



WiFi ***Power Pet®*** App



User Guide

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Introduction

The High Tech **Power Pet Door App** is available at the **Apple App Store** and **Android Play Store**. Search for **Power Pet Door**.

Note: Both the door and the App require access to the internet.

You must have an account with High Tech pet to use this app or any other High Tech Pet apps.

The first time the app is opened, you will be asked to either **Create an Account** or **Login** to your existing Account. Tap the appropriate selection.

Creating an Account

To Setup a new account tap **Create An Account**. After tapping **Create an Account**, Fill in your name, email address, and Password. Tap **View the Terms and Conditions**, and tap **I Accept**. Then tap **Submit** to generate the new account.

Note: You may only setup one account per Email address.

Login to Your Existing Account

After your account is created, tap **Login** and enter your email address and password. Tap **Submit**.

A short Introduction to the door features is then presented over several pages. On the last page, you will choose to either **Continue to Setup** a new door, or **Use an Existing Door** if the account and door were previously setup. Tap the appropriate choice, and fill in or change the door information shown. When done, tap **Submit**.

Note: Once your account is associated with this smartphone, you should not have to log in again - unless you intentionally remove the app from your phone and have to download it and start over again.

View or Change Your Account

After the initial setup, you may view or modify the account information by tapping the **Account Info** icon shown in the main **Menu** section of this guide. When done, tap **Save Changes** or **Cancel**.



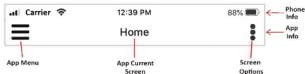
The screenshot shows the 'Home' screen of the 'Power Pet Door Office!' app. At the top, there's a status bar with 'Carrier', signal strength, '10:31 AM', and battery level. Below the status bar is a hamburger menu icon and the word 'Home'. The main content area has a title 'Power Pet Door Office!' with three status icons (a globe, a downward arrow, and a green circle). Below this are three input fields: 'First Name' with the value 'Ivo', 'Last Name' with the value 'Robotnik', and 'Email' with the value 'DrRob@eggmanindustries.net'. At the bottom, there are two buttons: 'Cancel' and 'Save Changes'.

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Note: Account updates to your first or last name take effect immediately after tapping Save Changes. Updates to your email address require a confirmation to be sent to the previous address on file. After the email address change is confirmed, the process is complete and you may use the new address to log in if needed.

Header

A header at the top of most screens shows the following information:

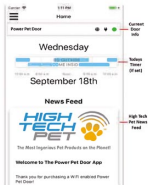


Phone Information is displayed at the top of the Header.

App Info is displayed in the lower portion of the Header.

- Tap the three-bar icon on the left to display a **Menu of Screens**, then tap the desired screen.
- The app's **Current Screen** name is always displayed in the center.
- Tap the three-dot icon on the right to display one or more **Screen Options**.

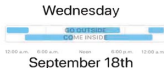
Home Screen



At the top of the Home screen, you will see the **status** of the currently selected pet door.



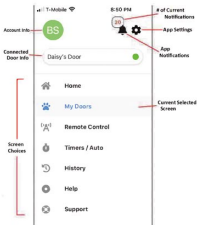
You will also see the weekday, the currently active timer for the day (if set), and today's Date.



The **News Feed** provides up to date information on door accessories and other products from High Tech Pet.

App Menu

Whenever the three-bar icon is tapped the following menu of Screens is presented.



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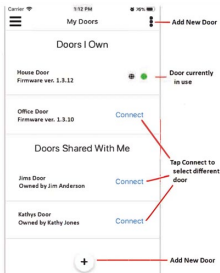
- The Screen **Currently Selected** is highlighted in gray.
- **Tap** any of the Menu choices to immediately switch to that screen.
- **Tap** the **Account Info** icon to view and change your account information. See **View or Change your Account** earlier in this guide.
- **Tap** the **BELL** to view app Notifications.
- **Tap** the **GEAR** to open the App Settings and enable/disable **Push notifications**.

The **Screen** choices are summarized here, with more details provided throughout this User Guide.

- **Home Page** – a summary of the door status, timers, and News Feed.
- **My Doors** – for managing and sharing your existing doors and creating a new door.
- **Remote Control** – for controlling the currently connected door.
- **Timers** – for configuring daily timers that enable and disable the Door Open Sensors.
- **History** – shows the history of door openings over time, and the hardware and firmware version numbers of the connected door.
- **Help** – an indepth scrollable document of how to use the app.
- **Support** – provides contact info and a unique code that you can give the High Tesh Pet Customer Support crew to Remotely Control your door for better troubleshooting.

