



**MEET YOUR**

Petcube Play 2

# 1 **PETCUBE PLAY 2 SPECS AND SYSTEM REQUIREMENTS**

## **Petcube Play 2 features:**

- 160° wide angle view
- 1080p HD video
- 3R class laser built-in laser toy
- 2-way audio
- Alexa Built-in
- Night vision
- 4x digital zoom
- Sound and motion alerts

## **Petcube Play 2 requires:**

- Wi-Fi 802.11b/g/n, 2.4-5GHz, password protected
- Bluetooth Low Energy (BLE)
- iOS 14 and higher or Android 7.1.2 and higher
- Min 2 Mbps Upload speed on the Petcube (recommended 4 Mbps)
- Min 2 Mbps Download speed on the mobile device (recommended 4 Mbps)

## **2 SAFETY AND HANDLING**

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

- Don't stain, scratch, or otherwise damage the front panel
- Avoid prolonged direct eye contact with Petcube laser
- Don't use Petcube laser in combination with optical instruments. Note that glasses and some watches have magnifying properties as well.
- Don't point Petcube laser at people. Do not use the laser to guide your pet in any direction that may cause harm to the pet, which includes windows, stoves, etc. Beware that pointing Petcube laser at valuable objects may cause your pet to damage or break them.
- 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.

# **3 HEALTH CONSIDERATIONS**

- Petcube features a 3R class laser which is used in laser pointers and computer mice and is safe for human and animal eyes. However, it is strongly recommended to avoid prolonged direct eye contact with Petcube laser. Do not point Petcube laser at your pet's eyes.
- Your pet needs some physical feedback to feel accomplished in catching the prey. It is strongly recommended to use various physical toys apart from the Petcube laser toy.
- There were occasional reports of dogs becoming obsessed with sources of light like the sun or laser beams. If you are in doubt, consult your vet and test a conventional laser pointer with your pet.

# 4 GETTING STARTED

## 1. Setting up your Petcube camera on iOS device

**Step 1.** To set up your Petcube, download Petcube application (fig 4.1.1) 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](http://www.petcu.be/ios-app-download)

**Step 2.** Connect your Petcube to a power source and wait up to a minute until the LED light starts blinking green (fig 4.1.2).

**Step 3.** Open the Petcube app on your iOS device, change to: and log in or sign up for a Petcube account (fig 4.1.3).

**Step 4.** Tap the 'Plus' icon in the right upper corner of the screen and pick your Petcube from the list of options (fig 4.1.4).

**Step 5.** When the LED light on the camera is blinking green, hit 'Connect' (fig 4.1.6).

**Step 6.** identify your device, tap 'Select'. When the light on the device blinks green rapidly, tap 'Connect' (fig 4.1.7).

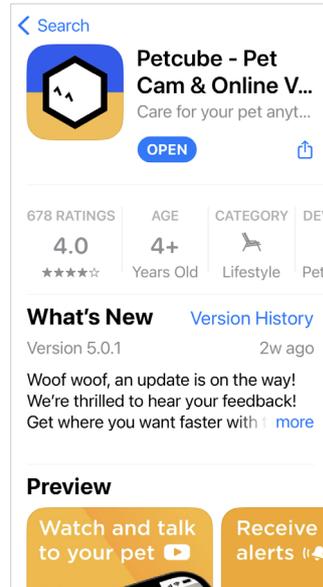


Fig. 4.1.1



Fig. 4.1.2

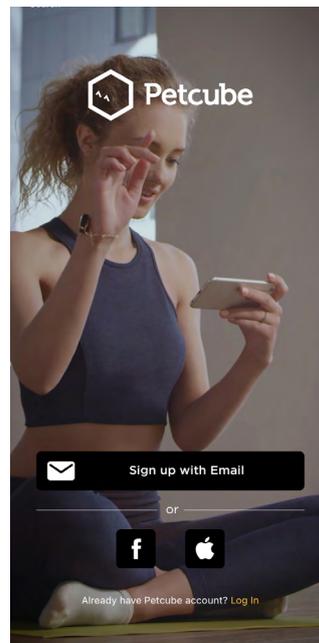


Fig. 4.1.3

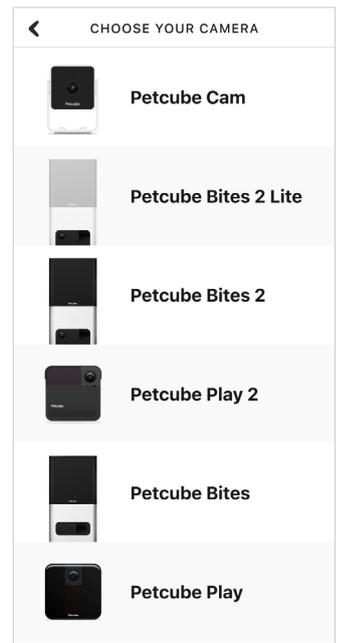


Fig. 4.1.4

**Step 7.** Wait for the app to exchange data with the Petcube and scan for available Wi-Fi networks (fig 4.1.8), then select your home Wi-Fi network from the list (fig 4.1.9), put in your network password and hit 'Connect' (fig 4.1.10). 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 entering the name of your network and password manually and then hit 'Connect' (keep in mind that it is case sensitive).

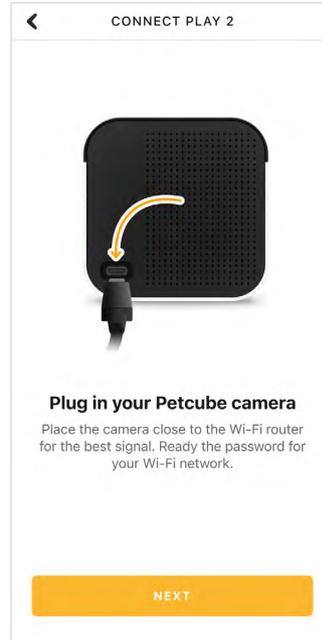


Fig. 4.1.5

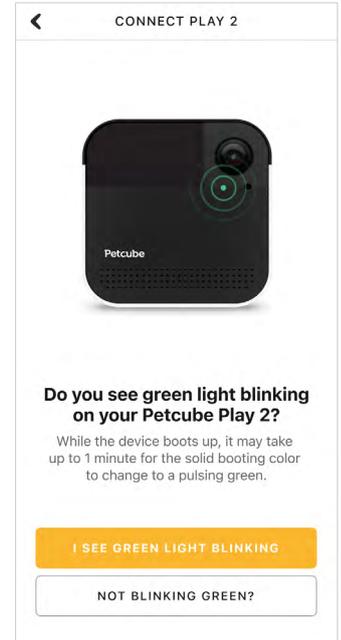


Fig. 4.1.6

**Step 8.** Your Petcube device is almost set up! Please wait until it connects and the light on the front turns white (fig 4.1.11).

**Step 9.** Once the LED light on your Petcube changes to solid white, you are ready to play with your Petcube (fig 4.1.12).

**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. When the LED light on the Petcube will start blinking green rapidly (fig 4.1.13), do not disconnect your device. The installation only takes around 5 minutes.

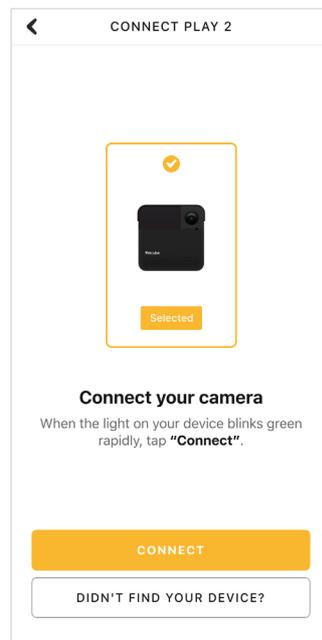


Fig. 4.1.7



Fig. 4.1.8

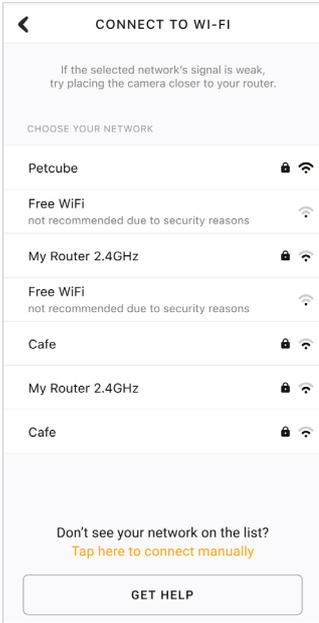


Fig. 4.1.9

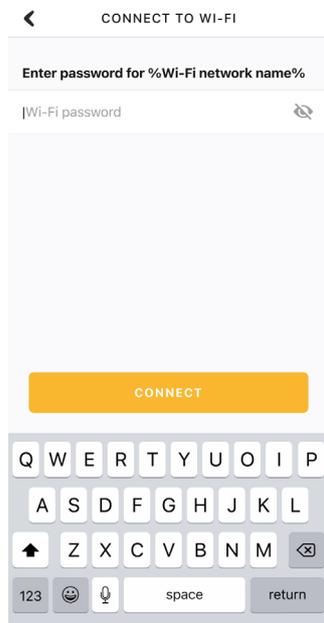


Fig. 4.1.10

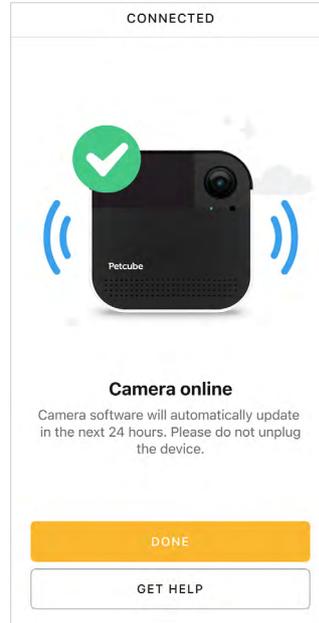


Fig. 4.1.11



Fig. 4.1.12



Fig. 4.1.13

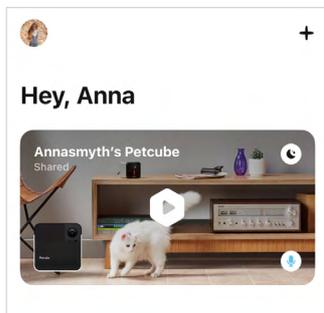


Fig. 4.1.14

## 2. Setting up your Petcube camera on Android device

**Step 1.** To set up your Petcube, download the Petcube app to your Android device (fig 4.2.1). 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](http://www.petcu.be/android-app-download)

**Step 2.** Connect your Petcube to a power source and wait up to a minute until the LED light starts pulsing green (fig 4.2.2).

