

1. Q: Is the app compatible with iOS and Android? Are there any minimum operating system version?
- A: Pumpkii app is compatible with iOS and Android. The minimum operating system version of iOS is 11.0 and for Android is 6.0.



iOS 11.0



Android 6.0



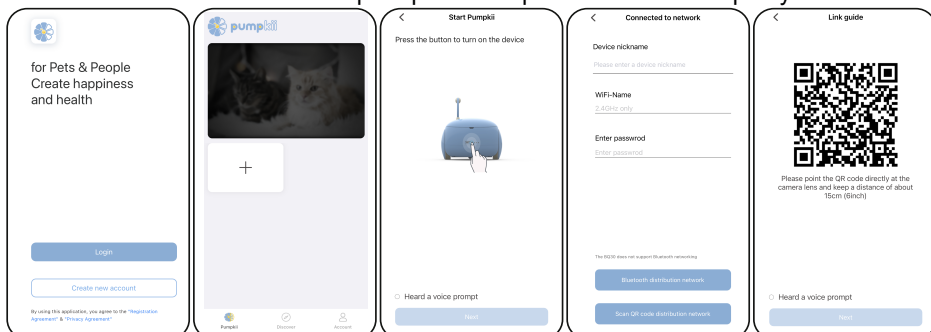
2. Q: How to find the app to download and install on my phone? Can it be installed on a computer?

A: The Pumpkii app is currently only available on smart phones, tablet and iPad. You can scan the QR code below or search 'Pumpkii' in the App Store if you are an iOS user, or in the Google Play and Amazon store if you are an Android user. Before sign in, make sure your phone has connected with the 2.4GHz Wi-Fi.



3. Q: How to pair the device?

A: Before you sign in, please make sure your Wi-Fi (2.4GHz) has be enabled. Register with your email and turn on Pumpkii. Then, after log in to your account, click '+' and follow the voice prompts to complete the first boot up of your device.



4. Q: Can I connect the robot with Bluetooth?

A: No. You can not connect Pumpkii BQ30 with Bluetooth. The Bluetooth only works for other Pumpkii products.



2.4GHz Wi-Fi

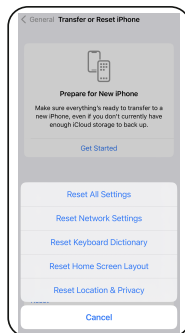
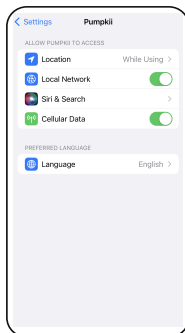
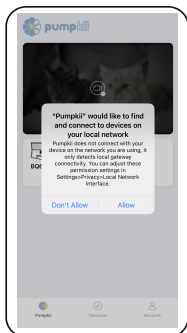


Bluetooth



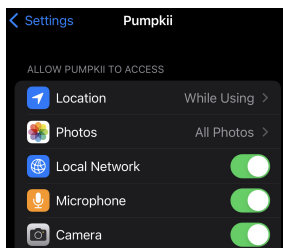
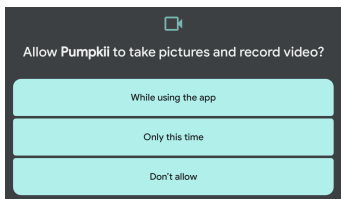
5. Q: How to enable local network for Pumpkii app on my phone?

A: In your settings, make sure the Local Network and Wi-Fi settings are on for the Pumpkii app. If the options don't show up, update your iOS system or reset all setting by checking Settings>General>Transfer or Reset>Reset>Reset Network Settings.



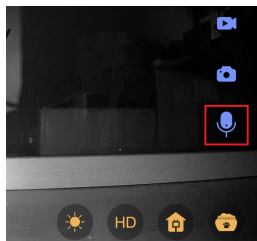
6. Q: Why does it say 'Unable to capture image and video record' when I try to take one?

A: Allow Pumpkii to take pictures and record video while using the app. Check Pumpkii app's settings to ensure the app has been granted the access of your camera.



7. Q: Can I hear my pet?

A: Yes, click the two-way voice 'Mic' icon to hear your pet and talk to your pet. Allow Pumpkii to access your microphone.



"Pumpkii" Would Like to Access the Microphone

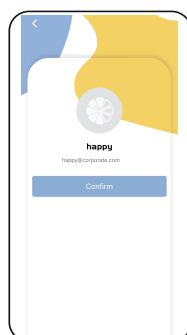
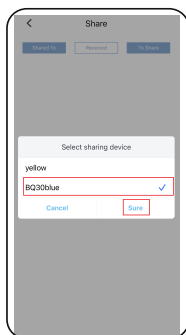
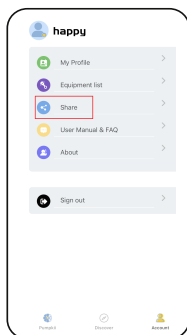
Voice calls require microphone permissions. Is Pumpkii allowed to turn on the microphone?

Don't Allow

OK

8. Q: Can my family members and I connect to Pumpkii at the same time?

A: Yes, click the 'Share' button on the 'Account' page to share the device control function with your family and friends. The shared person must download Pumpkii app and register account.



9. Q: My pet is not interested in playing with Pumpkii, what can I do?


A: Pumpkii is a new friend for your cat and may need some time to get acquainted. You can train your cat by dispensing treats and the cat will love Pumpkii. When you are not home, the cat will run to the Pumpkii when the teaser is shaking or the food is being dispensed.



10. Q: Does Pumpkii support super-fast charging type chargers? How long does it stay charged? Does it have a sleep mode?

A: Pumpkii does not support super-fast charging. Normally a fully charged Pumpkii can stand by for 10 days. When you don't use it, it will automatically enter the state of sleep mode in 10 minutes.

 type A to type C

 type C to type C
(less than 5V/2.1A)

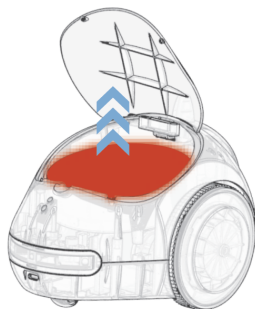
11. Q: The pictures it takes are black and white. Is there anyway to add color?

A: Pumpkii has a built in sensor for lights. When there is insufficient light it will automatically go into night mode where the display is in black and white. Try to keep Pumpkii in well lit areas or rooms with lights on to keep your device out of night mode.



12. Q: What type of treats can I load in it? Why are the treats stuck and not dispensing from the snack feeder? Can I take out the treat storage rack and wash it?

A: The treat dispenser can hold treats in sizes between 0.2x0.2 and 0.6x0.6 inches. Check the size before purchasing. Canned food or wet treats are not compatible with Pumpkii. Gently take out the treat storage rack and wash it by hands or dishwasher.



13. Q: Can Pumpkii go from hard surface to rug?

A: Pumpkii can be moved from the hard surface onto a 0.6 inch thick rug. Make sure there is a buffer distance approximately 3 feet between the Pumpkii and the rug, then speed up slightly as Pumpkii may have trouble with surface changes if going too slow.

