

Go Bird Go™ Smart Feeder Mobile App (WI-FI MODEL ONLY) (How to download app and use) Customer Setup & Quick-Start Guide

Powered by TRIS Home | **WI-FI** AI Bird ID
(**WI-FI Bird Seed** OR **Hummingbird feeder**) Edition

Welcome

Thank you for purchasing the Go Bird Go™ Wi-Fi Smart Bird Feeder — the world's first ready-to-use, Wi-Fi AI smart bird feeder with solar power and real-time bird recognition.

Your feeder arrives completely assembled, powered on, SD card inserted, and perch attached — so there's no complex wiring or pairing required. All you need to do is follow these simple steps to connect your feeder to your home Wi-Fi network through the **Go Bird Go, LLC app**, powered by the **TRIS Home App**, and start watching in minutes.

Weather & Damage Prevention Warning

To prevent damage from hail, strong storms, or falling debris, always protect your feeder and solar panel during severe weather. The solar panel functions like any other solar panel — while it is weather-resistant, it is **not impact-proof**. We strongly recommend removing or covering your feeder if significant weather is expected. Proper care will extend your feeder's life and maintain consistent performance.

If Your Device Does Not Power On

If your feeder arrives and does not appear to power on, don't worry — this can happen occasionally during shipping. Simply **place the feeder in direct sunlight for at least four hours** to allow it to recharge naturally. Once the indicator light turns on, let it **continue charging for a few more hours** before connecting through the app.

Why this happens

During shipment, the feeder may exit sleep mode, slowly draining its internal battery. This is normal and does not indicate a defect. A few hours of sunlight will restore normal operation.

If you continue to experience issues, please **call us at (785) 295-9674** or email chirp@gobirdgo.com — our support team will be happy to help you get connected.

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STEP 1 – Download the TRIS Home App

Choose one of the two quick options:

Option A – Visit 🖱️ <https://gobirdgo.com/pre-activation-qr-code> and tap iOS (Apple) or Android

Option B – Scan the in-box QR Code that matches your device.

📱 **Simply point your phone camera at the correct QR code and tap the link that appears.**



📱 **After You Scan One of the QR Codes — Here's What You'll See**

1The **TRIS Home App** listing will appear — look for a **blue square logo** with **white clouds** and a **birdhouse** inside.

2Beneath the app name, you'll see **"Utilities"** and a **blue download arrow** (📶) or **Install** button.

Tap the **download/install** button to begin downloading the app.

4Once the download is complete, the button will change to **Open** — tap it to launch the TRIS Home App.

⚙️ **Important Note About Permissions**

Whether you're using Google Play (Android) (OR) the App Store (iOS/Apple), the setup prompts may look slightly different — but the actions are the same.

