



Dogness Whale Cam Feeder User Manual



BEFORE USING THIS PRODUCT, PLEASE READ THIS MANUAL

Thank you for purchasing DOGNESS smart products. For your safety and concern, please read this product manual carefully prior to use. Failure to follow and operate this product in accordance within the manual and issues that result in any personal injury, property or other losses, DOGNESS has no liability except as expressly provided by law.

ABOUT THE PRODUCT MANUAL

The authorization, trademark, and font size of the manual belong to DOGNESS and other related parties. If the content of the manual is inconsistent with the actual product (including APP), the actual product (APP) shall prevail. DOGNESS reserves the right (including electronic version) to interpret and modify the manual within the scope permitted by law. If you have any objection to any content or terms of the manual, please submit a written objection to DOGNESS: within 7 days after purchasing the product. Otherwise you agree, understand and accept the entire contents within this user manual.

AUTHORIZATION STATEMENT

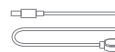
The company respects and protects the personal rights of all users who use the service. In order to provide you with accurate and personalized services, this product will use and share your personal device operation rights in accordance with the authorized directions. This application will treat this information with a high degree of diligence and prudence. Except as otherwise provided in this authorization statement, this product will not disclose or provide this information to third parties without your prior permission.

Additional users authorized by you to access the product will have the usage rights of your device, including but not limited to; function, control, video recording, photography, microphones, listening, etc. The decision to authorize means that you are fully aware and understood the above terms. The company does not assume any form of responsibility for the loss of personal privacy, relationship disputes, property, credit, etc. as a result. Please use caution with the authorization function. The company has the final right to interpret the license terms, and the authority to terminate the service agreement with the authorized user(s) immediately.

PRODUCT CONTENTS



Feeder X1



USB Powercord X1



User Manual X1



Warranty Card X1

NOTE: In an effort to provide the best user experience for you and your pet, our products are continually updated and improved. Therefore this user manual may have slight differences from the actual product.

SPECIFICATIONS

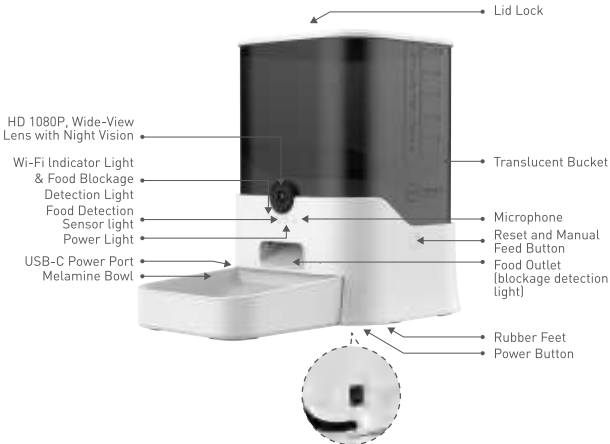
Model: F18
Size: L10.6" x W17.6" x H15.1"
Weight: 6.7 lbs.
Capacity: 11 Liters
Material: ABS / Melamine
Camera: HD 1080P, Wide-View Lens with Night Vision
Network: Wi-Fi 2.4GHz (not compatible with 5GHz. WiFi)
Smartphone Compatibility: Android 5 or above, iPhone 7 or above
Rechargeable Battery: 5000mAh
Power: 5V 1A

* The device needs to be used with a 5V/2A power adaptor.

