SMART PET FEEDER WITH CAMERA

Instruction Manual

Model: HE200061
Version 1.0

Warranty Note

Getting the most out of your Smart Pet Feeder with Camera:

Read the entire manual
It will help you set up with ease

Visit www.balcolifestyle.com/uk
We have additional support videos and guides

Call After Sales Support - +44 800 496 9698
Or email customercare@balcolifestyle.com - we're always happy to help

If you experience any issues with this product or its performance is not what you had expected, please contact our friendly customer service team

It is likely that we can resolve problems for you via phone or email

We can be reached on:

Phone: +44 800 496 9698
Email: customercare@balcolifestyle.com
Web: www.balcolifestyle.com/uk

Safety Instructions

Carefully read all safety instructions and the user manual before operation

- If power is reset then please allow 1-2 minutes for a Wi-Fi connection to be re-established.
- Indoor use only.
- This product is only suitable for dry food. Wet food is prohibited.
- Always provide fresh, clean water for your pet when providing them dry pet food.
- Do not drop anything other than dry food into the food hopper. Otherwise, there is a risk of malfunction or missed feeding.
- To prevent feeder from being damaged by pets, it is recommended to place the feeder in a corner or against the wall.
- Please shield and organise the power cord well to prevent the pet from biting into the cable and causing dangerous situations such as electric shock. Never use a damaged cable or power charger to power the Pet Feeder.
- The shape and density of the pet food used will cause some deviations from the food hopper's capacity and the feeding unit's quantity.
- Handle with care. Avoid dropping this device, especially on a hard surface. Do not crush, deform, puncture, shred or submerge this device in liquid.
- Do not expose the Pet Feeder to moisture. Avoid installing it in a location with high humidity or in a location where liquid may spill onto the unit. Liquid may cause a short circuit which can result in electric shock or fire. Do not get the Pet Feeder wet or immerse it in water. If it has become wet, do not attempt to dry it with an appliance such as a hair dryer or in a microwave oven.
- Never use the Pet Feeder if any part of it is damaged.
- Do not attempt to open or disassemble this device. Modifying any parts may void your warranty.
- Do not wash the Pet Feeder with corrosive or liquid aerosol cleaners. Always use a damp, soft cloth for cleaning.
- Children should be supervised to ensure they do not play with this appliance. Close supervision is necessary when any appliance is used by or near children.
- Do not expose the Pet Feeder to heat sources. Do not install the Pet Feeder near any heat sources such as radiators, stoves or other appliances that can generate heat.
- At the end of its working life, observe local regulations when disposing of this product.
- The manufacturer is not responsible for loss or stolen goods.
- Unplug from outlet when not in use and before cleaning. Allow to cool before putting on or taking off parts, and before cleaning the appliance.
- Do not let the cord hang over edge of table or counter or touch hot surfaces.
- Always attach plug to appliance first, then plug adapter in the wall outlet.
- Do not use the appliance for other than intended use.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instructions concerning use of the appliance by a person responsible for their safety.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- For the purposes of supply by adapter, only use the detachable supply unit provided with this appliance.
- Balco Brands is not responsible for damages to the Pet Feeder caused by third parties or pets/animals.
- Non-rechargeable batteries are not to be recharged.
- Exhausted batteries are to be removed from the appliance.
- The supply terminals are not to be short-circuited.
- Do not mix old and new batteries.
- CAUTION: DANGER OF EXPLOSION IF BATTERIES ARE INCORRECTLY REPLACED. REPLACE ONLY WITH THE SAME OR EQUIVALENT TYPE.

This product complies with EU WEEE Directive (2012/19/EU). This product bears a classification symbol for waste electrical and electronic equipment (WEEE). This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.

Packaging materials of the product are manufactured from recyclable materials in accordance with our National Environment Regulations. Do not dispose of the packaging materials together with the domestic or other wastes. Take them to the packaging material collection points designated by the local authorities.

