

Mousr User Guide

Version 1.1 [Rev. 10/24/18]



Petronics, Inc.
60 Hazelwood Dr.
Champaign, IL 61820
www.petronics.io

IMPORTANT SAFETY INFORMATION

The information contained in this section is intended to highlight important safety, handling, and usage information for Mousr and other Petronics products. It is not intended to represent a complete agreement or list of legal rights. For more information, please review our [Terms of Use](#), [Privacy Policy](#), and [Returns and Limited Warranty Policy](#).

INTENDED USE FOR PRODUCTS

PETRONICS DOES NOT INTEND FOR ITS PRODUCTS TO BE USED BY CHILDREN OR OUTDOORS. PRODUCTS SHOULD BE USED IN THE PRESENCE OF AN ADULT, EVEN WHEN SET IN THE AUTOMATIC NAVIGATION MODE, AND ONLY WITH DOMESTIC HOUSE CATS (DUE TO THE BITE STRENGTH OF OTHER ANIMALS). PETRONICS IS NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE CAUSED BY CHILD OPERATORS, UNSUPERVISED USE, OUTDOOR USE, OR USE WITH PETS OTHER THAN DOMESTIC HOUSE CATS, INCLUDING, WITHOUT LIMITATION, DOGS OF ANY SIZE.

LIPO BATTERY WARNING

- Lithium-ion polymer (LiPo) batteries include hazardous materials that can cause serious injuries to persons, pets, or property if used or disposed improperly. It is important for the user of any Mousr robot (“User”) to read and follow the instructions below. By using the Mousr robot, User accepts sole liability for the proper use and disposal of the Mousr robot’s LiPo battery.
- User should immediately discontinue use of the battery if, while using, charging, or storing the battery, it emits an unusual smell, feels hot, changes color or shape, or appears otherwise deformed in any other way.
- In the event of battery leakage or puncture, User should avoid personal or pet contact with the battery or battery liquid. In case of contact with the skin, thoroughly wash area with soap and water and consult a doctor or veterinarian. In case of contact with the eyes, rinse thoroughly with cold water and consult a doctor or veterinarian.

CHARGING

- Never overcharge a LiPo battery. Never “trickle” charge a LiPo battery.
- Do not use a charger with damage to the cord, plug, enclosure, or other parts. Use only the supplied USB cable plugged into the USB port on your computer or a UL-certified USB wall charger. Misuse can cause damage to the Mousr robot or cause electrical shock.
- Do not use the Mousr robot’s charger to charge any battery other than the rechargeable battery provided with the Mousr robot.
- Do not charge the battery near flammable materials.
- Do not leave the Mousr robot unattended during charging.
- Do not charge the Mousr robot immediately after use while the battery is still hot. Allow battery sufficient time to cool to an ambient temperature before charging.
- Batteries are only to be charged under adult supervision.
- Never store, use, or charge a battery pack inside your in extreme temperatures. Ensure battery exposure is limited to temperatures between 0°C - 40°C (32°F - 104°F).
- Do not cover the Mousr robot or its charger while the battery is charging.

USE, MAINTENANCE, AND STORAGE

- Keep pets away from an exposed battery.
- Do not store the Mousr robot or battery in your pet's crate or bedding.
- Do not use the Mousr robot if its battery cover has been broken or the battery's casing has been damaged in any way.
- Do not store the battery inside vehicles.
- Do not expose the battery to excessive physical shock or impact.
- Do not expose the Mousr robot or its battery to a heat source or dispose of it in a fire.
- Do not expose the Mousr robot or its battery to water or salt water, or allow the battery to get wet.
- Do not put the battery in a microwave oven, inductive cookware, or in a pressurized container.
- Do not attempt to modify, dismantle, pierce, distort, or cut the battery or charger and do not attempt to repair a damaged battery or charger.
- Do not place any heavy objects on the Mousr robot or its battery.
- Disconnect the charger when you are not charging the battery.

PRODUCT DISPOSAL

At the end of the Mousr robot's life, do not dispose of the Mousr robot's LiPo battery with other household waste. Dispose or recycle the battery separately in accordance with local laws and regulations. Contact User's local municipality for disposal or recycling information.

BATTERY DISPOSAL

Damaged or unusable batteries must be properly disposed of. When disposing of the battery, follow appropriate local guidelines and regulations. For further information, contact User's local solid waste authority.

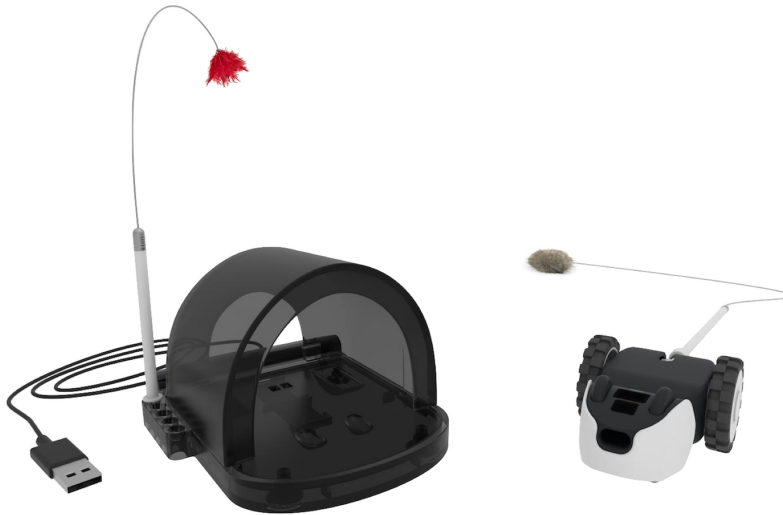
TABLE OF CONTENTS

IMPORTANT SAFETY INFORMATION	II
TABLE OF CONTENTS	IV
GETTING STARTED	1
Check what's in the box	1
Download the Mousr app	1
Get to know your Mousr	2
Operating and power modes	2
Pushbutton functions	3
LED color and flashing indications.....	4
Connect your smartphone to Mousr	5
Power down and sleep modes	5
CHARGING MOUSR	6
Using the charging dock	6
Checking Mousr's battery level	7
CHANGING TAILS	7
UPDATING FIRMWARE	8
USING THE MOUSR APP	9
Home screen	9
Remote control	10
Getting started	10
Menu	11
Settings	11
Simple remote control	12
Precise remote control	13
Auto play	13
Getting started	13
Mousr's brain.....	14
All day play	14
Auto game styles	14
User assistance	15
DEVICE RECOVERY	15
Rebooting Mousr	15
Reloading firmware	16
TROUBLESHOOTING	16
CONTACT US.....	21

GETTING STARTED

Check what's in the box

Your package should include one Mousr, its special charging dock home, a Micro-USB cable, and two tail attachments (colors of the tail attachments may vary from those in the image below). If you didn't receive all the items listed please get in touch with us!



