DOGCARE

TreatArcade

Pet Game Console
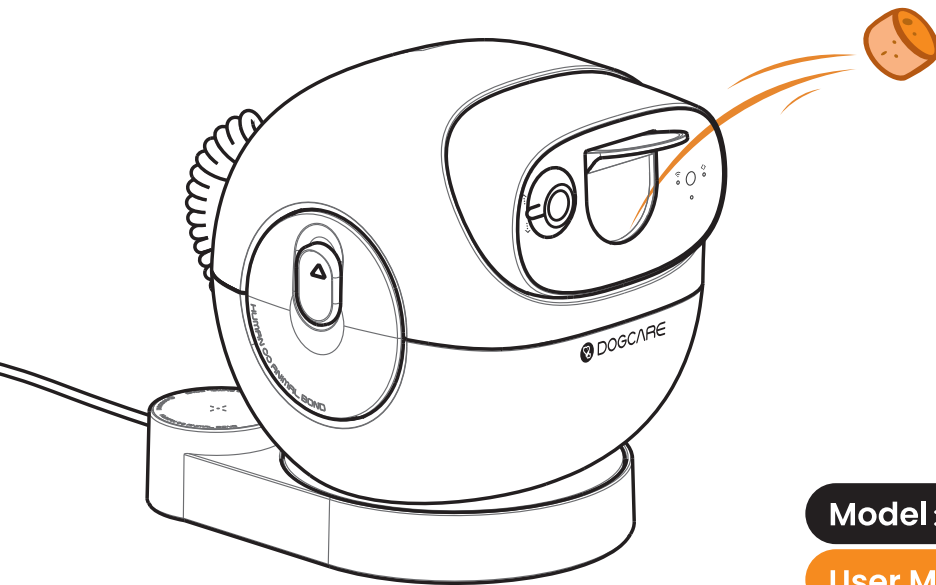
Model: TD01

User Manual

https://www.dogcare.net

IMPORTANT SAFETY INSTRUCTIONS

BEFORE USING THIS PRODUCT READ ALL INSTRUCTIONS AND WARNINGS IN THIS MANUAL.

⚠ WARNING

To reduce the risk of burns, fire, electric shock, or injury to persons:

1. Do not let children handle the product and keep them away from the range of treat-tossing. Keep a close eye on children when they approach the product.
2. Please keep children and pets away from the plastic bags filled with product accessories which pose the risk of suffocation.
3. Do not place the product in water, which may damage its electronic components.
4. Do not place or store the product where it may fall or get pulled into bathtubs or sinks. Do not place the product in puddling or damp places.
5. Please check the product after installation, and do not connect power supply if water marks are spotted on the product, the adaptor, the USB cable or the power port.
6. The product should be placed on a level and smooth surface. To avoid tripping, please always place the product out of the paths people walk. Do not place the product near stairs.
7. The product is for indoor use only.
8. The product is intended for tossing treats and monitoring dogs and cats. Please do not use it beyond its intended purposes. Please do not apply it to puppies or kittens aged less than 3 months or pets with disabilities.
9. The product is applicable only to dry pet food with a diameter of 1/8" to 5/8". Please do not use it with wet food, cans, liquid treats, or powder.
10. Please do not place any foreign matters in the treat hopper which could lead to disfunctions or even cause harm to people or the pets.
11. Please do not touch or near the tossing outlet and keep away from the range of treat-tossing when the product works.
12. Use only accessories sold by the manufacturer. Using accessories not approved or sold by the manufacturer may result in unsafe situations. Do not disassemble or modify the product by yourself, except for detachable accessories as shown in this user manual.
13. Please do not let your pets chew or swallow any part of the product.
14. The plastic used for this product is BPA-free, but some of the pets could be sensitive to plastic itself. Please stop using the product in case of any sign of allergy from your pet and seek your veterinarian's advice.
15. Please check the state of the product and clean the treat hopper on a regular basis to ensure normal functioning.
16. Please lift the product with both hands if you need to remove it and keep it upright. Please do not lift it by holding the cable.
17. The ambient temperature for operating and charging should be 32 °F to 113 °F.

READ AND SAVE THESE INSTRUCTIONS

Please do not let children handle the product and keep them away from the range of treat-tossing. Keep a close eye on children when they approach the product.