Hereby, Balco Brands declares that the radio equipment Pet Feeder with Camera is in compliance with Directive 2014/53/EU and 2011/65/EU. The full text of the EU declaration of conformity is available at the following internet address: https:// balcolifestyle.com/download/HE200061-ECDOC.PDF

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Parts List

1. 1 x Smart Pet Feeder with camera
2. 1 x Feeder bowl
3. 1 x 5V DC 1A power supply
4. 1 x 2m power cable
5. 1 x Instruction manual
6. 1 x Getting started guide
7. 1 x Warranty certificate

Technical Specifications

- 1080p resolution
- SD card slot (128GB Max) (SD card not included)
- Power Adaptor Output: 5V DC 1A
- Power Adaptor Input: 100-240VAC, 50/60Hz
- Pet food capacity: 6 Litres
- Smart Pet Feeder with camera Input Rating: 5V DC 1A
- 2.4GHz Wi-Fi Networks only
- Frequency Range: 2412–2472 MHz
- Maximum radio-frequency power transmitted: less than 20dBm
- Batteries: Alkaline Type D X 3 (1.5V dc X 3)

NOTE:*To satisfy RF exposure requirements, a separation distance of 20 cm or more should be maintained between this device and persons during device operation.*

- To ensure compliance, operations at closer than this distance is not recommended. The antenna used for this transmitter must not be co-located in conjunction with any other antenna or transmitter.

Notes

- Your phone does not have to be connected to your local Wi-Fi to use this device, however mobile charges may apply.
- The Cocoon Connect app is subject to change over time. The manual is written as per Cocoon Connect app version 1.1.5. Please see our website for any updates on the app.

Before you start

- Know your Wi-Fi network & password.
- The Smart Pet Feeder with Camera requires a Wi-Fi connection to communicate to the Cocoon Connect application.
- Make sure your mobile device is running iOS 10.0 or higher or Android 4.4 or higher.

Powering the Smart Pet Feeder with Camera

1. Insert the power cable into the back of the smart pet feeder with camera and plug the USB end into the USB power adaptor.

2. Switch on using the on/off switch at the bottom of the smart pet feeder with camera. The LED light on the feed button, located at the front of the smart pet feeder with camera will start flashing blue – the smart pet feeder with camera is now in pairing mode. If the feed button light is not flashing, reset the device by pressing and holding the auto feed button until a chime is heard.

IMPORTANT: *Power the Smart pet feeder with camera with a 5V USB input. Not to be powered with USB wall chargers that exceed 5V DC.*

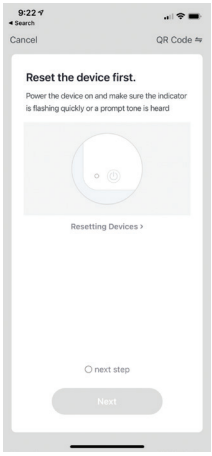
Setting up the Smart Pet Feeder with Camera in the Cocoon Connect app

1. Using a smartphone that is connected to your Wi-Fi network, open the Cocoon Connect app and log into your account.

2. Select the Home Tab on the bottom left hand side.

3. Select the + icon on the top right-hand side or select Add Device to add a product.

4. Select Add Manually, select Smart Pet Feeder with Camera.



5. Confirm the blue LED on the Smart Pet Feeder with Camera is blinking by selecting Next Step. If not, reset the camera as per instructions under Powering the Smart Pet Feeder with camera.