Download the Mousr app

Download our free Mousr companion app by clicking the button below that matches the operating system on your smartphone.



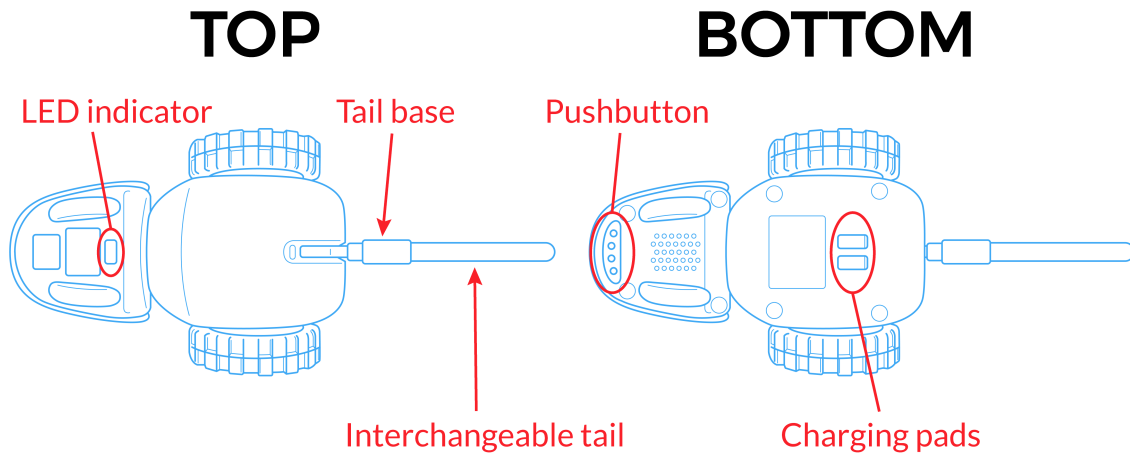
In order to use the Mousr app, your smartphone must meet the following minimum technical requirements:

- iOS 8 or later
- Android 4.4 (KitKat) or later
- Hardware support for Bluetooth 4.0 or later and Bluetooth Low Energy

In rare cases, a smartphone device that satisfies these minimum requirements may not work with Mousr, so we cannot guarantee full compatibility with all smartphones. However, our experience is that these minimum requirements are a good indicator of compatibility.

Get to know your Mousr

The figures below illustrate important Mousr features that will be referenced throughout this document.



Operating and power modes

Listed below are Mousr's operating modes and short description of each.

Power down

Power down is Mousr's lowest power state. While in power down, Mousr is not discoverable from the mobile app.

Sleep

Sleep mode is a low power state in which Mousr's bluetooth remains on and discoverable from the app, enabling you to connect without clicking Mousr's pushbutton.

Normal operation

Normal operation encompasses all of Mousr's behaviors and functions under regular use, including remote control and auto play modes.

Charging

Mousr charges inside his supplied charging dock. More detail can be found in the section titled Charging Mousr.

Updating firmware

Mousr periodically receives free device updates over-the-air when connected to the Mousr companion app. See the section titled Updating Firmware for more details.

Device recovery

If something goes wrong with Mousr and it cannot be fixed by putting him into sleep mode or restarting your smartphone, device recovery mode lets you reboot Mousr or reinstall a fresh version of Mousr's firmware. See the section titled Device Recovery for more details.

Pushbutton functions

Listed below is the key to pushbutton functions in each of Mousr's operating modes:

Power down

Single click—Power into sleep mode and flash battery level as follows:

Green—Battery has good charge and can continue to be used

Yellow—Battery is low and will need to be charged soon

Red—Battery is critically low and Mousr needs to be charged (cannot pair)

Click and hold 15+ seconds—Enter device recovery mode

Sleep

Single click—Flash battery level as follows:

Green—Battery has good charge and can continue to be used

Yellow—Battery is low and will need to be charged soon

Red—Battery is critically low and Mousr needs to be charged (cannot pair)

Double click—Start auto mode with most recent settings

Long click (hold 2 seconds and release)—Power down

Click and hold 15+ seconds—Enter device recovery mode

Normal operation

Single click—Flash battery level as follows:

Green—Battery has good charge and can continue to be used

Yellow—Battery is low and will need to be charged soon

Red—Battery is critically low and Mousr needs to be charged (cannot pair)

Double click—Start auto mode with most recent settings

Long click (hold 2 seconds and release)—Power down

Click and hold 15+ seconds—Enter device recovery mode

Charging

The pushbutton is non-functional while Mousr is charging.

Updating firmware

The pushbutton is non-functional while Mousr is updating firmware.

Device recovery mode

Single click—Reboot Mousr into sleep mode.

LED color and flashing indications

Power down

When Mousr is in power down, the LED is turned off.

Sleep

When Mousr is in sleep mode, the LED will blink periodically (similar to a smoke detector) to let you know it is not in power down:

Blink blue every 4 seconds—Waiting for bluetooth connection or pushbutton interaction

Normal operating mode

When Mousr is in normal operation mode, the LED indicator communicates with you using different colors and patterns of flashing as described below:

Breathing blue—Connected to phone and in remote control mode

Breathing green—In auto play mode

Blink green every 4 seconds—Waiting for cat interaction (All Day Play only)

Flashing yellow—Paused in auto play mode

Breathing / flashing pink

- *Auto play*—High alert (e.g. caught by cat or stuck on clutter)
- *Remote control*—Driver assist activated

Slow breathing multiple colors—In need of assistance

Charging

While Mousr is recharging, his LED indicates the battery charge status using the following colors and flashing patterns:

Flashing red—Low charge

Flashing yellow—Mid charge

Flashing green—Mostly charged

Solid (unflashing) green—Fully charged; green light turns off after one minute

Updating firmware

During firmware updates, the LED indicator glows **pale blue** with no flashing.