Please keep children and pets away from the plastic bags filled with product accessories which pose the risk of suffocation.

Please place the product on a horizontal and flat surface. Keep it away from your daily route to avoid being tripped. Please do not place it near the stairs.

The product is applicable only to dry food. Please do not use it with wet food, cans or liquid food. Please do not place any foreign matters in the treat hopper.

Please do not touch or near the tossing outlet and keep away from the range of treat-tossing when the product works.

The product is not waterproof except for the bowl. Please keep the product away from water.

No Connection? Quick Guide

Please place the product as near as possible to the router to ensure stable network connection and better using experience.

Keep the product within 20 ft from the router.
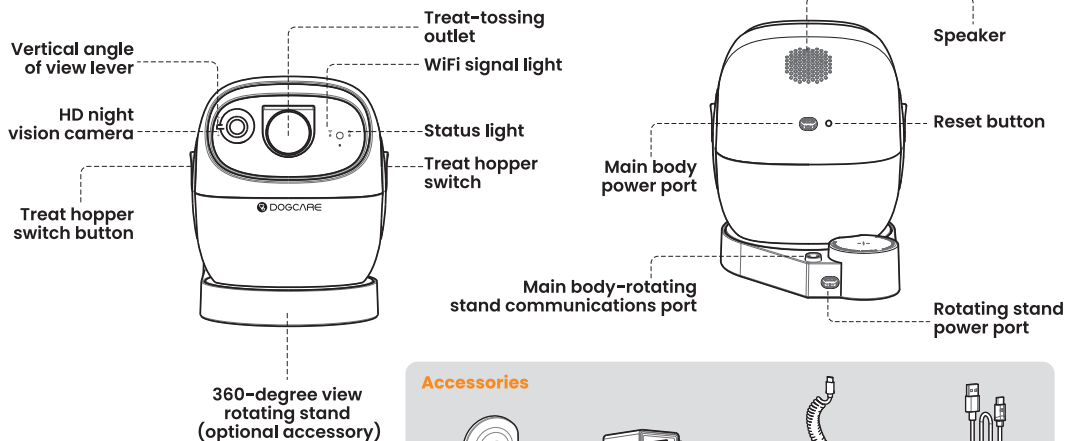
≤ 20 ft
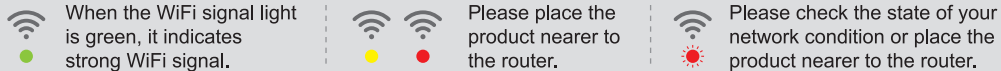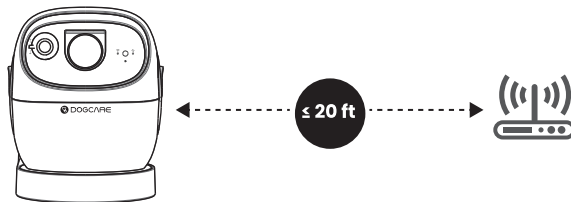
When the WiFi signal light is green, it indicates strong WiFi signal.

Please place the product nearer to the router.

Please check the state of your network condition or place the product nearer to the router.
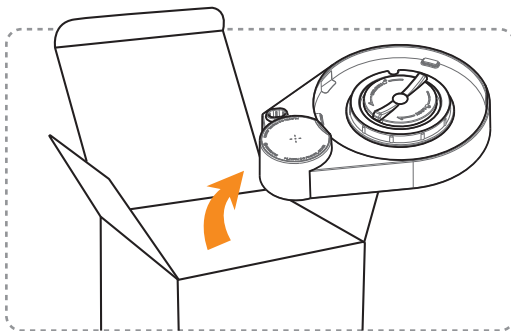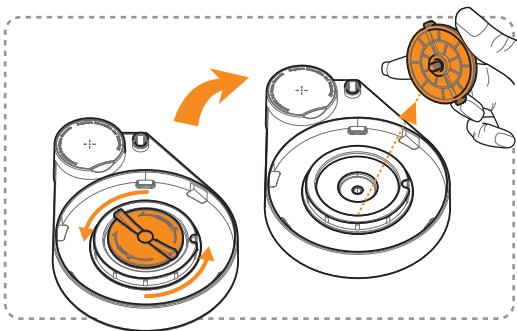
In the Box

