

MEET YOUR

Petcube Cam

1 PETCUBE CAM SPECS AND SYSTEM REQUIREMENTS

Petcube Cam features:

- 110º wide angle view;
- 1080p HD video;
- 2-way audio;
- Night vision;
- 4x digital zoom;
- Sound and motion alerts.

Petcube Cam requires:

- Wi-Fi 802.11b/g/n, 2.4 Ghz, password protected;
- iOS 14 and higher or Android 7.1.2 and higher;
- Min 2 Mbps Upload speed on the Petcube (4 Mbps recommended);
- Min 2 Mbps Download speed on the mobile device (4 Mbps recommended).

2 SAFETY AND HANDLING

To avoid injuries or causing harm, read all safety information and operating instructions prior to using Petcube.

- Don’t drop, hit, shake, or tumble your Petcube Cam;
- Don’t stain, scratch, or otherwise damage the front panel;
- Petcube is not to be used by minors unless under the direct supervision of an adult;
- Don’t expose to liquid, moisture, dust, excessive heat, or naked flame;
- Don’t leave in direct sunlight;
- Prevent the power cord from being walked on or pinched.

1. Setting up your Petcube Cam on iOS device

Step 1. To set up your Petcube, download Petcube application (fig 3.1.1) to your iOS device. The Petcube app requires iOS 14 or greater and can be downloaded in the App Store or at the link below:

www.petcu.be/ios-app-download

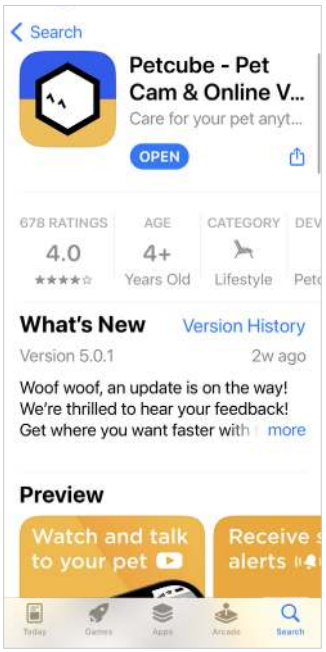


Fig. 3.1.1



Fig. 3.1.2

Step 2. Connect your Petcube to a power source and wait up to a minute until the LED light starts blinking yellow or blue (fig 3.1.2).

Step 3. Open the Petcube app on your iOS device, log in or sign up for a Petcube account (fig 3.1.3).

Step 4. Tap the plus icon in the right upper corner of the screen (fig 3.1.4) and pick Petcube Cam from the list of options (fig 3.1.5).

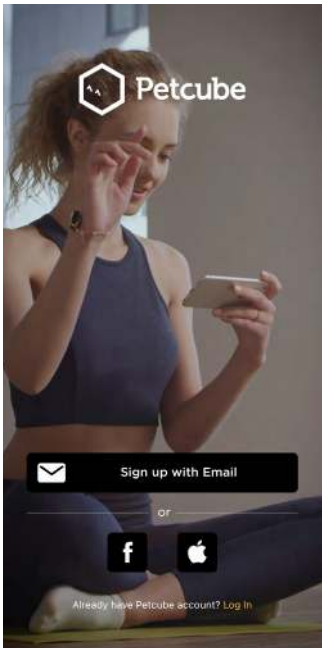


Fig. 3.1.3

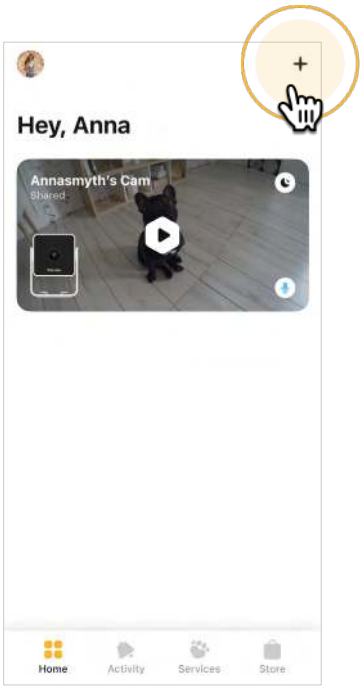


Fig. 3.1.4

During the setup, Petcube Cam will automatically detect the Wi-Fi network your phone is currently connected to, so it's a good idea to make sure you're connected to the same network you want to hook up the camera to, and have the Wi-Fi password handy as you'll be asked to enter it shortly. Make sure it is a 2.4 ghz WI-FI network.

Step 5. As long as the LED light is flashing on your camera, you're ready

to enable the setup mode. To do that, press setup button at the bottom of the camera until you hear a short jingle and a message saying “Ready to Connect”, and tap ‘I heard “Ready to Connect” on the screen.’ (fig 3.1.6).

Step 6. At the top, you’ll see the network that you’ll be connecting the camera to, enter your Wi-Fi password or tap on ‘Wi-fi network name’ to change network then tap ‘Connect’ to continue the setup (figure 3.1.7).

Keep in mind that only 2.4 Ghz wifi networks are supported by Petcube Cam. Please make sure you are connecting to 2.4 Ghz wifi network

Step 7. A QR code will be generated on your phone screen. Hold your camera at the 5-inch distance with the lens facing the QR code until you hear a message saying “QR code scanned”, check the box, tap ‘Next’ (figure 3.1.8).

Step 8. Your Petcube device is almost set! Please wait until it connects (figs 3.1.9 & 3.1.10) and the light on the front panel turns blue.

Step 9. Once the LED light on your Petcube changes to solid blue (fig 3.1.11), you are ready to play with your Petcube (fig 3.1.12).

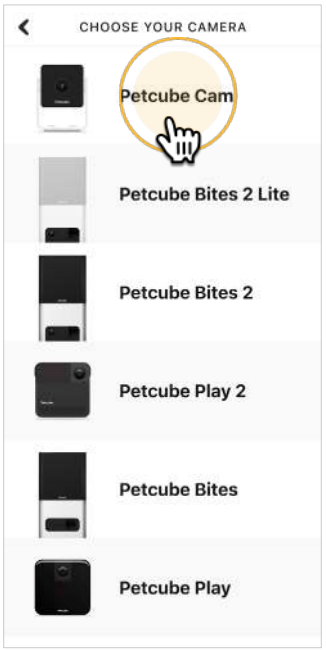


Fig. 3.1.5

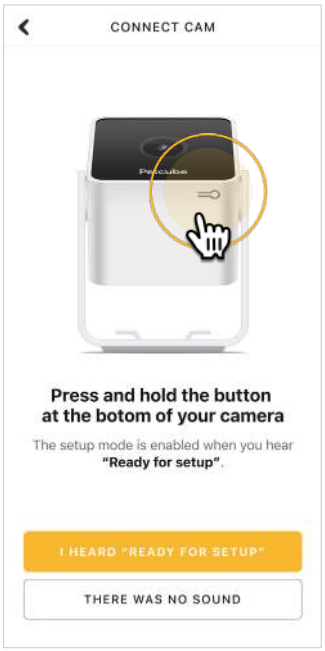


Fig. 3.1.6

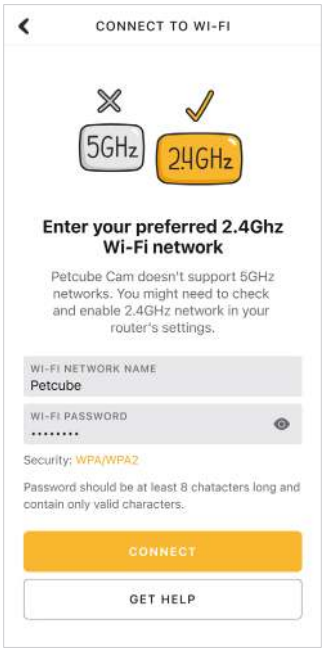


Fig. 3.1.7

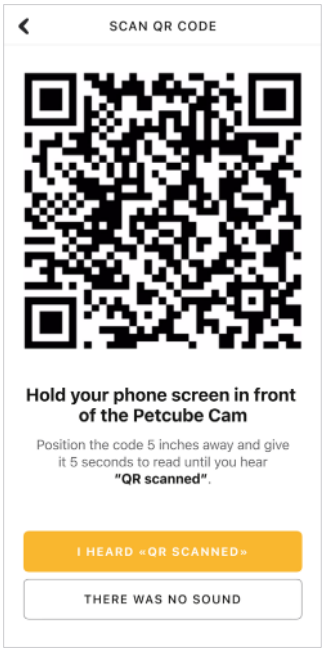


Fig. 3.1.8

Reminder: It is likely that your Petcube will need a firmware update right after it is connected. The firmware update will be downloaded to your camera within 24 hours.



