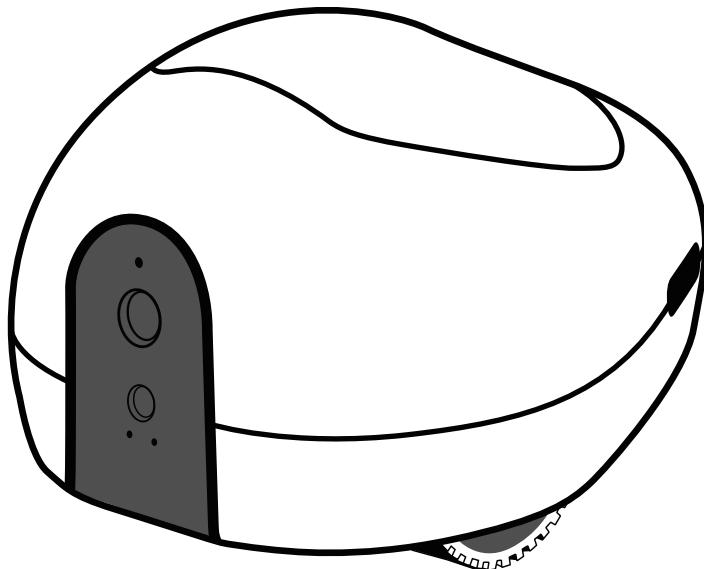


User Manual

With Treat Dispenser and Camera (Model: BQ75)

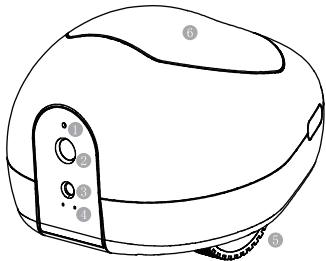


—Your Pet's Smart Companion—

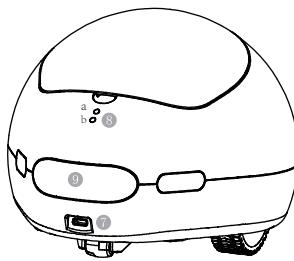
Device Overview

This user manual will guide you through setting and using your BQ75 pet companion robot. Please follow the steps carefully to ensure optimal performance and safety.

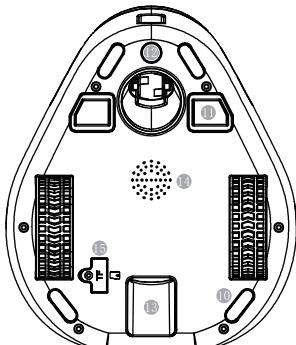
Pumpkii component name



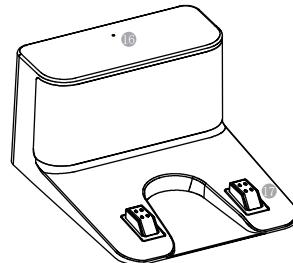
Front



Back



Bottom



Charging Dock

1. Cat Laser Pointer LED
2. 1080P HD Camera
3. Infrared Night Vision
4. Microphone (Two-way Audio)
5. Wheel Module
6. Snack Cover
7. Type-C Charging Port
8. Snack Dispenser
9. Treat Feeding Outlet (Dry food only)
10. Sensors X 4
11. Charging Contact Pad x 2
12. Power On/Off Button
Press and hold for 3s to turn on/off with audio prompts
Press and hold for 10s to restore factory settings following the audio prompts
13. Treat Feeding Outlet (Dry food only)

Pumpkii component name

8. Indicator Light

a: Blinking blue light: search for Wi-Fi signal;

Blue light on: device connected to router

b: Charging Indicator (Red: charging; Blue: full charged, Blinking red light: The battery level is lower than 20%)

9. Infrared Emission Window

14. Speaker

15. SD Card Slot

16. LED Charging Indicator Light

17. Charging Spring Pin x 2

Download and install the App

1. Install the App

Scan the QR code to download the 'PumPlus' app.



iOS users can find it on the App Store, Android users on Google Play or their device's app store.

