



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).

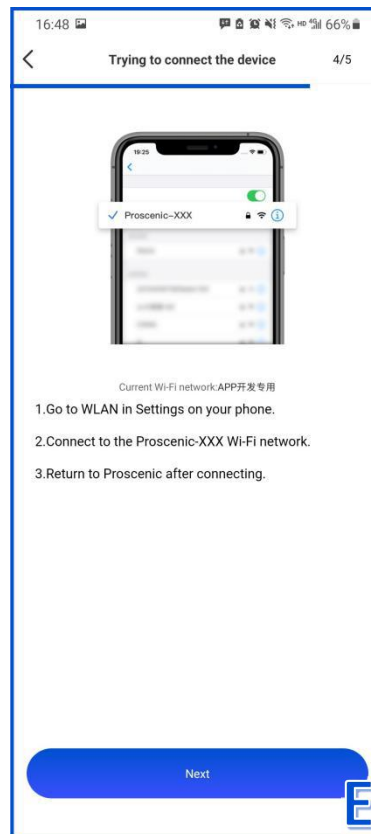
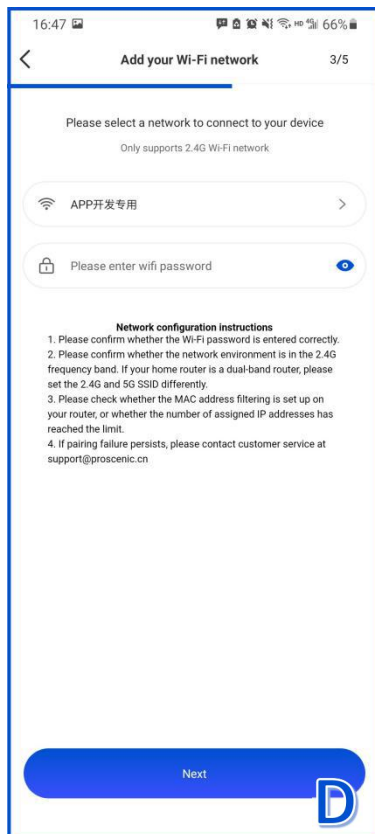


Or you could scan the QR Code below to download the APP.



1.2 WiFi Connection

- 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.



