



## APP User Guide

TO EXPERIENCE ALL ADVANCED FEATURES,  
IT IS RECOMMENDED TO CONTROL YOUR  
ROBOT VACUUM VIA THE [PROSCENIC APP](#).

## 1. How to Connect your Robot Vacuum with the Proscenic APP

Before you start, make sure that:

- ✿ Your robot vacuum is on and ensure it has enough power during setup.
- ✿ Your smartphone is connected to a **2.4GHz** Wi-Fi network. If your router is a dual-band router, please select the **2.4GHz** network.
- ✿ The WiFi name and password are correct and avoid using an emoji or special characters or symbols.
- ✿ Keep the robot vacuum and your mobile device as close as possible to the router when connecting.

### 1.1 APP Download and Installation

Search for **Proscenic** APP on App Store (IOS devices) or Google Play (Android devices).

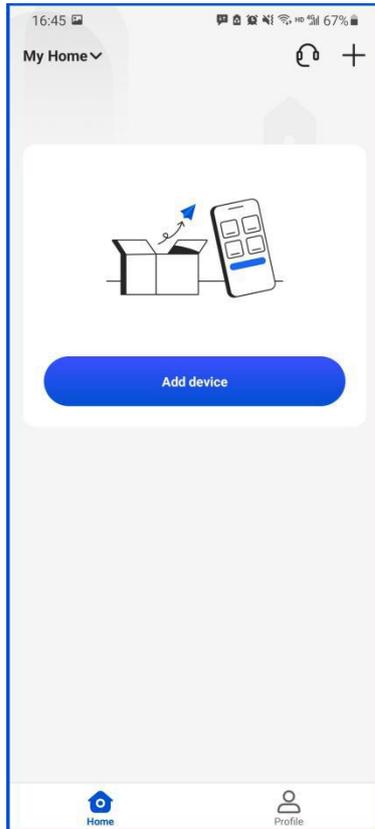


Or you could scan the QR Code below to download the APP.



### 1.2 WiFi Connection

- A. Open the APP and create a new account at your first use, and then log in your account. (Please agree the Terms and Conditions for the connection.)
- B. Click “Add advice” and select the model of your robot vacuum.
- C. Press and hold “⏻” and “🏠” for 5 seconds until the WiFi indicator light is flashing.

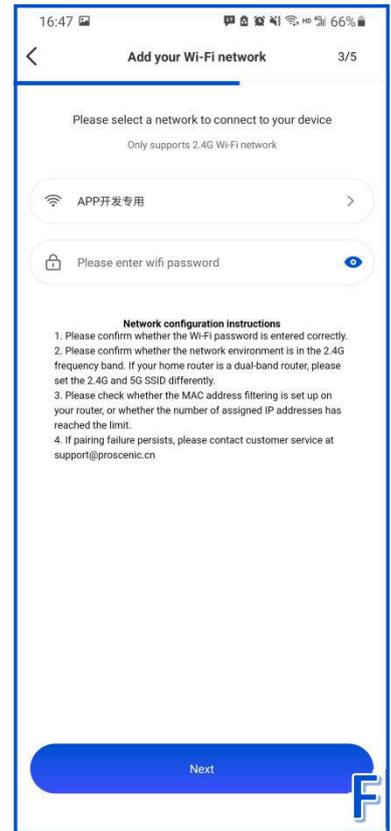
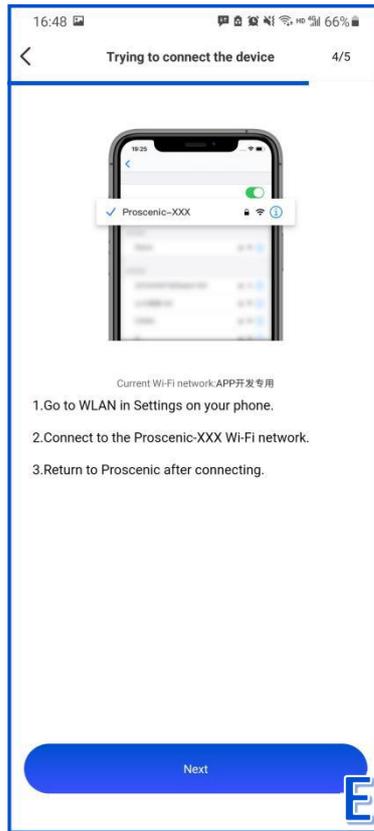


**WiFi Indicator Light**

	Slowly flashing blue	Waiting for connection
	Rapidly flashing blue	Connecting with your wireless router
	Solid blue	Connected with your wireless router

## 1.2 WiFi Connection

- D. Select the same 2.4GHz WiFi as your smartphone is connecting and enter the WiFi password.
- E. Go to WiFi setting page to connect to the robot vacuum's hotspot named "Proscenic-XXX-XXXXXXX".
- F. Go back to Proscenic APP and complete the WiFi connection.



