

Spotlight | Discover our Products | Aug. 30, 2021

Catit PIXI App & Wi-Fi Quick Start Guide

Just finished unboxing your new Catit PIXI Smart device and eager to start using it with your PIXI app? Keep on reading to find out how to easily connect the app and the device to your home's Wi-Fi network.



For information on *all other help and advice topics*, please select your product:

[Catit PIXI Smart Fountain](#) – [Catit PIXI Smart Feeder](#) – [Catit PIXI Smart 6-Meal Feeder](#) – [Catit PIXI Smart Mouse Camera](#)

Preparations



Before proceeding, please set up your Catit PIXI Smart device for use (as described on the [Help & Advice page](#)).

Connect your device to your Wi-Fi and the Catit PIXI app:

Continue reading or click one of the links below to jump to a specific step.

[1. Download app](#)

[2. Create account](#)

[3. Add device\(s\)](#)

[4. Connect to Wi-Fi](#)

[5. Name device](#)

[6. Share device](#)

[7. Manage shared devices](#)

[8. Delete device](#)

[9. Update firmware](#)

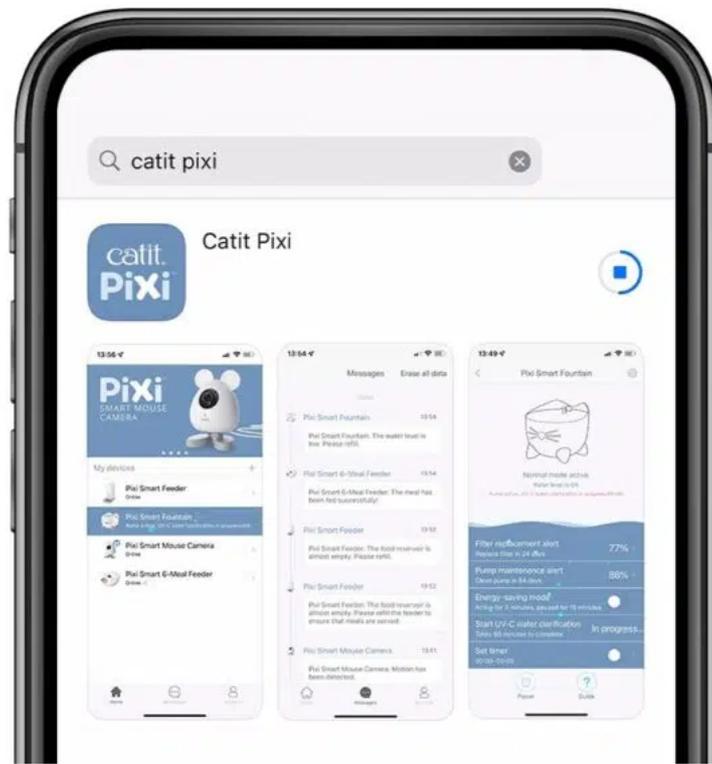
[10. Trouble sharing device](#)

1. Download the app

First, download the Catit PIXI app from the [App Store](#) or [Google Play](#).

Note: for iPhone, iOS 9.0 or later is required to run the Catit PIXI app. For Android, version 5.0 or later is required.





As you open the app, you are greeted by our office cat Pixi. You will see some introduction pages, which you can swipe through. Images and wordings might differ slightly from the ones used here.



PIXI SMART MOUSE CAMERA

Enables you to easily check in on your cat, and even talk and listen to them when you're away from home

SWIPE



PIXI LINE

Fun fact: the Catit product designers modelled all these products after me! The items are practical, elegant and cute, but not nearly as cute as I am.

SWIPE

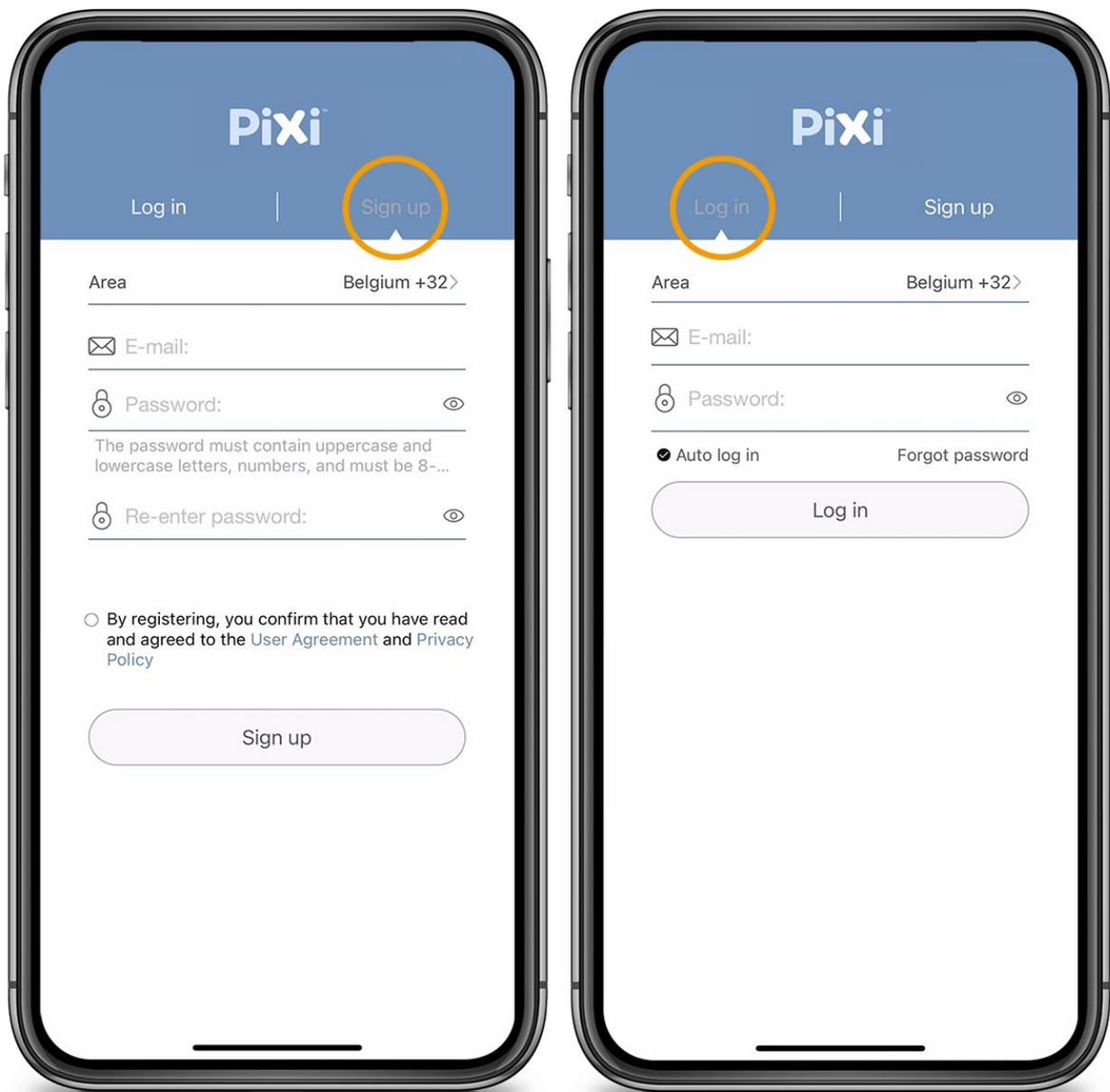




2. Create your account

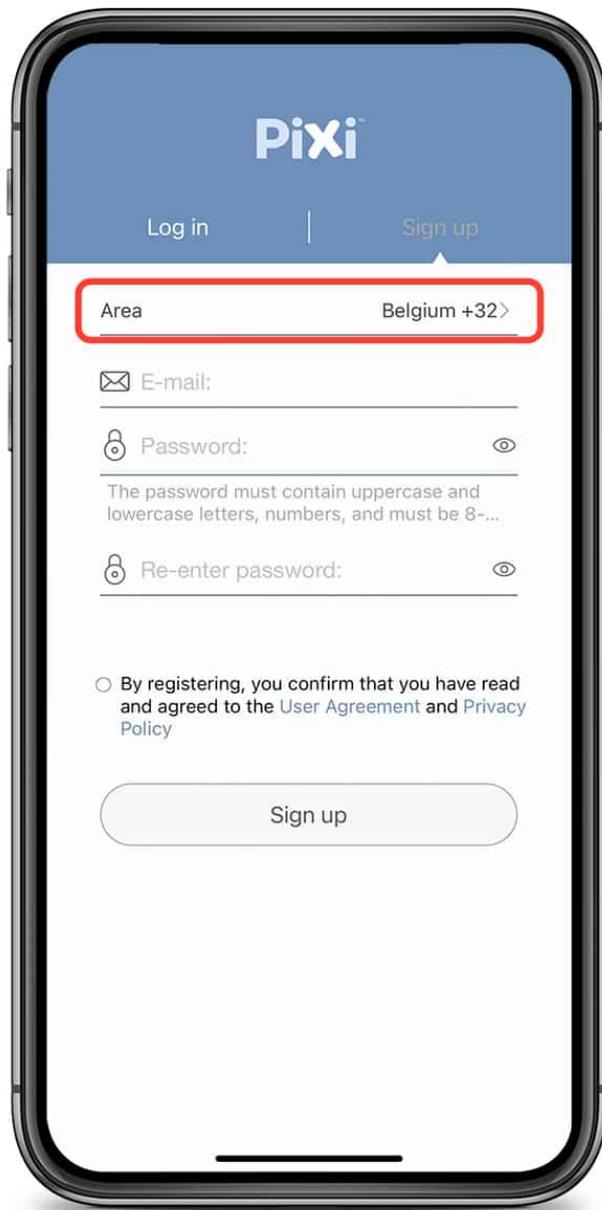
Select '*Sign up*' to create an account, or tap '*Log in*' to enter your existing one.





