes 5 minutes.



Fig. 4.1.9



Fig. 4.1.10



Fig. 4.1.11

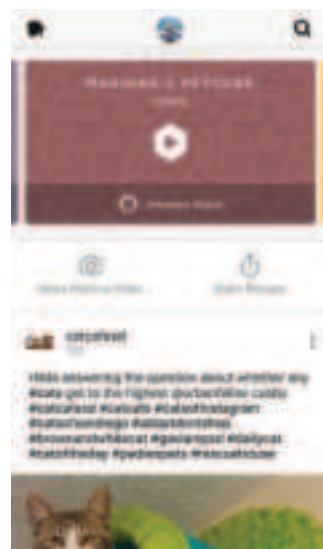


Fig. 4.1.12



Fig. 4.1.13



Fig. 4.1.14

## 2. Setting up your Petcube camera on Android device

**Step 1.** To set up your Petcube, download the Petcube app to your Android device (fig 4.2.1). The Petcube app requires Android 7.1.2 or greater and can be downloaded in the Google Play Store or at the link below:

[www.petcu.be/android-app-download](http://www.petcu.be/android-app-download)

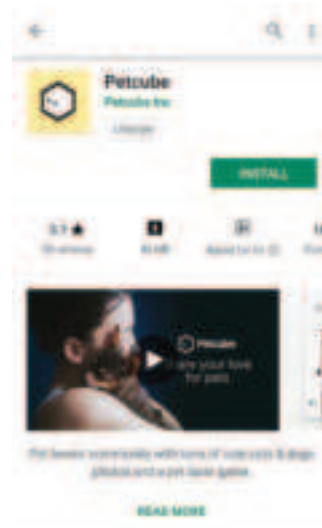


Fig. 4.2.1

**Step 2.** Connect your Petcube to a power source and wait up to a minute until the LED light starts pulsing green (fig 4.2.2).



Fig. 4.2.2

**Step 3.** Open Petcube app on your Android device, log in or sign up for a Petcube account using your email or Facebook account (fig 4.2.3).

**Step 4.** Go to the 'Home' menu in the top left corner of the app (fig 4.2.4), select 'Add Camera' (fig 4.2.5), and pick your Petcube from the list of options (fig 4.2.6). Make sure to turn on the Bluetooth before you continue.

**Step 5.** When the LED light on the camera is blinking green, hit 'Next' (fig 4.2.8).



**Step 6.** To identify your device, tap 'Select'. When the light on the device blinks green rapidly, tap 'Next' (fig 4.2.10).

**Step 7.** Wait for the app to exchange data with the Petcube and scan for available Wi-Fi networks, then select your home Wi-Fi network from the list (fig 4.2.12), put in your network password and hit 'Connect' (fig 4.2.13). If you don't see your home network on the list or if you're using a hidden network, connect to your home Wi-Fi by entering the name of your network and password manually and then hit 'Connect' (keep in mind that it is case sensitive).

**Step 8.** Your Petcube device is almost set! Please wait until it connects and the light on the front turns white (fig 4.2.15).

**Step 9.** Once the LED light on your Petcube changes to solid white, you are ready to play with your Petcube (fig 4.2.16).

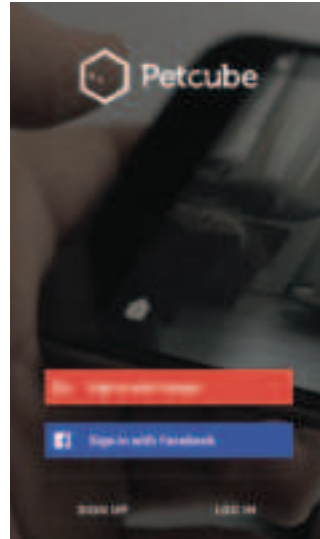


Fig. 4.2.3

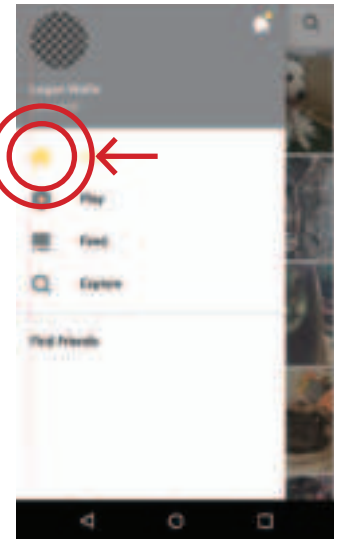


Fig. 4.2.4

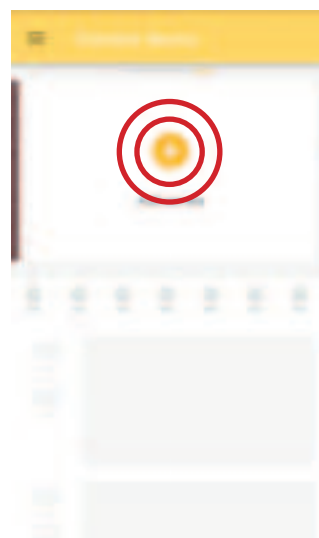


Fig. 4.2.5



Fig. 4.2.6

**Reminder:** It is likely that your Petcube will need a firmware update right after it is connected (fig 4.2.15). The firmware update will be downloaded to your camera within 24 hours. When the LED light on the Petcube will start blinking orange rapidly, do not disconnect your device. The installation only takes 5 minutes.



Fig. 4.2.7



Fig. 4.2.8



Fig. 4.2.9



Fig. 4.2.10



Fig. 4.2.11



Fig. 4.2.12

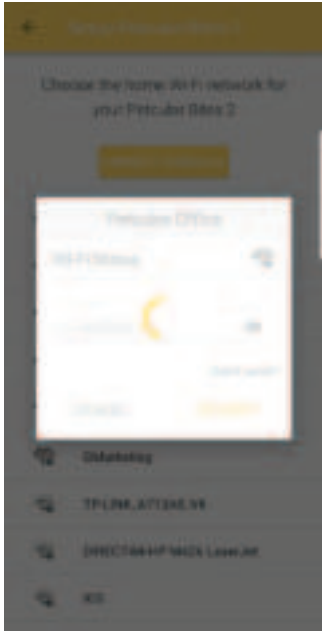


Fig. 4.2.13



Fig. 4.2.14



Fig. 4.2.15



Fig. 4.2.16



Fig. 4.2.17

### 3. Setting up Alexa

Once you've successfully paired the Petcube with your phone, you will be able to start using Alexa on your camera.

To install Alexa, press Amazon Alexa button below the Play icon in the center (fig 4.3.1) and tap 'Get started' below (fig 4.3.2). Log in with your Amazon account (fig 4.3.3), and Allow access to Alexa voice services (fig 4.3.4). Hit 'Next' on the language choice (currently Alexa on Petcube only supports English (fig 4.3.5)) and tap 'Done' at the last step (fig 4.3.6).

Keep in mind that you might need to wait a few minutes for Alexa to start working. If it doesn't work within 5 minutes, simply restart the Petcube app.

To turn the listening sound off, tap 'Alexa Mic On' below the Play icon in the center (fig 4.3.7) and move the slider to 'Mic Off' position (fig 4.3.8).

To disable Alexa completely, tap 'Alexa Mic On' below the Play icon (fig 4.3.7), go to Settings (fig 4.3.9) and choose 'Disable Amazon Alexa' (fig 4.3.10).



Fig. 4.3.1



Fig. 4.3.2

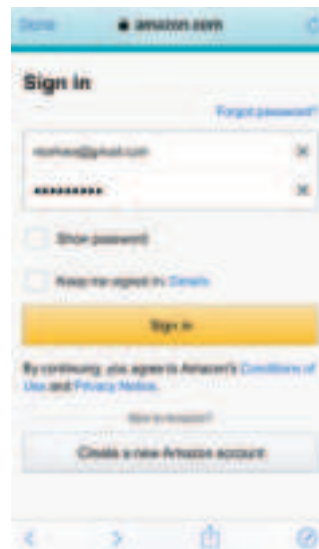


Fig. 4.3.3

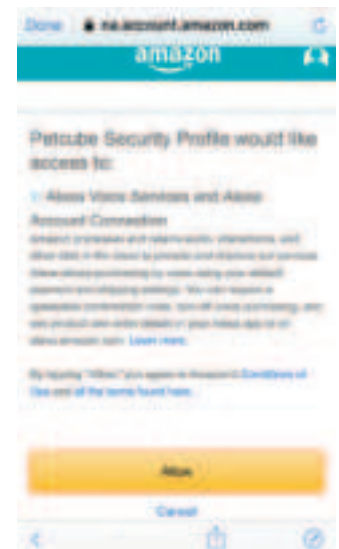


Fig. 4.3.4

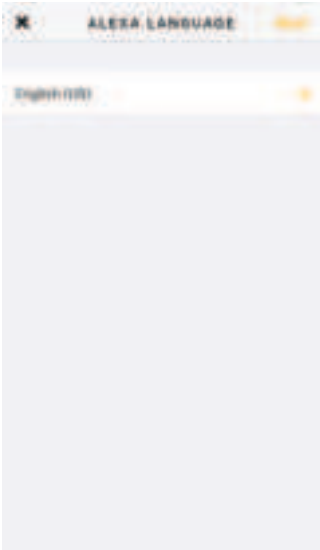


Fig. 4.3.5



Fig. 4.3.6

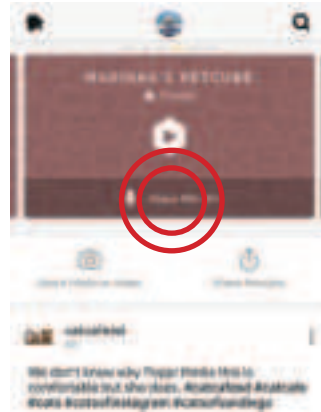


Fig. 4.3.7

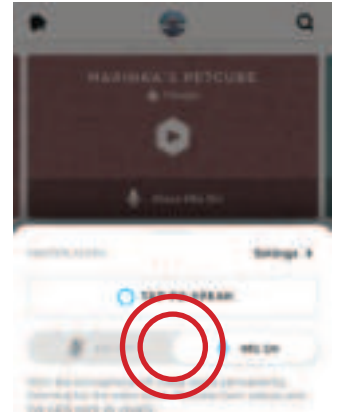


Fig. 4.3.8

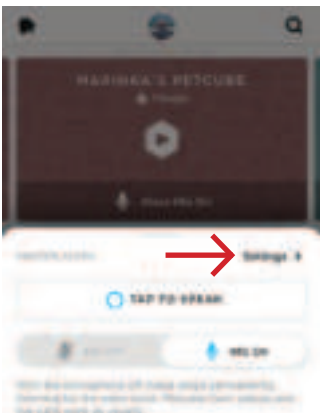


Fig. 4.3.9

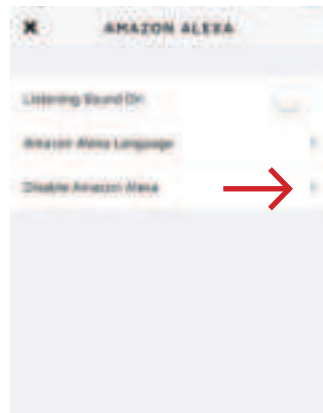


Fig. 4.3.10

## 4. Playing with your Petcube

If you successfully registered your Petcube and the LED light on it glows white, go to the camera profile in your iOS app or to the 'Home' tab in your Android app and press the 'Play' icon at the top.

### Petcube Bites 2 Live Stream Controls (fig 4.4.1):

- 1 - Game Settings Menu
- 2 - Take a photo to be saved on your device
- 3 - Start video to be saved on your device
- 4 - Tap to talk to your pet
- 6 - Dispense treats to your pet
- 7 - Switch to portrait mode (iOS only)

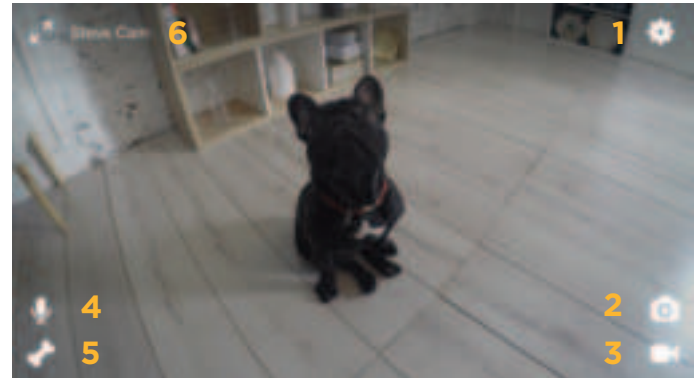


Fig. 4.4.1

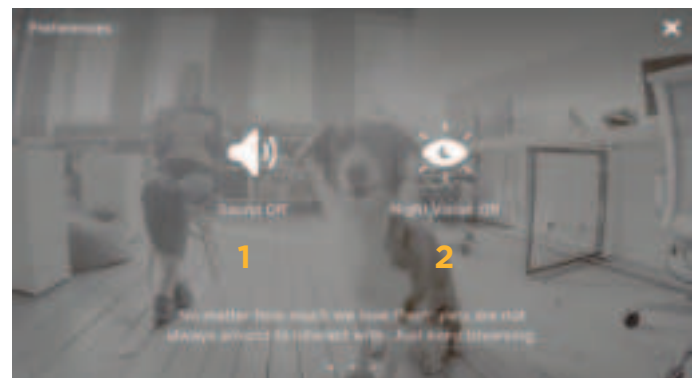


Fig. 4.4.2

### \*Settings Menu (fig 4.4.2):

- 1 - Turn on sound to listen in
- 2 - Turn Night Vision ON/OFF/AUTO

To fling treats, use the bone icon (#5 on fig 4.4.1) in the bottom left corner of the app while in play mode, then hold down the bone icon in the middle of the screen and swipe up to select how far you want to fling the treats: you can select close, medium and long shots (fig 4.4.3).