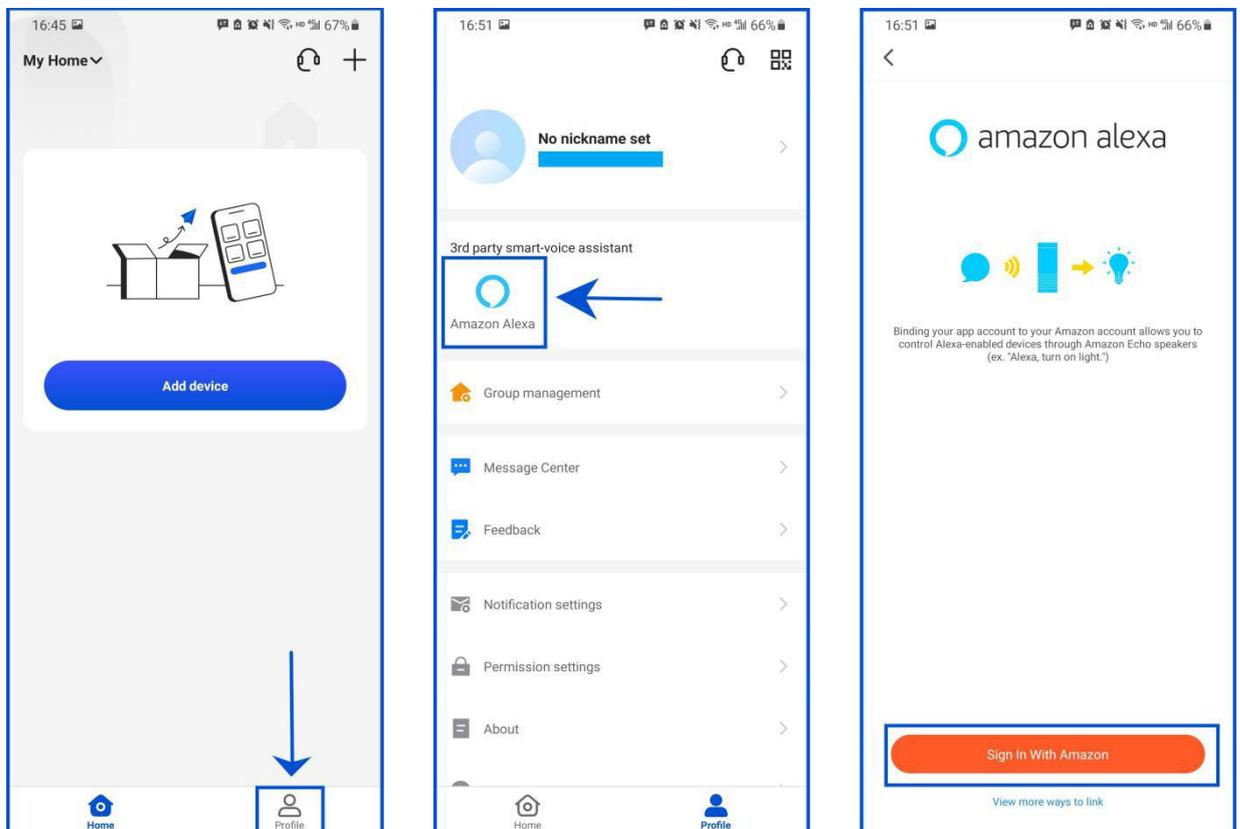
## 2. How to Control your Robot Vacuum with the Alexa

### Before you start, make sure that:

- 🌸 Your robot vacuum is on and ensure it has enough power during setup.
- 🌸 Your robot vacuum is successfully connected to Proscenic APP.
- 🌸 You already have a device that can use Alexa, such as the Amazon Echo Dot.
- 🌸 The Amazon Alexa APP has been installed on your smartphone and connected to the Wi-Fi network.

