V1.0 EN

Pet Feeder

User’s Manual

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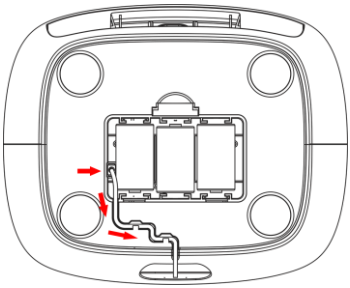
Note:

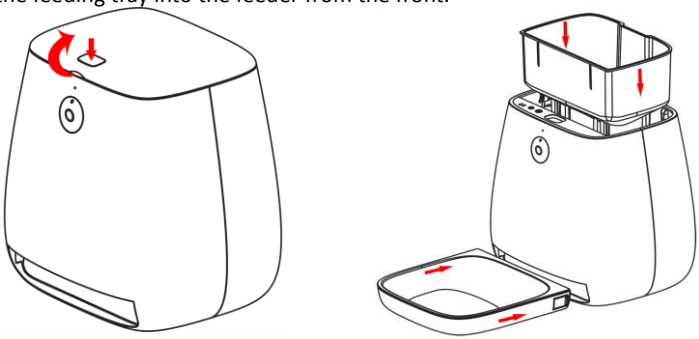
Due to wide variety of pet foods on the market, mechanical feeders cannot ensure complete adaption to all food types, and we are doing everything possible to adapt to more types of food.If the feeder frequently prompts message that the food is stuck in the feeding bucket, try another type of food.If it is only occasional message prompt, please take off the feeding bucket and manually remove the jammed food.

Hardware Installation and Introduction

1. Open the battery compartment at the bottom of the feeder, insert the Micro USB power cord into the connector on the bottom, and extend the power cord out along the designed wire guide. You can also put in 3 pieces of D-cell batteries so that the feeder can still work automatically according to your scheduled feeding plan even without external power supply.



2. Place the feeder horizontally, press the button on the top to open the cover, and put in the feeding bucket. Place the feeding tray into the feeder from the front.

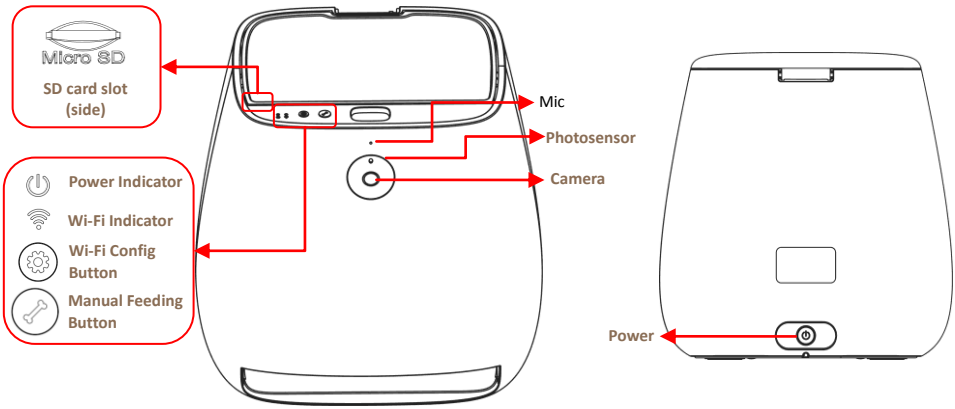


Note：

a. The feeder should be placed horizontally; otherwise the weighing abnormality may occur.

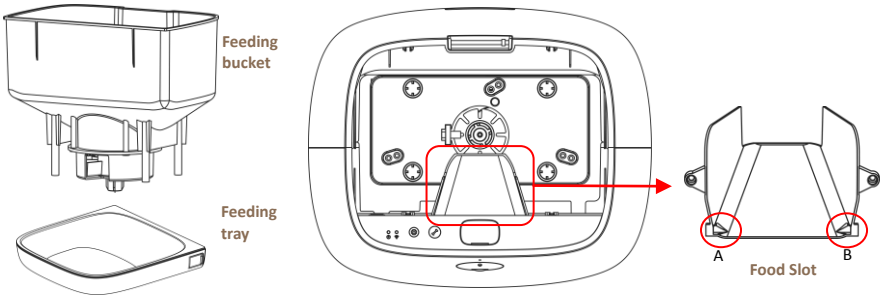
b. Do not pour food into the feeder at this time. In subsequent installation steps, you will be reminded to put in food.