Device recovery mode

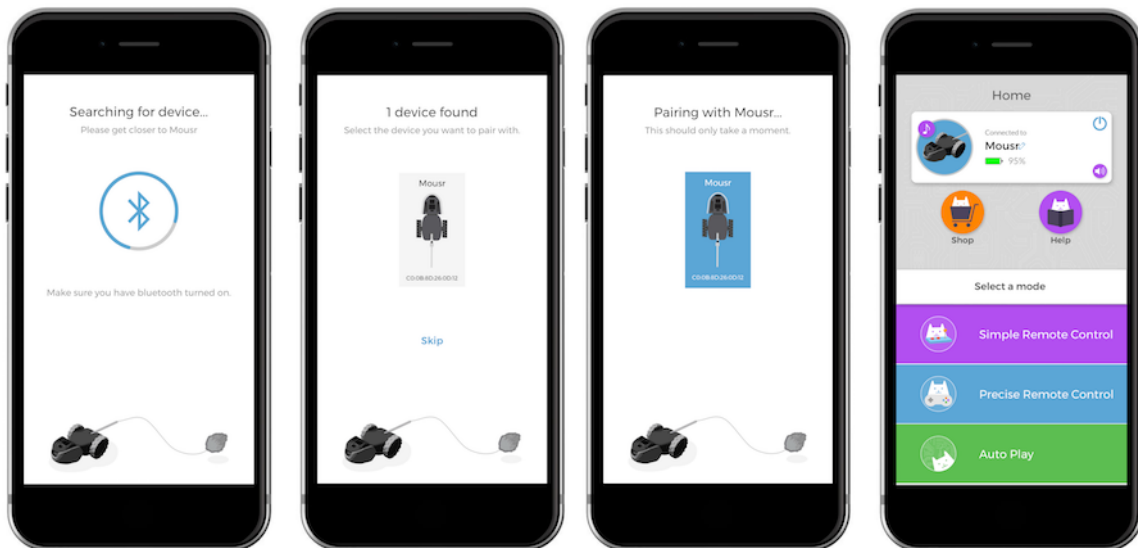
When Mousr is in device recovery mode, the LED indicator glows **purple** with no flashing.

Connect your smartphone to Mousr

After unboxing Mousr, press the pushbutton on his chin and open the Mousr app to begin the Bluetooth pairing process. After pressing his pushbutton, Mousr's LED indicator will blink **blue** and your Mousr will appear in the device list inside the app.

Tap the icon associated with your device to connect. Once connected, you can change your robot's name by clicking the pencil icon on the Mousr info card. *Note: if you have more than one Mousr robot, it is recommended that you pair them one at a time and give them each a unique name to help distinguish them in the device list. If you use multiple smart devices to control Mousr, you will need to provide a name for Mousr separately on each one.*

The images below show screenshots of the pairing process. When the app is opened, it begins searching for nearby Mousr robots. Once found, each robot is populated in the device list. Tapping a robot's icon will turn it blue and initiate the connection process (*Note: if only one device is found, the app will auto connect to it*).

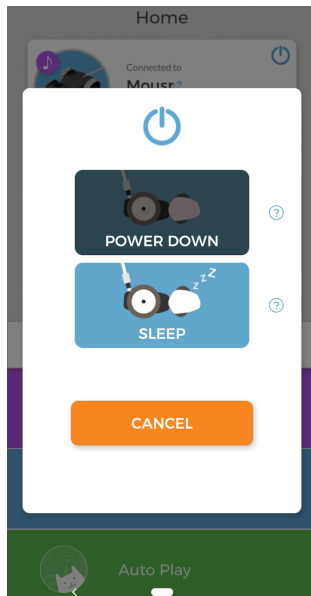


Power down and sleep modes

When you are done playing, you can choose to put Mousr into one of two low power modes.

Power down mode will disable Mousr's sensors and bluetooth in order to save the most power, but requires using the pushbutton to turn Mousr on for the next play session.

Sleep mode leaves Mousr's bluetooth on so you can reconnect without clicking the pushbutton, but uses a bit more power.



While connected to Mousr in the app, click the power button to choose which low power mode you would like Mousr to enter, as depicted in the image to the left.

In addition to using the app, you can press and hold Mousr's pushbutton for 2 seconds to put him into power down. Mousr will also enter power down when he finishes charging.

Whenever Mousr is left idle while not running in auto mode, he will enter sleep mode. He also enters sleep mode when you first remove him from the charger (unless you are already connected via the app).

If Mousr is running in auto mode while connected in the app, you have the option to disconnect without entering a low power mode in order to continue playing without disruption.

CHARGING MOUSR

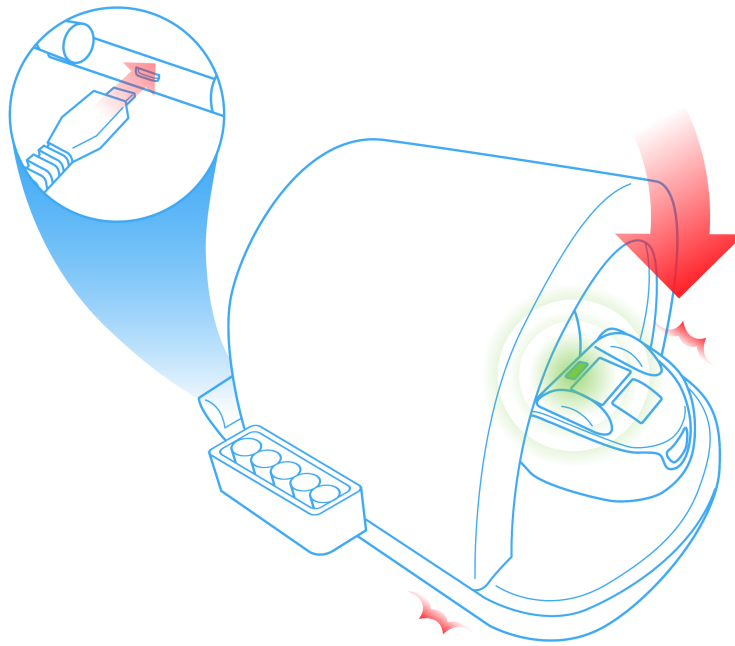
Using the charging dock

Before playing with Mousr for the first time, we recommend that you make sure he is fully charged. To charge Mousr, do the following:

- Plug the supplied Micro-USB cable into the back of Mousr's charging dock.
- Plug the other end of the cable into the USB port on your computer or a UL-certified USB wall charger.
- Lift the charging dock's hinged lid
- Place Mousr on the dock's base so that his wheels are seated inside the rear indents and his charging pads mate with the metal plates on the base.
- Lower the hinged lid of the charger until it snaps into the base.