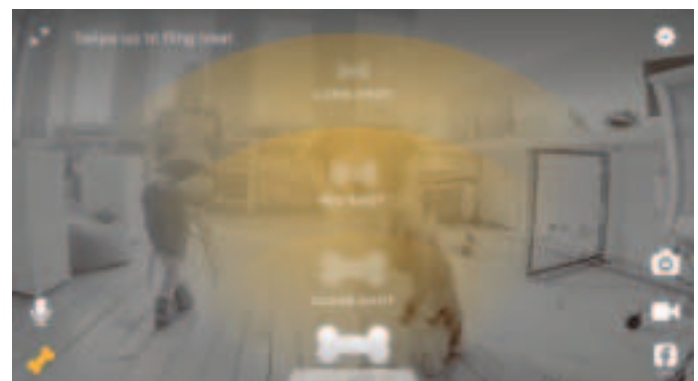


Fig. 4.4.3



To enable audio or manual night vision, select the 'Settings' icon in the top right corner of the screen (fig 4.4.4 and 4.4.5).

To exit the live stream in iOS app, first exit the landscape mode first by pressing the 2 arrows icon in the upper left corner (fig 4.4.6). To return back to the Petcube feed, tap the camera video while in portrait mode and press the 'back' icon in the upper left corner (fig 4.4.7).

To return back to the Petcube feed in Android app, press the 'X' icon in the upper left corner (fig 4.4.8).

If you're using an iOS app, you will automatically connect to your camera when you tap on it. To disable it, switch the 'Auto connect to Camera' option off on the camera profile (fig 4.4.9).

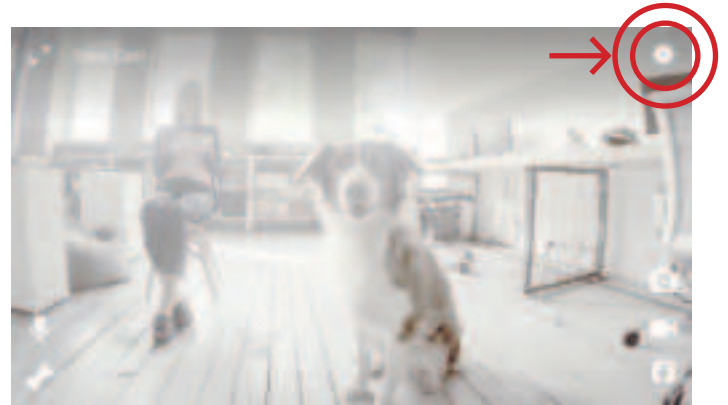


Fig. 4.4.4

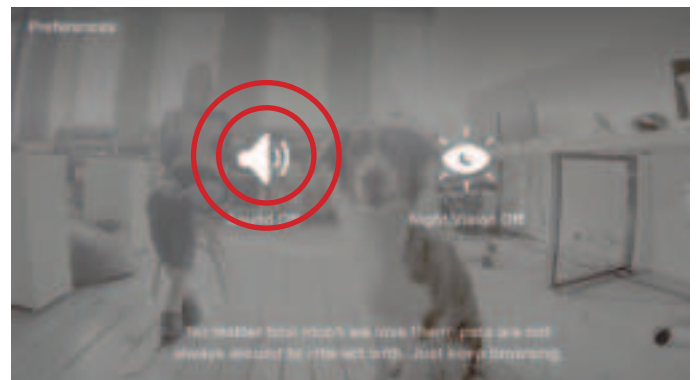


Fig. 4.4.5

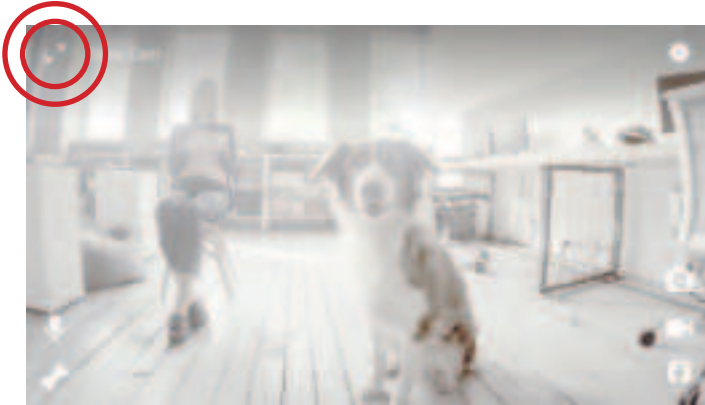


Fig. 4.4.6



Fig. 4.4.7



Fig. 4.4.8

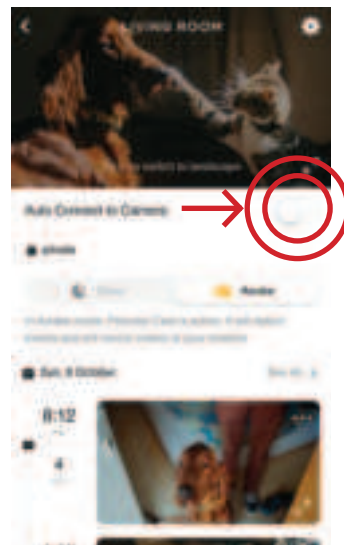


Fig. 4.4.9



## **5. Where to place your Petcube Bites**

Consider placing Petcube Bites in a location that allows for maximum coverage through the camera's 160° wide angle lens. It's always a good idea to point the Petcube Bites in the direction where your pets tend to spend most of their time.

If you want to place Petcube Bites on a table or shelf, we recommend you set it up at least 3 feet above the floor. Petcube Bites has a non-slip rubber bottom, which provides a secure grip on flat surfaces. The camera should be placed closer to the edge of the surface for better viewing angle.

If you decide to mount Petcube Bites securely on the wall, select your preferred viewing height. Then, use the included mounting guide to mark where to drill holes and two drywall anchor screws to affix the device.

## **6. Treat recommendations**

- Treats should be uniform in size (ideally spherical), no smaller than 0.3 inches and no larger than 1 inch in length. The treat hopper can fit up to 2 lbs of treats.
- Treats must be dry and hard
- Treats should not be greasy, soft, sticky or crumbly
- Use treats that are all the same size and shape
- For smaller size treats, multiple treats may be dispensed at once

Close the container lid for an airtight seal to keep treats fresh and so no odors get out.

## **7. Cleaning made simple**

The detachable treat container is dishwasher safe on lower temperature/delicate cleaning settings (up to 130°F), or you can wash it by hand. To detach the treat container, push the back release button to the right and pull up and away from the base.

Do not use abrasive cleaners on the container, only liquid detergents and soft sponges. To detach the treat container, push the back release button to the right and pull up and away from the base.

Do not use abrasive cleaners on the container, only liquid detergents and soft sponges.

## 8. Taking screenshots and recording video

In order to take a snapshot of the live stream from your Petcube, you need to tap the Photo Camera icon on the bottom left while in play mode (fig 4.8.1). You'll get two options: 'Share' and 'Done'. When selecting 'Done,' the screenshot will be automatically saved to your phone's storage. By selecting 'Share,' you will have the option of sharing it via Facebook, Instagram or Twitter.

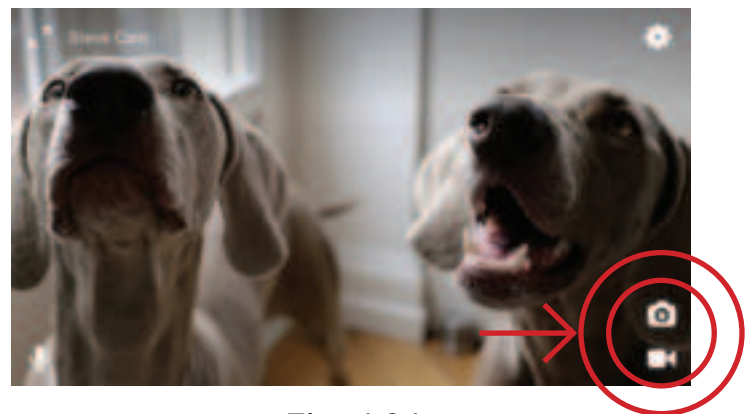


Fig. 4.8.1

To start recording a live stream, tap the Video Camera icon at the bottom right while in play mode. To stop recording, tap the 'Stop' icon and the video will automatically be saved to your phone's storage.

## 9. Using Zoom feature

Petcube app now comes with the 4x digital zoom feature. Just connect to your Petcube in the app, pinch-to-zoom in the image during the game, and pan around to see the whole scene.

## 10. Using Night Vision

Petcube comes with the infrared sensor capable of streaming clear black and white video in pitch dark. When the sensor detects a low level of ambient light, your Petcube camera will automatically activate the Night Vision mode.

Petcube app also allows you to turn night vision on and off during a live stream:

1. While in the live stream, tap the 'Settings' wheel in the upper right corner
2. Then to enable night vision, tap on 'Night Vision Off' and to disable, tap on 'Night Vision on' (fig 4.10.1)
3. You can also set the auto mode if you select 'Night Vision Auto', that way the sensor will automatically detect low levels of ambient light and will enable night vision automatically

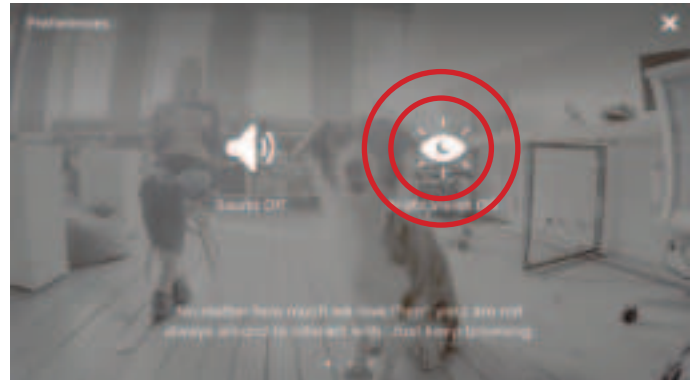


Fig. 4.10.1

## 11. Using Push-To-Talk or Two-way Audio

Petcube comes with 2 ways of audio interaction: default simultaneous 2-way audio and optional 'push-to-talk' feature that works much like a walkie-talkie.

To start talking and listening, first, make sure the sound is activated in Settings at the top right, then simply tap the mic icon in the bottom left corner (fig 4.11.2).

To switch to push-to-talk audio:

1. Open the Petcube app
2. Go to the camera profile, tap the 'Settings' wheel in the upper right corner if you use Android or tap the 'Play' icon if you use iOS
3. Tap the 'Settings' wheel in the upper right corner
4. Select 'General' and disable the 'Simultaneous 2-way audio' (fig 4.11.3)

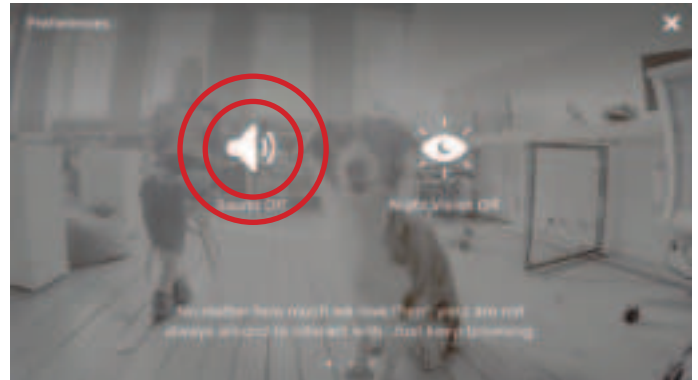


Fig. 4.11.1

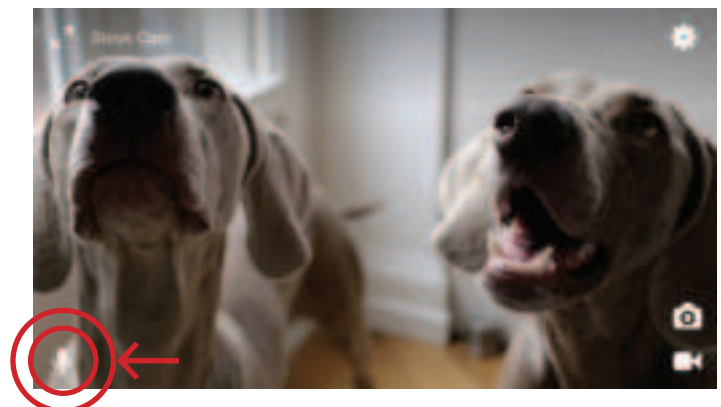


Fig. 4.11.2

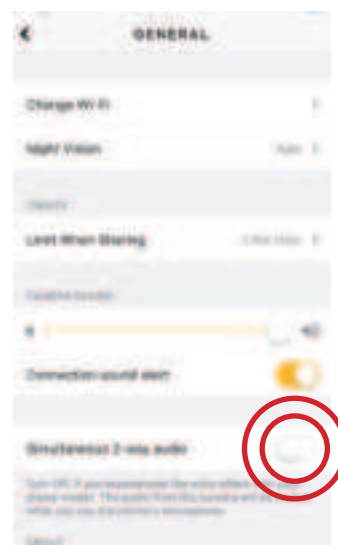


Fig. 4.11.3

## 12. Volume control

To configure the volume level on your Petcube:

1. Open the Petcube app
2. Go to the camera profile (fig 4.12.1)
3. Tap the 'Settings' wheel in the upper right corner (fig 4.12.2) if you use Android or tap the 'Play' icon if you use iOS
4. Tap the 'Settings' wheel in the upper right corner
5. Go to General settings menu (fig 4.12.3)
6. Adjust the volume level under 'Camera Sound' (fig 4.12.4)

Keep in mind that in order to be able to change the settings on your Petcube, it needs to be in online standby mode (steady white light).



