PP003 V1.0 EN

Smart Pet Feeder

User Manual



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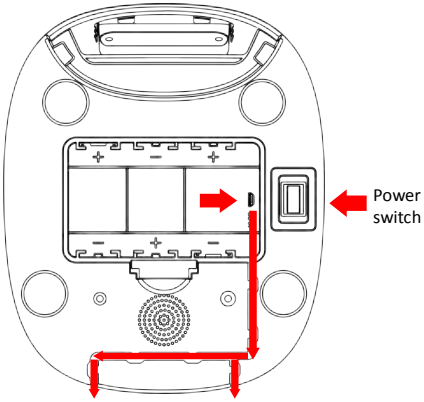
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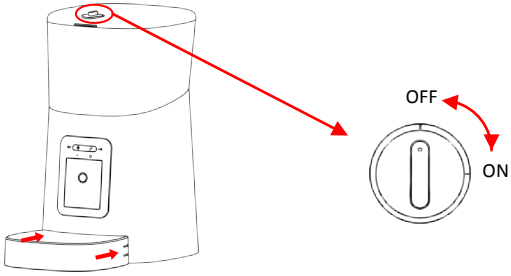
This user manual is based on the current feeder and App when it was written. If the feeder or App changes, this user manual will be updated on our website.

Hardware Installation and Introduction

1. Open the battery compartment at the bottom of the feeder, insert the Micro USB power cord into the connector at the bottom; and extend the power cord out along the designed wire guide. You can also insert 3 pieces of D cell batteries which will enable the feeder to work automatically according to your scheduled feeding plan even without an external power supply. Turn on the power switch.

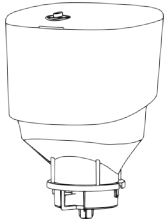


2. Rotate the knob on the top cover. The feeding tray is in the grain bucket. Place the feeding tray into the feeder from the front, then pour pet food into the feeder.



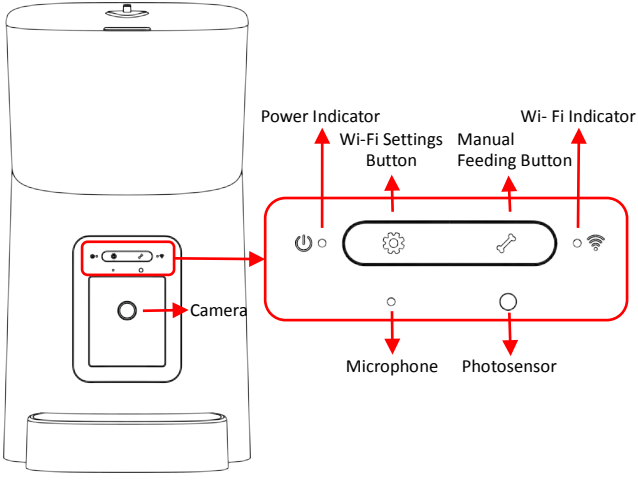
Note: Due to the wide variety of pet foods on the market, it cannot be guaranteed 100% that the mechanical structure of the feeder will fit all types of pet food. We recommend using only dry food within 5–15mm in size. Wet food and damp food are strictly prohibited from being placed in the feeder.

3. For your pet's health, please wash the feeding bucket and feeding tray regularly. The feeder body should not be filled with water. Please wipe it with a wring-able wet cloth.

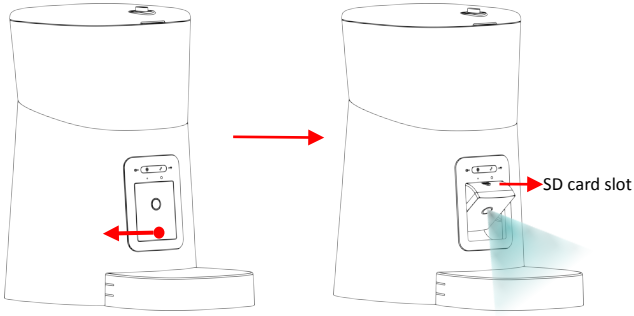




4. Pet Feeder introduction



5. You can push the camera to turn down to observe the feeding tray. The feeder supports up to 4 levels of angle adjustment. It supports Micro-SD card recording, and the SD card slot is visible when the camera is turned to the bottom.



