



MEET YOUR

Petcube Play

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PETCUBE PLAY SPECS AND SYSTEM REQUIREMENTS

Petcube Play features:

- 138° wide angle view
- 1080p HD video
- 3R class laser built-in laser toy
- 2-way audio
- Night vision
- 3x digital zoom
- Sound and motion alerts

Petcube Play requires:

- Wi-Fi 802.11b/g/n, 2.4GHz, password protected
- Bluetooth Low Energy (BLE)
- iOS 8.4 and higher or Android 4.0 and higher
- Wi-Fi internet connection
- Min 1 Mbps Upload speed on the Petcube
(recommended 2Mbps)
- Min 1 Mbps Download speed on the mobile device
(recommended 2Mbps)

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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 Play camera.
- Don't stain, scratch, or otherwise damage the front panel.
- Avoid prolonged direct eye contact with Petcube Play laser.
- Don't use Petcube Play laser in combination with optical instruments. Note that glasses and some watches have magnifying properties as well.
- Don't point Petcube Play 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 Play laser at valuable objects may cause your pet to damage or break them.
- Petcube Play is not to be used by minors unless under 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.

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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 Play laser. Do not point Petcube Play 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 Play laser toy.
- There were occasional reports of dogs becoming obsessed with sources of light like sun or laser beams. If you are in doubt, consult your vet doctor and test a conventional laser pointer with your pet.

4 GETTING STARTED

1. Setting up your Petcube Play camera on iOS device

To set up your Petcube, download Petcube application to your iOS device. The Petcube app requires iOS 8.4 or greater and can be downloaded in the App Store or at the link below:

www.petcu.be/ios-app-download

Connect your Petcube to a power source and wait up to a minute until the LED light starts pulsing green. Open the Petcube app on your iOS device, log in or sign up for a Petcube account using your email or Facebook account. Go to the 'Home' tab, select 'connect your device' and pick your Petcube from the list of options. Keep in mind that you may be asked to turn on Bluetooth.

When the LED light on the camera is pulsing green, hit Next. To identify the device, press 'Select' below the image of Petcube and hit 'Next' again when the LED starts pulsing green rapidly. 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, put in your network password and hit 'Join'. 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 'Join' (keep in mind that it is case sensitive).

Once the LED light on your Petcube changes to solid white, you are ready to play with your Petcube.

2. Setting up your Petcube Play camera on Android device

To set up your Petcube, please download the Petcube App to your Android device. The Petcube App requires Android 4.3 or greater and can be downloaded in the Google Play Store or at the link below:

www.petcu.be/android-app-download

Connect your Petcube to a power source and wait up to a minute until the LED light starts pulsing green. Open Petcube App on your Android device, log in or sign up for a Petcube account using your email or Facebook account. Go to the 'Home' menu in the top left corner of the app, select 'Add Camera', and pick your Petcube from the list of options. Keep in mind that you may be asked to turn on Bluetooth.

When the LED light on the camera is pulsing green, hit Next. To identify the device, press 'Select' below the image of Petcube and hit 'Next' again when the LED starts pulsing green rapidly. 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, put in your network password and hit 'Join'. 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 'Join' (keep in mind that it is case sensitive).

Once the LED light on your Petcube changes to solid white, you are ready to play with your Petcube.

3. Playing with your Petcube Play

If you successfully registered your Petcube and the LED light on it glows white, go to the 'Home' tab in the Petcube App and press the 'Play' icon at the top.

To enable laser and audio, select the 'Settings' icon in the top right corner of the screen.

4. Where to place your Petcube Play

Consider placing Petcube in a location that allows for maximum coverage through the camera's 138° 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. 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 open the Petcube App, go to the 'Home' tab, select 'Settings' in the upper right corner and switch the 'Autoplay' option on.

6. 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. You'll get two options: 'Share' and 'Done'. When selecting 'Done,' the screenshot will be automatically saved to your phone's storage. By selecting 'Share,' you will have the option of sharing it via Facebook, Instagram or Twitter.

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.

7. Using Zoom feature

Petcube app now comes with the 3x 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.

8. 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.

9. Volume control

To configure the volume level on your Petcube, open the Petcube App on your device, go to the camera 'Settings' in the upper right corner, and adjust the volume level under 'Camera Volume'.