**Step 3.** Open Petcube app on your Android device and log in or sign up for a Petcube account (fig 4.2.3).

**Step 4.** Tap the 'Plus' icon in the right upper corner of the screen and pick your Petcube from the list of options (fig 4.2.4). Make sure to turn on the Bluetooth before you continue.

**Step 5.** When the LED light on the camera is blinking green, hit 'Next' (fig 4.2.6).

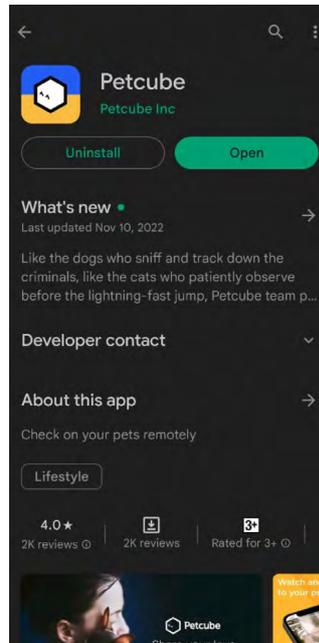


Fig. 4.2.1



Fig. 4.2.2

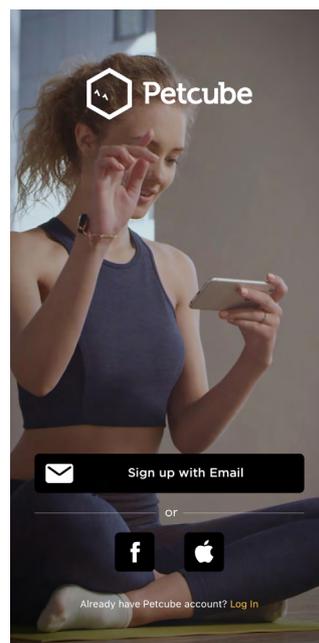


Fig. 4.2.3



Fig. 4.2.4

**Step 6.** To identify your device, tap 'Select'. When the light on the device blinks green rapidly, tap 'Connect' (fig 4.2.8).

**Step 7.** Wait for the app to exchange data with the Petcube and scan for available Wi-Fi networks, then select your home Wi-Fi network from the list (fig 4.2.9), put in your network password and hit 'Connect' (fig 4.2.10). 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 entering the name of your network and password manually and then hit 'Connect' (keep in mind that it is case sensitive).

**Step 8.** Your Petcube device is almost set up! Please wait until it connects and the light on the front turns white (fig 4.2.12).

**Step 9.** Once the LED light on your Petcube changes to solid white, you are ready to play with your Petcube (fig 4.2.13).

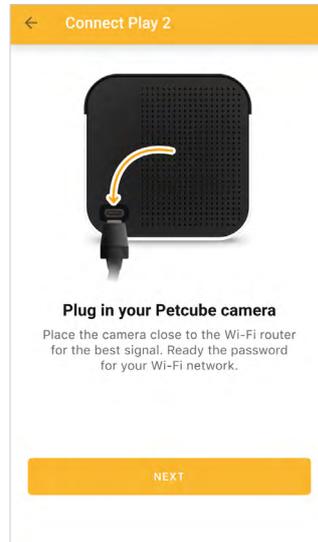


Fig. 4.2.5

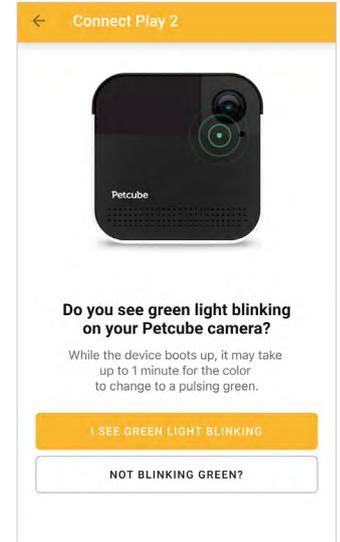


Fig. 4.2.6

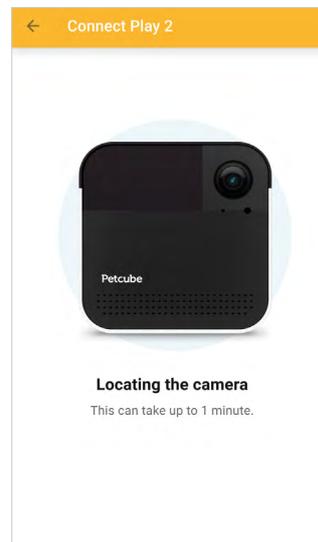


Fig. 4.2.7

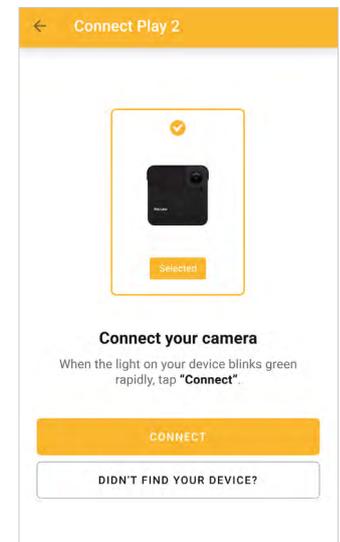


Fig. 4.2.8

**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. When the LED light on the Petcube will start blinking green rapidly (fig 4.2.14), do not disconnect your device. The installation only takes around 5 minutes.

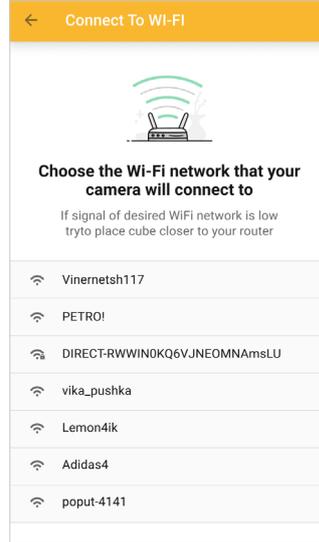


Fig. 4.2.9

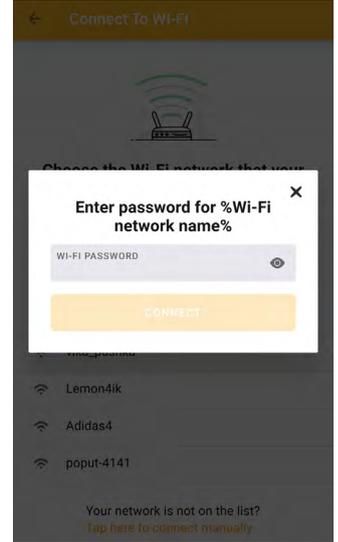


Fig. 4.2.10

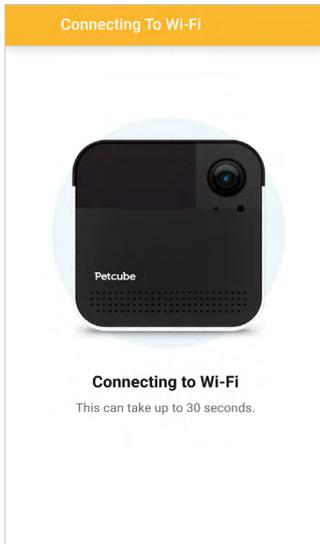


Fig. 4.2.11

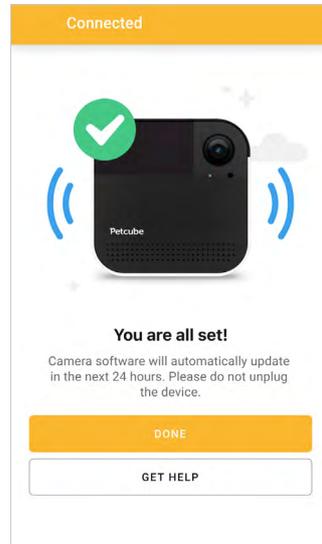


Fig. 4.2.12



Fig. 4.1.13



Fig. 4.1.14

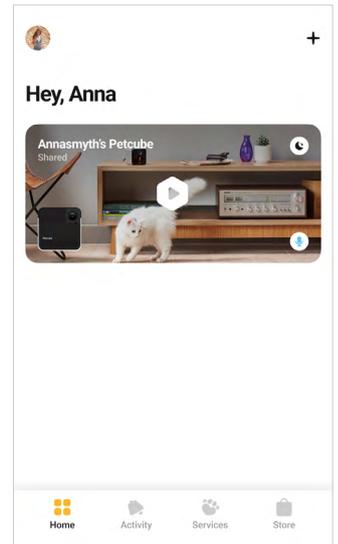


Fig. 4.2.15

### 3. Setting up Alexa

Once you've successfully paired the Petcube with your phone, you will be able to start using Alexa on your camera.

To install Alexa, press Amazon Alexa button below the Play icon in the center (fig 4.3.1) and tap 'Get started' below (fig 4.3.2). Log in with your Amazon account (fig 4.3.3), and Allow access to Alexa voice services (fig 4.3.4). Hit 'Next' on the language choice (currently Alexa on Petcube only supports English) (fig 4.3.5) and tap 'Done' at the last step (fig 4.3.6).

Keep in mind that you might need to wait a few minutes for Alexa to start working. If it doesn't work within 5 minutes, simply restart the Petcube app.

To turn the listening sound off, tap 'Alexa Mic On' below the Play icon in the center (fig 4.3.7) and move the slider to 'Mic Off' position (fig 4.3.8).

To disable Alexa completely, tap 'Alexa Mic On' below the Play icon (fig 4.3.9), go to Settings and choose 'Disable Amazon Alexa' (fig 4.3.10).