Software Installation

Add pet feeder via QR code mode

1. Search the App Store or scan the QR code below to download and install **Pet Zero**.

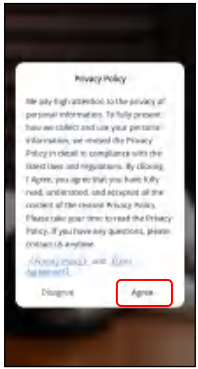
Pet Zero

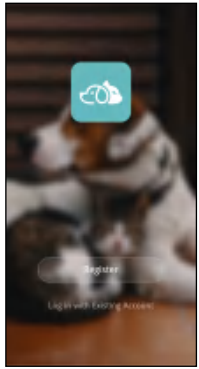
Download Website 1

Download Website 2

2. Run the App, read and agree to the privacy policy, and register a new account or login to a registered account. When you register or login to

the account, please choose the correct country or area.

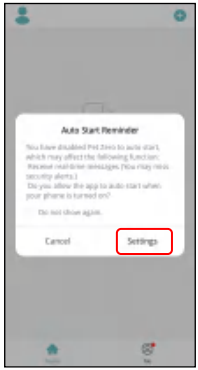


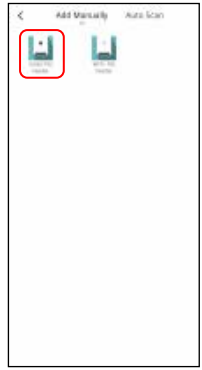




3. When you login, the App will ask you to access certain permissions. These permissions are very important for the App so please allow them.

   Click **Add Device** or **+** to add a new pet feeder. Choose the **Add Manually** tab and select **Smart Pet Feeder**.



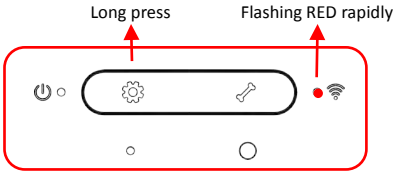
4. After turning the feeder on, wait for about 1 minute for it to boot up. Then check whether the Wi-Fi indicator is flashing RED 2 times per

second.

If yes, then click **next step** to go to the next step.

If not, please long press the **Wi-Fi Settings** button for 5 seconds until you hear a beep. After a few seconds, the feeder's indicator LED will flash RED rapidly.





Wi-Fi Indicator status:

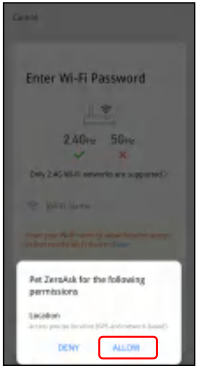
Flashing rapidly in RED	Feeder is waiting for Wi-Fi network configuration; it is in QR code mode and auto scan mode.
Flashing slowly in RED	Feeder is waiting for Wi-Fi network configuration; it is in AP mode.
Always on in RED	Feeder is configured for the Wi-Fi network and trying to connect. If the connection fails, it will always be red.
Always on in GREEN	Feeder is connected to the Wi-Fi network. It can be turned off in the settings.

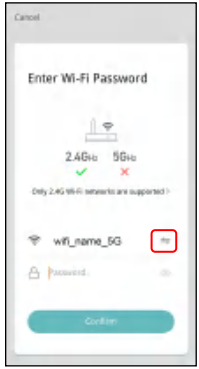
Notice: When the feeder is only powered by batteries, the power indicator and Wi-Fi indicator will turn off.

5. If the App asks for the location permission of your mobile phone, please allow it. The name of your Wi-Fi network will then appear in the textbox automatically.

   Please note that the feeder does not support 5Ghz Wi-Fi networks, but only 2.4Ghz networks. Please check that the Wi-Fi name is the name of a 2.4Ghz Wi-Fi network. If not, please switch the mobile phone's Wi-Fi network to a 2.4Ghz Wi-Fi network.

   Next, please enter the corresponding Wi-Fi password and click **Confirm**.







Important Notice:

a. Please choose a 2.4Ghz Wi-Fi signal instead of a 5Ghz signal. The feeder does not support 5Ghz Wi-Fi networks.

b. When entering the password, be aware that it is case sensitive.

c. Please choose a Wi-Fi network with WPA or WPA2 encryption instead of WEP encryption.

d. Make sure that MAC address filtering and wireless device isolation is turned off on the wireless router.

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

6. The App will then ask you to scan a QR code that contains your Wi-Fi

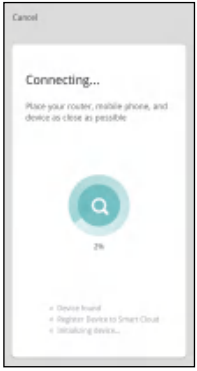
information with the feeder's camera. Click **Continue,** then put the QR code in front of the feeder's camera. Please place the phone about 20 to 30 centimeters in front of the camera and wait a few seconds until you hear a tone. Then click **I Heard a Prompt**.