### 2.1 Alexa Connection

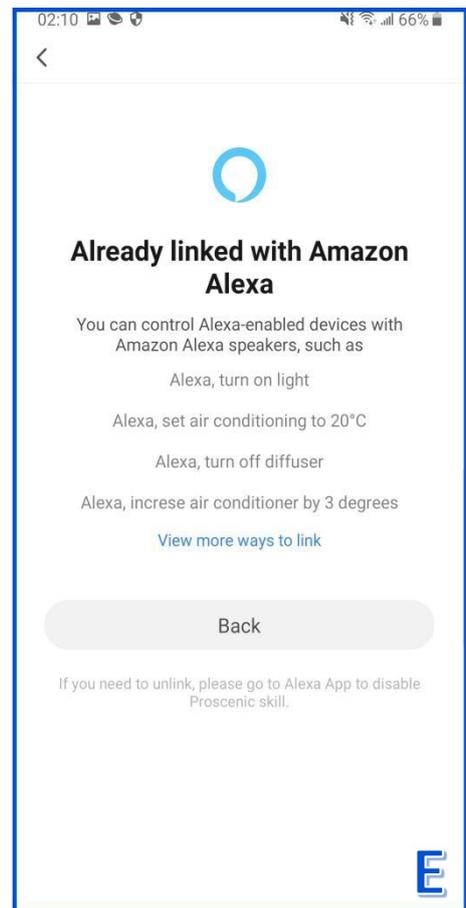
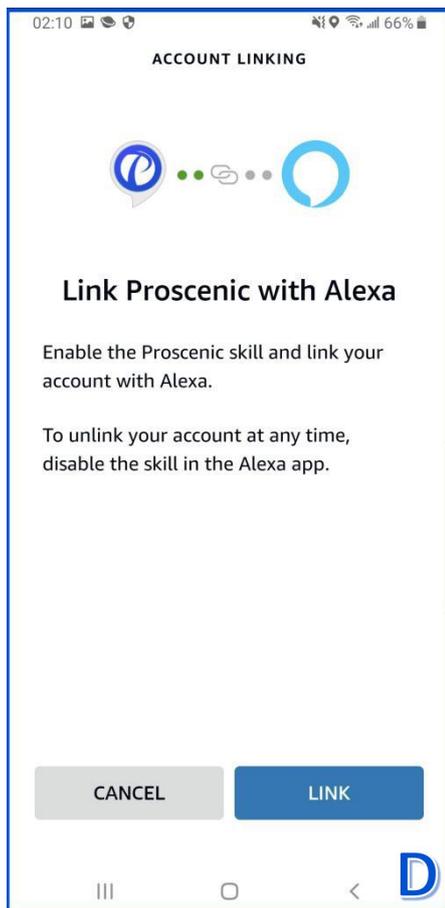
- Open Proscenic APP and Click the “Profile”.
- Click “Amazon Alexa”.
- Click “Sign In With Amazon”, and it will jump to the Alexa APP.



## 2.1 Alexa Connection

D. Click “LINK” to enable the Proscenic skill.

E. After the authorization is done, it’s linked to Alexa successfully.



## 2.2 Alexa Voice Command

### Switch On/Off

-  Alexa, turn on <device name>
-  Alexa, turn off <device name>

### Change Working Mode

-  Alexa, set <device name> to <spot>
-  Alexa, set <device name> to <dock>
-  Alexa, set <device name> to <smart>
-  Alexa, set <device name> to <mop>
-  Alexa, what is the mode on <device name>?

### Change Suction Level

-  Alexa, set <device name> fan speed to <one>
-  Alexa, set <device name> fan speed to <two>
-  Alexa, set <device name> fan speed to <three>
-  Alexa, what is the fanspeed on <device name>?

### Ask about Battery Level

-  Alexa, what is the battery level on <device name>?

