

**HIGH  
TECH  
PET**



**The Most Ingenious Pet Products On The Planet**

***WiFi***

# **Power Pet App**



## **User Guide**

# High Tech Pet WiFi Door App - User Guide

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## Introduction

The High Tech Power Pet Door App is available in the **Apple App Store** and The **Android Play Store**. Search for "**Power Pet Door**." Then install onto your phone.

**NOTE : Both the door and app require access to the internet.**

**2.4Ghz connections only. IOS and Android App versions may slightly vary.**

You must have an app account with High Tech Pet to use this app.

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

## Creating an Account

To set up a new account tap on **Sign Up**. After tapping **Sign Up**, Fill in your first and last name, email address, and password and confirm password. Which do not have any specific password character requirements. **By continuing you agree to our Terms and Conditions**. Then tap **Sign Up** to generate the new account as shown below.

**Note :** You may only setup one account per email address.

## Login to Your Existing Account

After your account is created, Login by entering your email address and password. Tap **Sign In**, as shown below.

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 on Settings then Account Settings. When done, tap the check mark to Save Changes. Next, we will go over the steps for connecting to and setting up your door.

The image displays two screenshots of the High Tech Pet app's user interface. The left screenshot shows the login screen with the High Tech Pet logo at the top. It features input fields for 'E-mail' and 'Password', a blue 'Sign In' button, a 'Forgot Password?' link, and a 'Don't have an account? Sign Up' link. The 'Sign Up' link is circled, and an arrow points from it to the right screenshot. The right screenshot shows the 'New Account' sign-up screen. It includes input fields for 'First Name', 'Last Name', 'E-mail', 'Password', and 'Confirm Password', a blue 'Sign Up' button, and a disclaimer: 'By signing up, you agree to be bound by our Terms and Conditions.' with a link to the terms.

**ADD A NEW DOOR**

(Follow each prompt step by step.)



**New Setup**

Follow the installation instructions to install your Power Pet door into your door, wall or sliding patio door.

Get Started

**PLUG IN DOOR**

Plug your AC adapter into the wall and plug the adapter’s DC connector into your Power Pet door.

If you purchased a backup battery, wait until the end of setup to install it in your door.

Then tap on Door is Plugged in.

**NEW SETUP**

Follow the installation instructions to install your Power Pet door into your door, wall, or sliding patio door.

Then tap on Get Started.

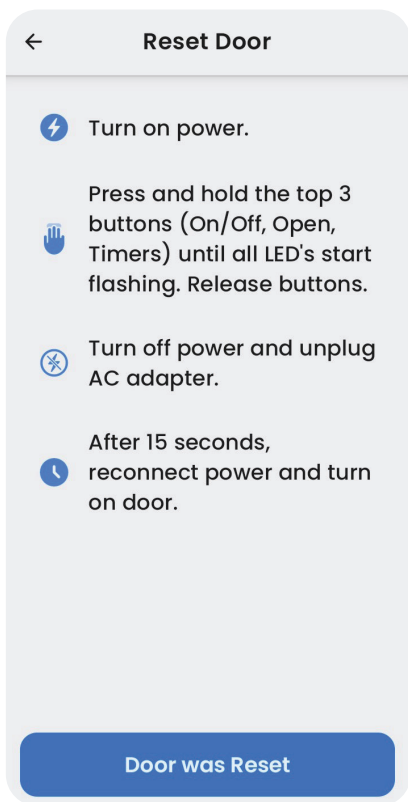
←

Plug in Door

Plug your AC adapter into the wall and plug the adapter’s DC connector into your Power Pet Door.

If you purchased a backup battery, wait until the end of setup to install it in your door.

Door is Plugged in



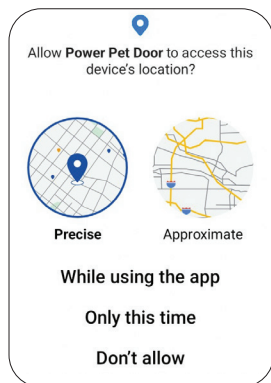
## RESET DOOR

Turn on power.

Press and hold the top 3 buttons (On/Off, Open, SCHD/Timers) for **20 seconds**, the lights on your control panel will flash while the door is resetting. Then release all buttons after 20 seconds.

Turn off the power and unplug the AC adapter.

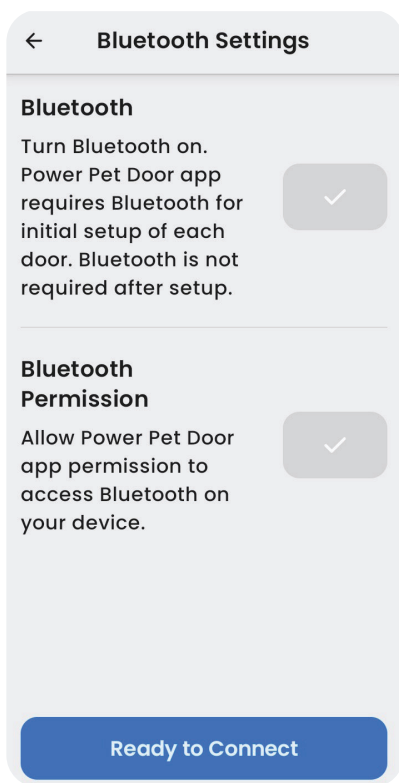
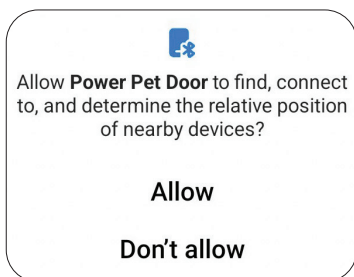
After **20 seconds**, reconnect power and turn on door.



## BLUETOOTH SETTINGS

Follow the prompts as needed.

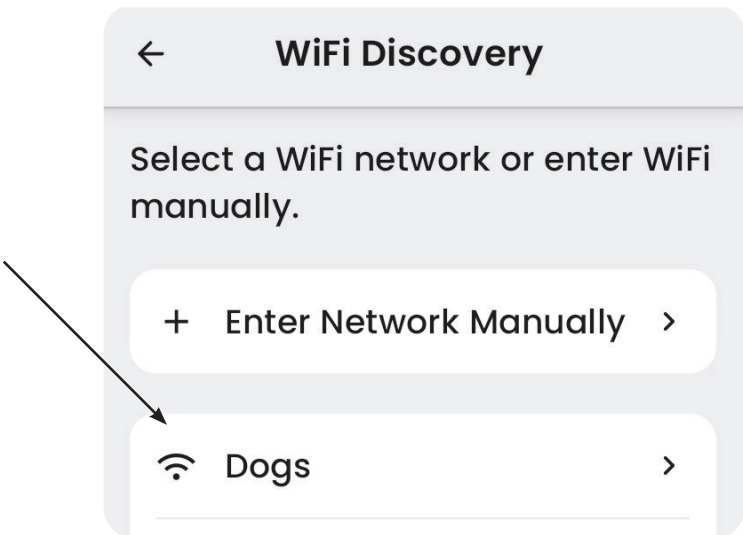
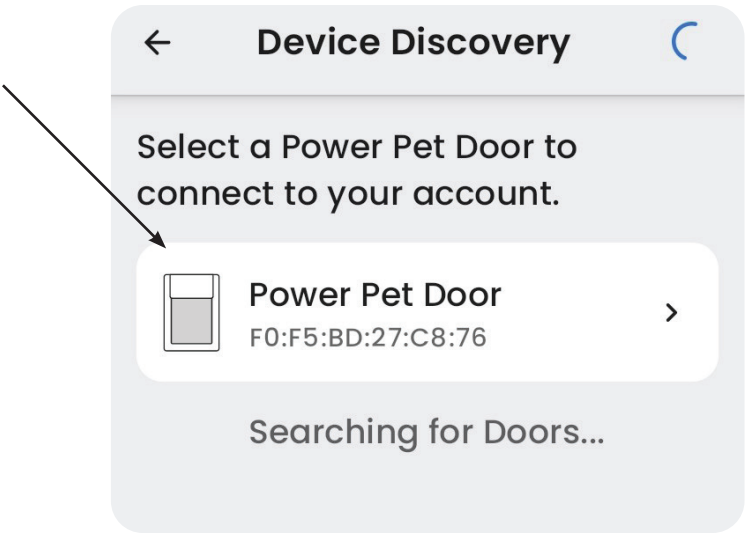
Then tap on Ready to Connect.

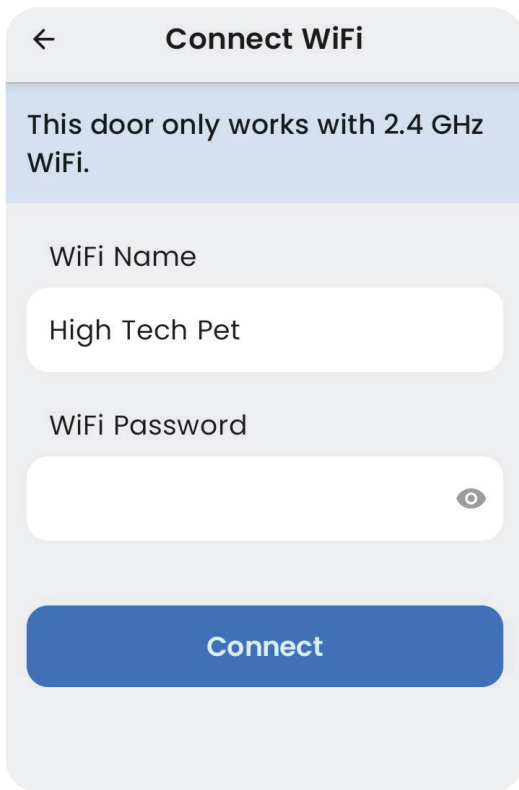


## DEVICE DISCOVERY AND WIFI DISCOVERY

Tap on your Power Pet Door to connect to your account from the list as shown below.