Vertical angle of view lever

HD night vision camera

Treat hopper switch button

Treat-tossing outlet

WiFi signal light

Status light

Treat hopper switch

360-degree view rotating stand (optional accessory)

Speaker

Reset button

Main body power port

Main body-rotating stand communications port

Rotating stand power port

Accessories

❶ Camera cover   ❷ Power adapter   ❸ Rotating stand cable   ❹ USB cable

INSTALLATION

1. Remove the rotating stand from the packaging box.

2. Rotate the rotating stand fixator counterclockwise to remove it.
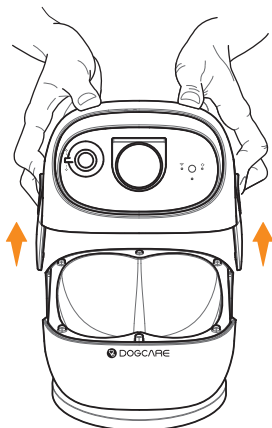
3. Open the treat hopper.

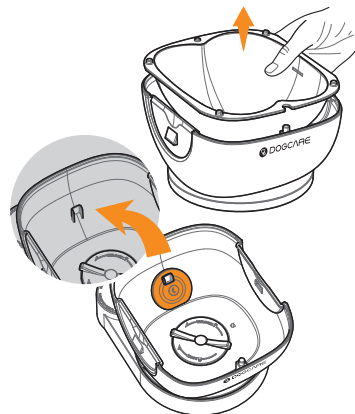①.Slide both hands up while pressing the switch buttons.

②. Lift the lid.

③.
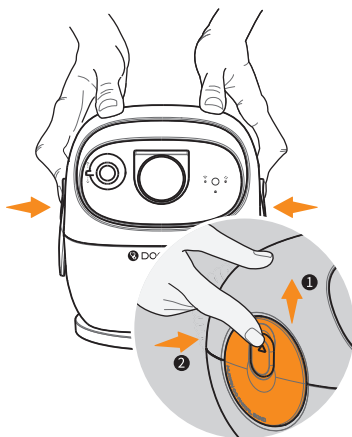
If you have a rotating stand

Remove the bowl.

If you do not have a rotating stand

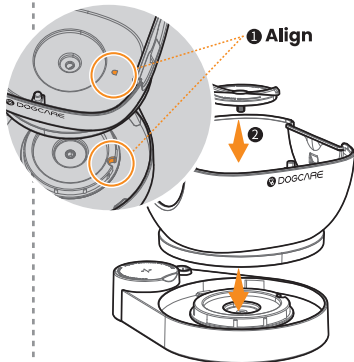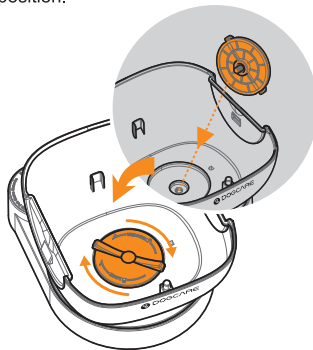Remove the camera cover stored inside the bowl.

INSTALLATION

4. Connect the rotating stand to the product.

①.Place the treat hopper above the rotating stand.

❶ Align

②.Rotate the fixator clockwise to connect the rotating stand with the treat hopper so that they are held in position.
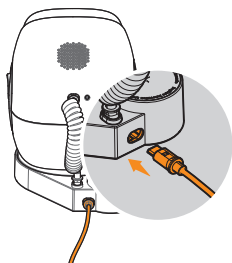
③.Insert the main body-rotating stand communications cable into the port on the product until you hear a click, and insert the other end of the cable into the port on the rotating stand.
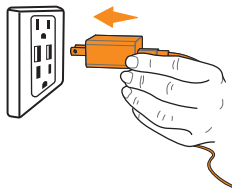
Click
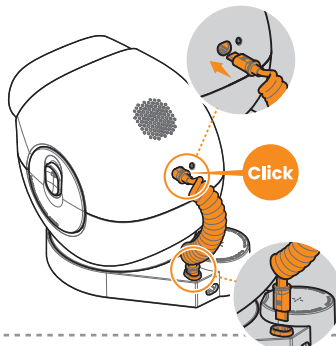
5. Connect the power supply
with a rotating stand
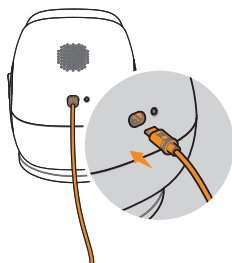
①.Connect the USB cable to the rotating stand power port.

