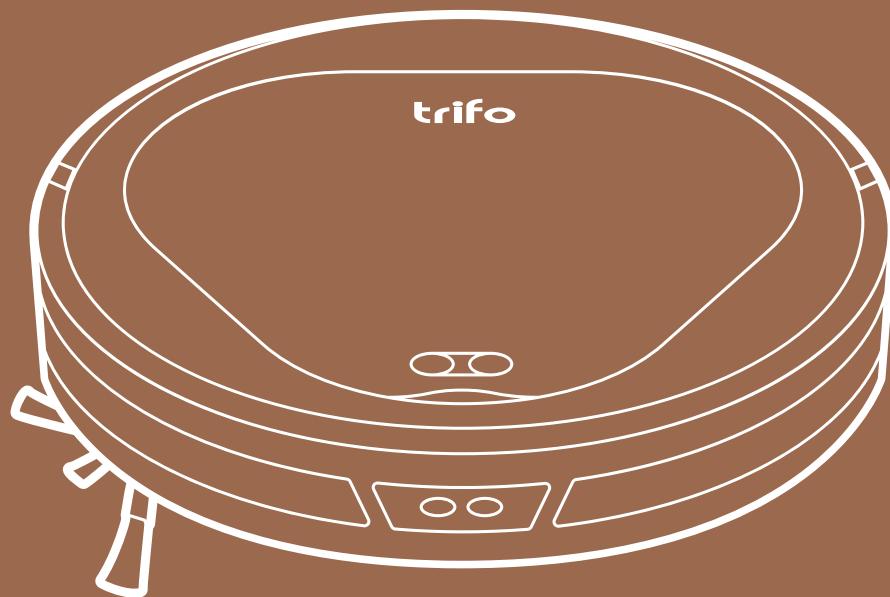


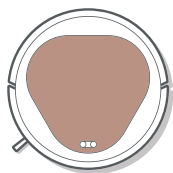
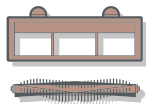
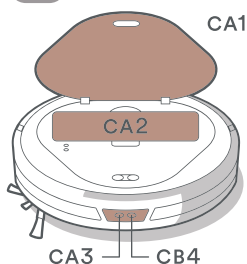
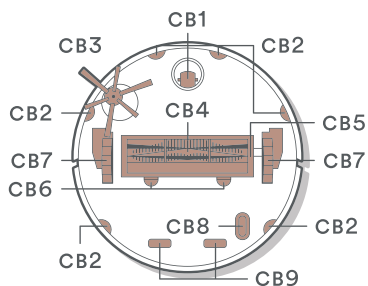
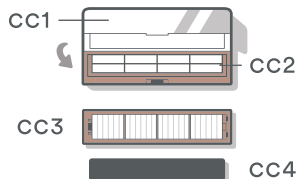
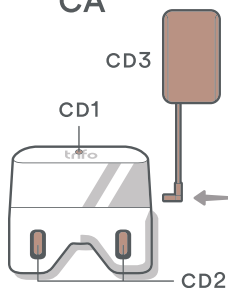
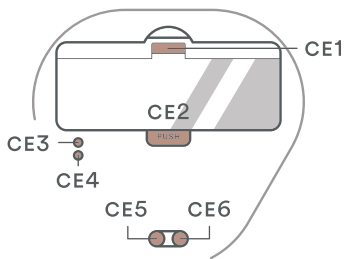
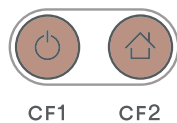
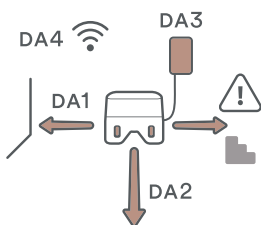
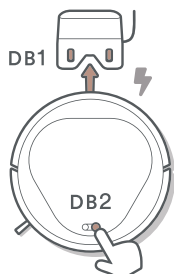
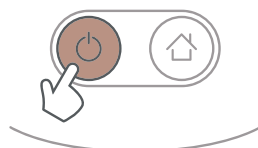
trifo

Ollie<sup>🐾</sup>

AI Home Robot  
Vacuum & Video

Owner's Guide



**A****A1****A2****A3****A4****B****B1****B2****B3****B4****B5****B6****C****CA****CB****CC****CD****CE****CF****D****DA****DB****DC1****DD1**

