Add pet feeder via Bluetooth



STEP 1

Search the app store or scan the QR code to download and install the app called Pet Zero.

STEP 2

Open the app, click "**Log In**". Tips: If you haven't an account, please click "**Sign Up**" to create an account.

STEP 3

Please choose the correct country or the Area, enter the account and password, read and agree to the privacy policy, then click "**Log In**".

STEP 4

Click "**Add Device**" or plus button at the top right corner to add a new pet feeder.

STEP 5

Click Turn on Bluetooth and click Turn on now.



STEP 6

Click Add button at the top right corner.

STEP 7

Choose Wi-Fi and enter password, then click next.

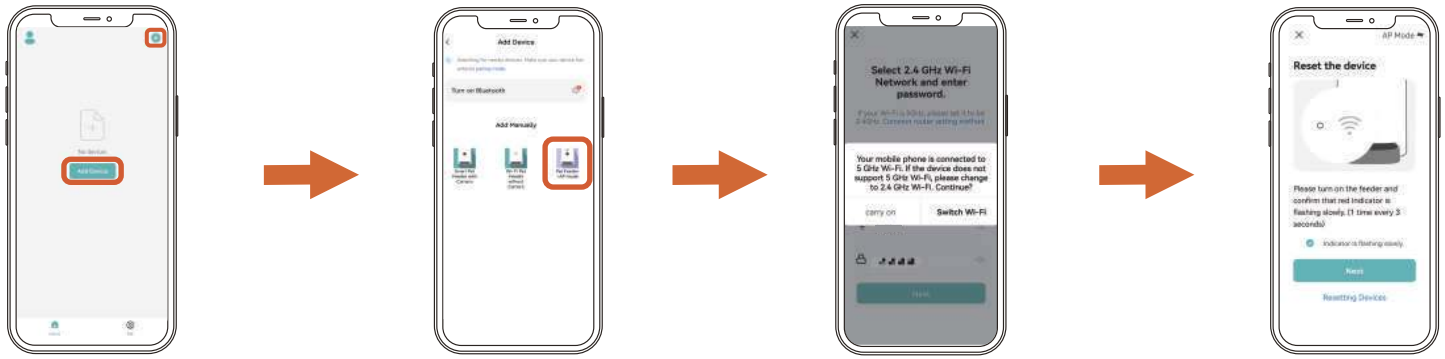
STEP 8

Device is being added.

STEP 9

Click Done button at the top right corner to finish the connection.

If the feeder is failed to connect, please add the feeder using the AP mode



STEP 1

Click "**Add Device**" or plus button at the top right corner to add a new pet feeder.

STEP 2

Click Pet Feeder-AP Mode.

STEP 3

Select 2.4 GHz WIFI network and enter password, then click Next and Carry on.

STEP 4

Check whether the indicator led is flashing red once every three seconds, if yes, then click "**indicator is flashing slowly**" to go to the next step.

Tip:

If not, please press and hold on to the wi-fi settings button for 3 seconds until you hear a beep sound.



STEP 5

Go to the wi-fi settings on your mobile phone and connect to the wi-fi which starts with Smartlife.

STEP 6

Return to the app after the wi-fi is connected.

STEP 7

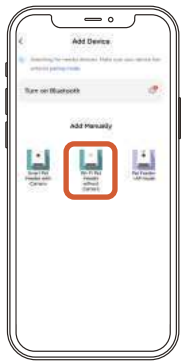
Click Done button at the top right corner to finish the connection.

if the feeder is failed to connect, please add the feeder using the EZ mode



STEP 1

Click "**Add Device**" or plus button at the top right corner to add a new pet feeder.



STEP 2

Click "**Wi-Fi Pet Feeder without Camera**"



STEP 3

Select 2.4 GHz WIFI network and enter password, then click Next and Carry on.



STEP 4

Check whether the indicator led is flashing red twice per second, if yes, then click "**indicator is flashing rapidly**" to go to the next step.

Tip:

If not, please press and hold on to the wi-fi settings button for 3 seconds until you hear a beep sound.



STEP 5

Click plus button to add the device.



STEP 6

Device is being added.



STEP 7

Click Done button at the top right corner to finish the connection.

FAQs

Troubleshooting method of connection failure:

1) The feeder only supports 2.4G Hz.If your wireless is double-band, please contact us, we will provide you with the method of frequency division router.
2) Check whether the pet feeder is plugged in (The power adapter must be plugged in to successfully connect to WiFi).
3) Check if the wifi strength is strong enough and reset the router. The distance between the feeder and the router should not be too far, within 10m is recommended.
4) Check the indicator lights'station is consisten with the app describetions. If not, changing them by long-pressing the wifi setting button until it makes a beep sound.
5) Switch between AP mode.
6) Re-download the app and reset the pet feeder.

2. The device does not dispense food as scheduled?

1) The feeder is using 24-hour military time system.
2) Please check if feeding is set to only once, please check the Monday to Sunday option box as necessary to set the repeat feeding schedule.
3) When there is food blocking, the feeder won't dispense food, clean the food residual in the food outlet.
4) Please try to manual feeding to check if the motor is turning properly.
5) Please reset the feeding schedule to have a try.

3. Why do I get a food shortage notice when there is food in a food bucket?

1) There are two sensors in the food bucket, and when the food is below the sensor position, there will be a food shortage notification.
2) Do not place feeders in direct sunlight to avoid triggering a food shortage notification.

4. How to avoid abnormal food dispensing?

1) Avoid setting too many portions for 1 single meal, follow your veterinarian's feeding recommendations and set clear portion sizes for feeding (1 portion about 5g, 1 meal portion setting not recommend over 8 if your pet can't eat the food timely)
2) Avoid excessive shaking of the feer by pet, which may cause food come out from the bottom, straps can be used to secure the machine if necessary;
3) Avoid your pet's paws from scratching around food ports, which may cause food to flow out of the spout.

If the connection fails, please provide the information to contact our after-sales team, we'll get back to you within 24 hours.
(support@wopet.com)

1. Your order number
2. The virtual ID of feeder
3. The video failed to connect