Tools Required for Installation

- Pencil
- Phillips screwdriver
- Stud Finder (optional)
- Drill/drill-bit (optional)

Wireless Requirements

- PetChatz® connects easily to your home wireless network.
- High-speed (broadband) internet is required. Connection speeds may affect audio and video quality. We recommend a minimum of 2Mbps upload speed and 4 Mbps download speed. To check your internet speed, call your internet company.
- PetChatz should be in a location where Wi-Fi signal strength is good or excellent. The signal strength will display on your PetChatz screen after connecting to your network.

Browser Recommendations

- PetChatz setup and use works best with Google Chrome and Mozilla Firefox browsers.
Open Box and remove PetChatz® unit.

Verify Contents of Package:

A. PetChatz® unit (1)

B. Mounting bracket (1) and mounting bracket screws (3) Note: Mounting bracket and mounting bracket screws come attached to the PetChatz unit.

C. USB power supply plug (1).

D. Wall mount installation hardware: 2” wood screws (3), drywall anchor (1) and drywall anchor screw (1) Note: Located under white cover.

E. Treat hopper (1) Note: Located under white cover.

F. PetChatz Treatz® cup (1) and PetChatz Treatz.

G. PetChatz Scentz® pads (1 pack).

H. PetChatz Scentz Essential Oil Drops (Calm) sample (1 vial).
Mount the Wall Bracket

PetChatz® cannot guarantee unit and pet safety if these installation instructions are not followed.

1. Identify your PetChatz mounting location and disconnect power to the electrical outlet at the main fuse box.

2. Identify the location of the wall stud (on the left or right side of electrical outlet).

3. Remove white cover and set aside.
   - Lift side latches upward simultaneously.
   - Slide cover toward you.
   - Release the latches.

4. Unscrew the 3 mounting bracket screws from the front of the PetChatz unit and remove the mounting bracket. The mounting bracket screws are located on the upper left, lower left and lower right sides of your PetChatz unit. Set the screws aside.

If you’re mounting onto a kennel door, please view page 12 for installation steps.
Mount the Wall Bracket

PetChatz® cannot guarantee unit and pet safety if these installation instructions are not followed.

5. Place mounting bracket over your electrical outlet. The mounting bracket has 3 screw holes on the right side of outlet cutout and 3 screw holes on the left side of the outlet (6 total).

6. Using a pencil, mark the screw placement so that the 3 wood screws will be secured into the wall stud and the 1 drywall screw will be secured into a drywall anchor. We recommend using the center hole for the drywall anchor screw. All 3 holes should be used on the stud side.

7. Screw the drywall anchor in the marked location.

8. With wall mount bracket in the proper position, secure with wood screws into the mounting bracket holes over the wall stud. [NOTE: You may need to pre-drill pilot holes into the wall stud. In this case, make sure that the pilot holes are no more than half the size (length and diameter) as the screws].

Place mounting bracket over your electrical outlet. The mounting bracket has 3 screw holes on the right side of outlet cutout and 3 screw holes on the left side of the outlet (6 total).

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With wall mount bracket in the proper position, secure with wood screws into the mounting bracket holes over the wall stud. [NOTE: You may need to pre-drill pilot holes into the wall stud. In this case, make sure that the pilot holes are no more than half the size (length and diameter) as the screws].
Mount the Wall Bracket

PetChatz® cannot guarantee unit and pet safety if these installation instructions are not followed.

Once the wood screws are in place, secure the drywall screw into the drywall anchor.

If the mounting bracket does not fit over the wall plate, please review page 22.

Finishing Up

PLUG THE PETCHATZ® UNIT INTO YOUR ELECTRICAL OUTLET

• Plug the USB power supply plug into the back of your PetChatz unit. Note: Your PetChatz system includes a USB type B connector and port (see Figure A). Insert the type B cord into the type B port.

• Plug the USB power supply plug into your wall’s electrical outlet.

ATTACH PETCHATZ UNIT TO YOUR MOUNTING BRACKET

• Using the three (3) mounting bracket screws, re-attach the PetChatz unit to your mounting wall bracket using a Phillips screwdriver. (as shown in Figure B).

TURN ON THE PETCHATZ UNIT

• Reconnect power to the electrical outlet at the main fuse box.

• Turn on the power switch on the bottom front right side of the unit (Figure C). The PetChatz logo will display briefly on the screen. Note: It may take a few moments to power up.