Fig. 4.12.1

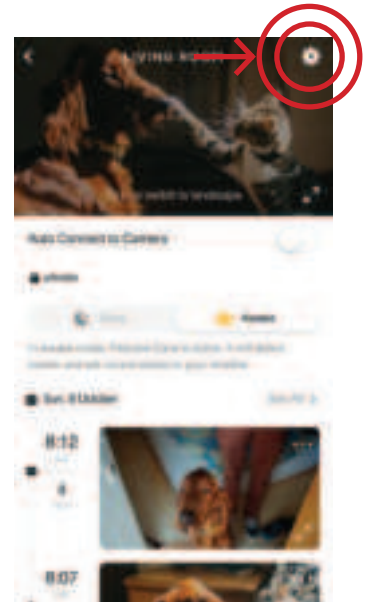


Fig. 4.12.2

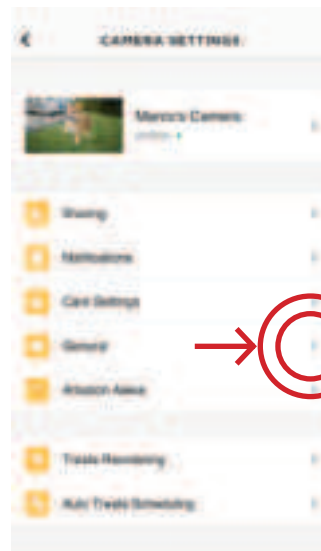


Fig. 4.12.3

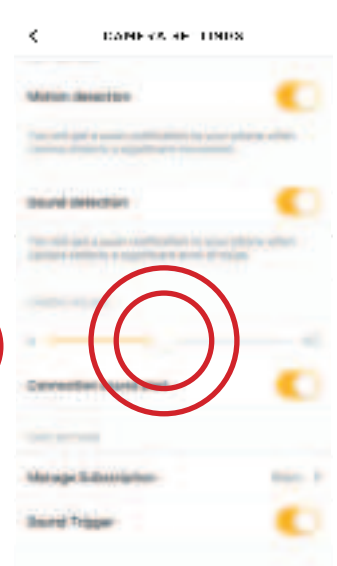


Fig. 4.12.4

### 13. Sound alert at the start of a call

To attract your pet's attention and be aware of when someone connects to your Petcube in accordance with your sharing settings, at the start of every call your Petcube will play a sound alert.

To disable the sound alert:

1. Open the Petcube app
2. Go to the camera profile, tap the 'Settings' wheel in the upper right corner if you use Android or tap the 'Play' icon if you use iOS
3. Tap the 'Settings' wheel in the upper right corner
4. Go to General settings
5. Switch the 'Connection sound alert' off (fig 4.13.1)

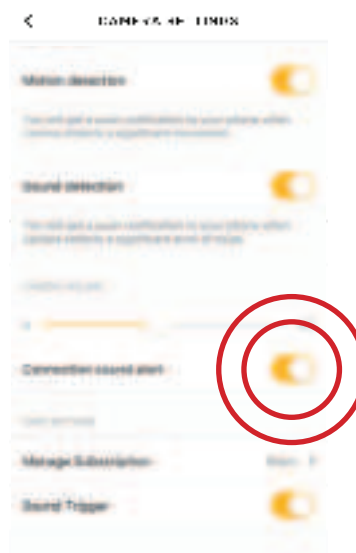


Fig. 4.13.1

## 14. Connecting to Petcube at the app launch / skip social feed

Some camera owners find it more convenient if they can connect to their camera immediately upon the app start or at least skip the social feed, enter camera profile and Petcube Care timeline once they launch the app.

To configure the app start, follow these easy steps:

1. Tap on your profile icon at the very top of your Petcube app (fig 4.14.1)
2. Tap on the Settings icon in the top right corner of the screen (fig 4.14.2)
3. Look for 'Skip The Feed on App Launch' and make sure this option is enabled (fig 4.14.3)

Now, if you restart the app completely, it will instantly take you to your camera profile.

If you wish to skip the social feed but would rather not connect to the camera immediately on the app launch, simply disable the option to 'Auto connect to Camera' on the camera profile page.



Fig. 4.14.1



Fig. 4.14.2

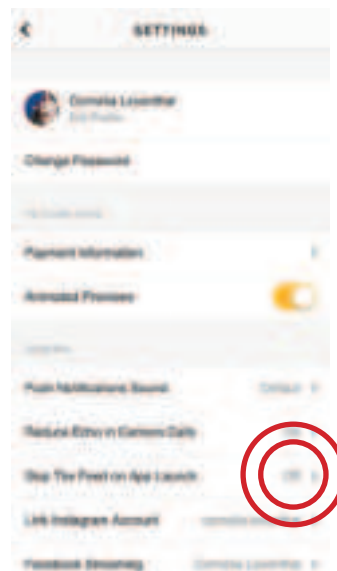


Fig. 4.14.3



## 15. Sharing access to your Petcube Bites 2

By default, only you can access your Petcube video stream, but you can share access to your Petcube with your family, friends and anyone who installs the Petcube app on their smartphone.

Currently, Petcube app offers two different sharing options - temporary (iOS only) and regular.

Temporary sharing allows you to share your Petcube publicly or with selected people and can be configured to last from 15 minutes to 2h.

To use temporary sharing:

1. Open the Petcube app
2. Tap 'Share Petcube' in the center of the camera profile (fig 4.15.1)
3. Set the sharing duration, go to 'Share with' option to either select public sharing or invite selected Petcube app users (fig 4.15.2)
4. Select sharing 'Permissions' to edit access to treats and audio controls.

To stop sharing:

1. Go to camera profile
2. Tap 'Sharing' in the center-right (fig 4.15.3)
3. Select 'Stop Sharing' in the dialog menu (fig 4.15.4)

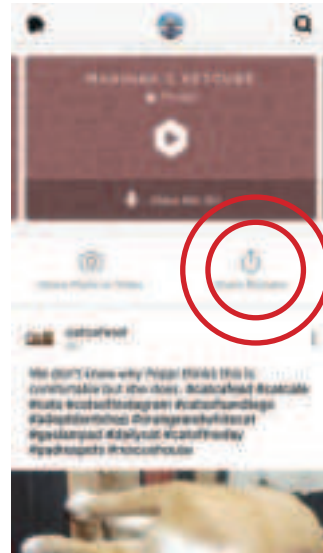


Fig. 4.15.1



Fig. 4.15.2

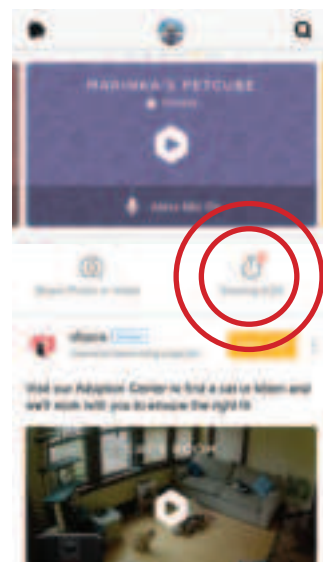


Fig. 4.15.3

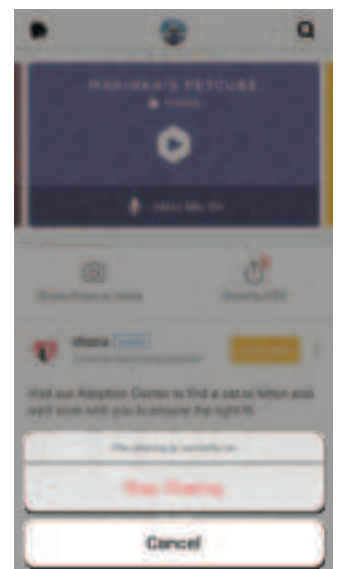


Fig. 4.15.4



With regular sharing settings, you can share access to your Petcube with your family, friends and the whole Petcube community.

**Family members** (fig 4.15.8) will have almost full control of your camera, being able to connect to your Petcube anytime, change camera and sharing settings and access recorded videos on Petcube Care timeline.

**Friend sharing** (fig 4.15.8) allows you to set friend sharing access at specifically scheduled times and days as well as set a permission access for the treats and 2-way audio controls.

To share access to family members or friends:

1. Open the Petcube app
2. Go to the camera profile
3. Tap the 'Settings' wheel in the upper right corner if you use Android or tap the 'Play' icon if you use iOS
4. Tap the 'Settings' wheel in the upper right corner
5. Tap 'Sharing', select the preferable sharing option and add the new user to either 'Family' or 'Friend' list (fig 4.15.8)

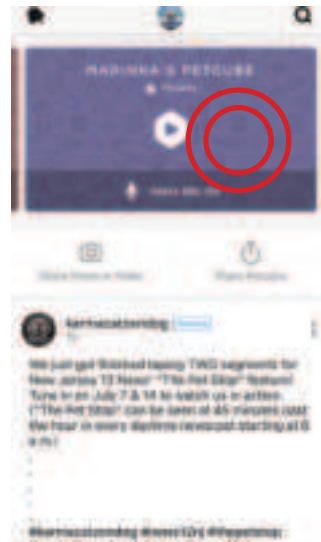


Fig. 4.15.5

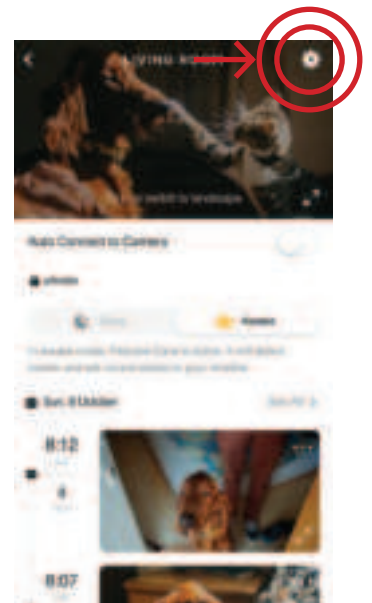


Fig. 4.15.6

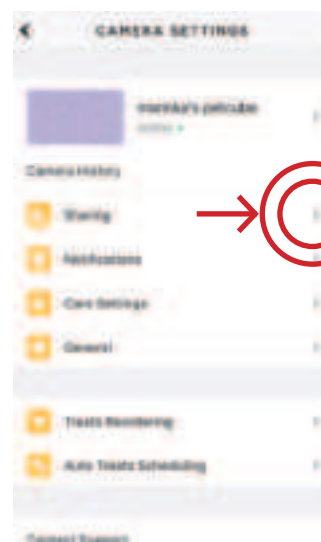


Fig. 4.15.7



Fig. 4.15.8

To delete a user from your 'Family' or 'Friends' list:

1. Go to 'Sharing' settings again
2. Find their username and swipe it left to 'Delete' or 'Unfriend' (fig 4.15.10 and 4.15.12)

You can also share your Petcube with any Petcube app user by choosing the 'Public' sharing option (fig 4.15.13) where you can configure access to treats, sound controls and schedule sharing time according to your needs (fig 4.15.14).



Fig. 4.15.9

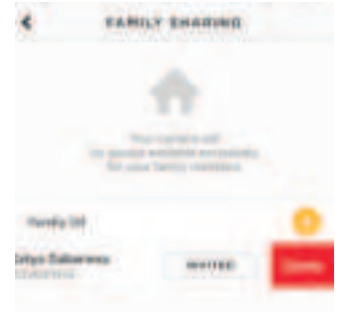


Fig. 4.15.10



Fig. 4.15.11

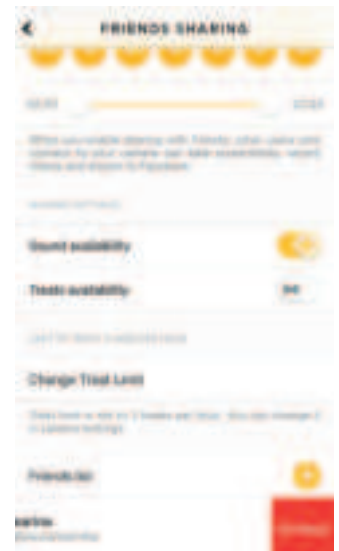


Fig. 4.15.12



Fig. 4.15.13



Fig. 4.15.14

## 16. Using motion and sound detection

If you are not using Petcube Care cloud-based video storage service, the Petcube app can send push notifications to your smartphone whenever motion or sound is detected on your Petcube.