My Doors

The **My Doors** screen displays a list of your doors, as well as any doors shared with you



Each Door in your list displays the door's name and the connection status. If the door you want is not selected, tap **Connect** to select the desired door.

A **Green Circle** in the door status indicates that the door is connected.

A **Red Circle** indicates that the door is disconnected. Some conditions which may be causing this are:

- The door is not powered by AC
- Your phone is not connected to the same WiFi as the Door
- Somebody else is connected to the Door

Local Connection

The **WiFi Icon** is shown when you are linked to your door through a local WiFi connection, usually when you are at home.

Power Pet Door
Firmware ver. 1.3.12



Remote (Distant) Connection

The **Globe Icon** is shown when you are linked to the door through the Internet, usually when you are away from home.

Power Pet Door
Firmware ver. 1.3.12



Door Settings

Tapping on a door's information will take you to the **Edit Door Settings** page for that door.

A screenshot of the 'Edit Door' settings page. At the top, it shows 'Carrier' with a signal icon, '1:38 PM', and a battery level icon. Below this is a navigation bar with '< My Doors' and 'Edit Door' with a menu icon. The main content area has three text input fields: 'Name' with 'Frankendoor', 'Location' with 'Los Angeles', and 'Room Name' with 'Home'. Below these is a 'Timezone' section with the text 'Select your Timezone' and 'Pacific'. Then there is a 'Preferences' section with 'Hold Up Time' set to '2 Seconds' and a toggle switch for 'Allow my pet to keep door open' which is turned on. Finally, there is a 'Safety Settings' section with a toggle switch for 'Safety Auto Retract' which is turned on, and a toggle switch for 'Always let my pets back inside (override timers)' which is turned off.

Carrier 1:38 PM

< My Doors Edit Door

Name

Location

Room Name

Timezone
Select your Timezone
Pacific

Preferences

Hold Up Time 2 Seconds

Allow my pet to keep door open ☒

Safety Settings

Safety Auto Retract ☒

Always let my pets back inside (override timers) ☐

Name

The door **Name** allows you to personalize your door. This may make it easier to identify in the app if you have multiple doors.

Location

The **Location** is to help you to identify the door if you have doors in multiple locations. A typical location would be "Home" or "Office".

Room Name

The **Room Name** is used to help identify the door and allows you to store which room the door is installed in. A typical entry is "Living Room" or "Garage"

Timezone

The local **Time Zone** is required for the door's WiFi features to function. This is used to maintain accurate time for notifications and the timers. To read more about timers, see the **Timers** help page

Door Hold Time

The WiFi Power Pet Door features a configurable **Hold Up** time just like the original Power Pet Door. This setting controls how long the door remains open during a single cycle. It can be set to 2, 4, 6, or 8 seconds.

Safety Settings



Auto Retract

With Auto Retract enabled, the Power Pet door will automatically detect when there is an obstruction preventing the door from closing and will lift the door

back up to allow the obstruction to pass through the door.

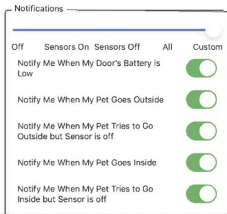
Always let my pets back inside

This keeps your pet safe by preventing the timers from turning off the **Outside** sensor, so your pet is always allowed back inside.

Notification Settings

The WiFi Power Pet Door has the ability to send Notifications to you based on Battery status and Sensor Activity. The Edit Door Screen allows you to turn On or Off each of the five possible **Notifications**.

As shown in the **Notifications** window below, a **Slider Knob** can be used to set the four most popular combinations of notifications. Or you may toggle each notification individually by setting the Slider to **Custom**.



The Slider choices are:

- **Off** – both Battery and Sensor Notifications are Off
- **Sensors On** – Notification sent when pet goes Inside or Outside
- **Sensors Off** – Notification sent that pet tried to go Inside or Outside but sensors were Off.

- **All Notifications On** – Battery and Sensor Notifications are On
- **Custom** – You manually select which Notifications are sent

Low Battery Notification

If enabled, a low battery notification will be sent when the battery is approaching the low level. The door still functions for a few hours, but you should charge the battery soon.

When the battery is urgently low, you will receive another notification that you should charge the battery immediately.

Pet Motion Notifications

If enabled, the WiFi Power Pet Door will notify you when your pet interacts with the sensors on the inside or outside of the door. The four Notifications are:

- **Notify when pet goes outside** – The inside sensor was triggered and the door opened.
- **Notify when my pet tries to go outside but the sensor was off** – Your pet tried to trigger the inside sensor but it was disabled.
- **Notify when pet comes inside** – The inside sensor was triggered and the door opened.
- **Notify when my pet tries to come inside but the sensor was off** – Your pet tried to trigger the outside sensor but it was disabled.