Fig. 3.1.9

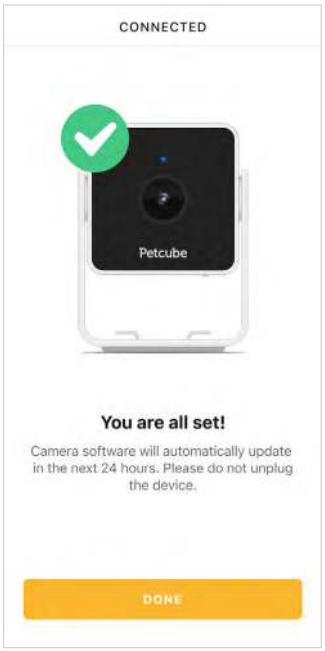


Fig. 3.1.10



Fig. 3.1.11

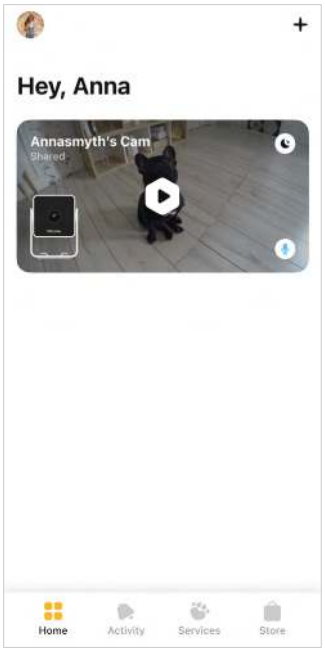


Fig. 3.1.12

2. Setting up your Petcube Cam on Android device

Step 1. To set up your Petcube, download the Petcube app to your Android device (fig 3.2.1). The Petcube app requires Android 7.1.2 or greater and can be downloaded in the Google Play Store or at the link below: www.petcu.be/android-app-download

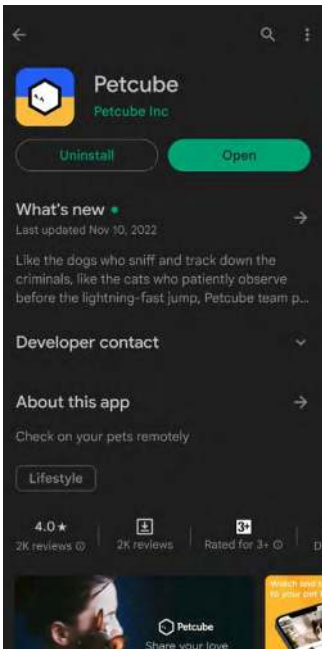


Fig. 3.2.1



Fig. 3.2.2

Step 2. Connect your Petcube to a power source and wait up to a minute until the LED light starts pulsing yellow or blue (fig 3.2.2).

Step 3. Open Petcube app on your Android device and log in or sign up for a Petcube account (fig 3.2.3).

Step 4. Tap the plus icon in the right upper corner of the screen (fig 3.2.4) and pick Petcube Cam from the list of options (fig 3.2.5). During the setup, Petcube Cam will automatically detect the Wi-Fi network your phone is currently connected to, so it's a good idea to make sure you're connected to the same network you want to hook up the camera to, and have the Wi-Fi password handy as you'll be asked to enter it shortly.

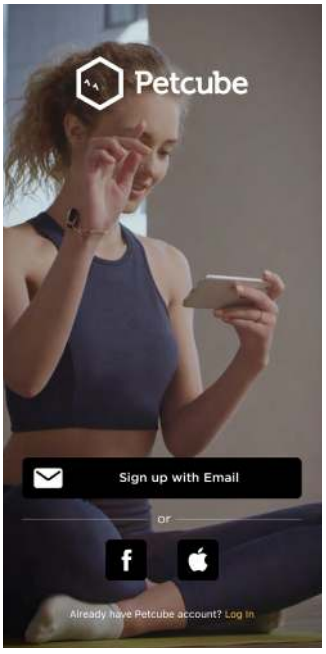


Fig. 3.2.3

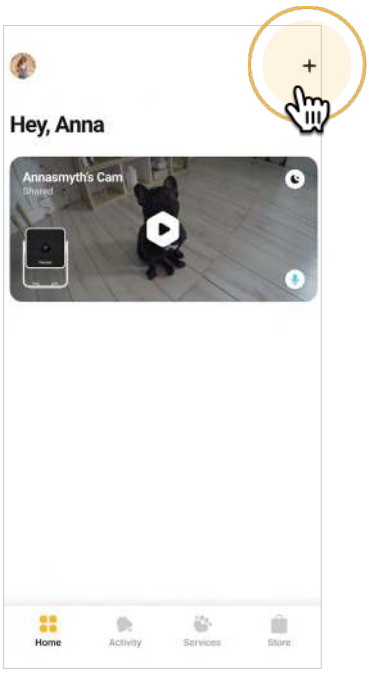


Fig. 3.2.4

Step 5. As long as the LED light is flashing on your camera, you're ready to enable the setup mode. To do that, press the start button at the bottom

of the camera until you hear a short jingle and a message saying “Ready to Connect”, and tap ‘I heard “Ready to Connect” on the screen.’ (fig 3.2.6).

Step 6. Choose Wifi network to connect your Petcube Cam to and enter wifi password. Keep in mind that only 2.4 Ghz wifi networks are supported by Petcube Cam. Please make sure you are connecting to 2.4 Ghz wifi network (figs 3.2.7 & 3.2.8).

Step 7. A QR code will be generated on your phone screen. Hold your camera at the 5-inch distance with the lens facing the QR code until you hear a message saying “QR code scanned”, check the box, tap ‘Next’. (fig 3.2.9)

Step 8. Your Petcube device is almost set! Please wait until it connects and the light on the front panel turns blue (figs 3.2.10 & 3.2.11).

Step 9. Once the LED light on your Petcube changes to solid blue (figs 3.2.12), you are ready to play with your Petcube (figs 3.2.13).

Reminder: It is likely that your Petcube will need a firmware update right after it is connected. The firmware update will be downloaded to your camera within 24 hours.



Fig. 3.2.5

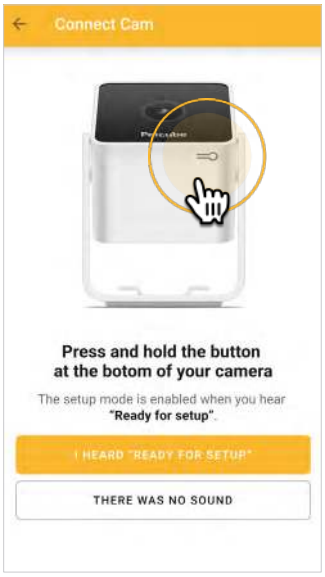


Fig. 3.2.6



Fig. 3.2.7

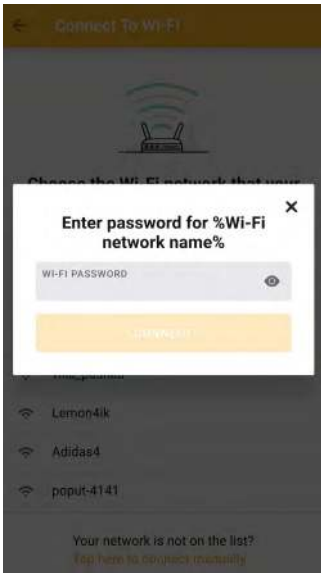


Fig. 3.2.8

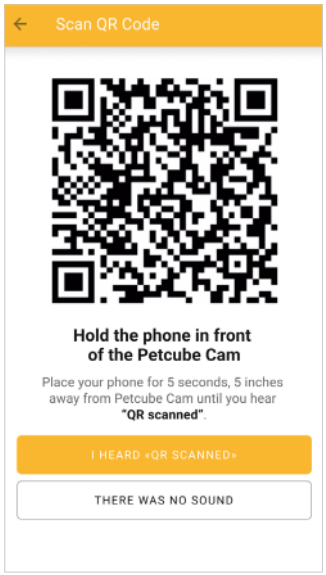


Fig. 3.2.9



Fig. 3.2.10

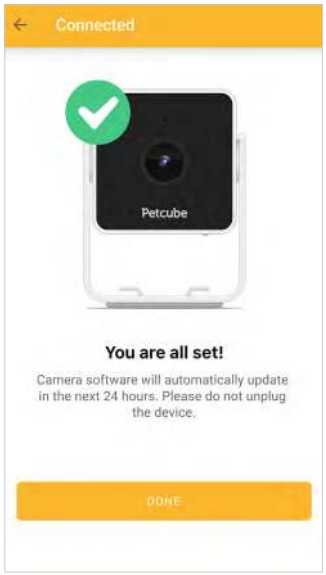


Fig. 3.2.11



Fig. 3.2.12

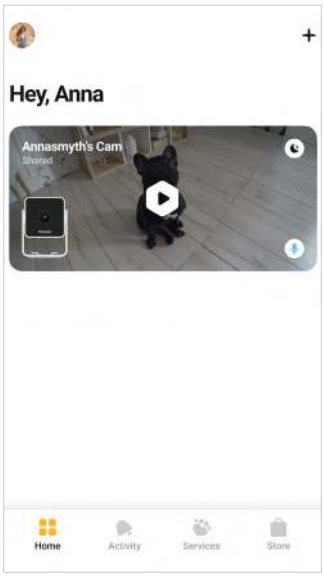


Fig. 3.2.13

3. Playing with your Petcube

When you successfully registered your Petcube and the LED light on the back glows blue, tap on the camera profile on the homescreen to access camera page (fig 3.3.1).