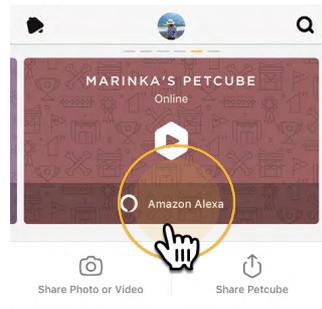


Fig. 4.3.1

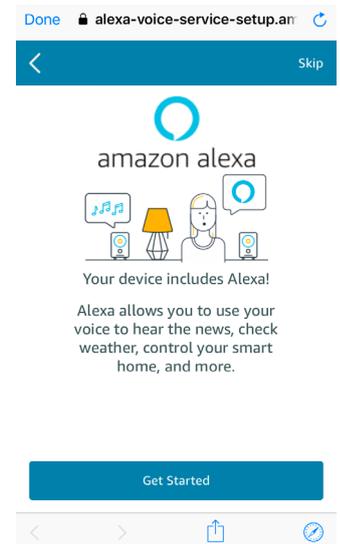


Fig. 4.3.2

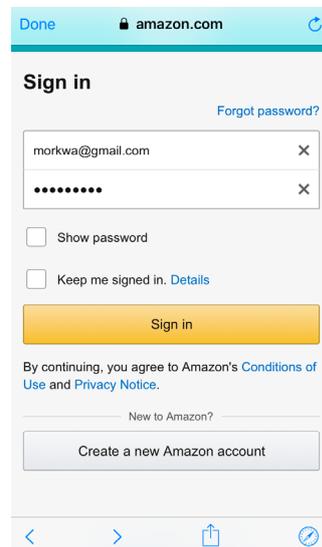


Fig. 4.3.3

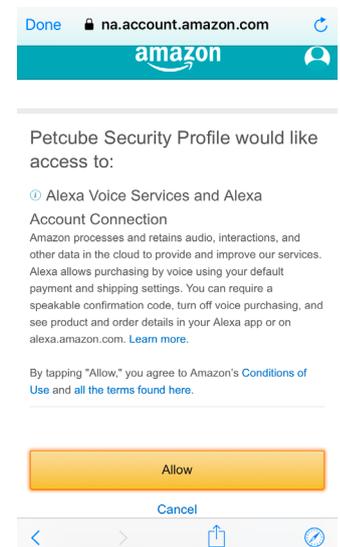


Fig. 4.3.4

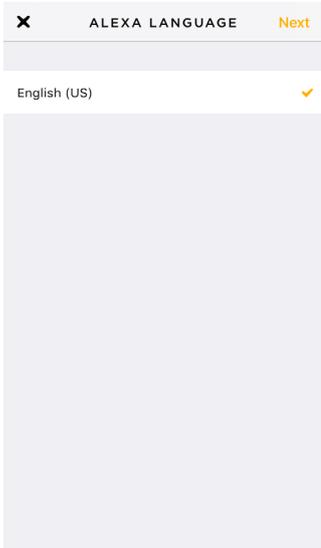


Fig. 4.3.5



Fig. 4.3.6

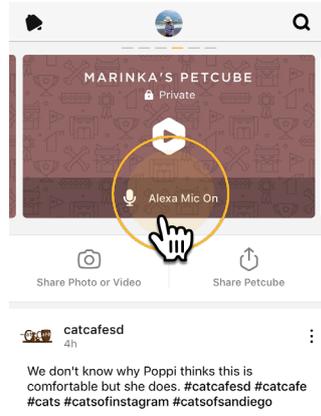


Fig. 4.3.7

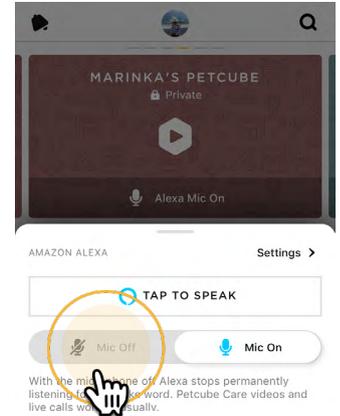


Fig. 4.3.8

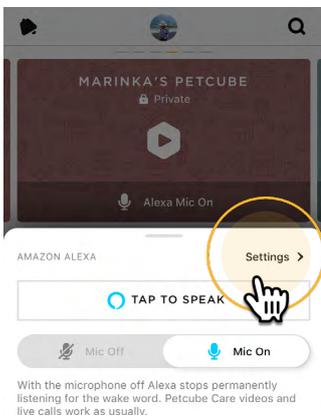


Fig. 4.3.9

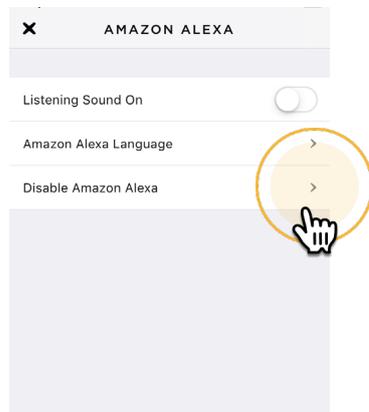


Fig. 4.3.10

#### 4. Playing with your Petcube

If you successfully registered your Petcube and the LED light on it glows white, tap on the camera profile on the homescreen to access camera page (fig 4.4.1).

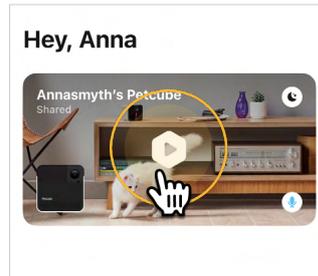


Fig. 4.4.1

#### Petcube Play 2 Live Stream Controls (fig 4.4.2):

1. Game Settings Menu;
2. Start video to be saved on your device;
3. Take a photo to be saved on your device;
4. Enable laser toy;
5. Tap to talk to your pet;
6. Tap to hear to your pet;
7. Switch to portrait mode (iOS only).

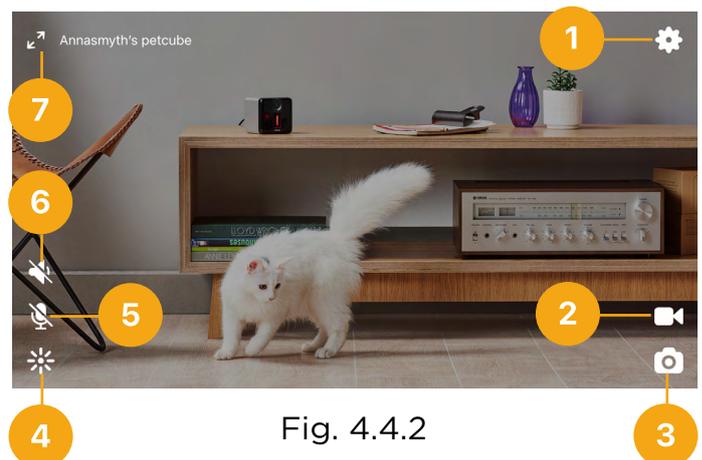


Fig. 4.4.2

With laser toy enabled, move your finger across your phone screen and laser will follow.

## 5. Where to place your Petcube Play

Consider placing Petcube in a location that allows for maximum coverage through the camera's 160° 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.

## 6. Using laser auto-play

The Petcube can entertain your pet with a laser game even if you don't have time to play yourself by activating the laser autoplay mode.

To enable this feature:

1. Open the Petcube app
2. Go to the camera profile, tap the 'Settings' wheel in the upper right corner;
3. Select 'Autoplay' and switch it on (fig 4.6.3 and 4.6.4)

Keep in mind that currently, the number of laser games is three per hour with each session lasting approximately from 30 to 60 seconds so that your pet can rest between the games.

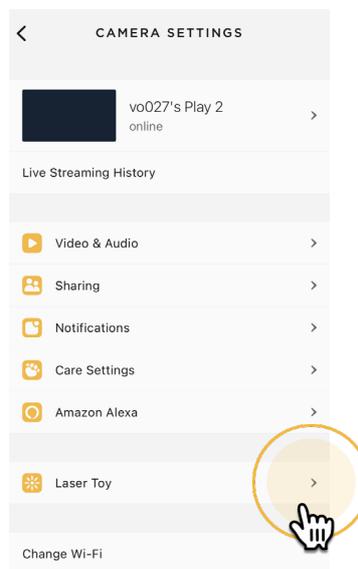


Fig. 4.6.3

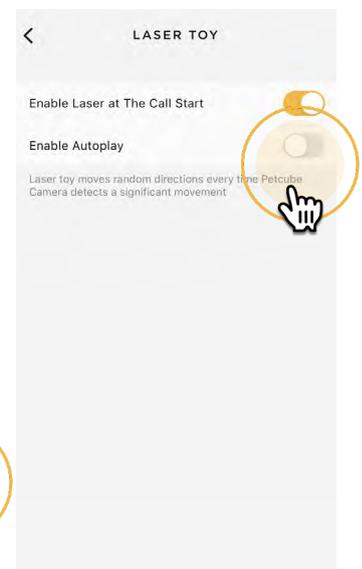


Fig. 4.6.4

## 7. 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 4.7.1).

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. Sound recording is currently unavailable.

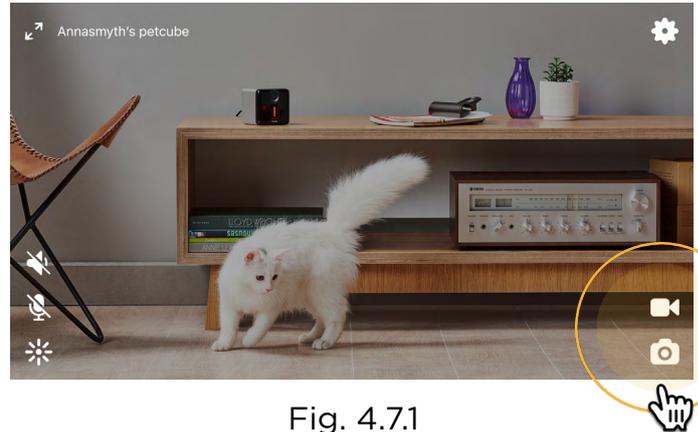


Fig. 4.7.1

## 8. 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.

## 9. 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 camera will automatically activate the Night Vision mode.

Petcube app also allows you to turn night vision on and off during a live stream. By default Night Vision is set to Auto mode, but you can default it to always ON or OFF going to Camera Settings -> Audio & Video

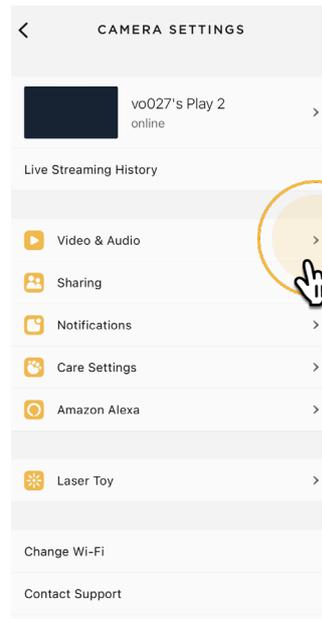


Fig. 4.9.1

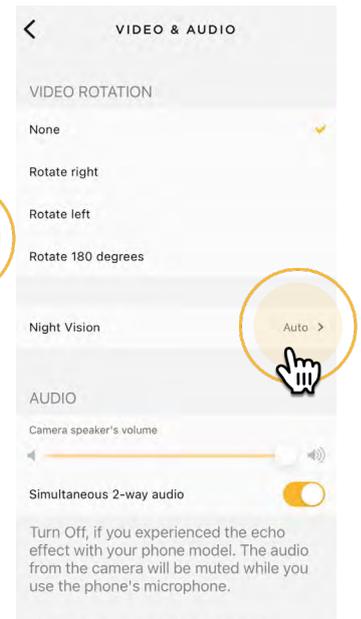


Fig. 4.9.2

## 10. Using Two-way Audio or Push-To-Talk

Petcube comes with 2 ways of audio interaction: default simultaneous 2-way audio and optional 'push-to-talk' feature that works much like a walkie-talkie.