To enable push notifications:

1. Open the Petcube app
2. Go to the camera profile, tap the 'Settings' wheel in the upper right corner if you use Android or tap the 'Play' icon if you use iOS (fig 4.16.1) then tap 'Settings' in the upper right corner (fig 4.16.2)
3. Select 'Notifications' (fig 4.16.3)
4. Turn 'Motion Detection' and 'Sound Detection' options On (fig 4.16.4)

You can also adjust the sensitivity of the motion and sound detection sensors by moving the 'Motion sensitivity' slider (fig 4.16.5).

Keep in mind that in order to be able to change the settings on your Petcube, it needs to be in online standby mode (steady white light).

If you are using Petcube Care cloud history service, the Petcube app will record videos triggered by motion and sound detection and you can configure

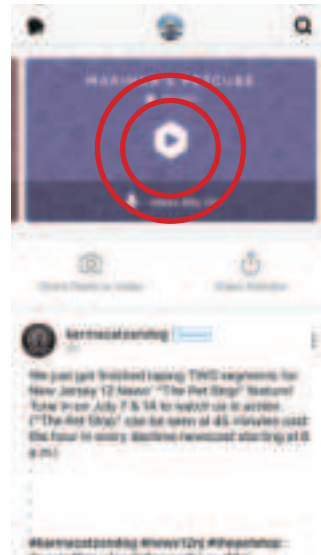


Fig. 4.16.1

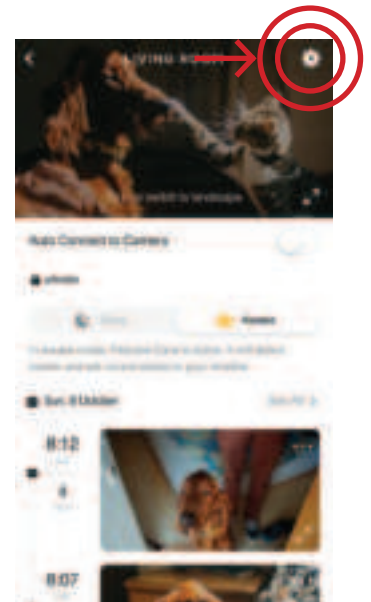


Fig. 4.16.2

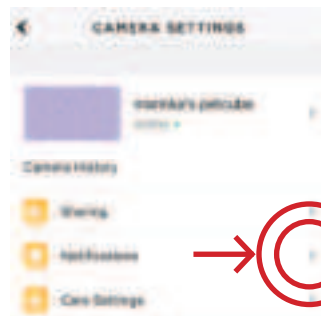


Fig. 4.16.3

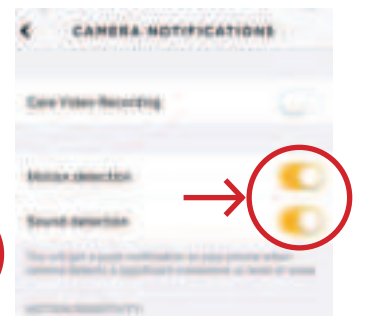


Fig. 4.16.4

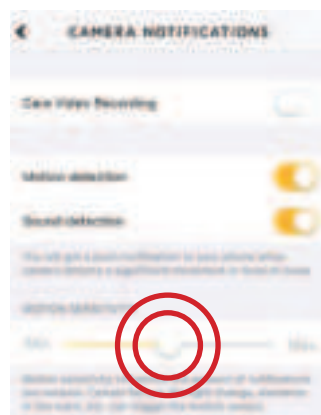


Fig. 4.16.5

push notifications to be sent as soon as new video recordings are available.

## 17. Using Auto Treat Scheduling

With Petcube Bites users not only can give their pet a treat on demand during the live stream but also set up an auto treats schedule to cheer up their pet even if they are not there.

You can set up the treat scheduling by following these few easy steps:

1. Open the Petcube app
2. Go to the camera profile, tap the 'Settings' wheel in the upper right corner if you use Android or tap the 'Play' icon if you use iOS (fig 4.17.1)
3. Tap the 'Settings' wheel in the upper right corner (fig 4.17.2)
4. Select 'Auto Treats Scheduling' on your iOS device or 'Treat Schedule' if you use Android (fig 4.17.3)
5. Set time, treat flinging power and serving count and when the time comes, your pet will be getting that extra treat (fig 4.17.4)



Fig. 4.17.1

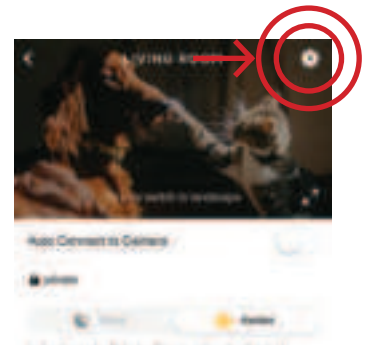


Fig. 4.17.2

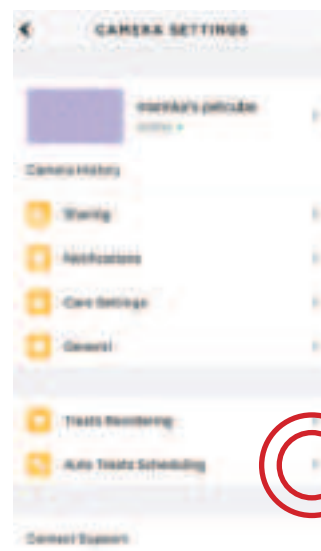


Fig. 4.17.3

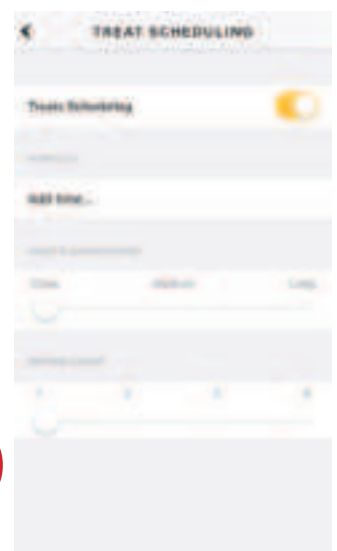


Fig. 4.17.4

## 18. Setting up multiple Petcube cameras to one account

To register multiple cameras in a single account:

1. Launch the Petcube app.
2. Swipe left at the top of the 'Home' tab (fig 4.18.1)
3. Press 'Tap to connect your device' icon
4. Select your Petcube in the list and follow the instructions

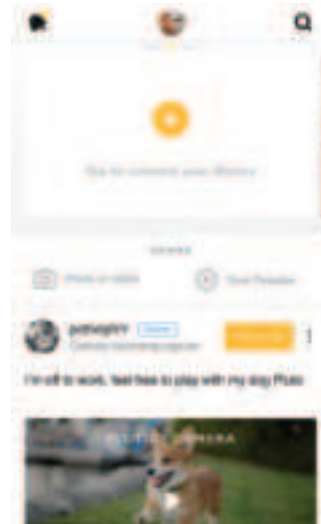


Fig. 4.18.1

Repeat this process to register additional devices.

## 19. Registering Petcube to a different account

Be aware that a Petcube can only be registered to one user. You cannot register it under multiple accounts, but you can share access to it with other users using various sharing options.

If you need to register a Petcube to a different account, simply delete the camera from the account it is currently registered to:

1. Open the Petcube app
2. Go to the camera profile, tap the 'Settings' wheel in the upper right corner if you use Android or tap the 'Play' icon if you use iOS
3. Tap the 'Settings' wheel in the upper right corner and tap 'Disconnect camera'

## 20. Deleting the Petcube device

To delete the Petcube from your account:

1. Open the Petcube app
2. Go to the camera profile, tap the 'Settings' wheel in the upper right corner if you use Android or tap the 'Play' icon if you use iOS
3. Tap the 'Settings' wheel in the upper right corner and tap 'Disconnect camera' (fig 4.20.1)
4. Confirm by choosing 'Delete'



Fig. 4.20.1

## 21. Resetting user account password

If you forgot your password:

1. Open the Petcube app on your mobile device
1. Tap 'Log In' at the bottom of the screen (fig 4.21.1)
2. Tap 'Forgot password'
3. Tap 'Forgot password' (fig 4.21.2).
4. Enter your Petcube account email address
5. Hit 'Restore' at the bottom (fig 4.21.3)
6. Check your email and follow the instructions to reset your password.



Fig. 4.21.1



Fig. 4.21.2





Fig. 4.21.3

## 22. Changing your account name, username, password or camera name

To change your account details such as your name, username or password:

1. Open the Petcube app
2. Go to the user profile by tapping your user icon (fig 4.22.1)
3. Tap the 'Settings' wheel in the upper right corner (fig 4.22.2)
4. Hit 'Edit profile" (fig 4.22.3) and tap the values you want to change

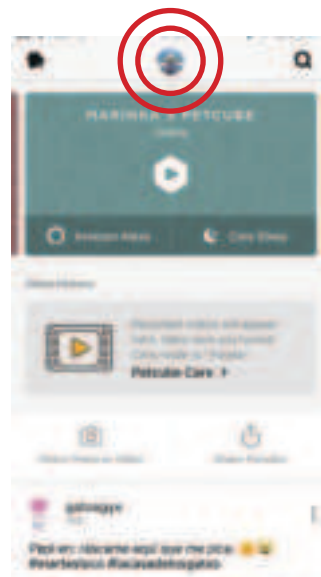


Fig. 4.22.1

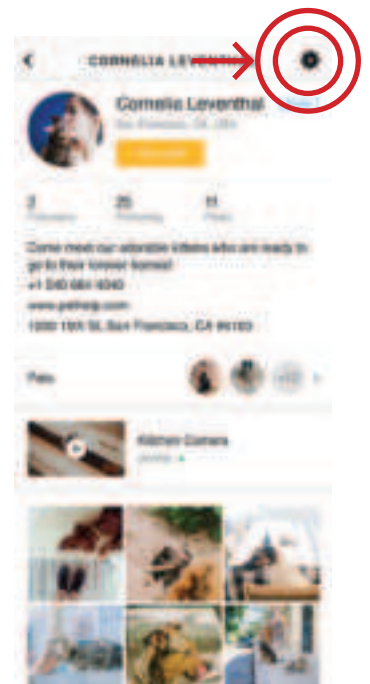


Fig. 4.22.2

To change your Petcube camera name or change the camera background:

1. Open camera profile (fig 4.22.5)
2. Tap the 'Settings' wheel in the upper right corner (fig 4.22.6)

3. Hit the arrow next to your Petcube name (fig 4.22.7) and status and change the necessary values

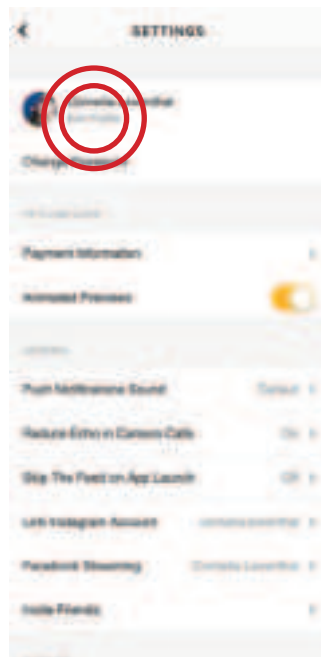


Fig. 4.22.3

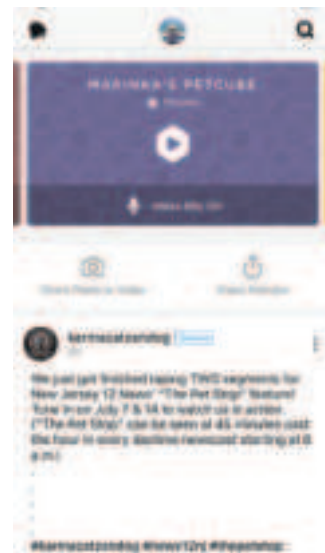


Fig. 4.22.4

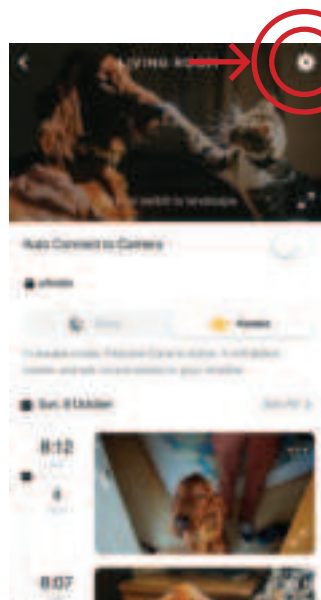


Fig. 4.22.5

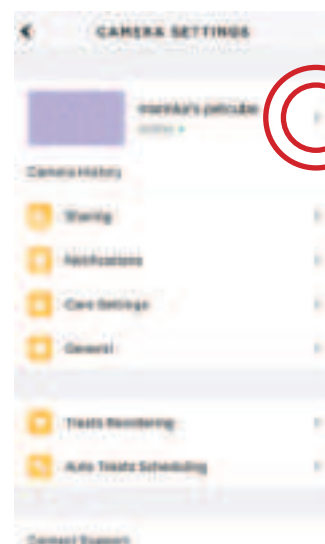


Fig. 4.22.6



## 23. Moving your Petcube to a different location or changing Wi-Fi settings

As long as the Petcube is within range of your wireless network, you can reposition it according to your needs.

However, if you're trying to use it in a different Wi-Fi environment or want to connect the camera to a different wireless network, you need to change the Wi-Fi settings in the Petcube app.