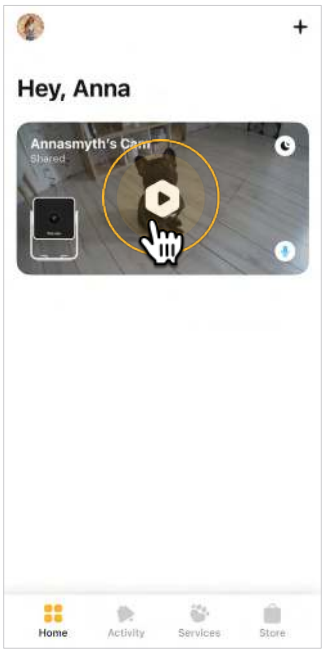


Fig. 3.3.1

Petcube Cam Live Stream Controls (fig 3.3.2):

1 — Game Settings Menu;

2 — Take a photo to be saved on your device;

3 — Start video to be saved on your device;

4 — Tap to talk to your pet;

5 — Tap to listen;

6 — Switch to portrait mode.

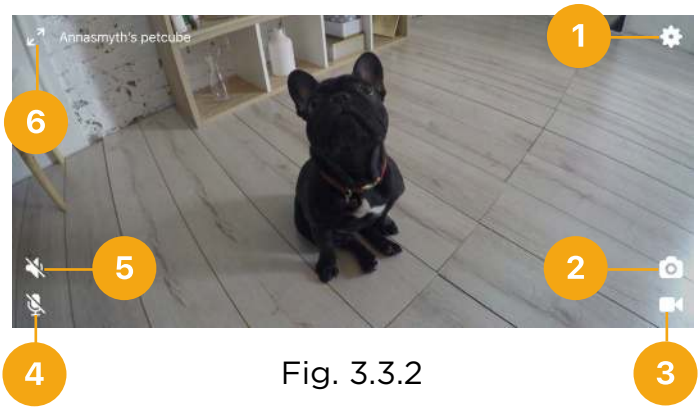


Fig. 3.3.2

To exit the live stream (fig 3.3.3), first exit the landscape mode by pressing the 2 arrows icon in the upper left corner. To return back to the Petcube homepage, tap the camera video while in portrait mode and press the 'back' icon in the upper left corner (fig 3.3.4).

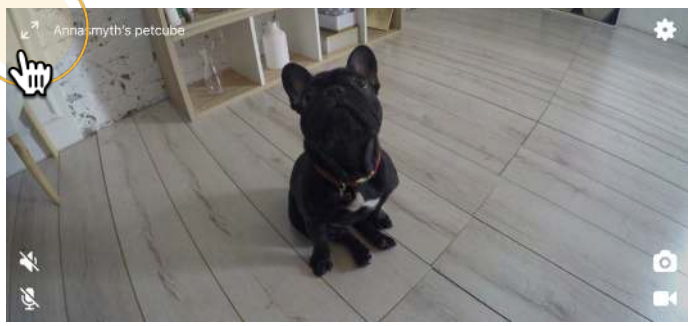


Fig. 3.3.3

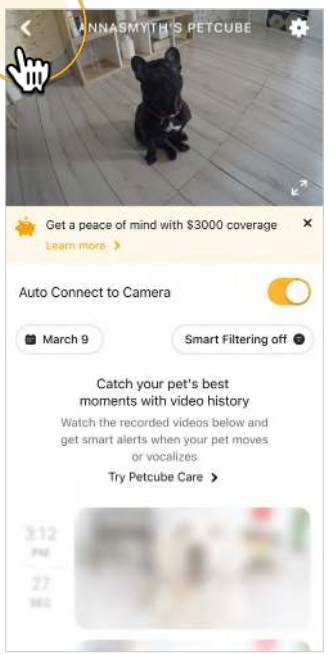


Fig. 3.3.4

4. Where to place your Petcube Cam

Consider placing Petcube in a location that allows for maximum coverage through the camera's wide angle lens. It's always a good idea to point the Petcube in the direction where your pets tend to spend most of their time.

If you want to place Petcube on a table or shelf, we recommend you set it up at least 3 feet above the floor. Petcube has a non-slip rubber bottom, which provides a secure grip on flat surfaces. The camera should be placed closer to the edge of the surface for better viewing angle.

5. Taking screenshots and recording video

In order to take a snapshot of the live stream from your Petcube, you need to tap the Photo Camera icon on the bottom left while in play mode (fig 3.5.1).

To start recording a live stream, tap the Video Camera icon at the bottom right while in play mode. To stop recording, tap the ‘Stop’ icon and the video will automatically be saved to your phone’s storage.



Fig. 3.5.1

6. Using Zoom feature

Petcube app now comes with the 4x digital zoom feature. Just connect to your Petcube in the app, pinch-to-zoom in the image during the game, and pan around to see the whole scene.

7. Using Night Vision

Petcube comes with the infrared sensor capable of streaming clear black and white video in pitch dark. When the sensor detects a low level of ambient light, your Petcube Cam will automatically activate the NightVision mode.

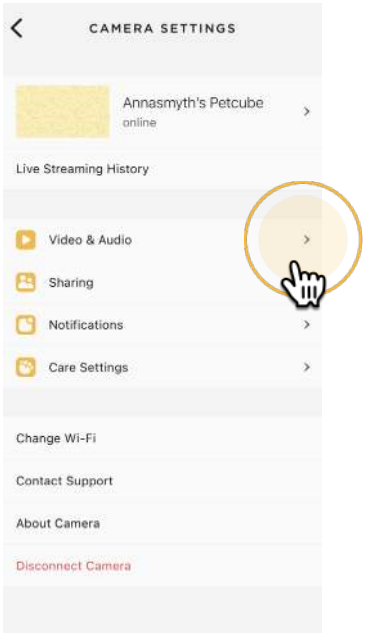


Fig. 3.7.1

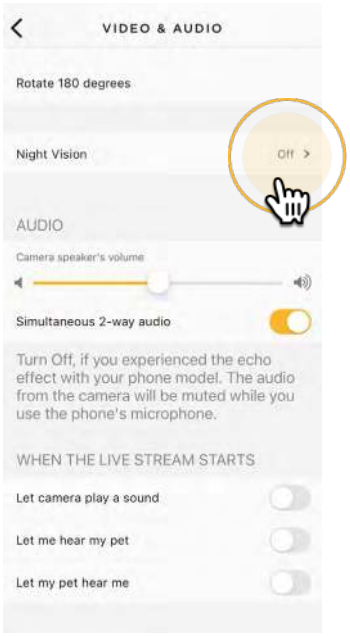


Fig. 3.7.2

Petcube app also allows you to turn night vision on and off during a live stream:

1. While in the live stream, tap the ‘Settings’ wheel in the upper right corner;
2. Find Night Vision settings and choose between Auto Shift, Always Off, or Always On (fig 3.7.1 & 3.7.2);

8. Volume control

To configure the volume level on your Petcube:

1. Open the Petcube app;
2. Go to the camera profile;
3. Tap the ‘Settings’ wheel in the upper right corner (fig 3.9.2);
4. Go to Video & Audio settings menu (fig 3.9.3);
5. Adjust the volume level under ‘Camera speaker volume’ (fig 3.9.4).

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 blue light).

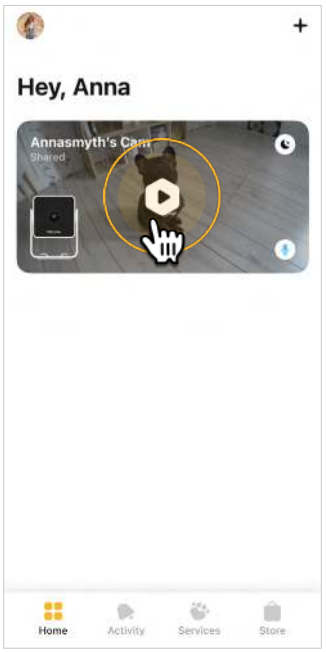


Fig. 3.9.1

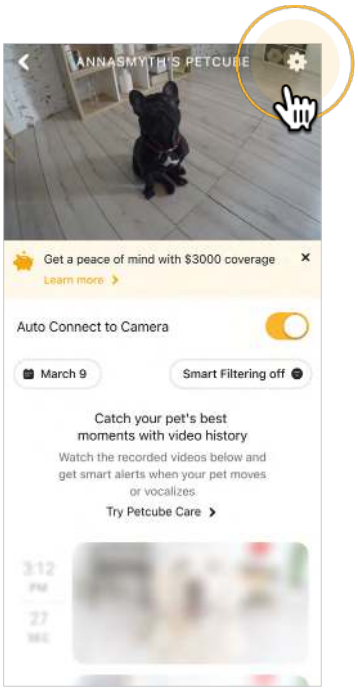


Fig. 3.9.2

9. Sound alert at the start of a call

To attract your pet’s attention and be aware of when someone connects to your Petcube in accordance with your sharing settings, at the start of every call your Petcube will play a sound alert.