To start talking and listening, first, make sure the sound is activated in Settings at the top right, then simply tap the mic icon in the bottom left corner.

To switch to push-to-talk audio:

1. Open the Petcube app;
2. Go to the camera profile;
3. Tap the 'Settings' wheel in the upper right corner;
4. Select 'Video & Audio' and disable the 'Simultaneous 2-way audio'.

## 11. 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 4.11.2);
4. Go to Video & Audio settings menu (fig 4.11.3);
5. Adjust the volume level under 'Camera Speaker volume' (fig 4.11.4).

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 white light).

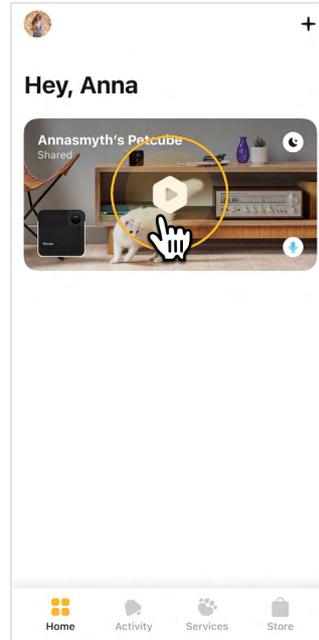


Fig. 4.11.1

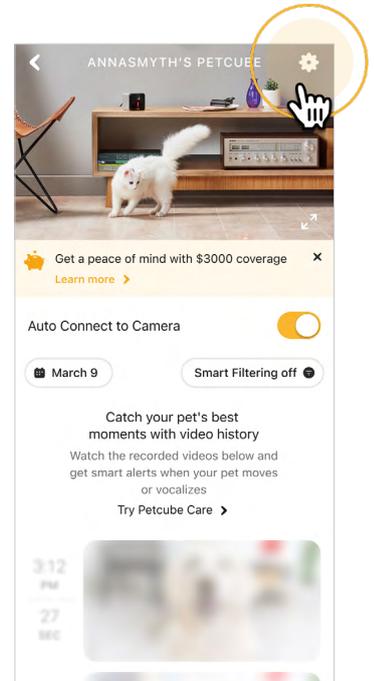


Fig. 4.11.2

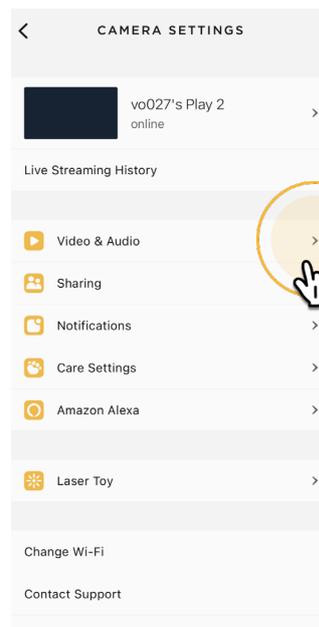


Fig. 4.11.3

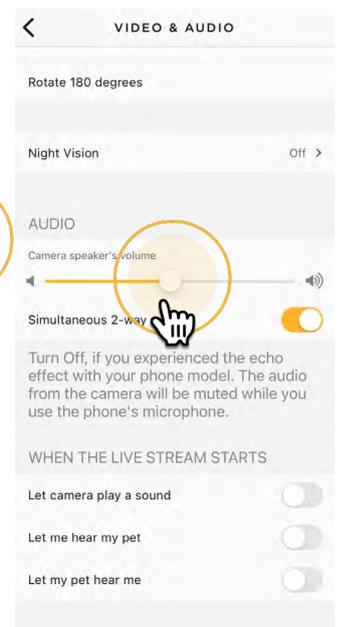


Fig. 4.11.4

## 12. 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.

To disable the sound alert:

1. Open the Petcube app;
2. Go to the camera profile;
3. Tap the 'Settings' wheel in the upper right corner;
4. Go to Video & Audio settings menu;
5. Switch the 'Let camera play a sound' to off (fig 4.12.1).

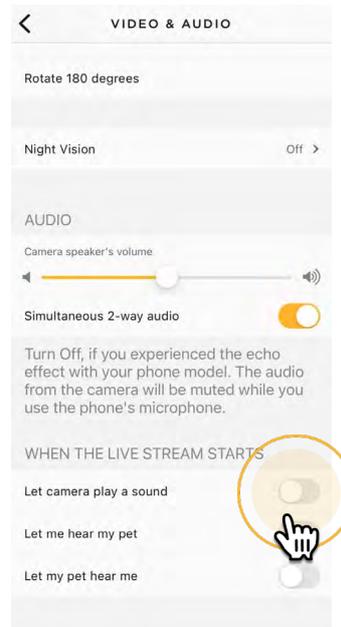


Fig. 4.12.1

### 13. Sharing access to your Petcube Play 2

By default, only you can access your Petcube video stream, but you can share access to your Petcube with your family, friends and anyone who installs the Petcube app on their smartphone.

**Family members** (fig 4.13.4) will have almost full control of your camera, being able to connect to your Petcube anytime, change camera and sharing settings and access recorded videos on Petcube Care timeline.

**Friend sharing** (fig 4.13.4) allows you to set friend sharing access at specifically scheduled times and days as well as set a 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;
3. Tap the 'Settings' wheel in the upper right corner;
4. Tap 'Sharing', select the preferable sharing option and add the new user to either 'Family' or 'Friend' list (fig 4.13.4).

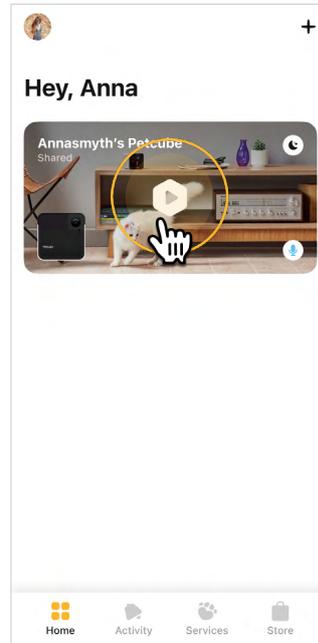


Fig. 4.13.1

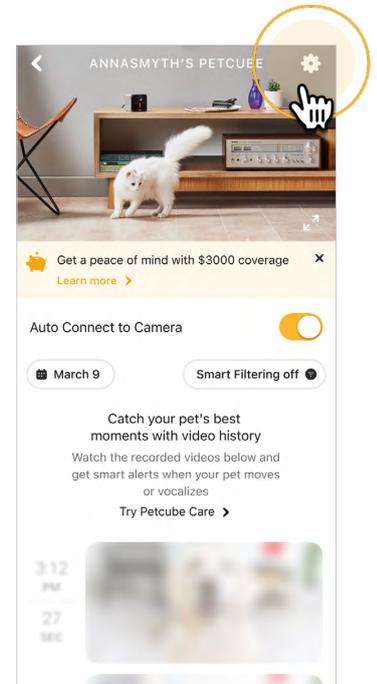


Fig. 4.13.2

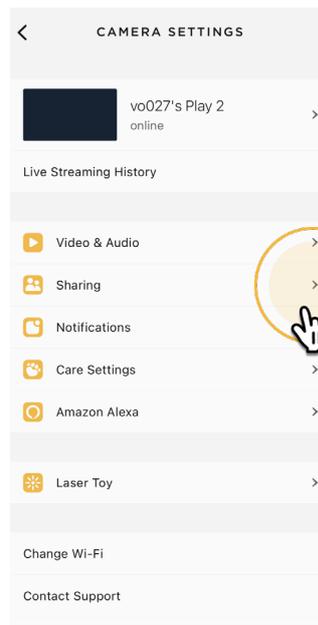


Fig. 4.13.3

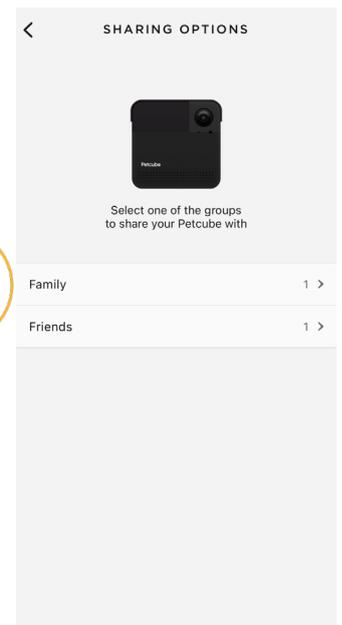


Fig. 4.13.4

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' (fig 4.13.7 and 4.13.8).

## 14. Using motion and sound detection

If you are not 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;
3. Select 'Notifications' (fig 4.14.3);
4. Turn 'Motion Detection' and 'Sound Detection' options ON (fig 4.14.4).

You can also adjust the sensitivity of the motion and sound detection sensors by moving the slider (fig. 4.14.5).