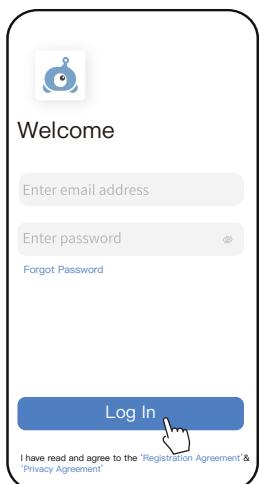
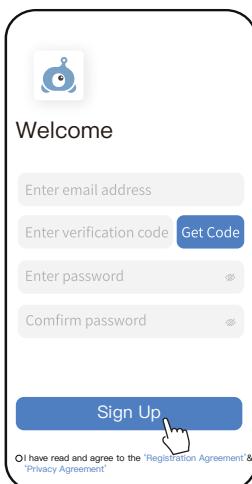
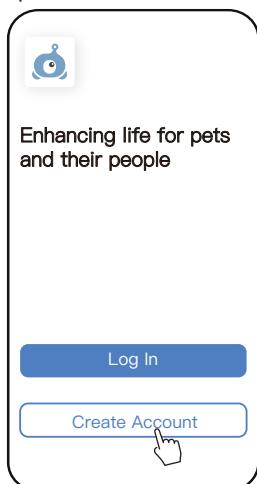
2. Sign In

Register with your email and log in. Grant required permissions (Camera, Microphone, Local Network and Location). Location permission is required only during the first Wi-Fi setup.

After that, you may disable the location permission for PumPlus to protect your privacy.

Please allow PumPlus to use wireless data over both WLAN and cellular networks.

Tap 'Add Device' and follow the on-screen instructions.



Device binding (supports both Bluetooth and QR code scanning)

3. Connect with Bluetooth

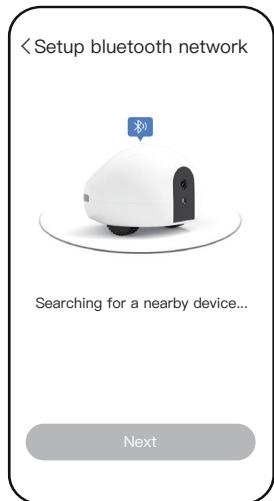
Note: When connecting device, ensure that your phone is connected to a 2.4GHz or 2.4GHz/5GHz Wi-Fi network. (See Q&A for more details)



Tap 'Add Device' to begin pairing



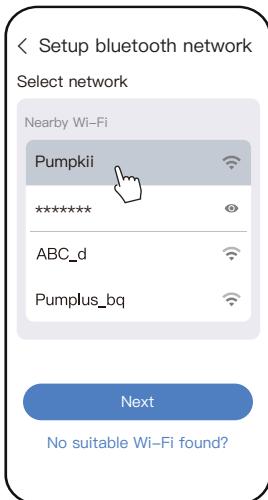
Press and hold the button for 3s to power on, then pair via PumPlus prompts



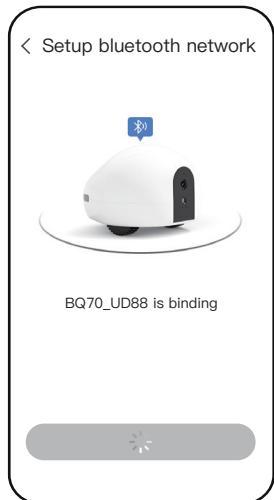
Connect via Bluetooth



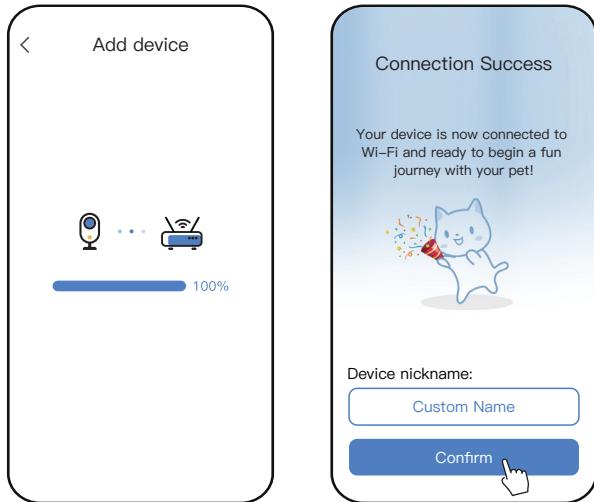
Find the device and tap connect



Select Wi-Fi and enter the password



Device binding (supports both Bluetooth and QR code scanning)



Connection successfully
Set a nickname for your
device and tap 'Confirm'

4. Common Situations & Explanations

①. Factory Reset May Requires Multiple Attempts

To reset the device, press and hold the power button for 10 seconds until you hear a 'beep-beep' sound. In some cases, it may take 2–3 tries to succeed. Please ensure you press continuously and firmly. If it doesn't work right away, wait 3 seconds and try again.

②. Frequent 'Back to the Charger' Prompt

After removing Pumpkii from the charging dock, the device might still say 'Back to the Charger.' This is caused by a delayed or residual software prompt and can be safely ignored. The robot will only return to charge when the battery drops below 50%. You can continue using it normally.