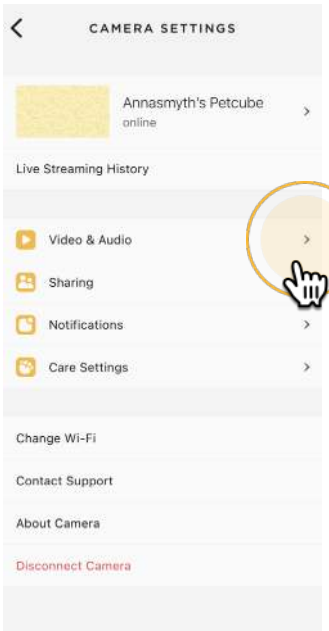


Fig. 3.9.3

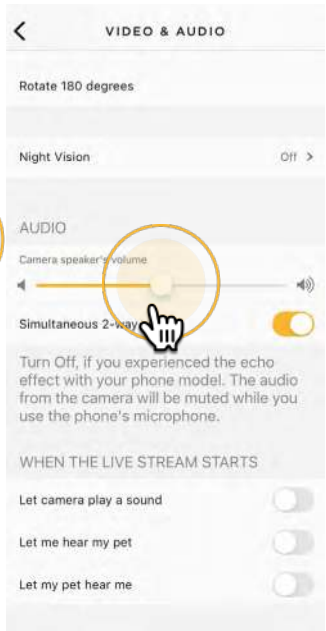


Fig. 3.9.4

To disable the sound alert:

1. Open the Petcube app;
2. Go to the camera profile, tap the ‘Settings’ wheel in the upper right corner;
3. Go to Video & Audio settings;

4. Find “When the Live Stream Starts” section and toggle ‘Let camera play a sound’ OFF (fig 3.10.1).

10. Sharing access to your Petcube

By default, only you can access your Petcube video stream, but you can share access to your Petcube with your family and friends.

Family members will have almost full control of your camera, being able to connect to your Petcube anytime and access recorded videos on Petcube Care timeline.

Friend sharing allows you to configure friend sharing access at specifically scheduled times and days as well as configure permission access for the laser and 2-way audio controls.

To share access to family members or friends:

1. Open the Petcube app;
2. Go to the camera profile (fig 3.10.2);
3. Tap the ‘Settings’ wheel in the upper right corner (fig 3.12.3);
4. Tap ‘Sharing’ (fig 3.10.4), select the preferable sharing option and

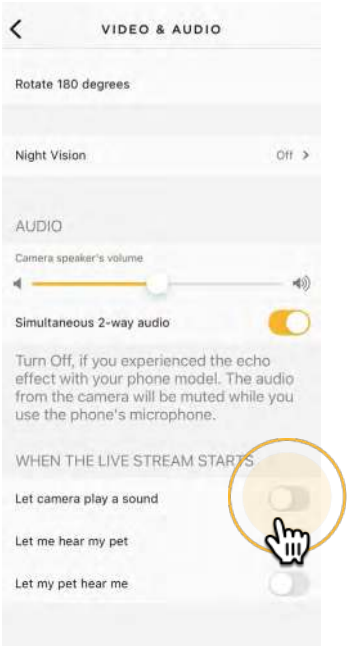


Fig. 3.10.1

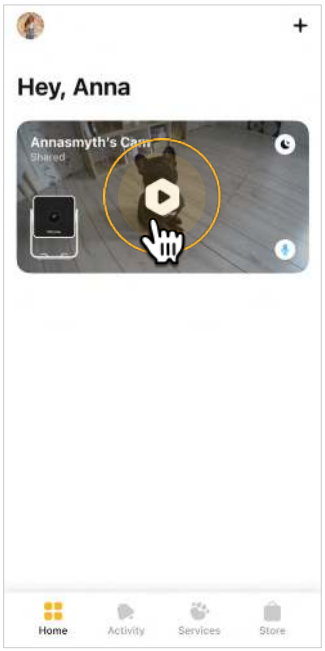


Fig. 3.10.2

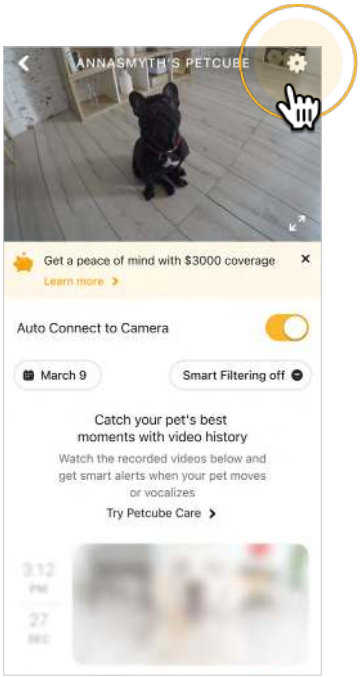


Fig. 3.10.3

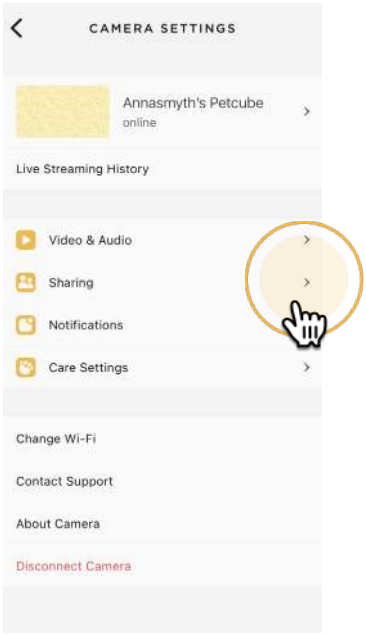


Fig. 3.10.4

add the new user to either ‘Family’ or ‘Friend’ list (fig 3.10.5).

To delete a user from your ‘Family’ or ‘Friends’ list: To delete a user from your ‘Family’ or ‘Friends’ list:

1. Go to ‘Sharing’ settings again;
2. Find their username and swipe it left to ‘Delete’ or ‘Unfriend’ (figs 3.10.6 & 3.10.7).

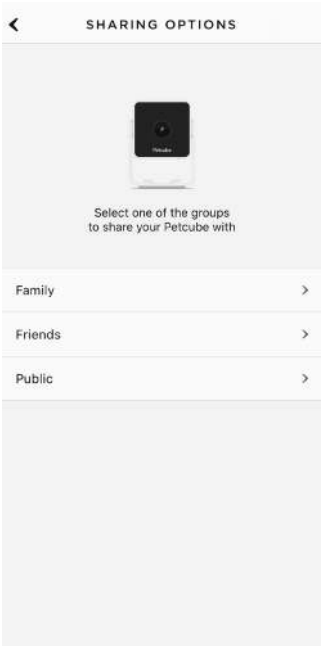


Fig. 3.10.5



Fig. 3.10.6

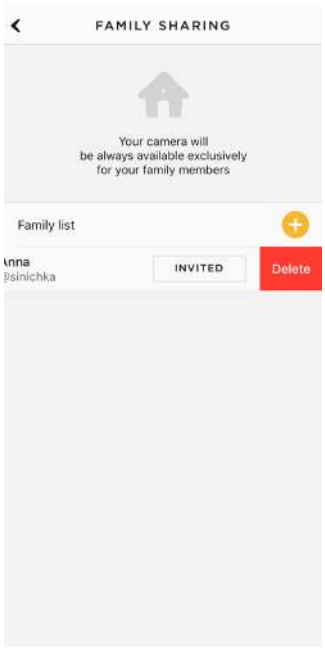


Fig. 3.10.7

11. Using motion and sound detection

If you are using Petcube Care cloud-based video storage service, the Petcube app can send push notifications to your smartphone whenever motion or sound is detected on your Petcube.

To enable push notifications:

1. Open the Petcube app;
2. Go to the camera profile, tap the ‘Settings’ wheel in the upper right corner (fig 3.11.2);
3. Select ‘Notifications’ (fig 3.11.3);
4. Turn ‘Motion Detection’ and ‘Sound Detection’ options ON (fig 3.11.4). You can also adjust the sensitivity of the motion and sound detection sensors by moving the slider.

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 blue light).