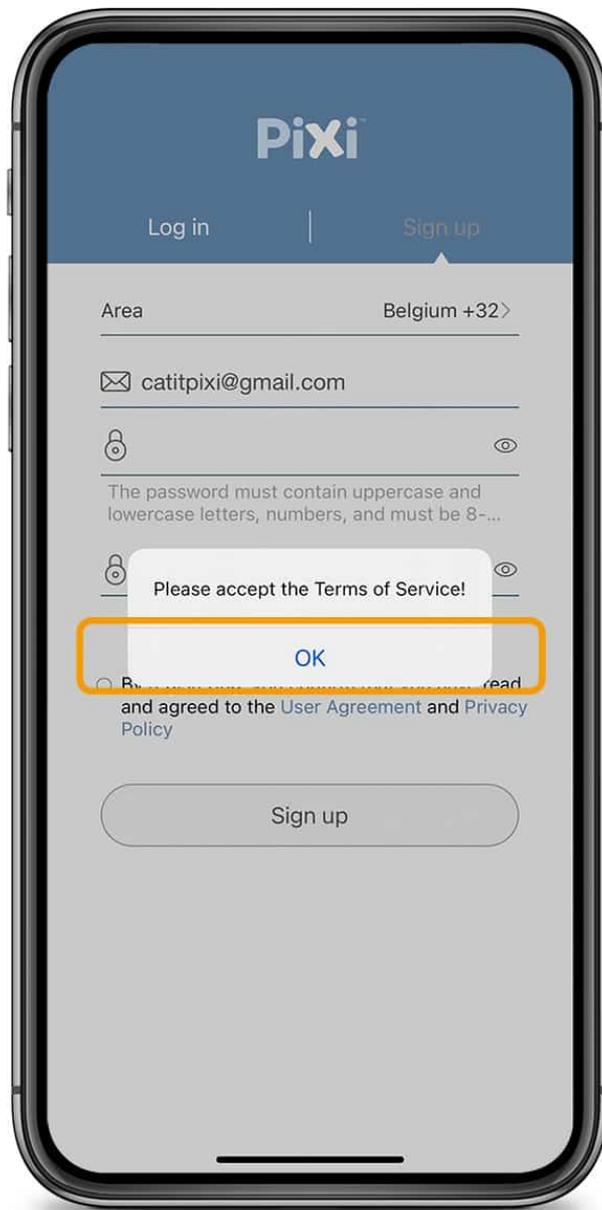
Important: Please make sure to select the correct area, as this setting cannot be changed without having to delete your account. Later on, you will only be able to share your Catit PIXl Smart device with someone whose account is set to the same area as you (America, Europe, China or India).





When creating an account, don't forget to *accept the terms of service*.





3. Add your device(s)

To add your PIXI Smart device, tap the '+' *button*.

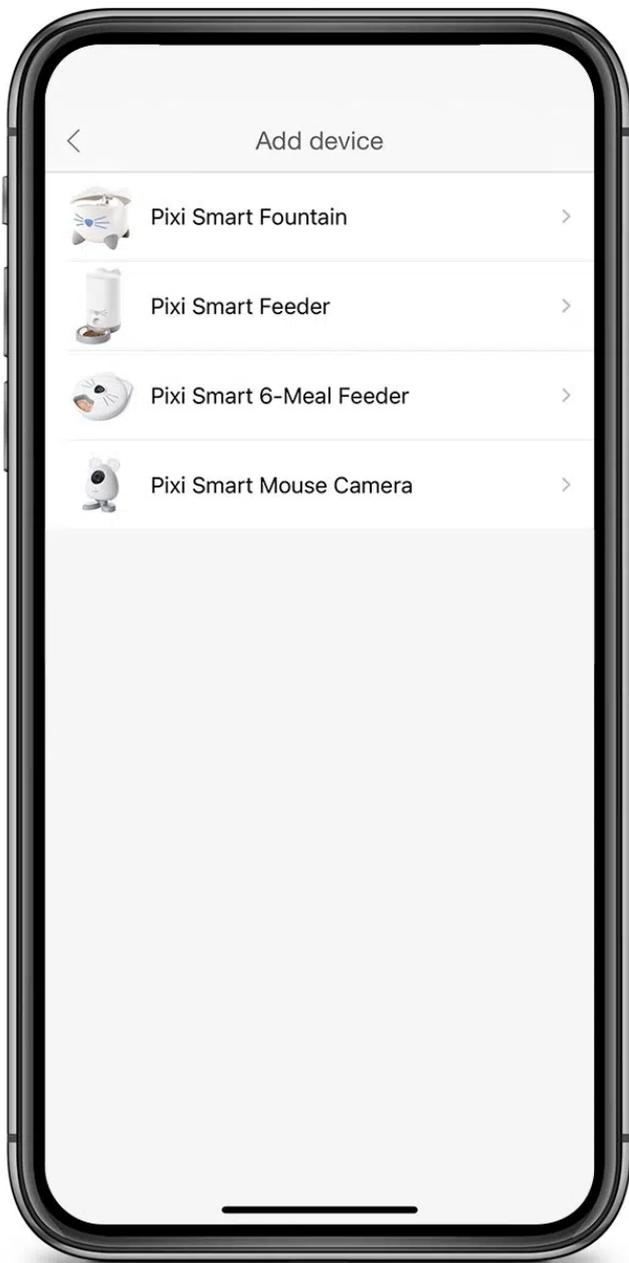
Note: For a smooth connection, we recommend placing your Catit PIXI Smart device right next to the wireless router as you add it to the app. *Make sure the device is plugged in.* You can of course choose to relocate your Catit PIXI Smart device after you've established the connection.





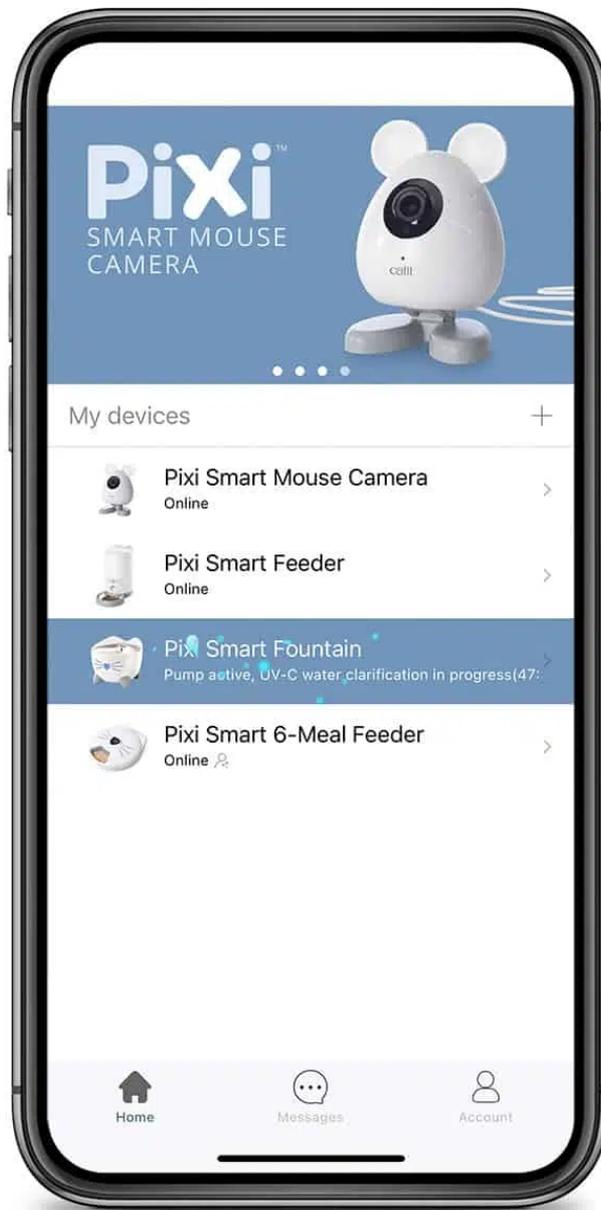
Select the device you want to add.





You can connect multiple devices to the PIXI app. The Catit PIXI Smart Fountain, Smart Feeder, Smart 6-meal Feeder, and Smart Mouse Camera all use the same app. After you've added a device, it will show up in the device overview. **Tip:** Easily keep track of all your Catit PIXI Smart items by giving each device a unique name.