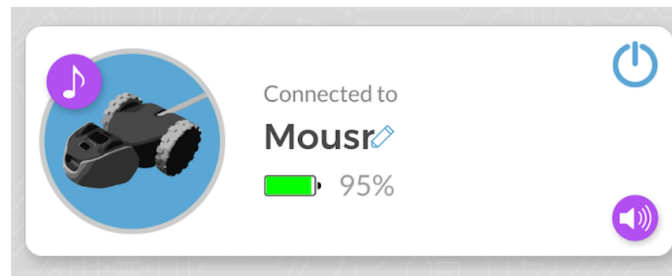
The picture below illustrates this procedure.

As described previously, the LED indicator will signal the battery charge status in different colors by blinking during the charging phase and glowing solid green when the charge is completed. *Mousr charges from 0–100% in about 30 minutes.* Once Mousr has been fully charged, he will enter power down mode. Once removed, he will enter sleep mode.



Checking Mousr's battery level

When Mousr is not on the charger, you can **single click** his pushbutton to check his current battery level on the LED indicator. Alternatively, while connected in the app, the battery icon shows the percentage of charge remaining, as shown below.



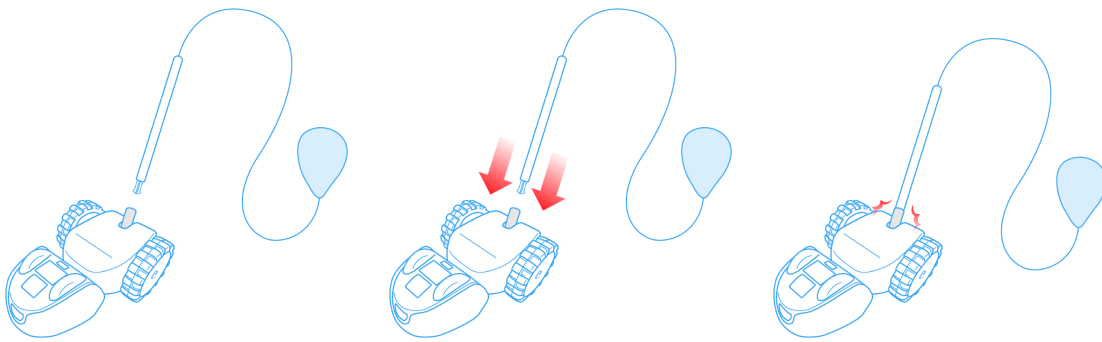
CHANGING TAILS

Petronics makes a variety of interchangeable tail styles and lengths to fit all kinds of feline play preferences.

Important: When installing or removing a tail attachment, always set Mousr down on a stable surface. Grip Mousr's tail base with one hand and the rigid end of the tail attachment with the other.

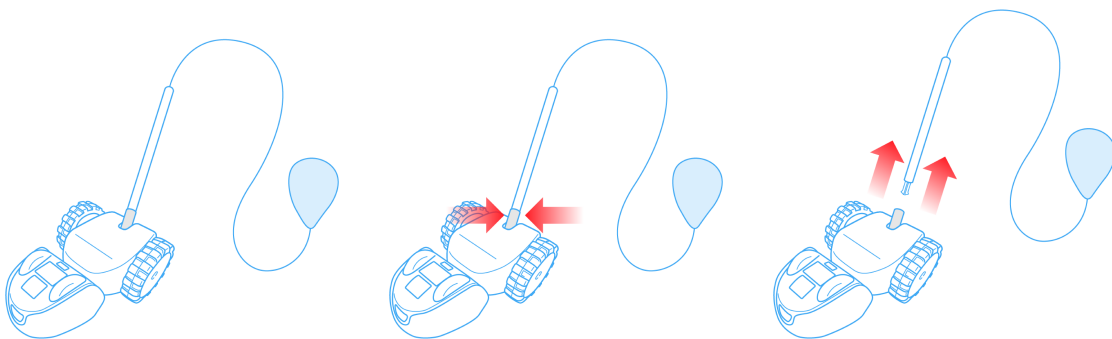
How to Install a Tail

While gripping Mousr and the tail as described above, firmly push the tail attachment into the slot until you hear it click into place.



How to Remove a Tail

While gripping Mousr and the tail base as described above, pull the rigid end of the tail attachment directly away from the tail base until the tail attachment pops out. Make sure not to bend or twist the tail assembly when removing it from Mousr's tail base.



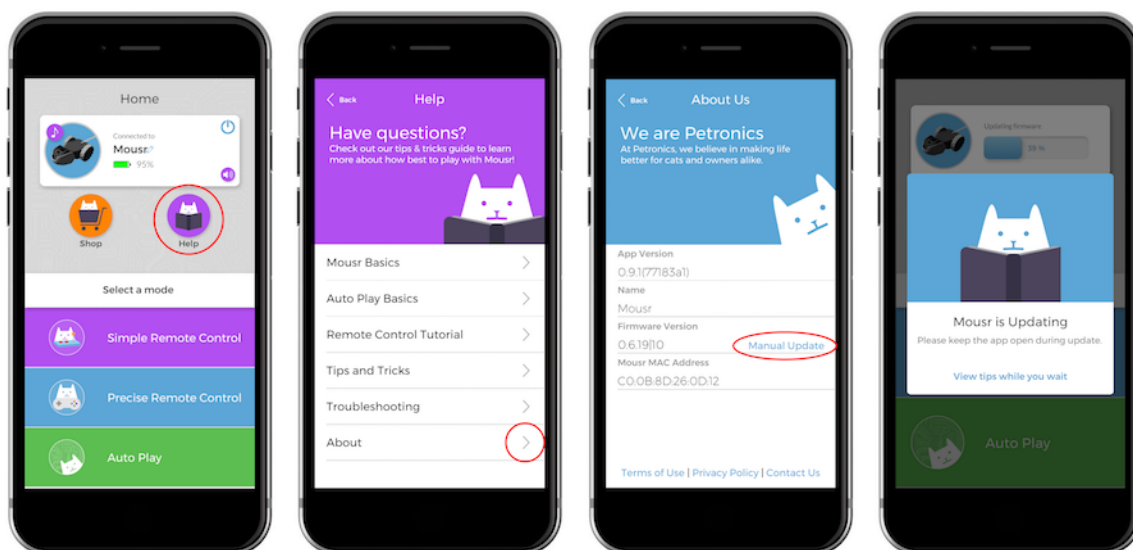
If your cat damages a tail or you'd like to experiment with different styles, you can shop for tail accessory bundles at www.petronics.io.

