Petcube Bites | amazon



Top 10 Petcube Bites Troubleshooting Solutions

① LED remains solid yellow and doesn't blink green

If the LED indicator on your Petcube Bites stays solid yellow for more than a few minutes after you power it up, please perform a factory reset on your device following the steps below:

1. Find the reset pin that came with your Petcube Bites.

2. Locate the small hole below the USB port on the left side of your Petcube.

3. Insert the reset pin into the hole and hold it down for 8 seconds until Petcube Bites plays a short jingle.

4. Release it and wait until the camera boots up and starts blinking green.

5. Then, open the Petcube App, go to the 'Home' tab, select 'connect your device' and follow the steps on the screen.

② Petcube Bites 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.

First, 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 the small hole below the USB port on the left side of the Petcube Bites, 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 Bites.

4. Follow the steps on the screen.

5. On step 3, open 'Settings' on your phone, go to 'Wi-Fi settings', connect to Petcube Bites 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 Bites 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 'Connect'.

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 'Connect' (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.

③ ‘Oh bummer’ setup error

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

If you are still having issues with setup, try to perform a factory reset on your device: find the reset pin that came with your Petcube Bites, locate the small hole below the USB port on the left side of your Petcube Bites, insert the reset pin, and hold it down for 8 seconds until Petcube Bites makes a sound. Release it and wait until the camera boots up and starts blinking green. Then, open the Petcube App, go to the 'Home' tab, select 'connect your device' and follow the steps on the screen.

4 Petcube Bites is blinking yellow and doesn’t turn white after setup

This 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. Power up your Petcube Bites, wait 1 minute until it starts up, find a reset pin that came with your Petcube Bites, find the small hole below 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 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:

a. You are using WEP security on your router which is not supported by Petcube due to security reasons. Petcube Bites works with newer WPA/WPA2 encryption technology that aims to provide stronger wireless data encryption than WEP. We recommend changing your 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 call Petcube Customer Care for assistance at 1-888-447-2522 (toll-free within US and Canada).

b. Your router may have some security settings such as a firewall or MAC address filtering that don't allow Petcube Bites to connect to the Internet. Call your ISP or reach out to Petcube Customer Care for assistance.

c. 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 reach out to Petcube Customer Care to resolve this issue.

d. 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:

- 67.228.165.226:3335/tcp

- 67.228.165.226:16384-32384/udp

- cube_ext_ip:7000-7100/udp (optionally, NAT)

- 52.0.95.32:443/tcp

- 34.195.161.50:443/tcp

5 Petcube Bites 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.

6 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 Bites 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 Bites 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.

7 Petcube Bites is ‘disconnected’ or ‘online’ but you can’t play with it

If your Petcube Bites is showing ‘disconnected’ or ‘online’ on the Petcube App but you are unable to connect to it, it could mean that the network you are currently connected to may have restricted Internet access.

Try switching to a different wi-fi network on your phone or use mobile data Internet (LTE, 3G). If you are still unable to play with your device, contact Petcube Customer Care team.

8 Petcube Bites has been blinking orange rapidly for over 10 minutes

If your Petcube Bites suddenly went offline and the LED light has been blinking orange rapidly, it means that your Petcube is receiving a firmware update which normally takes about 5 minutes. Please make sure your Petcube doesn’t lose power during the firmware update.
If the LED light keeps blinking orange for over 10 minutes, contact Petcube Customer Care team.

9 There is an echo when using 2-way audio

To help reduce issues with echos and hearing your own voice when you call your camera, Petcube’s Echo Reduction feature is enabled by default in your profile settings.

When you call your camera, your microphone is muted by default while the speaker is on. To unmute and talk, tap the white microphone icon in the lower left corner of the screen. The microphone icon will turn yellow and say 'Talk Now' next to it. Keep in mind that with the noise reduction feature enabled, when the microphone is on, your speaker is off and vice-versa.

If you experience an echo when you are away from the camera, we recommend adjusting the volume level on Petcube Bites following these easy steps:

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. Go to General settings menu.

6. Adjust the volume level under 'Camera Volume'.

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).

10 Treats got jammed in Petcube Bites

If a treat gets jammed in Petcube Bites’ 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.

Custom care 24/7

1-844-747-2823
toll free for the US and Canada

support@petcube.com

www.petcube.com/support/bites/