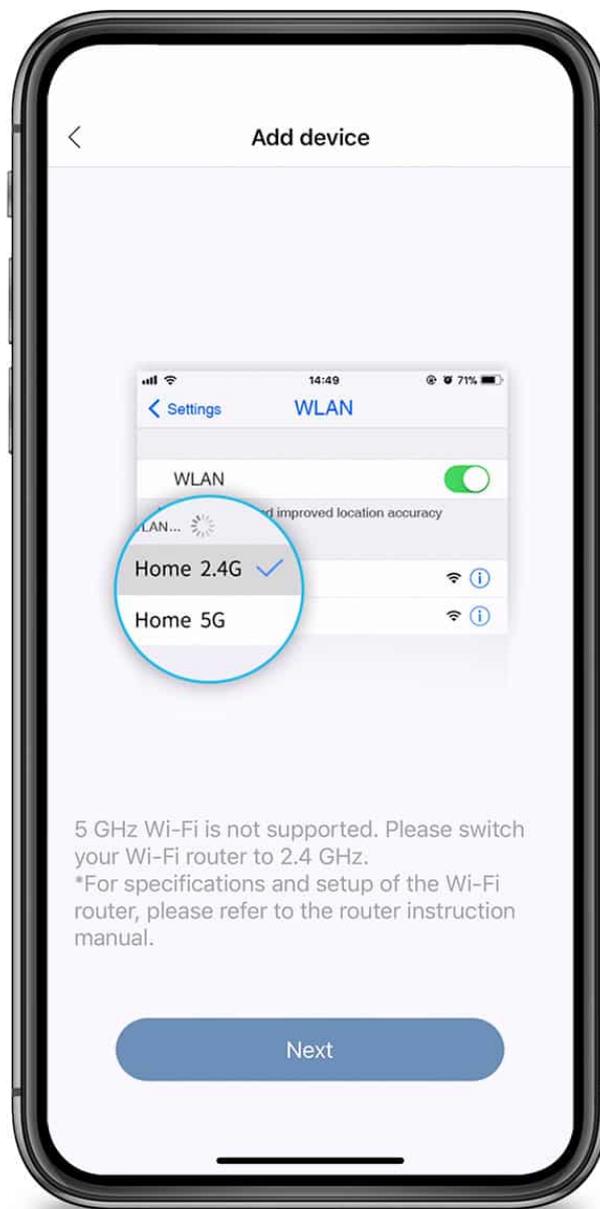


4. Connect to Wi-Fi

At this point, the app will ask to connect to your Wi-Fi network.

The Wi-Fi signal needs to be 2.4 GHz. With most routers, this automatically is the case, but in case your router is different, please see our [**tips on how to connect to your wireless router.**](#)





To connect over Wi-Fi, your Catit PIXI Smart device should be plugged in. Please check if the white (or blue) LED light on your Catit PIXI Smart product is blinking rapidly (3 times per second). IMPORTANT: On the Smart Mouse Camera, the LED should be blinking slowly instead.

On the Catit PIXI Smart 6-meal Feeder, the Wi-Fi icon in the top right corner of the LCD screen should be blinking.

TIP: You can also connect your Catit PIXI Smart 6-meal Feeder to Wi-Fi by enabling Bluetooth on your smartphone.





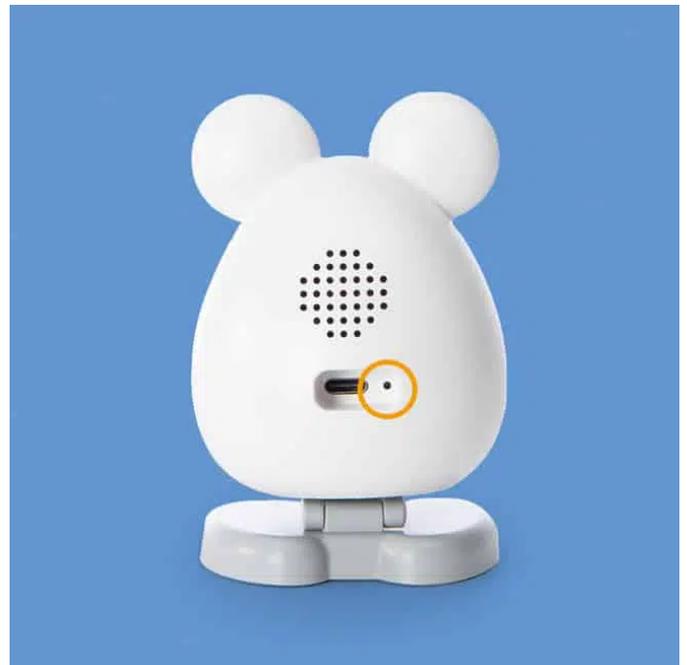
Catit PIXI Smart Fountain – back



Catit PIXI Smart Feeder – front



Catit PIXI Smart 6-meal Feeder – LCD screen

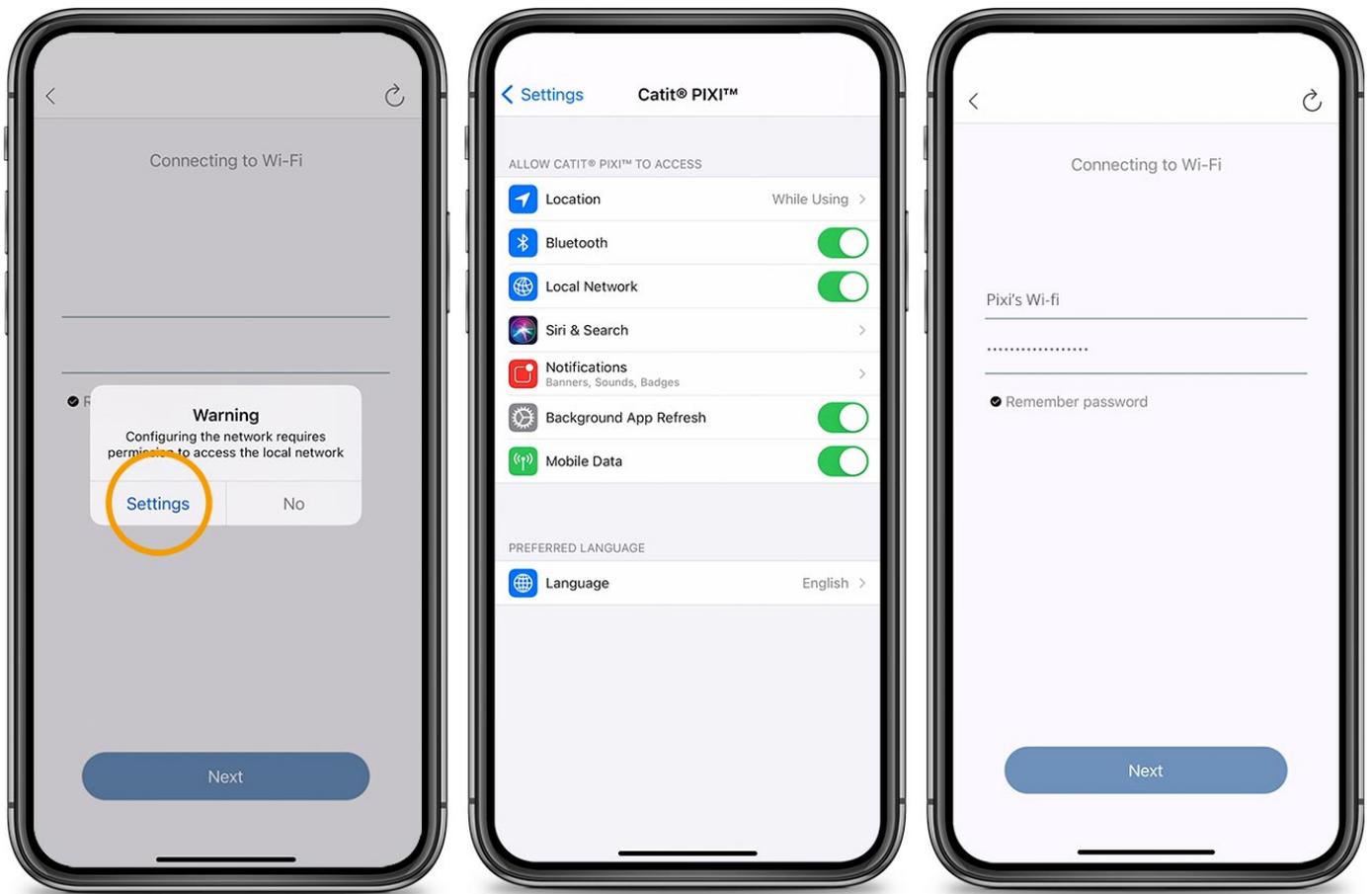


Catit PIXI Smart Mouse Camera – back (blue LED light)

If the light or Wi-Fi icon isn't blinking rapidly, please follow the *reset instructions in the app*, or see our [**complete guide on how to switch between Catit PIXI Wi-Fi modes**](#).

Once the light or Wi-Fi icon is blinking rapidly, you need to grant the app permission to access the local network. To do so, go to your *phone settings*, select the Catit PIXI app in the app list, and make sure the *local network* slider is switched on. Then, return to the Catit PIXI app.

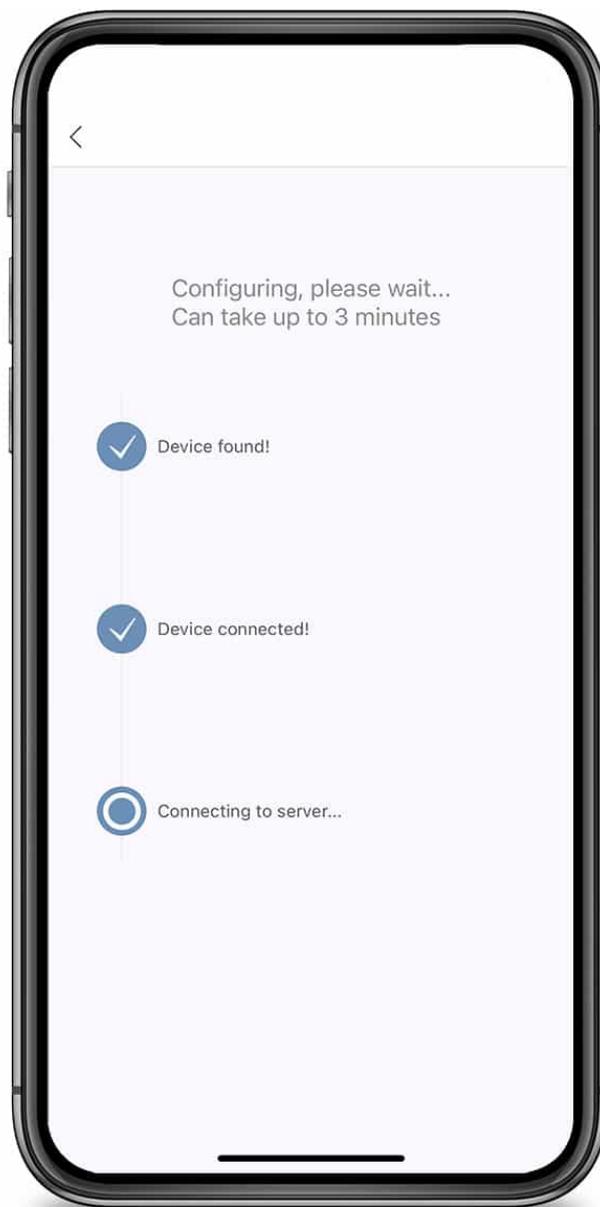




Please wait for the app to finish connecting to your Catit PIXI Smart device. *This can take up to 3 minutes.*

Note: As you start the connection process, the LED light will go out.