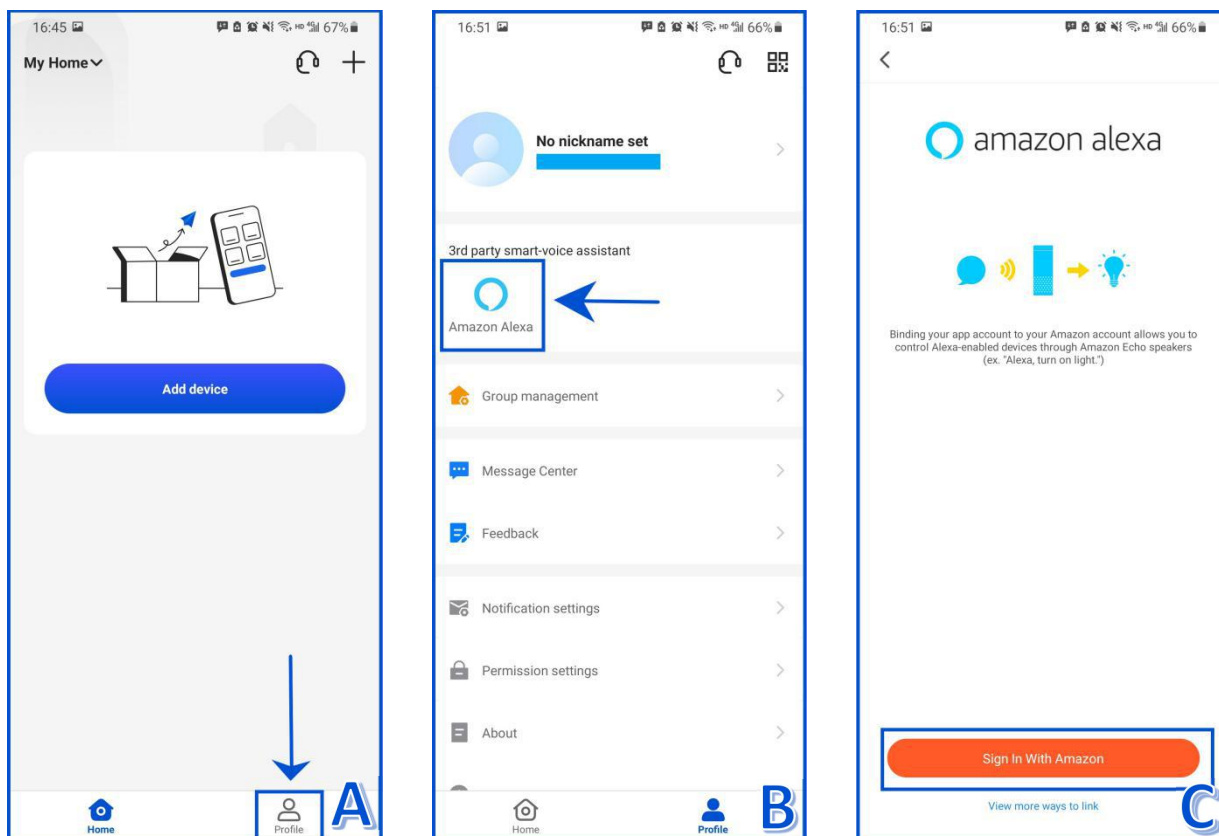
2. How to Control your Robot Vacuum with the Alexa

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

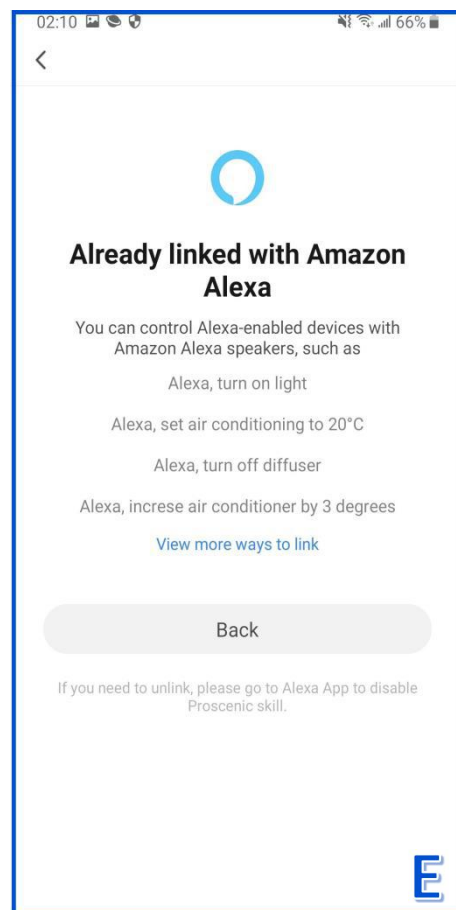
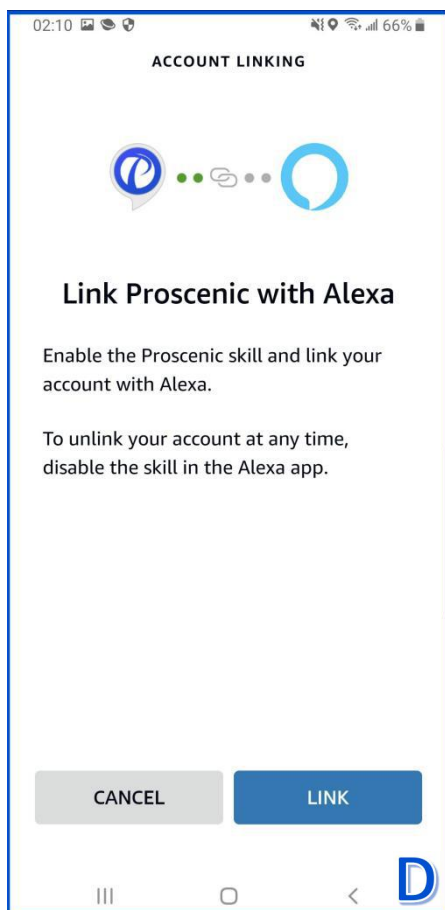
- Open Proscenic APP and Click the “Profile”.
- Click “Amazon Alexa”.
- Click “Sign In With Amazon”, and it will jump to the Alexa APP.



