Technical Support Guide - The Wi-Fi Smart Hound Heater® with Video

THESE INSTRUCTIONS NEED TO BE FOLLOWED EXPLICITLY Date: 11/19/2025

Revision: 03

1. **Having connection issues:**
   - A. Ensure the Akoma App is updated to its latest version (Open the App Store; In the search bar type “Akoma” and click on the app; it will have the option to update if necessary)
   - B. Ensure the iPhone/Android is operating on its latest software - needs to be iOS 26.1 or higher (Open Settings; Click on “General”; Click on “Software Updates”; Click on Update or Upgrade to iOS 26.1 or newer)
   - C. Perform a Hard Reset (detailed below) of both the App and heater
   - D. Ensure the initial connection is as close to the WiFi source as possible

2. **Temperature setting is not functioning properly:**
   - A. Temperature showing on App is different from real room temperature, particularly App showing too high – check if the temperature sensing probe is dislodged and touching the back housing.
   - B. Do a Hard Reset (detailed below) and let the heater sit idle without adjusting the temperature for at least five (5) minutes
   - C. Please note it is possible to have a 5 to 7 degree variation in temperature readings based on calibration of measuring device and location of temperature measurement.

3. **Cannot bind the device to Bluetooth:**
   - A. Check if Bluetooth is ON with the phone.
   - B. Ensure the phone is within a few feet of the heater
   - C. Is Green LED light blinking slowly on the camera of the heater, indicating ready for pairing?
     - a) If not, reset the heater by holding the button down on the heater camera until the fan turns on, then immediately release. Allow the heater a few minutes to reset .

4. **The device will not connect to Wi-Fi:**
   - A. Ensure the Wi-Fi password is correct
   - B. Do a Hard Reset (detailed below)

5. **The device dropped off (disappeared) from App:**
   - A. Ensure the Akoma App is updated to its latest version
   - B. Do a Hard Reset (detailed below)

6. **Camera not functioning:**
   - A. Is the black screen showing? If yes, check if the camera cap is removed.
   - B. Return to Home Page and press the device again to see if video shows up then. Wait for about 1 minute for the video to be loaded.
   - C. Check the distance of the device from the Wi-Fi router.
   - D. If the black screen is not showing at all, this indicates the device is not connected to Wi-Fi. Do a Hard Reset (detailed below)

HARD RESET:

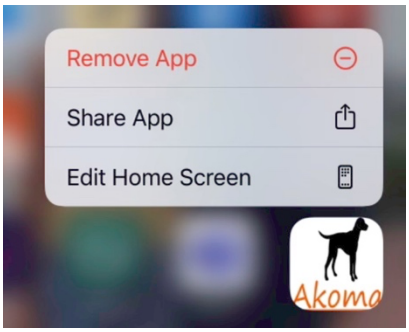
The main solution that helps the majority of issues is to do a hard reset on both (1) the Heater AND (2) the App. Follow the steps below to do this.

Ensure the Hound Heater® is within several feet of your router (you may need to remove from your pet house).

1. **Reset the Camera / Hound Heater® Device**
   A. Press and hold the reset button next to the camera on the heater. Hold the button until you hear the fan kick on and then immediately release the button. After roughly a minute, the green LED will flash slowly, indicating reset is complete.

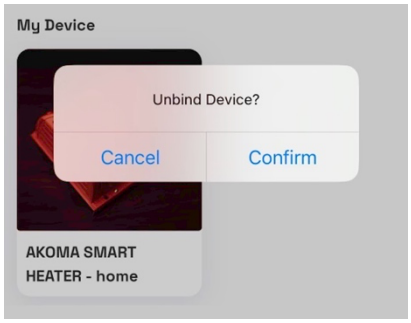
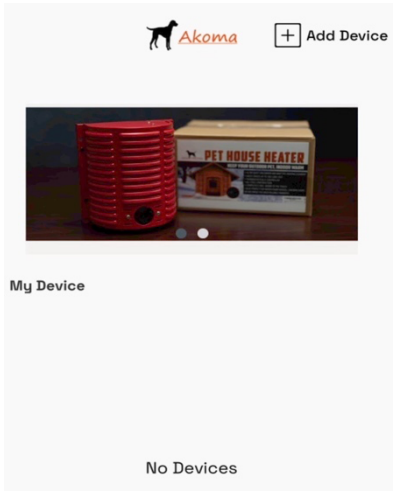
2. **Uninstall and Reinstall the Akoma App**
   A. To Uninstall, press and hold down on the App icon and tap 'Remove App"

   B. Once Reinstalled, open the app and log back in



   C. If there is still a device paired, press and hold on it and then tap "Confirm" to Unbind Device

   D. There should be no devices showing on the App



3. After steps 1 and 2 are complete, a hard reset has been accomplished. Now click "+" to add a device to install your Hound Heater® device on the App. Once the heater shows up on the App again, allow it five (5) minutes before adjusting the temperature or doing anything. Then, verify the heater and camera are working properly before re-installing in the pet house. This entire reset process may take a few tries to successfully make the Wi-Fi bridge with the Heater.