### PetChatz® Troubleshooting Guide

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When you power on your PetChatz unit for the first time, you will see this menu:

- Wireless – WPS Push Button
- Wireless – Web Interface
- Exit

Select “Wireless – WPS Push Button” on the menu highlighted on the PetChatz unit by pressing and holding the manual treat button for 3 seconds.

You should see the following displayed on your screen:

- WPS Push Button Configuration
- Scanning
- Press WPS Button on Router to Complete Set Up
- Press Treat Button to Cancel

Within 60 seconds, press the WPS button on your wireless router.

The display on your PetChatz unit will indicate a successful connection to your wireless network by stating “Success!”.

The system will go through a countdown screen and will indicate the Wi-Fi signal strength (excellent, good, fair, bad). If your Wi-Fi signal strength is fair or bad, we suggest moving your PetChatz Unit closer to your Wi-Fi router.

You know you're connected to Wi-Fi and ready to chat when...

- PetChatz screen is black, solid green light (not blinking) on PetChatz unit.
- The PetChatz Unit Chat Bubble located on the home page of the web or mobile app has a solid green (not red) dot in the upper right corner.
Help with Web Interface Configuration Using a PC

You will need your Wi-Fi Network Name and Password

Before you begin, make sure that your wireless network is secured. To confirm this, click on your wireless icon and right click on your wireless network. Then, click on “Properties”. Click on the “security” tab. Your network should have WPA or WPA2 or WPA Personal or WPA2 Personal listed as the security type. If not, you will need to configure your Wi-Fi router to ensure WPA or WPA2 security is enabled.

When you power on your PetChatz unit for the first time, you will see this menu:

- Wireless – WPS Push Button
- Wireless – Web Interface
- Exit

Press the manual treat button to scroll to the “Wireless-Web Interface” option on the menu highlighted on the PetChatz unit. Press and hold the manual treat button for 3 seconds.

You should see the following displayed on your screen:

- Manual Network Configuration
- Starting Web Service
- Web Service Ready
- Press Treat Button to Cancel

The PetChatz unit will enable a temporary wireless network named “PetChatzSetup”.

To view your wireless network connections click on the wireless icon. The “PetChatzSetup” network will be listed in your wireless network options. Select this network.
In a web browser (Chrome or Firefox) on the connected computer or mobile device, access the website at http://setup.petchatz.com.

Following the on-screen instructions displayed in the web browser, enter your wireless network name and password to connect your PetChatz unit to your wireless network. Note: If your network name is 2 words, put quotation marks around it. (i.e. “Network Name”)

Your Network Configuration screen will look like one of the two screens below.

When the configuration is complete, you will see this message:

You know you’re connected to Wi-Fi and ready to chat when...
- PetChatz screen is black, solid green light (not blinking) on PetChatz unit.
- The PetChatz Unit Chat Bubble located on the home page of the web or mobile app has a solid green (not red) dot in the upper right corner.
Help with Web Interface Configuration Using a Mac

You will need your Wi-Fi Network Name and Password

Please note: It’s easy to interact with your pet with PetChatz on a Mac. However, as with many non-Apple products, setting up your PetChatz with a Mac can be challenging. If you have a PC or can borrow a PC, we recommend using a PC for this wireless set-up step.

Before you begin, make sure that your wireless network is secured. To confirm this, click on your wireless icon and click on “Open Network Preferences”. Click the “Advanced...” button. Your network should have WPA or WPA2 listed under the security column. If not, you will need to configure your Wi-Fi router to ensure WPA or WPA2 security is enabled.

When you power on your PetChatz unit for the first time, you will see this menu:

- Wireless – WPS Push Button
- Wireless – Web Interface
- Exit

Press the manual treat button to scroll to the “Wireless-Web Interface” option on the menu highlighted on the PetChatz unit. Press and hold the manual treat button for 3 seconds.

You should see the following displayed on your screen:
- Manual Network Configuration
- Starting Web Service
- Web Service Ready
- Press Treat Button to Cancel

The PetChatz unit will enable a temporary wireless network named “PetChatzSetup”.

To view your wireless network connections click on the wireless icon.

The “PetChatzSetup” network will be listed in your wireless network options. Select this network.

Your Mac may fail to connect to this network and you may see this icon.

If you fail to connect to this network initially, keep trying. It may take many attempts.
Once connected to the “PetChatzSetup” network, open a web browser (using Chrome or Firefox) on the connected computer or mobile device and access the website at http://setup.petchatz.com.

Following the on-screen instructions displayed in the web browser, enter your wireless network name and password to connect your PetChatz unit to your wireless network. Note: If your network name is 2 words, put quotation marks around it. (i.e. “Network Name”)

(Your Network Configuration screen will look like one of the two screens below).

When the configuration is complete, you will see this message:

If you receive a “Failed to Connect” message, try the configuration again.

You know you’re connected to WiFi and ready to chat when...

- PetChatz screen is black, solid green light (not blinking) on PetChatz unit.
- The PetChatz Unit Chat Bubble located on the home page of the web or mobile app has a solid green (not red) dot in the upper right corner.
Hints for Chatting with Your Pet

**STEP 1**
Log into your PetChatz account

**STEP 2**
Select the PetChatz unit you would like to call. Once connected, you will be in "Silent Mode".

**STEP 3**
Press the Chat button to call your pet. The PetChatz ringtone will sound and the fan will turn on dispensing scent.