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>?

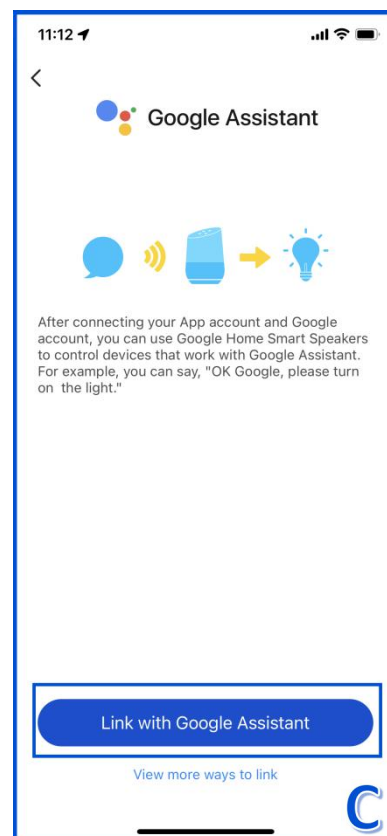
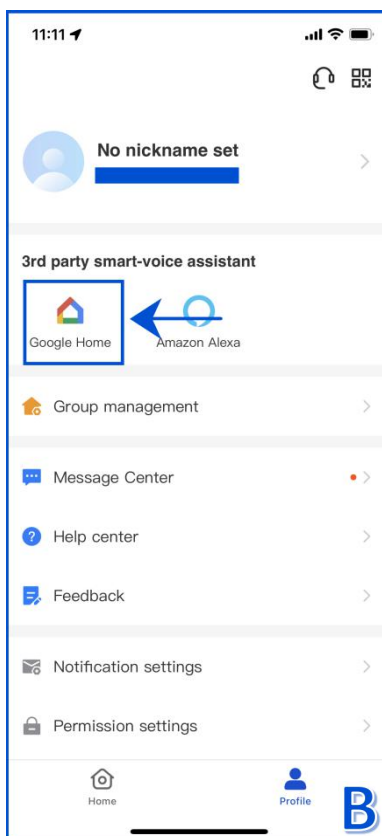
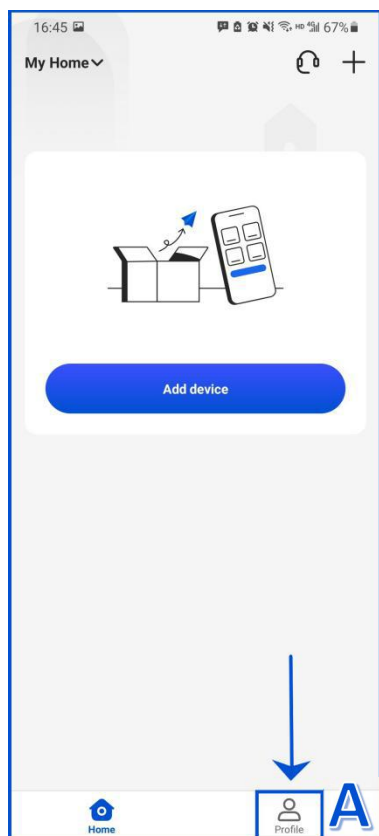
3. How to Control your Robot Vacuum with the Google Assistant

