

# Dreamcare Set Up Guide

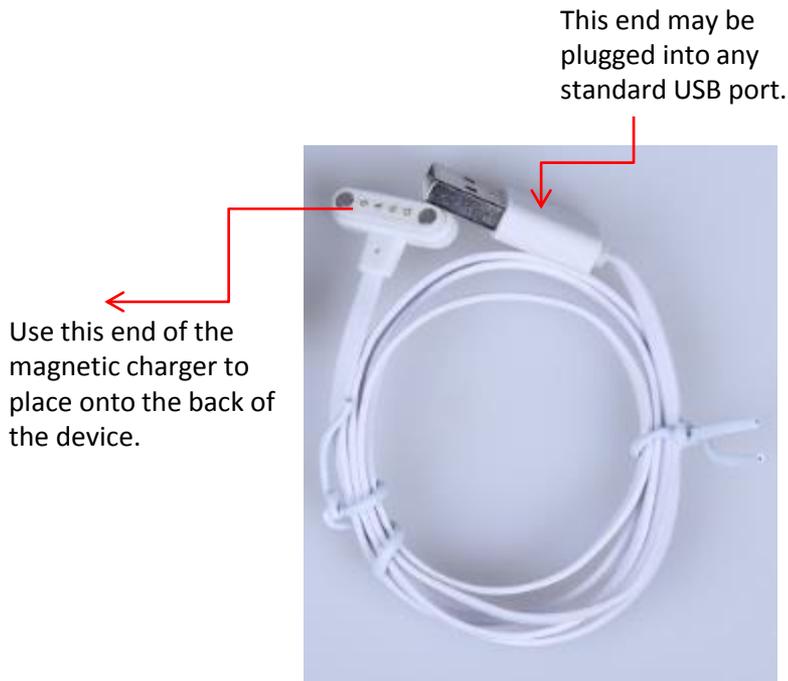
## Important Information

- Packaging comes with extra screws. This is only for customers want to change cellular providers/SIM cards. Since your device already has a SIM card and service active, you do not need to remove any screws.



# Step 1: Charge the Device

- Connect your device to the provided magnetic charger.
- Charge the device to at least 50% before beginning.
  - To charge the device from 0% to 100% may take 1.5-2 hours total.



# Step 2: Turn on the device

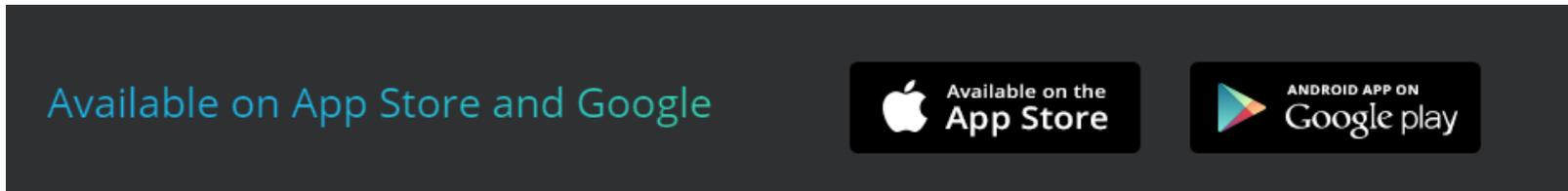
- Once the device is charged to a minimum of 50%, turn on the device by holding down the on/off button.



- Wait for 5 seconds. You will see the light on indicating the device is on.

# Step 3: Download the APP

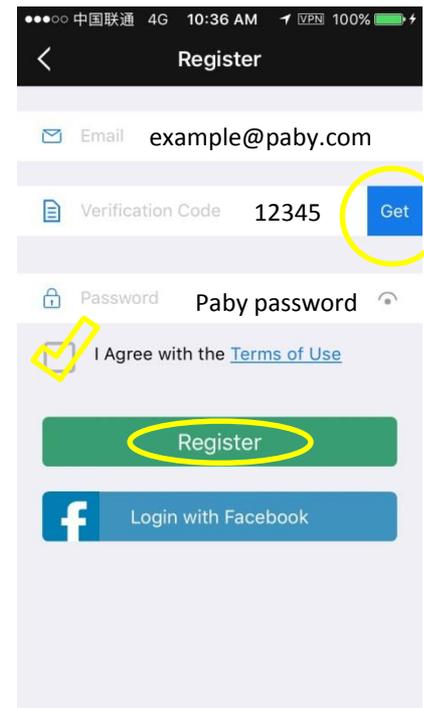
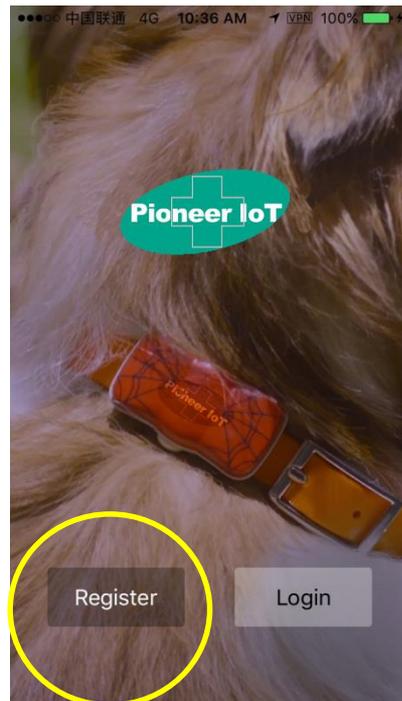
- Open Google Play OR APP Store and search “Dreamcare” to find our application.