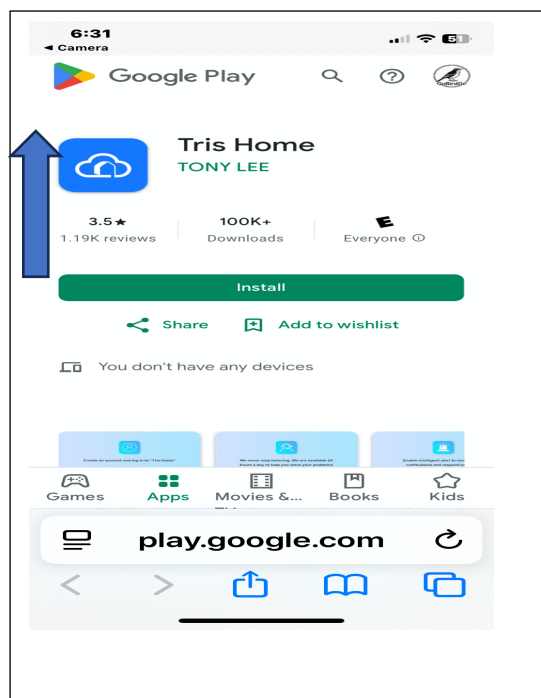
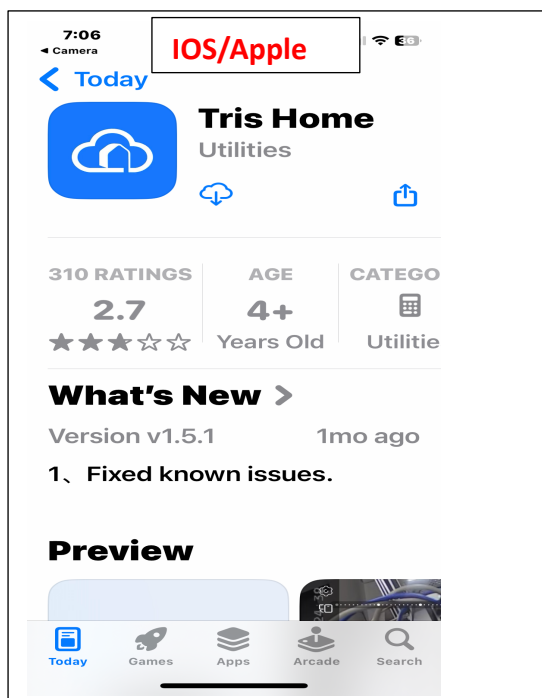
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You'll be asked to **allow permissions** for things like **camera access, location, and notifications**.
👉 **Always choose “Allow” or “While Using the App”** to ensure your feeder connects and functions correctly.

Permissions help the app locate your feeder, connect to your network, and send real-time bird alerts — all essential for proper operation.

📱 See screenshots below for both **iOS and Google Play** to familiarize yourself with what you'll see during installation and permissions setup.



Next Prompts:

When TRIS Home opens, it will request access permissions (Notifications, Local Network, Camera). **Always choose Allow** — this enables live alerts, AI bird clips, and smooth connection to your feeder.

STEP 2 – Launch & Allow Permissions

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When TRIS Home first opens, you'll see the screen labeled **"TRIS Home"** with a small **(Utilities)** tag below it.

Tap the **blue download arrow** (↓) to begin installation.

When the arrow changes to **Open**, tap **Open** to launch the app.
You'll see a prompt that says:

"TRIS Home Would Like to Send You Notifications."

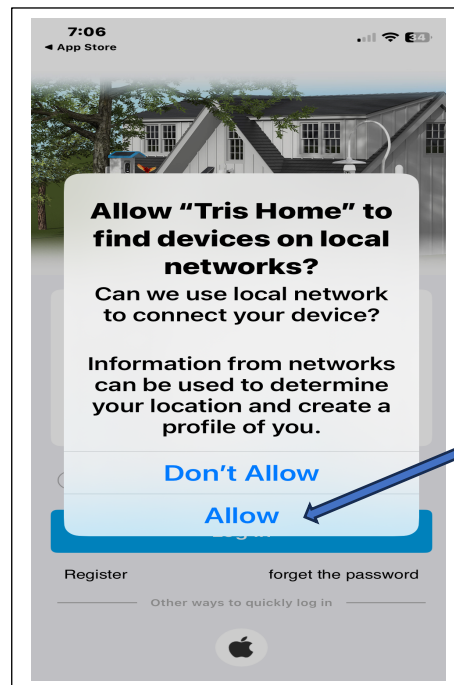
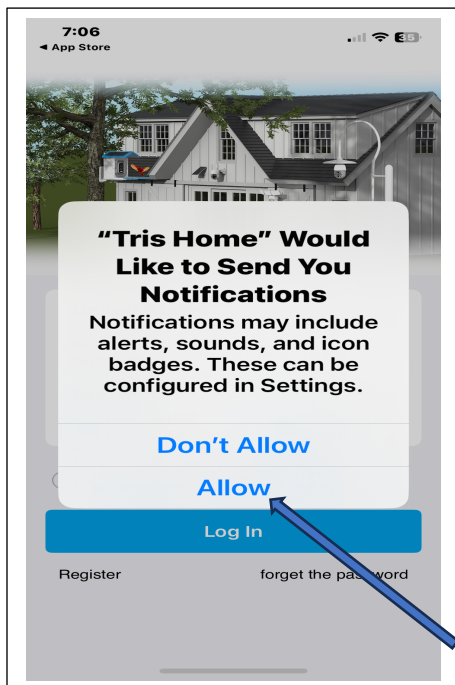
● Tap **Allow** — this enables motion alerts and bird recognition clips to reach you instantly.