Before you start, make sure that:

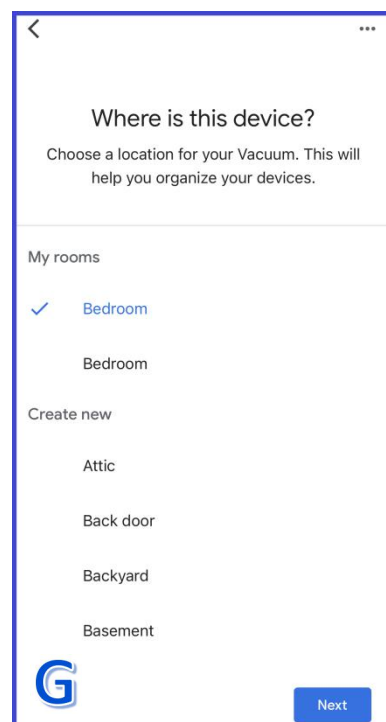
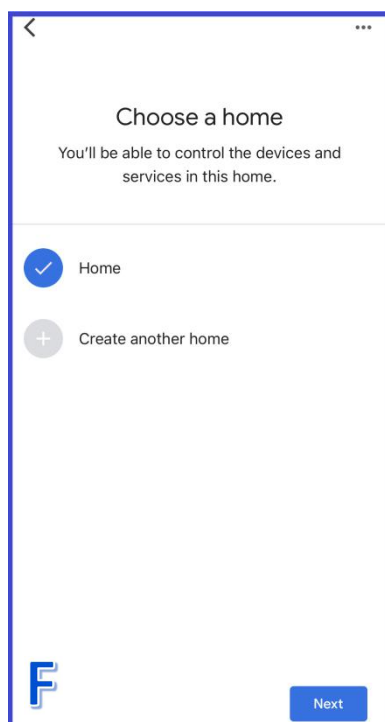
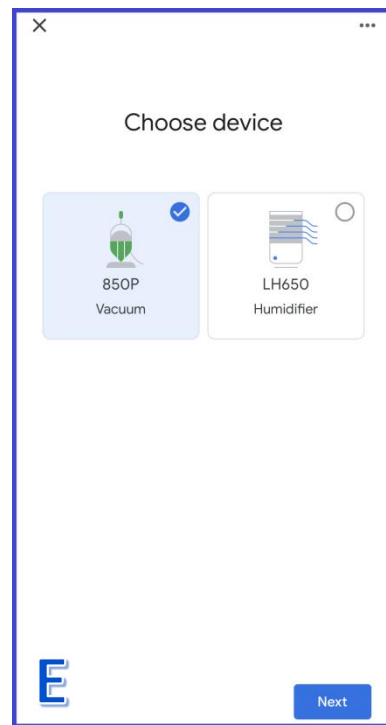
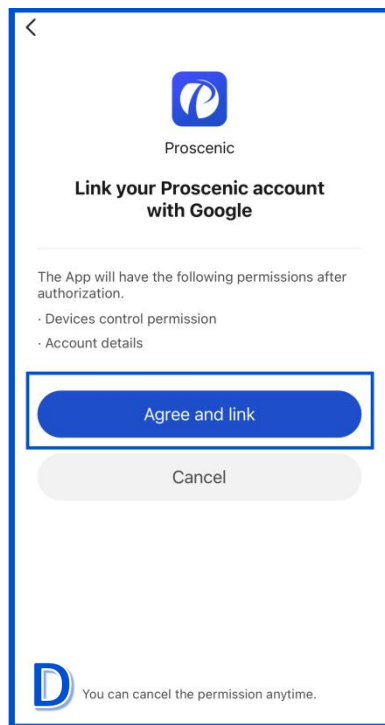
- ✿ Your robot vacuum is on and ensure it has enough power during setup.
- ✿ Your robot vacuum is successfully connected to Proscenic APP.
- ✿ You already have a device that can use Google Assistant, such as Google Home Mini.
- ✿ The Google Home APP has been installed on your smartphone and connected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

3.1 Google Assistant Connection

- Open Proscenic APP and Click the "Profile".
- Click "Google Home".
- 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.