Then tap on your WiFi network or enter WiFi manually as shown below.





← **Connect WiFi**

This door only works with 2.4 GHz WiFi.

WiFi Name

High Tech Pet

WiFi Password

Connect

## CONNECT WIFI

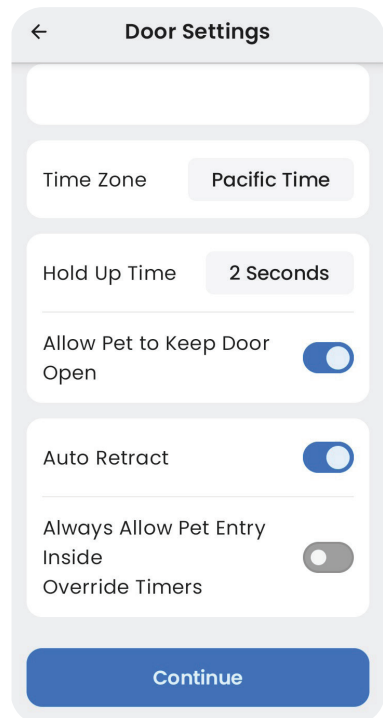
**\*This door only works with 2.4 Ghz WiFi connections.**

Once a WiFi network has been selected, then enter your WiFi network password.

Then tap on Connect.

## DOOR / SAFETY SETTINGS

The next screen is the door settings screen as shown to the right, fill out your door name, location, room, time zone, hold up time, allow pet to keep door open, auto retract, and always allow pet entry inside override timers, and then set to your desired preferences, these can be changed at any time as needed, and these settings are defined in detail on Pages 13-15.



← **Door Settings**

Time Zone **Pacific Time**

Hold Up Time **2 Seconds**

Allow Pet to Keep Door Open ☒

Auto Retract ☒

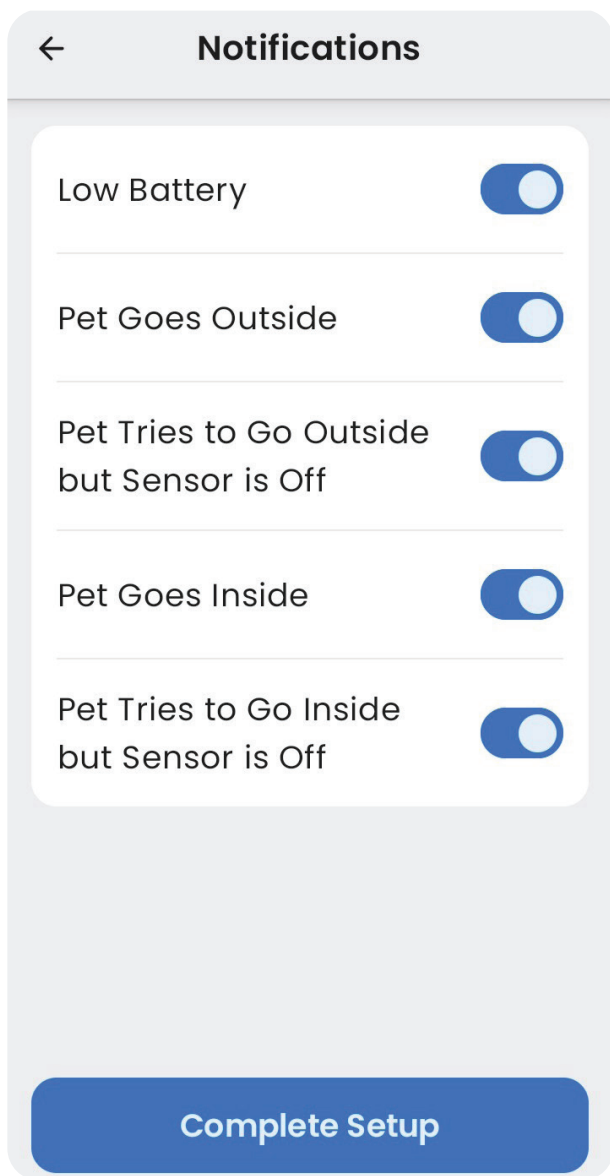
Always Allow Pet Entry Inside Override Timers ☐

Continue

## NOTIFICATION SETTINGS

The next screen is the notifications settings screen as shown below, these settings are explained in detail on Page 28.

Then tap on Complete Setup.

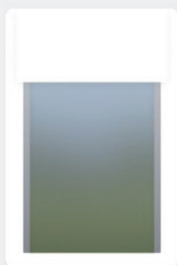




## SETTING UP THE DOOR

Then your screen will display a series of setting up your door screen details, this may take a few moments, please wait for this process to complete.

Next, you will automatically be taken to the Remote / Home Screen.



**Setting up the door. Please wait.**

Connecting to the door

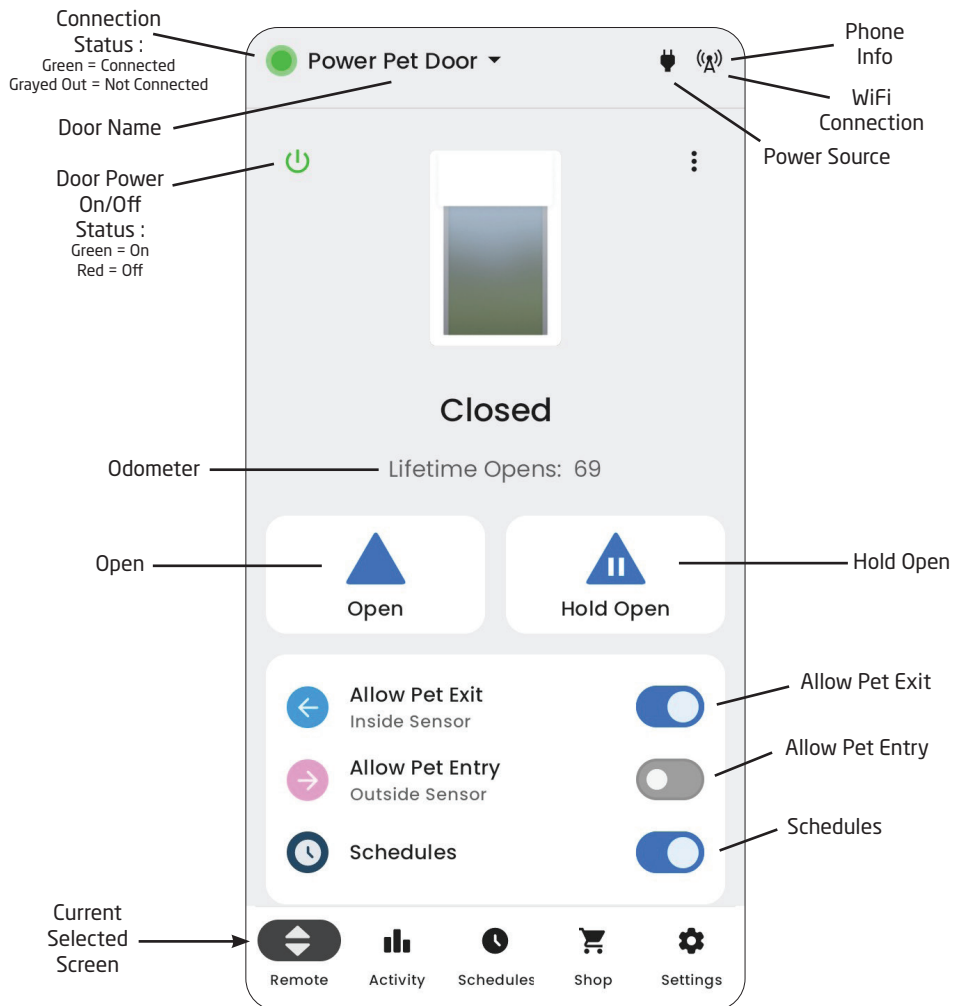


## HOME / REMOTE SCREEN

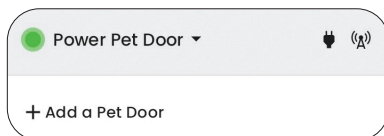
**Note :** Account updates to your first or last name take effect immediately after tapping Done. Updates to your email address require a confirmation to be sent to the previous email address on file. After the email address change is confirmed, the process is complete and you may use the new address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

### Bottom Menu

Menu options are displayed at the bottom of your app screen, and once logged in, it defaults to the Remote screen, which also shows the status of the currently selected pet door as seen below.



For adding multiple doors, click on your door name and click **+ Add a Pet Door** as shown to the right, and follow the same previous steps.



## Home / Remote Screen

**Connection Status** - Displays your door connection status.

**Name of Door** - Displays your door name.

**Door Power On or Off Status** - Displays the current status, either on or off.

**Odometer** - Displays the lifetime open cycles of your door.

**Phone Info** - Displays your phone information.

**WiFi Connection** - Displays either a Global or Local Connection.

**Power** - Displays the type of power your door is running on, either AC power when plugged in, or on battery power.

## Remote Control

The **Remote Control** screen acts as the default / home screen and acts much like the front panel of your door. For a complete description of the buttons and lights consult the Power Pet Door and Power Pet Roll Up Door Instruction Manuals that was shipped along with your specific door.