3. External Appearance



4. For the health of your pet, please clean the feeder regularly. The feeding bucket and feeding tray can

be detachable for cleaning. Please wash directly with clean water and dry. The food slot inside the machine is undetachable. Please take a wrung wet cloth and extend into the machine for cleaning, then wipe with a dry cloth. Be sure to clean the area near Point A and B shown in the figure, otherwise the sensor abnormality may occur.



Note：

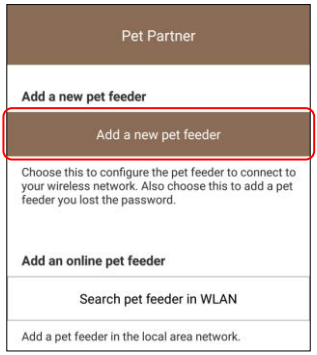
a. When cleaning the food slot, be sure to use a wrung wet cloth. Be careful not to drop water into the feeder, otherwise the feeder may be damaged.

Add New Pet Feeder

1. Search App Store or scan the QR code below to download and install Pet Partner. Run the App and select **Add a new pet feeder**.

www.petpartnerhelper.com

Pet Partner

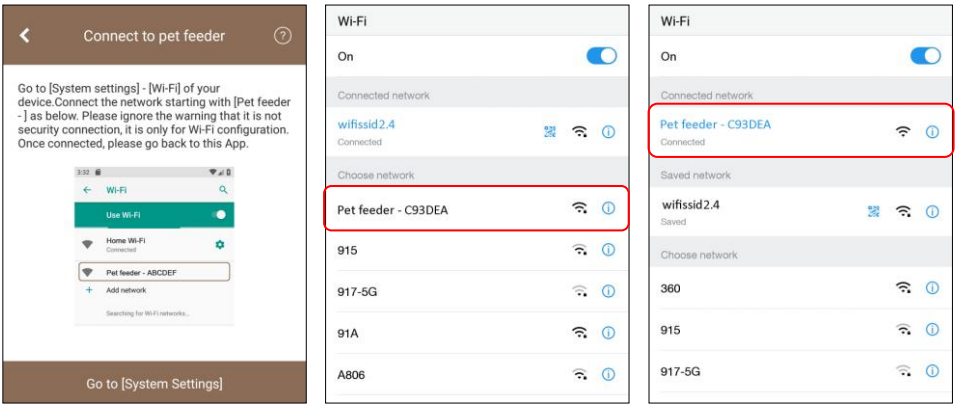


2. Turn on the power switch and click **Done**. Wait for the Wi-Fi indicator to flash green and click **Done**.

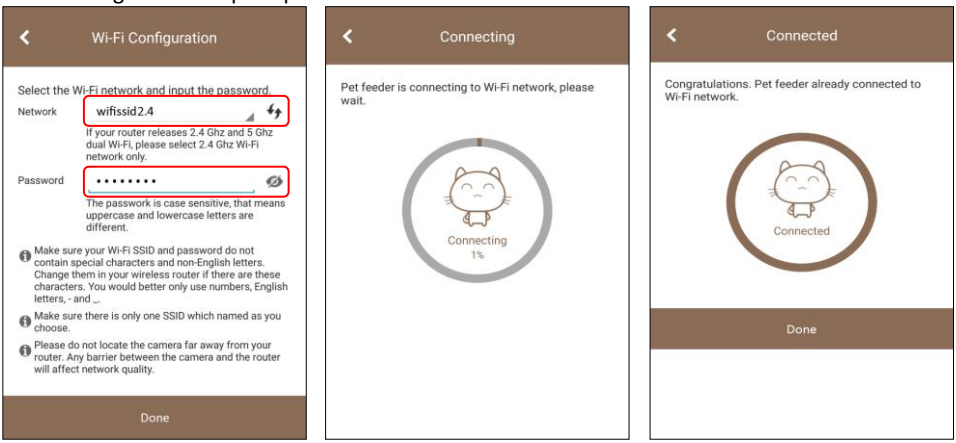
Tip: If the green light does not flash after the feeder is started, press and hold the setting button for 5 seconds until the machine emits a voice of **Re-configuring Wi-Fi network**. Then wait for the feeder to restart and enter the Wi-Fi setting mode. There are 3 types of Wi-Fi indicators:

a. Green indicator flashes: Feeder is in Wi-Fi setting mode
b. Green indicator is always on: Feeder is connected to Wi-Fi network; you can turn off the illumination in the settings.
c. Red Indicator flashes: Feeder is connecting to Wi-Fi network and it will keep on trying if connection fails.