UPDATING FIRMWARE

In order to keep Mousr up to date with latest features and bug fixes, make sure your phone is connected to the internet. You can connect using either Wi-Fi or your cellular service. If you prefer the convenience of cellular access to updates, don't worry about large data downloads: our firmware updates use less data than downloading a picture.

Every time you use the app to connect with Mousr, it will check whether any updates are available and begin installing them automatically (the process usually takes about one minute). You will see a progress bar showing how far along the firmware update is.

You can also check for updates manually by navigating to Help -> About -> Firmware Version -> Manual Update, as shown below.

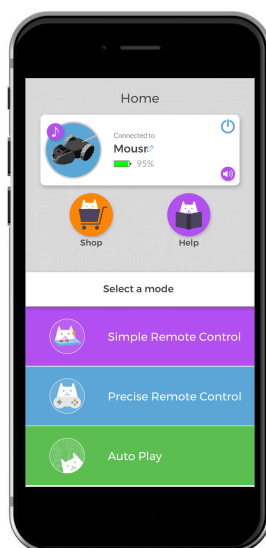


If you are running into difficulties updating firmware, please consult the Troubleshooting section of this guide.

USING THE MOUSR APP

Home screen

After connecting to Mousr the home screen will appear. This is your point of access to all the different ways to play and interact with Mousr.



Mousr info card: At the top of the home screen is the Mousr info card which gives information about the name and battery level of the connected Mousr.

- **Locate Mousr**—Click the **purple** music note icon to play a tone from Mousr in case he is lost and you need help finding him.

- **Change name**—Click the [blue](#) pencil icon to change Mousr’s name.
- **Power**—Click the [blue](#) power icon to put Mousr into power down or sleep mode.
- **Volume**—Click the [purple](#) speaker icon to control the volume of Mousr’s sounds.

Shop: Click on the shop button to go to the Petronics website where you can purchase different tail attachments or another Mousr.

Help: The help screen lets you review the basics of using Mousr, auto play, and remote control. Additionally, you can find troubleshooting help and an “About” page that gives more information about your device and software.

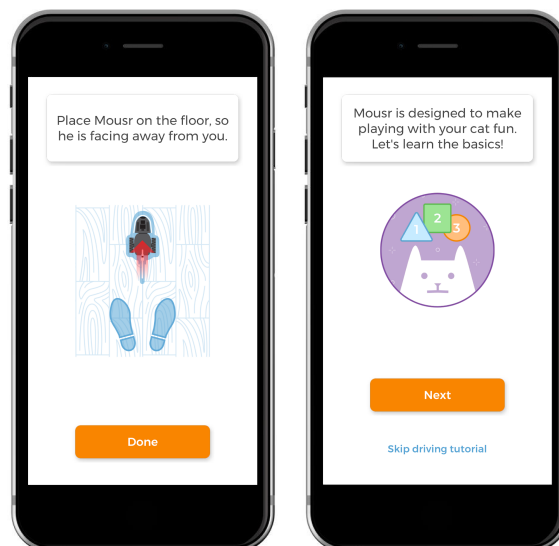
Remote control

Remote control mode is best for high octane play. No robot could possibly be better than you when it comes to driving your cat crazy. Here are a few tips to get you going:

- Start out slow until you know how your cat will respond to Mousr.
- Give your cat something to chase - cats can get spooked if you drive directly toward them.
- Try playing hide and seek games around obstacles in your living room.
- If your cat likes catnip, try starting with our blue catnip flick tail.
- Remember to put some pauses in the action so your cat has a chance to catch its prey.

Getting started

The first time you connect to Mousr and enter remote control mode, you will be presented with a short driving tutorial. If you skip it or want to review it again later, you can access it from the Help screen.



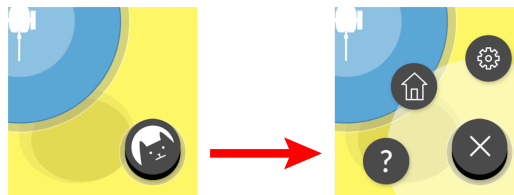
Each time you connect to a device, you will be asked to orient Mousr so he is facing away from you before starting a remote control session. This process calibrates Mousr's internal sensors so that the driving experience is as intuitive as possible.

The orientation and tutorial screens are shown in the images above.

Mousr's tail flicking, flipping, and bouncing behaviors require the app to run an automatic calibration routine for the tail at the beginning of a play session. Make sure that Mousr is right-side up on a flat surface and that there is nothing obstructing the motion of the tail.

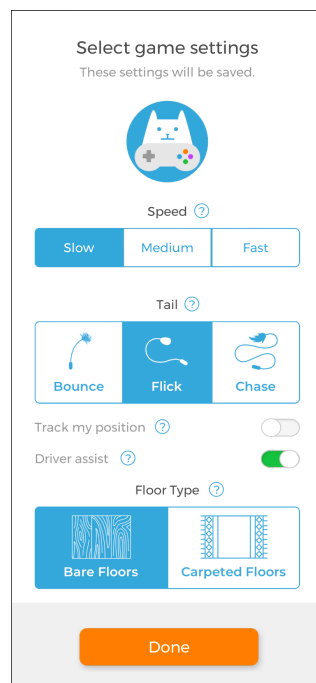
Menu

The black *menu icon* lets you access settings, help, or return to the home screen.



Settings

The image below shows the scrolling settings page for remote control mode.



Speed: Sets Mousr's fixed (one-handed) or maximum (two-handed) speed. We recommend starting with the slow speed and ramping up as you become more comfortable with driving. Faster speeds in one-handed mode work best with driver assist turned on (see below).