To do that:

1. Open the Petcube app
2. Go to the camera profile, tap the 'Settings' wheel in the upper right corner if you use Android or tap the 'Play' icon if you use iOS (fig 4.23.1)
3. Tap the 'Settings' wheel in the upper right corner (fig 4.23.2)
4. Select 'General' (fig 4.23.3)
5. Tap 'Change Wi-Fi' (fig 4.23.4)
6. Power up your Petcube, wait 1 minute until it starts up.
7. Find a reset pin that came with your Petcube Bites, find the small hole above the USB port on the left side of the device, insert the reset pin into it, hold it down for 3 seconds until the light turns green and follow the steps on your screen.

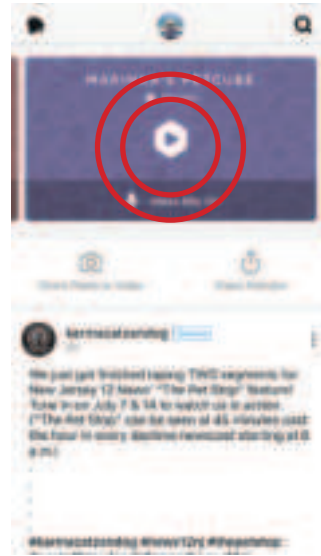


Fig. 4.23.1

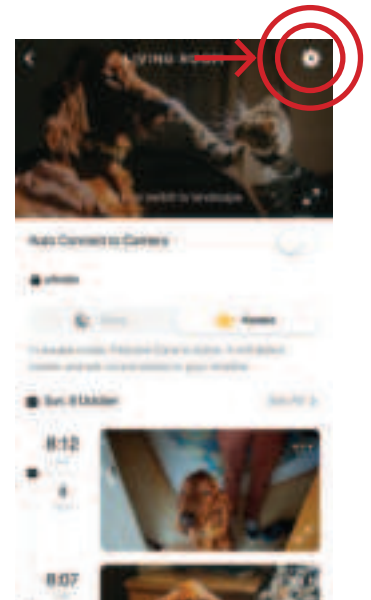


Fig. 4.23.2

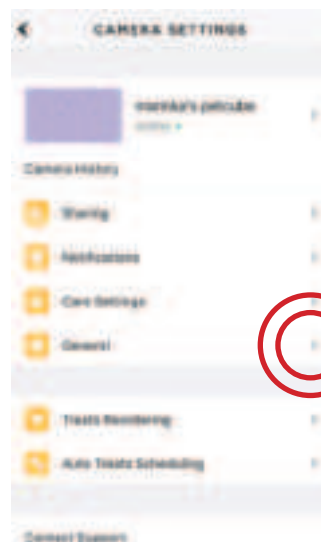


Fig. 4.23.3

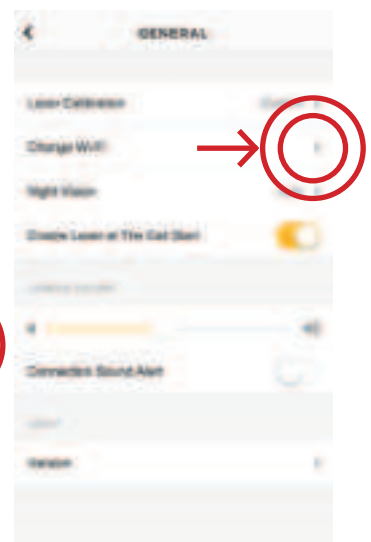


Fig. 4.23.4

## 24. Turning your Petcube off remotely / Disable sharing

Currently, there is no option to turn off the camera remotely from the Petcube app. But if you're sharing access to your Petcube, you can easily disable it in the 'Settings' menu.

To disable sharing:

1. Open the Petcube app
2. Go to the camera profile, tap the 'Settings' wheel in the upper right corner if you use Android or tap the 'Play' icon if you use iOS (fig 4.24.1)
3. Tap the 'Settings' wheel in the upper right corner (fig 4.24.2)
4. Select 'Sharing' and tap the specific sharing you want to disable (fig 4.24.3).

To disable family sharing, select 'Family' sharing in the list and swipe left the username of the family account to 'Delete' them (fig 4.24.6).

To disable friend sharing, select 'Friend' and simply switch the 'Shared with friends' option off or if you wish to disable sharing only for the specific user, swipe their username left to 'Unfriend' them (fig 4.24.7).

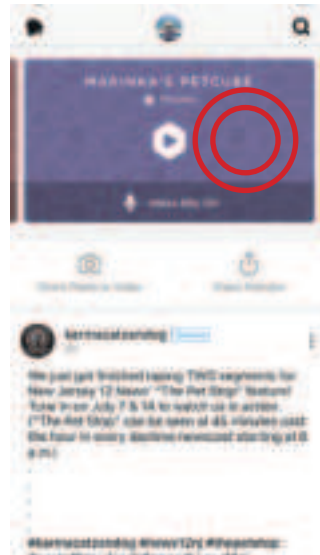


Fig. 4.24.1

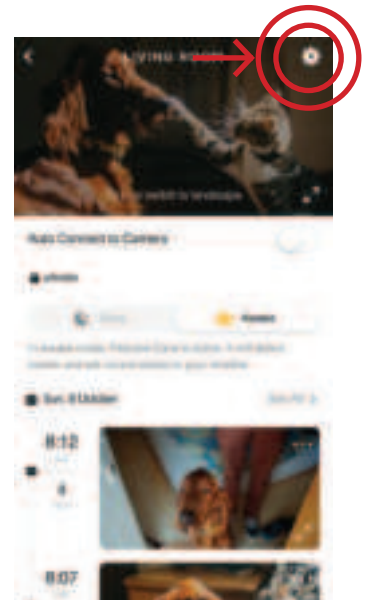


Fig. 4.24.2

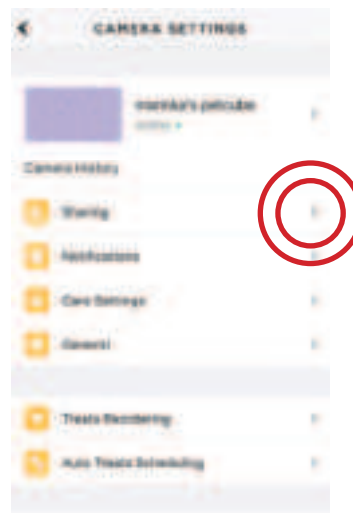


Fig. 4.24.3



Fig. 4.24.4

To stop public sharing, switch off the 'Shared with public' option (fig 4.24.8).

To disable the temporary sharing (iOS only), go to camera profile, tap 'Sharing' in the center-right (fig 4.24.9) and select 'Stop Sharing' in the dialog menu (fig 4.24.10).

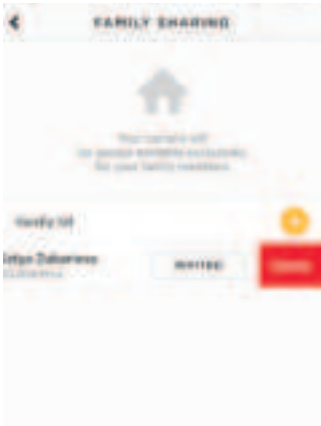


Fig. 4.24.6

Fig. 4.24.5



Fig. 4.24.7

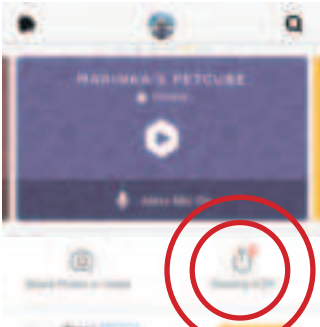


Fig. 4.24.8

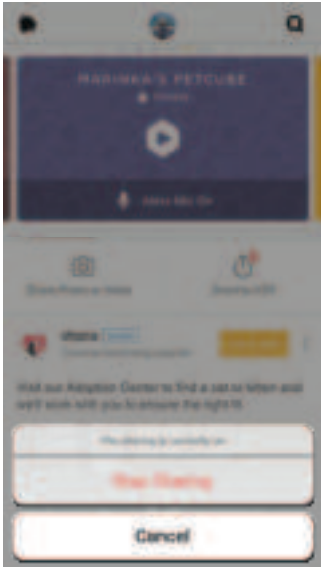


Fig. 4.24.9

# 5

## WHAT IS AMAZON ALEXA AND HOW DOES IT WORK WITH PETCUBE

### 1. What is Amazon Alexa

Alexa is a smart voice-enabled personal assistant developed by Amazon. It was first used in Amazon's Echo and Echo Dot devices and is now available in a range of many other smart home gadgets. New generation Petcube devices Petcube Play 2 and Petcube Bites 2 feature Amazon Alexa built-in while only Alexa skill can be installed on previous generation cameras such as Petcube Bites, Petcube Play and Petcube Camera (don't come with Alexa built-in).

For more information on how to setup the Petcube skill for Alexa, search for 'Petcube' in 'Alexa Skills' department on [Amazon.com](https://www.amazon.com)

### 2. How to setup Amazon Alexa

To install Alexa, press Amazon Alexa button below the Play icon in the center (fig 5.2.1) and tap 'Get started' below (fig 5.2.2). Log in with your Amazon account (fig 5.2.3), and Allow access to Alexa voice services (fig 5.2.4). Hit 'Next' on the language choice (currently Alexa on Petcube only supports English) (fig 5.2.5) and tap 'Done' at the last step (fig 5.2.6).



Fig. 5.2.1



Fig. 5.2.2

Keep in mind that you might need to wait a few minutes for Alexa to start working. If it doesn't work within 5 minutes, simply restart the Petcube app.



Fig. 5.2.3

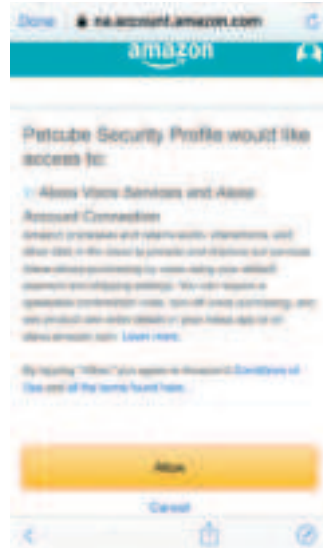


Fig. 5.2.4

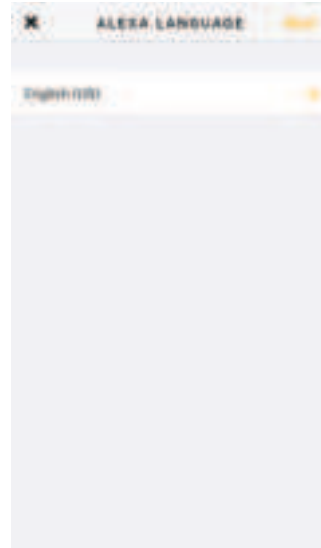


Fig. 5.2.5



Fig. 5.2.6

### 3. How to disable listening on Amazon Alexa

To turn the listening sound off, tap 'Alexa Mic On' below the Play icon in the center (fig 5.3.1) and move the slider to 'Mic Off' position (fig 5.3.2).



Fig. 5.3.1



Fig. 5.3.2

#### 4. How to disable listening on Amazon Alexa

To turn the listening sound off, tap 'Alexa Mic On' below the Play icon in the center (fig 5.3.1) and move the slider to 'Mic Off' position (fig 5.3.2).



Fig. 5.4.1



Fig. 5.4.2

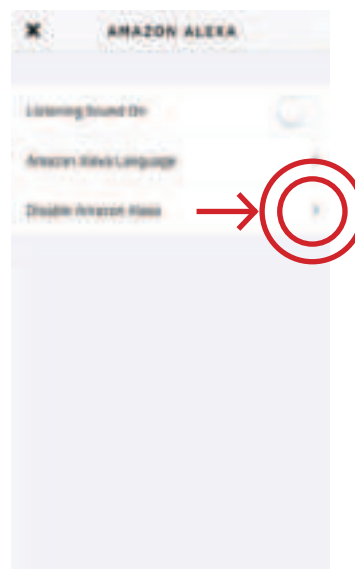


Fig. 5.4.3



## 5. How to setup Amazon Alexa skill

1. Sign into your Amazon Alexa account using Alexa app on your phone (fig 5.5.1)
2. Search for and download the Petcube Skill for Alexa (fig 5.5.2 and 5.5.3)
3. Link your Petcube account using your Petcube username through your Alexa App or Amazon account (fig 5.5.4)
4. Start using Alexa to give voice commands to Petcube cameras

Setting up the Petcube Skill for Amazon Alexa is a one-time process. No changes are necessary from within the Petcube app or your Petcube account.

