

# SimplePets

## Smart Pet Feeder Manual

SimplePets intelligent pet feeder is a high-end intelligent device that integrates IoT technology with pet health management concepts. Consumers set up intelligent feeding and remote monitoring through the LCD control panel or APP; It is with low power consumption and ultra long battery life; It also solves the functions of timed and quantitative feeding for pets, remote interaction, etc., allowing you to provide intimate care for your beloved pets even while traveling.

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## 1. Product Specification

Model	Specifications
Product size	380mm X 380mm X 750mm
Capacity	40 pounds
Camera	16: 9-3MP high-definition, wide-angle view
Night Vision	1-IR mode; 2-2-Full color mode of fill light; 3-3- Full color mode.
Feeding plan	12 modes (supporting device and APP settings)
Memory	8G EMMC
Battery specifications	UL certification; 10000mAh -3.7V output
Charging specifications	5V 1A
Operating temperature	-10°C- 55°C / 14°F-131°F
Pet size	Medium/Large Dogs
Treat mode	Support
Leaving mode	Support

## 2. Smart Feeder Assembly

### 2.1. Install the tray holder and the tray

~~installation diagram~~

### 2.2. Install the charging cable

~~installation diagram~~

### 2.3. Install the battery

~~installation diagram~~

### 2.4.-Install the maintenance door

~~installation diagram~~

## 3. LCD Control Panel Settings

### 3.1. Long press the power button for 2 Seconds to turn on/off the device.

### 3.2. Set the Time of Day

-Push the **Menu** button x1 until display shows “Time is:”

-Press the **Select** button and the number in the hours position will underlining.

- Push the **Set** button to advance the hours.
- Push **Select** again and the minutes will underlining.
- Push **Set** to advance the minutes.
- Push **Select** again and the AM/PM will underlining.
- Push **Set** to advance the AM/PM.
- Press **Menu** to advance to feed event settings

### 3.3. Set Feed Events

- Press the **Menu** button x2 until the display reads “Feed1”.
- Press the **Select** button and the number in the hours position will underlining.
- Push the **Set** button to advance the hours.
- Push **Select** again and the minutes will underlining.
- Push **Set** to advance the number of minutes.
- Push **Select** again and the AM/PM will underlining.
- Push **Set** to advance the AM/PM.
- Push **Select** again and the OFF/ON will underlining.
- Push **Set** to advance the OFF/ON. When ON is selected, it automatically jumps to the time setting, push **Set** to advance the second.
- Press **Menu** to advance to the next feed event.

### 3.4. Treat / Feed Calibration

#### 3.4.1. Long press the Menu button for 3 Seconds.

This feature has two functions: 1) Activates the motor and continues the motor running until the Menu button is released while simultaneously 2) displays FEED TIME: X and begins counting UP on the display, the number of seconds (X) the button has been held down / motor has been running. Once the button is released, this Feed Time: X is held on the display for 10 seconds to display to the customer the time the button was depressed. Note: If, during the 10 seconds, the customer presses and holds the button down again, it will continue the process of running the motor and counting up until released again. This will give the customer the opportunity to add more time / dispense more feed to the feed measurement during this calibration process.

This function provides the customer three features 1) it allows the customer to calibrate the feed

output based on the size of the feed they are using, and 2) provides them with the number of seconds to set a regular feed event and 3) allows the customer to dispense feed at the press of a button.

### **3.5.Away Mode (Activate and Deactivate Feed Events Temporarily)**

-Press the Menu button until the display reads "Away Mode: ON / OFF".

-Press the **Select** button to select (toggle) between ON or OFF.

If set to OFF, the feeder runs on all scheduled feed events.

If set to ON, the feeder does not run on any scheduled feed event.

### **3.6.WIFI Mode**

-Press the **WIFI** button until the display reads "Wifi Set Up" to open the APP in advance and enter the add device page for operation.

## **4.User Guide**

### **4.1.APP Installation Guide**

-Download the SimplePets Feeder APP.

-.After successfully searching for SimplePets Feeder through the APP Store or Google Play store, click install.

### **4.2. Account**

-Select register --->Select a country--->Input email address --->Input password --->Enter email and click on verification to complete registration.

-Select Login --->Input email address --->Input password --> Click login.

-Forgot password:Click Forgot Password ---> Send Email --->enter your email and click "Change". After success, you can return to the login interface and login again.

### **4.3.Add Smart Feeder Device**

-Place the device close to the router, preferably within 10 meters.And open the button protection cover.Then long press the WIFI button on the device, wait for WIFI Setup to appear on the LCD, and then click APP on the phone to add device.

-Click on the device icon and select the router. After inputting the router password, it will take approximately 20 seconds to complete the pairing.

-After successful connection, the device name defaults to Pet Feeder and can be modified

according to actual needs.

## 4.4. Set Up Guide

**4.4.1.** Click on the product icon on the interface to enter the live streaming interface.

**4.4.2.** Click on the Treat interface to manually set 1S feeding and custom feeding.

**4.4.3.** Click on the Feed interface to set up 12 feeding plans.

**4.4.4.** Click on the Event interface to view recorded events and filter, view, or edit operations.

**4.4.5.** Click on the Settings interface to make the following settings:

- After entering the Power Manager, different modes can be set as needed.

