



Troubleshooting for Asin: B010DWI36C/ TICKET ID: 0133164489

Wifi Connectivity Troubleshooting:

1. Power off the Wifi router, then turn it back on.
2. Ensure the wifi router is set to 2.4g
3. Check the connection of your smartphone to the 2.4 G wifi - making sure it connects normally.
4. Press the "reset" (in the Robot) and power off /on the DEEBOT
5. Then follow the instructions on App.

Customers need to ensure the robots have an open space to clean:

1. Items on the floor such as toys and clothing can cause problems.
2. Keep the cleaning area clear from loose cables or cords.
3. Make sure the charging station has about a foot of clearance on each side