Next you'll see:

"Allow TRIS Home to Find Devices on Local Networks?"

● Tap **Allow** again — this allows your feeder to connect properly to the app.

💡 Tip: If you ever accidentally tap "Don't Allow," open your phone's Settings → Notifications → TRIS Home and switch **Allow Notifications** back on.



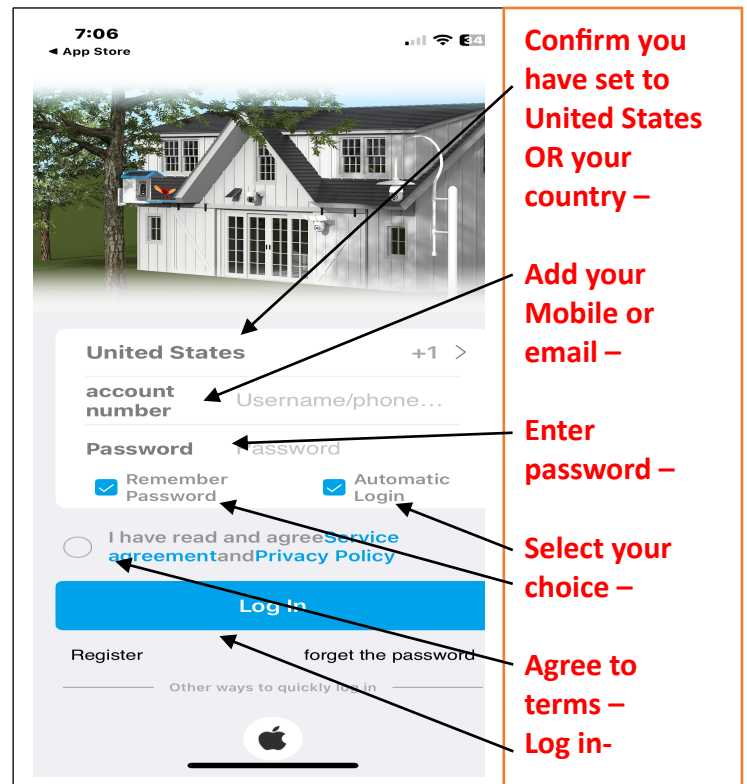
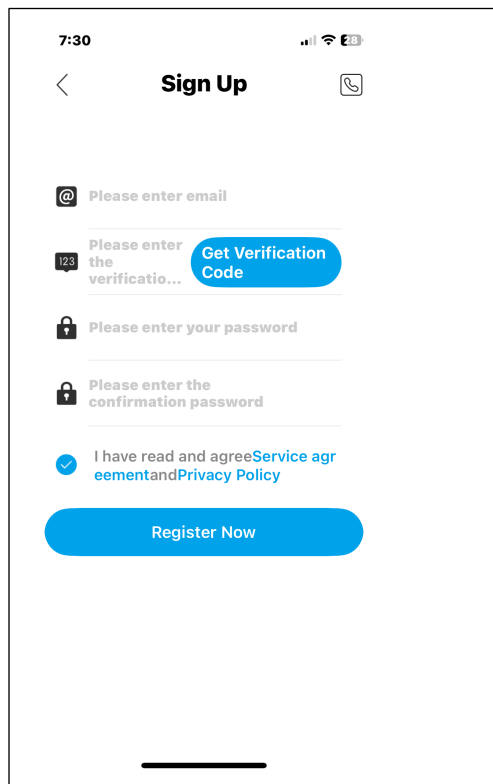
STEP 3 – Create Your TRIS Home Account