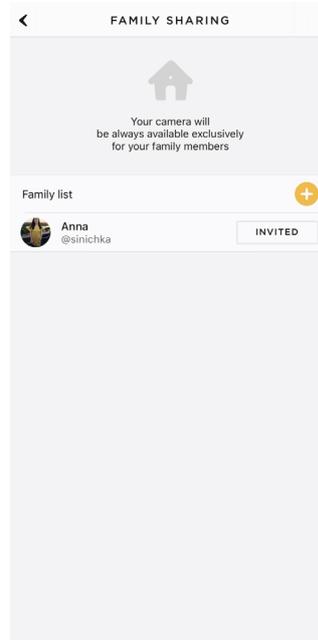


Fig. 4.13.5

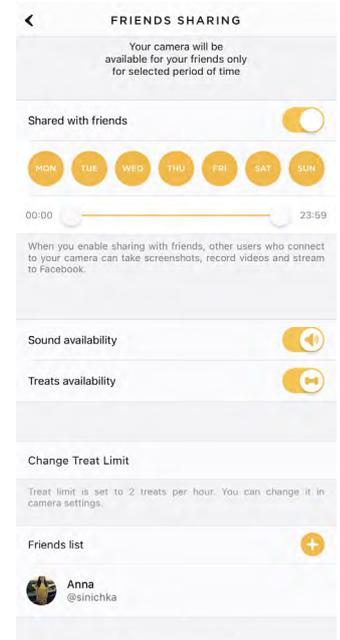


Fig. 4.13.6

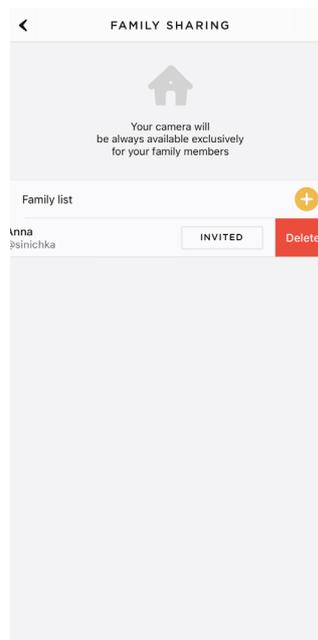


Fig. 4.13.7

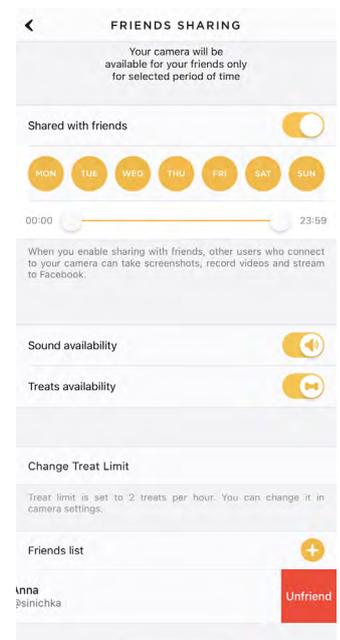


Fig. 4.13.8

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).

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, enabling Care Video Recording setting (fig. 4.14.6).

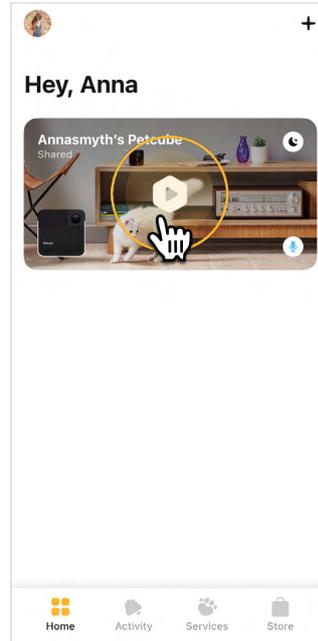


Fig. 4.14.1

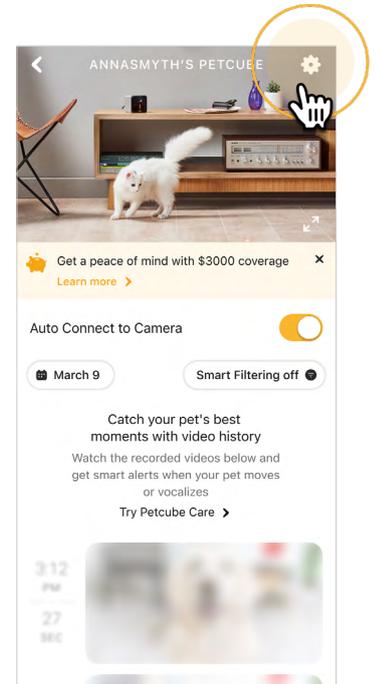


Fig. 4.14.2

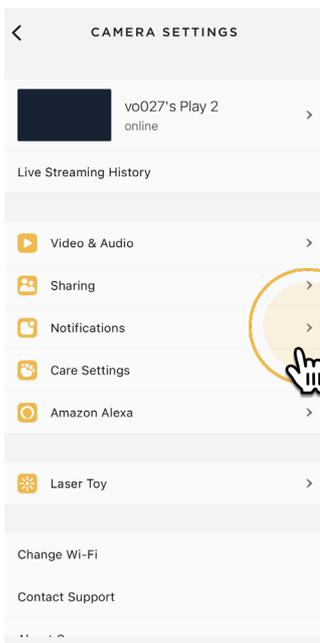


Fig. 4.14.3

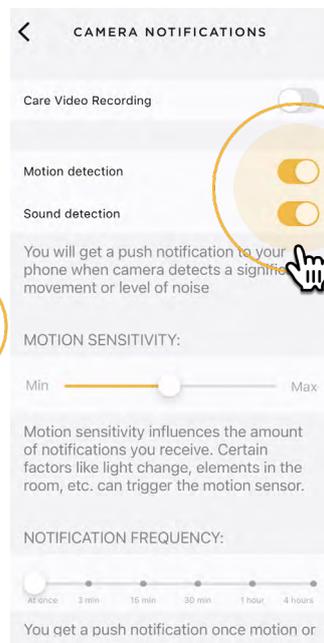


Fig. 4.14.4

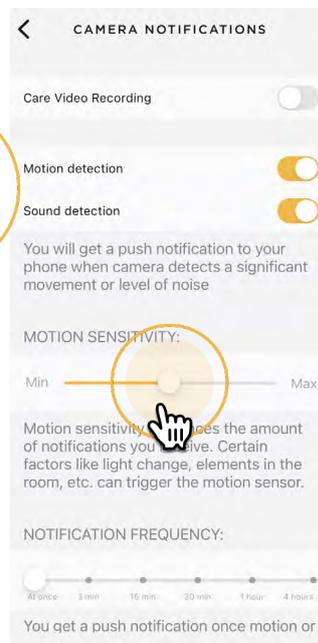


Fig. 4.14.5

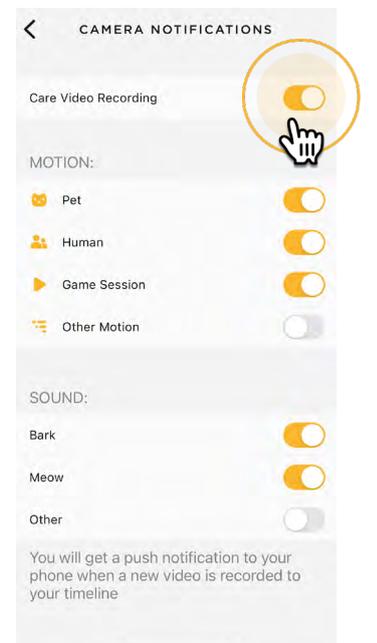


Fig. 4.14.6

## **15. Setting up multiple Petcube cameras 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.

## **16. 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. Go to the camera profile, tap the 'Settings' wheel in the upper right corner;
3. Find and Tap on 'Disconnect camera';
4. Now login to a different Petcube account and add Petcube Bites 2 to this account.

## 17. Deleting the Petcube device

To delete the Petcube from your account:

1. Open the Petcube app;
2. Go to the camera profile;
3. Tap the 'Settings' wheel in the upper right corner and tap 'Disconnect camera' (fig 4.17.1);
4. Confirm by choosing 'Delete'.

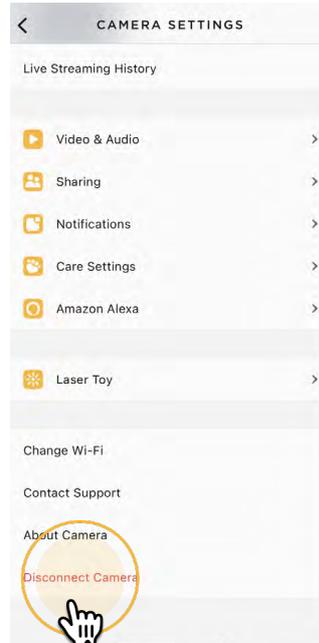


Fig. 4.17.1

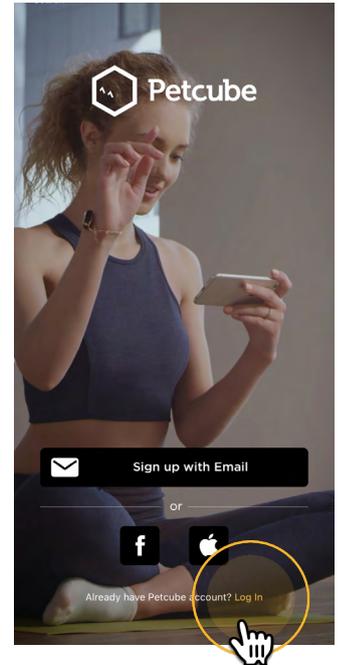


Fig. 4.18.1

## 18. 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 4.18.1);
3. Tap 'Forgot password' (fig 4.18.2);
4. Enter your Petcube account email address;
5. Hit 'Restore Password' at the bottom;
6. Check your email and follow the instructions to reset your password.

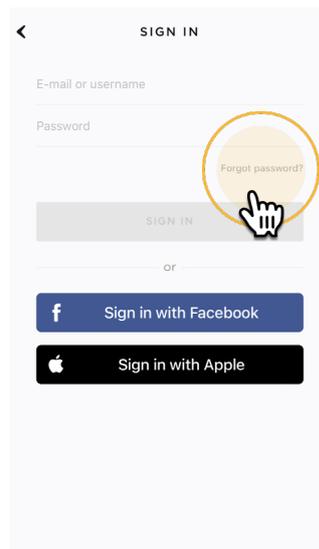


Fig. 4.18.2



Fig. 4.18.3

## 19. 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 4.19.1);
3. Tap the 'Settings' wheel in the upper right corner (fig 4.19.2);
4. Hit 'Edit profile" (fig 4.19.3) and tap the values you want to change.

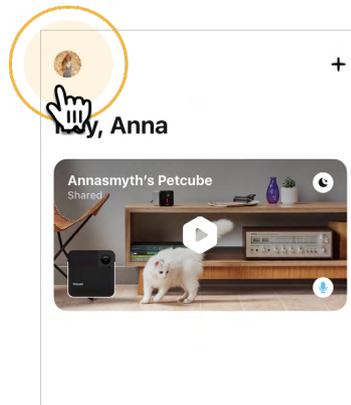


Fig. 4.19.1

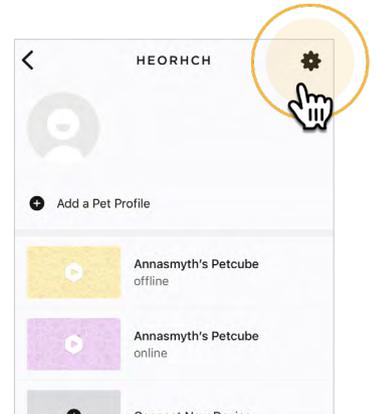


Fig. 4.19.2

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

1. Open camera profile (fig 4.19.4);
2. Tap the 'Settings' wheel in the upper right corner (fig 4.19.5);
3. Hit the arrow next to your Petcube name and status (fig 4.19.6) and change the necessary values.