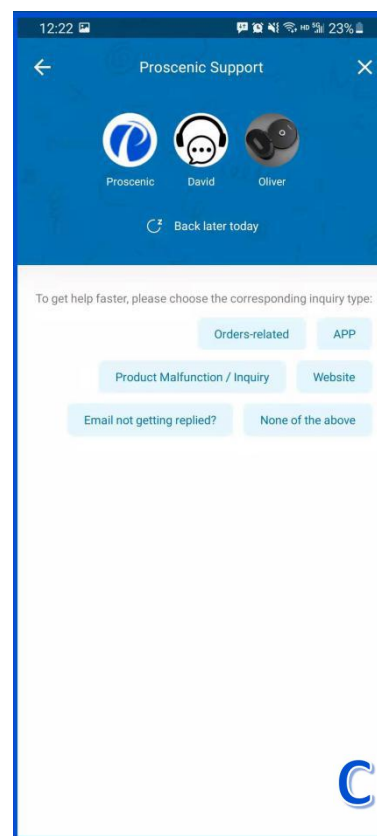
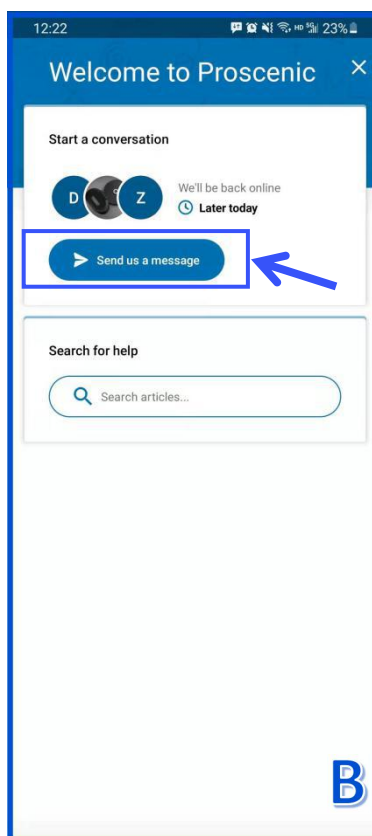
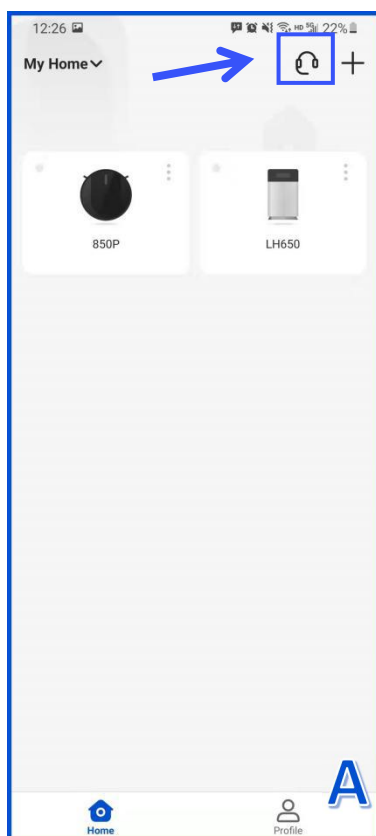
- * Please check the network connection of your mobile device.
- * Make sure you've connected the robot to Proscenic APP.
- * Make sure you've enabled "Proscenic" Skill in Google Home APP.
- * Make sure your robot has been connected in Google Home APP.
- * Make sure you are using correct Google Assistant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

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

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