

• SMART CAM TREATER FAQs

• How to CONNECT a Treater to a Smartphone:

- Download the Dogness app on your phone
- Create a login and password
- Make sure your treater is plugged in
- Open your Dogness app, login, select the plus (+) sign (top right hand corner)
- Select Smart Cam Treater
- The green wifi light needs to be flashing green on the Treater. If not, press and hold the “set” button on the treater (below the camera, from the front) wait for a beep sound and the light will begin to flash..
- Then press “Next” on your Dogness app.
- Enter your WiFi information. **(2.4 ONLY. DOES NOT SUPPORT 5.0 GHZ!!)**
- Hold the QR code up to camera on treater, about 5 inches away. Wait until you hear a different beep sound.
- If you do not hear a beep sound, adjust the height positioning of your phone in front of the camera.
- Then, wait to connect. **DO NOT EXIT APP WHILE CONNECTING.**
- Enjoy your Dogness smart pet product.

• If the treater is not connecting, what do I do?

- Make sure you have the latest version of the app downloaded. Then, check and see if your WiFi is operating on 2.4 GHz or 5.0 GHz. If you do not know, call your internet providers customer service and they will tell you. Our devices do not support 5.0. Restart your feeder by holding down the button on the right side for 8 seconds. The green light will start flashing. Login to your Dogness app, press the plus sign, repeat the steps above.
- If that does not work, call us at 1-833-364-6377

- **What kind of treats can I put into the treater?**
 - Use only DRY kibble treats about 5-15 mm in size.
- **What happens if I use moist or wet treats?**
 - This will cause the treater's mechanism to jam and build up.
- **Can more than one person connect to one individual treater?**
 - Yes, you can add up to 5 additional authorized users access.
- **Can I remove the authorized uses.**
 - Yes, you can remove any users anytime without their consent.
- **Are batteries included?**
 - No, the device is powered by a USB power cord and adapter that plugs into a wall outlet.
- **How long is the power cord?**
 - 10' ft. Long
- **I'm concerned about my pet chewing on the power cord.**
 - If concerned, you can buy a power cord cover at any hardware store.
- **How many treats does the treater hold?**
 - You can fill the treater up to the top of the bamboo cover, or just below the line. So depending on the size of the treat you chose, it will vary how many can fit.
- **Can I see my pet at night?**
 - The camera is equipped with Night Vision capabilities
- **What is the camera resolution?**
 - 1080P HD
- **Are the video and photos stored onto a cloud or my device?**
 - Videos and photos are stored directly onto your smartphone device.
- **Are there any fees or charges with the app?**
 - No, use of the app and treater are free.
- **Can I share the videos and photos with others?**
 - Yes, just like you would with any photos, just email, text, social media, etc.
- **What happens if I lose connection to my smart device?**
 - Just restart the app and device then try to reconnect.
 - Or call customer service at 1-833-364-6377
- **What does a red flashing light indicate?**
 - The treater is out of Treats, please refill.

- **I'm concerned my pet will knock over the treater to get to the treats.**
 - There is always a possibility, however the treater is equipped with suction cup footing to help prevent accidental knock overs.
- **Can it be mounted?**
 - Yes, it has predrilled holes on the back to be mounted onto a wall.
- **How far and fast are the treats launched out of the treater?**
 - The treater shoots the treats at an upward arching angle, about 3-5' feet.
- **How many treats are dispensed each time.**
 - About 2-5 depending on the size of the treats.
- **Does the Treater have a speaker and microphone?**
 - Yes, to allow you to speak and hear your pet directly from your smartphone.
- **Does my Smartphone have to be connected to WiFi to view and interact with my pet?**
 - No, you can use your smartphones cellular data to view and interact with your pet.
- **Can I view the treater anywhere, anytime?**
 - Yes, you can view your pet from anywhere in the world, anytime from your smartphone.
- **Does the treater send notifications of movement or sound to my smartphone.**
 - No, not at this time.
- **Is the Treater for Dogs only or can it be used with other pets as well?**
 - It can be used with Cats, Rabbits, Rodents and other household pets.
- **Indoor and Outdoor use?**
 - Indoor use only
- **Can the camera be used to monitor by house?**
 - Yes, the camera can also serve as a monitor to an eye on your home remotely.
- **Does the camera zoom?**
 - Yes, you can zoom the camera by pinching the screen on your phone.

- If I need more help or customer service, who and when should I call?
 - Contact Dogness Customer Service at 1-833-364-6377, M-F, 9AM-6PM CST. Or Email at www.contact@dogness.com