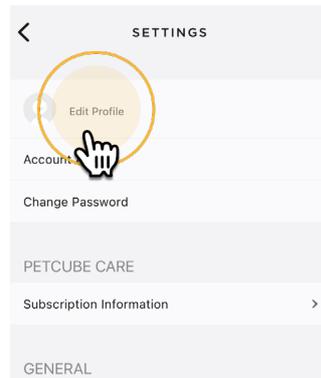


Fig. 4.19.3

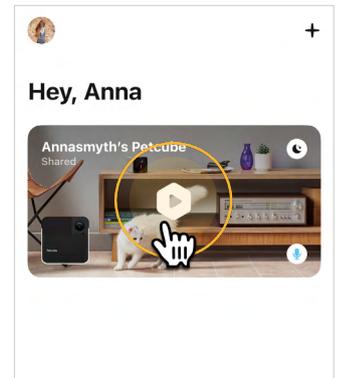


Fig. 4.19.4

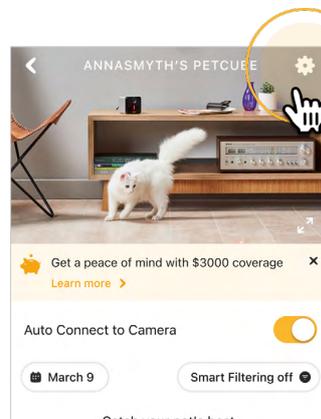


Fig. 4.19.5

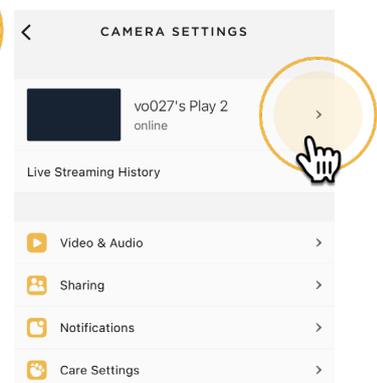


Fig. 4.19.6

## 20. 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 (fig 4.20.1);
3. Tap the 'Settings' wheel in the upper right corner (fig 4.20.2);
4. Tap 'Change Wi-Fi' (fig 4.20.3);
5. Power up your Petcube Play, wait 1 minute until it starts up;
6. Find pen or pencil, find a small hole on the bottom of the device, insert a pin into it, hold it down for 3 seconds until the light changes to pulsing green and follow the steps on your screen.

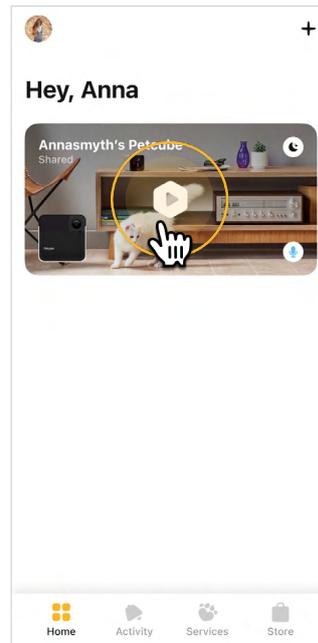


Fig. 4.20.1

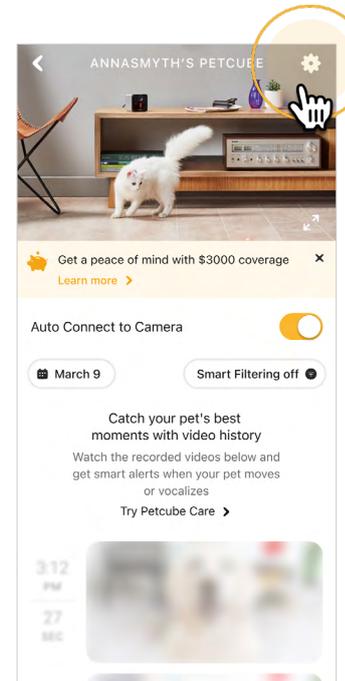


Fig. 4.20.2

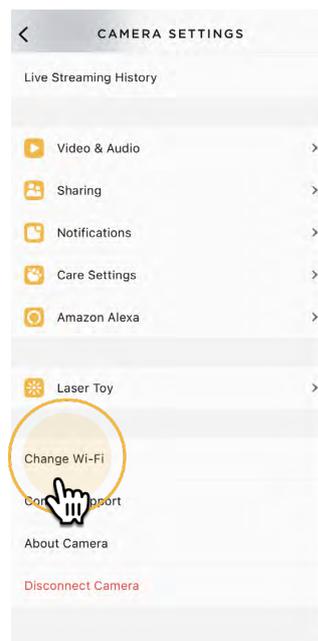


Fig. 4.20.3

# 5

## WHAT IS AMAZON ALEXA AND HOW DOES IT WORK WITH PETCUBE

### 1. What is Amazon Alexa

Alexa is a smart voice-enabled personal assistant developed by Amazon. It was first used in Amazon's Echo and Echo Dot devices and is now available in a range of many other smart home gadgets. New generation Petcube devices Petcube Play 2 and Petcube Bites 2 feature Amazon Alexa built-in while only Alexa skill can be installed on previous generation cameras such as Petcube Bites, Petcube Play and Petcube Camera (don't come with Alexa built-in).

For more information on how to setup the Petcube skill for Alexa, search for 'Petcube' in 'Alexa Skills' department on [Amazon.com](https://www.amazon.com).

### 2. How to setup Amazon Alexa

To install Alexa, press Amazon Alexa button below the Play icon in the center (fig 5.2.1) and tap 'Get started' below (fig 5.2.2). If you have an Amazon app on your phone, you will be prompted to give Petcube access or you'll be asked to log in with your Amazon account (fig 5.2.3) if you don't have an Amazon app, then Allow access to Alexa voice services (fig 5.2.4). Hit 'Next' on the language choice (currently Alexa on Petcube only supports English) (fig 5.2.5) and tap 'Done' at the last step (fig 5.2.6).

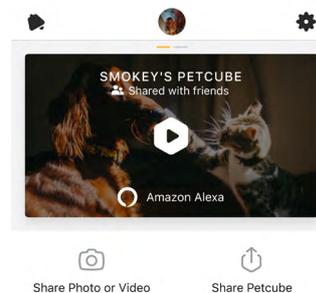


Fig. 5.2.1

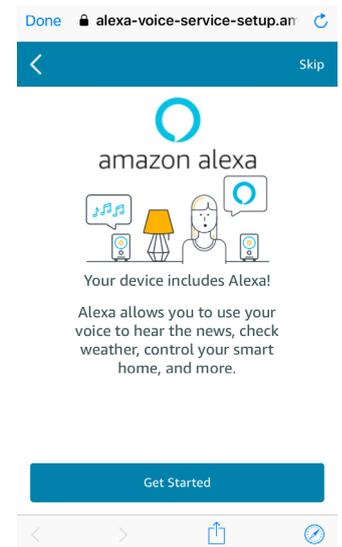


Fig. 5.2.2

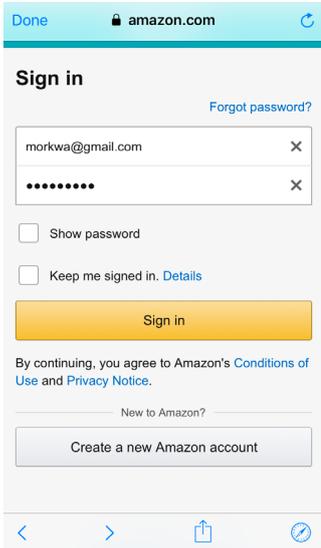


Fig. 5.2.3

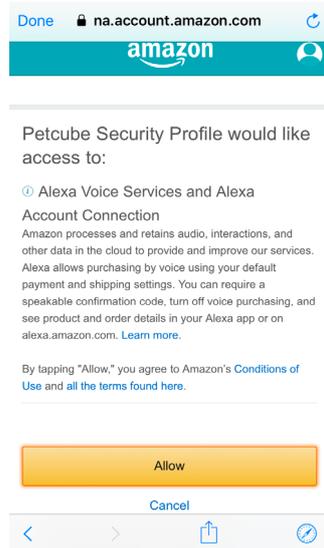


Fig. 5.2.4

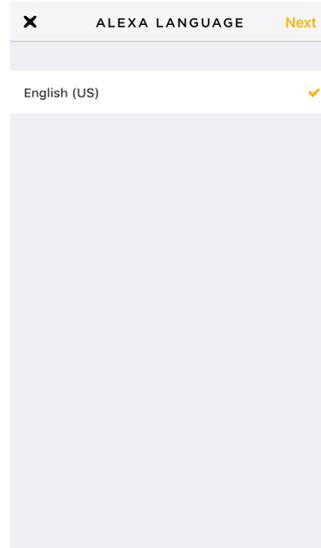


Fig. 5.2.5

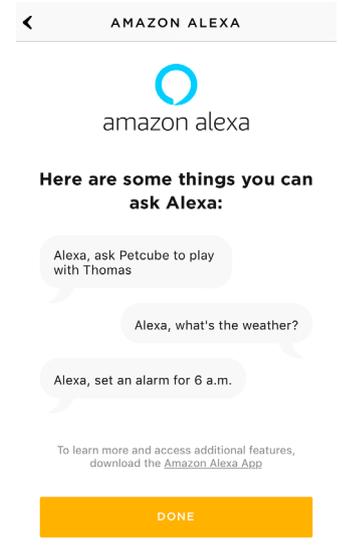


Fig. 5.2.6

### 3. How to disable listening on Amazon Alexa

To turn the listening sound off, tap 'Alexa Mic On' below the Play icon in the center (fig 5.3.1) and move the slider to 'Mic Off' position (fig 5.3.2).

