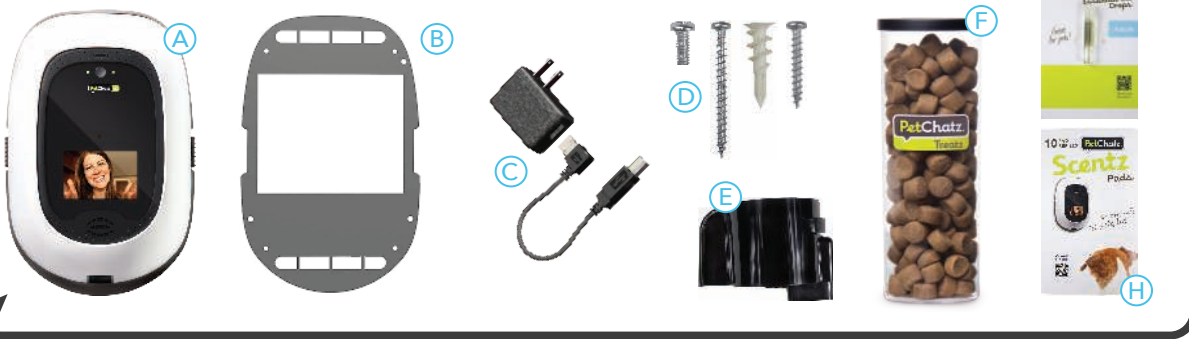


Unpack Your PetChatz

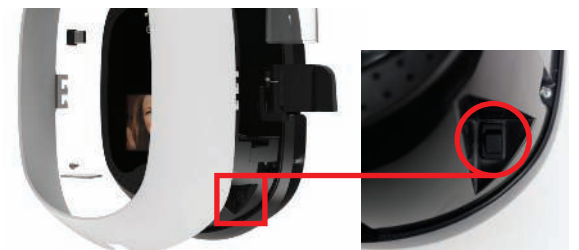


- A. PetChatz® unit (1)
 - B. Mounting bracket (1)
 - C. USB power supply cord and plug (1)
 - D. Wall mount installation hardware:
 - mounting bracket screws (3)
 - 2" wood screws (2)
 - drywall anchors (4)
 - drywall anchor screws (4)
 - E. Treat hopper (1)
 - F. PetChatz Treatz® cup empty (1) and PetChatz Treatz pouch not shown (1)
 - G. PetChatz Scentz® Essential Oil Drops sample (1 vial)
 - H. PetChatz Scentz pads (1 pack)
- NOTE!** Parts D & E are located under the white cover.

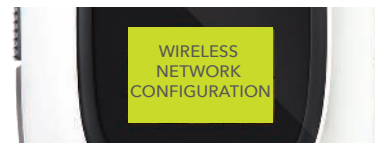
Power on PetChatz

Make sure your wireless internet speed meets the minimum wireless requirements. Wireless requirements are located on the back of this guide.

- STEP 1** Set mounting bracket aside.
- STEP 2** Plug in your PetChatz unit near your router and have access to a laptop or mobile device.
- STEP 3** Turn on your PetChatz (power switch located under white cover on lower right).
- STEP 4** Locate the **Treat Button**. This is the controller for the setup menu.



Treat Button = Controller
Push to Scroll
Push & Hold to Select



You should now see wireless network configuration options on the PetChatz screen.

Connect to a Wireless Network (WiFi)

Check for a WPS Button on your router. Common places you may find the WPS Button are shown to the right.



YES (orange path)

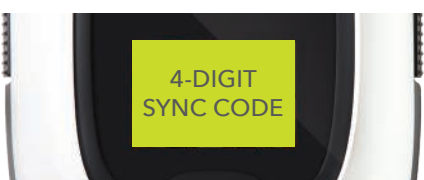
Does your router have a **WPS Button**?

NO (purple path)

- STEP 1** Using the **Treat Button** as the controller, select **Wireless - WPS Push Button** on the PetChatz unit screen.
- STEP 2** Within 60 seconds of selecting Wireless - WPS Push Button, push the WPS button on your router. PetChatz will search for your wireless network.
- STEP 3** If the connection is successful, you will see a 4-digit sync code displayed on the PetChatz unit screen.

If the connection fails, please use the **purple path**.

SUCCESS!
PetChatz is now connected to your wireless network.



- STEP 1** Using the **Treat Button** as the controller, select **Wireless - Web Interface** on the PetChatz screen. This will enable a temporary wireless network called "PetChatzSetup."
- STEP 2** **COMPUTER:** Click on your wireless icon (WiFi), and connect to the temporary wireless network "PetChatzSetup."
iOS: Go to Settings > Wi-Fi, and connect to the temporary wireless network "PetChatzSetup."
ANDROID: In your Settings, turn off your Cellular Data. Then swipe down on your top menu to access your Network Settings and connect to the temporary wireless network "PetChatzSetup."
- NOTE!** May take up to a minute to connect.
- STEP 3** Once connected, open a web browser (we recommend Google Chrome) and go to <http://setup.petchatz.com>.
- STEP 4** Enter your wireless network name and security key (password) and click "Save." Your credentials are case sensitive.
- STEP 5** If the connection is successful, you will see a 4-digit sync code displayed on the PetChatz unit screen.