If you are using Petcube Care cloud history service, the Petcube app will record videos triggered by motion and sound detection and you can configure push notifications to be sent as soon as new video recordings are available.

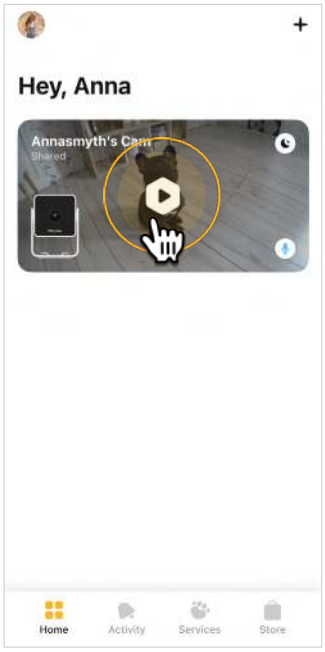


Fig. 3.11.1

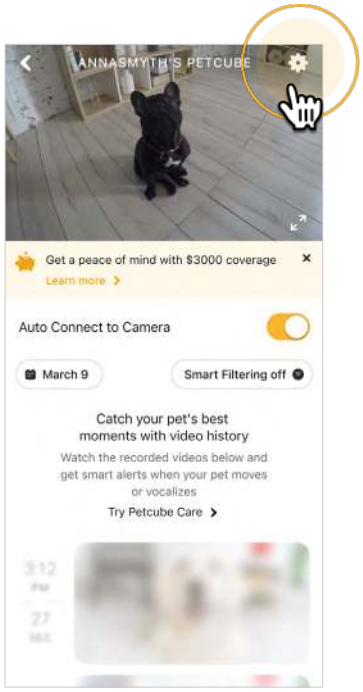


Fig. 3.11.2

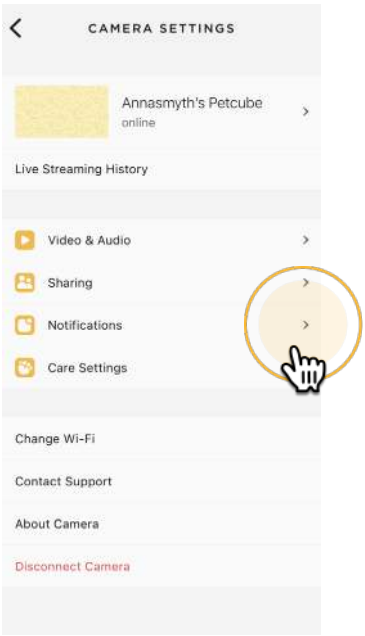


Fig. 3.11.3



Fig. 3.11.4

12. Setting up multiple Petcube Cams to one account

To register multiple cameras in a single account:

1. Launch the Petcube app;
2. Click Plus icon in the right top corner;
3. Select your Petcube in the list and follow the instructions.

Repeat this process to register additional devices.

13. Registering Petcube to a different account

Be aware that a Petcube can only be registered to one user. You cannot register it under multiple accounts, but you can share access to it with other users using various sharing options.

If you need to register a Petcube to a different account, simply delete the camera from the account it is currently registered to:

1. Open the Petcube app;
2. Tap the ‘Settings’ wheel in the upper right corner and tap ‘Disconnect camera’;
3. Now login to a different Petcube account and add Petcube Cam to this account.

14. Deleting the Petcube device

To delete the Petcube from your account:

1. Open the Petcube app;
2. Tap the ‘Settings’ wheel in the upper right corner and tap ‘Disconnect camera’ (fig 3.14.1);
3. Confirm by choosing ‘Delete’.

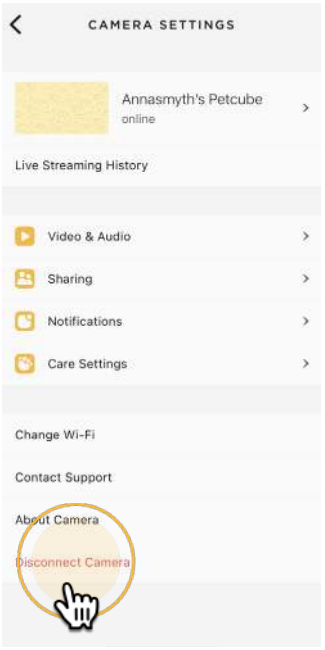


Fig. 3.14.1

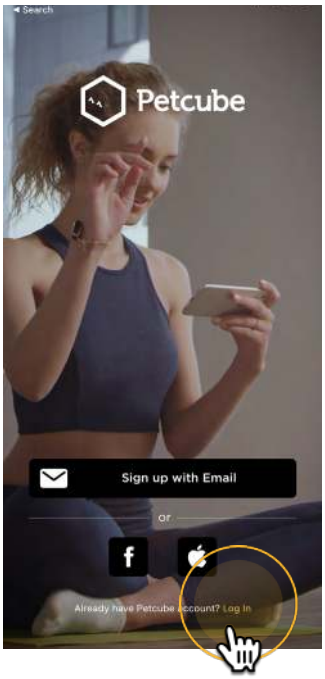


Fig. 3.15.1

15. Resetting user account password

If you forgot your password:

1. Open the Petcube app on your mobile device;
2. Tap ‘Log In’ at the bottom of the screen (fig 3.15.1);
3. Tap ‘Forgot password’ (fig 3.15.2);
4. Enter your Petcube account email address;
5. Hit ‘Restore Password’ at the bottom. (fig 3.15.3);
6. Check your email and follow the instructions to reset your password.

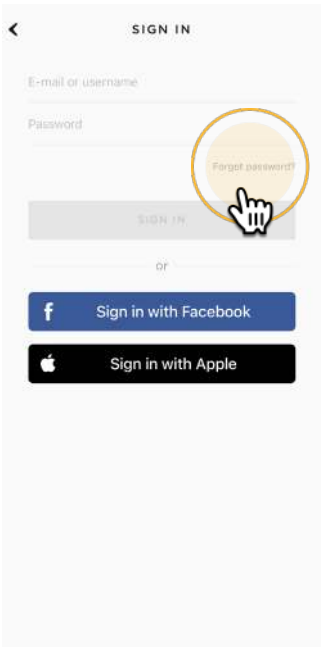


Fig. 3.15.2



Fig. 3.15.3

16. Changing your account name, username, password or camera name

To change your account details such as your name, username or password:

1. Open the Petcube app;
2. Go to the user profile by tapping your user icon (fig 3.16.1);
3. Tap the ‘Settings’ wheel in the upper right corner (fig 3.16.2);
4. Hit ‘Edit profile’ (fig 3.16.3) and tap the values you want to change.

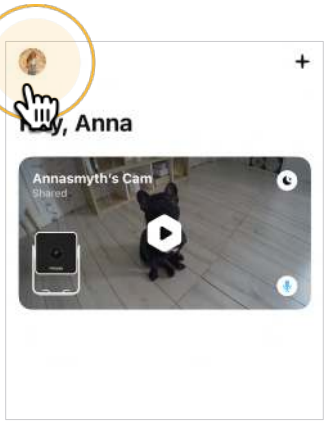


Fig. 3.16.1

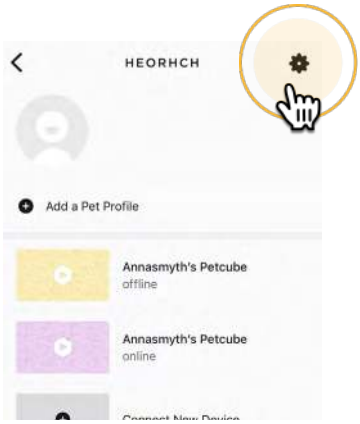


Fig. 3.16.2

To change your Petcube Cam name or change the camera background:

1. Open camera profile (fig 3.16.4);
2. Tap the ‘Settings’ wheel in the upper right corner (fig 3.16.5);
3. Hit the arrow next to your Petcube name and status (fig 3.16.6) and change the necessary values.