If the connection was successful, you'll notice the Wi-Fi LED light on your Catit PIXI Smart Device is now burning steadily without blinking.

Did not manage to establish a connection?

Check these useful pages:

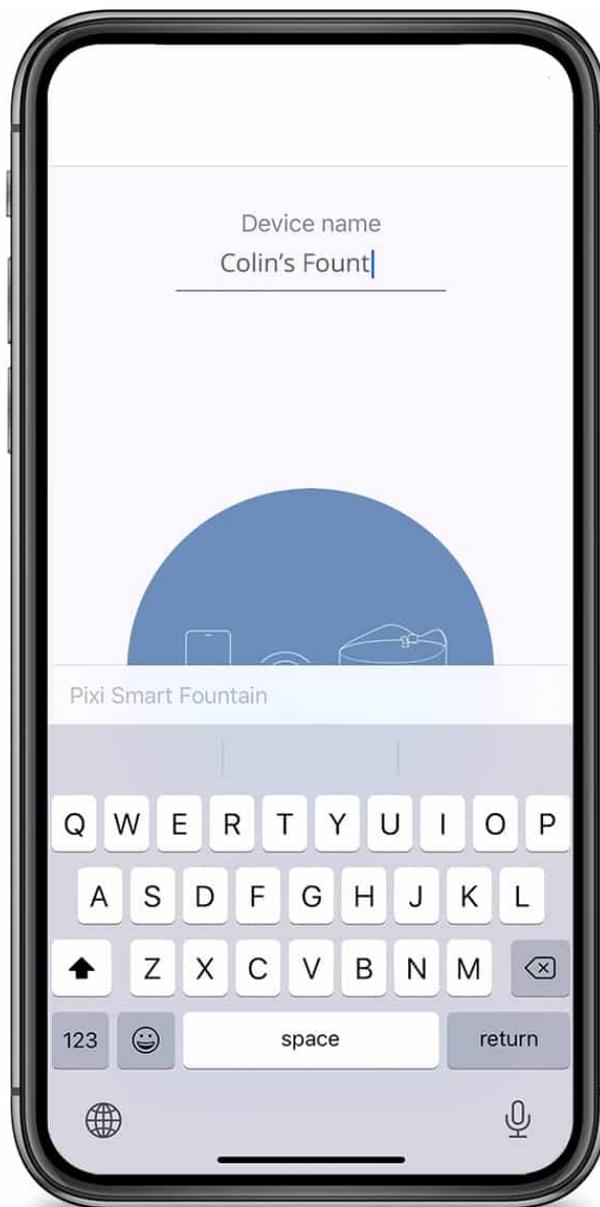
- [How to switch Catit PIXI Wi-Fi modes](#)
- [Tips on connecting to your router](#)

5. Name your device



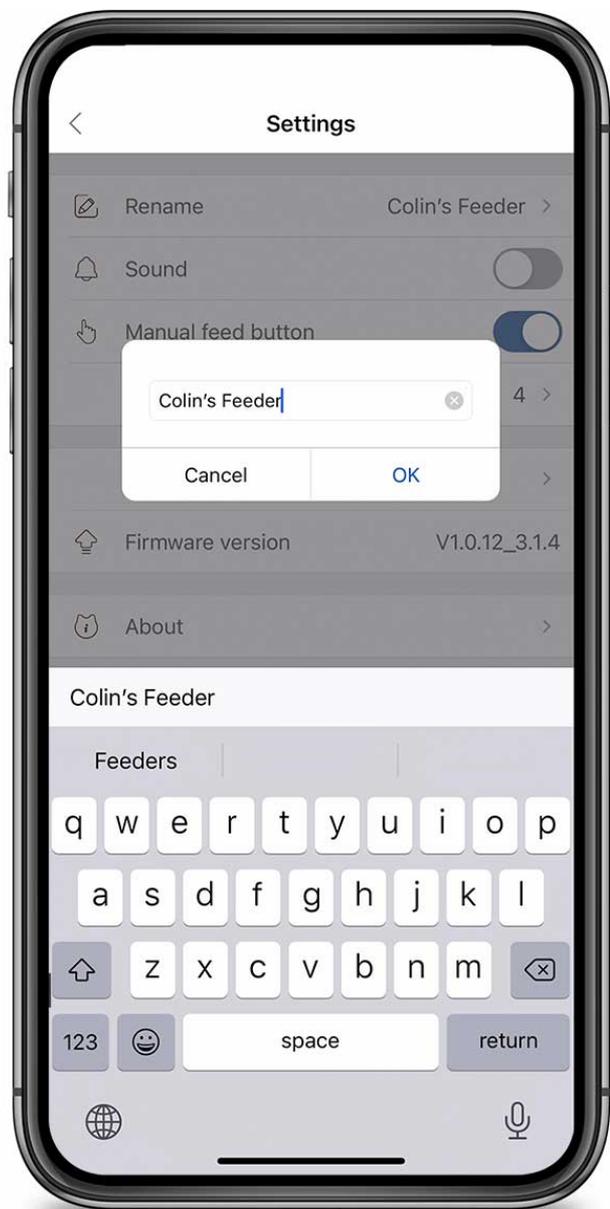
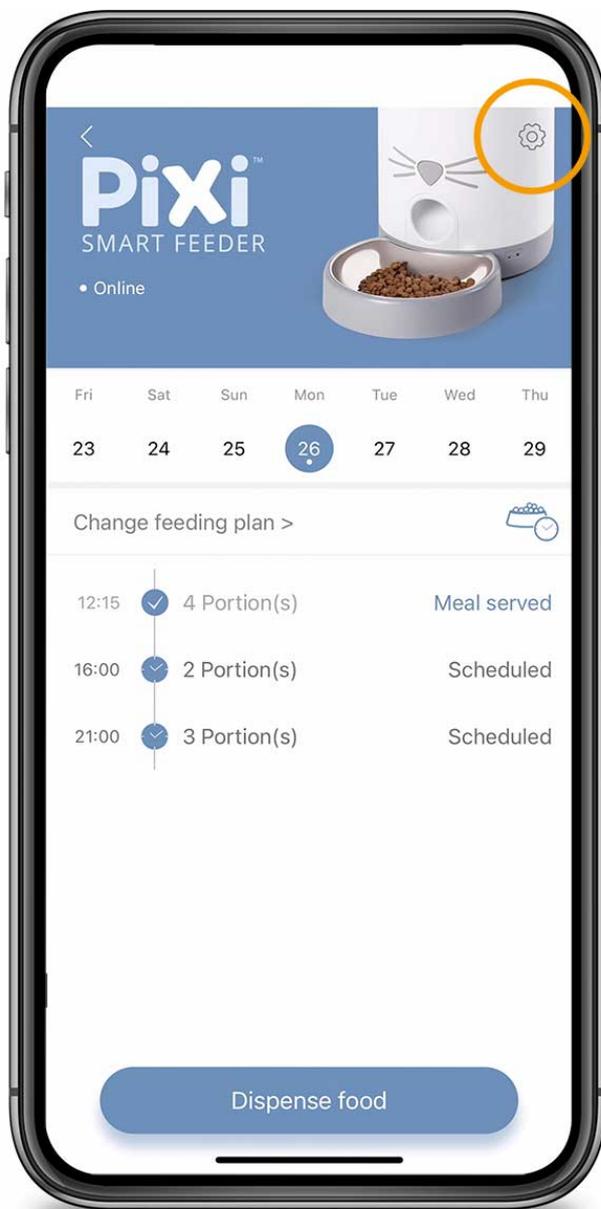
You can choose to name your Catit PIXI Smart device.

Tip: Use a unique name for each device when adding multiple products.



To rename your device, go to '**Settings**' and tap '**Rename**' at the top of the menu. This will allow you to put in a new name for your Catit PIXI Smart device.