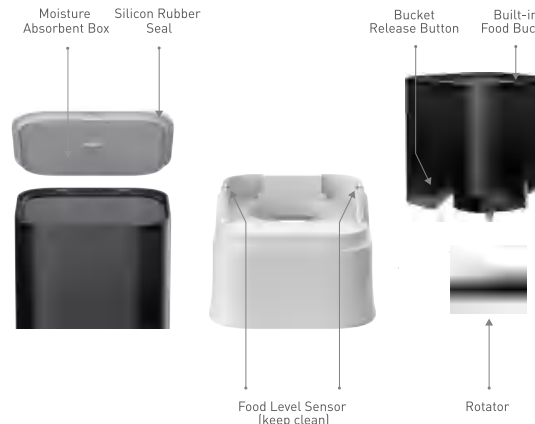
FEATURES

- **HD CAMERA:** View live streaming video, take photos and record videos in HD 1080P directly on your smartphone, cloud storage not required.
- **CAPACITY:** Holds up to 11 liters of dry kibble, feeds up to 20 meals per day, 39 portions per meal.
- **CLOG - FREE DISPENSER:** Anti-food jamming design ensures the food is delivered on time, every time.
- **INSECT & MOISTURE-RESISTANT:** Built-in top cover silicone seal keeps the food fresh and dry. The food outlet closure prevent insects from entering while reducing moisture.
- **DUAL-POWER MODE:** Powered with a USB power cord and rechargeable lithium battery, supports wireless use.
- **POWER SAVING DESIGN:** When powered by the battery, the feeder enters "Sleep-Mode" when idle to conserve energy.
- **UNINTERRUPTED POWER SUPPLY:** Maintains the feeding schedule and WiFi connection during a power outage.
- **LOW FOOD NOTIFICATION:** When the food level is low, it will automatically send a notice to your smartphone to replenish the supply.
- **HEAR & SPEAK:** With a built-in microphone and speaker you can listen and speak to your pet through your smartphone. Personalized a message to announce at each feeding.
- **DURABLE:** Break-Resistant, BPA-Free Melamine food bowl. Resists against scratches, chips and stains. Easy to clean and dishwasher safe.
- **REMOVABLE TRANSPARENT BUCKET:** With the transparent bucket it's easy to see the food level. Simple to disassemble and clean.
- **PAW PROOF:** Push-and-pull lid and food outlet closure, prevents access to prying paws.
- **AI COMPATIBILITY:** Alexa.
- **PET SIZE:** ideal for medium to large size pets.

PRODUCT OVERVIEW



Power Button: When connected to power, press the power button to ensure the feeder is turned on



POWER SUPPLY



SLEEP MODE:
When using battery power, after a short idle period, the feeder will enter low-power sleep mode to conserve energy. Functions of the feeder will be limited to the scheduled feeding plan and notifications. Full functions will be restored including the camera when the app is opened.



Power on the feeder by plugging the USB cord and adapter into a power outlet.
press the power button to ensure the feeder is turned on.
Make sure both your smartphone and the feeder are using the same 2.4Ghz Wi-Fi network.
(not compatible with 5Ghz Wi-Fi).

To maintain a reliable network connection, please place the feeder within
close proximity to the WiFi router.

INSTALL THE DOGNESS APP



Scan the QR code to download
the "Dogness"App

Support
Android/iOS download

DOWNLOAD THE APP OR SCAN THE QR CODE TO INSTALL



The feeder can be connected to the App using three different methods: 1. Scanning of the QR
code on the feeder; 2. Bluetooth pairing or connecting the device via hot spot; 3. Manual Set-up
(most commonly used). The feeder is operational once it is connected to your Wi-Fi network.

Description of the indicator light functions	
Function	Description
Reset Button	1. Pressing twice will manually feed 1 serving. 2. Press and hold for 6 seconds until it makes a "DingDong" sound to reset the feeder.
Food Detection Sensor Light	When the food level is at or less than 25% full, the yellow light will begin to flash.
Wi-Fi Indicator Light & Food Blockage Detection Light	Green indicator Light: 1. Slow Flash; configuration mode, feeder is ready to connect to your Wi-Fi network. 2. Fast Flash; pairing mode, feeder is attempting to connect to the Wi-Fi network. 3. Solid Light; connected, normal operation. Red Indicator Light: Slow Flash: Food is Blocked. OFF: In Sleep Mode & Battery Powered.
Voice Recording Function	1. Open the Dogness App, go to settings, Recording settings. Add Recording click the recording button on your smartphone to talk to the device, release the recording button. click the Trial and listen to the recording. 2. Number of recordings: 3
Power Light	1. Battery Charging: Solid Red Light 2. Charging Complete: Solid Green Light 3. Low Battery: Flashing Red Light 4. Normal Operation: Light is Off