UNIT LIGHTS

• Green light to the left of Manual Treat Dispense button – Power on LED.

• Amber light to the right of Manual Treat Dispense button – Low Treat LED.
PetChatz® can be safely used in a kennel as well.

1. Attach the mounting bracket to the PetChatz unit using the 3 mounting bracket screws.

2. Place the PetChatz unit against the inside surface of the kennel and thread 2 zip ties through the kennel wire and mounting bracket as shown.

3. We recommend threading the zip tie through the two outer openings for greater stability.

4. Secure the zip ties.

5. Plug the USB power supply plug into an extension cord.

6. Secure the extension cord plug head to the kennel so there is no tension on the PetChatz USB power supply plug.

Ensure your wireless router is plugged in and connected to your internet.

Verify wireless network is accessible (wireless router is plugged in and connected), and have network SSID (network name) and security key (password) information available.

The first time the PetChatz unit is powered on, the unit will automatically boot into “Configuration Mode” allowing for immediate network configuration.

Configure the wireless network connection.
You have two configuration options:

A. Wireless-WPS Push Button
B. Wireless-Web Interface

If your wireless router does not have a “Wireless-WPS Push Button”, we recommend using the “Wireless-Web Interface” method of connection.
Register your PetChatz®

- Go to http://webapp.petchatz.com
- Follow the online instructions for creating a PetChatz account.

**i** Remember/Save your user name and password, as you will need it when logging into the PetChatz App on your mobile device(s).

- Once you are logged into your PetChatz account, you have the ability to add new PetChatz units, add pet profile information, and connect to PetChatz units.

Adding a new PetChatz® unit

1. Enter a name for the PetChatz unit (Pet’s name, location, etc.).
2. Enter the 4-digit sync code displaying on the screen of the PetChatz unit.
3. Agree to the “End User License Agreement”
4. Press “Accept” to complete the pairing process.

Adding a new Pet Profile

1. Select “My Pets” from the PetChatz app menu options.
2. Select (+) button and enter the pet’s information, including the pet name, breed, age, etc.
3. Press “Done” to complete the profile addition.

Note: To access the configuration menu after the configuration is complete, press the manual treat button for 3 seconds and select “Wireless Configuration”.

IF USING WIRELESS-WPS PUSH BUTTON CONFIGURATION:

- Press the manual treat button for one second to scroll through the configuration options.
- Select “Wireless-WPS Push Button” on the menu displayed on the PetChatz® unit by pressing and holding the manual treat button for 3 seconds.
- Within 60 seconds, press the WPS button on your wireless router.
- The display on the PetChatz unit will indicate a successful connection to your wireless network. If connection fails, use the “Wireless-Web Interface” configuration method.

IF USING THE WIRELESS-WEB INTERFACE CONFIGURATION:

- Press the manual treat button for one second to scroll through the configuration options.
- Select the “Wireless-Web Interface” on the menu displayed on the PetChatz unit by pressing and holding the manual treat button for 3 seconds.
- The PetChatz unit will enable a temporary wireless network named “PetChatzSetup”. Connect a wireless unit (ex. laptop or phone) to the “PetChatzSetup” wi-fi network. No security information is required to access this temporary network.
- Open a web browser on the connected wireless unit, go to http://setup.PetChatz.com and follow the on-screen instructions.

Note: To access the configuration menu after the configuration is complete, press the manual treat button for 3 seconds and select “Wireless Configuration”.

Connect to Your Wireless Network

Continued
Load PetChatz Treatz®

1. Remove white cover.
2. Remove cap on PetChatz Treatz® cup (treat cup).
3. If not prefilled, fill the treat cup with PetChatz Treatz.
4. Place the treat hopper on top of the treat cup pressing firmly to ensure the cup is completely seated in the treat hopper.
5. Holding the treat hopper handle, turn the hopper upside down (so that the treat cup is on top of the treat hopper) and place loaded treat hopper into the PetChatz unit. Make sure the treat hopper is seated flush and coupled to the hopper coupling.
6. Reset the low treat indicator by selecting “Treat Count Reset” on the main menu, and pressing and holding the manual treat button until you hear an audible beep confirming the treat count is reset.

