



**Petcube**

**zooplus**

## **Top 10 Petcube Bites**

### **Troubleshooting**

### **Solutions**



#### **1. LED remains solid yellow and doesn't blink green**

If the LED indicator on your Petcube Bites stays solid yellow for more than a few minutes after you power it up, please perform a factory reset on your device. To do so, find the reset pin that came with your Petcube Bites, locate the small hole below the USB port on the left side of your Petcube Bites, insert the reset pin, and hold it down for 8 seconds until Petcube Bites makes a sound. Release it and wait until the camera boots up and starts blinking green. Then, open the Petcube App, go to the 'Home' tab, select 'connect your device' and follow the steps on the screen.

## **2. Petcube Bites cannot be found by setup**

If you are having a problem setting up your Petcube Bites via Bluetooth, there's an alternative setup approach that you can try.

Turn your Petcube Bites off and back on. Start the setup process again. When you power on your camera, the LED indicator will glow solid yellow for up to a minute (although it may look light green), so wait at least 1 minute until it starts blinking green. If it doesn't start blinking, find the reset pin that came with your Petcube Bites, locate the small hole below the USB port on the left side of your Petcube Bites, insert the reset pin, and hold it down for 8 seconds until Petcube Bites makes a sound. Release it and wait until the camera boots up and starts blinking green. Then, open the Petcube App, go to the 'Home' tab, select 'connect your device' and follow the steps on the screen.

Once you entered the home wi-fi password network, wait for the app to exchange data with Petcube Bites 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 Bites changes to solid white, you are ready to play.

### **3. 'Oh bummer' setup error**

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

If you are still having issues with setup, try to perform a factory reset on your device: find the reset pin that came with your Petcube Bites, locate the small hole below the USB port on the left side of your Petcube Bites, insert the reset pin, and hold it down for 8 seconds until Petcube Bites makes a sound.

Release it and wait until the camera boots up and starts blinking green. Then, open the Petcube App, go to the 'Home' tab, select 'connect your device' and follow the steps on the screen.

### **4. Petcube Bites is blinking yellow and doesn't turn white after setup**

This 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 on your Petcube Bites, wait 1 minute until it starts, find a reset pin that came with your Petcube Bites, locate the small hole below the USB port on the left side of your Petcube Bites, insert the reset pin, and hold it down for 8 seconds until Petcube Bites makes a sound. Release it and wait until the camera boots up and starts

blinking green. Then, open the Petcube App, go to the 'Home' tab, select 'connect your device' and follow the steps on the screen.

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

a. You are using WEP security on your router which is not supported by Petcube due to security reasons. Petcube Bites works with newer WPA/WPA2 encryption technology that aims to provide stronger wireless data encryption than WEP. We recommend changing your 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 Petcube Customer Care for assistance at 1-888-447-2522 (toll-free within US and Canada).

b. Your router may have some security settings such as a firewall or MAC address filtering that don't allow Petcube Bites to connect to the Internet. Call your ISP or reach out to Petcube Customer Care for assistance.

c. 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 reach out to Petcube Customer Care to resolve this issue.

## **5. Petcube Bites is pulsing orange and doesn't turn white after setup**

A flashing orange LED light normally means that the device was connected to your wi-fi router, but the router doesn't allow it 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 contact Petcube Customer Care for assistance.

## **6. 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 Bites 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 Bites also requires at least a 1 Mbps Internet connection upload and download speed (2 Mbps is recommended). 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.

## **7. Petcube Bites is 'disconnected' or 'online' but you can't play with it**

If your Petcube Bites is online on the Petcube App, but you are unable to connect to it, try switching to a different wi-fi network on your phone or use mobile data. If you are still unable to play with your device, contact Petcube Customer Care.

## **8. Petcube Bites has been blinking orange rapidly for over 10 minutes**

If your Petcube Bites suddenly went offline and the LED light has been blinking orange rapidly, it means that your Petcube is receiving a firmware update which normally takes about 5 minutes. Please make sure your Petcube doesn't lose power during the firmware update.

If the LED light status keeps blinking orange for over 10 minutes, contact Petcube Customer Care.

## **9. There is an echo when using 2-way audio**

You may experience an echo while using 2-way audio if you are in the same room as Petcube Bites. This is why we recommend using the 2-way audio feature only when you're away from home. However, if you experience an

echo when you are away from the camera, we recommend adjusting the volume level on Petcube Bites. To do so, open the Petcube App on your phone, go to the Home tab, select Settings, look for the Volume level under Alert at the call start option and set it to 70% instead of 100%.

## **10. Treats got jammed in Petcube Bites**

If a treat gets jammed in Petcube Bites' container, you'll get a notification via the Petcube App. You can dislodge the treat by removing it or shaking the container to empty it. If a treat gets stuck in the flinging mechanism, use the door on the bottom of the device to remove it. Do not unjam the device with sharp instruments or apply too much pressure, both of which can damage the device.

Customer care 24/7 (in English only)

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<http://www.petcube.com/support/bites/>