The **Remote button** functions are as follows :

- **On/Off** controls the door **Power**.
- **Open** manually opens the door and allows it to automatically close.
- **Schedules** Enables/Disables the **Schedules**, which will also control your doors physical control panel.
- **Allow Pet Exit** Enables/Disables the **Inside Sensor**.
- **Allow Pet Entry** Enables/Disables the **Outside Sensor**.
- **Hold Open** opens, and holds open the door.
- An animated graphic shows the position of the door's sliding panel, so you can see if it is open, closed, stationary, or stuck.

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

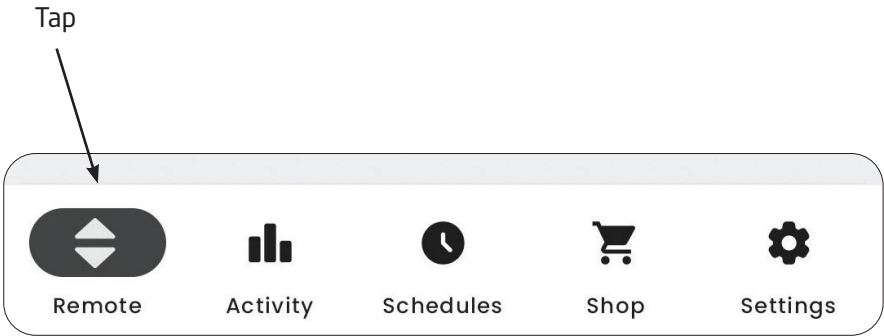
- Power is **On** or **Off**.
- All **Schedules** are Enabled (**On**) or Disabled (**Off**)
- Inside our Outside **Sensors** are Enabled (**On**) or Disabled (**Off**)
- **Battery status** is :
- Green **Ok** indicator - Battery installed and charge is OK.
- Red **Low** Indicator - Battery installed but needs re-charging.
- No indicators - Battery is not installed.

# BOTTOM MENU

- The screen / tab **currently selected** is highlighted in **gray** as shown below.
- Tap any of the **bottom menu choices** to immediately switch to that screen.
- Tap **settings** then **account** to view and change your account information.
- Tap **settings** then **notifications** to toggle push notifications on and off and individual door setting notifications as well.

The **screen choices** are summarized here, with more details provided throughout this user guide.

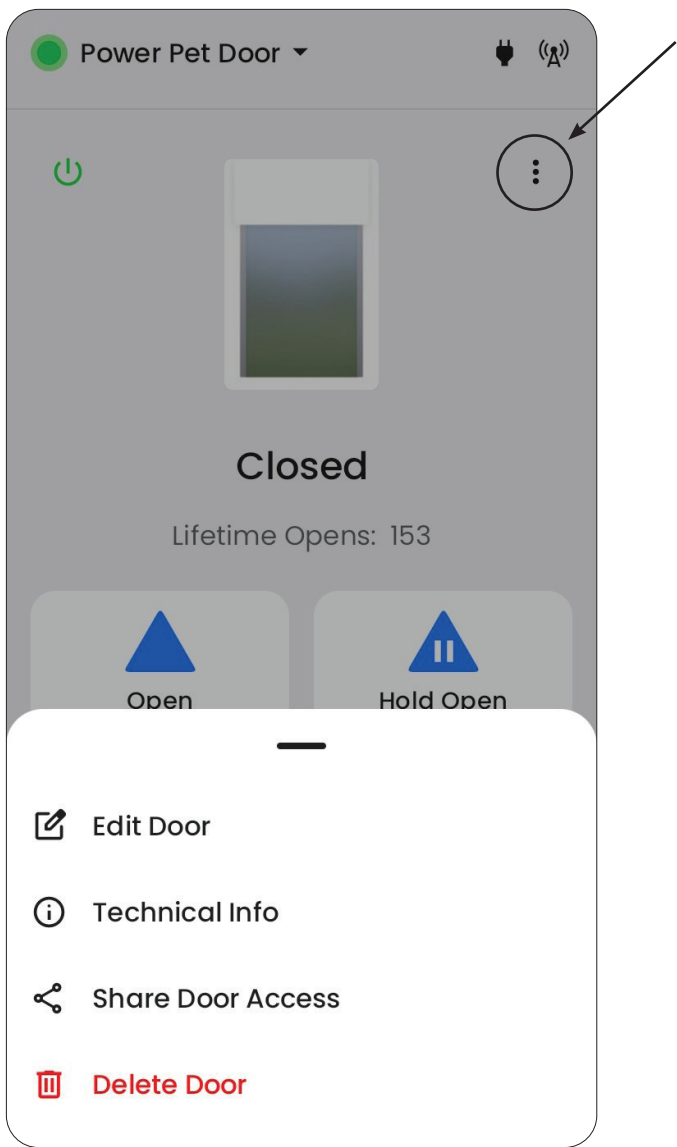
- **Remote / Home** - a door status summary and main controls.
- **Activity** - Shows the daily activity totals over time, with different range views available as well.
- **Schedules** - For configuring daily timers that enable and disable the door open sensors.
- **Shop** - Allows shopping from our official website at [hightechpet.com](http://hightechpet.com)
- **Settings** - Where you can find your account information, notification settings, door settings, help center, contact support information, and terms and conditions, and the app version you are running on.



### EDIT DOOR MENU OPTIONS

Tap on the 3 stacked dots on the right side of your screen to pull up these menu options as shown below.

Next, we will go over each option : **edit door,**  
**technical info, share door access, and delete door.**



**DOOR SETTINGS**

This screen allows you to change your **Door Settings** as shown below, and once desired changes have been made by filling out your information, and by tapping on each toggle, tap on the check mark on the upper right hand corner to save changes.

**ALLOW PET TO KEEP DOOR OPEN**

This will allow your pet to keep the door open when they are within range.