Keep in mind that in order to be able to change the settings on your Petcube, it needs to be in standby mode (steady white light).

10. 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. This can be easily switched off in the 'Settings' menu in the Petcube App.

11. Sharing access to your Petcube Play

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.

While family members will have full control of your camera, friends can only see it as a publicly shared Petcube on the 'Play' tab at specifically scheduled times and days. You can also configure whether the laser and 2-way audio are available to your friends.

To share access to family members or friends, open the Petcube App, go to the 'Home' tab, select 'Sharing' in the upper right corner, select the sharing option you want and add the user you want to either 'Family' or 'Friend.' To delete a user from your 'Family' or 'Friends' list, go to 'Sharing' settings again, find their username and swipe it left to 'Delete' or 'Unfriend'.

You can also share your Petcube with any Petcube app user by choosing the 'Public' sharing option. Configure treat controls and sound availability and schedule sharing time according to your needs.

12. 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, open the Petcube App, go to the 'Home' tab, select 'Settings' in the upper right corner and turn 'Motion

Detection' and 'Sound Detection' options on.

Keep in mind that in order to be able to change the settings on your Petcube, it needs to be in standby mode (steady white light).

If you are using Petcube Care, 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.

13. Setting up multiple Petcube cameras to one account

To register multiple cameras in a single account, launch the Petcube app and swipe left at the top of the 'Home' tab. Then, press the 'Tap to connect your device' icon. Select your Petcube in the list and follow the instructions. To register each additional device, repeat this process.

14. 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, open the Petcube App, go to the 'Home' tab, select 'Settings' and tap 'Disconnect camera'.

15. Deleting the Petcube device

To delete the Petcube from your account, open the Petcube App, go to the 'Home' tab, select 'Settings,' and tap 'Disconnect camera.'

Confirm by choosing 'Delete'.

16. Resetting user account password

If you forgot your password, open the Petcube App on your mobile device, tap 'Log In,' enter your email address, and tap on 'Forgot password' at the bottom of the screen. Check your email and follow the instructions to reset your password.

17. Changing your account name, username or password

To change your account details such as your name, username or password, open the Petcube App, go to the 'Profile' tab, then 'Settings', and tap the values you want to change.

18. Connecting Petcube without using Wi-Fi

The Petcube has no Internet access and can be connected to the Internet only through a Wi-Fi network.

Minimum Internet speed requirements are:

- 1 Mbps Upload speed on the Petcube
- 1 Mbps Download speed on the mobile device

Recommended:

- 2 Mbps Upload speed on the Petcube
- 2 Mbps Download speed on the mobile device

19. Moving your Petcube to a different location

As long as the Petcube Play 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, open the Petcube App, go to the 'Home' tab, select 'Settings', then 'Wi-Fi'. Power up your Petcube Play, wait 1 minute until it starts up, take a reset pin that came with your Petcube, find a small hole on the bottom of your Petcube Play, insert the reset pin into it, hold it down for 3 seconds until the light changes to pulsing green and follow the steps on your screen.

20. Changing Wi-Fi settings or connecting Petcube to a different network

If you need to either change the Wi-Fi settings on your Petcube Play or connect it to a different network, open the Petcube App, go to the 'Home' tab, select 'Settings', then 'Wi-Fi'. Power up your Petcube Play, wait 1 minute until it starts up, take a reset pin that came with your Petcube, find a small hole on the bottom of your Petcube Play, insert the reset pin into it, hold it down for 3 seconds until the light changes to pulsing green and follow the steps on your screen.

21. Turning your Petcube off remotely

Currently, there is no option to turn off the camera remotely from the Petcube App. But if you're sharing access to it, you can disable it in the 'Settings' menu.

To disable sharing, go to the 'Home' tab, then tap the 'Settings' icon in the upper right corner, and select 'Sharing'. To disable sharing for friends, simply switch

it off. To stop public sharing, just tap 'Stop sharing'. To disable family sharing, just remove users from your family list by swiping their usernames to the left.

22. What is Facebook Live

Facebook Live is a feature available to iOS Petcube app users that allows them to live stream video from a Petcube camera device directly to their personal or business Facebook feed.