③. No 'Beep' Sound When Powering On/Off

Press and hold the power button for 3 seconds to turn the device on or off. Sometimes the sound feedback is delayed or silent, especially during the first use. As long as the screen or LED responds, the action was successful—even without the sound.

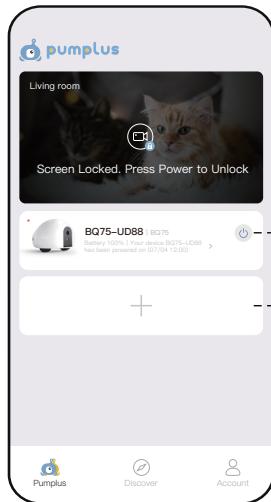
④. Treat Plate Needs Proper Placement

If the treat plate isn't aligned correctly in the slot, the dispenser may jam or stop rotating. Gently reposition and press the plate down firmly. Once in place, the treat rotation should work smoothly.

Interface Introduction

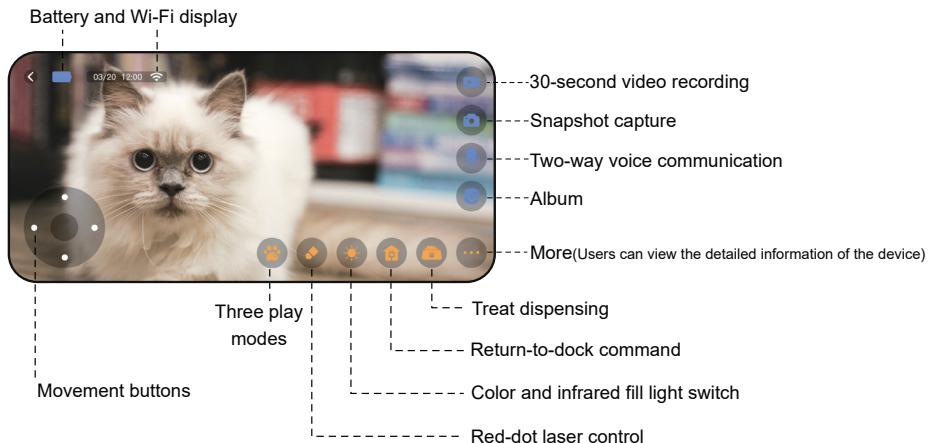
5. Interface Overview

The PumpPlus app provides an intuitive control panel to interact with your BQ75 device. Key interface features include:



The connecting switch

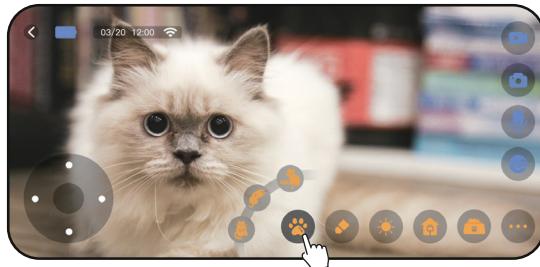
Multiple devices can be added



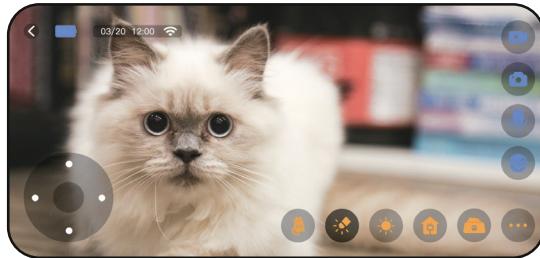
Interface Introduction

6. Pet Play Modes

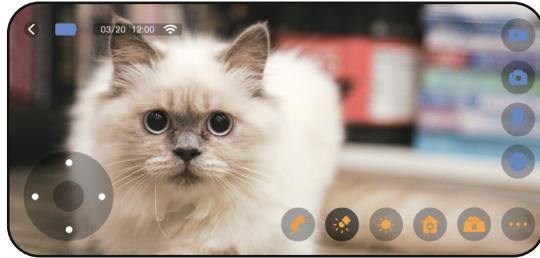
PumPuls offers three interactive play modes to engage your pet:



Mode 1: Red dot laser auto-movement for 1–2 minutes.



Mode 2: Random path movement with red dot laser activation.



Mode 3: Includes a reward function—after interaction, the robot dispenses a treat.