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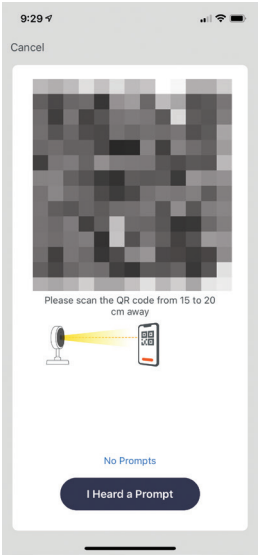
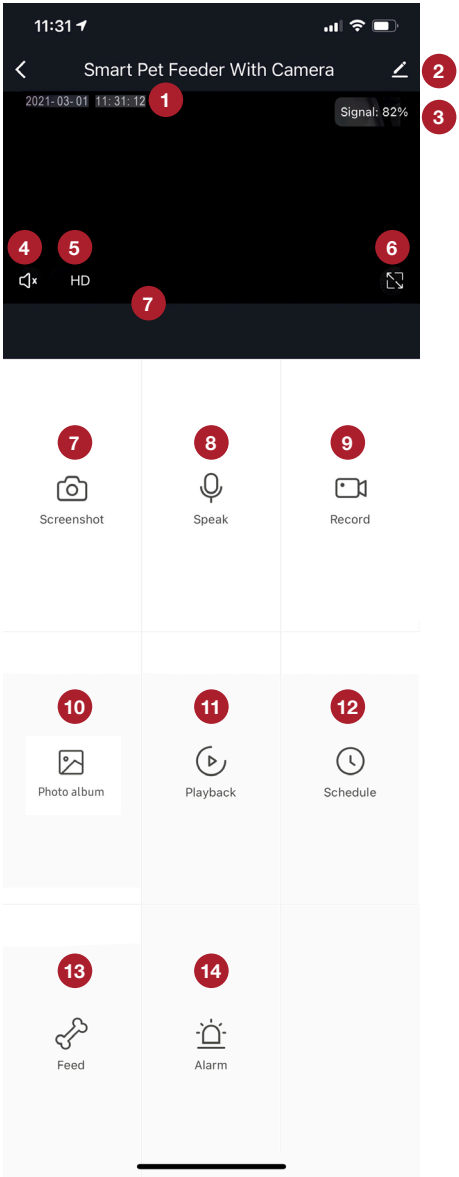
6. Verify that your smartphone is connected to the Wi-Fi network you wish to connect the Smart Pet Feeder with Camera to.
7. If there is more than one Wi-Fi network, you can change the Wi-Fi network your phone is connected to by selecting the Wi-Fi network. You will be taken to your settings where you can change your network settings. Once changed, return to previous screen to enter your Wi-Fi password.
8. Enter your local Wi-Fi password and select Confirm. You can click on the eye icon to see your password on your screen.
9. With the local Wi-Fi network confirmed you will need to scan a unique QR Code that displays on your phone using the Smart Pet Feeder with Camera.
10. Tap Continue and this QR Code will be displayed on the phone screen.
11. Place the phone approximately 15-20cm in front of the Smart Pet Feeder with Camera (LED blinking) with the QR code facing the camera.
12. The Smart Pet Feeder with Camera will read the unique QR code and an audible sound will be heard.
13. Once you hear the sound, select 'I heard a prompt' on the application.
14. If you do not hear a beep, select 'No prompts' on the app and follow instructions see section **Troubleshooting** on page 11 for more info.
15. Having selected 'Heard the Prompt' the application will begin registering the device with your account. This can take a few minutes.
16. Once the Smart Pet Feeder with Camera is paired with the app, you will be asked to name it and to select a room.
17. The name of the Smart Pet Feeder with Camera should be simple and descriptive.
18. Select the room icon to select the Smart Pet Feeder with Camera location.
19. Then select Complete. The app will then start retrieving the camera's video stream.
20. You can also view the video stream from the Product Control Screen.
21. Your phone does not have to be connected to your local Wi-Fi to view the Smart Pet Feeder with Camera (however mobile data charges may apply).



Main controls

Once added to the Cocoon Connect app, you can tap on the Smart Pet Feeder with camera from the home screen to access the video feed and controls. Each of the items on the screen allow the following functions:

1. **Date & Time Watermark:** Displays the device's date and time on video stream (must be turned on in settings).
2. **Settings:** Adjust further settings for the camera (see next page).
3. **Signal:** Wi-Fi signal strength as a percentage.
4. **Speaker:** Select to hear audio from the camera.
5. **HD / SD:** High Definition or Standard Definition selection.
6. **Full Screen Icon:** Plays the video in full screen.
7. **Screenshot:** Takes a screenshot of the current video stream onto your smartphone.
8. **Speak:** Hold this button to allow two-way communication. Unmutes camera.
9. **Record:** Activates the recording of real time video onto your smartphone.
10. **Photo album:** Review images and videos recorded on your smartphone (Android only).
11. **Playback:** Allows you to playback your videos that are stored on your SD card.
12. **Schedule:** Set specific feeding times.
13. **Feed:** Release additional food and will play your recorded command automatically.
14. **Alarm:**
    a. Turn on your motion detection alarm.
    b. Sensitivity level: Adjust the sensitivity level of the alarm.
    c. Schedule: Set specific feeding times.