**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 ALLOW PET ENTRY INSIDE / OVERRIDE TIMERS**

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

×

Door Settings

✓

Name

Power Pet Door

Location

Home

Room

Living Room

Time Zone

Pacific Time

Hold Up Time

2 Seconds

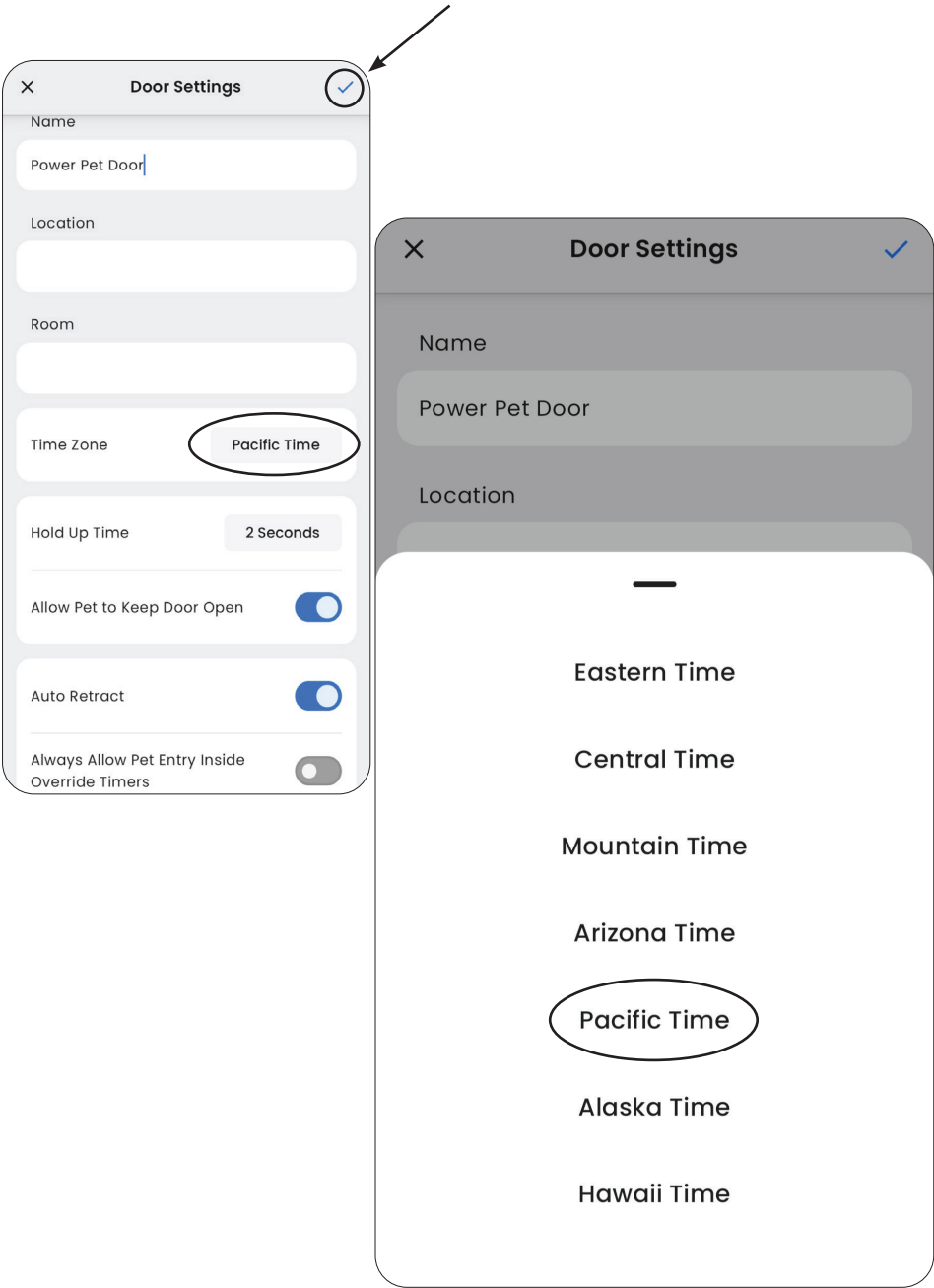
Allow Pet to Keep Door Open

Auto Retract

Always Allow Pet Entry Inside  
Override Timers

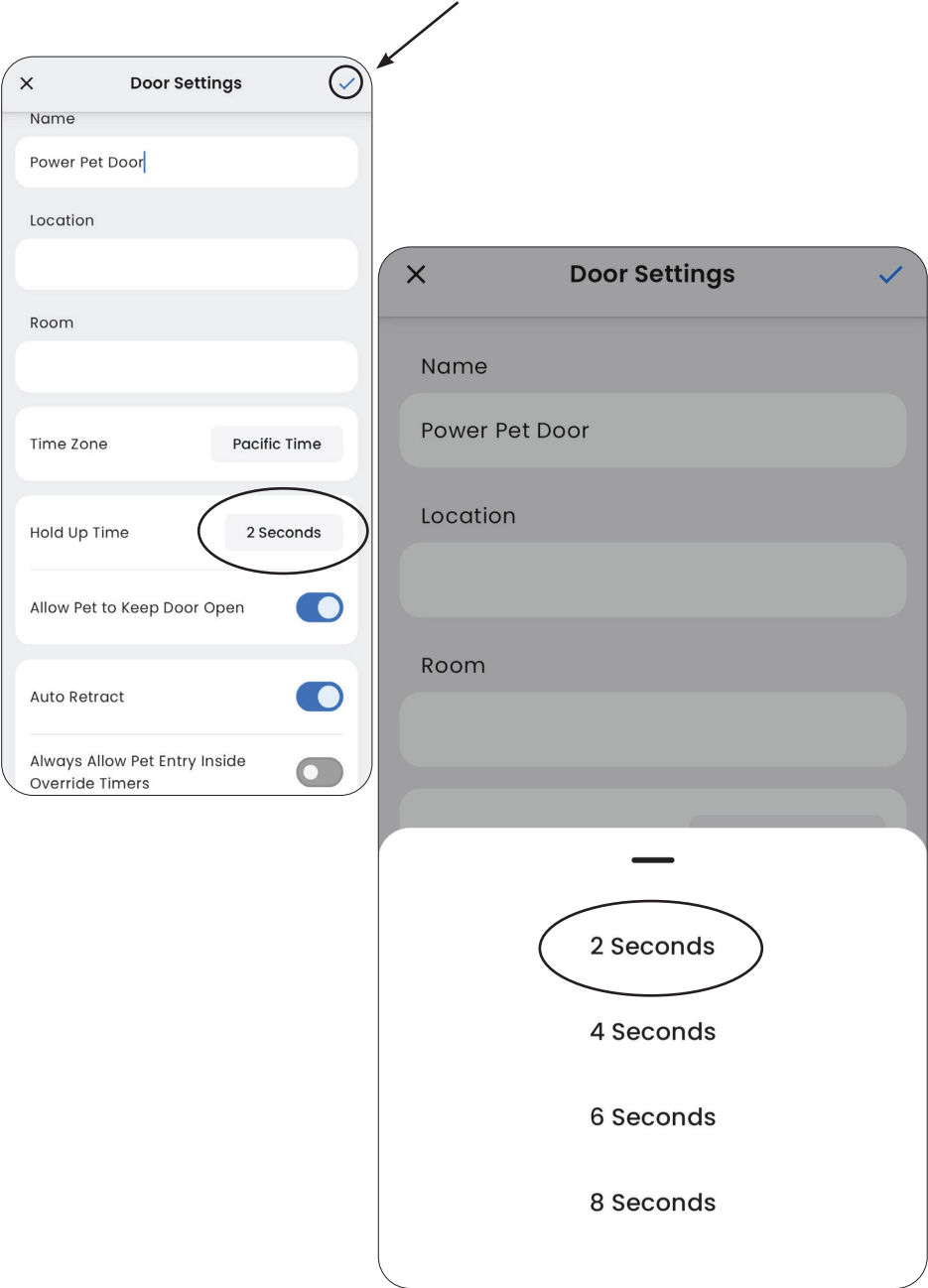
TIME ZONE

This screen allows you to set your areas time zone, once chosen, tap on the check mark on the upper right hand corner to save your changes.



**HOLD UP TIME**

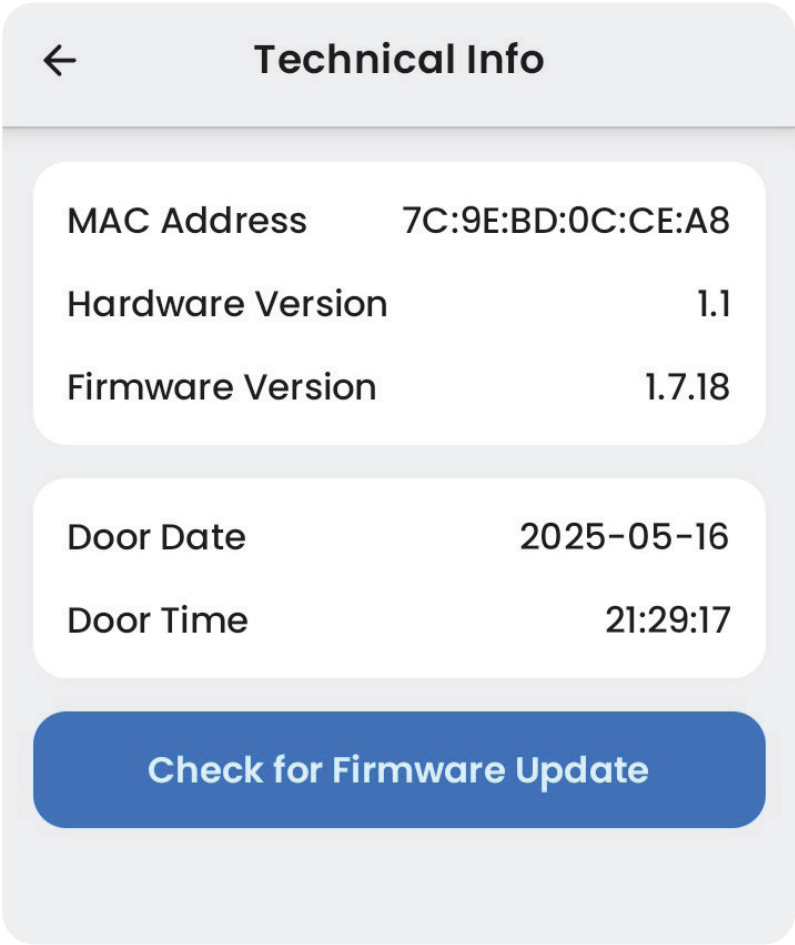
This screen allows you to adjust the amount of time that the door is held open, which is **2, 4, 6, or 8 seconds**, once the desired choice has been selected, tap on the check mark on the upper right hand corner to save changes.





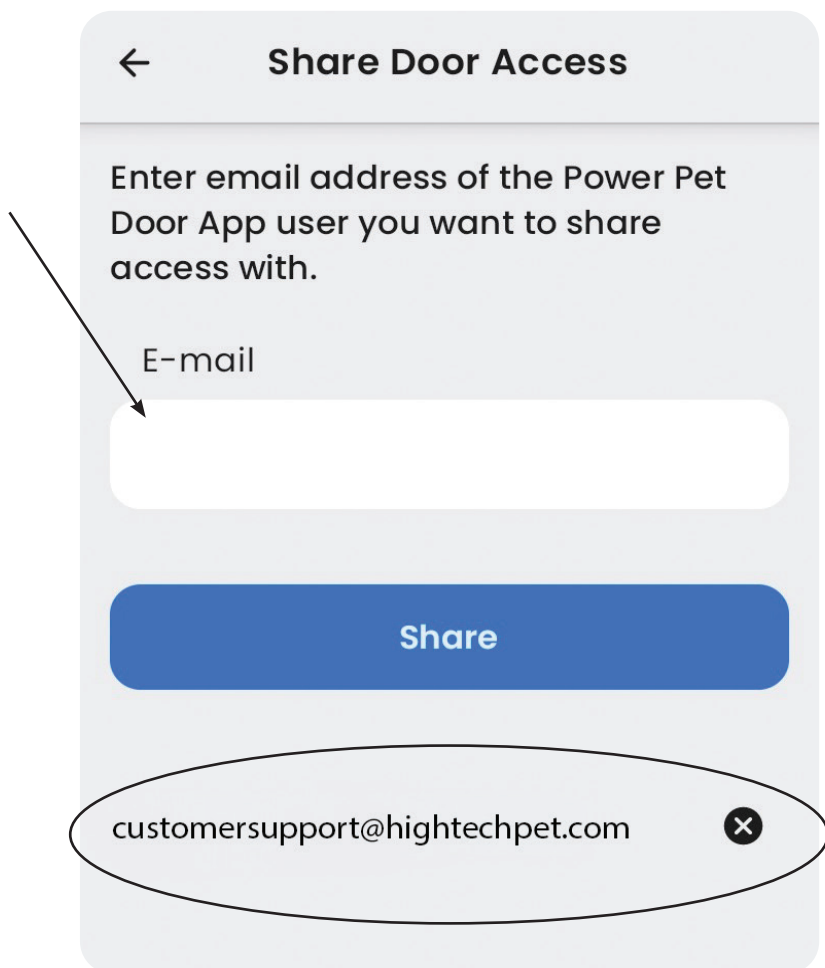
**TECHNICAL INFO**

This page displays the technical information available, including the MAC Address, Hardware Version, Firmware Version, Door Date, and Door time. And also allows for you to check for a firmware update if and when available by tapping on the Check for Firmware Update button at the bottom of this page as shown below.