3. According to the prompt by the App, jump to the Wi-Fi settings interfaceon mobile phone and connect the Wi-Fi signal broadcast by the feeder. The feeder Wi-Fi signal starts with **Pet feeder -**, which can be connected without password. Return to the App after feeder Wi-Fi signal has been connected.



4. After returning to the App, the App will prompt to select the Wi-Fi network that the feeder needs to be connected and enter the corresponding password. After clicking **Done**, the feeder will reboot and connect to the corresponding Wi-Fi network. This process takes some time, please be patient. The feeder will give a voice prompt once connected.

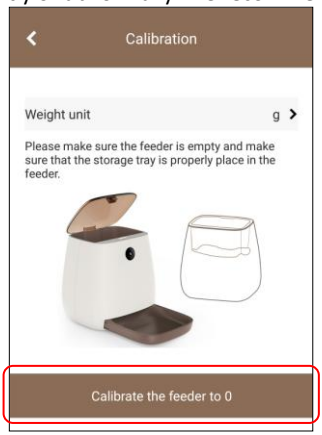


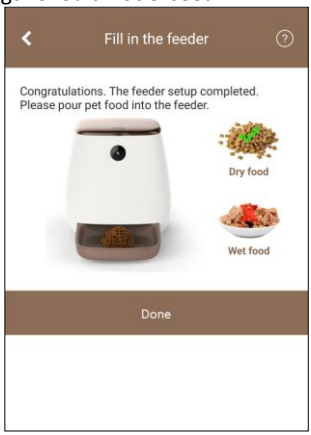
Note: If the connection fails, please check the following information.

a. Please choose 2.4Ghz Wi-Fi signal instead of 5Ghz signal. The feeder does not currently support 5Ghz Wi-Fi network.
b. When entering password, be aware of the case sensitive.
c. If the name of Wi-Fi signal to be connected contains special characters, the feeder may not be able to connect to the Wi-Fi network, please modify it in the wireless router first.
d. Please select a Wi-Fi network with WPA or WPA2 encryption. Since the WEP encryption mode is not safe enough, the feeder does not support Wi-Fi network with WEP encryption for sake of security.
e. Make sure that the wireless router has turned off mac address filtering and wireless device isolation; otherwise the feeder connection will fail.

f. The feeder may not support the Wi-Fi signal of the wireless repeater. If the connection fails, try connecting to the wireless router directly.

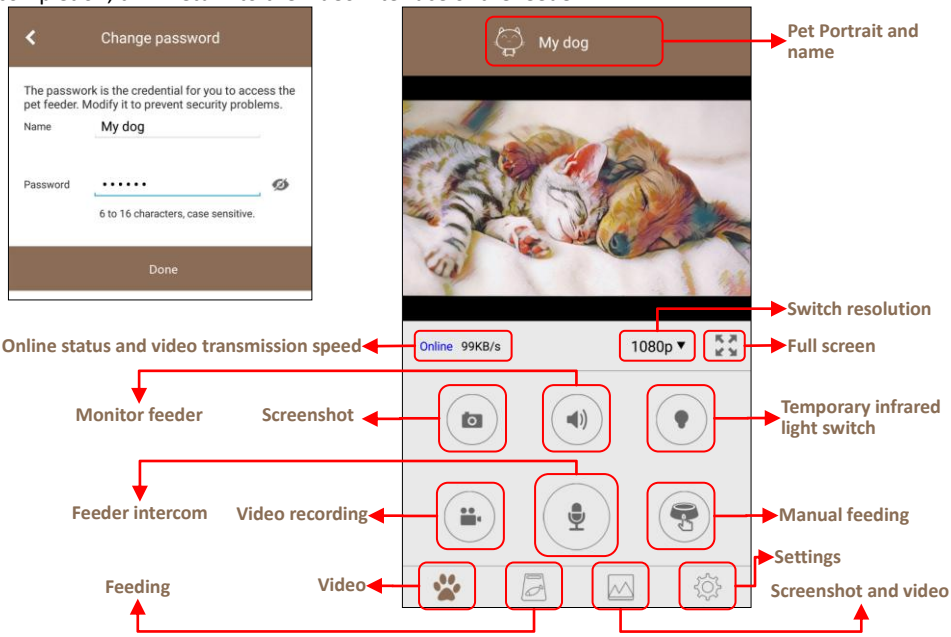
5. After the Wi-Fi connection is completed, we need to conduct initialization for calibration of the weighing function. Before calibration, make sure there is no food inside the feeder and the feeder is placed horizontally. Click **Calibrate the feeder to 0**.
Then pour pet food into the feeder. The feeder only supports dry food; please do not put wet food. Since the feeder contains a mechanical structure, big size of food may cause the feeder to operate inefficiently or abnormally. We recommend the food length should not exceed **12 mm**.