Petcube is the first HD pet camera to broadcast live on Facebook.

23. How does Facebook Live work

To enable live streaming to Facebook, connect to your or a shared Petcube camera device's live video feed in the Petcube App, hit the Facebook icon in the bottom right corner and follow the prompts. You can choose to stream to your personal or business Facebook feed.

Once the 'Live' red icon appears in the bottom right corner, your live stream is on. To stop live streaming, tap the 'Stop' icon and the video will be saved to the Facebook profile you are streaming to.

Keep in mind, if you have a shared access to your Petcube camera device, other members of the Petcube community can stream videos from your camera directly to their Facebook pages.

24. Can I take photos and save videos to my phone during Facebook live streaming

You can take a photo snapshot of your Petcube camera device's video feed

during live streaming to Facebook. In order to do that, you need to tap the Photo Camera icon on the bottom left of the screen.

While you are live streaming to Facebook, video recording to your own device is disabled.

25. I don't see an option for Facebook Live

The Facebook Live feature is currently available for iOS Petcube users only. To use Facebook Live, you need to have the most recent version of the Petcube App and the most recent firmware version on your Petcube camera device. If your app's version is current, please contact our support team to request a firmware update.

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

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, but is now available in a range of other smart home gadgets. Alexa can be used to control other compatible smart devices such as Petcube's pet cameras Petcube Bites, Petcube Play and Petcube Camera.

For more information on how to setup the Petcube skill for Alexa, please search for 'Petcube' in 'Alexa Skills' department on Amazon.com.

2. How do I setup Amazon Alexa to work with Petcube Play

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

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.

If you are unable to set up Amazon Alexa integration, a firmware update may be necessary. Please contact our support team at support@petcube.com for assistance.

3. How do Amazon Alexa voice commands for Petcube cameras work?

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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PETCUBE CARE™

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, 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 Petcube Care works

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.

3. How does Petcube Care work

Whenever motion or sound is detected by the Petcube camera, Petcube Care will automatically start recording a video, which will be available for playback later from the Petcube App. Camera owners will also get a push notification once recording stops. User interactions will be recorded too and will have an orange 'play' icon (triangle).

4. How to activate Petcube Care

To start using Petcube Care, you need to have a Petcube camera and a Petcube Care subscription. New Petcube camera owners receive a free 7-day trial with 7 days of video history.

To subscribe, go to <https://petcube.com/>, 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 for 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. You can easily deactivate it by launching the Petcube App, tapping on 'Care awake' in the camera menu in the lower right, then after the Care screen launches, moving the slider to the far right to 'Sleep' mode.

In Sleep mode, Petcube Care is disabled. It will not detect and record events.

In Sleep mode, Petcube Care is disabled. It will not detect and record events.

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.

Quiet mode is for when you do not want to be disturbed. Moments will be stored on your timeline if triggered by noise & motion, but you will not receive notifications.

If you turned on Sleep mode, but later purchase a Petcube Care subscription, Awake mode will be turned on automatically and your video timeline will begin to populate.

6. What is the Petcube Care free trial and how it works

A free 7-day Petcube Care trial with 7 days of video history is included when you purchase a Petcube camera. The trial starts when your Petcube camera is activated and will end after 7 days. You'll need to subscribe to Petcube Care to retain access to the subscription features.

After your trial period ends, you will have a 4-hour video snapshot available to you, but you will lose access to the rest of your video history.

If you purchase a Petcube Care subscription at the same time as you buy a camera, your free trial will start when you activate the camera and your billing cycle will begin when your trial ends.

You can view your subscription settings at any time by launching the Petcube App, go to 'Home' tab, select 'Settings' in the upper right corner and look for 'Manage Subscription' under Care settings.

If you do not wish to use the free trial of Petcube Care, all you have to do is open the Petcube App, tap on 'Care Awake' in the camera menu in the lower right and move the slider to the far right to 'Sleep' mode.

7. Petcube Care modes explained

There are three modes in Petcube Care: Awake, Quiet and Sleep.

- 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.
- Use Quiet mode when you do not want to be disturbed. Moments will be stored on your timeline if triggered by motion or sound, but you will not receive notifications.
- Sleep mode disables Petcube Care. It will not detect and record events. Nothing will be added to your timeline.