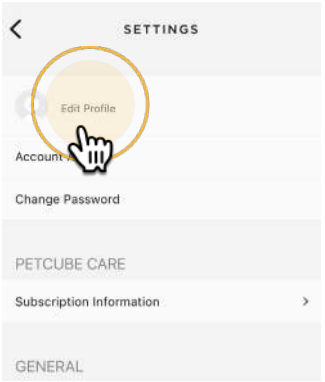


Fig. 3.16.3

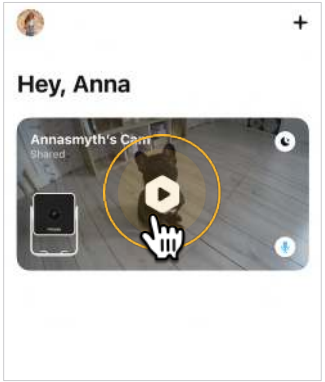


Fig. 3.16.4

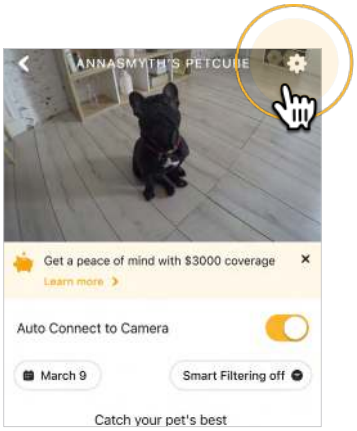


Fig. 3.16.5

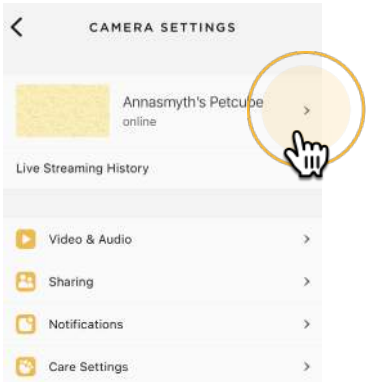


Fig. 3.16.6

17. Moving your Petcube to a different location or changing Wi-Fi settings

As long as the Petcube is within range of your wireless network, you can reposition it according to your needs.

However, if you're trying to use it in a different Wi-Fi environment or want to connect the camera to a different wireless network, you need to change the Wi-Fi settings in the Petcube app.

To do that:

1. Open the Petcube app;
2. Go to the camera profile;
3. Tap the 'Settings' wheel in the upper right corner (fig 3.17.2);
4. Tap 'Change Wi-Fi' (fig 3.17.3);
5. Click setup button at the bottom of the device and follow the steps on your screen.

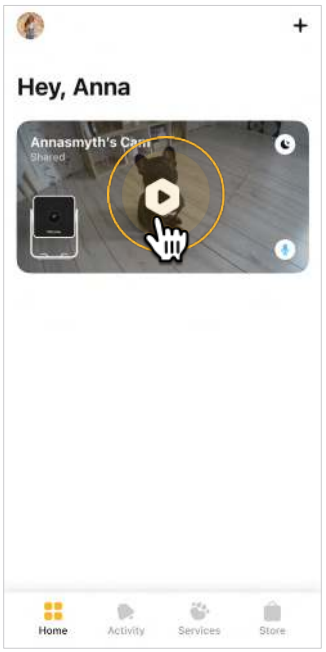


Fig. 3.17.1

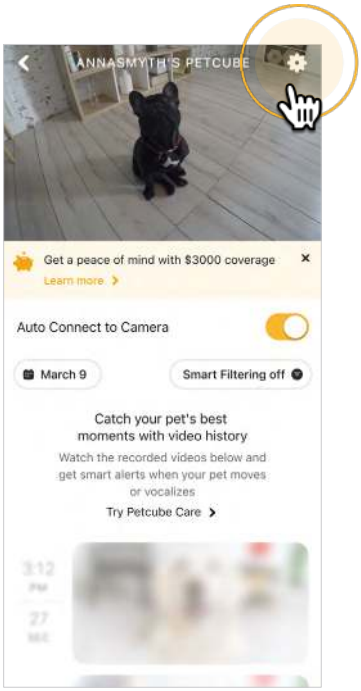


Fig. 3.17.2

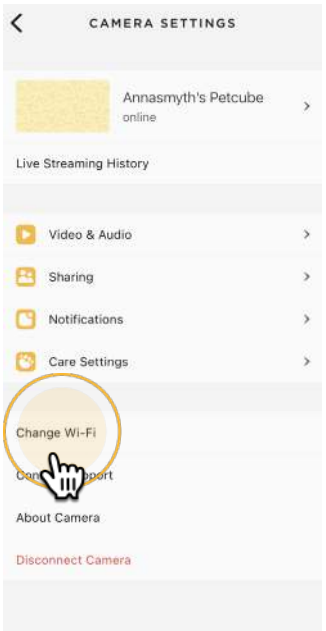


Fig. 3.17.3

1. What is Petcube Care

Petcube Care is an optional subscription service that adds features to a Petcube Cam and gives owners additional peace of mind when it comes to their pets and their property.

Depending on the subscription plan, Petcube Care provides Petcube users with access to extended cloud-based video history for 3 or 90 days, longer 30-second video clips, 10 or unlimited video downloads and smart alerts.

2. How much does Petcube Care cost

Petcube Care offers two different subscription plans, Optimal and Premium, to fit the needs of pet owners of all stripes. Choose a monthly or annual rate.

For more information on the plans, check out the Petcube Care subscription options on petcube.com/care/

3. How does Petcube Care work

Petcube Care watches after your pets and home when everyone is away, capturing action videos, triggered by sound or motion. 30-second clips are saved securely in the cloud and are accessible in the interactive timeline in the Petcube app to review and download for 3 or 90 days (depending on the subscription plan). The 3-second look back lets you see what event set off the recording.

Using powerful AI technology, Care understands what pets are doing, registering important events like cat, dog or human movements, barks or meows, and sends you real-time smart alerts.

Without Care, Petcube users only have access to the live video streaming.

4. How to activate Petcube Care

To start using Petcube Care, you need to have a Petcube Cam and a Petcube Care subscription.

To subscribe:

1. Go to petcube.com;
2. Sign in with your Petcube account or go to the Petcube Care product page and select the most suitable subscription option for you. You will also be able to subscribe from the 'Home' page in the Petcube app on both iOS and Android devices.

If you are not a Petcube Cam owner yet but wish to buy one, you will also be able to subscribe to Petcube Care when you make your purchase.

5. How to Turn Off Petcube Care Video History

Petcube Care's video history feature is turned on by default.
To deactivate it:

1. Open Petcube app;
2. Go to the camera profile in Home menu;
3. Move the slider to 'Sleep' mode in the lower right corner of the Petcube Cam controls.

In Sleep mode, Petcube Care is disabled. It will not detect and record events. Nothing will be added to your video history timeline. You will still have access to recorded videos if any were taken when Care was active and your subscription plan allows.

Use Awake mode, when you are not around and want Petcube Care to be active. You will get noise & motion notifications. These moments will be stored on your timeline.

6. How to view your video history in Petcube Care

It's very easy to access your video history with Petcube Care! Launch the Petcube app on your phone. Tap on the camera icon. Most recent videos will populate below.

Tap on 'Show Older Videos' to move back or forward in time.

Tap on the '...' next to each video to get options to Delete, Share, or Save the video.

You can also access your video history if you log into your Petcube account on petcube.com in the upper right corner.

The website doesn't offer live streaming or alerts, but you can scroll through, filter, and play back the recorded Care videos.

Remember, Petcube Care records videos to the timeline automatically by default. If you would like to deactivate this feature, review these instructions in the article 'How to Turn Off Petcube Care Video History'.

If your Petcube Care is currently set to Sleep mode, you will need to **change it to Awake mode** in order for videos to be recorded to your timeline. To do this:

1. Open Petcube app;
2. Go to the camera profile in Home menu;
3. Move the slider to 'Awake' mode.

7. How to save a video recording to your phone's internal storage

While you will be able to view video history for the past days, depending on your subscription plan from the cloud via Petcube Care, you will always be able to store video recordings to your phone's internal storage. Just pick the necessary video clip, press the three dots '...' located on the left hand side
of the video and select 'Save'.

8. Video recording length

Currently, video recording length can be no longer than 30 secs. So, for instance, if there's a motion that lasts for 2 minutes 15 seconds, the app will cut it into 5 scenes.

9. How can I use Petcube Care on multiple Petcube devices

Only Premium subscription plan activates Petcube Care service on all the cameras connected to the account.

Optimal plan subscribers will need to purchase a separate plan for each new camera connected to an account.

10. How to add or update your payment information for Petcube Care

If you need to add or update your payment information for Petcube Care service:

1. Log into your Petcube account at petcube.com by clicking on the Home icon in the upper right corner;
2. Once logged in, go to 'Billing' tab to update your information.

11. How do I cancel Petcube Care subscription

In order to cancel your Petcube Care subscription:

1. Open Petcube app;
2. Go to camera profile on which you wish to cancel the subscription;
3. Tap the 'Settings' wheel in the upper right corner;
4. Select Care Settings;
5. Click on the current subscription at the top;
6. Hit Cancel subscription at the very bottom of the page;

Alternatively, you can go to petcube.com, select the Home icon in the upper right corner, go to Petcube Care tab, select your subscription and hit Cancel Subscription.

1. What are Smart Alerts & How do they work?

Smart alerts bring AI-powered recognition technology to the pet space. Your Petcube Cam will be able to give you better intel on what's happening at home when you're away, with audio detection of dog barks and cat meows, and visual detection of cats, dogs and people. Get push notifications on your phone when something is detected and setup automatic video recording so you can later replay what happened.

2. How well does it work?

Smart alerts improve the accuracy of your notifications, giving you less false positives. The feature is powered by artificial intelligence algorithms that learn and improve over time - this means that it will actually get smarter and smarter.