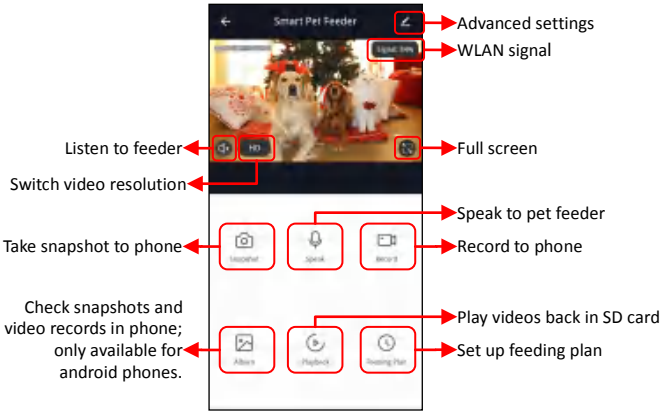
7. The feeder will then try to connect to the Wi-Fi network. When connected, click **Done** to complete the adding process.
   If the feeder fails to connect, please check the important notice above.
   If the feeder still fails to connect, please add the feeder via AP mode by following the instructions below.







8. The App will be then directed to the video interface for the pet feeder.



Notice:

a. The WLAN signal shows on video is only for checking the internal network's status. It does not represent the internet connection's status.

b. To enable certain functions, the App needs to obtain corresponding permissions on the phone. Please allow them when prompted.

Add pet feeder via AP mode

1. If the feeder fails to connect to the Wi-Fi network, the AP mode is plan B for adding the feeder.

   Choose **AP Mode** manually in the adding process.

   Check that the Wi-Fi indicator LED is flashing RED once every 3 seconds. Then click **next step**.

   If the indicator is in another status, please long press the Wi-Fi button for 3 seconds until you hear a beep to switch Wi-Fi indicator's flashing status to flashing rapidly. Then long press the Wi-Fi button again to

switch the Wi-Fi indicator's flashing status to flashing slowly.





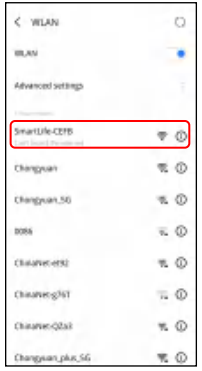
2. Please check the name of the 2.4Ghz Wi-Fi network and enter the password in the same way as in QR code mode. Click **Confirm** and the App will ask you to switch your mobile phone's Wi-Fi network to a new network broadcast by the feeder.

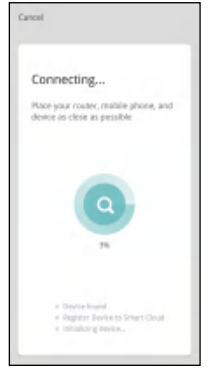




3. Please go to **Wi-Fi settings on the mobile phone** and connect to the Wi-Fi which starts with **SmartLife-** . No password is necessary.
Return to the App after the Wi-Fi is connected. The adding process is the same as in QR code mode covered above.







Add pet feeder via Auto Scan mode

Please note that in auto scan mode, 100% success rate of connecting the feeder to the Wi-Fi network cannot be guaranteed.

Choose **Auto Scan Mode** on the Wi-Fi pet feeder page and enter the correct name and password of the 2.4GHz Wi-Fi network. Make sure the feeder's indicator LED is flashing RED rapidly.

Wait for the feeder to connect to the Wi-Fi network and appear in the App.



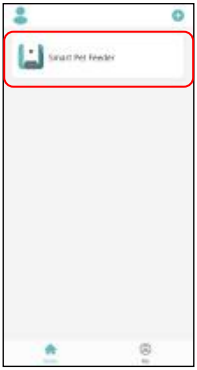


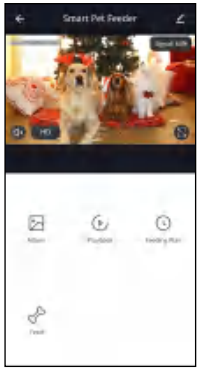


Feeding

Manual feeding

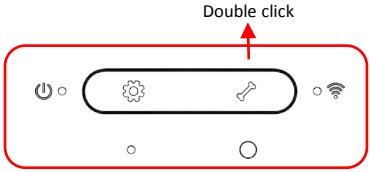
1. Click **Feed** in live video page. Choose the feeding portions and click **Feed**. The feeder will feed immediately.