When the TRIS Home app opens, tap **Sign Up / Register** to create your account. Follow the prompts exactly as shown on-screen:

1. Enter your email address in the top box.
2. Tap the blue “Get Verification Code” button.
 - A 6-digit verification code will be sent to your email.
3. Open your email, copy the code, and return to the TRIS Home app.
4. Paste the verification code into the second field that says “Please enter the verification...”
5. Enter your new password in the third field.
6. Re-enter the same password in the next field to confirm.
7. Check ☒ the box that says *I have read and agree to the Service Agreement and Privacy Policy*.
8. Tap the blue “Register Now” button to finish creating your account.

Once registration is complete, you’ll automatically be returned to the login screen where you can sign in with your new email and password.

Once signed in, the app may request permission to use your camera —  choose **Allow** so you can scan your activation QR code.



STEP 4 – Activate Your Feeder

Locate the card inside your box marked “**ACTIVATE SMART BIRD FEEDER.**”
This card has your unique activation QR code.

(choose your model 1st from within the TRIS Home app) (WI-FI MODELS) when prompted, select “Wi-Fi Feeder” from the device list before scanning your activation code.

1. Tap **Add Device (+)** on the TRIS Home App
2. Select **Scan QR Code**
3. Point your phone’s camera at the activation QR code
4. Wait a few seconds — TRIS Home will automatically find and add your feeder.

During activation you’ll see short permission prompts — always tap **Allow**.
When complete, you’ll see your feeder tile appear on the app’s home screen.

1. The camera should open automatically –
Point your device’s camera at the QR code in your box clearly marked

“ACTIVATE SMART BIRD FEEDER.”



IMPORTANT — KEEP YOUR ACTIVATION CARD SAFE

Each Go Bird Go™ feeder comes with a unique activation card inside the box.

This card displays your feeder’s **4G LTE IMEI serial number and QR code** — it’s how your specific device connects to the TRIS Home app.

📱 **See the example image in your box — scan your actual QR code** (not the sample shown here) to activate your feeder.

Never discard or lose this card. It must be retained for the lifetime of your feeder and will be required if you ever need to reset or re-activate your device.

If your card is misplaced or damaged, please contact our support team for a replacement:

✉ chirp@gobirdgo.com

STEP 5 – Hang Your Feeder

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Your feeder is ready to hang — no wires, no setup, other than this step to download and pair app to feeder.

1. *Choose a location with clear daylight and (STRONG) WI-FI signal (avoid dense trees or metal structures). KEEP AWAY FROM POWER LINES AND TRANSFORMERS -*
2. Use the included **mounting bracket Straps or screws** to secure it to a wall, pole, or tree.
3. Slide or hook the feeder onto the bracket until it clicks in place.
4. Adjust angle so the camera faces the feeding area. Adjust the fasteners where you want. (Finger tight) Do not force or crank down.)
5. The **solar panel** will charge automatically.

(“Mounting Steps”)



STEP 6 – Turn On Notifications & Start Watching

To receive live motion alerts, AI bird ID clips, and video pushes:

iPhone / iOS:

Settings → Notifications → TRIS Home → Allow Notifications ✓

Android:

Settings → Apps → TRIS Home → Notifications → Allow ✓

Once enabled, you'll get instant messages when a bird lands or motion is detected.

STEP 7 – Access Your Clips & Videos

- **Alerts:** Tap the  speech-bubble icon (top right) to see saved alarm clips and images.
- **Albums:** Bottom menu → **Album** → tap  (pencil) to select items.
Choose **Share** to send via text, Facebook, or email, or tap **Download** to save locally.
- **Devices:** Bottom menu → **Device** to view your feeder tiles and live feeds.
- **Online Service / Me:** Bottom menu → **Online Service** for cloud data or **Me** for your account.



READ: MANAGE YOUR SUBSCRIPTION !!!!!