Note: Please put the storage tray into the feeder first, then pour the food into the storage tray. Otherwise, the storage tray may not be put into the feeder.

6. After the initialization for the calibration ofweighing function has been completed, set a password for the feeder. This password ensures that the feeder is free from unauthorized access. After completion,it will return to the video interface of the feeder.



Note: The function of screenshot and video recording requires the permission toaccess to phone storage, and the

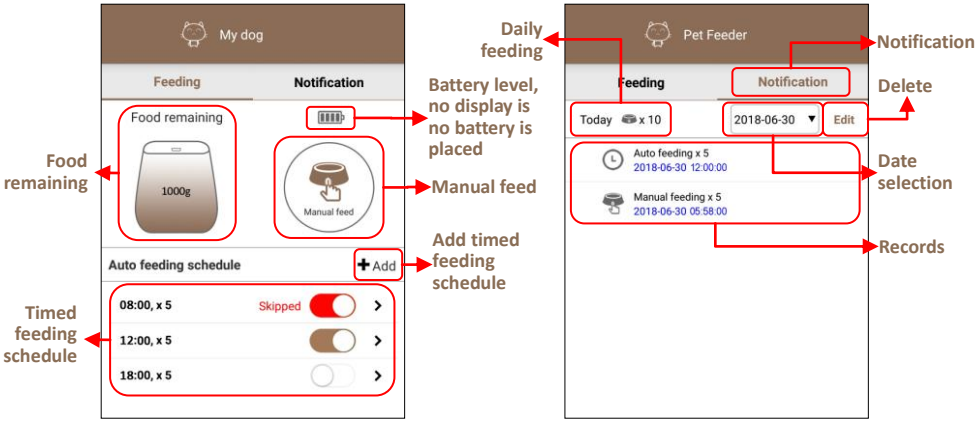
feeder intercom function requires the permission to access to microphone. Please press allow when prompted.

Feeding

Feeding Interface

In the feeding interface you can check the food level in the feeder, battery status, set timing feeding, manual feeding and view the records of feeding and abnormality.

Abnormalities include **low food reserves**, **vacant feeding bucket**, **low battery**, **food jams in the feeding bucket** and **food jams at the food slot**. When abnormality occurs in the feeder, a piece of message will be prompted in the App. Make sure the permission on message prompt has been turned on.

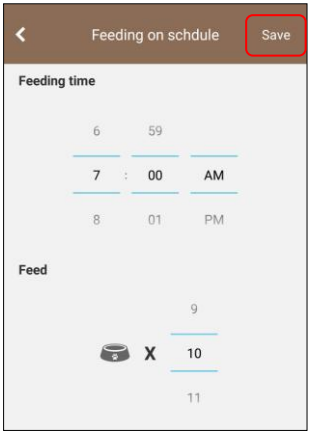


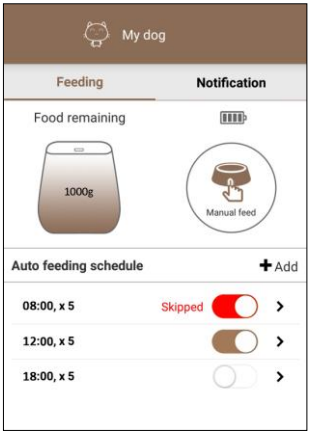
Timed Feeding

The feeder can automatically set the number of foods to be fed at regular intervals. When the feeder is only powered by the battery, the feeder will automatically conduct feeding when the battery is fully charged, effectively preventing the feeding failure caused by the power failure.

Click the **+ Add** button to add a timed feeding plan. Select the feeding time and the number of servings, click **Save** to save.