Interface Introduction

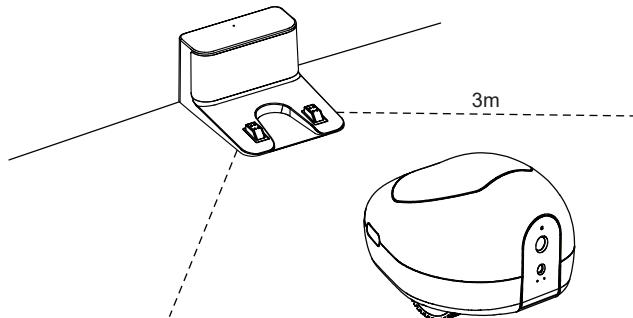
Tip: Use the device in a clear, 2-meter open space to minimize obstacles and ensure smooth interaction.

7. Automatic Charging

Set the charging dock close to a wall. When Pumpkii is within 3 meters, just tap 'Auto-Charge' in the app — it will find its way home and begin charging.

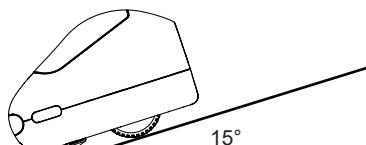
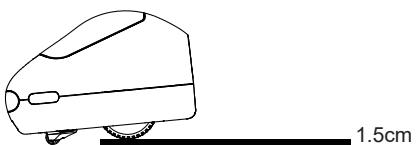
Helpful Tips:

- ①. Pumpkii will try to detect the dock for a few seconds.
- ②. If not found, gently guide it closer as the app suggests.
- ③. It recharges automatically at 50% and 20% battery levels.
- ④. Avoid placing other infrared devices near the dock to keep the signal clear.



8. Mobility & Navigation

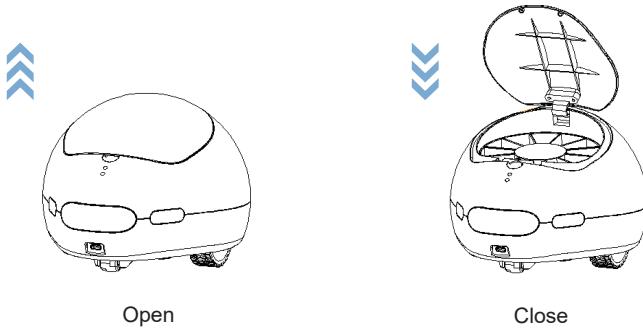
The BQ75 effortlessly climbs rugs up to 1.5 cm thick and navigates slopes up to 15°, thanks to its high-torque brushless motors, ensuring smooth movement in typical home environments.



Interface Introduction

9. Load Treats

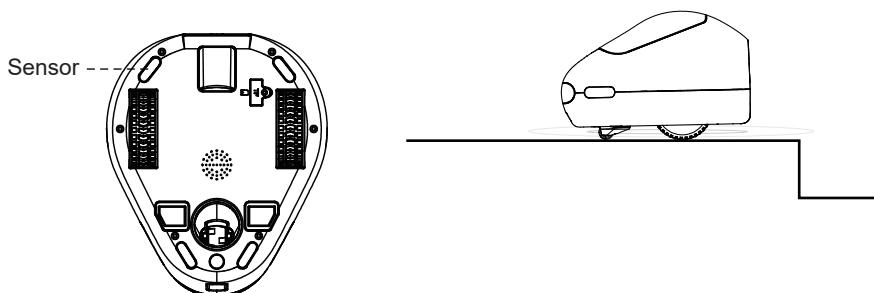
Use dry treats sized between 0.2 x 0.2 inches and 0.6 x 0.6 inches. Do not use wet food. The treat compartment is made of food-grade ABS, ensuring it is safe for pets.



10. Drop Protection Feature

The Pumpkii robot is equipped with four drop sensors to detect edges or stairs higher than 2 inches, automatically halting its movement. On reflective or metallic surfaces, the robot may pause or misjudge its surroundings. By default, the drop protection feature is disabled, but you can enable or disable it via the app.

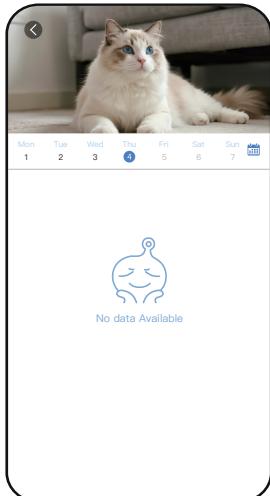
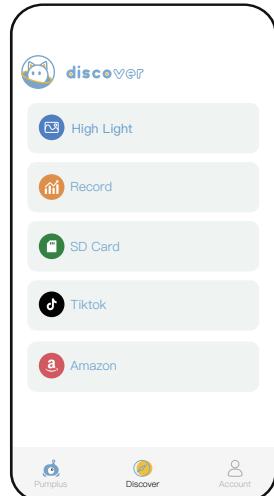
Note: In certain lighting conditions (e.g., shiny tiles or bright floors), enabling drop protection may cause errors in movement detection. In such cases, it is recommended to disable the feature. However, when navigating stairs or uneven surfaces, drop protection should be enabled to prevent accidents.