- Hyperlinks to each store:
- <https://itunes.apple.com/cn/app/dreamcare/id1318116646?l=en&mt=8>
- <https://play.google.com/store/apps/details?id=com.wtwd.dreamcare>

# Step 4: Register

- After downloading the APP, open it.
- Select **“Register”** from the screen.
- Next enter your email address and select **“GET”** to receive a Verification Code.
- Enter the **verification code** that was sent to your email.
- Create a **password**
- Select the box to **agree** to the Terms Of Use and choose the green **Register button**.



# Step 5: Create Personal Profile

- Choose a personal photo
- Select your gender
- Enter name & birthday
- select NEXT

中国联通 4G 10:50 AM VPN 100%

## My Profile

ID: pabyinc@gmail.com

Male Female

Name John Example Nick name >

Birthday 2015-12-12 >

Next

# Step 6: Create Pet Profile

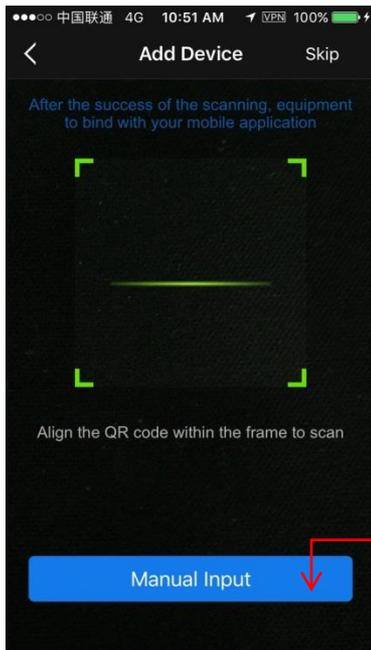
- Add a photo of your pet
- Select the pet's gender
- Enter pet's name & info
- select NEXT

**Do NOT Skip.** Profile will not link with device.

The screenshot shows a mobile application interface for creating a pet profile. At the top, there is a status bar with signal strength, carrier (中国联通), 4G, time (10:50 AM), VPN, and 100% battery. Below the status bar is a navigation bar with a back arrow, the title "Pet Profile", and a "Skip" button. A red arrow points from the "Do NOT Skip" text to the "Skip" button. The main content area features a circular placeholder for a pet photo with a camera icon and the text "Add a photo". Below this are two buttons for gender selection: "Male" (highlighted in blue) and "Female" (greyed out). A list of fields follows, each with a value and a chevron icon: "Name" (Paby Dog), "Breed" (Retriever), "Birthday" (12-7-17), "Body Type", "Weight", and "Healthy" (Y/N). At the bottom, a large blue "Next" button is circled in yellow.

# Step 7: Scan QR Code & Link Device

- Scan the QR code located on the back of the device to link.



**Do NOT** Skip. Profile will not link with device.

You can manually type in IMEI code that can be found on back of the device to link