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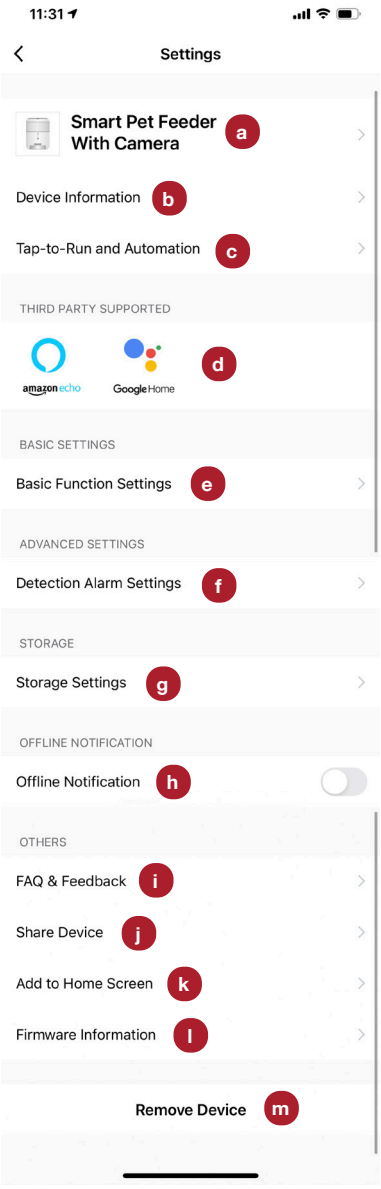
Settings menu



a. **Device Name:** Edit the name and room location of the Smart Pet Feeder with Camera.

b. **Device Information:** Provides the device owner account name, device's IP address, the unique device ID, device time zone & the Wi-Fi strength of the network.

c. **Tap-to-run and automation:** Lists all automations created and allows you to turn each on/off.

d. **Use Echo:** Provides step by step instructions on adding the camera to an Amazon Echo or Google device (sold separately).

e. **Basic Function Settings:** Flip screen, talk mode.

f. **Detection alarm settings:**
   - Motion detection alarm switch: Turn the motion detection alarm on or off.
   - Sensitivity level: Adjust the sensitivity level of the alarm.

g. **Storage Settings:**
   - Storage Capacity: Shows total, used and remaining capacity of SD Card (SD card not included)
   - Format: Clears all files from internal SD Card
   - Recording mode: Switch between event (motion) and non-stop recording

h. **Offline notification:** Will tell you when your device is offline.

i. **FAQ & Feedback:**

j. **Share Device:** Share device with another user. It is recommended to share device via home management option so another home management member can control the device.

k. **FAQ & Feedback:** You can access our FAQs and provide feedback via the app to resolve networking, application & device issues.

l. **Firmware information:** Provides current firmware version of the application, the last time it was updated and allows the user to check for firmware upgrades.

m. **Remove Device:** Allows you to remove the Smart Pet Feeder with camera from your account and home.

Recording your voice command

This is an optional step, if your pet only eats once they have heard a certain word you have the option to record it.

1. Press and hold the record button.
2. Say your word or sentence for your pet for example "dinner".
3. Release the record button.
4. Press the play button to hear your recording.
5. If you are not happy simply start at step 1 again.

Please note: This will automatically play when food is released into the feeder bowl.