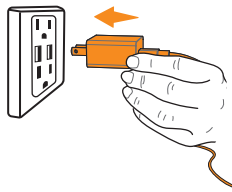②.Connect the adaptor to the power supply. Please do not use adaptors that are not provided in the box.

6. Connect the power supply
without a rotating stand
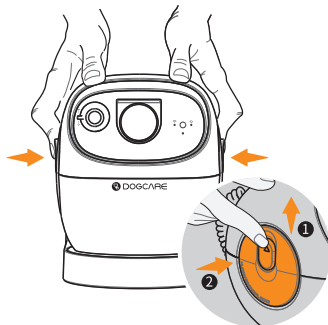
①.Connect the USB cable to the main body power port.

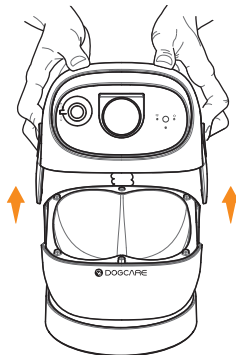②.Connect the adaptor to the power supply. Please do not use adaptors that are not provided in the box.

5

Usage

1. Add treats

①.Slide both hands up while pressing the switch buttons.

②.Lift the lid.

③. Add treats, but do not pass the MAX mark.

MAX

Tips

✅ **Applicable food**

1/8"-5/8"

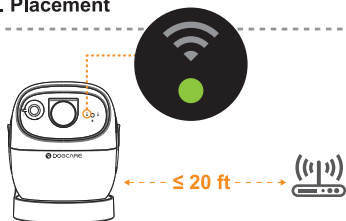Dry, freeze-dried, air-dried or raw blend pet food with a diameter of 1/8"-5/8"
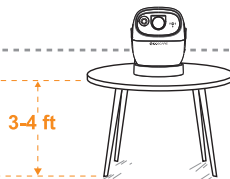
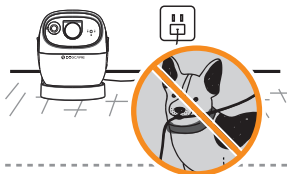❌ **Inapplicable food**

Wet cans, liquid food, drinks or fresh food

2. Placement

≤ 20 ft

Keep the product within 20 ft from the router to ensure stable connection. When the WiFi signal light is green, it indicates strong WiFi signal.

3-4 ft

Place the product on tables that are 3-4 ft above the ground for better vision and tossing distance.

Avoid using power supplies near the ground to prevent your pet from biting the cable.

3. Indicators

Indicator	State	Indicating
Status light	🟠 Steady orange light	Power connected
	🟠 Blinking orange light	Unconnected
	🔵 Blinking blue light	Connected with app, offline
	🔵 Steady blue light	Connected with app
WiFi signal light	🟠 Steady orange light	Power connected
	🟢 Steady green light	Strong WiFi signal
	🟡 Steady yellow light	Moderate WiFi signal – move the product closer to the router
	🔴 Steady red light	Moderate WiFi signal – move the product closer to the router
	🔴 Flashing red light	WiFi connected, but no signal – check the network connection, or move the product closer to the router

4. Product reset

Press the button for 5 seconds and release after you hear a prompt.
When the indicator lights up in orange and blinks, it means the product has been reset.
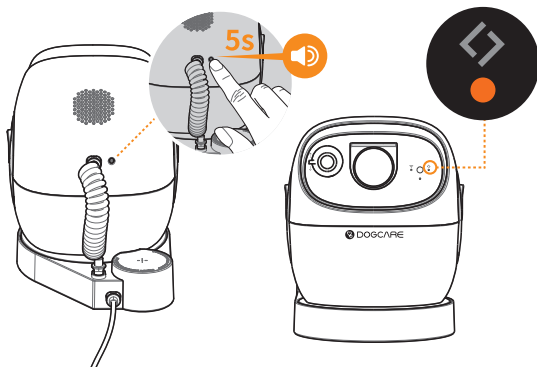
5. App connection

①. Scan the QR code bellow with a smartphone or search for **"PurPur"** to download and install the app.
②.Click on the **[+]** button on the front page of the app, and connect the product following the on-screen instructions.

