

# **Smart Maxx HD Feeder**

PHP-001-B V2.0 EN

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### Notice:

This user manual is based on the current feeder and App when it was written. If the feeder or App changes, this user manual will be updated on our website.

### Hardware Installation And Introduction

Insert the type-C USB power cord into the connector on the bottom of the feeder. Open the battery compartment, insert 4 AA batteries, so that the feeder can still work automatically even without external power supply.

#### Battery

The back-up battery is designed for short-term alternative when the external power is cut. When there is battery only, the feeder will be in sleep mode, and all the operations on the App will be unavailable. The feeder will still feed normally at the scheduled feeding time.

Notice: Rechargeable batteries are not recommended. Rechargeable batteries may case inaccurate power indications.

**1.** Unlock the food bin by pushing both tabs inward on the top of the bin to open the cover. Then take out all items and place them in the correct locations. The feeding tray is installed by simply placing the tray upwards into the feeder from the bottom. You can also rotate the camera up/down to monitor the feeding tray.



**2.** Switch the **lock** to unlock the food bucket to the feeder's main body. Rotate the hood to clean the food dispenser.



#### **Operation Panel Introduction:**



# Software Installation Add Pet Feeder Via Bluetooth Mode

1. Before App operation, please enable the mobile phone's Bluetooth function.

2. Search the App Store or scan the QR code below to download and install Penthouse Paws App.







Download on the App Store

3. Launch the App, register a new account or login to a registered account. When you register, please choose the correct country.



4. Power on the feeder, wait for about 1 minute for it to boot up. Then check whether the indicator is flashing in **RED**.

If yes, then click Add Device or + to add a new pet feeder. When the App asks to access certain permissions, please allow them. Your mobile phone will detect the feeder by Bluetooth automatically. Once detected, App will show a message to ask to add the feeder. Click Add.



5. If you notice the Feeder is not flashing in red from the camera lens, please long press the Wi-Fi button for 5 seconds until you hear a chime. After 30 seconds, the feeder's indicator LED will flash in **RED**.



#### Indicator Status:

Solid BLUE	Feeder is booting.
Flashing in RED(No matter rapidly or slowly)	Feeder is waiting for Wi-Fi network configuration.
Solid RED	Feeder is configured for the Wi-Fi network and trying to connect. If the connection fails, it will always be red.
Flashing in GREEN	Feeder is trying to connect to Wi-Fi network.
Solid GREEN	Feeder is connected to the Wi-Fi network. It can be turned off in the settings.
Flashing in BLUE	Feeder can not dispense food because it is jammed. Please clear pathway for optimal dispensing.

#### Notice:

When the feeder is operating on backup batteries, the indicator light will be turned off.

6. The name of your Wi-Fi network will then appear in a textbox automatically. please double check the Wi-Fi Name and Password are entered correctly. If so click Next, Both 2.4GHz and 5GHz Wi-Fi networks are supported.



#### **Important Notice:**

A. When entering the password, be aware that it is case sensitive.

B. Please choose a Wi-Fi network with WPA, WPA2 or WPA3 encryption instead of WEP encryption.

C. The feeder support IEEE802.11 b/g/n 2.4Ghz Wi-Fi network and IEEE 802.11 a/n 5Ghz Wi-Fi network. Any newer WLAN standard such as IEEE802.11 ac/ax are not supported.

D. Make sure that MAC address filtering and wireless device isolation is turned off on the wireless router.

E. The feeder may not support the Wi-Fi signal of the wireless repeater. If the connection fails, try connecting to the wireless router directly.

7. The feeder will then try to connect to the Wi-Fi network. When connected, click Done to complete the adding process. If the feeder fails to connect, please check the important notice above on the previous page.



8. App will then direct you to the live video feed interface for the pet feeder.



#### Notice:

For your pet's health, please wash the food bucket and feeding tray regularly. The feeder body should not be filled with water. Please use a wring-able wet cloth to wipe.

#### Add Pet Feeder Via QR Code Mode

1. Power on the feeder, wait for about 1 minute for it to boot up. Then check whether the indicator is flashing in RED. If not, please find the help on page 5. If yes, choose Smart Maxx HD Feeder in add device page. Then click next. Then choose and fill the Wi-Fi network information as same as in Bluetooth mode.



2. The App will then ask you to scan a QR code that contains your Wi-Fi information by the feeder's camera. Click **Continue**, put the QR code in front of the feeder's camera about 8 to 10 inches and wait a few seconds until you hear a chime. Then click I **Heard a Prompt.** Then the adding process is the same as in Bluetooth mode covered above.



#### Add Pet Feeder Via Access Point Mode

1. Choose AP Mode manually in the add device process when choosing modes. Or choose Smart Maxx HD Feeder – AP mode in the list directly.

Please check the name of the Wi-Fi network and enter the password.



2. Check that the Wi-Fi indicator LED is flashing in RED. If yes, then click **next step.** If it is not flashing in RED, find the help in Bluetooth mode in page 5.

3. Click **Confirm** and the App will ask you to switch your mobile phone's Wi-Fi network to a new network broadcast by the feeder. " **SmartLife-xxxx** " for example.



4. Please go to Wi-Fi settings on the mobile phone and connect to the Wi-Fi which starts with SmartLife-. No password is necessary. Return to the App after the Wi-Fi is connected. The adding process is the same as in QR code mode covered above.



# Feeding Options Manual feeding

1. Open function panel in live video page. Click **Feed**. Choose the feeding portions and click **Feed**. The feeder will feed immediately.