Using an SD Card

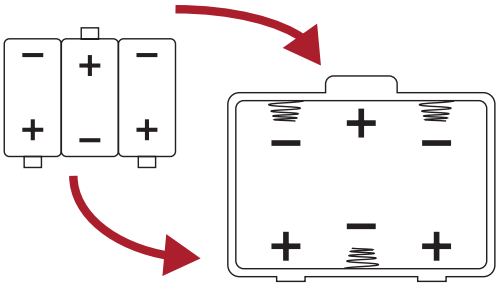
Your Smart Pet Feeder with camera will automatically record segments of footage when motion is detected if a compatible SD card is installed. (128GB max - SD card not included)

1. Open your Smart Pet Feeder with camera by removing the hopper lid.
2. Remove any pet food from the hopper.
3. Unlock the hopper by turning the dial inside the hopper 90°.
4. Lift the hopper out to expose the SD card slot.
5. Insert as per the diagram on the device.
6. Replace the hopper and lock into place

Battery back-up

Your Smart Pet Feeder with camera has a battery back-up. This means that if there is a power outage, your regular scheduled feedings will still occur.

1. Turn your empty Smart Pet Feeder with camera upside down
2. Remove the battery cover.
3. Insert 3 x D size batteries, taking note of polarity (batteries not included).
4. Replace the batter cover.



Please note:

- *Battery back-up will automatically occur when the device loses power when batteries are installed. If there is a power outage only your scheduling will continue to work.*
- *Functions such as viewing your camera or altering settings on the app will be unavailable until the power is restored and the Wi-Fi has been reconnected.*
- *Battery use is for back-up only and should not be primary source of power for you Smart Pet Feeder with camera.*
- *The Smart Pet Feeder with camera does not have the ability to recharge batteries.*

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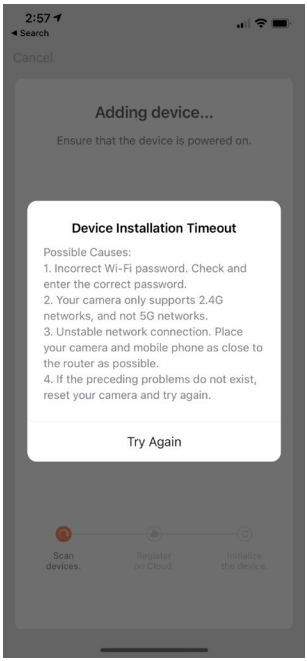
Troubleshooting

My connection process does not work

If your connection process fails, then you may see the screen shown to the right.



Failed to add device

There are several potential problems, including but not limited to an incorrect Wi-Fi password, router firewall settings, network firewall settings, poor wireless communication, and security settings on router. With the initial connection, it is recommended to have the device near your Wi-Fi router to ensure a clear network connection. For further troubleshooting, press the View Details tab

Why is there no prompt from the camera?

If the device is not providing a prompt when the QR code is help up to the camera lens try the below:

1. Ensure that the lens is not blocked. If the camera has a protective film, remove it before you scan the QR code.
2. Place the app QR code in front of the camera at a distance of 15cm to 20cm. Adjust the angle and distance until you hear a prompt.
3. Reset your camera and try step 2 again.

At the end of its working life, do not throw this product out with your household rubbish. Electrical and electronic products contain substances that can have a detrimental effect on the environment and human health if disposed of inappropriately. Observe any local regulations regarding the disposal of electrical consumer goods and dispose of it appropriately for recycling. Contact your local authorities for advice on recycling facilities in your area.

Observe and local regulations regarding the disposal of waste products. Contact your local authorities for advice on recycling facilities in your area.

Please keep the original packaging carton and materials in a safe place. It will help to prevent any damage if the product needs to be transported in the future. In the event it is to be disposed of, please recycle all packaging material where possible.

If you require another copy of this instruction manual, please contact customercare@balcolifestyle.com to obtain an electronic copy.

The Smart Pet Feeder with Camera does not require scheduled maintenance or cleaning. Should cleaning be necessary, simply wipe the outside surface with a dry soft cloth. Be sure to unplug this device before cleaning.
Always store your device in a clean dry environment and avoid storage in extreme heat or cold.

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