Register & Add Your PetChatz Unit

- STEP 1** **COMPUTER:** Using a Google Chrome web browser, go to chat.petchatz.com.
MOBILE: Download and/or open the PetChatz application on your mobile device.
- STEP 2** Enter your email address and choose a password* then click "Register." Read and accept the terms and conditions. *Use these login credentials to access your PetChatz unit on all wireless devices.
- STEP 3** From the menu (☰) select "PetChatz® Units" then "Add a PetChatz® Unit." Choose a name for your PetChatz, enter the 4-digit sync code displaying on your PetChatz screen and click "Submit."
- STEP 4** PetChatz may update to latest software (this may take up to 30 minutes). Once complete, and you see this in the PetChatz app (🗨️) you will be ready to chat!

Mount Your PetChatz

For mounting instructions and how-to videos, go to petchatz.com/support.

NOTE! Power to the outlet needs to be disconnected prior to mounting your unit.

NOTE! PawCall users: insert the Bluetooth USB Dongle Adapter before mounting.

PetChatz® Tips & Tricks

Wireless Requirements


High-speed (broadband) internet connection with 2 Mbps upload / 4 Mbps download speed*.


*These are the minimum speed requirements; note that slower speeds may affect audio and video quality.

To check your internet speed where PetChatz is located and when chatting remotely, open any browser and go to www.speedtest.net. If using a smart phone or tablet, download the free speed test app Ookla (Speedtest by Ookla).

Chatting With Your Pet

To start a chat session:

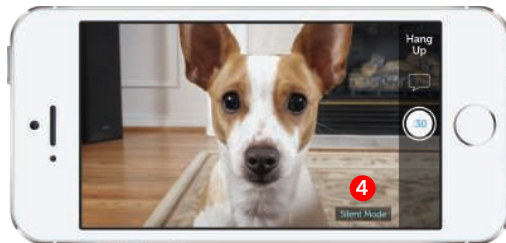
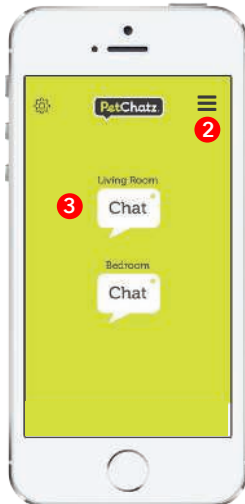
 **COMPUTER:** Using a Google Chrome web browser, go to chat.petchatz.com.

 **MOBILE:** Download and/or open the PetChatz® application on your mobile device.

1 Sign in to your PetChatz account.



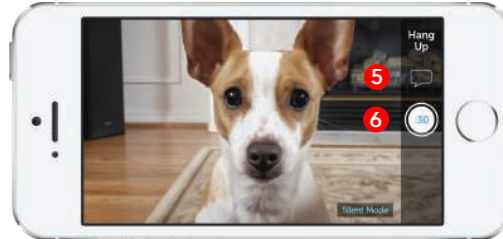
2 Once signed in, click on the **Menu** to **Shop**, view your video **Gallery**, turn on **DOGTV**, **Change Password**, **Change Email Address**, view or change your **PetChatz Unit Settings** or if you **Need Help**.



3 Select the **PetChatz unit** you would like to call. The application will open in horizontal view to provide a wider image.

4 Your chat will begin in **Silent Mode** where you can observe your pet without them knowing.

5 Press the **Chat Bubble icon** to call your pet. The PetChatz ringtone will sound and the scent fan will turn on, dispensing scent. You will now be in **Chat Mode**.

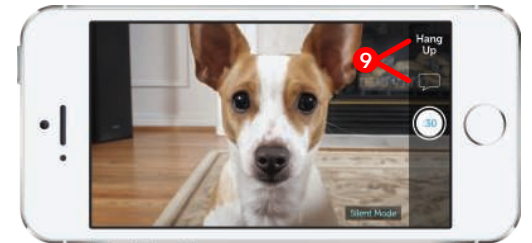
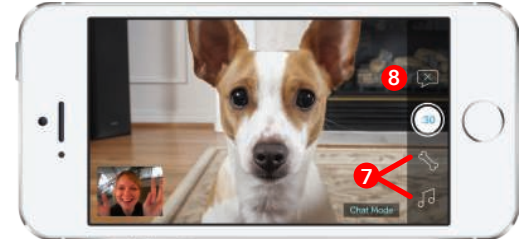


6 Press the **:30 icon** to capture your pet on video. You can record in both **Silent Mode** and **Chat Mode**.

7 In **Chat Mode**, press the **Treat icon** each time you want to give your pet a treat. Press the **Ringtone icon** to replay the ringtone if your pet does not initially respond, or walks away.

8 Press the **X** in the **Chat Bubble icon** to return to **Silent Mode**. Your pet will hear a tone confirming the call has ended.

9 Press **Hang Up** to end your call, or press the **Chat Bubble icon** to return to **Chat Mode**.



READ ME FIRST

This Quick Start Guide will help get your PetChatz® HD unpacked and connected to your wireless network.

For instructions on how to mount PetChatz, load PetChatz Treatz®, load PetChatz Scentz® and other general hints, go to petchatz.com/support.

open to start →

NEED HELP?

Don't hesitate to contact us if you need assistance at any time during setup or use!

CALL (855) 444-6544
EMAIL support@petchatz.com
CLICK petchatz.com/support