**STEP 4**
Press the Treat button to give your pet a treat. Press the Ring Tone button to play your tone again if your pet walks away.

**STEP 5**
Press the Record button when you want to record a video. Press the Record button again to stop recording.

**STEP 6**
Press the End Chat button to end your chat session. Press the Hang Up button when you are finished watching your pet in "Silent Mode".

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PetChatz Unit Won’t Power On

Is the USB power adapter cord plugged securely into the back of the PetChatz unit?

Yes  No → Plug the USB power adapter cord adapter securely into the PetChatz unit.

Is the PetChatz unit plugged securely into the wall outlet?

Yes  No → Plug the PetChatz unit securely into the wall outlet.

Is there electricity going to the outlet?
Verify outlet has power going to it. Plug in a lamp, for example, to test the outlet.

Yes  No → Turn on power to outlet. You may need assistance from an electrician for this step.

Is the PetChatz power switch turned on?

Yes  No → Turn power switch on by removing white cover. Power switch is in bottom right corner of device. When power switch is up, the unit is on; when power switch is down, the unit is off.

If you still have an issue, contact PetChatz Customer Care at support@petchatz.com.
Cannot Connect to Wi-Fi

Is your Wi-Fi router on and connecting to internet?
1) Confirm your Wi-Fi router is powered on.
2) Click on the wireless icon on your computer or mobile device to see if you are connected.
3) Using a laptop or mobile device, try to connect to the internet.

Yes, Wi-Fi router is functional and connecting to internet.

No, I’m not able to connect to the internet.

Contact your internet provider to confirm you have internet service.

Internet service is active.

Repair or replace your router.

Restart your PetChatz and follow your Instructions for Use Manual to connect to Wi-Fi.

If you still have an issue, contact PetChatz Customer Care at support@petchatz.com.
My PetChatz Unit Chat Bubble light (in the upper right corner) is red and I cannot connect to my PetChatz Unit.

You may have lost connection to the PetChatz Cloud Server.

Restart your PetChatz Unit.

If configuration menu appears, reconfigure your Wi-Fi connection.
Received
PetChatz Failed to Connect Message

Click OK.
You will return the user to the home page.

Click the PetChatz Unit Chat Bubble, again.

If failure notice is received again, you may need to restart your PetChatz Unit.

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When I log into the PetChatz web or mobile app, I see a green screen, but PetChatz Unit Chat Bubble is missing.

Contact PetChatz Customer Care at support@petchatz.com.
I see a white window where my picture in picture should be.

1) The white window can mean that the device you are using does not have a camera.

or

2) Adobe Flash Player is unable to access the camera. You may have selected “Deny” access to your camera when asked for permission. (see Adobe Flash Player Settings window).

Select “Allow”.
The PetChatz Image Quality is Poor

1
PetChatz works best in a well-lit area. We suggest leaving a light on in the PetChatz room.

2
Wi-Fi upload speed is critical for audiovisual streaming. For best results, we recommend broadband Internet service with a minimum of 2Mbps **Upload Speed**.

To check your Upload Speed, open a web browser and search “speed test”. Test your upload and download speed.

If your upload speed is less than 2Mbps, contact your internet provider to increase your speed.

3
Wi-Fi signal strength is important. You can determine your PetChatz Wi-Fi signal strength by restarting your PetChatz unit. During the countdown screen, it will indicate the Wi-Fi signal strength (excellent, good, fair, bad). If the signal strength indicates fair or bad, we recommend moving PetChatz to closer to the router or positioning a router closer to PetChatz and re-testing the Wi-Fi signal strength.

4
Wi-Fi signal strength is important. If you have a number of devices demanding Wi-Fi bandwidth, you may not have enough bandwidth for PetChatz. We recommend limiting the number of devices using Wi-Fi while using PetChatz.
1
Wi-Fi upload speed is critical for audiovisual streaming. For best results, we recommend broadband Internet service with a minimum of 2Mbps Upload Speed.

To check your Upload Speed, open a web browser and search “speed test”. Test your upload and download speed.

If your upload speed is less than 2Mbps, contact your internet provider to increase your speed.

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Wi-Fi signal strength is important. You can determine your PetChatz Wi-Fi signal strength by restarting your PetChatz unit. During the countdown screen, it will indicate the Wi-Fi signal strength (excellent, good, fair, bad). If the signal strength indicates fair or bad, we recommend moving PetChatz to closer to the router or positioning a router closer to PetChatz and re-testing the Wi-Fi signal strength.

3
Wi-Fi signal strength is important. If you have a number of devices demanding Wi-Fi bandwidth, you may not have enough bandwidth for PetChatz. We recommend limiting the number of devices using Wi-Fi while using PetChatz.
The Green Light on my PetChatz Unit is Blinking.

This means that your PetChatz Unit is in Silent or Chat mode and is streaming video.

- Someone other than you could be using PetChatz (assuming they have your user name and password).
- You may have not “Hung Up” from a previous chat session.

Open your web app or mobile app and press “Hang Up”.
The Yellow Light on my PetChatz Unit is Blinking.

This means that your PetChatz Unit is low in treats.

Load a new PetChatz Treatz® cup into PetChatz (see page 16-17 of your Instructions for Use manual).

To reset your treat counter, press and hold the manual treat button for 5 seconds. Upon release, you will hear an audible beep indicating the treat counter was reset.