- Camera Off/On can be turned off, but it does not affect feeding settings.

- Motion Detection can be set to either Detection Area or Privacy Area.

- Nightlight Management can set feeding lights, brightness, and time.

- Audio Settings can be used to set the on/off sound of physical buttons on the Mic and control panel.

- Notification Settings can be used to set the form and development of notifications.

- Video Settings can set the night mode and screen display content.

- Click Delete Device to delete the current device.

- Click on Pet of the first level page to enter and edit the detailed information of the pet.

- Click on Store of the first level page to enter the website and select the desired pet food or browse other content.

- Click on User of the first level page to make the following settings:

- Click on Personal Information to change the user name and password.

- Click on Support to access the installation guide and descriptions of common issues.

- Click on Message to view the current operation information, push information, and other system information.

- Click on Device Settings to enter settings.

- Click on About to access Official, Privacy Agreement, Service Agreement, and Upload Log.

- After entering the live streaming interface, the following operations can be performed:

- Click on the icon in the video to watch in full screen.

- Click on Screenshot to save the image of the current video and save it in the phone's photo album.

- Click on Video to start recording, display the current recording time, and save it in the phone album after it ends.

## 5.FQAS

### 5.1.Failed to add device and solution?

- If the router is set to bridge mode, the connection may fail due to unstable WiFi signal. It is not recommended to use bridge mode WiFi when the feeder is connected to the internet.

- If you are a campus/corporate user and the school/company assigns a static IP address to each student/employee for internet access, you can manually enter the static IP information to access the internet. At present, camera networking does not support this situation, and other available WiFi connections need to be selected.

- The camera currently does not support WPA/WPA2 "enterprise" encryption for networking. It supports WEP, WPA-PSK/WPA2-PSK, or password free enterprise WiFi. If connecting the camera to the network in an enterprise network environment, please confirm in advance whether the WiFi encryption method meets the requirements for camera networking.

- Due to the complexity of router settings and actual internet environment, if you still cannot solve the camera networking problem, please call our official customer service for consultation.

### 5.2.Device abnormal offline?

- Please confirm if offline is caused by power outage or power failure.

- Please confirm if the camera has had its router replaced (currently, the camera can only connect to 2.4G networks). Please confirm that the WIFI signal strength of the offline camera should be kept as high as possible above 80%. You can connect to other WIFI or turn on a hot spot on your phone to check the network.

- You can try reconnecting the device.

- If none of the above methods are feasible, you can contact our customer service.

### **5.3.What can smart feeders do?**

-Support offline and APP mode settings for timed and quantitative feeding.

-Through the APP, remote real-time viewing and voice calling can be achieved, and family members can also be invited to watch and download and share happy moments.

-20 pounds of large capacity storage space.

-Dual power supply mode. Even in the event of a power outage, it can automatically switch to the backup battery for power supply. Even if the backup battery is used, it can still be used for 60 days in normal mode.

### **5.4.The feeder has no sound?**

-If the phone permissions are normal and there is a suspected device malfunction, it is recommended to contact the after-sales service.

### **5.5.There is no sound on the mobile end?**

-Please check if the app has enabled the Mic function.

-Please check if the phone permissions are normal.

### **5.6.What are the requirements for network bandwidth during live streaming?**

-It is recommended that the upstream bandwidth of the network where the camera is located be 120KB/S (ADSL above 4M), and the downstream bandwidth of the network where the mobile phone is located be 120KB/s;

### **5.7.Will recording stop when the memory is full?**

-It won't stop recording. The device's recording function supports loop recording. When the storage is full, the device will automatically delete old video files and write new ones.

### **5.8.Equipment indicator light description?**

-During normal operation, the green light remains on. Without any operation, turn off the LED lights and LCD backlight.

-During the distribution network process, the green light flashes.

-When the device is disconnected from the network, the red light remains on.

### **5.9.When adding a feeder, it prompts 'bound by \* \* \* user ?**

-This feature is intended to protect user ownership and requires the user to delete the camera before you can add it.

-If you have any other questions, you can contact customer service.

## **6.Precautions**

**7.1**-Please place the device in a stable and dry place, avoiding direct sunlight.

**7.2**-Before the first use, please thoroughly clean the grain storage bin and ensure that the feed is dry and free of clumps.

**7.3**-It is recommended to clean the grain outlet channel every 2 weeks to prevent residue accumulation.

**7.4**-If not used for a long time, please turn off the power and remove the battery.

## **7.Environmental Protection and Safety Certification**

**8.1**-This product has passed FCC, CE, RoHS certification and complies with international safety and environmental standards.

## **8.After sales service**

**9.1**-The host comes with an 18 month warranty.

**9.2**-Customer service technical support email: [support@simplepets.com](mailto:support@simplepets.com) .

## FCC warning statements:

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.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

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.

The device has been evaluated to meet general RF exposure requirement. 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.