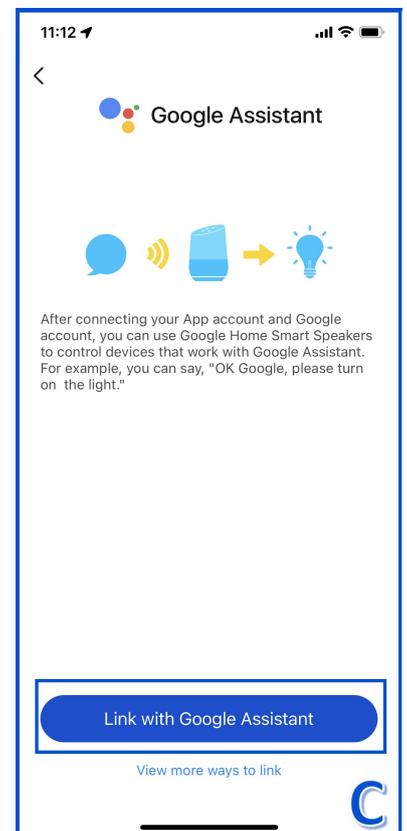
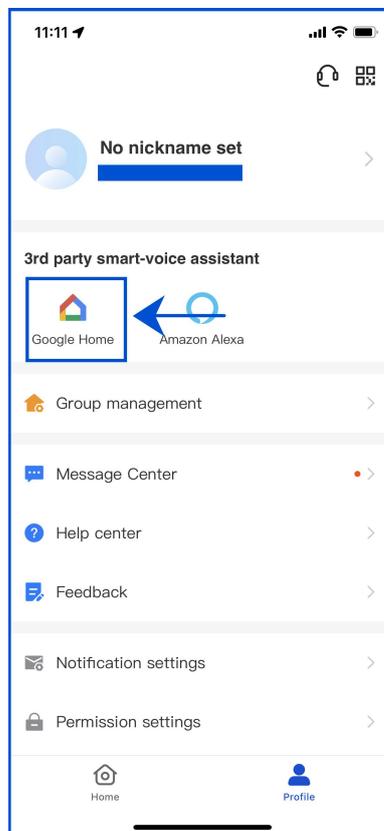
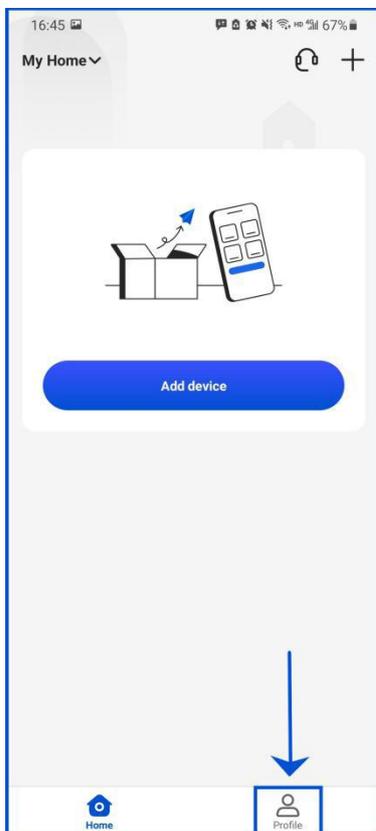
### 3. How to Control your Robot Vacuum with the Google Assistant