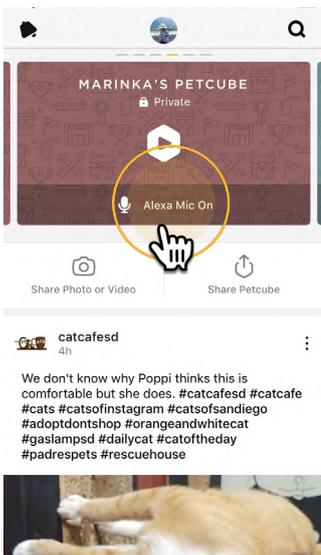


Fig. 5.3.1

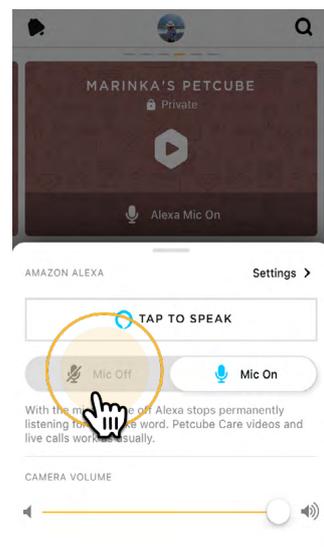


Fig. 5.3.2

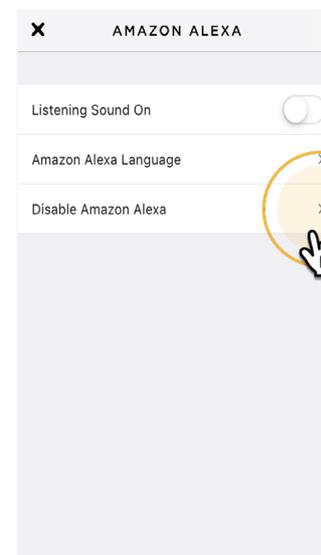


Fig. 5.3.3

#### 4. How to setup Amazon Alexa skill

1. Sign into your Amazon Alexa account using Alexa app on your phone (fig 5.4.1);
2. Search for and download the Petcube Skill for Alexa (fig 5.4.2 and 5.4.3);
3. Link your Petcube account using your Petcube username through your Alexa App or Amazon account (fig 5.4.4);
4. Start using Alexa to give voice commands to Petcube cameras.



Fig. 5.4.1

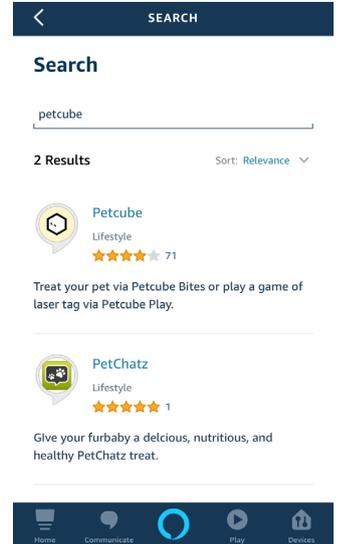


Fig. 5.4.2

Setting up the Petcube Skill for Amazon Alexa is a one-time process. No changes are necessary from within the Petcube app or your Petcube account.

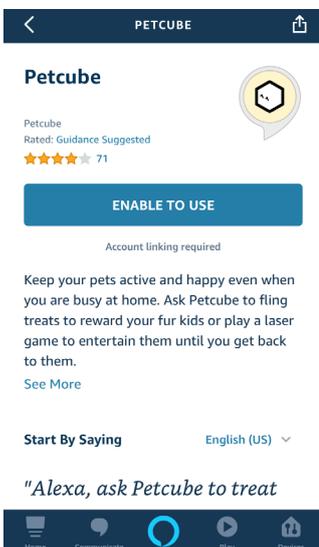


Fig. 5.4.3

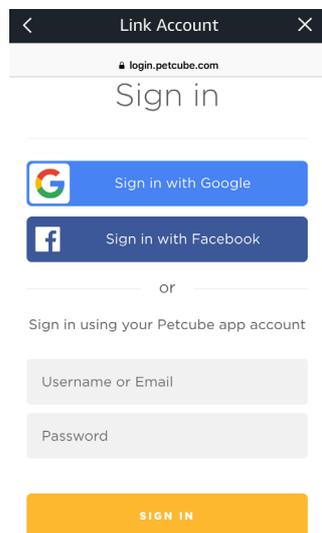


Fig. 5.4.4

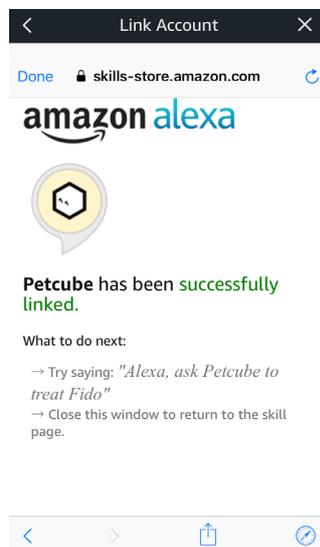


Fig. 5.4.5

## **6. Amazon Alexa voice commands on Petcube**

After you've downloaded and installed the skill, use the following voice commands with Alexa on your Petcube Play camera:

- Alexa, ask Petcube to play with [your pet's name].
- Alexa, ask Petcube to play with my pet.
- Alexa, ask Petcube to play for [2] minutes.

Note: After you say an Alexa skill phrase (above), Alexa will respond with a phrase like "Play time!"

Note that using the Petcube Skill for Amazon Alexa is completely optional and your Petcube cameras will work without Alexa via the Petcube app.

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## 1. What is Petcube Care

Petcube Care is an optional subscription service that adds features to a Petcube camera 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.

## 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/](https://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 and general sound and motion notifications.

#### **4. How to activate Petcube Care**

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

To subscribe:

1. Go to [petcube.com](https://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 camera 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 camera 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.

## 8. 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 '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.

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

While you will be able to view video history for the past 3 or 90 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'.

## **10. 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.

## **11. How can I use Petcube Care on multiple Petcube devices**

At the moment, Optimal Care plan covers one camera per subscription, while Premium, both monthly and annual plans, are applied on the account level and cover an unlimited amount of cameras on the account.

## **12. 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](https://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.

## **13. 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](https://petcube.com), select the Home icon in the upper right corner, go to Petcube Care tab, select your subscription and hit Cancel Subscription.

# 7

## PETCUBE SMART ALERTS

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

Smart alerts bring AI-powered recognition technology to the pet space. Your Petcube camera 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 camera 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 camera 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 10-day video history subscription to Petcube Care.
4. Enable Smart Alerts in the Petcube App under Camera Notifications.

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

1. Sign up for a 1, 3 or 10-day video history subscription to Petcube Care.
2. Enable Smart Alerts in the Petcube App under Camera Notifications.

If you have a Petcube camera and Petcube Care:

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

# 8

## TROUBLESHOOTING

### 1. LED light doesn't light up

If the LED light on your Petcube camera 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 yellow and doesn't turn blinking green

When you plug in your Petcube before starting the registration process, it should glow solid green for a minute. Wait up to 1 minute until it starts blinking green. In case the light on the device doesn't start blinking green and remains blinking yellow, try to reset your Petcube following the steps below:

1. Find a small hole on the bottom of your Petcube Play, insert the reset pin into it (fig 8.2.1), hold it down for 8 seconds until the Petcube plays a sound and release it
2. Wait until the camera boots up again and starts blinking green within 1 minute
3. 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



Fig. 8.2.1

### 3. LED light is stuck on solid green color and doesn't turn blinking green

When you plug in your Petcube before starting the registration process, it should glow solid green for a minute (although it may look light green). Wait up to 1 minute until it starts blinking green. In case the light on the device doesn't start blinking and remains a solid color, please contact Petcube Customer Support team at [support@petcube.com](mailto:support@petcube.com).

### 4. 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.

To reset the Wi-Fi password:

1. Open the Petcube app;
2. Go to the camera profile (fig 8.4.1);
3. Tap the 'Settings' wheel in the upper right corner (fig 8.4.2);
4. Tap 'Change Wi-Fi' (fig 8.4.3);
5. Power up your Petcube, wait 1 minute until it starts up;
6. Find a small hole on the bottom of the device, insert a pin into it, hold it down for 3 seconds until the light

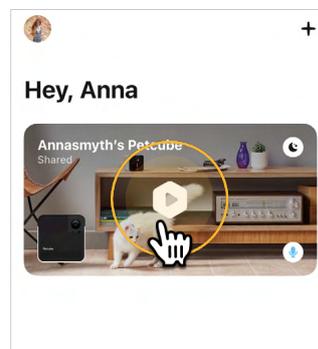


Fig. 8.4.1

changes to pulsing green and follow the steps on your screen.

In case none of the above tips help, contact Petcube Customer Care Team at [petcube.com/support/](https://petcube.com/support/).

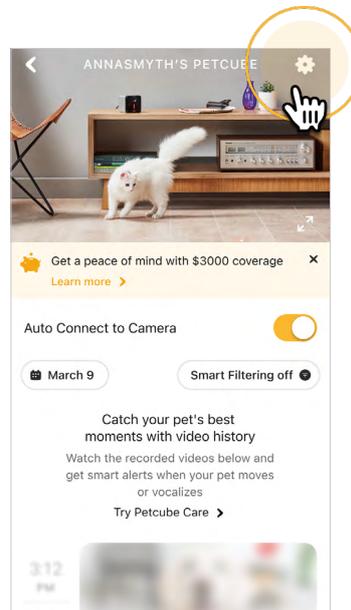


Fig. 8.4.2

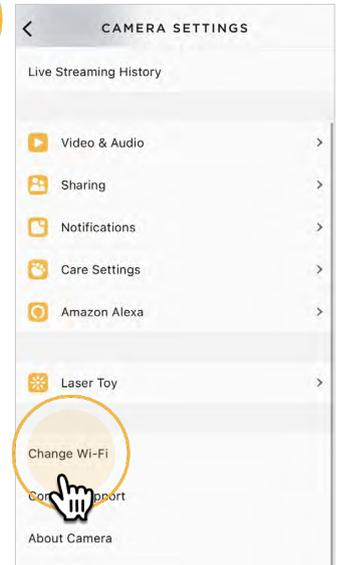


Fig. 8.4.3

## 5. The LED is pulsing yellow and doesn't turn white after setup

This problem 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 Play, wait 1 minute until it starts up, find a small hole
6. on the bottom of your Petcube Play, insert a 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:

1. Your Petcube requires a manual firmware update. Please contact Petcube Customer Care Team for assistance at [petcube.com/support/](https://petcube.com/support/);

2. You are using either a FIOS or Xfinity router or your router might be set up to transmit in WEP encryption mode, which is not supported by Petcube due to security reasons. Petcube works with newer WPA/WPA2 encryption technology that aims to provide stronger wireless data encryption than WEP. We recommend changing 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;
3. Your router may have some security settings such as a firewall or MAC address filtering that don't allow Petcube to connect to the Internet. Call your ISP or Petcube Customer Care Team for assistance;
4. 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 to resolve this.