Managing Your Subscription (After the 30-Day Trial)

When your 30-day free trial ends, you can easily manage or update your subscription right inside the app. On the **All Devices** screen, look toward the **top right corner** — you'll see:

- a (+) icon,
- a **rectangle with a line through it**,
- the **three bars (menu)** icon,
- and just below those, you'll see the **bird icon** .

Tap the **bird icon** to open your **subscription management** area. From there, you can:

- View your current plan,

STEP 8 – AI Bird ID & Cloud Storage Options

Your Go Bird Go™ Wi-Fi Smart Feeder connects through your home network, so **no cellular data plan is required**.

However, you can enhance your experience with optional **AI Bird ID + Cloud Storage** services available inside the **TRIS Home App**.

These add-on features provide:

- **Automatic bird-species recognition** with real-time alerts and smart tagging.
- **Secure cloud video storage** that lets you replay and share clips anytime, from anywhere.
- **Local backup** on your built-in 128 GB SD card (3–6 months of footage).

To activate or manage AI Bird ID + Cloud Storage:

1 Open the TRIS Home App.

2 On the *All-Devices* screen, tap the  **bird icon** below the top menu.

3 Select **Manage Plan** → **AI Bird ID + Cloud Storage** to view, start, or renew your service.

(These subscriptions are optional and not required for normal operation.)

To Manage or Renew Your Plan

1. Open the **TRIS Home App**
2. On the **All Devices** screen, tap the  **bird icon** below the top menu bar
3. Select “**Manage Plan**” to view, renew, or upgrade your service

AI Bird ID + Cloud Storage Plans

(Optional — available for all Wi-Fi Smart Feeders)

Term	Storage Retention	Price	Monthly Equivalent
30 Days	7-Day History	\$3.99	\$3.99 / mo

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Term	Storage Retention	Price	Monthly Equivalent
30 Days	30-Day History	\$6.99	\$6.99 / mo
1 Year	7-Day History	\$39.99 / yr	≈ \$3.33 / mo
1 Year	30-Day History	\$69.99 / yr	≈ \$5.83 / mo

All plans are managed directly inside the **TRIS Home App** and **include:**

- **AI Bird ID** for automatic species recognition and smart notifications.
- **Cloud Storage** for secure, off-device video access and sharing.
- **128 GB local SD card** backup (3–6 months of footage) viewable on your computer.
- All **AI Bird ID + Cloud Storage** subscriptions can be activated or renewed directly within the app.

(No cellular plan is required — your feeder operates entirely over your home Wi-Fi network.)

Note:

No cellular data plan is required — your feeder operates entirely through your home **Wi-Fi network for live viewing and instant notifications.**

- **AI Bird ID + Cloud Storage** are optional enhancements that add smart bird recognition and extended cloud video history.
- **Every Wi-Fi Smart Feeder includes 128 GB of local backup storage** (3–6 months of video) that can be viewed or transferred from the SD card to your computer.

STEP 9 – Quick Troubleshooting

Feeder didn't auto-add:

Check your **Wi-Fi connection and router range**. Make sure your phone is connected to the same Wi-Fi network you plan to use for the feeder. Power-cycle the feeder, then scan the activation QR code again.

No notifications:

Confirm device-level notification permissions (see Step 6). Ensure “Do Not Disturb/Focus” is turned off on your phone.

Can't scan QR:

Clean your camera lens, brighten your screen if reprinting, and hold the phone about 6–10 inches away from the code.

If issues persist, we're happy to help! chirp@gobirdgo.com or (785) 295-9674 M-F 9a-5p CST

STEP 10 – Contact & Support

Go Bird Go™ Support Team

 2611 SW 17th Street, Suite 297, Topeka, Kansas 66604

 chirp@gobirdgo.com

 (785) 295-9674

 Mon – Fri 9:00 am – 5:00 pm CST

 <https://gobirdgo.com/contact-us-%2F-support-1>

 FAQ: <https://gobirdgo.com/faq>

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