#### Before you start, make sure that:

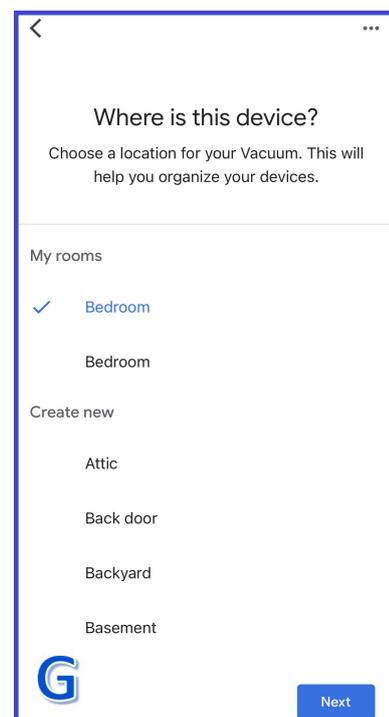
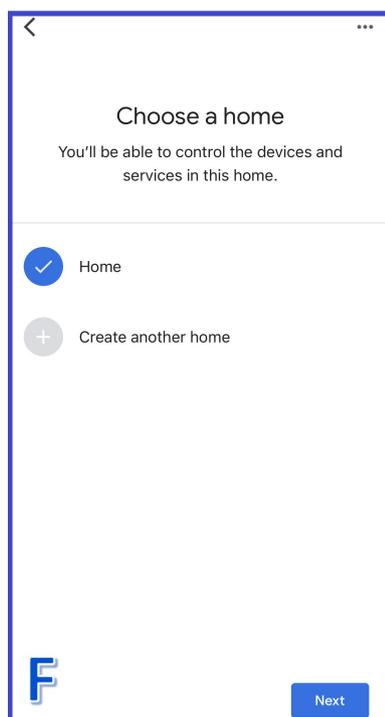
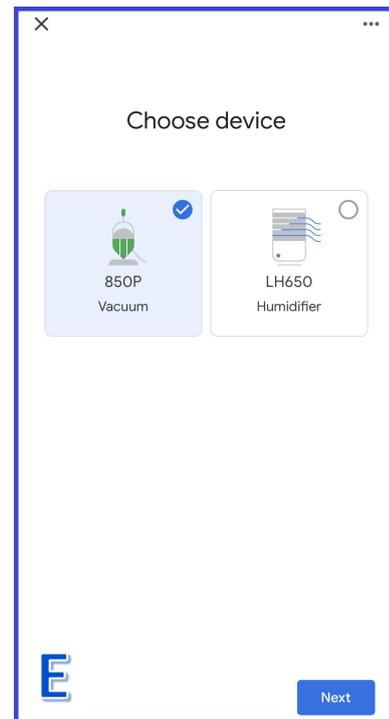
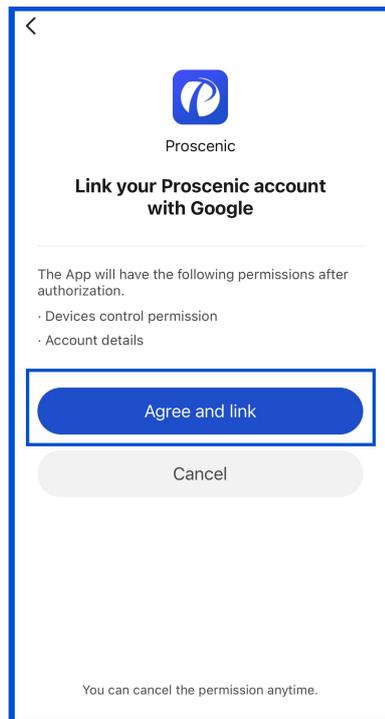
-  Your robot vacuum is on and ensure it has enough power during setup.
-  Your robot vacuum is successfully connected to Proscenic APP.
-  You already have a device that can use Google Assistant, such as Google Home Mini.
-  The Google Home APP has been installed on your smartphone and connected to the Wi-Fi network.

#### 3.1 Google Assistant Connection

- A. Open Proscenic APP and Click the "Profile".
- B. Click "Google Home".
- C. Click "Link with Google Assistant", and it will jump to the Google Home APP.



- D. Click “Agree and link”.
- E. Choose the device and click “Next”.
- F. Choose your home and click “Next”.
- G. Choose a location for your robot vacuum and click “Next”. And it’s linked to Google Assistant successfully.



## 3.2 Google Assistant Voice Command

### Switch On/Off

-  Ok Google, start <device name>
-  Ok Google, stop <device name>

### Change Working Mode

-  OK Google, set <device name> to <spot>
-  OK Google, set <device name> to <dock>
-  OK Google, set <device name> to <smart>
-  OK Google, set <device name> to <mop>
- 

### Change Suction Level

-  OK Google, set fanspeed to <three> on <device name>
-  OK Google, set fanspeed to <one> on <device name>
-  OK Google, set fanspeed to <two> on <device name>

### Ask about Battery Level

-  OK Google, What is the <device name> battery level?

## 4. Troubleshooting

 The robot vacuum is not able to connect to the WiFi network.

- \* Make sure you entered the Wi-Fi password correctly .
- \* Make sure your robot vacuum, router, and mobile phone are close enough to ensure a strong signal strength.
- \* Make sure your Wi-Fi router supports the 2.4GHz, the 5GHz band is not supported.

 The robot vacuum is not able to be controlled with Amazon Alexa.

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

 The robot vacuum is not able to be controlled with Google Assistant.