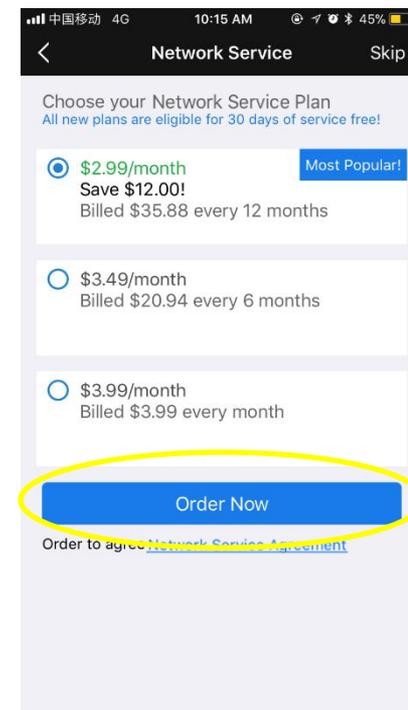
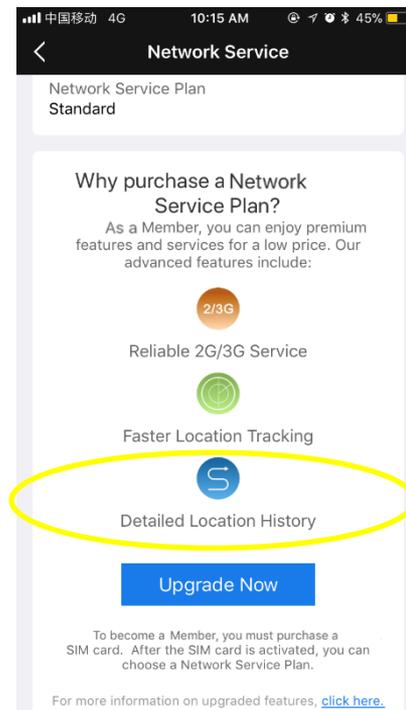
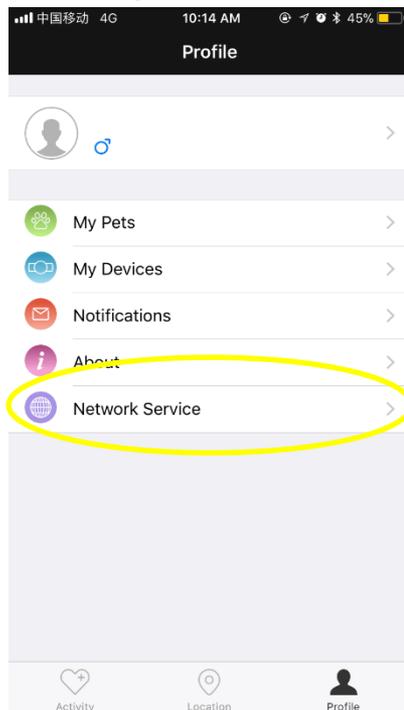
QR Code

IMEI code for manual input

- *Before continuing with the use of the APP and device, please update your device firmware. This will provide you with a better and faster user experience, as well as additional features.*

# Step 8: Pay Network Service Fees

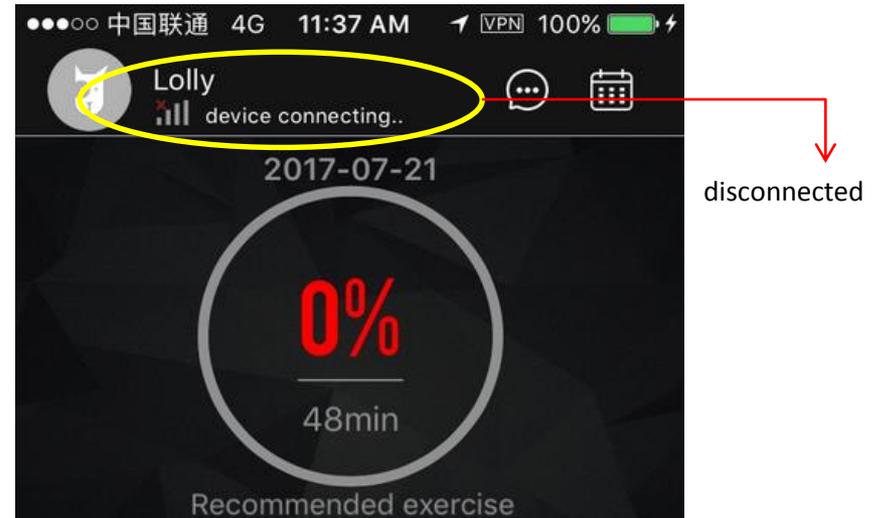
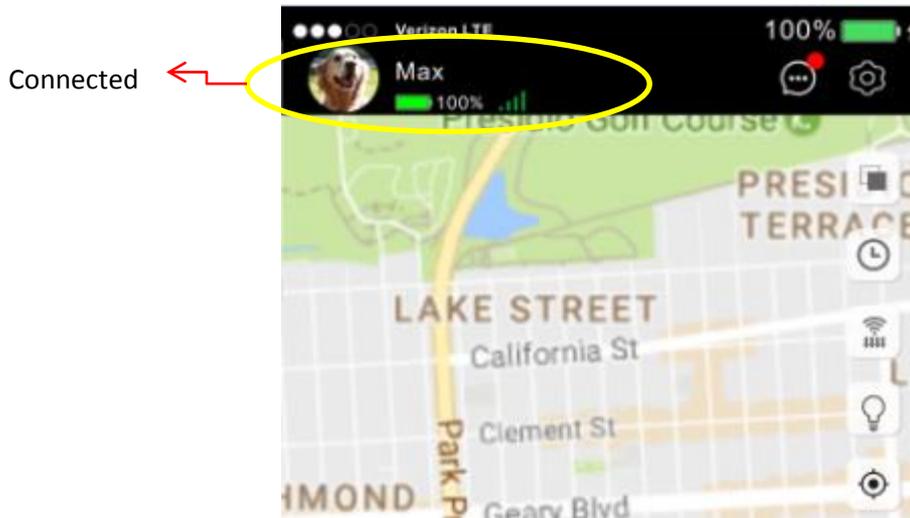
- Go to “Profile” and select “Network Service”. Select “Upgrade Now” to activate the SIM card before tracking.
- After Service fees pay successfully, restart the device and it will be connected to the network in 1-2 mins.