Keep in mind that your Petcube camera needs to be online to record the videos.

If you don't wish to use Petcube Care video recording service but would like to receive motion and sound detection notifications, you can easily switch them on in the App's Settings menu.

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. Today's videos will populate automatically on your home screen. You can scroll down to get earlier videos.

Tap on the date to move back or forward in time.

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

Remember, Petcube Care records videos to the timeline automatically by default. If you would like to deactivate this feature, please 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 or Quiet in order for videos to be recorded to your timeline. To do this within the Petcube App, tap on 'Care Sleep' in the lower right corner of the Petcube Care controls and tap Awake or Quiet 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 4 hours (free subscription), 10 or 30 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. Sound in Petcube Care videos

At the moment, sound recording is only available on recordings that were

triggered by motion or sound detection and is unavailable on camera play sessions.

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

Separate Petcube Care subscriptions are required for each Petcube camera. With multiple cameras, you can purchase additional subscriptions at a 50% discount to receive 24/7 cloud video recording coverage. Without a subscription, each Petcube camera includes a limited free 4-hour video history snapshot.

To purchase additional subscriptions, go to <https://petcube.com/>, 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 upgrade your subscription for each additional camera from the Petcube App by going to the 'Home' screen of the camera.

13. 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, log in with your Petcube account at <https://petcube.com/> by clicking on the Home icon in the upper right corner. Once logged in, go to 'Billing' tab to update your information.

7 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. LED light doesn't turn pulsing green

When you plug in your Petcube before starting the registration process, it should glow solid yellow for a minute (although it may look light green). Wait up to 1 minute until it starts pulsing green. If the light remains solid yellow, contact our support team.

3. 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, open the Petcube App, go to the 'Home' tab, select 'Settings', then 'Wi-Fi'. Power up your Petcube Play, wait 1 minute until it starts up, take a reset pin that came with your Petcube, find a small hole on the bottom of your Petcube Play, insert the reset pin into it, hold it down for 3 seconds until the light changes to pulsing green and follow the steps on your screen.

If that doesn't help, below are a few other possible reasons this could be happening:

- 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, or call the Petcube Customer Care Team for assistance at 1-844-747-2823 (toll-free within the US and Canada).
- 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 the Petcube Customer Care Team for assistance.
- You have a WPS pin on your router, which works like a secondary Wi-Fi password that is not supported by Petcube due to security reasons as it is considered to be a vulnerability on the network. You may call your ISP or the Petcube Customer Care team to resolve this.

4. 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. Call your ISP or the Petcube Customer Care Team for assistance.

5. 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 Camera 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, take a reset pin that came with your Petcube, 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.

- If you're using an iOS device, open Petcube application, go to 'Home' tab and select 'connect your device', select Petcube Camera in the list of options instead of Petcube Play. Follow the steps on the screen. On step 3, open 'Settings' on your phone, go to 'Wi-Fi settings', connect to Petcube Play Wi-Fi and return to the Petcube app.

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, put in your network password and hit 'Join'. 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 '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 Camera.

- If you're using an Android device, open 'Settings' on your phone and temporarily disable cellular data (mobile data) so that you are only using Wi-Fi during setup. Then open Petcube application, go to 'Home' tab and select 'connect your device', then tap and hold down your finger on

the Petcube Play icon on the next step for about 10-15 seconds until it takes you to the next step (make sure you don't move your finger while you're holding it down).

Now, slide left to step 2 in the Petcube app and make sure the light on the camera blinking green. Slide left again to step 3 in the Petcube app and press 'Connect to Petcube network'.

Wait for the app to exchange data with the Petcube Camera and scan for available Wi-Fi networks, then select your home Wi-Fi network from the list, put in your network password and hit 'Connect'. If you don't see your home network on the list or if you're using a hidden network, connect to your home Wi-Fi by pressing 'Connect manually', then enter your network name and password and hit 'Connect' (keep in mind that it is case sensitive).

Once the LED light on your Petcube Camera changes to solid white, you are ready to play with your Petcube Camera.

6. 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.