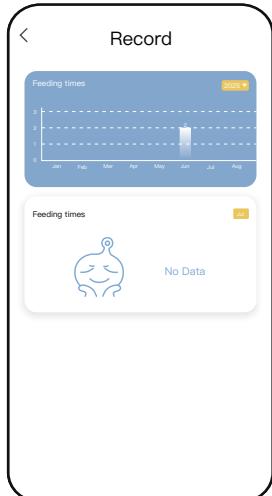
Interface Introduction

11. Discover & Record Features

Users can view and download captured videos and photos, feed treats, and keep track of records.



High Light



Record



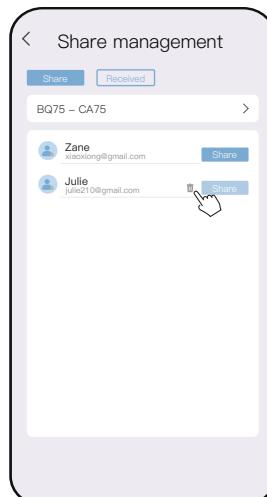
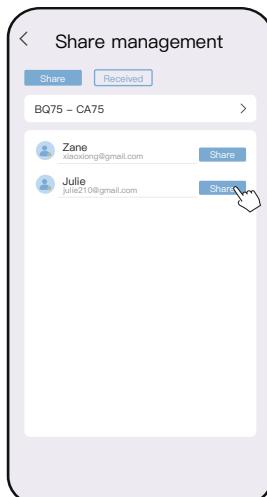
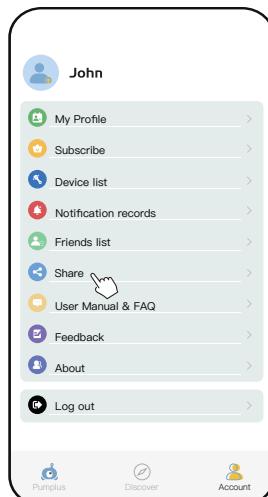
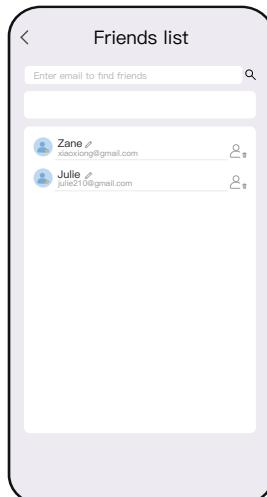
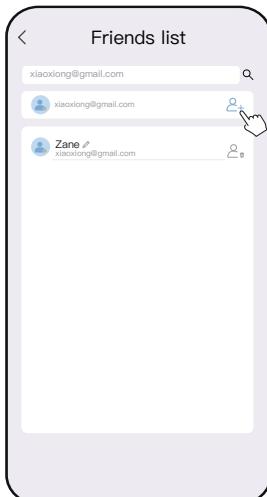
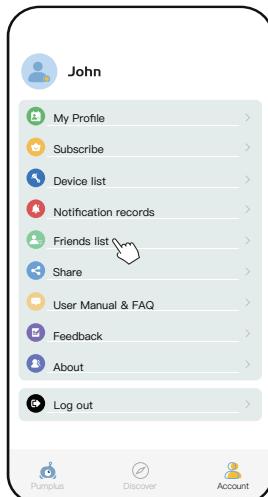
SD Card

Interface Introduction

12. Add Friends and share

How to Add a Friend and Share Control Permissions

- ① Go to your Account page and tap on Friends list.
- ② Search for your friend by their registered email address. (Note: Ensure your friend has downloaded and registered with PumPlus.)
- ③ After adding them, tap Share to grant control permissions.
- ④ Confirm that sharing was successful on both ends.



Interface Introduction

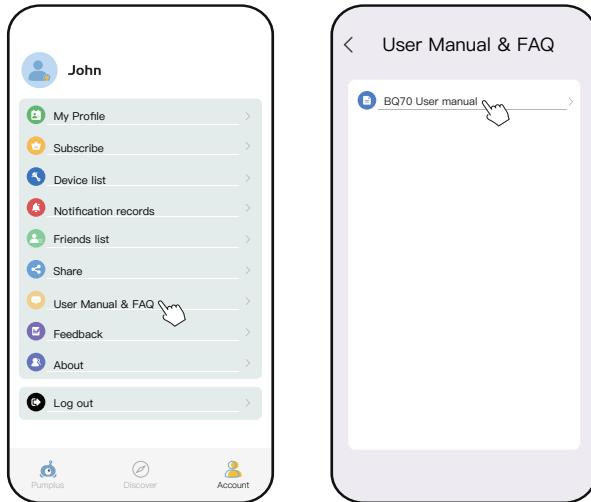
If the sharing was successful. You can delete the sharing when you do not want to share.