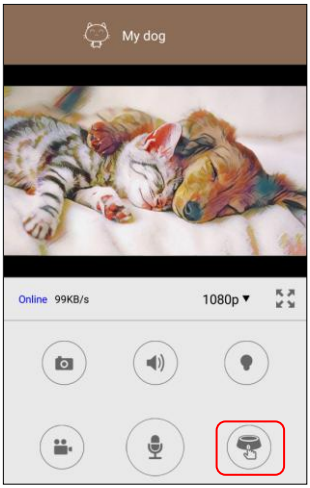
The timed feeding plan can be set to enable, disable or skip. The skip mode aims to prevent the feeder from feeding automatically after manual feeding. It will prompt for skipping or not when feeding manually. The skipped plan will automatically resumethe enabled state after being skipped once.

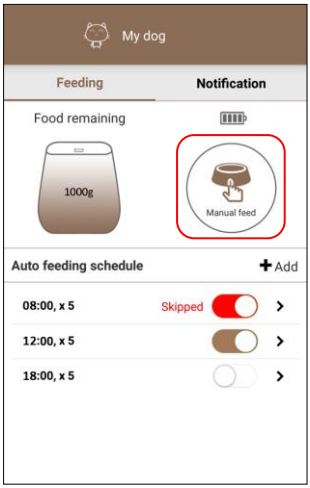


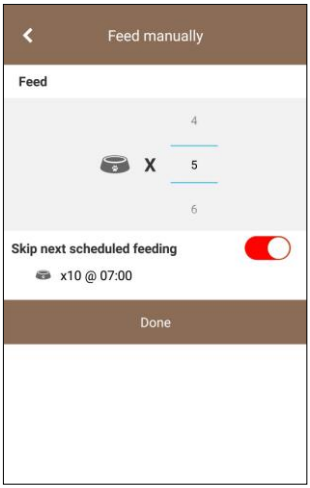


Manual Feeding

On the video interface or the feeding interface, you can click the manual feeding button to feed. Select the number of servings directly and confirm whether to skip the next scheduled feeding.



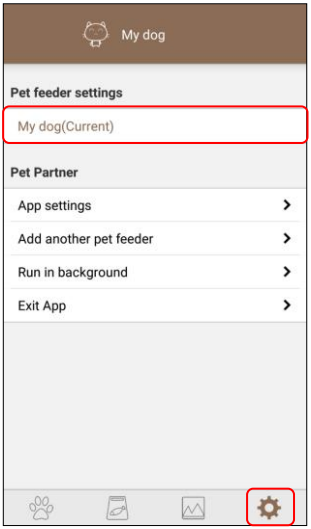


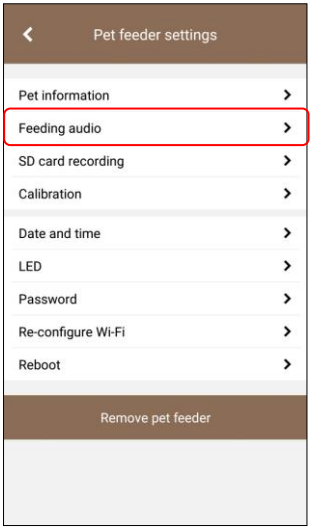


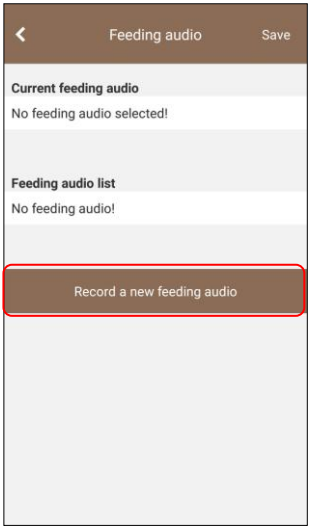
Feeding Audio

You can record your own voice in the App. When the feeder starts to feed each time, it can play the audio to facilitate the good eating habits of the pet. When the feeder is only battery powered, the feeding audio will not be played when feeding.

Enter the settings interface and select the appropriate feeder in the **Pet feeder settings**. Select **Feeding audio** on the **Pet feeder settings**. Click on **Record a new feeding audio** to record a new feeding audio.