3. Can I use smart alerts?

Petcube launched smart alerts in November 2018 for subscribers to select Petcube Care tiers. To find out if smart alerts are available for your subscription plan or to start a new subscription, please view the Petcube Care page.

4. Can I choose which smart alerts I receive?

Yes! Smart alerts are triggered by four new types of events that your Petcube Cam can recognize:

- Dogs barking;
- Cats meowing;
- Pets in view of the camera;
- People in view of the camera.

You're in full control of which notifications you get - choose one or get them all — it's up to you.

5. How can I get smart alerts for my pets?

If you don't have a Petcube Cam yet:

1. Get a Petcube pet camera! :)
2. Download the Petcube App for your phone or tablet from the App Store or Google Play Store;
3. Sign up for history subscription to Petcube Care;
4. Enable Smart Alerts in the Petcube App under Camera Notifications.

If you already have a Petcube Cam, but don't have Petcube Care:

1. Sign up for a video history subscription to Petcube Care;
2. Enable Smart Alerts in the Petcube App under Camera Notifications.

If you have a Petcube Cam and Petcube Care:

Easy! Enable Smart Alerts in the Petcube App under Camera Notifications.

1. LED light doesn’t light up

If the LED light on your Petcube Cam is off while the camera is plugged into the power source, try unplugging it and plugging it back in. Make sure that you are using the original power adapter that came with your Petcube and that the power cord is undamaged. If you no longer have the original power adapter, make sure to only use the ones that provide 5V/2A power.

2. Petcube blinks blue/yellow and doesn’t turn blinking blue

It might be that Petcube Cam is located out of reach of wifi assigned, or wifi is not being broadcasted, or there is not internet available. Make sure it is in wifi range and internet is available.

When you plug in your Petcube before starting the registration process, it should glow solid yellow for a minute. Wait up to 1 minute until it starts blinking blue/yellow.

1. Find setup button on the bottom of your Petcube Cam, press it down once until you hear “Ready to connect” (Fig. 6.2.1);
2. Open Petcube app, go to the ‘Home’ tab, tap Plus icon in the top right corner of the screen, pick your Petcube from the list of options and follow the steps on the screen.



Fig. 6.2.1

3. Incorrect Wi-Fi password

If Petcube app is showing the ‘Incorrect Wi-Fi password’ error message after the setup, here are a few possible

reasons behind that:

1. Case sensitivity: check the entered password for uppercase or lowercase characters. Keep in mind that ‘Password’ and ‘password’ would be two different passwords because the “P” is uppercase in the first example and lowercase in the second example;
2. Password length: check the entered password length and keep in mind that normally the password length is 8+ characters long;
3. Keyboard language: check the onscreen keyboard language and make sure you enter password in the correct keyboard layout.

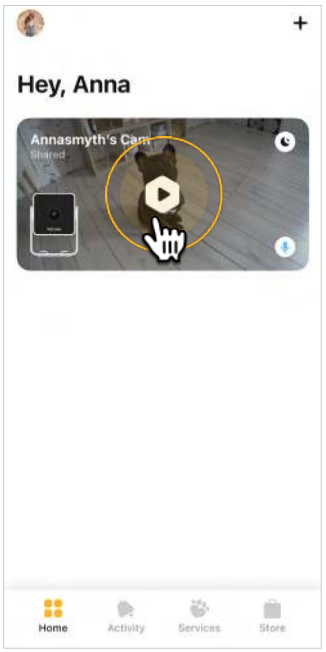


Fig. 6.3.1

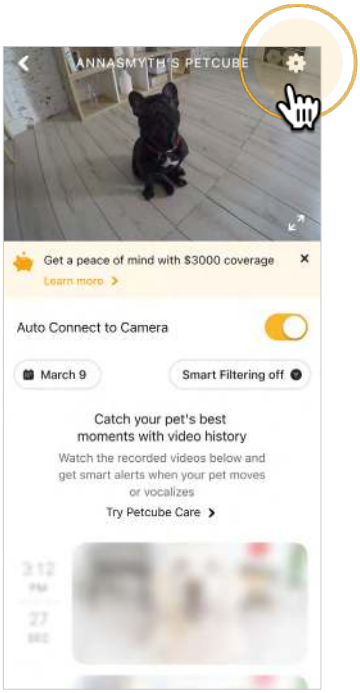


Fig. 6.3.2

To reset the Wi-Fi password:

1. Open the Petcube app;
2. Go to the camera profile, tap the ‘Settings’ wheel in the upper right corner (fig 6.3.2);
3. Tap ‘Change Wi-Fi’ (fig 6.3.3);
4. Power up your Petcube, wait 1 minute until it starts up;
5. Find setup button on the bottom of your Petcube Cam (fig 6.2.1), press it once, until you hear “Ready to connect”;
6. Open Petcube app, go to the ‘Home’ tab, Tap the plus icon in the right upper corner of the screen, pick

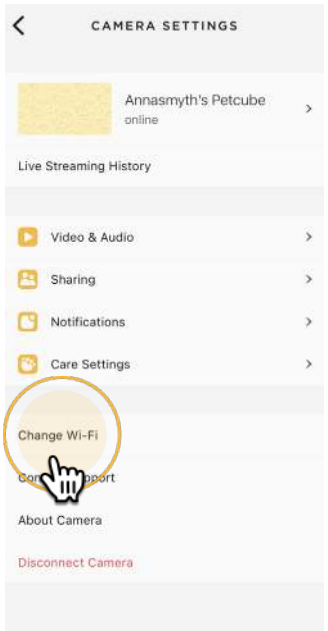


Fig. 6.3.3

your Petcube from the list of options and follow the steps on the screen.

In case none of the above tips help, contact Petcube Customer Care Team at petcube.com/support/.

5. Petcube can't register on your Wi-Fi network

You may see this message when there Petcube cannot receive the IP address automatically using DHCP. Normally, the router should assign the IP address to your Petcube automatically but if this didn't happen, you can enter your router settings and assign the IP address to your Petcube manually. You can also contact your ISP or Petcube Customer Care team for help.

6. Petcube can't establish the cloud connection / No Internet connection

If you get this error message, firstly, make sure you have Internet access on your Wi-Fi by trying to open a few websites on a few devices. If you have Internet access but Petcube still can't be connected, try to reset the device by following these easy steps:

1. First, if you have previously set up your Petcube, open the Petcube app, go to 'Home' tab, then select 'Settings' and choose 'Disconnect Camera';
2. Power up your Petcube, wait 1 minute until it starts up;
3. Find setup button on the bottom of your Petcube Cam (fig 6.2.1), hold it down for 1 seconds until you hear "Ready to connect";
4. Open Petcube app, go to the 'Home' tab, select 'connect your device', pick your Petcube from the list of options and follow the steps on the screen.

If you want to have the firewall on, you need to open the following ports:
a) TCP port 3335; 34.194.225.22
b) TCP port 443; 35.212.7.2135.207.1.22 (You may not need the UDP ports because they're rarely blocked, but UDP range should be from 7000 to 7100) WPS pin code should be disabled (please note that not all the routers have it). MAC filtering should be disabled. If enabled, a MAC address can be found at the back of the cube.

7. Oh bummer setup error

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

8. Poor video quality or poor network conditions

Like with most video streaming services and products, video quality is affected by router performance and/or your Internet connection. This can be improved if you place Petcube closer to your home Wi-Fi router or by arranging it in a way so there aren't any obstacles between it and your router (i.e. walls, floors, radio interference etc.).

Petcube also requires at least 2 Mbps Internet connection upload and download speed (4 Mbps is recommended). If your Internet connection speed is less than 2 Mbps, we recommend upgrading for the best experience and highest video quality. To check your Internet speed, we recommend performing online speed test. If you are not getting the full speed you subscribed for, contact your Internet Service Provider.

9. I can't connect to my Petcube / Petcube is offline in the app

If you cannot connect to your Petcube from your mobile phone, try the following:
- Make sure that the LED light on the front of your Petcube is steady blue. If the LED light on the front of your Petcube isn't steady blue, see 'LED light notifications' to determine the issue. In most cases rebooting the Petcube by unplugging and plugging it back in should help but if you're facing this issue too often, below are a few ideas why it could be happening:

1. Your Petcube needs a firmware update. To get the most recent firmware update, contact our support team at support@petcube.com;
2. Sometimes the issue may be caused by restrictions of the Wi-Fi network your phone is connected to, especially if it's a public or office Wi-Fi. Try to temporarily disable Wi-Fi on your phone and connect to your Petcube while using mobile data or or try connecting to other Public Petcube Cam in the feed to make sure it's not a network restriction issue;

3. This issue may occur if you're using a non-original or a less powerful A/C adapter. Please make sure to use only 5V / 2A power adapters;
4. You are using a mesh network or your 5Ghz and 2.4Ghz channels have the same SSID. It has been observed on multiple occasions that sometimes Petcube cannot maintain a reliable connection on a mesh/merged network or different network channels (5Ghz and 2.4Ghz) with the same network name (SSID). It is recommended to change any of the two channels names to avoid connection issues;
5. It's possible that Petcube doesn't have strong Wi-Fi connection. Keep in mind that some connection issues may be caused by poor Wi-Fi signal, which can depend on the router range, distance to the router and obstacles between Petcube and router, such as walls or radio frequency interferences. Here are a few examples how electronic appliances or bearing walls can impact your Wi-Fi signal.