13. User Manual & FAQs

Access help and support anytime

Visit the 'User Manual & FAQs' section in your account for detailed guides, Q&A, and product support.

For additional assistance, you can also visit www.pumpkii.com.

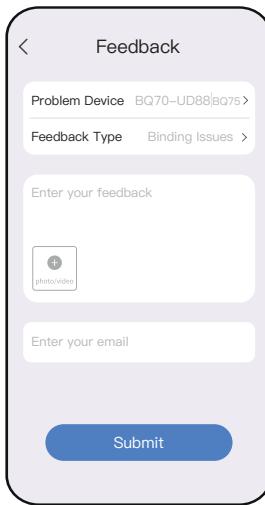
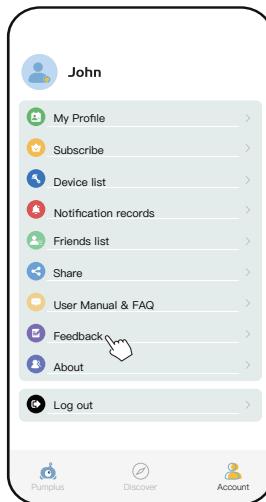


14. Feedback & Support

Have a problem or suggestion?

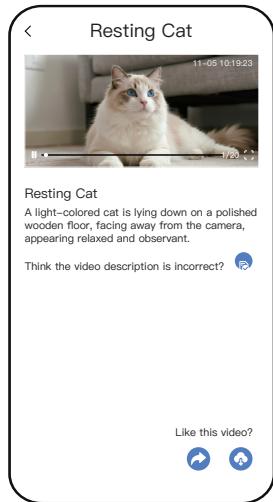
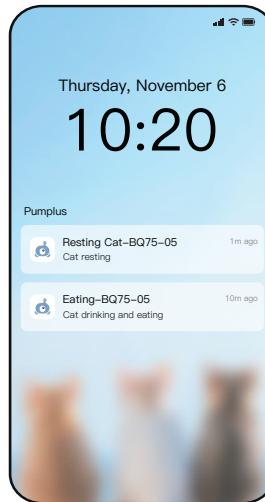
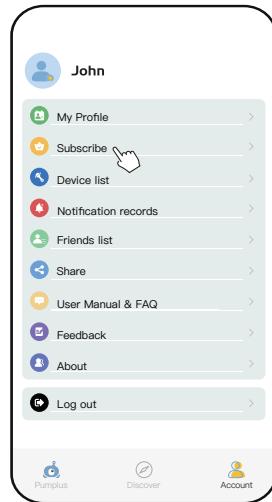
- ① Go to 'Feedback' in the app.
- ② Select a category and the affected device.
- ③ Enter your email and feedback details.
- ④ Upload screenshots or videos if necessary.

Interface Introduction



15. Subscribe and Never Miss a Moment

With a subscription, Pumpkii will automatically capture your pet's cutest moments and send them directly to you. Each video is paired with an AI-generated description, so you can enjoy and share your pet's adorable behavior anytime, anywhere. Stay connected with your pet even when you're away!