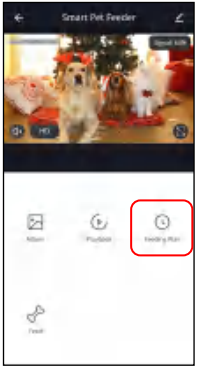


2. You can also click the Manual feed button on the feeder to feed manually.



Timed feeding

1. The pet feeder supports the scheduled feeding of exact portions at exact times. Click the **Feeding Plan** button , click **Add timing**, choose **Feeding time**, **Repeat rules for each day of the week**, and **Feed portions**, then click **Save**.



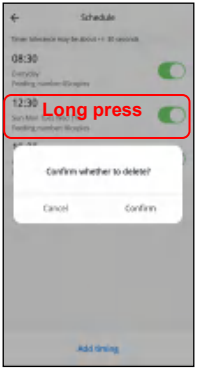




2. The feeder supports up to 12 feeding schedules. If you need to disable a schedule, you can disable it by disabling its switch.
   You can also delete it by long pressing the feeding schedule to access the delete option.

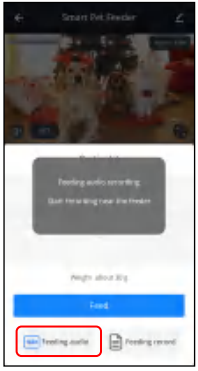






Feeding voice recording

1. To develop good feeding habits for pets, the feeder supports pre-recording a maximum of 10 seconds of audio, which is played during feeding.
2. Click the **Feeding audio** button on the manual feed page, then start talking near the microphone of the feeder. The feeder will start recording your voice. When you want to stop, click the **Feeding audio** button again, or wait for 10seconds when it stops automatically. The closer you are to the microphone, the louder your voice can be recorded.





3. After recording is complete, the feeder will play a preview of the recorded audio. If you need to change the recording, please re-record it. The default voice recording playback is 3 times.

   Notice:

   a. When the pet feeder is connected by the regular power adapter, the pet feeder recording will be played during feeding.

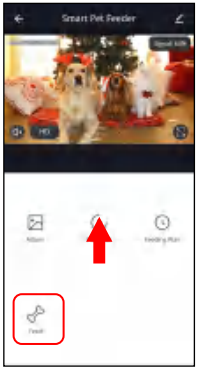
   b. If pet food blocks the food tray, the pet feeder will stop feeding and wait for 10 minutes. The voice recording will be played 3 times every 2 minutes to call the pets. If the pets finish the food in the tray,

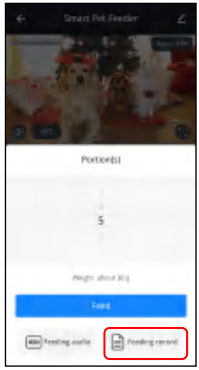
the pet feeder will work as scheduled in the feeding plan. Otherwise, it will stop feeding if the pets still do not finish feeding after 10 minutes. The feeder cannot operate until feeding resumes.

c. The voice recording will not play when feeding by button and battery supply only.

Feeding records and alarm

1. After feeding, there will be feeding records in the App. Click **Feeding record** on the manual feed page to check the feeding records. In the snapshot below, there is a feeding record that 5 portions were fed between 3:00 pm to 3:59 pm of May 8th, 2020.

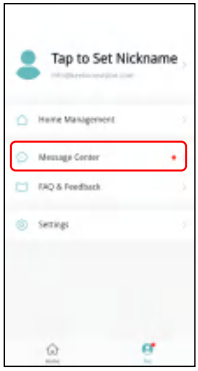






2. Machine malfunctions include low or empty food storage, low battery and food jammed in the feeding bucket or feeding tray.
3. When a malfunction occurs, a message will appear in the App. You can check error messages in the message center. Make sure that prompt message (notification) is enabled.





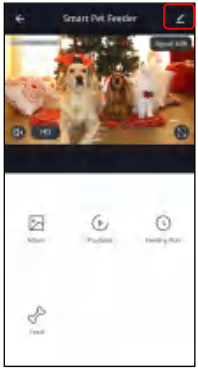


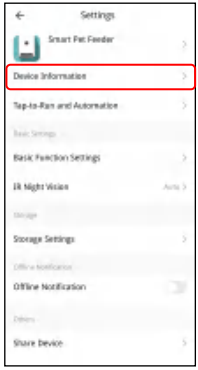
Others

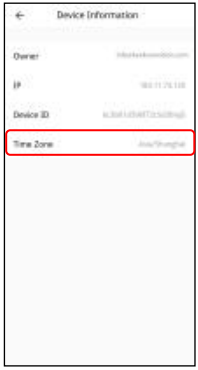
Advanced settings

Click  to access the advanced settings page.