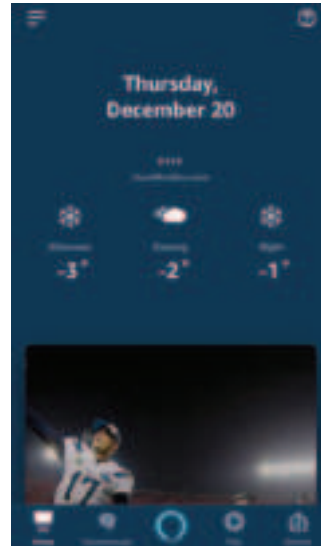


Fig. 5.5.1

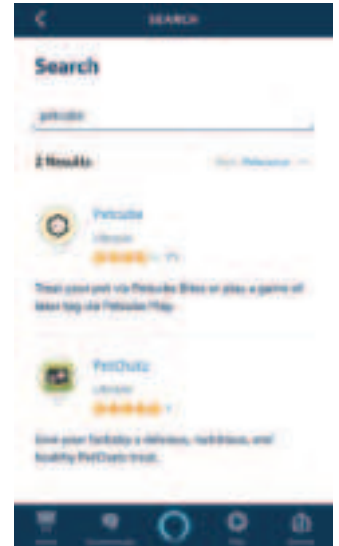


Fig. 5.5.2



Fig. 5.5.3



Fig. 5.5.4

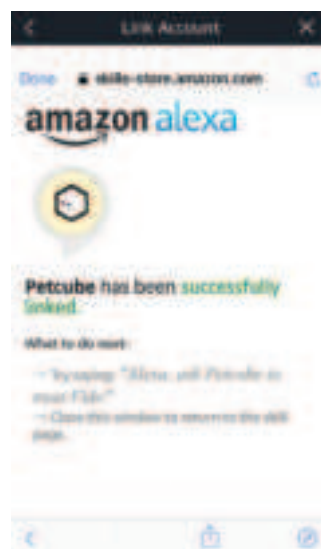


Fig. 5.5.5

## 5. Amazon Alexa voice commands on Petcube

After you've downloaded and installed the skill, use the following voice commands with Alexa on your Petcube Bites camera:

- Alexa, ask Petcube to treat [your pet's name]
- Alexa, ask Petcube to treat my pet
- Alexa, ask Petube to fling treats

Note: After You say an Alexa Skill phrase (above), Alexa will respond with a phrase like "Here you go!, Yummy!, etc."

Note that using the Petcube Skill for Amazon Alexa is completely optional and your Petcube cameras will work without Alexa via the Petcube app.

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## 1. What is Petcube Care

Petcube Care is a membership for pet parents to help them care for their pets.

Petcube Care provides Petcube camera owners with access to extended video history for 1, 3 or 10-days (depending on the subscription option), longer 30-second video clips and 2-year device warranty. This cloud-based video storage service gives owners peace of mind when it comes to their pets and their property.

Membership subscriptions also unlock exclusive offers from our partners worth of \$500 savings or more, including on pet medical insurance, pet sitting and walking, vet consultations, audio-visual entertainment for pets, and pet products.

## 2. How much does Petcube Care cost

Petcube Care offers five different subscriptions to fit the needs of pet owners of all stripes:

**1-Day Video History:** \$2.99/month

**1-Day Video History:** \$29/year (save \$6 with an annual plan)

**3-Day Video History:** \$4.99/month

**3-Day Video History:** \$49/year (save \$10 with an annual plan)

**10-Day Video History:** \$9.99/month

**10-Day Video History:** \$99/year (save \$20 with an annual plan)

For multiple cameras, save 50% on each additional subscription:

**1-Day Video History:** \$1.49/month

**1-Day Video History:** \$14.49/year (save \$3 with an annual plan)

**3-Day Video History:** \$2.49/month

**3-Day Video History:** \$24.49/year (save \$5 with an annual plan)

**10-Day Video History:** \$4.99/month

**10-Day Video History:** \$49.49/year (save \$10 with an annual plan)

### 3. How does Petcube Care works

Petcube Care plans are based on a Petcube device owners' preference for 1, 3 or 10-days of cloud recorded history. Each plan comes with 24/7 recorded timeline history, extended video clips and 2-year device warranty. Membership subscriptions also offer benefits on pet care services.

**Video recording:** whenever motion or sound is detected by the Petcube camera, Petcube Care will automatically start recording a video, which will be available for playback later from the Petcube app. Camera owners will also get a push notification once recording stops. User interactions will be recorded too and will have an orange 'play' icon (triangle).

**Membership perks:** Petcube Care subscribers also get access to members-only saving money on pet care from Trupanion, Rover, DOGTV, Audible, and more! The most popular Petcube 10-day history plan unlocks the most member benefits. For a full list of what is included with each plan, please check out the Petcube Care subscription options on [petcube.com](https://petcube.com)

### 4. How to activate Petcube Care

To start using Petcube Care, you need to have a Petcube camera and a Petcube Care subscription. New Petcube camera owners receive a free 7-day trial with 7 days of video history.

To subscribe:

1. Go to [petcube.com](https://petcube.com)
2. Sign in with your Petcube account or go to the Petcube Care product page and select the most suitable subscription option for you. You will also be able to subscribe from the 'Home' page in the Petcube app on both iOS and Android devices.

If you are not a Petcube camera owner yet but wish to buy one, you will also be able to subscribe to Petcube Care when you make your purchase.

## **5. How to Turn Off Petcube Care Video History**

Petcube Care's video history feature is turned on by default.

To deactivate it:

1. Open Petcube app
2. Go to the camera profile in Home menu if you use Android or tap the 'Play' icon if you use iOS
3. Move the slider to 'Sleep' mode in the lower right corner of the Petcube camera controls

In Sleep mode, Petcube Care is disabled. It will not detect and record events. Nothing will be added to your video history timeline. You will still have access to recorded videos if any were taken when Care was active and your subscription plan allows.

Use Awake mode, when you are not around and want Petcube Care to be active. You will get noise & motion notifications. These moments will be stored on your timeline.

If you turned on Sleep mode, but later purchased a Petcube Care subscription, Awake mode will be turned on automatically and your video timeline will begin to populate.

## **6. What is the Petcube Care free trial and how does it work**

A free 7-day Petcube Care trial with 7 days of video history is included when you purchase a Petcube camera. The trial starts when your Petcube camera is activated and will end after 7 days. You'll need to subscribe to Petcube Care to retain access to the subscription features.

If you purchase a Petcube Care subscription at the same time as you buy a camera, your free trial will start when you activate the camera and your billing cycle will begin when your trial ends.

You can view your subscription settings at any time by launching the Petcube app,

go to 'Home' tab, select 'Settings' in the upper right corner and look for 'Manage Subscription' under Care settings.

If you do not wish to use the free trial of Petcube Care, all you have to do is open the Petcube app, tap on 'Care Awake' in the camera menu in the lower right and move the slider to 'Sleep' mode.

Petcube Care membership benefits are available for subscribers and kick in after the free trial period. Get members-only access to savings on a range of leading pet care services. For more information, check out the Petcube Care subscription options on [petcube.com](https://petcube.com).

## **7. Petcube Care modes explained**

There are two modes in Petcube Care: Awake and Sleep. To change between the settings, open Petcube app, go to the camera profile in Home menu if you use Android or tap the 'Play' icon if you use iOS, move the slider to 'Sleep' or 'Awake' mode.

- Use Awake mode when you are not around and want Petcube Care to be active. You will get noise & motion notifications. These moments will be stored on your timeline.
- Sleep mode disables Petcube Care. It will not detect and record events. Nothing will be added to your timeline

Keep in mind that your Petcube camera needs to be online to record the videos.

If you wish Petcube Care to record videos but don't wish to receive notifications about recorded events, you can easily switch Petcube Care notifications in the camera settings.

To do so:

1. Open Petcube app
2. Go to the camera profile, tap the 'Settings' wheel in the upper right corner if you use Android or tap the 'Play' icon if you use iOS

3. Tap the 'Settings' in the upper right corner
4. Select 'Notifications'
5. Disable 'Care Video Recorded' notifications

If you don't wish to use Petcube Care video recording service but would like to receive motion and sound detection notifications, go to 'Notifications' settings again and turn 'Motion Detection' and 'Sound Detection' options on.

## 8. How to view your video history in Petcube Care

It's very easy to access your video history with Petcube Care! Launch the Petcube app on your phone. Today's videos will populate automatically on your home screen. You can scroll down to get earlier videos.

Tap on the date to move back or forward in time.

Tap on the '...' next to each video to get options to Delete, Share, or Save the video.

Remember, Petcube Care records videos to the timeline automatically by default. If you would like to deactivate this feature, review these instructions in the article 'How to Turn Off Petcube Care Video History'.

If your Petcube Care is currently set to Sleep mode, you will need to **change it to Awake mode** in order for videos to be recorded to your timeline.

To do this:

1. Open Petcube app
2. Go to the camera profile in Home menu if you use Android or tap the 'Play' icon if you use iOS
3. Move the slider to 'Awake' mode

## **9. How to save a video recording to your phone's internal storage**

While you will be able to view video history for the past 4 hours (free subscription), 1, 3 or 10 days, depending on your subscription plan from the cloud via Petcube Care, you will always be able to store video recordings to your phone's internal storage. Just pick the necessary video clip, press the three dots '...' located on the left hand side of the video and select 'Save'.

## **10. Video recording length**

Currently, video recording length can be no longer than 30 secs. So, for instance, if there's a motion that lasts for 2 minutes 15 seconds, the app will cut it into 5 scenes. However, in the free 4-hour history plan, video recording length is limited to 10 seconds.

## **11. Sound in Petcube Care videos**

At the moment, sound recording is only available on recordings that were triggered by motion or sound detection and is unavailable on camera play sessions.

## **12. How can I use Petcube Care on multiple Petcube devices**

Separate Petcube Care subscriptions are required for each Petcube camera. With multiple cameras, you can purchase additional subscriptions at a 50% discount to receive 24/7 cloud video recording coverage. Without a subscription, each Petcube camera includes a limited free 4-hour video history snapshot.

To purchase additional subscriptions:

1. Go to [petcube.com](https://petcube.com)
2. Sign in with your Petcube account or go to the Petcube Care product page and select the most suitable subscription option for you

You will also be able to upgrade your subscription for each additional camera from the Petcube app by going to the 'Home' screen of the camera.

### **13. How to add or update your payment information for Petcube Care**

If you need to add or update your payment information for Petcube Care service:

1. Log into your Petcube account at [petcube.com](https://petcube.com) by clicking on the Home icon in the upper right corner
2. Once logged in, go to 'Billing' tab to update your information

### **14. How do I cancel Petcube Care subscription**

In order to cancel your Petcube Care subscription:

1. Open Petcube app
2. Go to camera profile on which you wish to cancel the subscription
3. Tap the 'Settings' wheel in the upper right corner
4. Select Care Settings
5. Click on the current subscription at the top
6. Hit Cancel subscription at the very bottom of the page.

Alternatively, you can go to [petcube.com](https://petcube.com), select the Home icon in the upper right corner, go to Petcube Care tab, select your subscription and hit Cancel Subscription.



## 1. What are Smart Alerts & How do they work?

Smart alerts bring AI-powered recognition technology to the pet space. Your Petcube camera will be able to give you better intel on what's happening at home when you're away, with audio detection of dog barks and cat meows, and visual detection of cats, dogs and people. Get push notifications on your phone when something is detected and setup automatic video recording so you can later replay what happened.

## 2. How well does it work?

Smart alerts improve the accuracy of your notifications, giving you less false positives. The feature is powered by artificial intelligence algorithms that learn and improve over time - this means that it will actually get smarter and smarter.

## 3. Can I use smart alerts?

Petcube launched smart alerts in November 2018 for subscribers to select Petcube Care tiers. To find out if smart alerts are available for your subscription plan or to start a new subscription, please view the [Petcube Care page](#).

## 4. Can I choose which smart alerts I receive?

Yes! Smart alerts are triggered by four new types of events that your Petcube camera can recognize:

- Dogs barking
- Cats meowing
- Pets in view of the camera
- People in view of the camera

You're in full control of which notifications you get - choose one or get them all - it's up to you.

## **5. How can I get smart alerts for my pets?**

If you don't have a Petcube camera yet:

1. Get a Petcube pet camera! :)
2. Download the Petcube App for your phone or tablet from the App Store or Google Play Store
3. Sign up for 10-day video history subscription to Petcube Care
4. Enable Smart Alerts in the Petcube App under Camera Notifications

If you already have a Petcube camera, but don't have Petcube Care:

1. Sign up for a 1, 3 or 10-day video history subscription to Petcube Care
2. Enable Smart Alerts in the Petcube App under Camera Notifications

If you have a Petcube camera and Petcube Care:

1. Easy! Enable Smart Alerts in the Petcube App under Camera Notifications.

### 1. LED light doesn't light up

If the LED light on your Petcube camera is off while the camera is plugged into the power source, try unplugging it and plugging it back in. Make sure that you are using the original power adapter that came with your Petcube and that the power cord is undamaged. If you no longer have the original power adapter, make sure to only use the ones that provide 5V/2A power.

### 2. Petcube blinks yellow and doesn't turn blinking green

When you plug in your Petcube before starting the registration process, it should glow solid yellow for a minute (although it may look light green). Wait up to 1 minute until it starts blinking green. In case the light on the device doesn't start blinking green and remains blinking yellow, try to reset your Petcube following the steps below:

1. Find a small hole on the bottom of your Petcube Bites 2, insert the reset pin into it, hold it down for 8 seconds until the Petcube plays a sound and release it
2. Wait until the camera boots up again and starts blinking green within 1 minute
3. Open Petcube app, go to the 'Home' tab, select 'connect your device', pick your Petcube from the list of options and follow the steps on the screen



Fig. 8.2.1

### **3. LED light is stuck on solid yellow color and doesn't turn blinking green**

If you have issues switching your Petcube to setup mode, follow the steps below:

1. Power up your Petcube device and wait at least 2 minutes for the camera to boot. Keep in mind that the light on the camera may not start blinking.
2. Find a reset pin that came with your device, find the small hole above the USB port on the left side of the Petcube Bites, insert the reset pin into it, hold it down for 3 seconds and release it even though the light on the device won't change its status (it will not start blinking or change the color)
3. Follow the setup steps in the Petcube app and see if it works

If you are using an Android device and you get a screen saying 'Almost done', you will need to follow the steps again, meaning, you will need to hold down the Start button on the back for 3 seconds again and the light on the camera may still remain a solid color.