## SHARE / REMOVE DOOR ACCESS

This page allows you to share door access with someone else, **they must first create an account of their own** before you are able to share door access with them, once a new account has been created, you will enter their new account email address on this page, and then click **share**, once successful, you will see their email address below the share button as seen below, and you can also **remove access** by clicking the X next to their email address as shown below.



The screenshot shows a mobile app interface for sharing door access. At the top, there is a back arrow and the title "Share Door Access". Below the title, a text prompt asks the user to "Enter email address of the Power Pet Door App user you want to share access with." An arrow points from this text to an empty email input field. Below the input field is a blue "Share" button. At the bottom, the email address "customersupport@hightechpet.com" is displayed next to a circular button with an "X" icon, which is used to remove access. The entire bottom section containing the email and the "X" button is circled.

← Share Door Access

Enter email address of the Power Pet Door App user you want to share access with.

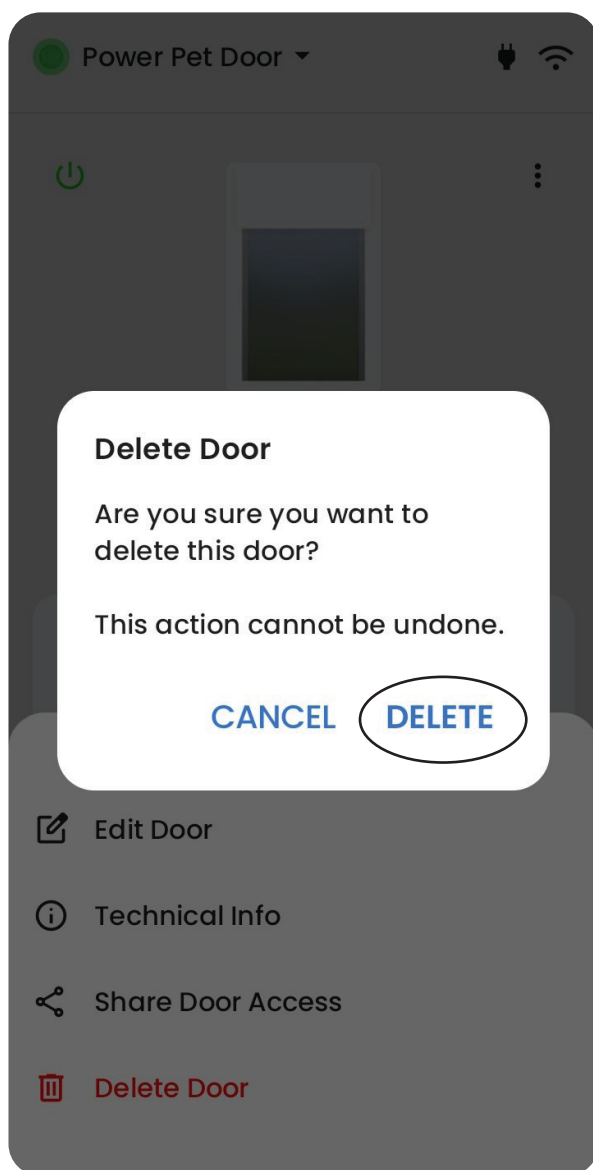
E-mail

Share

customersupport@hightechpet.com X

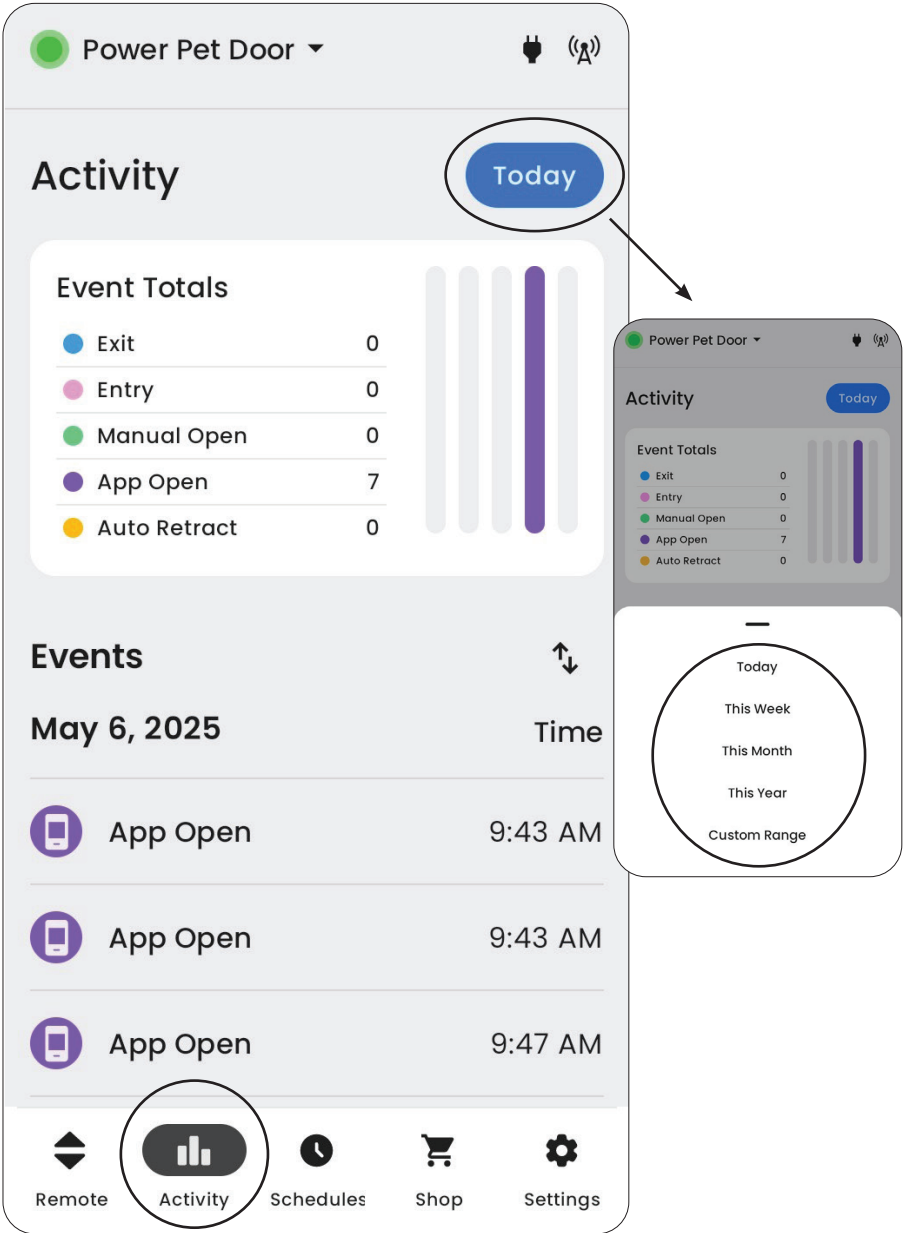
## DELETE DOOR

This page allows you to **delete your door** if needed, once the 3 stacked dots have been tapped on to pull up this menu (first mentioned on Page 12) you will then tap on **delete door**, and then tap the delete button once more to confirm door deletion.



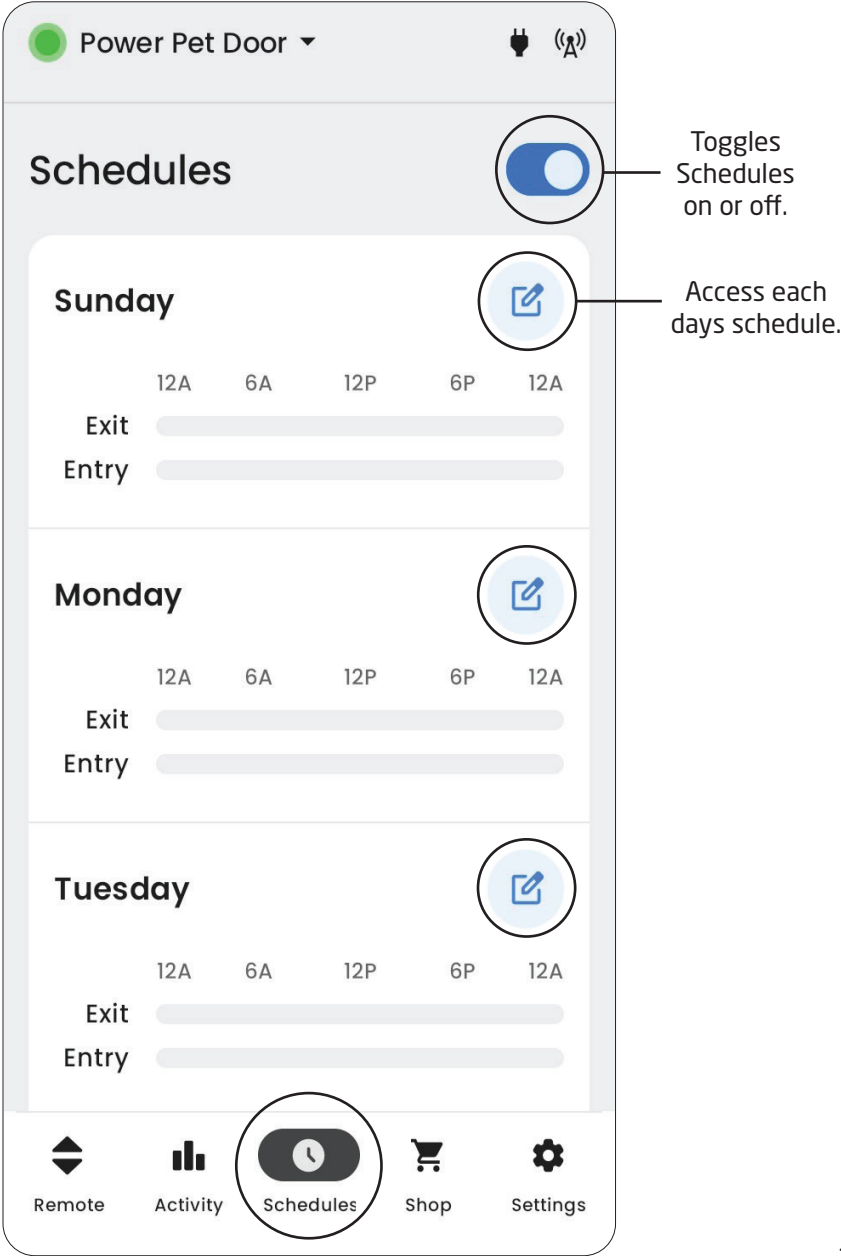
**ACTIVITY**

Next, selecting the **Activity** screen from the bottom menu takes you to an **Activity** stats screen, which shows the total number of **Exit**, **Entry**, **Manual Open**, **Auto Retract**, and **Open Via App**. And can be viewed / sorted by tapping on the Calendar icon with options for - **Today**, **This Week**, **This Month**, **This Year**, and **Custom as shown below**. These are displayed in a graph and list format and the Data types are color coded.