- *Dreamcare device's preinstalled SIM leverage by global IOT service.*
- *The network service is only available with our SIM, you may not be able to connect the device with your own SIM, please refer to us by email in case you want to replace the SIM.*

# Troubleshooting

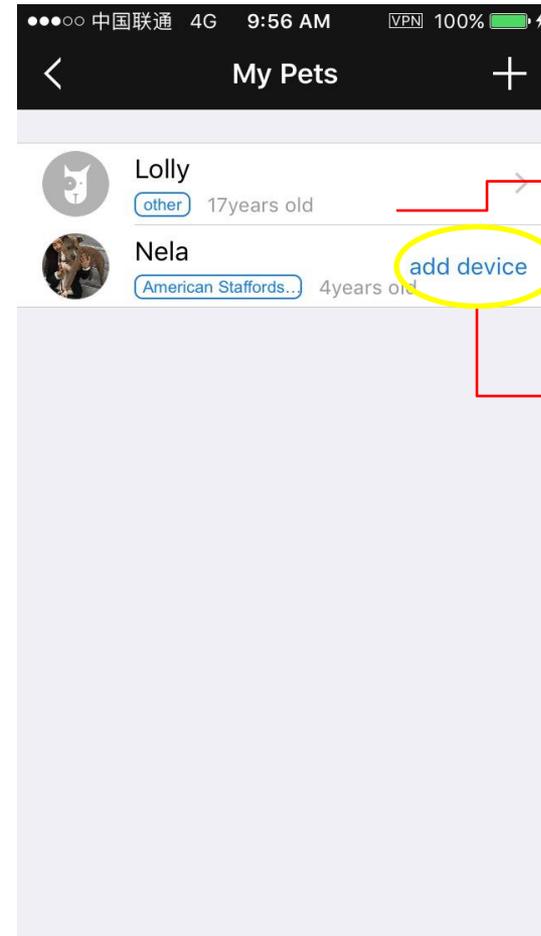
- **Is my device connected? How do I know?**
  - When the device is powered on, push the on/off button and check the LED lights.
    - **Red Light:** Your device is disconnected
    - **Green Light:** The device is connected successfully
    - **Blue light:** The device is searching for the network
- **You can also check within the APP as it will be indicated in the top left hand corner of your APP:**



# Troubleshooting

- **Is the device linked with a pet profile?**

- Open the Paby APP
- Select “My Profile”
- Select “My Pets”
  - If a profile was already created but the words **"add device"** are next to the pet profile's name, then you have not successfully linked them together.
    - Select “Add Device” and Scan or manually input the QR code from the back of the device to link together.
  - If a profile was created and linked to a device, there should be no warning or indication for a next step. You can simply start using the device.
    - To confirm which device is linked to this pet profile, information and IMEI code can be found in My Devices section.



Profile & device have been linked successfully.

Profile & device have not been linked.

# Troubleshooting

- **My device won't hold a charge.**

- Depending on how you use the device, some features may drain the battery faster than others. If you are using real time tracking often, this will drain the battery faster. To help save on battery you can turn on low power mode:

## Turn on Low Power Mode:

1. Opening the Paby APP
2. Selecting **My Profile**
3. Choosing **My Devices**
4. Selecting the correct device
5. select **Low Power Mode** and turn on