### **4. Incorrect Wi-Fi password**

If Petcube app is showing the 'Incorrect Wi-Fi password' error message after the setup, here are a few possible reasons behind that:

1. Case sensitivity: check the entered password for uppercase or lowercase characters. Keep in mind that 'Password' and 'password' would be two different passwords because the "P" is uppercase in the first example and lowercase in the second example.
2. Password length: check the entered password length and keep in mind that normally

the password length is 8+ characters long

3. Keyboard language: check the onscreen keyboard language and make sure you enter password in the correct keyboard layout

To reset the Wi-Fi password:

1. Open the Petcube app
2. Go to the camera profile, tap the 'Settings' wheel in the upper right corner if you use Android or tap the 'Play' icon if you use iOS (fig 8.4.1)
3. Tap the 'Settings' wheel in the upper right corner (fig 8.4.2)
4. Select 'General' (fig 8.4.3)
5. Tap 'Change Wi-Fi' (fig 8.4.4)
6. Power up your Petcube, wait 1 minute until it starts up
7. Find a reset pin that came with your Petcube, find a small hole on the bottom of the device, insert the reset pin into it, hold it down for 3 seconds until the light changes to pulsing green and follow the steps on your screen

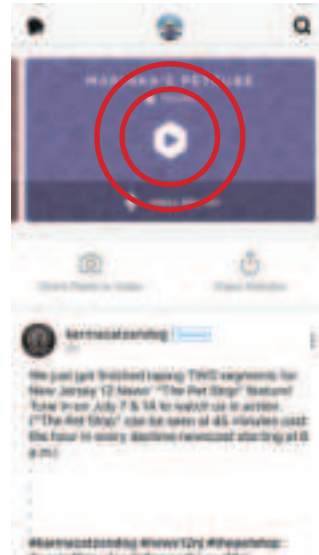


Fig. 8.4.1

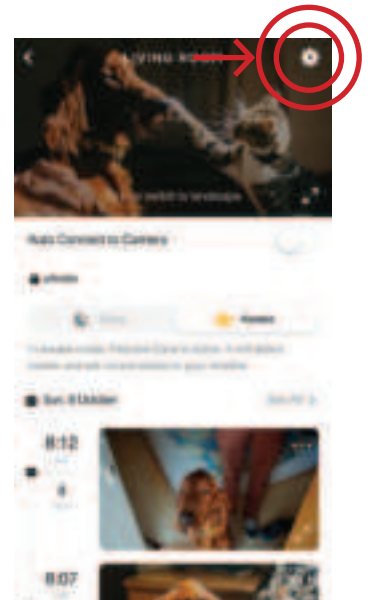


Fig. 8.4.2

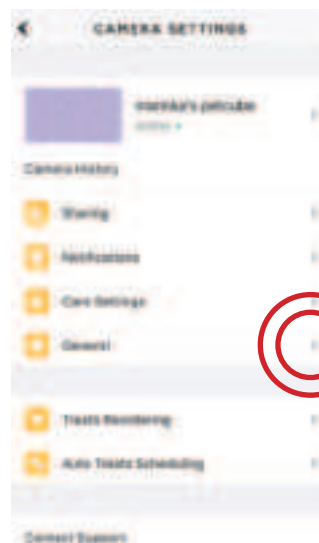


Fig. 8.4.3

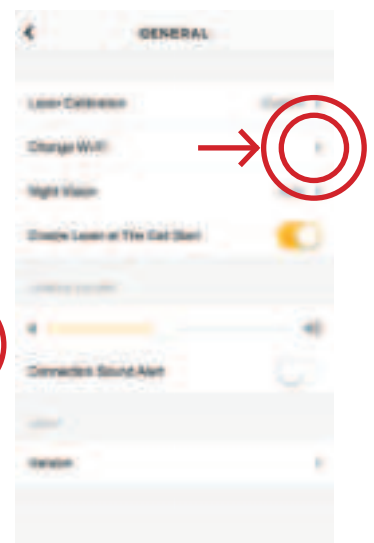


Fig. 8.4.4

## 5. The LED is pulsing yellow and doesn't turn white after setup

This problem may occur if you have entered an incorrect password for your home Wi-Fi network during registration. To change it:

1. Open the Petcube app
2. Go to the camera profile
3. Tap the 'Settings' wheel in the upper right corner
4. Choose 'Wi-Fi'
5. Find a reset pin that came with your device, find the small hole above the USB port on the left side of the Petcube Bites, insert the reset pin into it, hold it down for 3 seconds until the light changes to pulsing green and follow the steps on your screen

If that doesn't help, below are a few other possible reasons this could be happening:

1. Your Petcube requires a manual firmware update. Please contact Petcube Customer Care Team for assistance at [petcube.com/support/](https://petcube.com/support/)
2. You are using either a FIOS or Xfinity router or your router might be set up to transmit in WEP encryption mode, which is not supported by Petcube due to security reasons. Petcube works with newer WPA/WPA2 encryption technology that aims to provide stronger wireless data encryption than WEP. We recommend changing security encryption to WPA/WPA2, which won't require you to reconnect the devices back to the network or change your password. To access your router settings, you may either call your ISP or look at the bottom of your router, it usually has the login and password for the router settings, or contact Petcube Customer Care Team for assistance.
3. Your router may have some security settings such as a firewall or MAC address filtering that don't allow Petcube to connect to the Internet. Call your ISP or Petcube Customer Care Team for assistance.
4. You have a WPS pin on your router, which works like a secondary Wi-Fi password that is not supported by Petcube due to security reasons as it is considered to be a vulnerability on the network. You may call your ISP or Petcube Customer Care team to resolve this.

## **6. Petcube can't register on your Wi-Fi network**

You may see this message when there Petcube cannot receive the IP address automatically using DHCP. Normally, the router should assign the IP address to your Petcube automatically but if this didn't happen, you can enter your router settings and assign the IP address to your Petcube manually. You can also contact your ISP or Petcube Customer Care team for help.

## **7. Petcube can't establish the cloud connection / No Internet connection**

If you get this error message, firstly, make sure you have Internet access on your Wi-Fi by trying to open a few websites on a few devices. If you have Internet access but Petcube still can't be connected, try to reset the device by following these easy steps:

1. First, if you have previously set up your Petcube, open the Petcube app, go to 'Home' tab, then select 'Settings' and choose 'Disconnect Camera'
2. Power up your Petcube, wait 1 minute until it starts up, find a reset pin that came with your device, find a small hole at the bottom of your Petcube Play, insert the reset pin into it, hold it down for 8 seconds until the Petcube plays a sound and release it.
3. Wait until your Petcube boots up again and starts blinking green

Open Petcube app, go to the 'Home' tab, select 'Connect your device', select your Petcube from the list of options and follow the steps on the screen.

If you have a firewall on your Wi-Fi network or you have a block on some ports, below is the list of ports that need to be open for Petcube:

1. 67.228.165.226:3335/tcp
2. 67.228.165.226:16384-32384/udp
3. cube\_ext\_ip:7000-7100/udp (optionally, NAT)
4. 52.0.95.32:443/tcp
5. 34.195.161.50:443/tcp



## **8. The LED is pulsing orange and doesn't turn white after setup**

Flashing orange LED light normally means that the device was connected to your Wi-Fi router but the router doesn't allow the Petcube to connect to the Internet. This can be because of certain security settings on your router, such as firewall or MAC address filtering. Contact your ISP or Petcube Customer Care Team for assistance.

## **9. Petcube cannot be found by setup**

In case you are having a problem setting up your Petcube via Bluetooth, there's an alternative setup approach we suggest to try. Follow the steps below to set up your device via Wi-Fi access point:

Power your Petcube off and back on and start the setup process over again. Keep in mind that when you first power on your Petcube camera it glows solid yellow for up to a minute (although it may look light green) so wait 1 minute until it starts blinking green. If it doesn't start blinking, find a reset pin that came with your Petcube, find a small hole on the bottom of your Petcube Play, insert the reset pin into it and hold it down for 3 seconds until it changes to green.

### **If you're using an iOS device:**

1. Open Petcube application
2. Go to 'Home' tab and select 'Connect your device'
3. Select Petcube Camera in the list of options instead of Petcube Play
4. Follow the steps on the screen
5. On step 3, open 'Settings' on your phone, go to 'Wi-Fi settings', connect to Petcube Play Wi-Fi and return to the Petcube app
6. Wait for the app to exchange data with the Petcube and scan for available Wi-Fi networks
7. Select your home Wi-Fi network from the list, put in your network password and hit 'Join'

If you don't see your home network in the list or if you're using a hidden network, connect to your home Wi-Fi by entering the name of your network and password manually and then hit 'Join' (keep in mind that it is case sensitive).

Once the LED light on your Petcube camera changes to solid white, you are ready to play with your Petcube.

**If you're using an Android device:**

1. Open 'Settings' on your phone and temporarily disable cellular data (mobile data) so that you are only using Wi-Fi during setup.
2. Open Petcube application
3. Go to 'Home' tab and select 'Connect your device'
4. Tap and hold down your finger on the Petcube Play icon on the next step for about 10-15 seconds until it takes you to the next step (make sure you don't move your finger while you're holding it down)
5. Now, slide left to step 2 in the Petcube app and make sure the light on the camera blinking green
6. Slide left again to step 3 in the Petcube app and press 'Connect to Petcube network'
7. Wait for the app to exchange data with the Petcube Camera and scan for available Wi-Fi networks
8. Select your home Wi-Fi network from the list, put in your network password and hit 'Join'

If you don't see your home network on the list or if you're using a hidden network, connect to your home Wi-Fi by pressing 'Connect manually', then enter your network name and password and hit 'Join' (keep in mind that it is case sensitive).

Once the LED light on your Petcube camera changes to solid white, you are ready to play with your Petcube.

**10. Oh bummer setup error**

If during the setup you're getting an 'Oh Bummer' error message, turn your Petcube off and back on, wait up to 1 minute until it boots up and starts blinking and start the setup process over again.

## **11. I don't see my home Wi-Fi network**

This may happen if you're using a hidden Wi-Fi network. If you have a hidden network, you will be prompted to enter your network SSID and password manually.

If your Wi-Fi network isn't hidden but it still doesn't show up in the list of options, turn your Petcube off and back on, wait up to 1 minute until it boots up and starts blinking and start the setup process over again.

## **12. No Wi-Fi network shows up during setup**

If you have an empty list of available Wi-Fi networks in the Petcube app when you need to select your home Wi-Fi network, turn your Petcube off and back on, wait up to 1 minute until it boots up and starts blinking and start the setup process over again. If the problem persists, contact Petcube Customer Care Team to determine if your Petcube needs to be updated.

## **13. Petcube app shows 'no treats' message**

In case the Petcube app is showing an error message that says your Petcube Bites has no treats despite the container being filled with treats, simply ignore this error message and try to still fling a treat from your phone using the Petcube app.

In case it doesn't work, reboot your Petcube by unplugging it from the power source and plugging it back in.

#### **14. Treat got stuck in the camera**

If a treat gets jammed in the container, you'll get a notification via the Petcube app. You can dislodge the treat by removing it or shaking the container to empty it. If a treat gets stuck in the flinging mechanism, use the door on the bottom of the device to remove it.

Do not unjam the device with sharp instruments or apply too much pressure, both of which can damage the device.

#### **15. No sound comes out of my Petcube**

For the two-way audio to work, Petcube requires access to the microphone on your mobile device. To grant access to it, open the 'Settings' menu on your phone, then go to 'Privacy' and then 'Microphone,' and make sure you have allowed the Petcube app to use your phone's mic.

#### **16. Poor video quality or poor network conditions**

Like with most video streaming services and products, video quality is often affected by router performance and/or your Internet connection. This can be improved if you place Petcube closer to your home Wi-Fi router or by arranging it so there aren't any obstacles between it and your router (i.e. walls, floors, etc.).

Petcube also requires at least a 1 Mbps Internet connection upload and download speed (2 Mbps is recommended). If your Internet connection speed is less than 1 Mbps, we recommend upgrading for the best experience and highest video quality. To check your Internet speed, we recommend performing a free online speed test. If you are not getting the full speed you subscribed for, contact your Internet Service Provider.

## 17. I can't connect to my Petcube / Petcube is offline in the app

If you cannot connect to your Petcube from your mobile phone, try the following:

- Make sure that the LED light on the front of your Petcube is steady white. If the LED light on the front of your Petcube isn't steady white, see 'LED light notifications' to determine the issue. In most cases rebooting the Petcube by unplugging and plugging it back in should help but if you're facing this issue too often, below are a few ideas why it could be happening.
- 1. Your Petcube needs a firmware update. To get the most recent firmware update, contact our support team at [support@petcube.com](mailto:support@petcube.com)
- 2. Sometimes the issue may be caused by restrictions of the Wi-Fi network your phone is connected to, especially if it's a public or office Wi-Fi. Try to temporarily disable Wi-Fi on your phone and connect to your Petcube while using mobile data or try connecting to other Public Petcube cameras in the feed to make sure it's not a network restriction issue.
- 3. This issue may occur if you're using a non-original or a less powerful A/C adapter. Please make sure to use only 5V / 2A power adapters.
- 4. You are using a mesh network or your 5Ghz and 2.4Ghz channels have the same SSID. It has been observed on multiple occasions that sometimes Petcube cannot maintain a reliable connection on a mesh network or different network channels (5Ghz and 2.4Ghz) with the same network name (SSID). It is recommended to change any of the two channels names to avoid connection issues.
- 5. It's possible that Petcube doesn't have strong Wi-Fi connection.  
Keep in mind that some connection issues may be caused by poor Wi-Fi signal, which can depend on the router range, distance to the router and obstacles between Petcube and router, such as walls or radio frequency interferences. Here are a few examples how electronic appliances or bearing walls can impact your Wi-Fi signal.