## **6. 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 team for help.

## **7. 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, find a small hole at the bottom of your Petcube Play, insert a reset pin into it, hold it down for 8 seconds until the Petcube plays a sound and release it.

3. Wait until your Petcube boots up again and starts blinking green.

Open Petcube app, go to the 'Home' tab, tap on '+' icon in the top right corner, select 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; 35.212.7.2135.2071.22 (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.

## **8. The LED 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.

## **9. Petcube 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:

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 small hole on the bottom of your Petcube Play, insert the reset pin into it and hold it down for 3 seconds until it changes to green.

**Now, follow these steps:**

1. Open Petcube application
2. Go to 'Home' tab and tap 'Plus' icon in the top right corner;
3. Select Petcube Camera in the list of options instead of Petcube Play 2;
4. Follow the steps on the screen;
5. On step 3, open 'Settings' on your phone, go to 'Wi-Fi settings', connect to Petcube Play 2 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.

**10. 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.

**11. I don't see my home Wi-Fi network**

This may happen if you're using a hidden Wi-Fi network. If you have a hidden network, you will be prompted to enter your network SSID and password manually.

If your Wi-Fi network isn't hidden but it still doesn't show up in the list of options, 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.

## **12. No Wi-Fi network shows up during setup**

If you have an empty list of available Wi-Fi networks in the Petcube app when you need to select your home Wi-Fi network, 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. If the problem persists, contact Petcube Customer Care Team to determine if your Petcube needs to be updated.

## **15. 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 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 also requires at least a 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 a free online speed test. If you are not getting the full speed you subscribed for, contact your Internet Service Provider.

## **16. 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 white. If the LED light on the front of your Petcube isn't steady white, 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](mailto: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 cameras 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/merged 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 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** shows no electronic or radio devices and no bearing walls between two rooms so the signal in the other room is very good (Fig. 8.17.1).

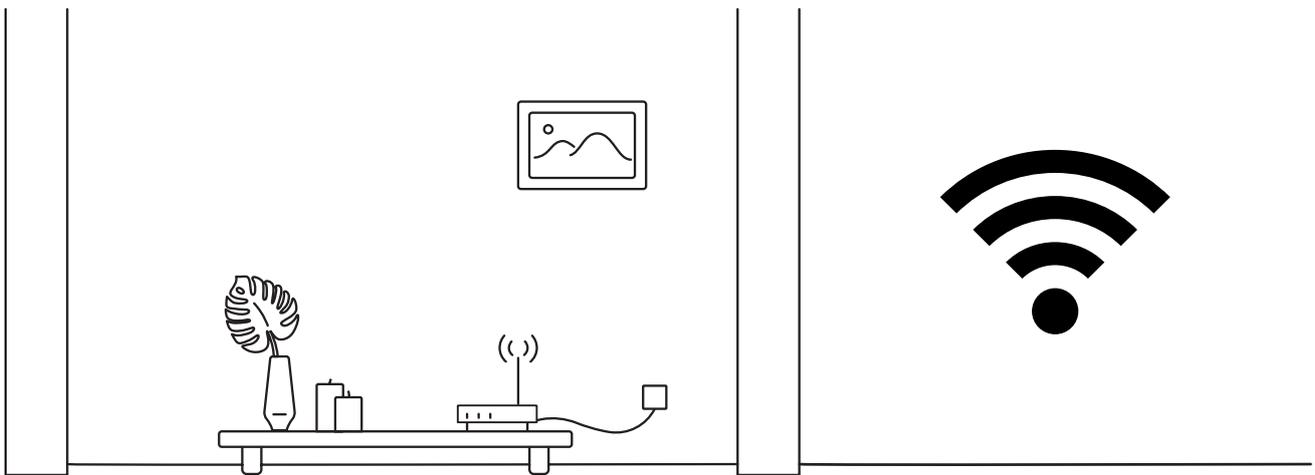


Fig. 8.17.1

**Example 2** shows a bearing wall between two rooms which causes poor Wi-Fi signal in the other room (Fig. 8.17.2).

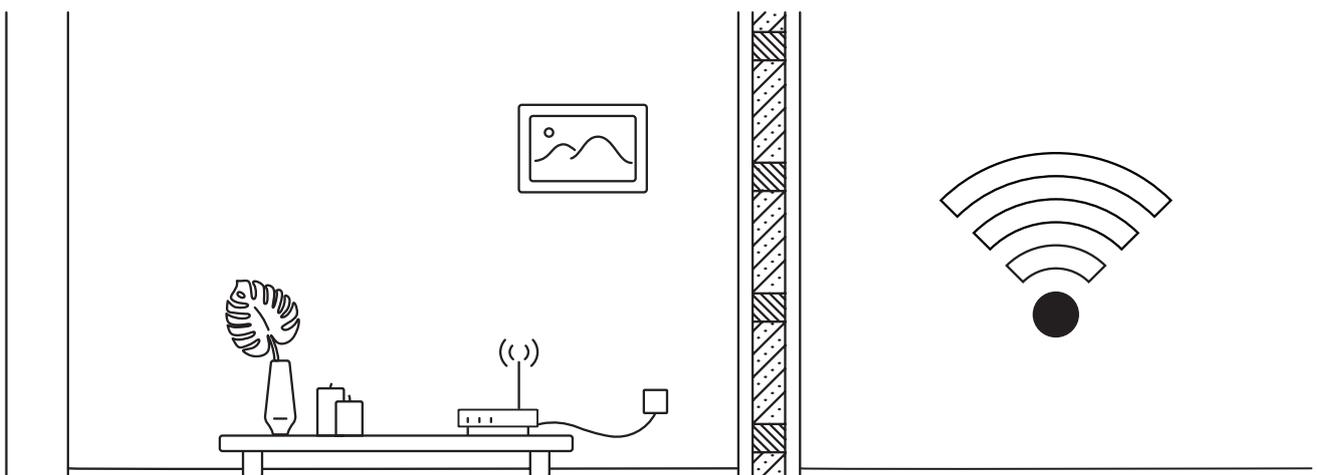


Fig. 8.17.2

**Example 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. 8.17.3).

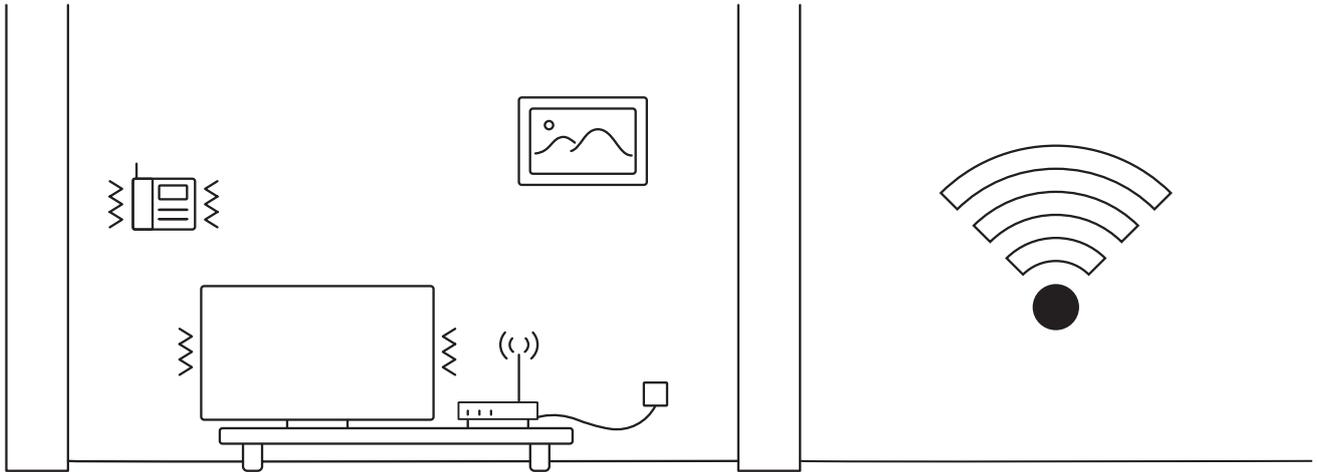


Fig. 8.17.3

### 17. Petcube is Disconnected in the app

If your Petcube camera 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).

### 18. 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.

### 19. Petcube Play factory reset instructions

If you have a problem with your Petcube and need to reset it, follow these easy steps. First, if you have previously set up your Petcube:

1. Open the Petcube app;
2. Go to 'Home' tab;
3. Tap the 'Settings' wheel in the upper right corner;
4. Choose 'Disconnect Camera';
5. Power up your Petcube Play, wait 1 minute until it starts up;
6. Find a small hole on the bottom of your Petcube Play, insert a pin into it, hold it down for 8 seconds until the Petcube plays a sound and release it;
7. Wait until the camera boots up and starts blinking green;
8. Open Petcube app;
9. Go to the 'Home' tab;
10. Select 'Connect your device';
11. Pick your Petcube from the list of options and follow the steps on the screen.

## **22. How to find Petcube's MAC address**

If your router uses MAC filtering, you need to temporarily disable it to find the MAC address of your own Petcube. This can be viewed in the list of connected devices in your router settings. Once you have its MAC address, you can safely add your Petcube as an exception and turn filtering back on.

You can also contact Petcube Customer Care Team to get help finding the MAC address of your Petcube by performing a camera test.

# 9

## LED LIGHT NOTIFICATIONS

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



Fig. 9.1

### Steady Green

If you just powered your Petcube up, it will show this color while it boots up for up to 30 seconds. If it's steady yellow during the setup, it usually takes up to a minute to complete the registration.



Fig. 9.2

### Pulsing Green

Setup mode



Fig. 9.3

### Steady White

Online, standby mode.



Fig. 9.4

### Pulsing White

Petcube Care™ is active, saving video to your timeline



Fig. 9.5

### **Steady Blue**

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



Fig. 9.6

### **Pulsing Yellow**

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



Fig. 9.7

### **Pulsing Orange**

Your Petcube is connected to a wireless access point but cannot connect to the Internet because of the security settings on your network. Please make sure your router is not blocking the Petcube with a firewall, MAC address filtering or other security settings.



Fig. 9.8

### **Fast Pulsing Green**

Your Petcube is downloading the most current software update, which usually takes about 5 minutes.



Fig. 9.9

### **Steady Red**

Alexa mic on your Petcube is muted.