PRECAUTIONS

1. Fill the food bucket before using the feeder for the first time.
2. When plugging and unplugging the adapter, do not pull on the power cord directly.
3. Don't insert foreign objects into the feeder, modify or attempt to repair this product without prior authorization from a Dogness representative.
4. Please use the original USB power cable.
5. This product is only suitable for indoor use, avoid direct sunlight exposure.
6. This device contains electronic parts and is not waterproof. It is not recommended to be used in moist or wet environments.
7. This product is not suitable for any other purposes except feeding pets.
8. This is not a toy, those who lack relevant experience and knowledge (including children) must use it under the supervision and guidance of a responsible adult.
9. Clean and maintain this product.
10. If the product fails or produces smoke, or abnormal heat, please disconnect from power and contact customer service at [US] 1-833-DOGNESS [364-6377].

FAQ

Q. Why is the indicator light on when i first use it?
A. Fill the bucket with dry food above the sensor window and press the reset button and the light will disappear.

Q. Why cant i connect the feeder to the internet?
A. The feeder is compatible with 2.4Ghz Wi-Fi networks only, if you have both 2.4Ghz and 5GHz Wi-Fi (also known as Dual-Band Wi-Fi), make sure your smartphone is connected to the 2.4Ghz Wi-Fi band. Then during the set up process within the App, enter your 2.4Ghz Wi-Fi name and password when prompted. Both your smartphone and the Feeder must be connected to 2.4Ghz Wi-Fi. If you're not sure what Wi-Fi band you have contact your internet provider for more information.

Q. I am connected to 2.4 Wi-Fi and i still can't connect?
A. Reset the feeder by pressing and holding the button on the side of the feeder for 6 seconds, when the green light starts to flash slowly, proceed to setting up the feeder within the App again.

Q. Is there another way to connect to the feeder?
A. Try using the device "hot spot" connection method. On the page where the App failed to connect, click the orange font "Reconnect to device hot spot connection mode" which is under "Reconnect". Before using the hot spot connection, press the RESET button for 2 seconds until the indicator light flashes blue, then enter the device selection page, select the device to be connected, and follow the prompts.

Q. I am still having trouble, who can i contact?
A. Contact customer service at 1-833-Dogness [364-6377].

Q. Why wont the food dispense?
A. The food bucket may be empty or the Wi-Fi network is disconnected or delayed or it could be obstructed.

Q. Why is the video feed blank or nonexistent?
A. Check to ensure it's still connected to the Wi-Fi network or if the feeder has lost power. It might just need to be refreshed, you can refresh the video feed by opening and closing the feeder icon within the app.

Q. What can I do if my App account suddenly fails to login?
A. First, make sure that the network is normal and if you share the feeder with a friend check to see if they're logged into the account. Otherwise, it is recommended to reinstall the App again. Android users can clear the cache by going to settings in their smartphone and try again.

Q. I want to change my account number and information within the App, how do i do that?
A. The App does not support direct replacement of the account. It's suggested to set-up and register a new account using a different email address or phone number than previously used. Make sure to uninstall and reinstall the App.
If you have any other questions, please visit our website at <https://www.dogness.com>.

Entrusting Party: Dogness Group LLC
Address of Entrusting Party: 4116 W Spring Creek Pkwy, Plano, TX 75024
Manufacturer: Jiasheng Enterprise Co., Ltd.
Address of Manufacturer: No. 3 W Yuehua Rd, Tongsha New Industry Park, Dongguan, Guangdong, China 523127
Website: www.dogness.com
Customer Service Hotline [U.S.]: 1-833-DOGNESS [364-6377]

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.

Any 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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

名称	F18-M 喂食器说明书(中文版)		
文件编号	JS21MKTPKD229CH	文件版次	1.0
尺寸	630*90mm		
材质工艺	128g哑粉 风琴折		
设计	赖伟全	时间	2023/10/28
审核			