**SCHEDULES OVERVIEW**

The Power Pet Door supports seven daily timers that allow you to schedule the times when your pet is allowed to exit via **Allow Pet Exit**, and when your pet is allowed to enter via **Allowed Pet Entry**. Tap the **Schedules** button to toggle the Schedules on and off, this will also turn on your doors control panel button and light as well. Then you will have access to each day as shown below. Otherwise, you may toggle this option off, and also make sure your schedule/timer button on your doors control panel is turned off as well.



# UPDATE SCHEDULE

This screen allows you to set your schedules for each day. You can also add multiple timers within each day as needed by tapping on the + sign, and you may edit each day as needed at any point in time. They can also be simply deleted by tapping on the x next to the times as well. Once desired times have been select-ed, tap on the check mark on the upper right hand corner to save your changes.

×

Update Schedule

✓

Repeat

S

M

T

W

T

F

S

←

Allow Pet Exit

+

12:00 AM

to

12:00 AM

×

→

Allow Pet Entry

+

12:00 AM

to

11:59 PM

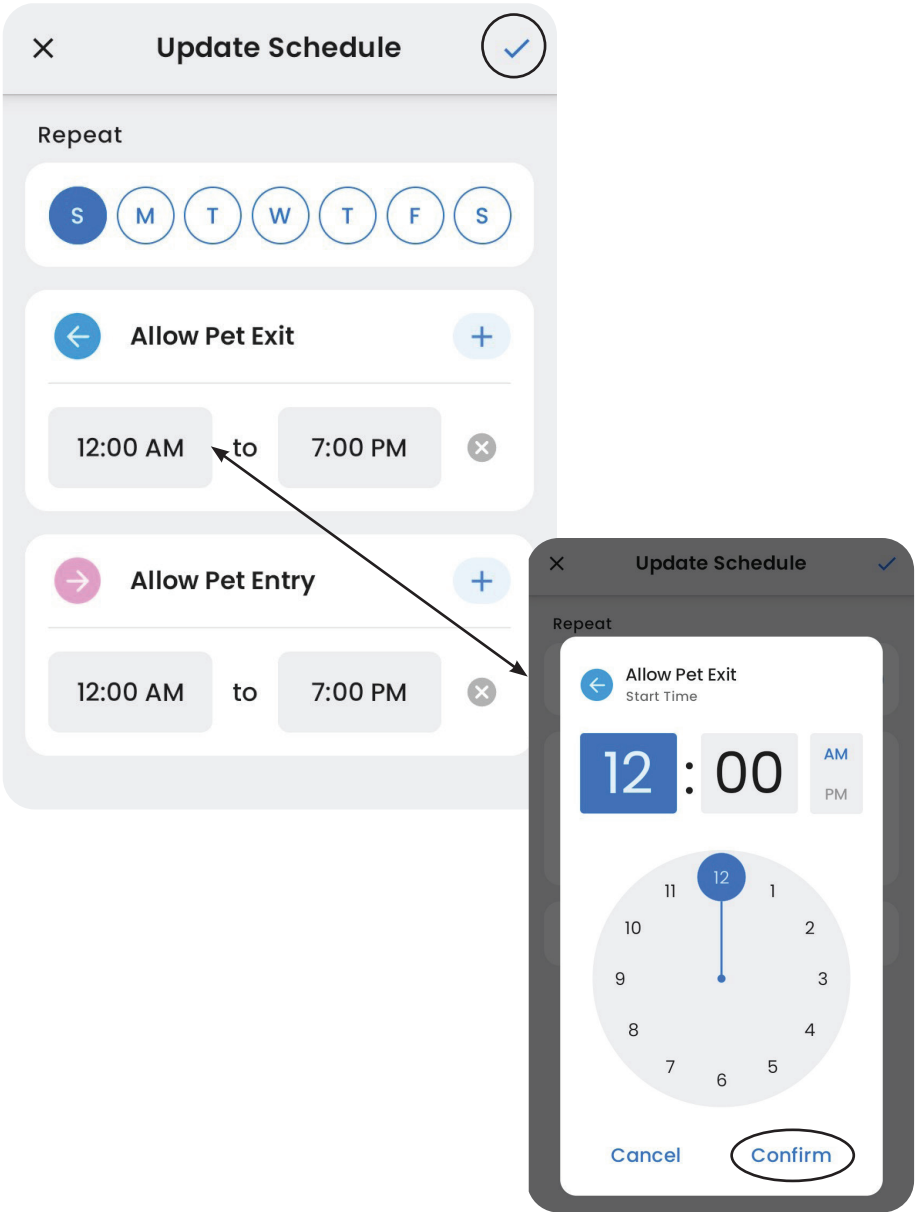
×

Your schedules can be repeated for each day by simply choosing each desired day.

Add an additional schedule.

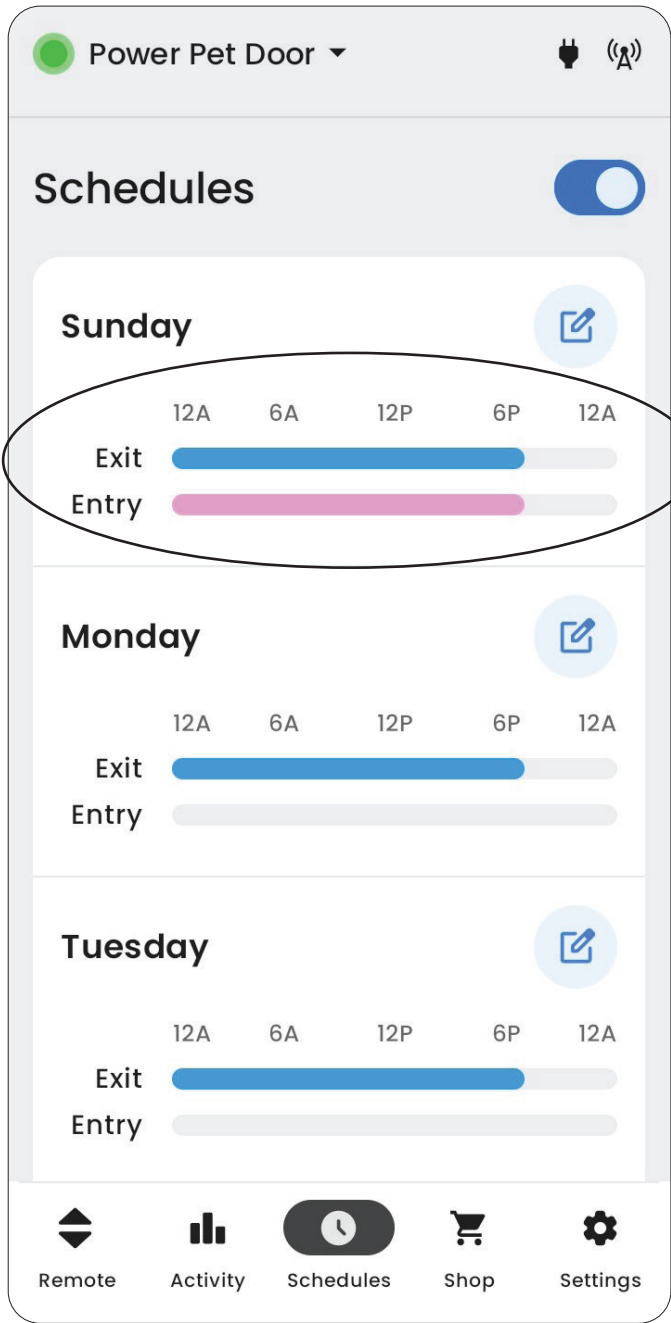
## UPDATE SCHEDULE CONTINUED

Setting the schedule times by clicking on each time box and adjusting via either the numbers on the top of this screen, or by the clock hand by pulling and moving it to your desired time as shown below, and then tapping confirm to save your changes, when you have set all your days and times as desired, tap on the check mark on the upper right hand corner to update your schedules.