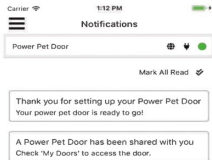
Submit Changes

When done making changes to the Edit Door Screen, tap **Submit** at the bottom of the screen to accept the changes, or **Cancel** to discard the changes.

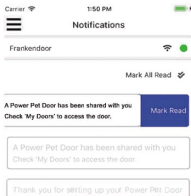
Access to Notifications

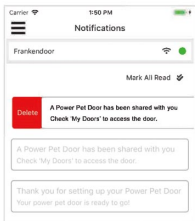
To access the Notifications Page, tap the Bell icon from the **App Menu**.

The **Notifications** Screen is a list of the most recent notifications for your account. These may be notifications that somebody has shared a door with you, that you have completed setting up a door, or even notifications of High Tech Pet promotions.



You can slide the notification to the left to expose the “Mark Read” button, or to the right to expose the “Delete” button.



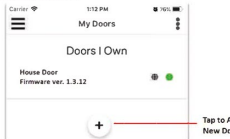


Add a New Door

When setting up or changing the configuration of a door, you must insure that the door has access to the internet through its **2.4GHz** WiFi connection.

You can control any number of WiFi Power Pet doors with the Power Pet Door App.

To Add a new door simply navigate to the **My Doors** screen and **Tap** the "+" button at the bottom of the screen.

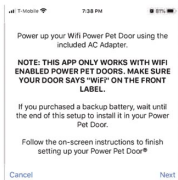


The setup process requires that you be connected to the same WiFi that your door will be connected to, and that the pet door be plugged into AC power and powered On.

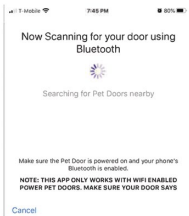
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NOTE: The WiFi Power Pet Door supports only **2.4Ghz** Wireless Internet Connections (802.11 b/g/n). It does NOT support 5Ghz WiFi.

The following instructions are shown.



Make sure your phone's Bluetooth is On. Then when the door is powered on and your phone is connected to your WiFi, tap "Next" to begin the door setup process. The Power Pet Door App will automatically scan for your door using Bluetooth.



If after some time it does not find your door, make sure your phone's Bluetooth is enabled, and that the door is receiving power and is functioning when you press a button on the front panel.

After your door is found, the **WiFi Setup** Screen will appear for you to enter the SSID and Password of the WiFi at the door's location.

To configure your door's WiFi, you must have your WiFi Name (SSID) and password. The app will do it's best to auto-detect your WiFi SSID, but in some cases it may not be able to autofill that field and you must type it in manually. Both the SSID AND the Password ****ARE**** case sensitive, so doublecheck both when typing these in.

Note: Auto-Detect displays a scroll list of the SSIDs found in your area. Swipe vertically to scroll through the list to select yours. If not found, you must manually enter the SSID.

High Tech Pet is not able to retrieve or reset your WiFi password for you. You may need to contact your internet provider or local tech support professionals to assist in the event that you do not know your WiFi information.

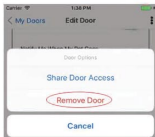
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After you input your SSID and WiFi password, tap **Submit**. The door will connect to your WiFi and the **Edit Doors** screen will appear. Follow the **Door Settings** instructions on page 7 at the beginning of the User Guide to finish this new door installation.

If after 1 minute you are still waiting for the door to connect, double check your WiFi information and try again. Pay extra attention to the capitalization of both the SSID and Password, as both of these are case sensitive.

Remove a Door

To remove your door, navigate to the **My Doors** screen and tap on the name of the name of the door to be removed. When the **Edit Door** screen appears, tap on the three-dot Door Options icon and select **Remove Door**.

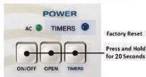


NOTE: After removal is completed, you must perform a **Factory Reset** of the door before it can be recognized and added as a New Door to any account.

Factory Reset

Factory Reset is performed by simultaneously pressing and holding all three top buttons on the control panel for 20 seconds. The door must be powered during this procedure.