**Example 1** shows no electronic or radio devices and no bearing walls between two rooms so the signal in the other room is very good.

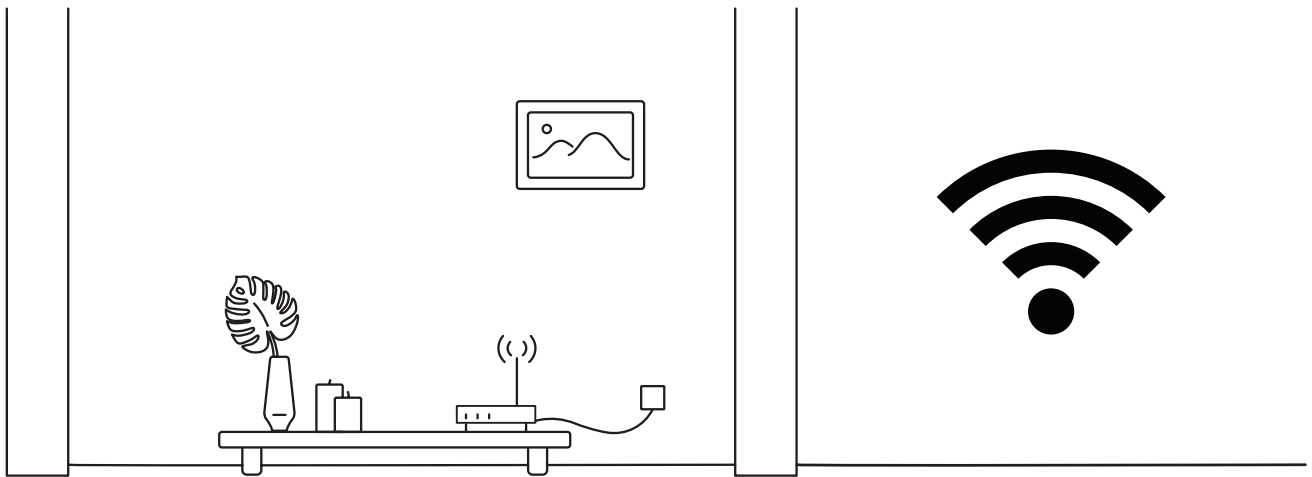


Fig. 8.17.1

**Example 2** shows a bearing wall between two rooms which causes poor Wi-Fi signal in the other room.

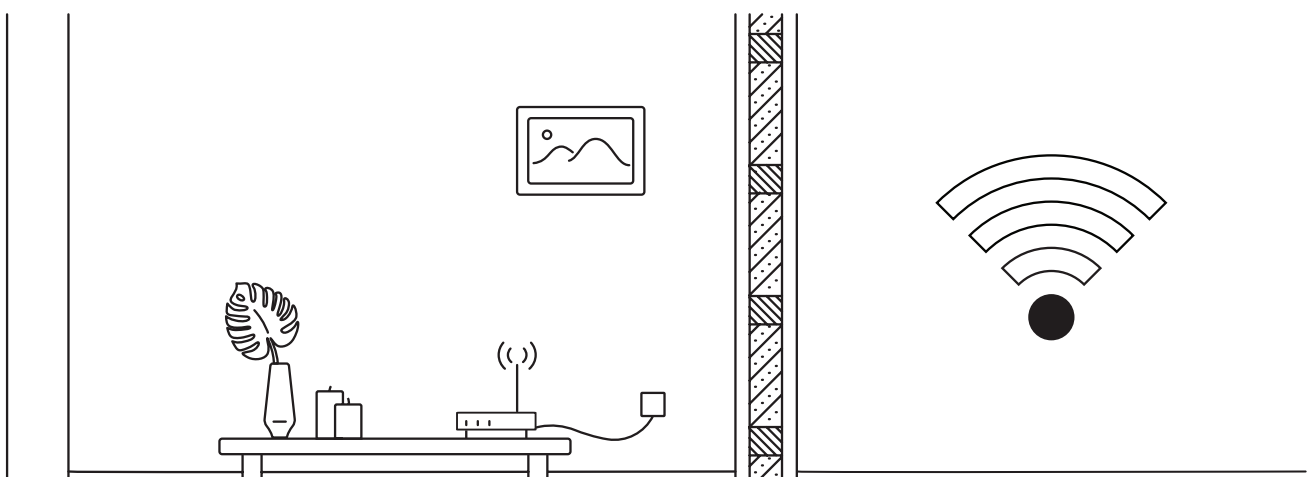


Fig. 8.17.2

**Example 3** shows interference caused by radio (phone) or electronic appliances (TV). Poor Wi-Fi signal can be also impacted by microwaves, refrigerators, cordless phones, baby monitors etc.

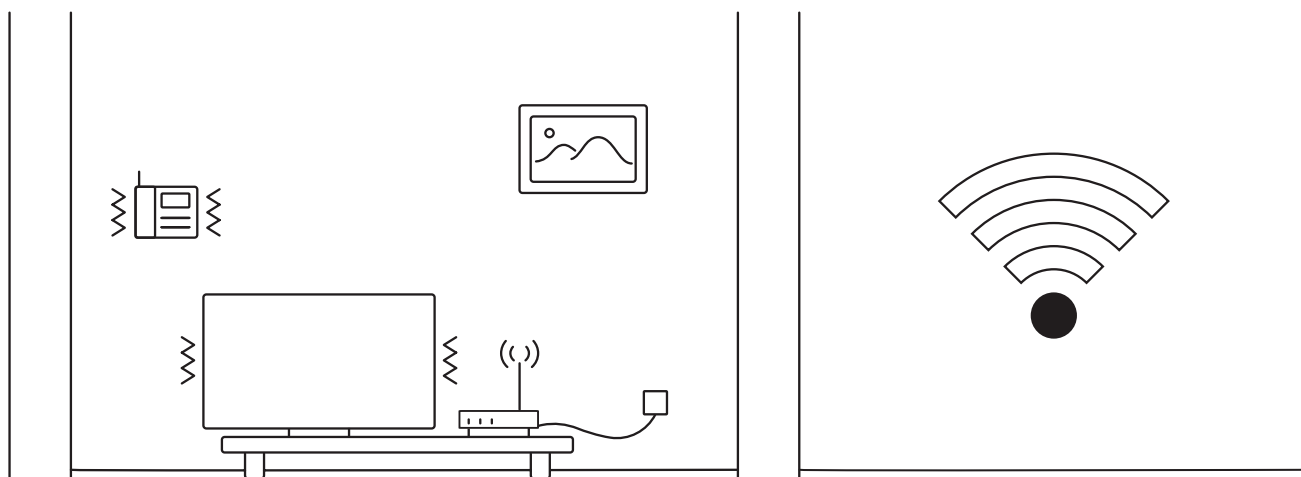


Fig. 8.17.3

## 18. Petcube is Disconnected in the app

If your Petcube camera status shows as 'Disconnected' in the Petcube app, it usually means that your phone is not connected to the Internet at the moment or the network you are connected to has certain restrictions. Try to switch to any other Wi-Fi network or connect to your camera using cellular data (LTE, 3G).

## 19. Petcube goes offline / turns off

This issue may occur if you're using a non-original or a less powerful A/C adapter. Please make sure to use only 5V / 2A power adapters.

If you're using the original adapter, but the problem persists, contact Petcube Customer Care Team to determine the problem.



## **20. Petcube Bites factory reset instructions**

If you have a problem with your Petcube and need to reset it, follow these easy steps. First, if you have previously set up your Petcube:

1. Open the Petcube app
2. Go to 'Home' tab
3. Tap the 'Settings' wheel in the upper right corner
4. Choose 'Disconnect Camera'
5. Power up your Petcube, wait 1 minute until it starts up
6. Find a reset pin that came with your Petcube, find a small hole below the USB port on the left side of the Petcube Bites, insert the reset pin into it, hold it down for 8 seconds until the Petcube plays a sound and release it.
7. Wait until the camera boots up and starts blinking green
8. Open Petcube app again
9. Go to the 'Home' tab and select 'Connect your device'
10. Pick your Petcube from the list of options and follow the steps on the screen

## **21. How to perform a manual firmware update on your Petcube**

In order to perform the manual update of your Petcube, please reach out to Petcube Customer Care Team at [petcube.com/support/](https://petcube.com/support/).

## **22. Stuck on software update screen**

If your Petcube is stuck on the software update screen for more than 4 hours and doesn't switch to white LED mode (online) it may indicate that the device needs to be updated manually. In this case, contact Petcube Customer Care Team noting the LED color on the Petcube and your username in the Petcube application.

## **23. How to find Petcube's MAC address**

If your router uses MAC filtering, you need to temporarily disable it to find the MAC address of your own Petcube. This can be viewed in the list of connected devices in your router settings. Once you have its MAC address, you can safely add your Petcube as an exception and turn filtering back on.

You can also contact Petcube Customer Care Team to get help finding the MAC address of your Petcube by performing a camera test.

# 9

## LED LIGHT NOTIFICATIONS

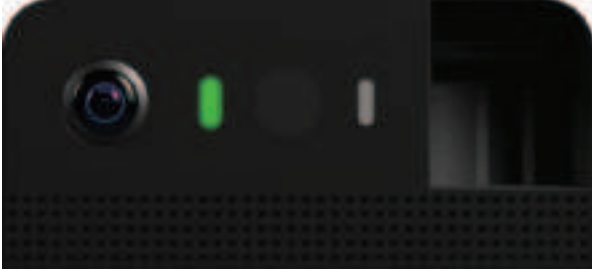


Fig. 9.1

### Steady Green

If you just powered your Petcube up, it will show this color while it boots up for up to 30 seconds. If it's steady yellow during the setup, it usually takes up to a minute to complete the registration.



Fig. 9.2

### Pulsing Green

Setup mode

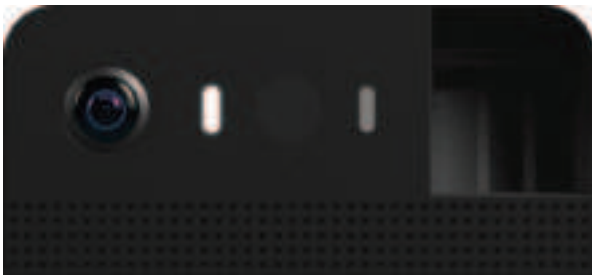


Fig. 9.3

### Steady White

Online, standby mode.

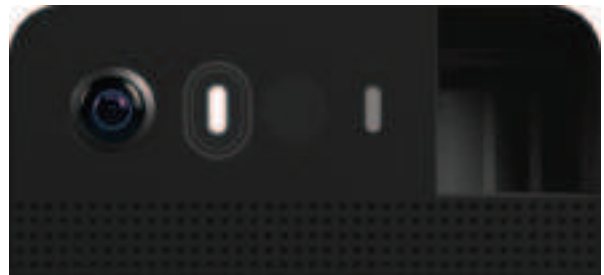


Fig. 9.4

### Pulsing White

Petcube Care™ is active, saving video to your timeline



Fig. 9.5

### **Steady Blue**

Play mode. Be aware, mind your privacy! Petcube Camera is streaming live video at the moment.



Fig. 9.6

### **Pulsing Yellow**

Your Petcube cannot connect to your Wi-Fi network because of an incorrect password.

To change your Wi-Fi password:

1. Open the Petcube app
2. Go to the camera profile
3. Tap the 'Settings' wheel in the upper right corner if you use Android or tap the 'Play' icon if you use iOS
4. Tap the 'Settings' wheel in the upper right corner
5. Select 'General'
6. Tap 'Change Wi-Fi' and follow the steps on the screen



Fig. 9.7

### **Pulsing Orange**

Your Petcube is connected to a wireless access point but cannot connect to the Internet because of the security settings on your network. Please make sure your router is not blocking the Petcube with a firewall, MAC address filtering or other security settings.



Fig. 9.8

### **Fast Pulsing Orange**

Your Petcube is downloading the most current software update, which usually takes about 5 minutes.

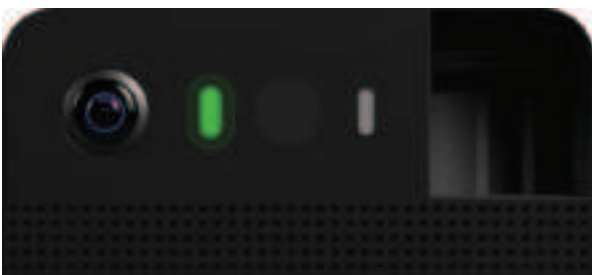


Fig. 9.9

### **Fast Pulsing Green**

Your Petcube is downloading the most current software update, which usually takes about 5 minutes.



Fig. 9.10

### **Steady Red**

Alexa mic on your Petcube is muted.