**FINALIZE SCHEDULES**

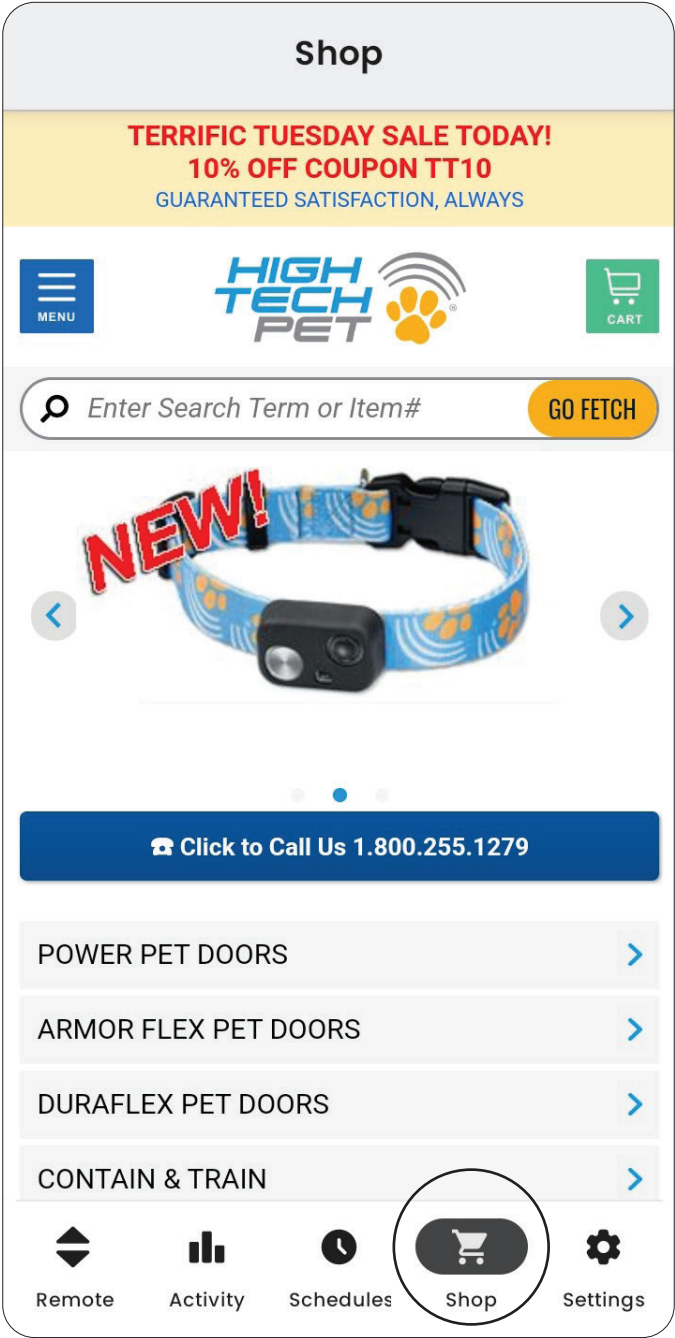
Once all desired schedules have been entered and the check mark has been tapped, you can see the times for each day reflected on the graphs as shown below. Please take a moment to review and verify your schedules, we recommend taking your time throughout this particular process.





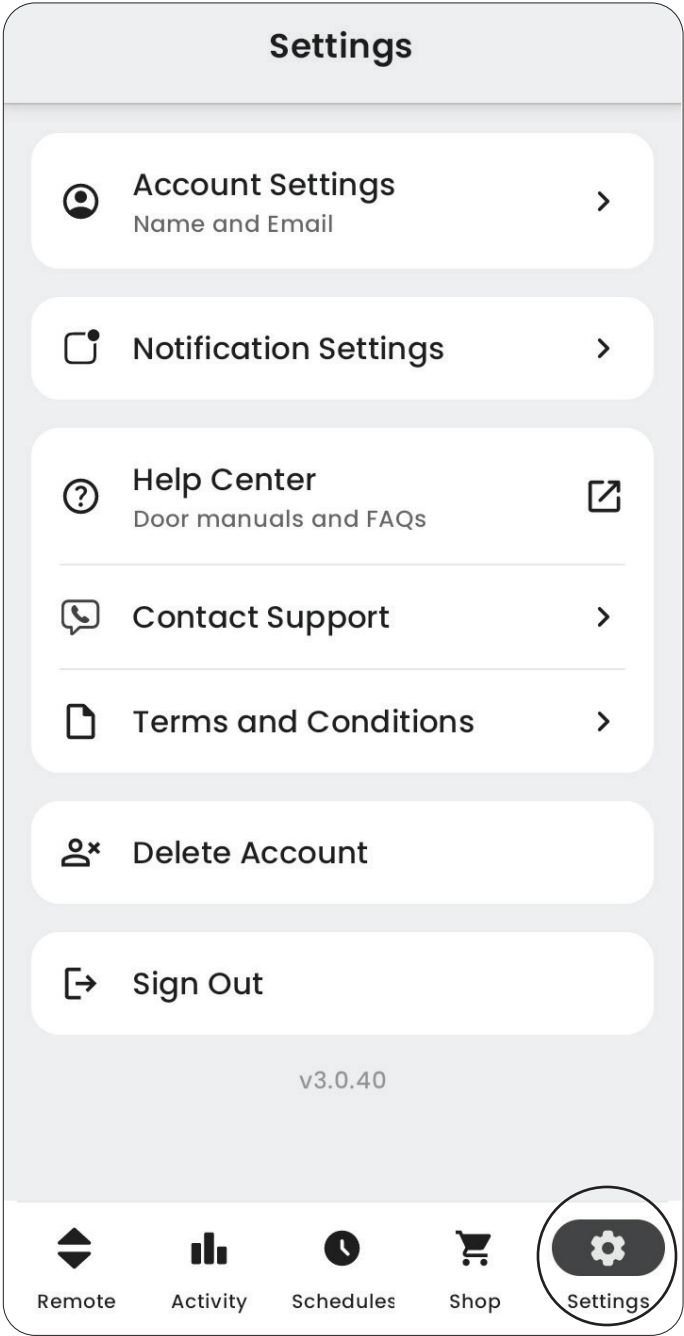
SHOP

Allows you to conveniently access and browse our official website to purchase any additional products and accessories you may need for your door at : [www.hightechpet.com](http://www.hightechpet.com)!




# SETTINGS

Allows you to access your **Account Settings**, **Notification Settings**, **Help Center**, **Contact Support** Information, View our **Terms and Conditions**, **Account Deletion**, and **Sign Out**.




## ACCOUNT SETTINGS

Tapping on **Account Settings** allows you to access the account settings as shown below, you can modify your **first name, last name, and email address**, and when all desired changes have been made, tap on the check mark on the upper right hand corner to save your changes.



Account



First Name

High Tech

Last Name

Pet Products

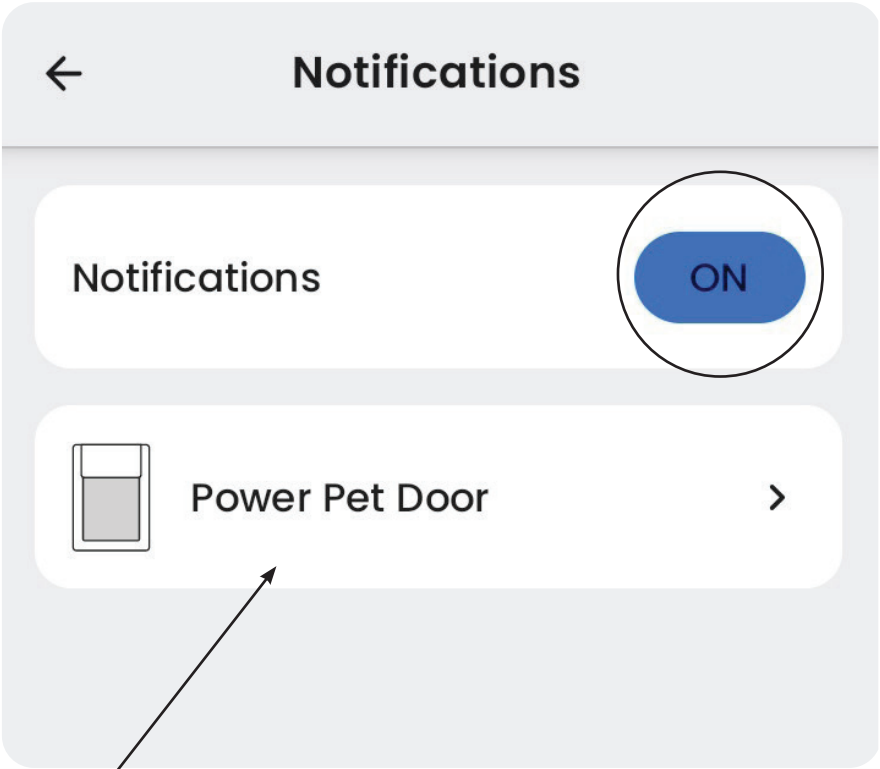
E-mail

customersupport@hightechpet.com

# NOTIFICATIONS

This screen allows you to toggle the notifications on and off by tapping on the toggle. And also allows your to control notifications per door connected if applicable as shown below. In addition, if you have multiple doors connected, they will show in the list below.

Once your Power Pet Door is tapped on as shown below with the arrow, a set of notification options will display for this particular door cosen as shown on the next page.



Tap

## NOTIFICATIONS

**Low Battery** - 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.

### Pet Motion Notifications

If enabled, the WiFi 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.