PurPur

 Download on the
App Store

GET IT ON
Google Play

6. Camera privacy protection

Use the camera cover for privacy protection when the product is not in use. Remove the cover and store it on the magnet on the rotating stand when using the product.

①.Remove the camera cover.
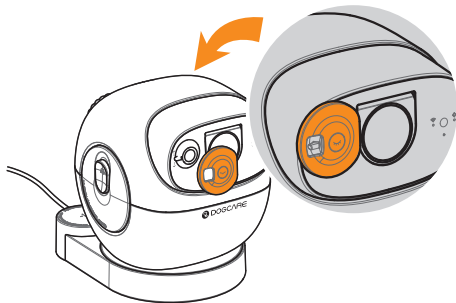
②.Attach the cover to the magnet on the rotating stand.
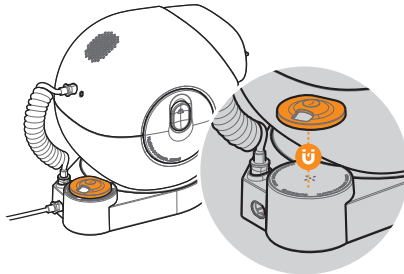
7. Adjust camera vertical angle of view

There are **5 gears** for vertical angle of view adjustment. Move the elevation lever up and down and watch the view via the app until you find the appropriate position.

15°
7.5°
0°
7.5°
15°

15°

15°

Cleaning and Maintenance

1. Clean the case

①.Wipe off the dust on the product surface with clean, soft cloth.
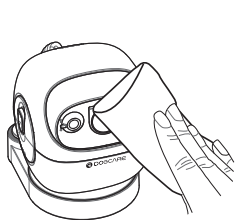
②.All components except for the bowl are not water-proof, and so please do not rinse or wet the product.
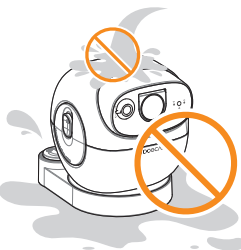
③.Please do not press the mechanical transmission parts forcefully on the holder lid.

Do not press forcefully
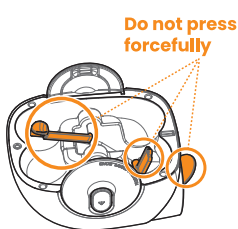
④. Align the treat-tossing outlet on the lid with the DogCare logo on the product body and close the lid.

Align

2. Clean the treat bowl

1
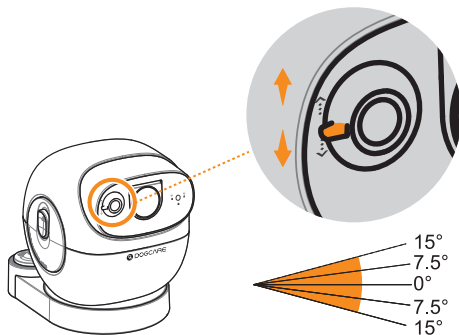
2

dish-washer

3

Mild detergent

4
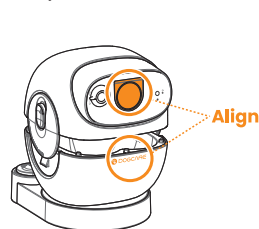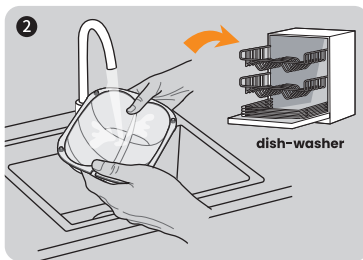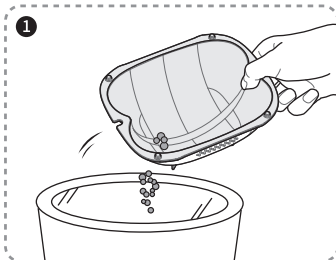
①.Discard any leftover treats and crumbs from the bowl after removing it from the product.