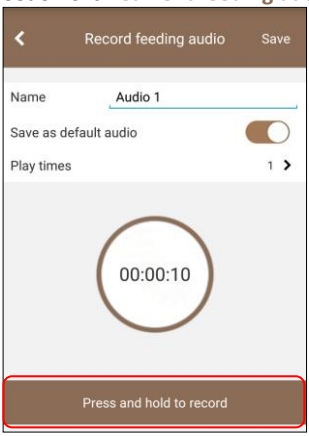


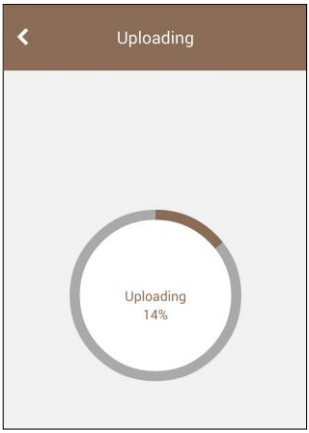


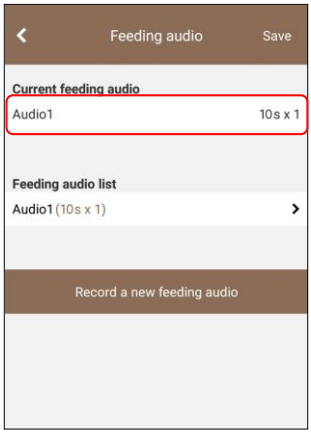


Press and hold the **Press and hold to record** button to record audio for more than 3 seconds. If it prompts to obtain microphone permission, please allow. Entering name for every audio to distinguish them easily. The feeder has only one active feeding audio. If necessary, set the recording as active feeding

audio, please enable **Save as default audio** and select the play times. Click **Save** to upload the audio into the feeder. Click **Current feeding audio** to test the audio.





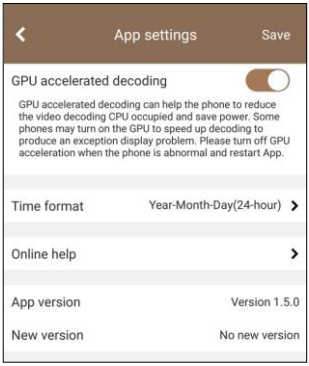


Other Settings

Only some of other settings are introduced here. For more information, click **Online help** in the App settings for more online help. We will update the latest graphic and video information in **Online help**. You can also visit our website on the computer: **www.petpartnerhelper.com**

App Settings

In the settings interface, select **App settings** to enter the interface of App Settings.



GPU accelerated decoding

Turn on GPU hardware acceleration. Only available for Android phones. Please turn it off if video is played abnormally. This option will take effect after the app is restarted.

Time format

Set the customized time display.

Online help

Get online help

App version

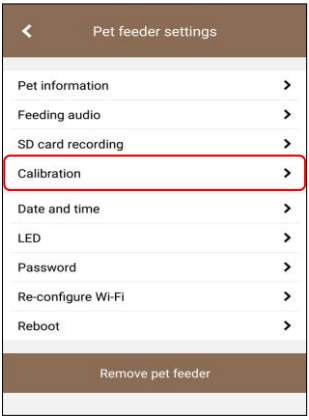
App version

New version

Search new APP version

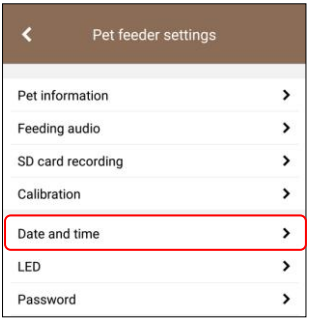
Feeder Weighing Calibration

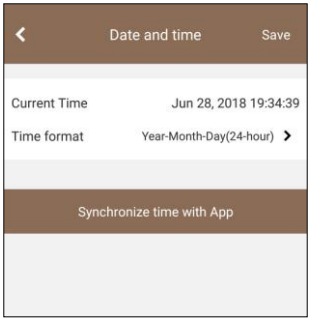
For better food weighing, we recommend calibrationon the weighing function before each food supplement. Select **Calibration** on the Feeder Settings to conduct calibration. The calibration method is the same as when the feeder is installed.