Tail: Mousr's driving experience is optimized differently for each tail type. Be sure to change this setting whenever you swap tail attachments!

Track my position (on compatible phones): This option will account for the phone's movement as you turn while controlling Mousr. This option is recommended for people who like to move while they control Mousr. It may require recalibrating more frequently.

Driver assist: This feature adds computer-aided control to make turning easier and to help Mousr get free when his tail is stuck. Selecting the primary surface type Mousr will drive on helps optimize the driver assist algorithms.

Simple remote control

Simple remote control mode is great for driving Mousr around in more casual way. Hold the phone in either hand with your thumb on the screen, which is shown in the picture below.



Driving: To drive, simply press down on the **blue driving circle** in the center and drag in the direction you want Mousr to drive. The animation of Mousr in the center of the driving circle shows which direction he is facing.

Reset orientation: To reset the orientation, turn Mousr so he is facing the same direction as you and press the **red compass icon**.

Tail control: Depending the type of tail that is attached you can hit the **orange tail button** on the screen to flick or bounce the tail. If Mousr gets flipped onto his back, this button will flip Mousr back right-side up. You will notice that the tail button switches to an icon with a set of arrows to indicate that Mousr is on his back.

Reverse: The **purple reverse icon** will drive Mousr backwards at a fixed speed. If Mousr gets caught under the couch or in a corner, reversing is a great way to help him get unstuck.

Precise remote control

Precise remote control mode enriches the Mousr remote control driving experience. The picture below shows how the screen looks in this mode.



The primary difference from one-handed mode is the addition of the throttle that allows you to ramp the driving speed up and down. Control Mousr's speed by moving the **green throttle slider** up and down with your left thumb and steer Mousr by dragging your right thumb on the **blue direction circle**.

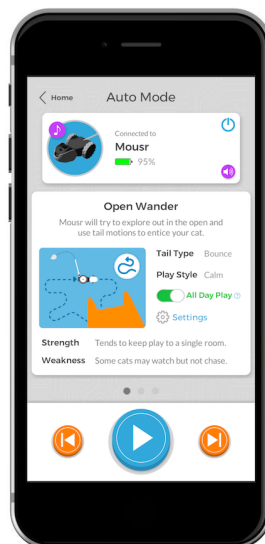
Auto play

Auto play is great for those times when you need a moment to yourself to work, relax, or sleep a little longer. Sometimes cats don't fully grasp the concept of "you time," so think of Mousr as your personal robotic cat-sitter.

In auto play mode, Mousr uses his sensors and artificial intelligence to play interactive games with your cat all by himself. He can avoid obstacles, detect when he's in danger, and react when your cat catches him. He can even sense when playtime is over and go to sleep to save power for the next play session!

Getting started

Auto play mode can be started two ways:



- Click “Auto Play” on the home screen (when connected to a device), select your preferred game and settings, then click the triangular Play button.
- Quickly double click Mousr’s pushbutton while he is in sleep mode.

To stop auto play, either click the square “stop” button in the app or hold Mousr’s pushbutton for 2 seconds until his LED turns pale blue and then release. While you can start and stop auto play with or without connecting your device to the app, you can only configure parameters inside the app.

Mousr’s brain

Mousr’s LED indicator gives you a glimpse into what he’s thinking.

- **Green** means Mousr is feeling safe
- **Pink** means he senses danger or something out of the ordinary
- **Yellow** means Mousr is paused and giving your cat a chance to pounce
- **Pulsing multiple colors** means he needs your help (see the subsection on user assistance for more information)

All day play

Inside each game card on the auto screen there is a green toggle switch called “All Day Play.” When enabled, Mousr will selectively stop playing when he predicts your cat has stopped engaging. While stopped, Mousr’s LED will blink green every four seconds to indicate he is still listening for cat engagement. If your cat interacts with Mousr later in the day, he will wake up and start a new play session. Under normal play conditions, “All Day Play” should extend Mousr’s battery life from about 40 minutes to around 8 hours.

Auto game styles

Because of the wide variety in home layouts and cat personalities, we have developed 3 autonomous play strategies.

Open wander

Developed as our first open world exploration game, Mousr will try to stay out in the open and avoid clutter while primarily using his tail to entice cats. This mode works best with confident cats; timid cats may prefer to watch.

Wall hugger

This mode will attempt to explore near walls and obstacles. While this strategy is better at hiding from cats and going places that encourage them to investigate, it is also more likely to get stuck on cables and clutter near the edges of a room. It may not work well in every environment.

Stationary

Mousr will spin his Bounce Tail in place and attempt to keep a fixed distance from your cat. This mode is the least likely to get stuck in the environment, and is the most likely to get a reaction out of timid or elderly cats.

Each game has a number of settings like speed, pause time, and caught behavior so you can tune it for your cat's personality. We also have presets that we have determined to work well with calm and frenetic play styles. To make getting into auto play as convenient as possible, once the automatic mode is configured how you like, simply double-click the pushbutton under Mousr's chin to start.

User assistance

If Mousr's LED is pulsing **multiple colors**, it means he is either stuck somewhere and can't escape by himself, or his front sensor is dirty and he can no longer see obstacles. If Mousr needs your help, pick him up and gently wipe the front sensor on his nose with a lint-free glasses cloth until there are no visible dust particles or smudges (be careful not to use your fingernail underneath the cloth, as the window can scratch), then place him down in an open area and double click his pushbutton to resume playing.

DEVICE RECOVERY

Under normal operation, Mousr should not enter device recovery mode. Occasionally, however, Mousr's software may get into an undesirable state and require a total reboot – similar to how your laptop may stop responding and require you to hold the power button for a period of time to force a restart. Entering device recovery mode will clear out Mousr's internal memory and give him a fresh start.

When Mousr is in device recovery mode, his LED indicator will glow purple. If Mousr is in device recovery mode, click his pushbutton to reboot him into normal mode.

Rebooting Mousr

If you need to reboot Mousr, you can manually enter device recovery mode by **holding his pushbutton for 15 seconds**. After holding the button for 15 seconds, his LED will flash red, and once you release his pushbutton he will enter device recovery mode. In device recovery mode, click his pushbutton once more to reboot back into normal mode.