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

This problem can occur if you are trying to connect your Petcube to either a 5GHz frequency range network or a hidden network.

Unfortunately, Petcube doesn't work with 5GHz networks, but since most routers support both 5GHz and 2.4GHz frequencies at the same time, you should not

have any problem adding the 2.4GHz channel.

If you have a hidden network, you will be prompted to enter your network SSID and password manually.

If you use an unhidden 2.4GHz network 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.

8. 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 our support team to determine if your Petcube needs to be updated.

9. Laser is not precise or accurate

Since the initial position of the laser may be changed during transportation, this may affect the laser accuracy. To remedy this, we recommend using the laser calibration in the Petcube App. To calibrate the laser open the Petcube App on your phone, go to 'Home' tab, select 'Settings' in the upper right corner, look for 'Calibration' and then follow the steps on the screen.

If the laser still doesn't perform well, contact our support team.

10. No sound comes out of my Petcube

For the two-way audio to work, Petcube requires access to the microphone on

your mobile device. To grant access to it, open the 'Settings' menu on your phone, then go to 'Privacy' and then 'Microphone,' and make sure you have allowed the Petcube App to use your phone's mic.

11. Poor video quality or poor network conditions

Video quality is often impacted by router performance. It can improve by placing Petcube closer to your home Wi-Fi router or by arranging it so there are not any obstacles between it and your router (i.e. walls, floors, etc.).

For best results, Petcube also requires at least 1 Mbps (2 Mbps is recommended) Internet connection upload and download speed. If your Internet connection speed is less than 1 Mbps, we recommend upgrading for the best experience and highest video quality. To check your internet speed, we recommend performing a free online speed test. If you are not getting the full speed you subscribed for, contact your Internet Service Provider.

12. Poor video quality or poor network conditions

If you cannot connect to your Petcube from your smartphone, 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.
- If your network is secured with a firewall or proxy, please make sure it isn't blocking the Petcube.
- Unplug and plug your Petcube back in to reboot it.

Keep in mind that some connection issues may be caused by poor Wi-Fi signal strength at your home, which can depend on the router range, distance to the router and obstacles in the way from the camera to the router, such as walls or

radio frequency interferences, i.e. cordless phones, microwaves, etc. If you are still having an issue with your Petcube being offline, contact our support team for further investigation.

13. 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).

14. 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 our support team to determine the problem.

15. 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, open the Petcube App, go to 'Home' tab, then select 'Settings' and choose 'Disconnect Camera'. Power up your Petcube Play, wait 1 minute until it starts up, take a reset pin that came with your Petcube, find a small hole on the bottom of your Petcube Play, insert the reset pin into it, hold it down for 8 seconds until the Petcube plays a sound. Release it and wait until the camera boots up and starts blinking green. 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.

16. How to perform a manual firmware update on your Petcube

In order to perform the manual update of your Petcube Play, follow the directions on our Support page at <https://petcube.com/support>

17. Stuck on software update screen

If your Petcube is stuck on the software update screen for more than 4 hours and doesn't switch to white LED mode (online) it may indicate that the device needs to be updated manually. In this case, contact our support team noting the LED color on the Petcube, your username in the Petcube application and the serial number of your Petcube which is located on the package sleeve.

18. 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 our support team to get help finding the MAC address of your Petcube by performing a camera test.

19. What ports do I need to open for Petcube on my firewall

If you have a firewall on your wi-fi network or you have a block on some ports, below is the list of ports that need to be open for Petcube:

1. 67.228.165.226:3335/tcp
2. 67.228.165.226:16384-32384/udp
3. cube_ext_ip:7000-7100/udp (optionally, NAT)
4. 52.0.95.32:443/tcp
5. 34.195.161.50:443/tcp

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LED LIGHT NOTIFICATIONS

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



Steady Yellow

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.



Pulsing Green

Setup mode



Steady White

Online, standby mode.



Pulsing White

Petcube Care™ is active, saving video to your timeline



Steady Blue

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



Pulsing Yellow

Your Petcube cannot connect to your Wi-Fi network because of an incorrect password.

To change your Wi-Fi password, open 'Settings,' go to 'Wi-Fi and' follow the steps on the screen.



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.



Fast Pulsing Orange

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