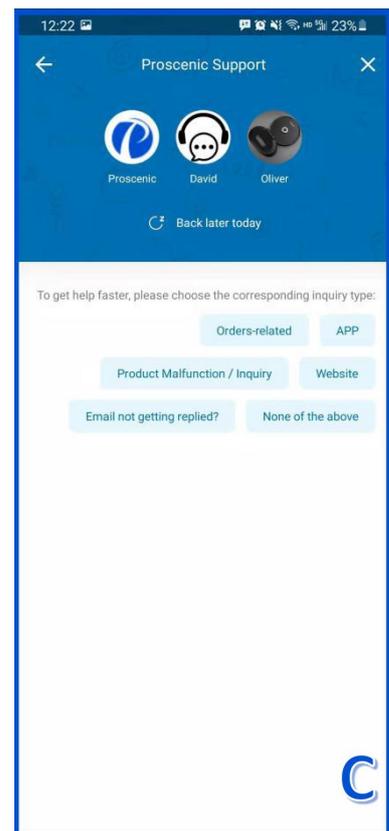
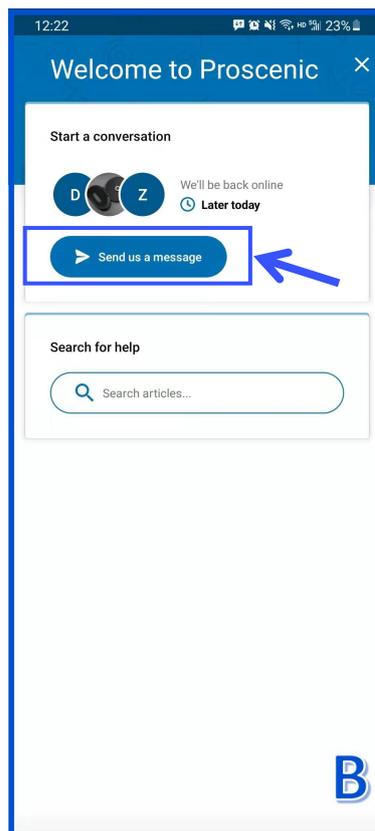
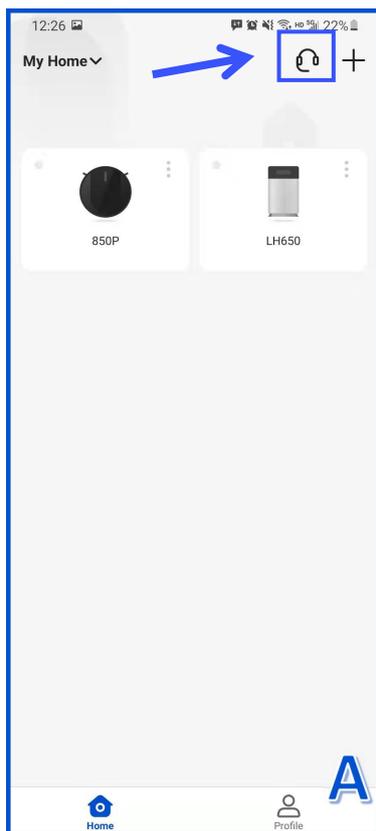
- \* Please check the network connection of your mobile device.
  - \* Make sure you've connected the robot to Proscenic APP.
  - \* Make sure you've enabled "Proscenic" Skill in Google Home APP.
  - \* Make sure your robot has been connected in Google Home APP.
  - \* Make sure you are using correct Google Assitant voice-commands.
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## 5. APP Online Customer Service

-  If you have any questions or suggestions, please feel free to contact us.
-  The online customer service team will answer you as soon as possible.

### 5.1 How to contact the APP Online Customer Service

- Open Proscenic APP and Click the “”.
- Click “Send us a message”.
- Select a corresponding inquiry type and start the online chat.



## 6. Customer Service Contacts

	<b>Email Service</b>	<b>Phone Service</b>
<b>United States</b>	Service-us@proscenic.cn	+1(833) 313 1310
<b>Canada</b>	Service-ca@proscenic.cn	
<b>United Kingdom</b>	Service-uk@proscenic.cn	+44 (0)808 273 7688
<b>Deutschland</b>	Service-de@proscenic.cn	
<b>France</b>	Service-fr@proscenic.cn	
<b>Italia</b>	Service-it@proscenic.cn	
<b>España</b>	Service-es@proscenic.cn	
<b>日本</b>	Service-jp@proscenic.cn	050-5533-2720
<b>Other Countries</b>	Support@proscenic.com	/