
User Guide for APP

To enjoy all available features, it is recommended to control your robot via the Ultenic APP.

IMPORTANT TIPS:

- a. Make sure the robot is on and the robot has enough power.
- b. Make sure your mobile device is connected to a 2.4GHz WiFi. If your router is a dual-band router, please select the 2.4GHz network.
- c. Make sure you've entered the correct WiFi name and password when connecting. Avoid using an emoji or special characters or symbols in your WiFi name and password. It's not recommended to use a VPN (Virtual Private Network) or Proxy Server.
- d. Make sure the robot and your mobile device are close to the router when connecting.

APP Downloading and Installation

Search for Ultenic Home from App Store™/Google Play™, or scan the QR code below to download and install the application.



Note:

Google Play™ is a trademark of Google Inc., and App Store™ is a trademark of Apple Inc.

WiFi Connection

register

United States of American (1) >

Please enter a nickname

Please enter email address

Set password

please send me an update on the Utenic product, promotions.

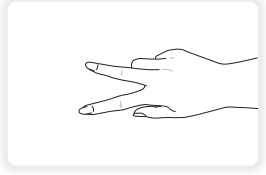
I confirm that I have read and agree to abide by the terms of use and privacy policy.

Please select the device you purchased

Healthy life

Smart home appliances

Set network configuration mode



- 1.Hold "O" and "O" button for 5 seconds with twofinger, the machine will have a prompt sound for pairing network
- 2.Release you finger,and the light starts to flashslowly, which means that the WiFi hotspot is already open,you can go on with the next step.

Please make sure the WiFi indicator is flashing

Launch the APP, register an account with a valid email address at your first use, then log in.

Note:

For a successful connection, please allow the APP to use your WLAN & Cellular Data when running it.

Add device and select the model of your robot.

Press and hold “(O)” and “(O)” for 5 seconds until the indicator is flashing to enter the network configuration.

Add your Wi-Fi network

Choose a network to connect with your sweeper
(this app is support only on 2.4GHz Wi-Fi channels)

PDCN

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Distribution network instructions

- 1.Please make sure that the WiFi password is entered correctly.
- 2.Please confirm whether the WiFi is 2.4G.If the home router is a dual-band router,please set the SSID name of 2.4G and 5G separately.
- 3.Please check if the router has MAC address filtering set,or if the number of assigned IP address is full.
- 4.Try to avoid network rush hours (18:00 to 23:00) for the first time binding.
- 5.Please contact customer service if it is still not bound successfully(email:).

Try to connect with device



Current WiFi PDCN

- 1.Go to the phone Setting>WLAN
- 2.Connect to WiFi UltenicXXXX
- 3.Return toUltenic after successful connection

Trying to connect with the device

Routers,phones,and devices should be put as close together as possible

Select the same router's WiFi and enter the correct password.

Go to Settings and WLAN list to connect to the robot's hotspot "Ultenic-XXXX".

Go back to Ultenic APP and complete the WiFi connection.

IMPORTANT TIPS:

- a. Make sure the robot has enough power and the Power Switch of the robot is pressed to ON.
- b. You have connected the robot to Ultenic APP.
- c. Make sure you've installed Alexa APP on your mobile device.
- d. Make sure the WiFi connection is stable.

Step 1:

Log in to Alexa APP with your Amazon account, tap "☰" on the upper left corner of the homepage, then select Skills & Games.

Step 2:

Search and select Ultenic Home, then enable it by tapping ENABLE TO USE.

Step 3:

Enter the email address and password for logging in to the Ultenic APP, then tap Authorize to continue.

Step 4:

Tap Done to close the page, then tap DISCOVER DEVICES to discover the robot which has been connected in Ultenic APP.

Step 5:

After the robot is discovered, please tap CHOOSE DEVICE to set up your device.

Step 6:

Tap “

Then you can say the following voice commands to your mobile device, the robot will respond accordingly.

"Alexa, turn on the robot (or your robot's name if you changed the device name)."

"Alexa, turn off the robot."

Note:

If you have an Echo device at hand, please follow the steps below to make it available for voice commands.

- a. Log in to your Echo device with the same Amazon account for logging into Alexa APP.**
- b. Tap Devices on the bottom, then tap Echo & Alexa to show your Echo device. Then you can speak the voice commands mentioned above, and the robot will respond accordingly as well.**

IMPORTANT TIPS:

- a. Make sure the robot has enough power and the Power Switch of the robot is pressed to ON.
- b. You have connected the robot to Ultenic APP.
- c. Make sure you've installed Google Home APP on your mobile device.
- d. Make sure the WiFi connection is stable.

Step 1:

Launch Google Home APP, then follow the in-app instructions to set up your Google account.

Step 2:

Tap **Settings** on the main page, then scroll down to the bottom to tap Works with Google.

Step 3:

Tap “🔍” on the upper right corner, then search and select Ultenic Home.

Step 4:

Enter the email address and password for logging in to Ultenic APP.

Step 5:

Tap **Link Now** and **Authorize**, it will show you Ultenic Home is linked.

Step 6:

Follow the instructions to set up the device to finish the settings.

Step 7:

Tap “🎤” and allow Google Home to access the microphone on your mobile device.

Then you can say the following voice commands to your mobile device, and the robot will respond accordingly.

"OK Google, turn on the robot (or your robot's name if you changed the device name)."

"OK Google, turn off the robot."

"OK Google, robot go home."

Note:

If you have a Google Home Speaker at hand, please follow the steps below to make it available for voice commands.

- a. Plug your Google Home Speaker into the socket.**
- b. Tap + on the upper left corner of the main page, then select Set up device.**
- c. Tap Set up new devices, then tap Next to look for devices.**
- d. Follow the instructions of Google Home APP to connect your Google Home Speaker to WiFi.**

Then you can speak the voice commands mentioned above, and the robot will respond accordingly as well.

Q1. Why cannot the robot connect to WiFi?

- * Make sure you've entered the right password.
- * Keep the robot, mobile device and your router being as close as possible.
- * Make sure you selected a 2.4GHz WiFi, the 5GHz band is not supported.

Q2. Why does the robot show that it's offline?

- * Make sure you have switched on the robot and check the network connection of your mobile device.

Q3. Why cannot I control the robot with Alexa?

- * Please check the network connection of your mobile device.
- * Make sure you've connected the robot to Ultenic APP.
- * Make sure you've enabled "Ultenic Home" Skill in Alexa APP.
- * Make sure your robot has been discovered in Alexa APP.
- * Make sure you are using correct Alexa voice-commands.

Q4. Why cannot I control the robot with Google Assistant?

- * Please check the network connection of your mobile device.
- * Make sure you've connected the robot to Ultenic APP.
- * Make sure you've initiated the "Ultenic Home" action in Google Home APP.
- * Make sure your robot has been discovered in Google Home APP.
- * Check if you are using the proper commands when talking to the Google Assistant. When making your request, first say the wake-up words "OK Google" or "Hi Google" .

Q5. How many robots can I connect to the same account?

- * There is no limitation on the number of robots.

Q6. How many accounts can I share the robot with?

- * There is no limitation on the number of accounts.

United States	service-us@ultenic.com
Deutschland	service-de@ultenic.com
France	service-fr@ultenic.com
España	service-es@ultenic.com
Canada	service-ca@ultenic.com
United Kingdom	service-uk@ultenic.com
Italia	service-it@ultenic.com
日本	service-jp@ultenic.com



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