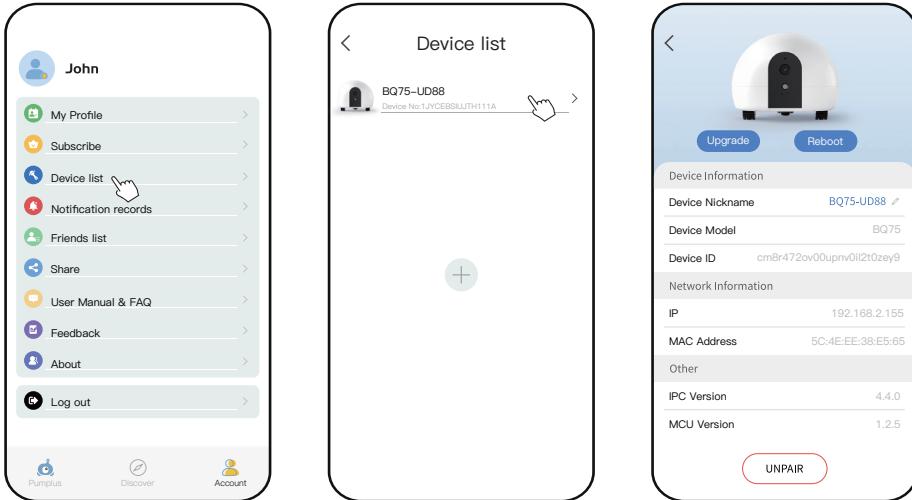


Interface Introduction

16. Firmware Upgrade & Device Info

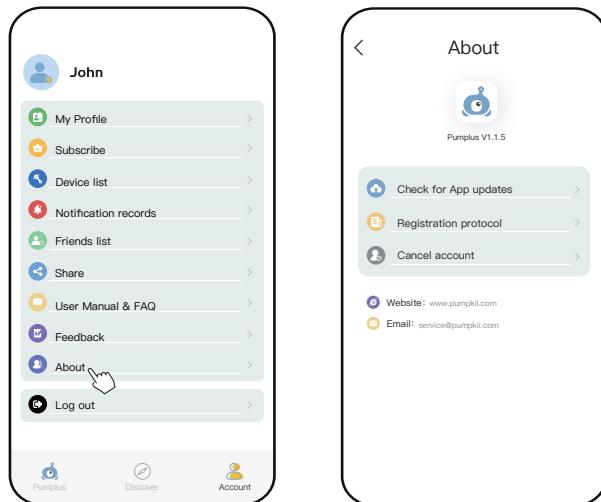
1. Go to 'Account' → 'Device List'.
2. Tap 'Upgrade' to check firmware updates.

If the button is blue, firmware updates are available.



17. App Info & Updates

- ① Check app version & upgrade availability
- ② Access Terms of Use & Privacy Policy
- ③ Contact us at service@pumpkii.com or visit www.pumpkii.com

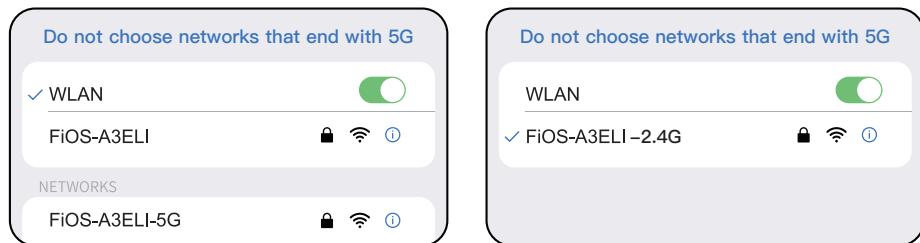


Q&A

2.4G Wi-Fi Compatibility:

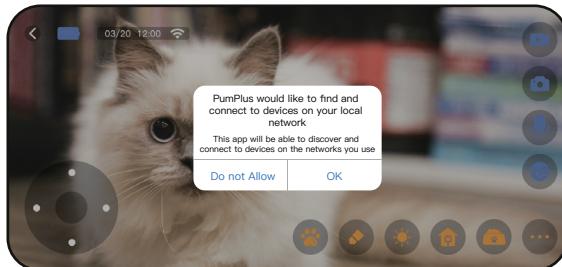
Pumpkii only works with 2.4GHz Wi-Fi. If you're using a mesh router, it will automatically connect to the 2.4GHz network. There's no need to separate the 2.4G and 5G networks—just make sure your router supports 2.4GHz.

Note: 5GHz-only networks are not supported. Please use a 2.4GHz or dual-band network for the best connection.



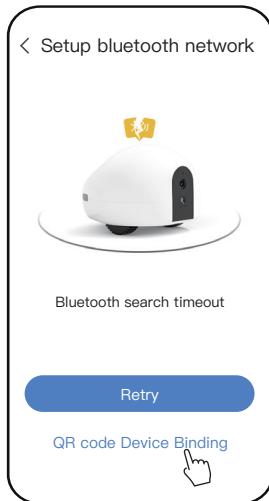
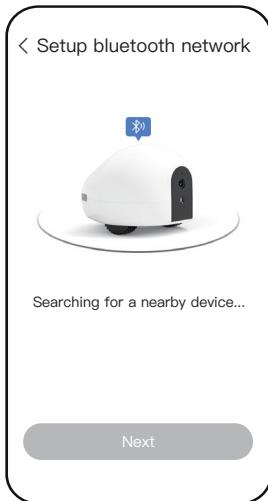
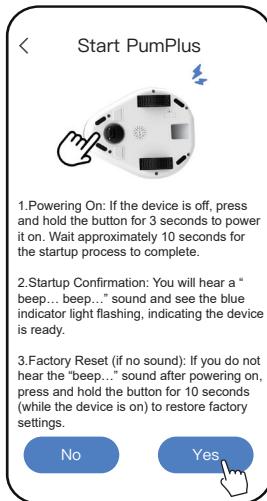
Device Access:

Grant the device access to your Local Network, Camera, and other required features. Ensure Wireless Data is enabled for both Wi-Fi and Cellular Data connections.



