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[VIDEO] VECTOR AND CONNECTION: HOW TO SET VECTOR UP

Customer Care
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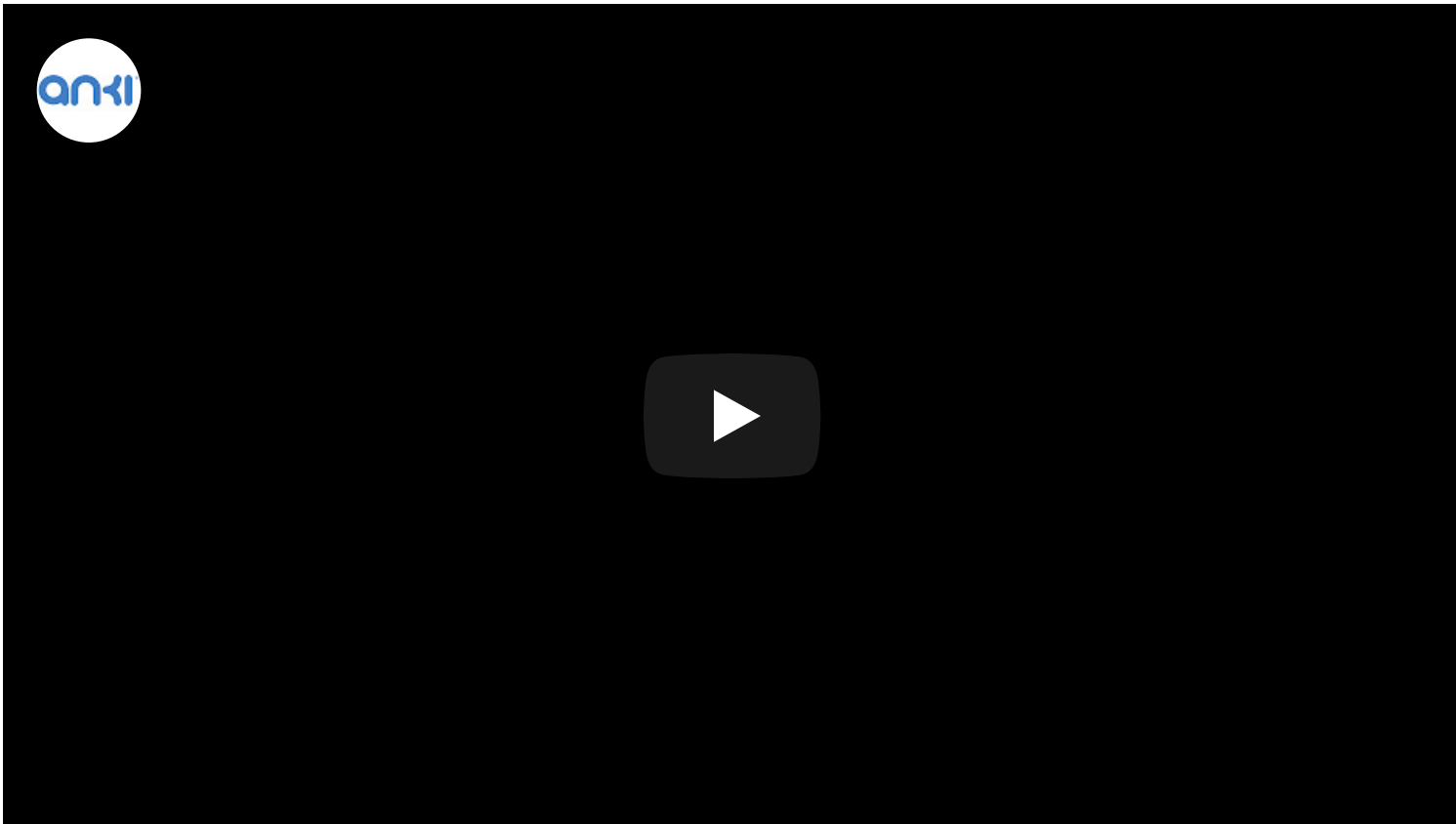
Learn in this FAQ how to set Vector up, how Vector connects to the internet, and where to find troubleshooting steps if you encounter any connection issues.

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Getting Started

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Talking to Vector



Requirements for setting up Vector

- A **compatible device** to run the Vector app – required for setup
- An Anki Account – valid email address and account activation required
- 802.11n 2.4 GHz WiFi network connected to the Internet via a WiFi Access Point (NAT router)

- USB Power Source (adapter, USB port, power bank, etc.) with min. 5V=1A output

Setting up Vector



1. For a pdf version of the Vector Quick Start Guide (QSG), see [here](#)
2. Unbox Vector, his charger and his Cube on a clean, well-lit surface or place Vector in his Space
3. Download the Vector app, open it and follow the in-app prompts. The app is designed to guide you through the steps but we have listed a summary of the steps below:
 1. The password requires min. 8 characters, at least 1 lowercase letter, at least 1 upper case letter, at least 1 number
 2. Note: the password does not allow special characters
1. Vector only supports English language: select American, British or Australian English
2. Connect the USB cable on Vector's charger to a compatible power source and place Vector on his charger
3. Enter your Date of Birth in Month-Date-Year format. Note: you must be 18+ to have an Anki account
4. Enter your email address to create a new Anki Account or if you have an Anki OVERDRIVE account, or created an account on Anki.com, log in with your existing Username (not your email address)
5. Create a password
6. Depending on your region, select if you want to allow Anki allow anonymized usage data collection to improve services
7. Select if you would like to be signed up to the newsletter
8. Check your inbox for the activation email and click "Activate Account" (check your Spam folder if you can't see it or resend the email from the Vector app. Note if you resend the activation email, you need to click the link from the newest email to avoid getting sent to a 404)
9. Make sure your device's Bluetooth and WiFi are enabled
10. The app will now search for Vector to connect to him via Bluetooth
4. When the App finds Vector, tap on "connect"
 1. press Vector's Back Button twice (press hard on top of the LED strip - you will hear it

- click, see video below) and enter the 6-digit pin displayed on his screen into the app
5. Once the Vector app has connected via Bluetooth to the robot, he will allow you to select and connect to your home WiFi access point
 1. If you want to connect Vector to a hidden WiFi network, tap, "Don't see your WiFi network?" and use the "Enter the SSID for your WiFi Network" dialog
 6. Once WiFi connection has been established, Vector will ask permission to download the latest version of his Operating System (OS)
 7. If the update is successful, the robot will reboot and the app will reconnect - Vector will display a Flashing "V in a Phone icon"
 8. Now set the robot's Preferences for its "Location" (manually type it into the field), time zone, temperature and distance units (metric, imperial, or a mix), and finally clock display - these are important for Vector to operate correctly
 9. Tap "Start" to complete setup and you will be guided to the in-app tutorial - we suggest you explore the app to get familiar with your new companion!



If you have any issues when setting up Vector, please see [this FAQ](#).

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