Example 1 (fig 6.10.1) shows no electronic or radio devices and no bearing walls between two rooms so the signal in the other room is very good.

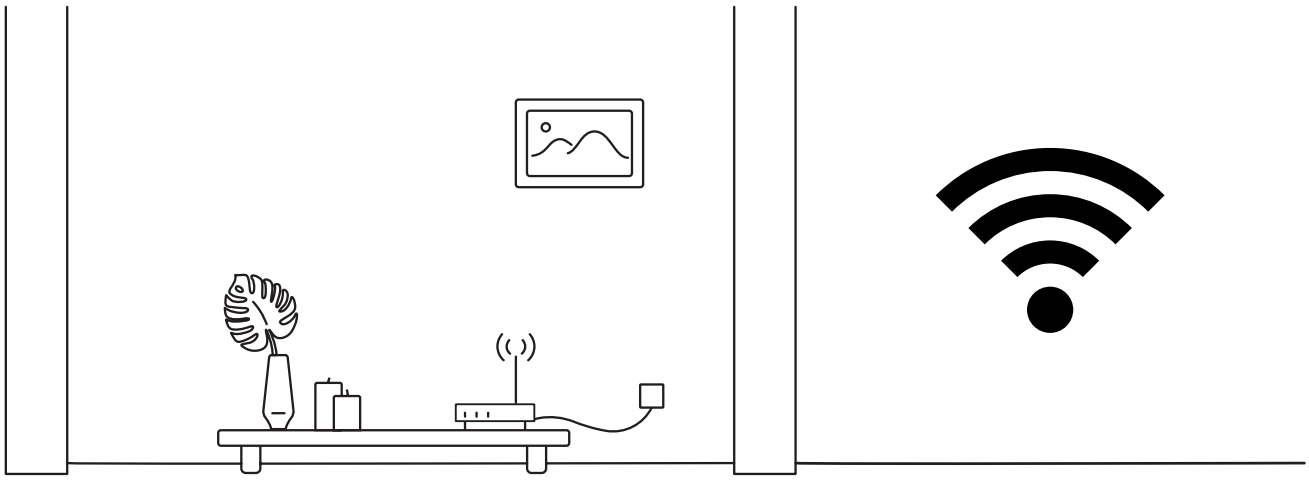


Fig. 6.10.1

Example 2 (fig 6.10.2) shows a bearing wall between two rooms which causes poor Wi-Fi signal in the other room.

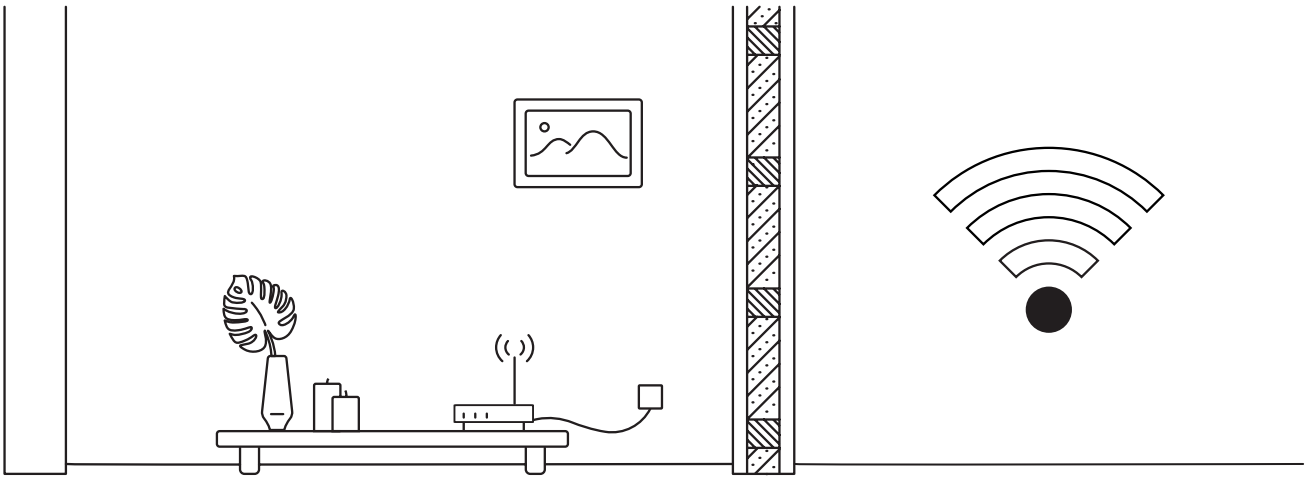


Fig. 6.10.2

Example 3 (fig 6.10.3) shows interference caused by radio (phone) or electronic appliances (TV). Poor Wi-Fi signal can be also impacted by microwaves, refrigerators, cordless phones, baby monitors etc.

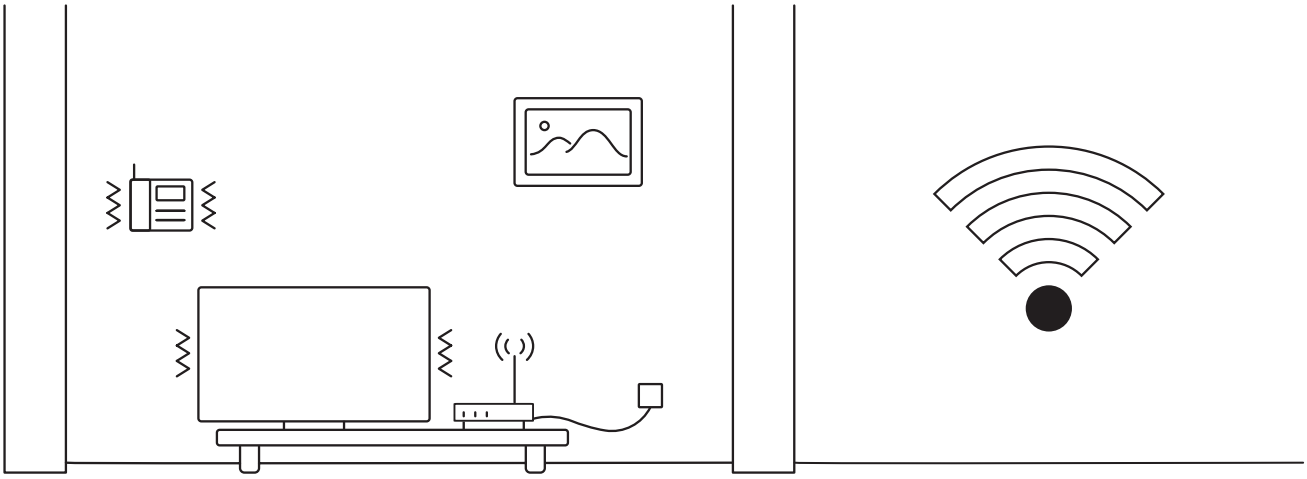


Fig. 6.10.3

10. Petcube is Disconnected in the app

If your Petcube Cam status shows as ‘Disconnected’ in the Petcube app, it usually means that your phone is not connected to the Internet at the moment or the network you are connected to has certain restrictions. Try to switch to any other Wi-Fi network or connect to your camera using cellular data (LTE, 3G).

11. Petcube goes offline / turns off

This issue may occur if you're using a non-original or a less powerful A/C adapter. Please make sure to use only 5V / 2A power adapters.

If you're using the original adapter, but the problem persists, contact Petcube Customer Care Team to determine the problem.

12. How to find Petcube's MAC address

Petcube Cam's MAC address is specified on the back of the device.

7 LED LIGHT NOTIFICATIONS

The LED light on the back of your Petcube tells you about its status.



Fig. 7.1

Steady Yellow

If you just powered your Petcube up, it will show this color while it boots up for up to 30 seconds.



Fig. 7.2

Fast Pulsing Yellow

Setup mode.



Fig. 7.3

Steady Blue

Online, standby mode.



Fig. 7.4

Pulsed Blue Once

Petcube Care™ is active, saving video to your timeline.



Fig. 7.5

Slowly Pulsing Blue

Play mode. Be aware, mind your privacy! Petcube is streaming live video at the moment.



Fig. 7.6

Pulsing Yellow/Blue

Your Petcube cannot connect to your Wi-Fi network because of an incorrect password, no wifi in range, or no internet connection.