Q&A

Connect device with QR code (Bluetooth pairing failure)



Scan the QR Code

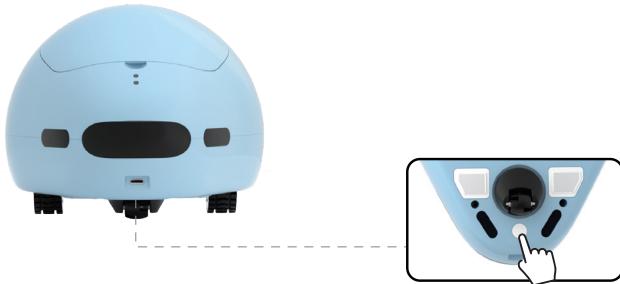
Hold the QR code about 6 inches from the device's camera. Wait for the beep after a successful scan, then tap 'Next'.

Q&A

Troubleshooting/FAQs & Feedback

If you don't hear the 'beep-beep' sound and the device doesn't announce 'reset to factory settings' after holding the power button for 10 seconds, the reset was not successful.

- ① Restart the device and try the reset process again.
- ② If it still doesn't work, wait for 3 seconds, then press and hold the power button for another 10 seconds.
- ③ Repeat the process until the reset is successful.



If the problem persists, please submit feedback through the app or visit www.pumpkii.com. Our support team will assist you shortly.

 Start PumPlus

1. Powering On: If the device is off, press and hold the button for 3 seconds to power it on. Wait approximately 10 seconds for the startup process to complete.

2. Startup Confirmation: You will hear a "beep... beep..." sound and see the blue indicator light flashing, indicating the device is ready.

3. Factory Reset (if no sound): If you do not hear the "beep..." sound after powering on, press and hold the button for 10 seconds (while the device is on) to restore factory settings.

 No  Yes

 Start PumPlus

1. In the power-on state, hold the button for 10s to restore factory settings

2. You will hear 'beep... beep...' and see the blue light flash.

 No  Yes

 Feedback

Problem Device BQ70-UD88|BQ75 >

Feedback Type Binding Issues >

Enter your feedback



Enter your email

Submit

Q&A

Q: The robot keeps saying 'Back to the Charger' even after being removed from the dock. What should I do?

A: This is caused by a brief software delay or leftover signal. It does not affect usage and can be safely ignored. The robot only returns to charge automatically when the battery drops below 50%. Feel free to continue using it as normal.

Q: No 'beep' sound when powering on/off?

A: To turn the device on or off, press and hold the Power button for 3 seconds. Sometimes, the 'beep' sound may be delayed or absent, especially during first-time use. As long as the screen or indicator light responds, the operation was successful — the beep is not required for confirmation.

Q: Feeding tray not rotating properly?

A: If the tray fails to rotate, it may not be fully seated. Before use, remove and gently press the tray back into place, ensuring it clicks securely onto the shaft. Afterward, test it by sending a feeding command from the app—if it rotates one section smoothly, the issue is resolved. You can repeat this check as needed.



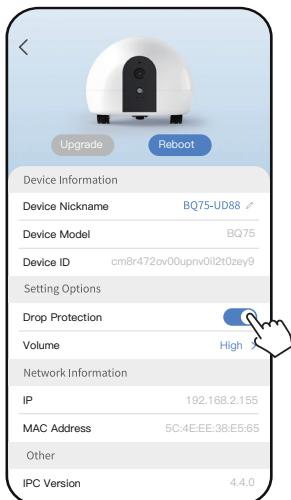
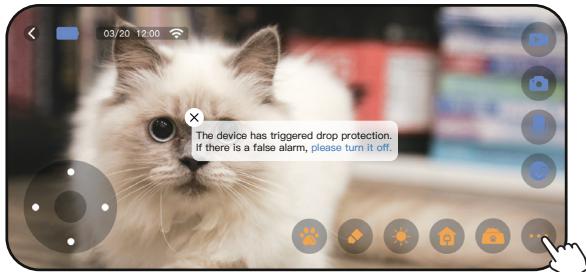
Q&A

Q: How do I enable or disable Anti-Drop Protection?

A: To adjust the drop detection feature:

- ① Open the Pumpkii app and go to your device settings.
- ② Tap 'More', then toggle 'Drop Protection' on or off.

Note: Disabling this feature may increase the risk of falling in elevated or unstable environments (e.g., tabletops, stairs, uneven floors). Use caution when turning it off.



We're an innovative team constantly working to improve. Your patience and feedback mean the world to us. Please reach out via the app or www.pumpkii.com—we're here to help!