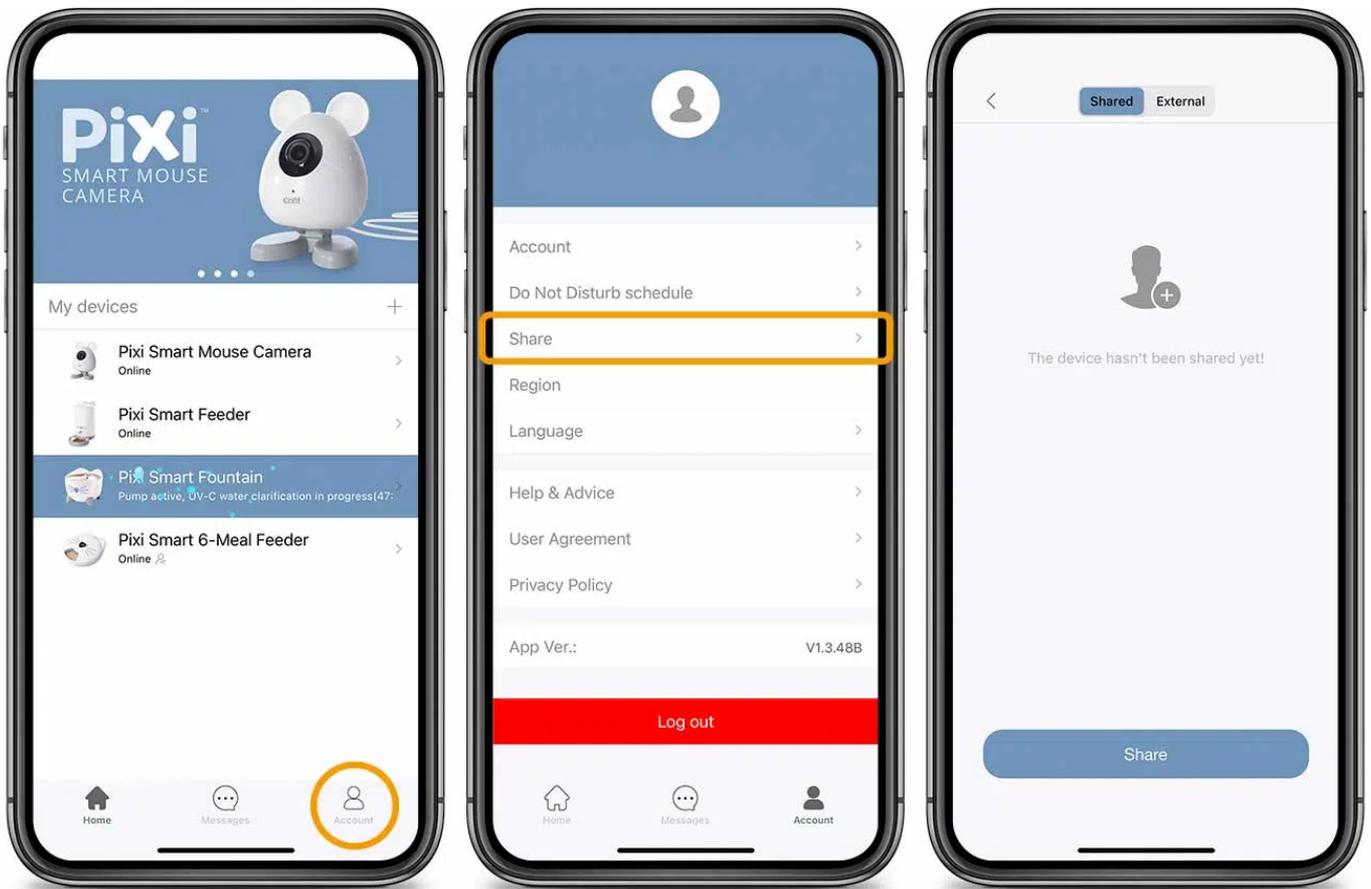


6. Share your device

It's possible to *share control of your Catit PIXI Smart device with your friends or family*, so that they can help care for your cat. Sharing means they will be given the same access to your device's features as you have.

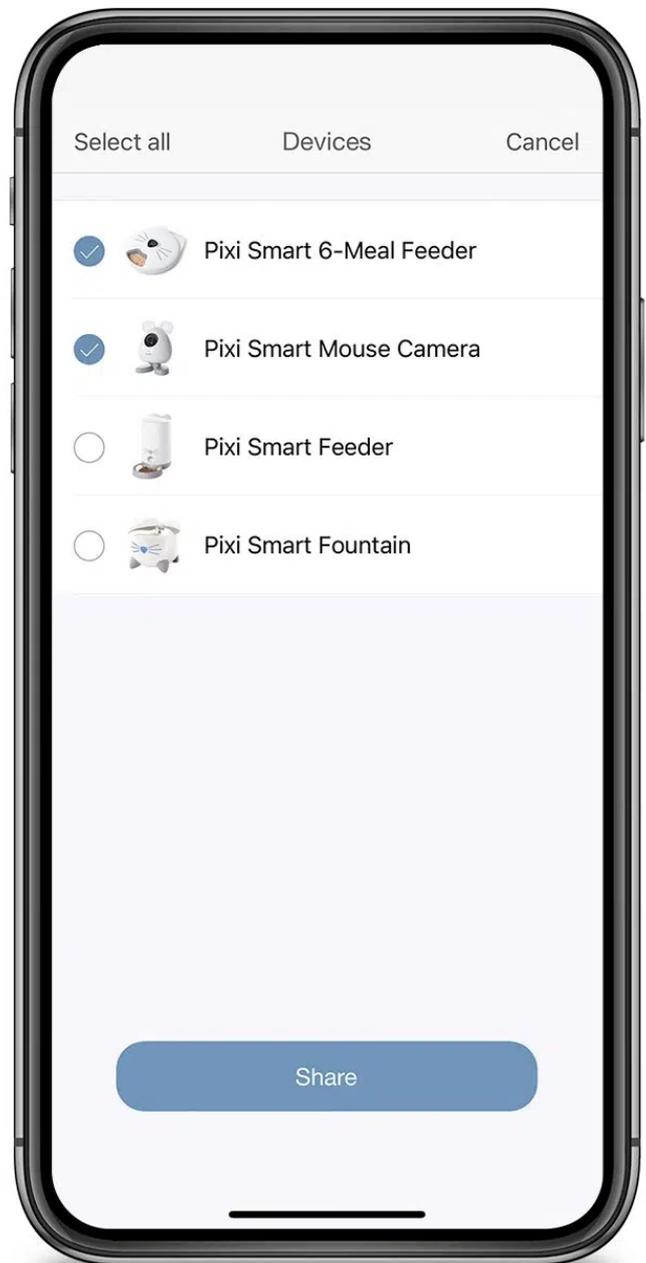
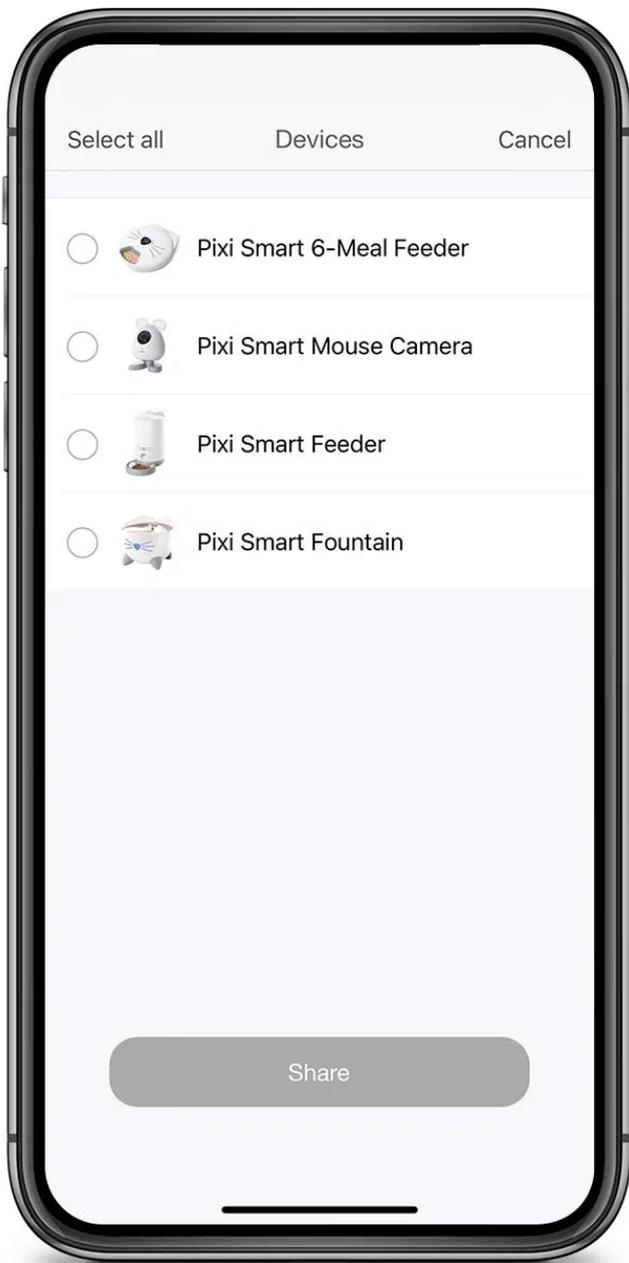
To start sharing, go to '**Account**' and select '**Share**'.