Device information: Check feeder information. Please make sure that the time zone of the feeder is correct. It should be same as the mobile phone's time zone when adding the feeder. If it is incorrect, the feeder may feed at incorrect times, so please remove the feeder and add it again.



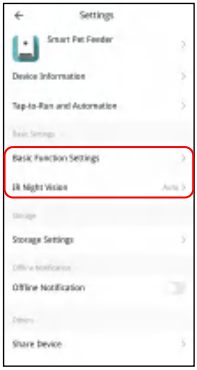




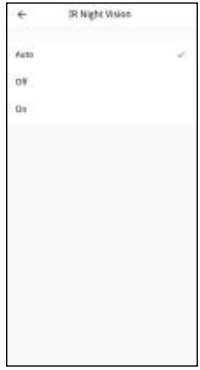
Tap-to-Run and Automation: It is not suitable for this feeder, please ignore it.

Basic Function Settings: In basic function settings, you can turn indicators on/off. Notice that when feeder is feeding, the power indicator will flash even if it is turned off. You can turn on/off the timestamp shown in the live video. You can also switch talk mode to 2-way audio communication.

IR Night Vision: Turn on/off/auto the IR night LED.







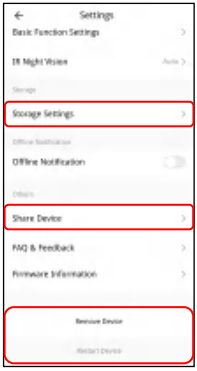
Storage Settings: When you insert a Micro SD card before turning the feeder on, it will be shown in the settings. You can turn SD card recording on/off. There are 2 recording modes; the feeder will record 5 minutes after feeding in **Event recording** mode, and the feeder will record all the time in **Non-stop** mode.

Offline Notification: When the feeder is offline, a notification will be sent to your mobile phone.

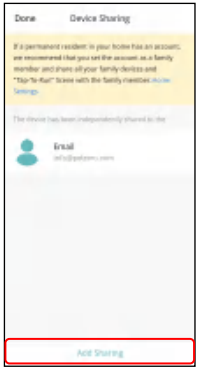
Share Device: If you want to add the feeder to another mobile phone, register a new account on the new mobile phone, then share the device

with the new account. Please make sure that both accounts are in the same country or area when registering them.

Remove Device: You can re-configure the feeder's Wi-Fi network and restore the feeder to factory default settings with this option.







Battery

The back-up battery is designed as a short-term alternative for when the external power supply is cut. With battery supply only, when the feeder reaches the time set for timed feeding, the feeder will feed as normal. When the pet feeder works on battery back-up, it will go into sleep mode and some functions will be limited:

a. When there is battery supply only, the feeding voice recording will not be played.
b. When there is battery supply only, all functions related to the camera on the feeder will be unavailable.
c. When there is battery supply only, the feeder's Wi-Fi connection will be disconnected. All operations on the App will be unavailable.
d. The power indicator and Wi-Fi indicator will turn off during standby

Reset

When you want to reset the feeder to factory default settings, turn on the feeder with external power and wait for it to boot up. Long press the Wi-Fi settings button for 5 seconds until you hear a prompt voice. Then the feeder will reset to factory default settings

FAQ

Q1: Why did the feeder fail to connect to my Wi-Fi network?

A: Please check the important notice on Page 6 for help. You can try to add the feeder via AP mode instead of QR code mode and auto scan mode.

Q2: Why does the feeder feed at the wrong time?

A: Please check that the time zone of the feeder is correct. You can find help about time zone information on Page 15.

Q3: Why does it always prompt that food is blocking the feeding tray when this is not actually the case?

A：Once food falls into the tray, the feeder will wait for 10 minutes for the pet to eat the food. If the pet does not come to eat during this time, the feeder will send a message that food is blocking the feeding tray. If the pet ate the food after 10 minutes, you will still receive the message. It is also possible that food is stuck in the food slot. If that is the case, clean the food slot.

Q4: Why is the indicator LED still flashing after I disabled it?

A: When it is feeding, the indicator LED cannot be disabled.

Q5: Why is the screen black or the video frozen when the feeder is online?

A: It depends on the network status. This may happen if the feeder's Wi-Fi network is not good or the phone is connected to an unstable network. You can try to switch a lower resolution to improve this.