During normal operation, an unexpected system crash may cause Mousr to enter device recovery mode without any user input. If this happens, simply click his pushbutton to reboot into normal mode as described in the previous paragraph.

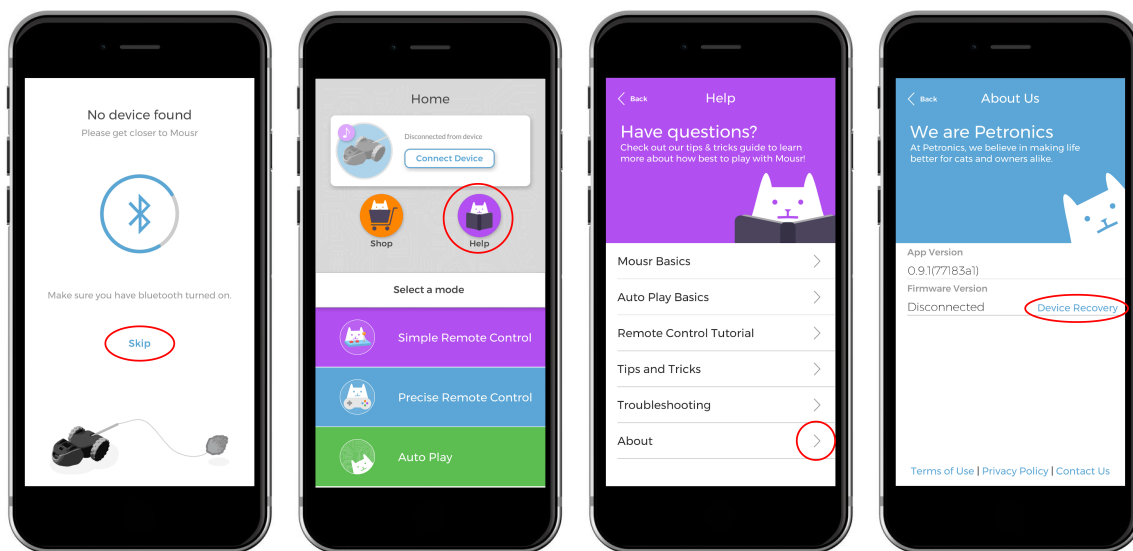
If Mousr is in device recovery mode and his LED continues to glow purple even after you click his pushbutton, you can try reloading the latest firmware as detailed in the next section.

Reloading firmware

If Mousr is in device recovery mode, you can manually reinstall the latest firmware from the mobile app by following these steps.

- Open the app. (Any Mousr in device recovery mode should not show up in the device list. If you are sure Mousr is in device recovery and it is showing up in the device list, try completely closing the app and re-opening it.)
- Click “Skip” on the device list to continue to the home page without connecting.
- On the home page, click Help -> About -> Firmware Version -> Device Recovery.

These steps are shown in the images below.



If you do not see the “Device Recovery” option under Firmware Version, completely close the app, double check that Mousr is in device recovery mode and his LED is glowing purple, and try the above steps once more.

After you click Device Recovery in the About page, the app will begin the recovery process. Make sure you are connected to Wi-Fi or cellular data. You will see two updates take place. The first should install fairly quickly, and then automatically reconnect. Once reconnected, Mousr will begin installing the latest firmware version, which will take a little bit longer. *Once complete, it can take up to two minutes for Mousr to reconnect while the new firmware initializes for the first time.*

TROUBLESHOOTING

- ❖ Mousr won't charge when connected to the charger
- ❖ Mousr doesn't appear on the app device list page
- ❖ I can click my Mousr on the device list page, but the connection keeps timing out

- ❖ The connection between the app and Mousr was lost during normal use and now I can't reconnect through the app
- ❖ Mousr's LED is blue as if he is connected, but the app says "disconnected" and he does not display in the device list when I try to search again
- ❖ Mousr's progress stopped during a firmware update
- ❖ Mousr's LED is solid purple and he doesn't respond to pushbutton clicks
- ❖ Mousr's LED is solid white and he doesn't respond to pushbutton clicks
- ❖ Mousr is not moving and his LED is pulsing red
- ❖ One (or both) of Mousr's wheels is not moving or has increased resistance when rotating it by hand

Mousr won't charge when connected to the charger

When Mousr is placed correctly inside the charging dock, he will make a sound to indicate he has begun charging and his LED will continually blink an indication of the charge level. Once fully charged, Mousr's LED will glow solid green for one minute and then shut off.

If you place Mousr in the charging dock as described in the Charging Mousr section and his LED remains off, first make sure the charging dock is connected to a powered USB outlet using the supplied Micro-USB cable. You can check whether or not the USB outlet is drawing power by trying to use it to charge another device, such as your smartphone.

If the charging dock is properly connected to a powered USB outlet and Mousr's LED remains off, try the following steps:

- Remove Mousr from the charging dock
- Using a dry cloth, wipe down the charging pads on the bottom of Mousr and the metal contacts on the charging dock base
- Make sure Mousr's charging pads make contact with the metal contacts by placing Mousr's wheels inside the matching indents in the charging dock
- Close the charging dock lid until it snaps into the base

If Mousr's LED is still off, try improving the connection between his charging pads and the charging dock's metal contacts by pressing down on Mousr's body while he is in the charger. If pressing down causes Mousr to begin charging, try the following:

- Remove Mousr from the charging dock
- Spin both his wheels a few degrees by hand
- Reseating him inside the dock
- Close the charging dock lid until it snaps into place

If you tried all the steps above and Mousr's LED remains off when you place him in the charging dock, please contact us.

Mousr doesn't appear on the app device list page

First, ensure Mousr is fully charged and within five feet of your smart device. Consult the Charging Mousr section for directions on how to charge Mousr. (If you click Mousr's pushbutton and his LED indicator blinks red, his battery is critically low and needs to be charged.) Once charged, open the app and try searching for Mousr again.

If Mousr still does not appear in the list, try the following steps:

- Turn Bluetooth off on your smart device
- Close the Mousr app so it is no longer running in the background
- Turn Bluetooth back on
- Reopen the Mousr app and search again

If Mousr is still not visible after completing the above steps, try rebooting Mousr by doing the following:

- Hold Mousr's pushbutton for 15 seconds until it flashes red, then release
- After release, Mousr's LED should glow purple. If it isn't, try the previous step once again
- When Mousr's LED is glowing purple, click his pushbutton once more to reboot
- Wait 20 seconds for Mousr's reboot to complete
- Open the Mousr app and search again

If Mousr still does not show up in the device list and you are sure he is fully charged and within range, try powering down your smart device, waiting for 30 seconds, powering it back on, and reopening the Mousr app. If the problem continues, please contact us.