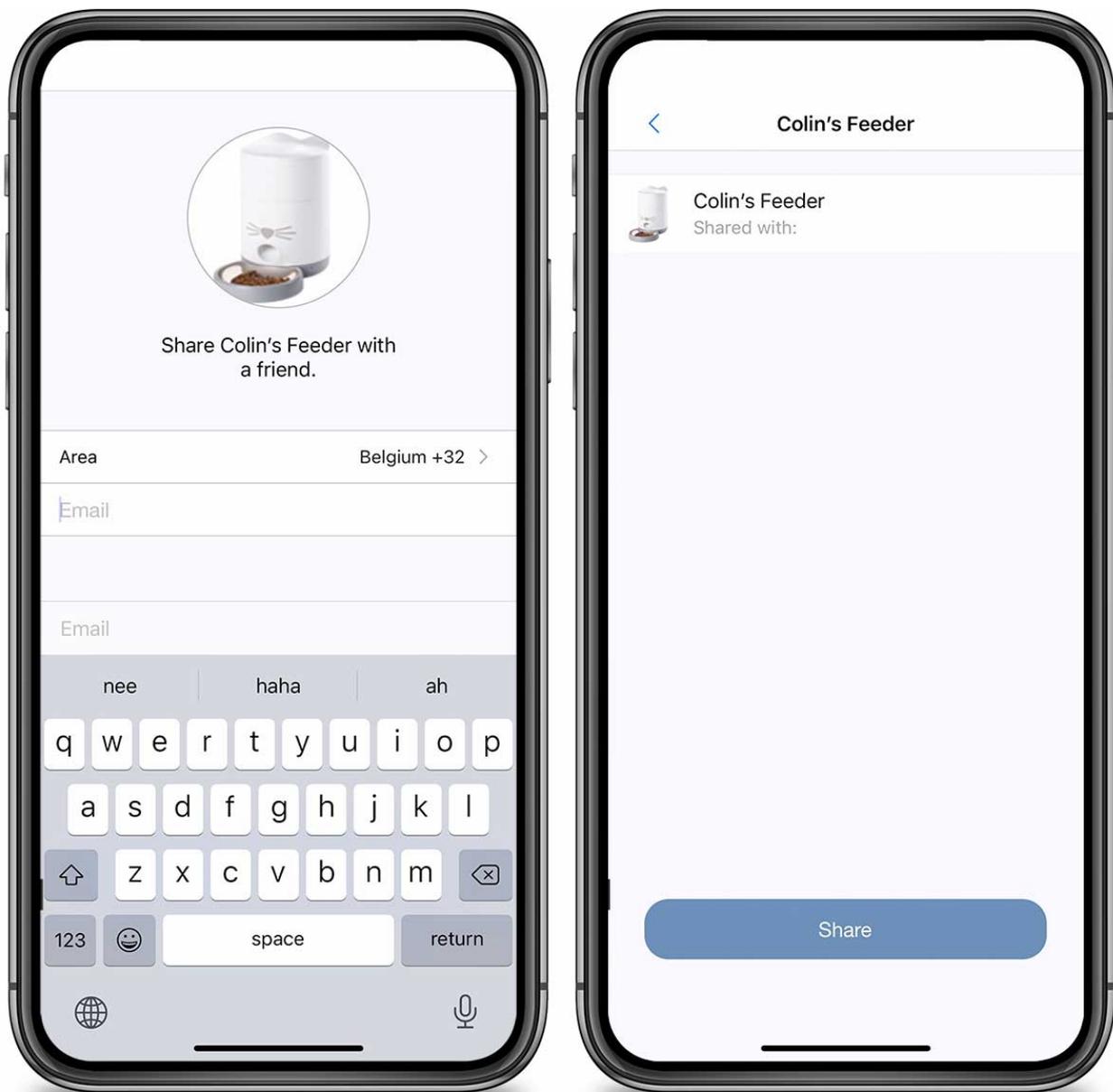
Select the device and tap *'Share'*.





Ensure that whomever you are sharing the device with has already created an *account on the PIXI app*. Put in the *email address that your friend's account is linked to* and press 'Share'. Your PIXI Smart device will now appear in your friend's app.

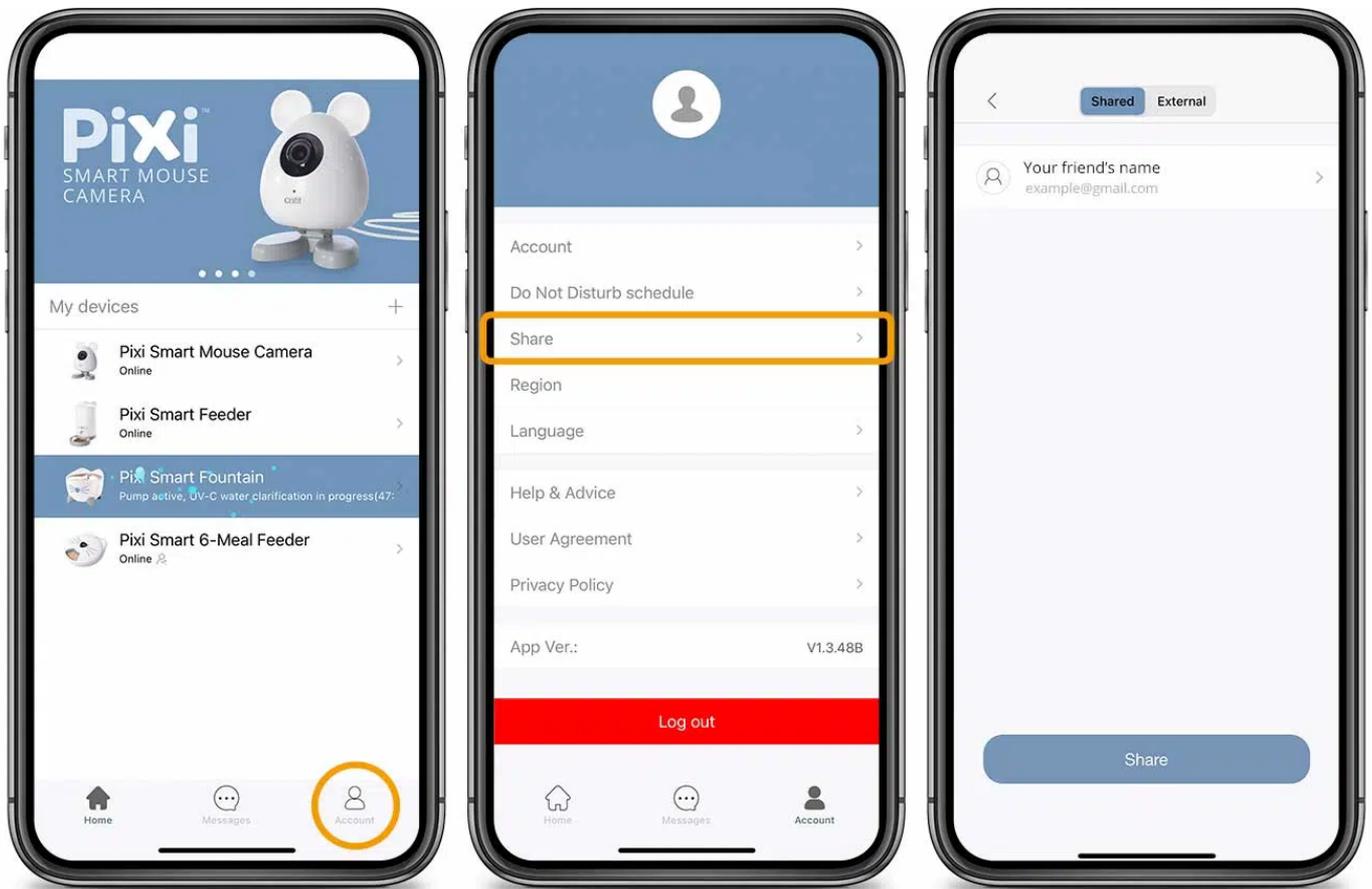




7. Manage your shared devices

For an *overview* of the people you are sharing Catit PIXI Smart devices with, go to '*Account*' and tap '*Share*'.

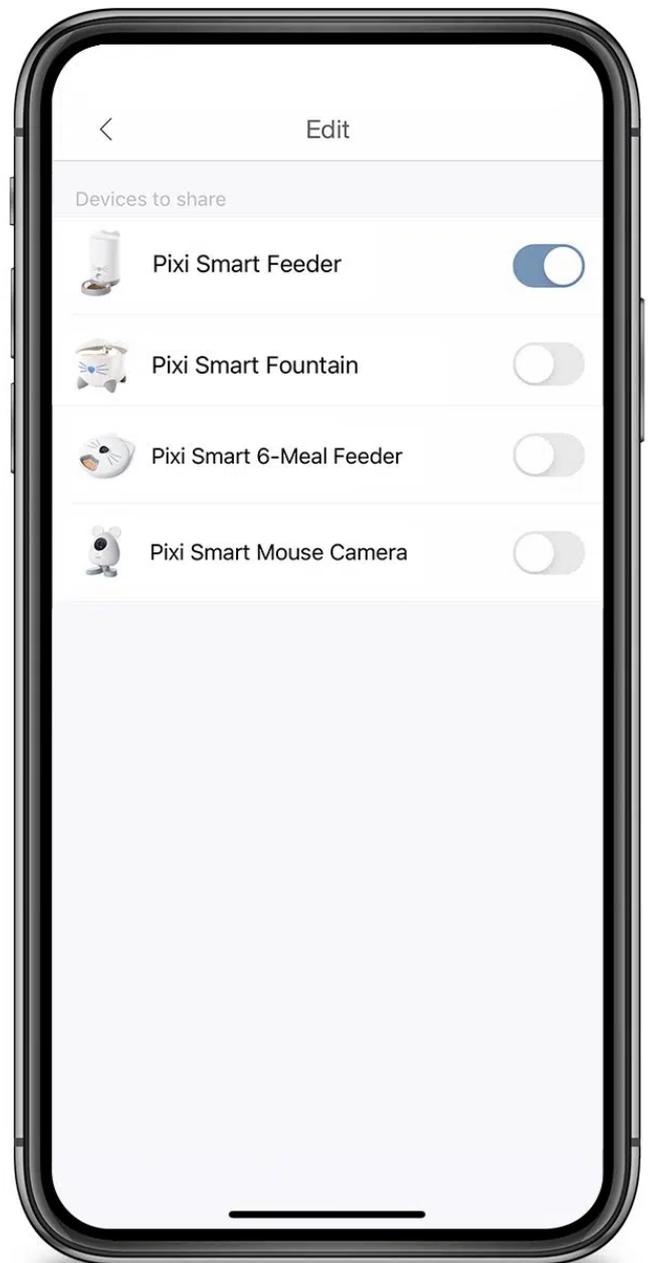




To stop sharing your device with someone else, select their email from the list and toggle the switch next to the device to the off position.