D



DD2



DE 1

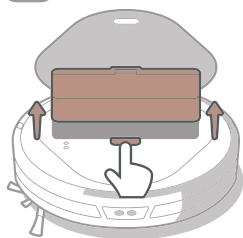


DF1

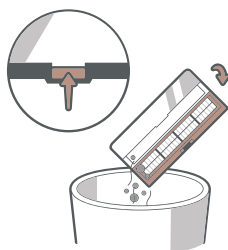


DF2

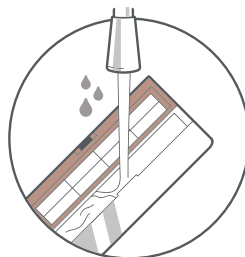
E



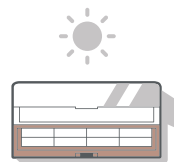
EA1



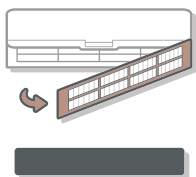
EA2



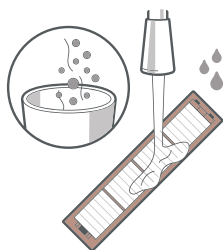
EB1



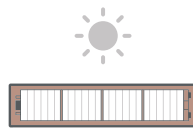
EB2



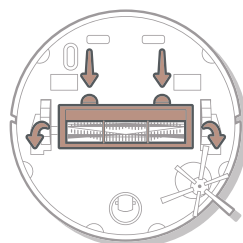
EC1



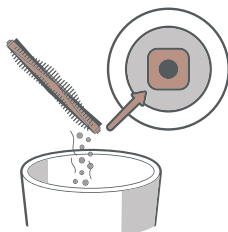
EC2



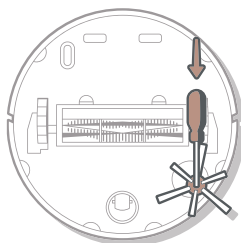
EC3



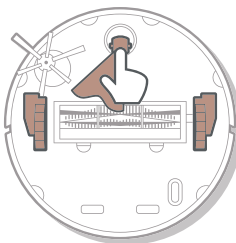
ED1



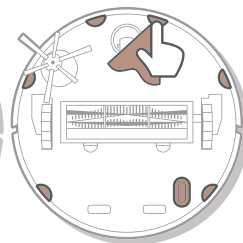
ED2



EE1



EF1



EG1

trifo

© Trifo Inc. All rights reserved.

035PBK001A

# Welcome to the Trifo Family

At Trifo, our vision is to build breakthrough AI appliances that help people better organize, interact, and enjoy their home. We genuinely want you to focus more on the things you love in your life, so we developed Ollie. He is our latest AI Home Robot that can keep your floors clean and monitor your home while you aren't around. He's so excited to join the family and take care of your home for many years to come!

Ollie is an advanced cleaning robot engineered with the latest artificial intelligence technology for room navigation and mapping. His patented vacuum cleans with unmatched suction strength, while his 1080P HD and infrared camera system captures live video, perfect for watching your pet when you're away. There are many features to learn about, and this Owner's Guide will provide you with easy instructions and troubleshooting to properly operate, clean, and maintain this appliance. There is also a 'Safety Instructions & Warranty' booklet that goes over important safety and product information you should read before operating this appliance.

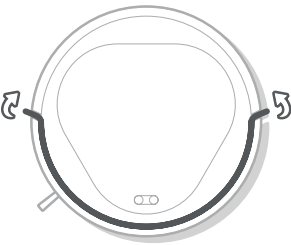
Lastly, your privacy is important to us. At Trifo, we're committed to being open and honest about how we use data. We'll always ask for permission before sharing personally identifiable information like your email address, and we work hard to keep your data safe. To learn more about our Privacy Policy, go to [trifo.com/privacy-policy](https://trifo.com/privacy-policy).

Designed with ♥ in California,

The Trifo Team

**PLEASE READ ALL DOCUMENTS COMPLETELY.**  
**THESE INSTRUCTIONS MUST BE PASSED ON WITH OWNERSHIP.**

**REMOVE THE PROTECTIVE STRIP BEFORE OPERATING:**



**NOTE:** Ollie comes with a partial charge. We recommend that you charge Ollie for 4 hours before first use. He will automatically return to the Charging Base when below 15% battery.