②.You could wash the bowl either with a dish-washer or by hands.
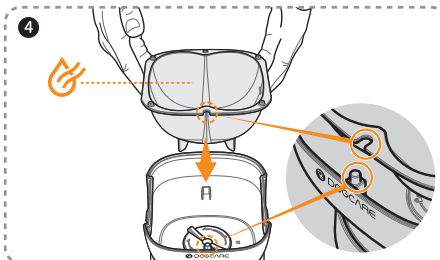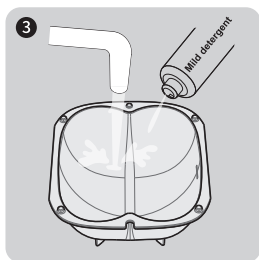
③.When washing the bowl by hand, use mild detergent and rinse it with clean water.

④. Wipe or dry the bowl after cleaning. Ensure that the bowl is completely dry before reinstalling it.

Troubleshooting

❓ The video stalls or delays

✅ Check the strength of WiFi signal in accordance with the instructions in the "Indicators" chapter of this manual.
✅ Check if the router is placed too far from the product or if there is any wall in between. Place the product within 20 ft from the router and remove any barrier in between.
✅ Check the network situation. It can slow WiFi connection when multiple products use the same network.

❓ The product fails to connect to the app or the WiFi network

✅ The product is compatible with the frequency band of 2.4 GHz. If your WiFi has a band of 5 GHz, please change to another 2.4 GHz WiFi network.
✅ Check the strength of WiFi signal in accordance with the instructions in the "Indicators" chapter of this manual.
✅ Check if the router is placed too far from the product or if there is any wall in between. Place the product within 20 ft from the router and remove any barrier in between.
✅ Check if the product has been connected to another user's app. If so, please contact the user and ask him/her to unbind the product.

❓ The app shows that the product is offline

✅ Check if all router networks function normally. After router connection is fixed, wait for the product to reconnect automatically.
✅ Check if the product power supply has been cut off. If so, repower the product and try again.

❓ The product has not connected to power supply after it connects to the adapter

✅ Please use the original adapter and cable provided in the box.
✅ Make sure that the cable has been properly inserted into the power port. You will hear a click when the rotating stand cable is fully inserted into the interface on the main body of the product.
✅ If using a power strip, check if the power strip is connected to power, or try another power strip.

Further Queries   You could find the answers to your questions by going to "My Center – Help and Feedback" in the app, or contact DogCare customer support team.

Contact Us

Phone
1-833-220-1900

📞 Our helpline hours:
▪ 9am – 9pm EST, 6am – 6pm PST
▪ 7 days a week

Email
support@dogcareglobal.com

✉ To help us address your inquiry as quickly as possible, please include the following in your email:
▪ Your name   ▪ Phone number
▪ Product name or model number
We will respond to your inquiry within 12 hours.

Guarantee Terms and Conditions

LIMITED 12-MONTH WARRANTY

Your DogCare product will be covered for parts and labor for 12 months from the date of purchase, subject to the terms of the warranty. This warranty does not cover damage resulting from accident, misuse or abuse, lack of reasonable care, the affixing of any attachment not provided with the product or loss of parts or subjecting the product to any but the specified voltage or batteries. NO RESPONSIBILITY IS ASSUMED FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.
To read the warranty, please visit https://www.dogcare.net. To obtain warranty service, simply contact DogCare Customer Support for assistance.

CONFORMITY INFORMATION

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

▪ Reorient or relocate the receiving antenna.
▪ Increase the separation between the equipment and receiver.
▪ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
▪ Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Product Specifications

Product name	DogCare Pet Game Console		
Model	TD01		
Input	5V/2A		
Dimensions	7" x 5.4" x 6.6"		
Weight	1.8 lbs		
Capacity	10 oz		
Material	Case	Bowl	Treat-tossing lever
	ABS	PP	PC+ABS
USB Cable Length	5 ft		
Operating Ambient Temperature	32 °F to 113 °F		