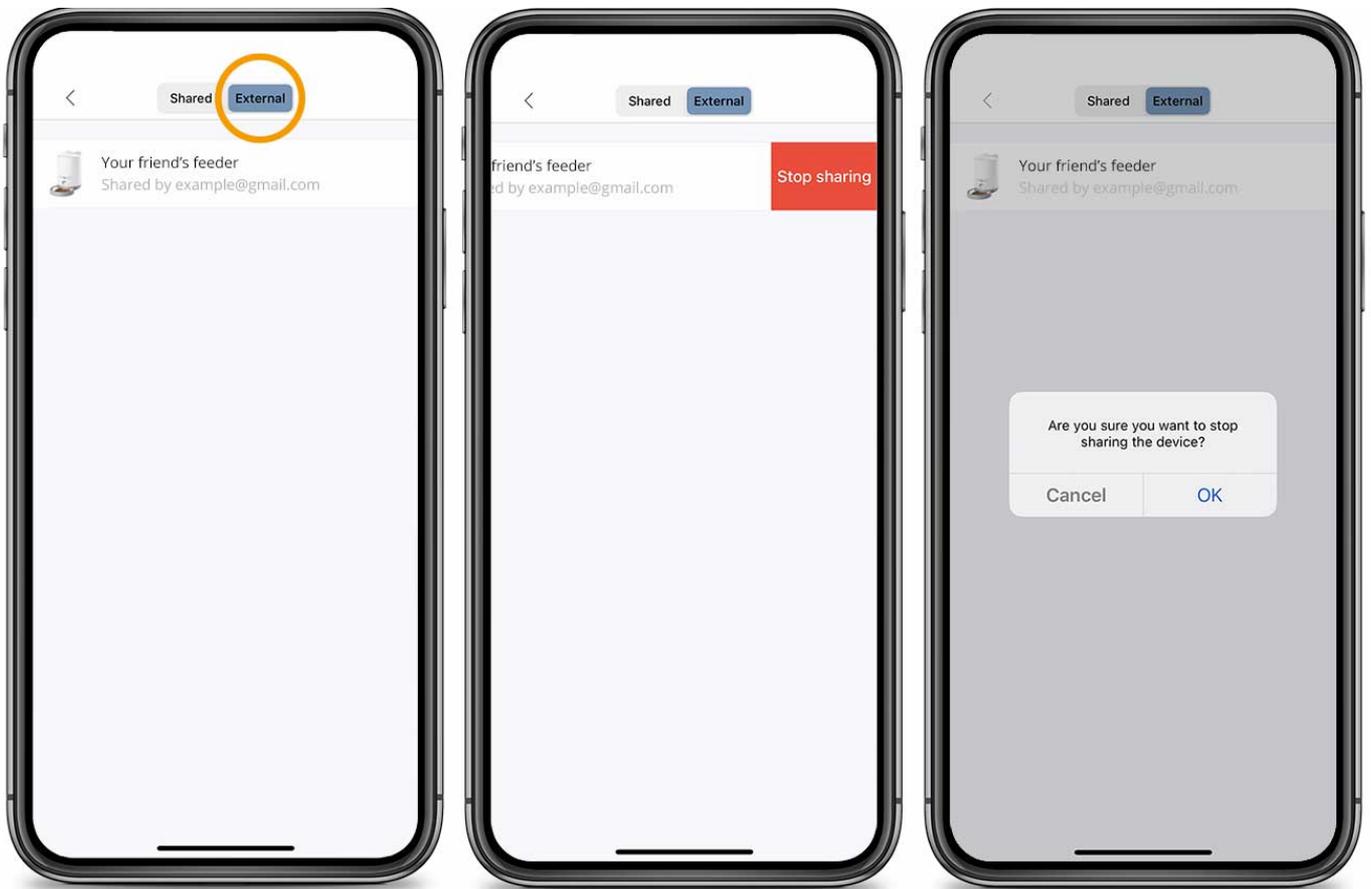
Toggle the switch back on to start sharing the device with them again.





To stop sharing devices that belong to someone else, open the *'External'* tab and swipe the device to the left. Tap *'Stop sharing'* and confirm.





8. Delete a device

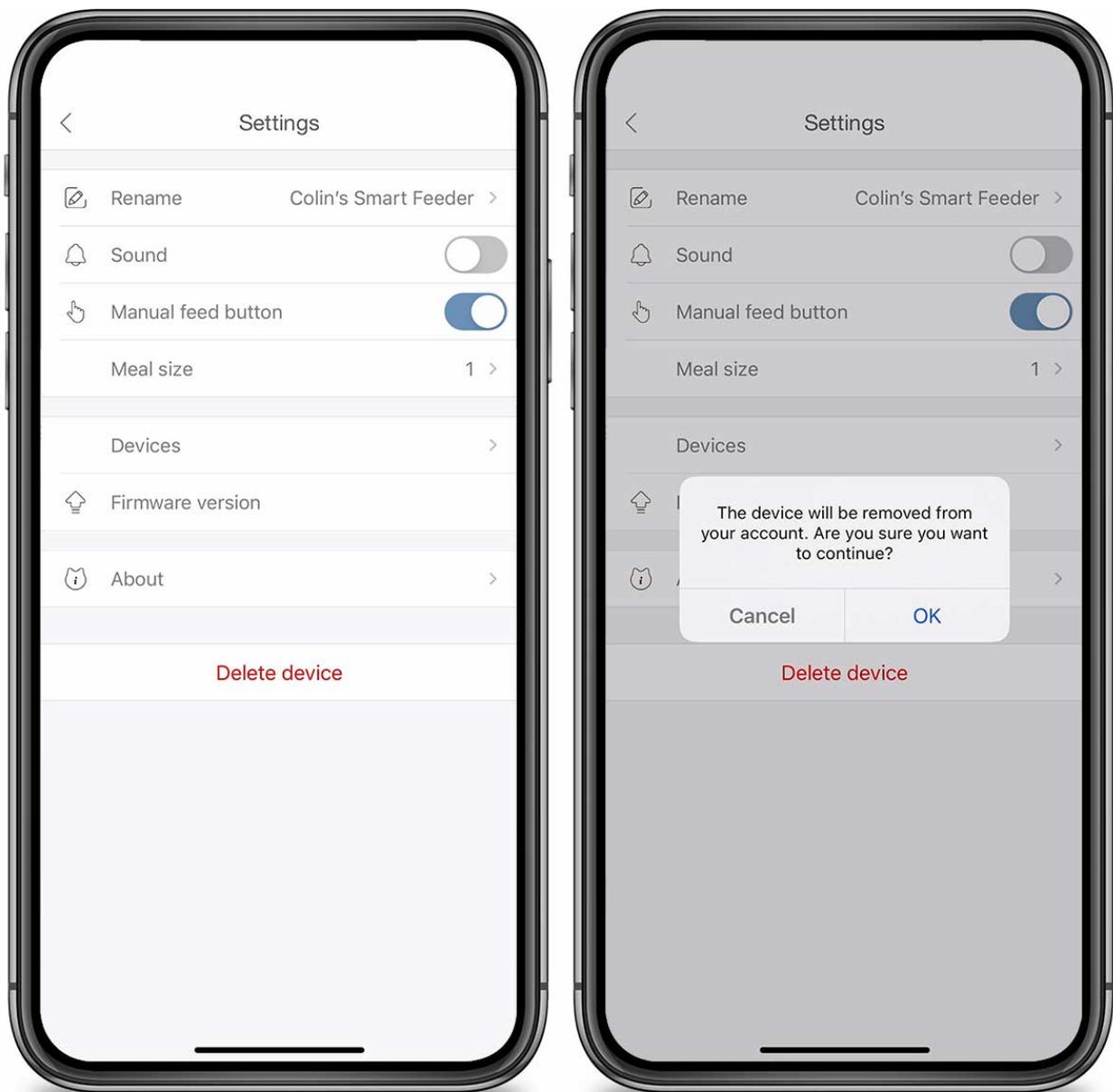
To delete a device, go to the app's *home menu*, swipe the device to the left and confirm.





You can also delete a device in the *Settings* menu, by tapping '*Delete device*' (the red option at the bottom). Next, press '*OK*'.