1. Under my doors on the app, verify there are no doors under doors I own. If there is please remove the door before continuing. (Click on MY DOORS, click on the pet door name, on the EDIT DOOR page click the 3 BLACK DOTS in the upper right hand corner, select REMOVE DOOR.)
2. Confirm Bluetooth is on (not connected to any other Bluetooth device) and your phone is connected to the 2.4G WiFi you will be connecting the door to (the door can not connect to 5G)
3. Remove the back up battery if one is installed.
4. With the door powered only by the AC Adapter hold down the ON/OFF, OPEN, TIMERS (3 buttons together) at the same time for roughly 20 seconds, the lights will blink while the door is resetting.
5. Unplug the AC adapter for 10 seconds
6. In the app under my doors, press the plus sign and scan for the door using Bluetooth. Once you are brought to the WiFi set up page, use the scroll menu to find your WiFi name and enter your password.
7. On the edit door page set your settings for your new WiFi Power Pet Door.
8. Enjoy your new door!



Change the WiFi

If you change your WiFi, you must first Remove the door from your account using the **Remove a Door** procedure. Then **Factory Reset** the door. Finally Install it using the **Add a New Door** procedure with the new WiFi SSID and Password information.

Please remember to **Factory Reset** your door before re-initiating the door set up process in the app.

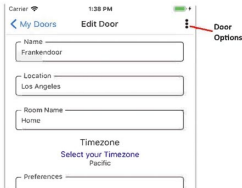
Share Access (or Stop Sharing Access) To Your Door

The WiFi Power Pet Door allows your entire family to have remote control access to your pet door.

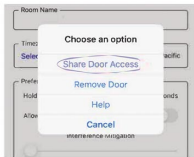
Note: To share your door with somebody, they must have created an account before you will be able to invite them to access your door.

Any time after you have initially set up a door you may Navigate to **My Doors**, **Connect** to the door you want to share, and tap on the name of the door to enter the Edit Door screen.

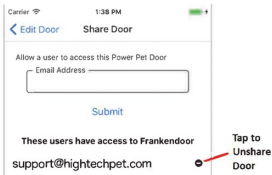
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Then tap the three-dot **Door Options** icon at the upper right of the screen to open the **Choose an Option** window. From that window select **Share Door Access**.



When the **Share Door** Screen appears, enter the **Email Address** of the person you wish to share with. Then tap **Submit** to accept this person. Or tap < **Edit Door** to exit this screen.



The person entered will be notified via email, and their High Tech Pet WiFi Door account will automatically have your door added to it.

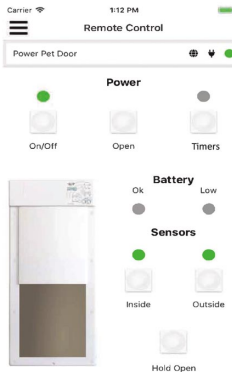
Remember that only one person can control the door at a time. All others must "Disconnect" from the door before an authorized person can "Connect" to the available door.

Stop Sharing a Door

As shown the graphic above, a list of people with whom you have already shared your door is shown on the bottom of the **Share Door** screen. If you want to remove someone, tap the "–" icon next to their email address to **Unshare** with them.

Remote Control

The **Remote Control** screen acts much like the front panel of your door. For a complete description of the buttons and lights consult the printed Pet Door Installation Manual that was shipped with the door.



The **Button** functions are as follows:

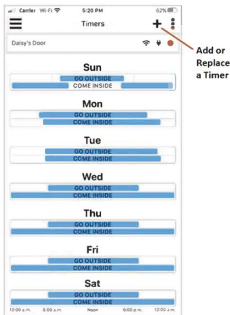
- **On/Off** controls the door **Power**
- **Open** manually opens the door and allows it to automatically close.
- **Timers** Enables/Disables the **Timers**
- **Inside** Enables/Disables the **Inside Sensor**
- **Outside** Enables/Disables the **Outside Sensor**
- **Hold Open** opens, and holds open, the door.
- An animated graphic shows the real time position of the door's sliding panel, so you can see if it is open, closed, stationary, stuck, or auto retracting due to an obstruction.

The indicator lights match the function and color of the door panel lights, and indicate the following:

- **Power** is **On** or **Off**
- All **Timers** are Enabled (**On**) or Disabled (**Off**)
- Inside or Outside **Sensors** are Enabled (**On**) or Disabled (**Off**)
- **Battery** status is:
 - o Green **Ok** indicator – Battery installed and Charge is OK
 - o Red **Low** indicator – Battery installed but needs Re-Charging
 - o No indicators – Battery is not installed

Timers

The WiFi Power Pet door supports seven daily timers that allow you to schedule the times when your pet is allowed to **Go Outside**, and when your pet is allowed to **Come Inside**. Tap the + icon at the upper right to build a New Timer.