2. You can also click the Wi-Fi Button twice to feed 1 portion manually.



#### **Timed Feeding**

1. The Smart Maxx HD Feeder supports the scheduled feeding of exact portions at exact times. Click the Schedule button, click Add, choose Feeding time, Repeat rules for each day of the week, and Feed portions, then click Save.



2. The feeder supports up to 15 feeding schedules. If you need to disable a schedule, you can disable it by disabling its switch. You can also delete the timed feeding by swiping left and a " Delete Timer " option will be clickable to remove scheduled feed.

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### Feeding Voice Recording

1. To develop fun feeding habits for pets, the feeder allows you to record a maximum of 10 seconds of audio, which is played during feeding times.

2. Click the Feeding audio button on the live feed page, then start talking near the microphone of the feeder. The feeder will start recording your voice. When you want to stop, click the Feeding audio button again, or wait for 10 seconds when it stops automatically. The closer you are to the microphone, the louder your voice can be recorded.

#### Notice:

When recording feeding audio, please place feeder on hard surfaces for the best audio recording quality.



3. After voice recording is completed, the feeder will play a preview of the recorded audio. If you need to change the recording, please re-record it. When feeding is in process your voice recording will play 3 times.

4. If you do not wish to have any audio recording, after you have already created a voice recording, just double click feeding audio & do not speak.

#### Notice:

A. When the pet feeder is connected by the regular power adapter, the pet feeder recording will be played during feeding.

B. If Food Gets Stuck

- The feeder will stop dispensing food if the pet food gets stuck in the dispenser.

- It will wait for 10 minutes to see if the blockage clears.

- During this time, a voice recording will play 3 times every 2 minutes, calling your pets to eat.

C. Feeder Resumes or Stops

- If your pets eat all the food in the tray during this time, the feeder will go back to the normal feeding schedule.

- If the food is still stuck and your pets haven't finished eating after 10 minutes, the feeder will stop working completely. You'll need to restart it manually to resume feeding.

#### **Feeding Records And Alarm**

1. After feeding, there will be feeding records in the App. Click Feeding record to check the feeding records. In the snapshot below, there is a feeding record that 11 portions were fed between 10:00 to 11:15 of March 3rd, 2024.



2. Machine malfunctions include low battery and food jammed in the feeding bucket or feeding tray. Check the error messages in messages page. This model does not support Micro-SD card function.



3. When a malfunction occurs, a message will pushed in the mobile phone. You can also check messages in the message center inside the app. Make sure that prompt message (notification) is enabled.



#### Features Advanced Settings

Click the three dots icon to access the advanced settings page

**Device information:** Check feeder information. Please make sure that the time zone of the feeder is correct. It should be same as the mobile phone's time zone when adding the feeder. If it is incorrect, the feeder may feed at incorrect times, so please remove the feeder and add it again.

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**Basic Function Settings:** In basic function settings, you can turn indicators on/off. Notice that when feeder is feeding, the power indicator will flash even if it is turned off. You can turn on/off the timestamp shown in the live video. You can also switch talk mode to 2-way audio communication.





**Share Device:** If you want to add the feeder to another mobile phone, register a new account on the new mobile phone, then share the device with the new account. Please make sure that both accounts are in the same country or area when registering them.

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And Address
Basic Function Settings
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Offine Notification
FAQ & Peedback
Share Device
Add to Home Screen
Device Update No updates available >
Restart Device
Remove Device
Remove Device

**Remove Device:** You can re-configure the feeder's Wi-Fi network and restore the feeder to factory default settings with this option.

### Battery

The back-up battery is designed as a short-term alternative for when the external power supply is cut. With battery supply only, when the feeder reaches the time set for timed feeding, the feeder will feed as normal. When the pet feeder works on battery back-up, it will go into sleep mode and some functions will be limited:

A. When there is battery supply only, the feeding voice recording will not be played.

B. When there is battery supply only, all functions related to the camera on the feeder will be unavailable.

C. When there is battery supply only, the feeder's Wi-Fi connection will be disconnected. All operations on the App will be unavailable.

D. The power indicator and Wi-Fi indicator will turn off during battery backup mode.

#### Reset

When you want to reset the feeder to factory default settings, turn on the feeder with external power and wait for it to boot up. Long press the Wi-Fi settings button for 5 seconds until you hear a chime. Then the feeder will reset to factory default settings.

### FAQ

#### Q1: Why did the feeder fail to connect to my Wi-Fi network?

A: Please check the important notice on Page 5 for help. You can try to add the feeder via AP mode instead of QR code mode and auto scan mode.

#### Q2: Why does the feeder feed at the wrong time?

A: Please check that the time zone of the feeder is correct. You can find help about time zone information on Page 15.

# Q3: My feeder keeps saying there's food blocking the tray, but there isn't! What's going on?

A:The feeder waits for about 10 minutes after dispensing food for your pet to eat. If your pet doesn't eat within that time, you might get a message about a blockage even if the bowl is clear. This is because the feeder can't tell the difference between empty and full if your pet is a slow eater. Also, check the food dispensing slot to make sure there's no food stuck there.

# Q4: Why is the screen black or the video frozen when the feeder is online?

A: It depends on the network status. This may happen if the feeder's Wi-Fi network is not good or the phone is connected to an unstable network. Connecting the feeder to a 5GHz Wi-Fi network will be a good choice. You could also try to switch a lower resolution to improve this.

#### Warranty

- 12 month warranty
- Life-time support

Please contact help@penthousepaws.com for warranty issues or questions.