

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



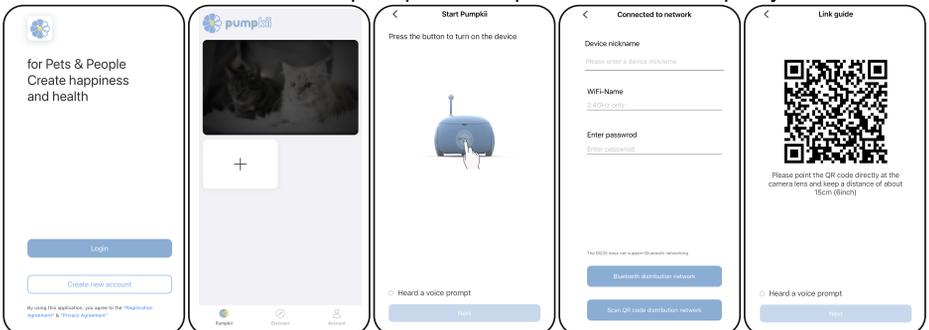
Android 6.0



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.

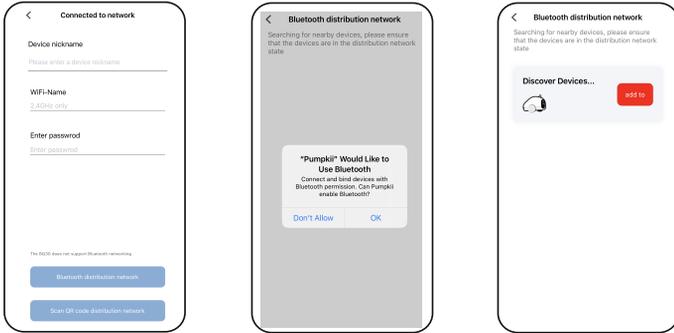


3. Q: How to pair the device?
A: Before you sign in, please make sure your Wi-Fi (2.4GHz) has been enabled. Register with your email and turn on Pumpkii. Then, after log in to your account, click '+' and follow the voice prompts to complete the first boot up of your device.



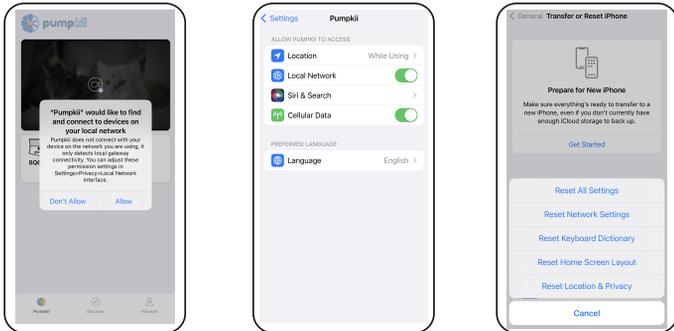
4. Q: Can I connect the robot with Bluetooth?

A: If you have problem connecting the robot with 2.4G Wi-Fi, you can use Bluetooth to connect the device. Select 'Bluetooth distribution network' when you get to the 'Connected to network' step, and allow Pumpkii to use Bluetooth.



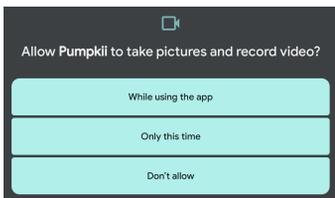
5. Q: How to enable local network for Pumpkii app on my phone?

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.



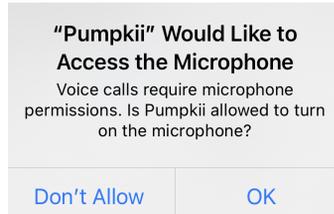
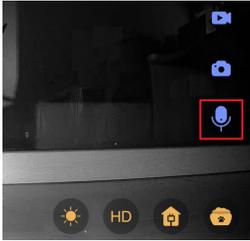
6. Q: Why does it say 'Unable to capture image and video record' when I try to take one?

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.



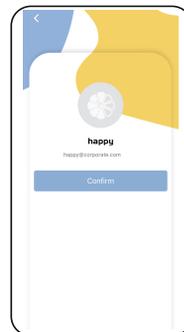
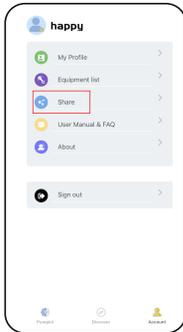
7. Q: Can I hear my pet?

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



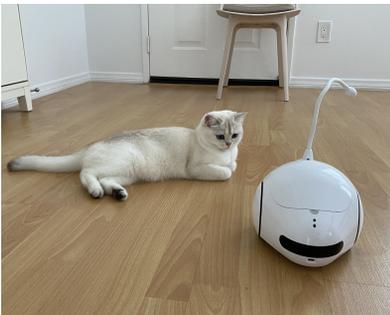
8. Q: Can my family members and I connect to Pumpkii at the same time?

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.



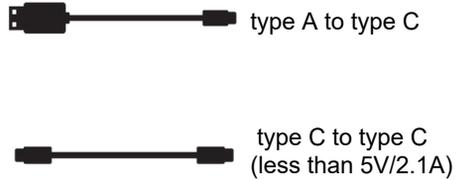
9. Q: My pet is not interested in playing with Pumpkii, what can I do?

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.



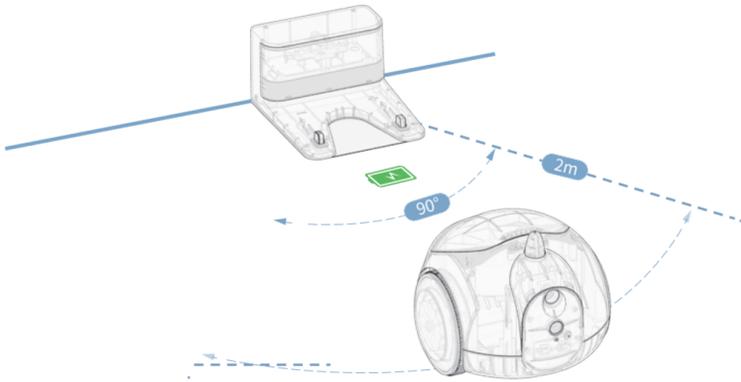
10. Q: Does Pumpkii support super-fast charging type chargers? How long does it stay charged? Does it have a sleep mode?

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.



11. Q: Is Pumpkii auto-charging?

A: Yes. To charge Pumpkii, drive it close to the dock and tap the 'auto-charging' icon on the app interface. Make sure there is no objects around the dock.



12. Q: What type of treats can I load in it? 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.

