Questions about PAPPY smart feeder

1. About Firmware Upgrading :

The first of feeders may work not that smoothly because of low firmware version of ,(4.3.2.6 or 4.3.2.20), so it is recommended to upgrade the firmware version to 4.3.2.57 with the attached files to ensure the feeder's performance. The procedures to upgrade firmware are as follows:

Please put the following two files directly into SD card(whose capacity should be less than 32G) root directory(which means you could see the two files directly when you open it, but no need to open another folder). See below picture. No need to unzip the system.tar.

名称	修改日期	类型	大小	
system.tar	2017-03-01 下午...	WinRAR 压缩文件	3,830 KB	
upgrade_sdcard_flag.txt	2017-03-01 下午...	文本文档	1 KB	

Then remove the food tank then you will see there is a SD card slot at the control panel side. Then Insert the SD card with the two files , next turn on the feeder.**Please note the order. INSERT SD CARD THEN TURN ON FEEDER.**

In about 16s, Power and Link indicator will flash at the same time for about 100s. After that, two indicators will go off.

Then feeders indicator will recover to the normal status. Now you could go on the connection process as usual.

Then continue the connection process as usual.

1. **About indicator status**

Users could check the indicators to know about the feeder's working status. There are Alarm indicator, Link indicator, Power indicator on the control panel of the feeder.

Turn on the feeder, the Alarm indicator will flash about 7 to 8 times firstly, then the Power indicator will be solid while **Link indicator** will **flash slowly** which means the machine is ready for connection. You could go on the connection. Other cases:

Fast Flash: Link indicator flashes fast. It usually appears when the feeder was connected to the APP and it is offline due to poor network or network interface and attempts to reconnect to the APP automatically. When this automaitic re-connection succeeds, Link indicator will be solid again. Then APP works again.

Link indicator is solid : When the feeder is connected to the APP successfully or it stays connected with the APP, it will be solid.

Power Indicator should be solid in normal status with power supply.

 If **off**, please check the power supply firstly.

Solid：When power on, power shall be solid after alarm indicator flashes.

Fast flash：Maybe there is something wrong with the camera board. Please replace the camera board if possible. (It's normal during firmware upgrading)

Alarm indicator：

Slow flash：when power on，Alarm indicator will flash about 7 to 8 times；

Fast flash：It will flash fast without power supply but with backup batteries. It flashes to warn us, during which period APP is offline and APP won't work unless electricity is ensured.

Malfunction：

1. Power indicator flash fast or the video interface is not clear. Maybe there is something wrong with the camera board. Please replace it if possible.

2. Power indicator and Link indicator are all off. Please check whether the core board is well connected or loosen; Or replace core board if possible.

About connection failure :

Please make sure power indicator is solid and Link indicator flash slowly when you are connecting APP with feeder.

1. Before connection, you could check Link indicator then try as followings meatures:

A. Press and hold the SET button on the control panel until you hear the "Dingdong" sound ,then start to connect ;

B. Enter APP device management option to unbind APP with Feeder;

C. It usually works by either way above. But you could try the first one first then the second step.

2. During connection, you can not find "PETWANT_XXXXXX" ,you could also try the above three steps.

3. If an "ah oh" sound appeared in the connection process then connection progress bar indicates that the connection failed . Please confirm :

A. Whether the password entered is correct. Please try agin with correct password;

B. The router adopts the Web encryption;

C. The feeder is too far from the router, thus wifi signal is not strong enough. Please let the machine as close as possible to the router;

D. Feeder does not support 5G network at the moment.

About Push Notification and Feeding Records in event management

How many kinds of records in event management or push notifications? What's the meaning of them?

1. Manual feeding (Press SET button on control panel once or enable manual

feeding on APP, there will be record and push motification)

2. Automatic feeding (Scheduled feeding on APP happened);

3. Excessive food (when dispensed food height exceeds the infrared sensor distance, this notification will display. Please do not let the food pile higher than food outlet);

4. No food (No food flow through the food outlet when scheduled feeding or the infrared sensor tube break down, please fill food into the tank or unplug the infrared sensor tube wire or cut off this wire.The feeder dispensed food but it still showed no food, then it's more likely that this infrared sensor tube break down.)

5. The device is abnormal. there are three cases:

A. The impeller gets jammed. This feeder fits for 5mm to 15mm food in regular shap. Please check the white impeller at the bottom of food tank and clean the food if jammed. Then please choose suitable food size and shape to decrease the jamming rate.

B. Something wrong with motor. When feeding time, please check whether you could hear a sound and whether the impeller rotate or not. When empty, use your hand to feel whether there is a strength, then you could judge whether the motor is strong enough to get the food moved.

C. Something wrong with micro-switch. It dispensed more food than the scheduled portion. It dispenses food for about 15s then stop. It appears when every feeding time.

For the latter two cases, the soldering tools are needed to do replacements.

Incompatibility :

There are too many models of phone and the phone updating is too fast, the APP update fails to chasing the phone update or the phone are not that common in China, so the compatibility happens sometimes. For examples, phone can not search for the app in app store, or search for it but unable to download it successfully, or get it downloaded but phone dies frequently when you operate the APP or APP exits frequently. Please tell us the phone brand and system version, we promise to solve this problem within 5 working days.

Two Features which may be overlooked :

One account can be used in several different phones to control the same feeder.(up to 8 mobile phones). The feeder will listen to the latest commands programmed on the APP.

The same phone can login multiple account to control multiple feeder. Just ensure one feeder one account. When one is connected, enter "my account" to log out then enter another account to connect another feeder, the APP will memorize all the account and you could swith different account.

If there is feedback like the following situation,

Link indicator is solid which means feeder is well connected to the home wifi, but app is always offline and then the scheduled feeding go on as usual, if possible, please get the account which is bind to the feeder, then tell me, i will ask our engineer to check the problem.