PETCHATZ TREATZ® HINTS:

- Over time treats can start to bridge together and get stuck in the treat cup. We recommend that you gently shake treat cup once each day.
- Low treat level indicator will be triggered when there are less than 30 treats left in the cup.
- Only use full cups of PetChatz Treatz® to ensure Low Treat Indicator function.
- PetChatz Treatz have a unique shape and size and are made with a proprietary recipe specifically designed for use in the PetChatz® system. Using any other treat may clog the system or cause other damage (and void the One Year Limited Warranty).
- Periodically, two treats may be dispensed or none at all when the treat dispense button is depressed. Simply depress the treat dispense button again to ensure a treat is dispensed.

Replace the cover

- Align the white cover with the wall-mounted PetChatz unit.
  o The square cutout should be positioned at the bottom of the unit.
  o The side tabs should be aligned with the slots on the left and right sides of the wall-mounted PetChatz unit.
- Gently push the white cover into position over the PetChatz unit.
- If properly installed, a click should be heard for each side (left and right).
Load PetChatz Scentz® Pads

1. Remove white cover.
2. Place 4-6 drops of PetChatz Scentz® Essential Oil Drops on the PetChatz Scentz pad.
3. Insert scent pad until you meet resistance.

PETCHATZ SCENTZ® HINTS:
- We recommend using 4-6 drops of PetChatz Scentz® Essential Oil Drops every 1 to 3 days.
- Replace the scent pad when it has become hardened or discolored.
- Other scents may be used on the scent pad. We recommend consistent, calming scents not normally found in the home.

Replace the cover
- Align the white cover with the wall-mounted PetChatz® unit.
  - The square cutout should be positioned at the bottom of the unit.
  - The side tabs should be aligned with the slots on the left and right sides of the wall-mounted PetChatz unit.
- Gently push the white cover into position over the PetChatz unit.
- If properly installed, a click should be heard for each side (left and right).

We recommend consistent, calming scents not normally found in the home.
Chatting with Your Pet

To start a chat session:

**COMPUTER:** go to www.PetChatz.com and select “chat with your pet”.

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

- **Sign into your PetChatz® account.**
- **Select the PetChatz unit you would like to call.** The application will open and you will be in “Silent Mode”. In Silent Mode, you can observe your pet without your pet knowing it.
- **Press the camera button when you would like to capture your pets’ shenanigans in “Silent Mode” or “Chat Mode”**.
- **Press the ringtone button to play the ringtone again if your pet does not initially respond, or walks away during the chat.** Press the treat button each time you want to give your pet a treat.
- **Press the chat button when you want to call your pet.** The PetChatz ringtone will sound and the scent fan will turn on dispensing scent.
- **Press the end button when you are finished chatting with your pet to return to “Silent Mode”**. Your pet will hear an audible tone that confirms the call is done.
- **Press the hang up button to end your call, or press the chat button to return to “Chat Mode”**.
Removing Outlet Wall Plates

Some decorative wall plates may need to be removed for the proper mounting of PetChatz®. Removing wall plates requires some attention to basic safety precautions. However, with reasonable care a homeowner can easily complete the process.

Step 1
TURN OFF THE POWER
Go to the breaker box of the home and turn off the breaker supplying power to the outlet. While this may seem unnecessary, there is a distinct possibility that you will come in contact with the outlet itself as you remove the wall plate, and you can experience severe shock in those cases. Since breakers are often sparsely labeled or incorrectly labeled, be sure to leave an appliance such as a lamp or loud radio plugged into the outlet and turned on so that you know when you have turned off the power.

Step 2
DETERMINE IF TOOLS ARE NEEDED
Remove the screws from the decorative plate: Wall plates come in a variety of styles, the most common of which are the one or two screw styles*. Determine if you need a Phillips or a flathead screwdriver, and remove the screws from the wall plate.

* For other styles refer to the wall plate manufacturers instructions for removal.

Step 3
TURN POWER BACK ON

Manual Treat Dispense
• To dispense a treat directly from the PetChatz unit, simply press the “Manual Treat Dispense” button located on the front of the unit (as shown in Figure A).
• A treat will be immediately dispensed from the PetChatz unit and appear from the treat chute.

Cleaning Your PetChatz® Unit
• Weekly cleaning of the treat hopper and treat chute is recommended.
• Use a soft cloth and warm water. Using detergents or chemicals is not recommended.
• Using a damp cloth, wipe all surfaces of the treat hopper and internal surface of the treat chute.
• You may need to use a damp cotton swab to remove treat fines from crevices.

For more information and troubleshooting guide, go to support.PetChatz.com.
support@petchatz.com | (855-444-6544)
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