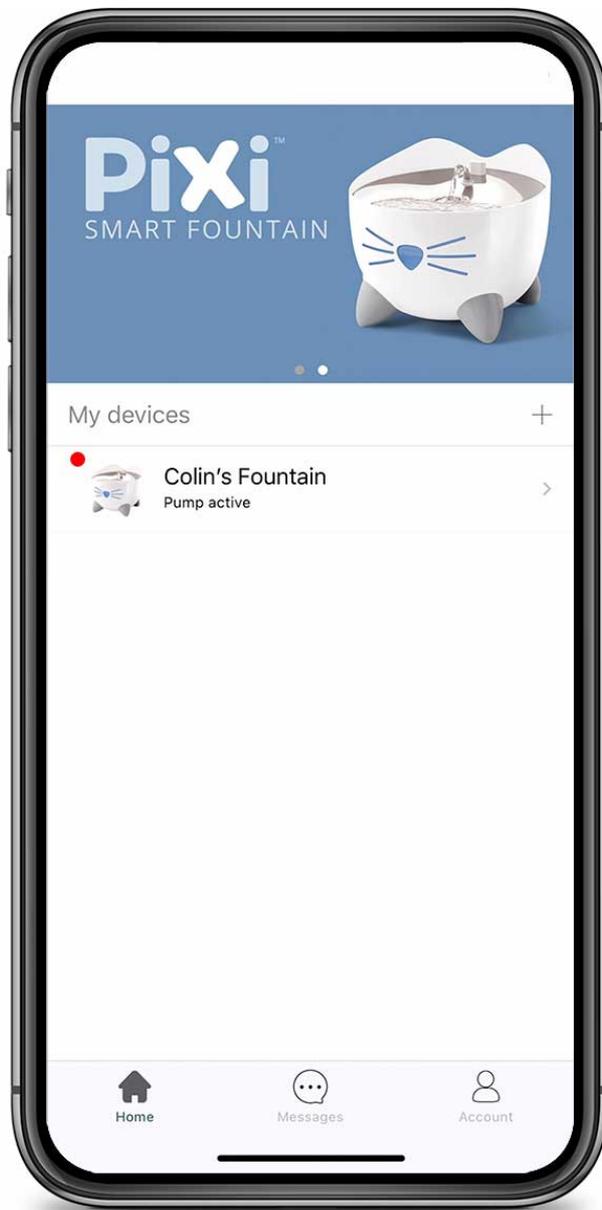




9. Update firmware

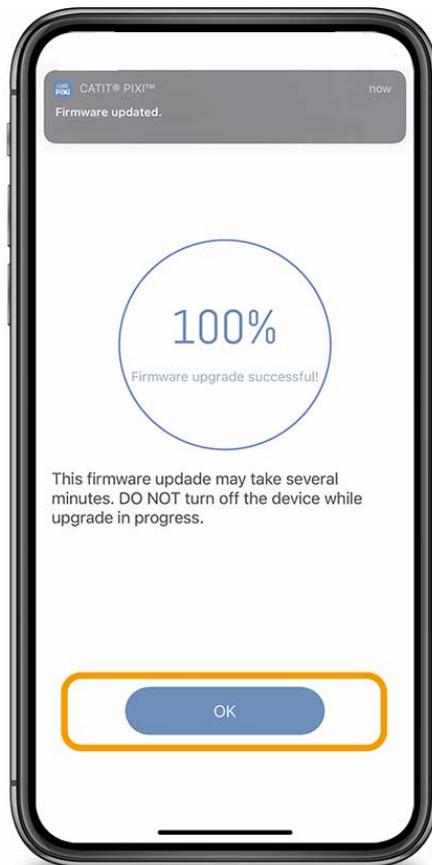
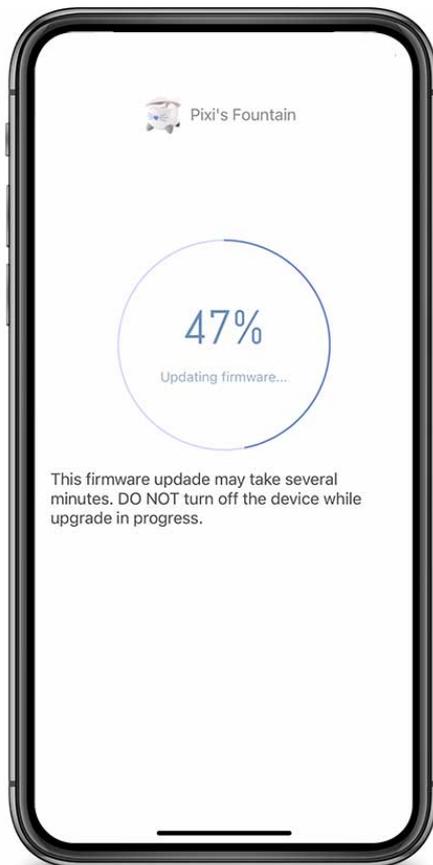
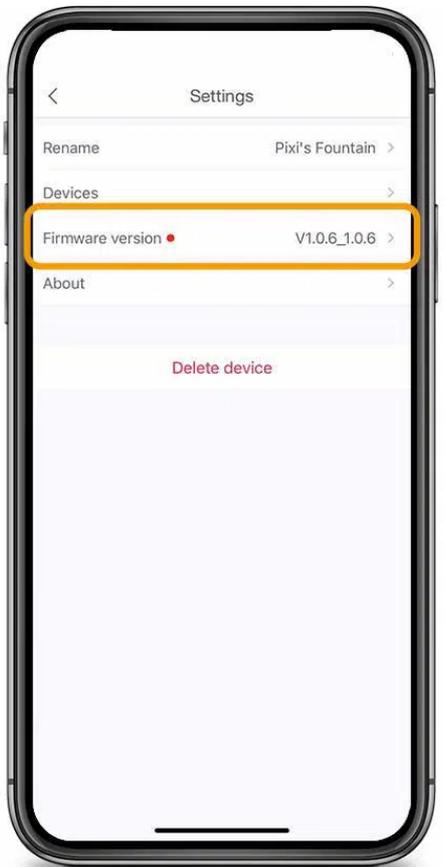
When there is a firmware update available for your Catit PIXI Smart device, you will receive a *notification* (if you have **notifications enabled**), and a *red dot* will appear alongside the device in the app's home menu.





To update your Catit PIXI Smart device's firmware, tap the name of your device. Next, *press the cog* in the top right corner and tap *'firmware version'*.



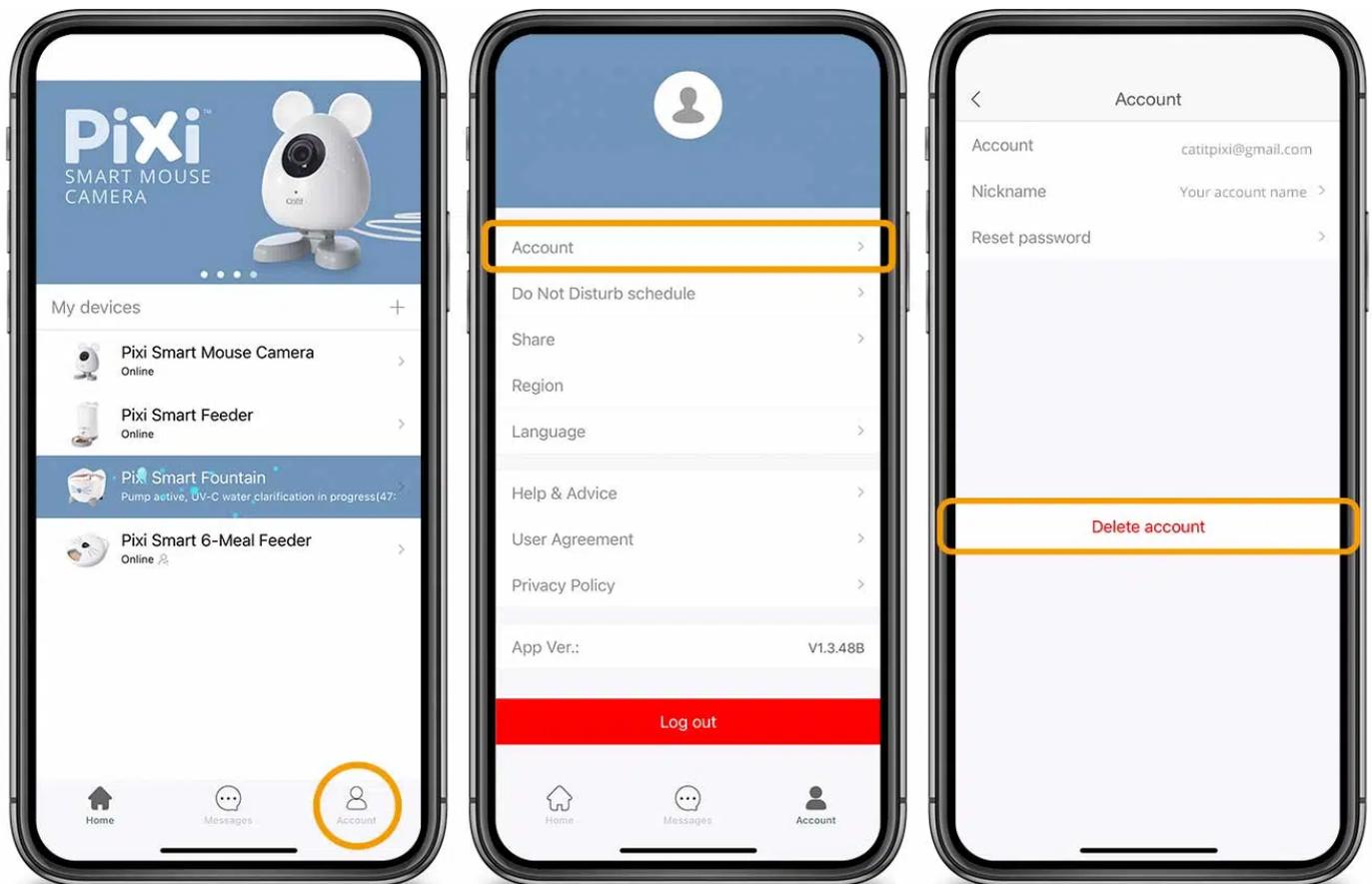


10. Why can't I share my device with someone else?

You can only share a device with people that live in the same area as you, the different areas being America, Europe, China and India. The reason is that different areas use different data centers, but let's not get too technical. When **creating an account**, make sure to check whether the area is set correctly. Once the account has been created, the set area can no longer be changed.

If you do want to change the area, the only option is to delete your account and create a new one with the correct area. Select '**Account**' at the bottom right corner of your screen. Tap the top banner that says '**Account**' and shows your account name, then press '**Delete account**'.

Note: This is not the same as deleting your device or logging out of your account.



Finished!

Congratulations, you've successfully connected your Catit PIXI Smart device to your Wi-Fi and paired it with the Catit PIXI app!