I can click my Mousr on the device list page, but the connection keeps timing out

First, ensure Mousr is fully charged and within five feet of your smart device. Consult the Charging Mousr section for directions on how to charge Mousr.

If Mousr is fully charged, completely close the app so it is not running in the background then reopen the app and try again. If you are still unable to connect, or Mousr no longer shows up in the device list, try the following steps:

- Turn Bluetooth off on your smart device
- Close the Mousr app so it is no longer running in the background
- Turn Bluetooth back on
- Reopen the Mousr app and search again

If the problem persists, try rebooting Mousr by doing the following:

- Hold Mousr's pushbutton for 15 seconds until it flashes red, then release
- After release, Mousr's LED should glow purple. If it isn't, try the previous step once again
- When Mousr's LED is glowing purple, click his pushbutton once more to reboot

- Wait 20 seconds for Mousr's reboot to complete
- Open the Mousr app and search again

If you are still unable to initiate or maintain a connection with Mousr, try powering down your smart device, waiting for 30 seconds, powering it back on, and reopening the Mousr app. If the problem continues, please contact us.

The connection between the app and Mousr was lost during normal use and now I can't reconnect through the app

Mousr's LED is purple

If Mousr's LED is purple, try clicking his pushbutton to reboot into normal mode. Once rebooted, Mousr should connect to the app as normal.

If Mousr's LED remains purple after clicking his pushbutton, please follow the instructions in the subsection titled "Reloading firmware" under Device Recovery.

Mousr's LED is off

If Mousr's LED is off but he is not appearing in the device list, first try clicking his pushbutton to check his battery level. If Mousr's LED indicator blinks red, his battery is critically low and must be charged before he is able to connect in the app. See the section on Charging Mousr for more information.

If Mousr is charged but still is not appearing in the device list, follow the instructions under the heading, "Mousr doesn't appear on the app device list page."

If Mousr appears in the list but you are unable to establish and maintain a connection, follow the instructions under the heading, "I can click my Mousr on the device list page, but the connection keeps timing out."

Mousr's LED is blue as if he is connected, but the app says "disconnected" and he does not display in the device list when I try to search again

First, try manually putting Mousr into power down by holding his pushbutton for two seconds until it turns white, then releasing. Once in power down, click his pushbutton once to turn him back on and verify his battery level is not critically low, then try connecting inside the app once more.

If the problem persists, follow the instructions under the heading, "Mousr doesn't appear on the app device list page."

Mousr's progress stopped during a firmware update

In rare cases, the app may freeze during a firmware update. If the firmware progress bar has not increased for longer than 1 minute, try the following steps:

- Turn Bluetooth off on your smart device
- Close the Mousr app so it is no longer running in the background
- Turn Bluetooth back on

- Reopen the app

If Mousr's LED indicator is pale blue / green, please follow the instructions under the heading, "Mousr's LED is pale blue / green and he doesn't respond to pushbutton clicks."

If Mousr's LED indicator is purple, click Mousr's pushbutton to reboot into normal mode.

If Mousr reboots successfully or his LED was already off

Select your device from the device list – the firmware update should automatically restart.

If Mousr's LED continues to glow purple after clicking his pushbutton

Please follow the instructions in the subsection titled "Reloading firmware" under Device Recovery.

If you continue to have problems with updating Mousr's firmware, please contact us.

Mousr's LED is pale blue / green and he doesn't respond to pushbutton clicks

Mousr's LED will glow pale blue / green during a firmware update. If Mousr's LED is glowing pale blue / green and a firmware update is not underway, or the update has been frozen without progress for over one minute, please try the following steps:

- Turn Bluetooth off on your smart device
- Close the Mousr app so it is no longer running in the background
- Turn Bluetooth back on

If after completing these steps Mousr's LED indicator remains pale blue / green, try the following:

- Power down your smart device completely (if you regularly use more than one device to connect to Mousr, power all of them down)
- Wait one minute
- Power your device back on
- After your device powers up, make sure Bluetooth is turned on

If after completing the above steps Mousr's LED indicator turned from pale blue / green to purple, click Mousr's pushbutton to reboot into normal mode and try connecting in the app once more. If his LED turned purple but Mousr does not reboot after clicking his pushbutton, please follow the instructions in the subsection titled "Reloading firmware" under Device Recovery.

If Mousr's LED remains pale blue / green after powering down your device(s), please contact us.

Mousr's LED is solid purple and he doesn't respond to pushbutton clicks

Please follow the instructions in the subsection titled "Reloading firmware" under Device Recovery.

Mousr is not moving and his LED is pulsing multiple colors

Mousr's LED pulses red when he is set to auto play and needs some user assistance. If Mousr's LED is pulsing multiple colors, pick him up and gently wipe the front sensor on his nose with a lint-free glasses cloth until there are no visible dust particles or smudges (be careful not to use your fingernail underneath the cloth, as the window can scratch), then place him down in an open area and double click his pushbutton to resume playing.

If Mousr's front sensor looks clean and he is not stuck on clutter but continues to frequently enter user assistance mode (for example if he asks for help consistently after less than three minutes of auto play), please contact us.

One (or both) of Mousr's wheels is not moving or has increased resistance when rotating it by hand

Mousr's wheels were designed with cat and human hair in mind. A specialized collar around the main drive shaft of each wheel prevents hair from wrapping around the rotating shaft and impacting the internal gears' movement. After many hours of play, however, it is possible that hair and dust accumulation can begin to impact the wheels' movement.

To clean hair and dust from a wheel's inner collar, simply remove the screw from the center of the wheel's outward facing surface and pull the wheel directly away from the main body. Once removed, use your fingers or a pair of tweezers to remove any accumulation on the wheel or shaft. Once cleaned, put the wheel back on the shaft and screw it back into place. Make sure not to over-tighten the screw.

If Mousr's wheel is still not moving normally after following the above steps, please contact us.

CONTACT US

If you are having technical issues with Mousr or the mobile app that are not covered in this guide, please send us an email at support@petronics.io.