On the **New Timer** screen: To add a timer allowing your pet to **Go Outside**, tap and drag along the top half of the timer bar. Similarly, to add a timer allowing your pet to **Come Inside**, tap and drag along the bottom half of the timer bar.

Carrier 1:38 PM

< Timers New Timer

00:00 Start End

12:00 a.m. 6:00 a.m. Noon 6:00 p.m. 12:00 a.m.

GO OUTSIDE

COME INSIDE

Sun Mon Tue Wed Thu Fri Sat

Inside Sensor

On Time Off Time

6:29 am 12:20 pm

4:56 pm 8:43 pm

Outside Sensor

On Time Off Time

2:48 am 11:53 am

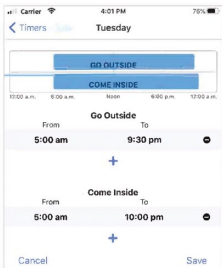
Cancel Save

You can add multiple timers at different times of the day – see example above. At any time after adding a timer, you can tap on the **On Time** or **Off Time** values shown in the list below the bars, and modify the value precisely. Continue to add more timers to the screen until done. Then tap the days of the week in which you wish this time to apply, and tap **Save** to update or **Cancel** to discard this new timer. Saving will override any previous timers for that day or days.

Once a timer is created for a particular day, you can modify it by Tapping the timer on the **Timer/Remove** screen. A new screen will be displayed with the day listed

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as the screen **Name**. Use the + icons to add an additional timer to the Outside or Inside data. Otherwise edit the timer just as you would with a new timer.



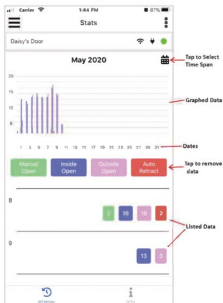
When timers have been created for all the days of the week, you may enable the feature by tapping the **Timers** button on the face of the door using either the physical control panel or the **Remote Control** feature of the app.

Caution: Before enabling the **Timers** function, insure that every day of the week has been programmed with an appropriate timer. Otherwise your pets may not be able to open the door, and may be locked out or locked in.

When the **Timers** function is enabled (Blue light is illuminated) you will see the sensors turn on and off as the times are reached, and the automatic timers will override any manual button presses.

History

Selecting the History Screen from the main Menu takes you to a History **Stats** screen, which shows the number of door openings and Auto Retracts over time. Data is presented graphically on the top, and as a scrollable numerical list on the bottom.



The time span usually starts as today, but you can select a time span of Day, Week, Month or Year by tapping the calendar icon in the upper right of the screen. Data is color coded and in each category can be viewed or removed by tapping the rectangular data type labels.

At the bottom of the Stats Screen are two icons. Tap the **History** icon for this History page. Tap the Info icon for the **Info** page

Info

Tapping the **Info** icon at the bottom of the **Stats** screen brings up the **Info** page, as shown below. This page lists the current Hardware and Firmware versions of the door, and summarizes the Lifetime Statistics of Total Openings and Total Auto-Retracts.



Info for Power Pet Door

Hardware Version	1.1
Firmware Version	1.3.12

Lifetime Statistics for Power Pet Door

Stat	Total #
Opens	13
Auto Retracts	3

[Refresh Stats](#)

Help

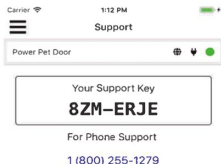
Selecting the **Help** Screen from the main **Menu** presents a list of help topics. Tap the topic and scroll down through the information.

Help may also be available when you tap the Three-Dot icon at the upper right of some Screens.

Support

The Support page helps you get quick support from High Tech Pet for your WiFi Power Pet Door.

Pet Door.



You must have your support key ready so our customer support representatives are able to help you.

[Tap Here for Email Support](#)

For Phone Support, tap or manually call the blue High Tech Pet Customer service phone number and tell them **Your Support Key** code as shown. This will give them Remote Control access to your door for faster analysis of the issue.

For **Email Support** tap the blue text link. When our Web Page opens, scroll down to **Email Us** and tap the blue **CustomerSupport@HighTechPet.com** link to compose a new email to customer service at High Tech Pet .

ORDER INFORMATION

To order extra collars and accessories please visit our website at:

www.hightechpet.com

1(800)-255-1279

Caution: As with any pet door, supervision of your pet is advised. Failure to do so could result in harm to your pet. Please be sure to provide water and shade outside in the rare event that the electronic door fails to open.



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