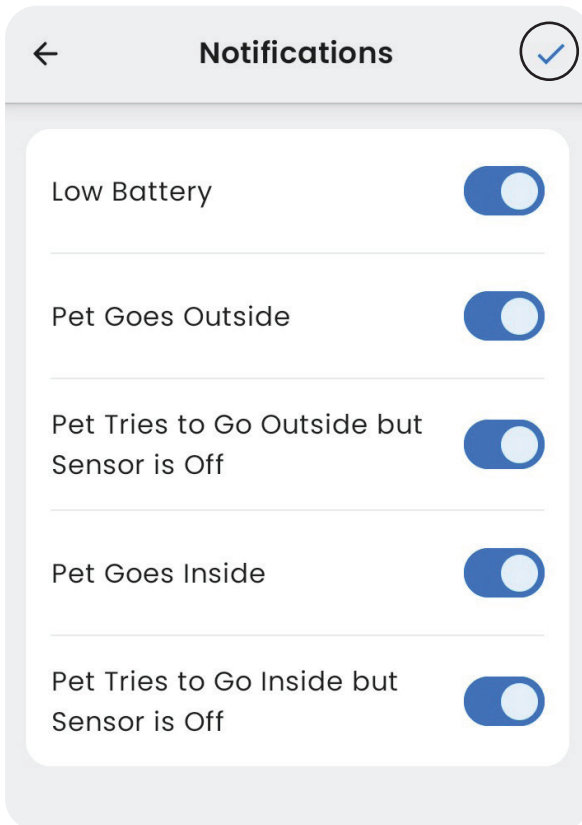
**Notify when my pet tries to go outside but the sensor was off** - Your pet tried to trigger the inside sensor was disabled.

**Notify when pet comes inside** - the outside 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, tap on the check mark to accept the changes, or the back arrow to discard the changes.



## HELP CENTER

Tapping on this option will take you to a PDF web version of this WiFi Power Pet App User Guide for your convenience to save or print for your records.

## TERMS AND CONDITIONS

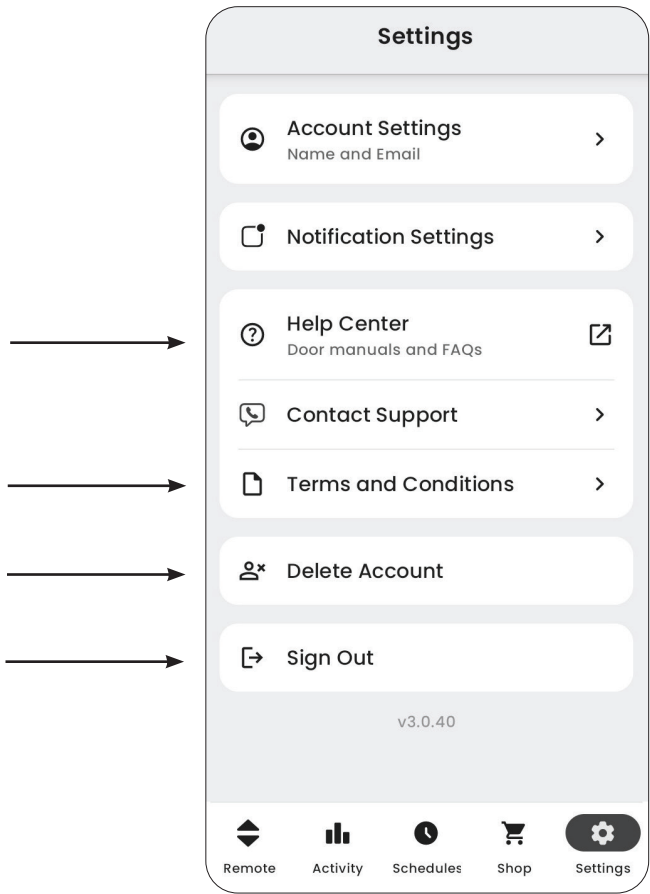
Tapping on this option will take you to our full Terms and Conditions page for your viewing convenience and for your records as well.

## DELETE ACCOUNT

Tapping on this option will bring up a prompt asking if you are sure you want to delete your account, as this action cannot be undone. Then tap on delete to confirm your account deletion.

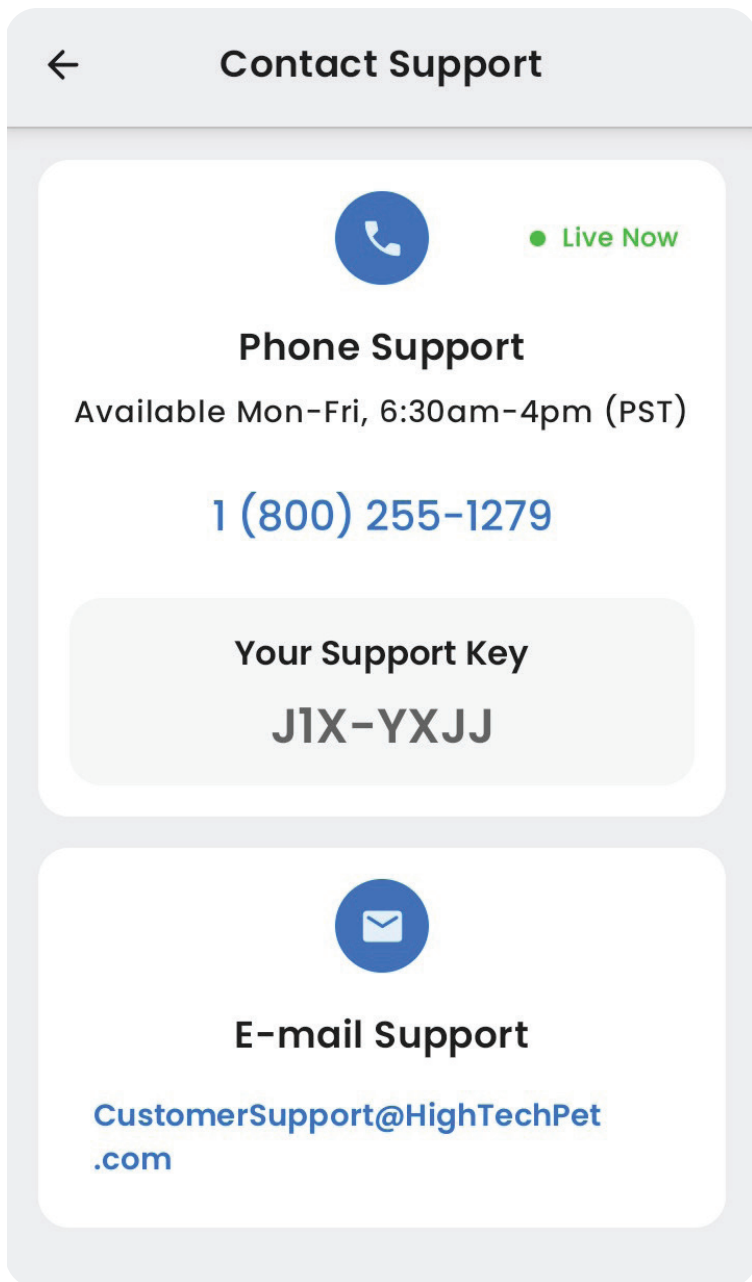
## SIGN OUT

Tapping on this option will sign you out of your Power Pet Door app account.



## CONTACT SUPPORT

Having a door or app issue? We've got you. For **phone support**, tap or manually call the High Tech Pet customer service telephone number. For **email support** tap the email address text link and it will navigate you to composing a new email to customer service.



## FACTORY / HARD RESET INSTRUCTIONS

**IMPORTANT NOTE : A hard reset is required when any changes have been made to your WiFi network in any way, including a new router or a network password change. This procedure may also be required for some troubleshooting steps as well, if needed.**

Step 1. **Remove any doors** that are on the account, on the Remote/Home Screen press on the 3 stacked dots on the right corner, then select **remove door**.

**NOTE : If you do not have any doors on the account you will only see a SETUP DOOR button on the Home Screen.**

Step 2. Confirm Bluetooth is on (not connected to any other Bluetooth device) and your phone is connected to the 2.4G WiFi that you will be connecting the door to. (the door can not connect to 5G)

Step 3. Remove the back up battery if one is installed.

Step 4. With the door powered only by the AC Adapter, hold down the **ON/OFF, OPEN, TIMER/SCHD (3 buttons together)** at the same time for roughly **20 seconds** as shown below, the lights will blink while the door is resetting.

Step 5. Unplug the AC adapter for **20 seconds**, then plug it back in.

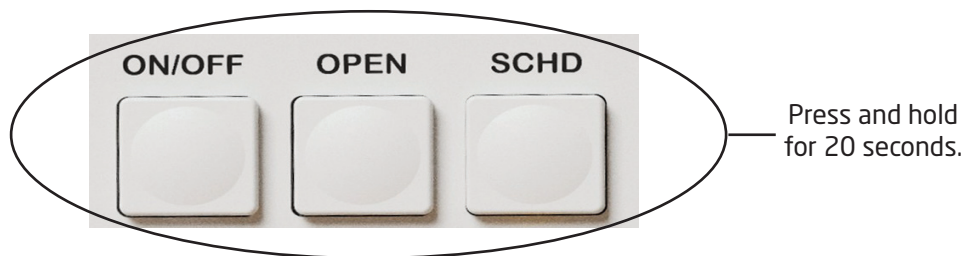
Step 6. In the app press the **SETUP DOOR** button, and follow the prompts. Make sure ALL Bluetooth permissions are selected, continue following prompts.

Step 7. The app will look for all available doors, if you have multiple doors make sure only the one you are trying to connect to is powered on, select the available door.

Step 8. Next Select your WiFi (2.4G WiFi) and then enter your password. Tap on the Connect Button.

Step 9. Select the settings for your WiFi Door and Notification Settings.

Step 10. You are done!





**NOTES :**

**NOTES :**

**NOTES :**

# Help is right here!

We've got you. For general questions  
and technical support call us at :

1-800-255-1279

Monday - Friday 6:30 am - 4:00 pm PST



**CAUTION :** As with any pet door, supervision of your pet at all times 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 your pet door were to malfunction.



## High Tech Pet Products, Inc.

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