Date and Time

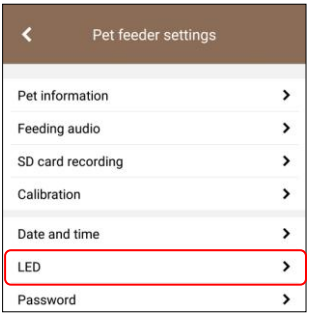
In order to ensure normal operation of the feeder, make sure the data and time are set correctly. Select **Date and time** on the feeder settings. Select **Time format** to customize the time format displayed on the video.

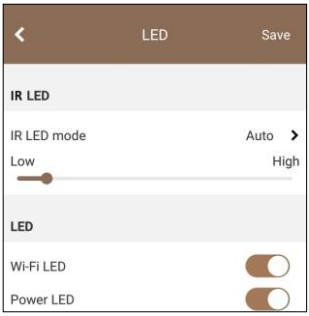




LED Light

All LED lights in the feeder can be customized. The infrared light is used for night video watching. It supports three working modes: **compulsory off**, **automatic on depending on light intensity** and **timed on**. In the mode of **automatic on depending on light intensity**, you can also customize the intensity of IR LED light.





FAQ

Most FAQ can be found in the **Online help** in the App settings. We will update the latest graphic and video information in Online help.

You can also visit our website on your computer: www.petpartnerhelper.com

Q1: Why can't the feeder connect to the Wi-Fi network?

A: There may be many reasons. For detailed reasons, you can check the notes about Wi-Fi setting on page 3.

Q2: Why the screen is black or video get stuck since the feeder is online?

A: If the feeder is just turned on, the live video may get stuck or play timeout. Please wait for the feeder to complete initialization.If your feeder has been power on for a long time, it's very likely that your network has been running for a long time without rebooting, it's already slow down.Please turn off the router and feeder for 1 minute and then turn them on again.

Q3: How to delete all settings of the feeder and restore to the factory default?

A: You can restore the feeder to factory default when you fail in setting the feeder or forget the password. Press and hold the Wi-Fi Setup button and the Manual Feed button together on the feeder for about 3 to 5 seconds until the feeder gives a voice prompt for **Resetting to factory default**.

Q4: Why can't I receive the prompt message of feeding abnormality?

A: Please check if your mobile app has obtained permission to get prompt message. You can also try to restart the feeder (Pet feeder settings >> Reboot), re-plug the feeder or reset the feeder. If your phone runs Android, please make sure that the phone has Android Google Framework service and the phone can connect to Google's server.

Q5: Why does the feeder often display offline?

A: If the feeder uses a wireless connection, make sure the feeder is not far from the wireless router. Make sure the upload bandwidth is stable and fast enough. If it still displays offline, please visit our website for the latest solutions.

Q6: If I have more than one feeder, how should I add it?

A: Please select **Add another pet feeder** on the settings. Then add it in the same way as the first one. If you are adding an online feeder, place the phone and feeder in the same network and select **Add an online pet feeder** in the first step of adding the feeder.

Q7: Why does the feeder always prompt that the food is blocked at the feeding tray, but actually it’s not the case?

A: When the food falls but the pet doesn’t come to eat, the feeder will delay the test for 10 minutes. If they are neglected by the pet for 10 minutes, the feeder will send a prompt message that the **food jams at the food slot**. If they are eaten by the pet 10 minutes later, although there is no food in the feeding slot, the prompt message has been sent. There is also a small probability that there may be food residue left in the feeding slot. Please clean the feeding slot according to the position indicated on page 2.

Q8: Why is the remaining food weighing inaccurate?

A: It’s inevitable for the weighing of electronic scale to become inaccurate over time. You can conduct recalibration by using the weighing calibration function. We recommend that you conduct a calibration before each food supplement. In addition, improper placement of the feeder may also cause the remaining food to be weighed incorrectly. Please place the feeder horizontally.

Q9: What is the difference between the power-only supply and the external power supply?

A: The feeder can only conduct timed feeding at regular intervals in the power-only state. All functions related to video, audio and network are not available. That is, it is impossible to perform video viewing, play feeding audio,conduct settings and obtain any information of the feeder through the App in the power-only state. Please use the external power supply for long-time operation, and the battery is only used as auxiliary power supplyduring power failure.

FCC Warning

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

•Reorient or relocate the receiving antenna.
•Increase the separation between the equipment and receiver.
•Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
•Consult the dealer or an experienced radio/TV technician for help.

To comply with FCC RF exposure compliance requirements, this grant is applicable to only mobile configurations. The antennas used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.