**OLLIE MODEL SPECIFICATIONS:**

Model	Installed	Accessories
Standard (S)	3,000 Pa Vacuum & Roller Brush	None
Mopping (M)	3,000 Pa Vacuum, Roller Brush, & Water Tank Dustbin	Mopping Pad
Pet (P)	4,000 Pa Vacuum & Pet Hair Extractor	Roller Brush
Ultra (U)	4,000 Pa Vacuum, Pet Hair Extractor, & Water Tank Dustbin	Roller Brush & Mopping Pad

**SYSTEM REQUIREMENTS:** To set up and get the most use out of Ollie, you'll need a compatible iOS or Android phone or tablet with the Trifo Home App and a free Trifo Account, a Wi-Fi 802.11 a/b/g/n (2.4GHz) network connection, and an indoor power outlet.

This document contains information that is subject to change without notice.  
Please visit [trifo.com/user-manuals](https://trifo.com/user-manuals). v.06/2021

## USE THE LARGE VISUAL GUIDE FOR REFERENCE.

### A - PRIMARY COMPONENTS

A1 - Ollie AI Home Robot  
 A2 - Charging Base and Power Adapter  
 A3 - Multi-Surface Roller Brush and Roller Brush Cover (Installed: S & M Models)  
 A4 - Owner's Guide and Safety Instructions & Warranty

### B - FIRST THINGS FIRST

The Trifo Home App will show you how to set up, install, and test everything. Make sure Ollie is turned on.

B1 - Get the App, for Android or iOS.  
 B2 - Create an account.  
 B3 - Tap the "+" to add Ollie. Select "Ollie" to get started.  
 B4 - Enter your Wi-Fi password.  
 B5 - Hold the QR code up to Ollie's camera (8-15in or 20-40cm) to connect.  
 B6 - Once the connection is complete, Ollie is ready!

### C - ALL ABOUT OLLIE

#### CA - Top View

CA1 - Protective Lid  
 CA2 - Dustbin & Filters  
 CA3 - Intelligent Depth Sensor  
 CA4 - 1080P HD Camera

#### CB - Bottom View

CB1 - Caster Wheel  
 CB2 - Cliff Sensors (6)

CB3 - Edge-Sweeping Brush  
 CB4 - Multi-Surface Roller Brush  
 CB5 - Roller Brush Cover  
 CB6 - Roller Brush Release Tabs  
 CB7 - Drive Wheels (2)  
 CB8 - Optical Track Sensor  
 CB9 - Charging Contacts

#### CC - Dustbin

CC1 - Dustbin  
 CC2 - Dustbin Door  
 CC3 - HEPA Filter  
 CC4 - Primary Filter (Activated Charcoal Filter) (S & P Models)

#### CD - Charging Base

CD1 - Signal Indicator  
 CD2 - Charging Contacts  
 CD3 - Power Adapter

#### CE - Buttons & Indicators (Lid Open)

CE1 - Dustbin Door Release Button  
 CE2 - Dustbin Release Button  
 CE3 - Wi-Fi Indicator  
 CE4 - Reset Button  
 CE5 - Power Button & Indicator  
 CE6 - Recharge Button & Indicator

#### CF - Buttons & Indicators (Lid Closed)

CF1 - Power Button & Indicator  
 CF2 - Recharge Button & Indicator

## Indicator Meaning:

Wi-Fi	
Solid Blue	Connected
Blinking Blue	Connecting
Off	Not Connected
Power	
Solid White	Operating
Solid Red	Not Functioning
Slow Flashing White	Booting Up
Blinking White	Upgrading or Resetting
Recharge	
Solid Orange + Power: Solid Red	Low Battery (<15%)
Solid Orange + Power: Off	Fully Charged
Slow Flashing Orange + Power: Off	Charging
Slow Flashing Orange	Returning to Charging Base
Solid Green	Camera: On
Blinking Green	Motion Detection: On

## D - HOW TO OPERATE OLLIE

### DA - Positioning the Charging Base

- ⚠ WARNING:** To prevent the risk of Ollie falling down stairs, place the Base at least 6.5ft (2m) away from stairs.

Place the Base against the wall in an open, uncluttered area, leaving the following distances around the Base:

DA1 - At least 1.5ft (0.5m) on each side of the Base.

DA2 - At least 4.5ft (1.5m) in front of the Base.

DA3 - Always keep the Base plugged in.

DA4 - Always keep the Base near consistent Wi-Fi coverage.

### DB - Charging

- i NOTE:** Charge Ollie once every three months while not in use.

DB1 - Place the Charging Contacts to those on the Base.

DB2 - To send Ollie back to his Base, short press the ⏏ Button.

### DC - Vacuum Cleaning

- i NOTE:** Remove excess clutter from floors before cleanings to improve Ollie's efficiency.

While cleaning, Ollie will automatically map your home. He will return to the Base when complete and whenever he needs to recharge.

DC1 - Long press the ⏏ Button to start him up or shut him down. Short press the ⏏ Button to start or pause cleaning.

- To spot clean an area use Remote App Control.

### DD - Video Streaming and Recording

- i NOTE:** For your privacy, all recordings can only be saved on your mobile device.

DF1 - You can only access Ollie's video stream through the Trifo Home App. Get notifications when movement is detected.

DF2 - Video recording range, Day: 68° horizontal, 42° vertical. Night: 60° horizontal, 45° vertical. Audio recording range is up to 10ft (3m).

### DE - Voice Commands

- i NOTE:** Using this feature requires Wi-Fi connection to a compatible device.

DE1 - Use various Voice Commands to direct Ollie's functions. (For more information, visit: [trifo.com/support](https://trifo.com/support))

## DF - Remote App Control

- ⚠ WARNING:** Improper operation can lead to unwanted damage or injury.

In the Trifo Home App:

DF1 - You can manually control Ollie's movement and suction power.

DF2 - You can program Ollie by designating specific areas to clean or areas to avoid.

### Troubleshooting (visit: [trifo.com/troubleshooting](https://trifo.com/troubleshooting))

Wi-Fi Issues or Offline: Long press the ⏏ Button to reset connection.

Reset: Long press the Reset Button.

## E - CARE AND MAINTENANCE

Perform the procedures here to keep Ollie in peak performance.

Instructional videos are in the Trifo Home App and [trifo.com/support](https://trifo.com/support).

### EA - Emptying the Dustbin

EA1 - Press the Release Button and lift the Dustbin out.

EA2 - Press the Door Release Button to open the Door—discard debris.

- Close Door before reinstalling.

### EB - Cleaning the Dustbin

- Remove Filters and Empty Dustbin.

EB1 - Rinse the inside of the Dustbin with water.

EB2 - Dry completely before reinstalling.

### EC - Cleaning the Filters

- i NOTE:** Placing Primary Filter in the sun can extend its lifespan.

EC1 - Detach the Filters by pulling the edge of the HEPA Filter.

EC2 - Discard debris from both Filters and wash ONLY the HEPA Filter.

EC3 - Dry HEPA Filter completely before reinstalling.

### ED - Cleaning the Multi-Surface Roller Brush

- i NOTE:** Using scissors to cut debris makes it easier to untangle.

- Install by inserting the square peg. Attach the Roller Brush Cover.

ED1 - Pinch both Release Tabs and remove the Cover.

ED2 - Remove the Brush and discard debris—reinstall.

### EE - Cleaning the Edge-Sweeping Brush

EE1 - Use a screwdriver to remove the screw holding the Brush in place.  
- Pull out the Brush to discard debris—reinstall.

### EF - Cleaning Caster Wheel and Drive Wheels

EF1 - Wet a clean soft cloth and wipe carefully—dry.

### EG - Cleaning Camera Lenses, Sensors, and Charging Contacts

 **WARNING:** Do not spray any liquids onto the Lenses, Sensors, or Contacts.

EG1 - Wipe Lenses, Sensors, and Contacts using a clean, dry soft cloth.

Part	Care Frequency	Replacement Frequency*
Dustbin (S & P Models)	Wash as needed	
HEPA Filter & Primary Filter	Once a week (twice a week if you have a pet)	Every 3 months
Caster Wheel	Every two weeks	
Edge-Sweeping Brush and Multi-Surface Roller Brush	Every two weeks (every week if you have a pet)	Every 6-12 months
Camera Lenses	Once a week	
Sensors and Charging Contacts	Once a month	

 **NOTE:** Visit: [trifo.com/accessories](https://trifo.com/accessories) for replacement parts.

\*Replacement frequency may vary. Replace part if visible wear appears.

## Trifo Customer Care

**Questions or comments?** Please contact Trifo before contacting a retailer. Visit [trifo.com](https://trifo.com) for support tips, frequently asked questions, and information about accessories. You can also find this information in the Trifo Home App.

### USA & Canada

If you need further assistance, call our Customer Care team at (866) 908-7436 or write an email to [support@trifo.com](mailto:support@trifo.com) that includes your name, contact information, and product serial number.

### Trifo USA Customer Care Hours

Everyday, 9AM - 5PM PDT.

### Outside USA & Canada

Find local support at [trifo.com/support](https://trifo.com/support).



For more language translations, visit: [trifo.com/user-manuals](https://trifo.com/user-manuals)



/TrifoRobotics



@TrifoRobotics



@TrifoRobotics



Trifo Robotics