



neato botvac D3/ D5 Connected User Guide

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neato botvac D3/ D5



Meet Your Neato Robot

Congratulations on your new home robot – now “connected” in your smart home so you can manage your floor cleaning from a smartphone or tablet.

This guide will help get your robot set up and connected via the Neato app. You’ll also find some important information on operating and maintaining your robot for best performance. Then relax. Your robot will let you know when your floors are clean.

Any problems? Just let us know. We are here to help. www.neatorobotics.com/support

Important: Read Before Continuing With Setup

To ensure the best possible experience with your Neato robot, please note the following to minimize any risk of damage to household, furnishings or belongings:

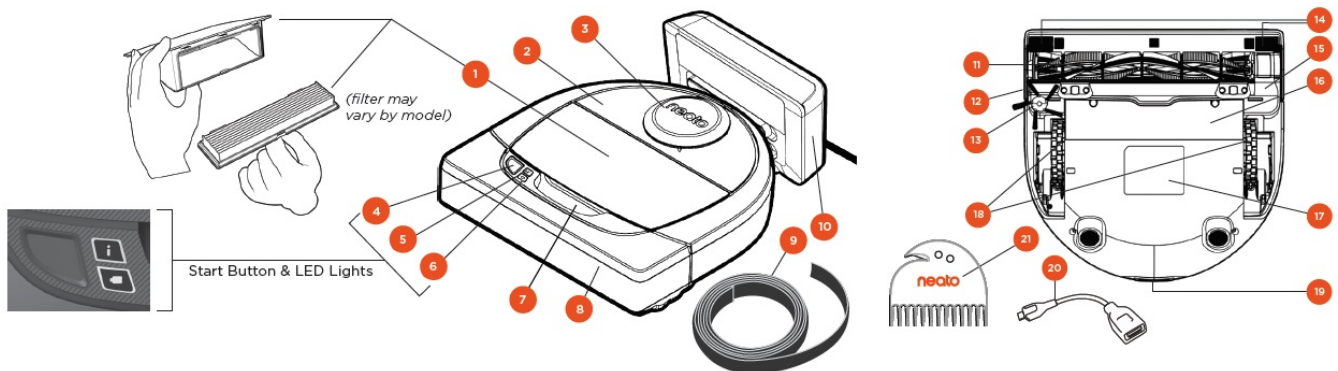
Please observe your Neato robot during the first few cleaning runs and make any adjustments to the cleaning environment to optimize navigation.

- While Neato robots have a smart navigation system that avoids obstacles, the robot may occasionally bump into furniture, objects, pets and people. Therefore if you have special objects that could potentially be damaged

by the bumping, remove these objects from the room or use boundary markers.

- Similarly, the Neato robot's rotating brush operates like a regular upright vacuum cleaner, so do not use the Neato robot on floors or rugs (e.g. with fringes) that you would not use a regular upright vacuum on.
- If the area to be cleaned contains a cliff, drop, balcony, fireplace, or other area where the vacuum could travel/fall that represents danger, place a physical barrier to prevent travel in that area to ensure safety. The drop sensors and boundary markers are to help the robot navigate during cleaning but should not be relied upon solely to avoid a potential dangerous situation.
- Neato Robotics is not responsible for any damage to furniture, objects, rugs, or flooring.

Overview



1. Dirt Bin and Filter
2. Top
3. Laser Cover
4. Start Button
5. Info LED
6. Battery LED
7. Handle
8. Front Bumper
9. Boundary Marker (included in some models)
10. Charge Base
11. Brush
12. Wall Following Sensor Window
13. Side Brush (available on specific models only)
14. Drop Sensor Window
15. Brush Guard
16. Battery Door
16. Robot Label
17. Wheels
18. Charging Contacts
19. Upgrade Cable (included in some models)
20. Cleaning Tool (included in some models)

INFO LED is used for:

- Wi-Fi connection status
- Cleaning status

- Errors

BATTERY LED is used to show:

- Charge state
- Battery Errors

NOTE: LED light details are described later in this user guide.

Requirements: You need Wi-Fi, an iOS or Android phone or tablet, and a Neato account (free) in order to use some features.

Important Items and Tips

IMPORTANT ITEMS

- Keep your robot away from liquids and wet areas. Move or cover pet bowls and plant trays.
- Clear the area of small items such as toys and clothing.
- Tie up wires, curtains and other low-hanging items.
- Thick carpet on top stair may affect the ability of the robot's navigation system to prevent falls (top stair with low pile carpet is OK). To make sure your robot sees the drop, place boundary markers 6 inches/15cm from the edge of the stair.
- Keep your Neato inside the house. It was not designed for outdoor cleaning or freezing temperatures.

TIPS

- To keep your robot out of places you don't want it to go, set down boundary markers (included in specific models, however Neato Boundary Markers are compatible with all Neato robots).
- You can use scissors to cut boundary markers to a shorter length.
- You can use removable tape to keep boundary markers flat on the floor.
- To do a Reset of the Neato robot, press and hold the button for 10 seconds and all the lights will turn off. Press Start button once more to turn the robot back on.
- The combo brush offers superior pick-up of pet hair, reduced noise during operation, and is ideal for homes with multiple types of flooring.
- The spiral blade brush (sold separately) offers deep cleaning performance across all floor surfaces.
- Shiny surfaces and black floors might cause navigation issues.
- Before connecting your robot to your Neato account, view the How-To Video online at

www.NeatoRobotics.com/Support

IMPORTANT: Please observe your Neato robot during the first few cleaning runs and make any adjustments to the cleaning environment to optimize navigation. Also, while Neato robots have a smart navigation system that avoids obstacles, the robot may occasionally bump into furniture, objects pets and people. Therefore, if you have special objects that could potentially be damaged by the bumping, remove these objects from the room or use boundary markers. Similarly, the Neato robot's rotating brush operates like a regular upright vacuum cleaner, so do not use the Neato robot on floors or rugs (e.g., with fringes) that you would not use a regular upright vacuum on. Neato Robotics is not responsible for any damage to furniture, objects, rugs, or flooring.

Start Button & LED Lights

INFO LED

| | ACTION | INFO LED |
|-----------------------|--|---|
| Start Cleaning | Press Start Button 1x for house cleaning Press Start Button 2x for spot cleaning | Solid Blue Solid White |
| Pause/Resume Cleaning | Press Start Button during cleaning to pause robot. Press Start Button again to resume cleaning. | LED pulses during pause |
| Cancel Cleaning | Press & hold Start Button for 5 seconds | Robot & LEDs turn off & robot plays a tone. |

NOTE: if the INFO LED light is blinking red or solid red, your robot needs robot maintenance or your robot has a navigation Please check the troubleshooting section of this guide.

BATTERY LED

| ROBOT IS: | LED COLOR | WHAT IT MEANS |
|-----------|---------------|--|
| Cleaning | Solid Green | Battery level is normal |
| | Solid Amber | Battery level is low. Battery must be charged before a new cleaning can be started |
| Charging | Pulsing Green | Battery is charging and robot can start cleaning |
| | Pulsing Amber | Robot is fast-charging the battery and must complete before cleaning can start |

NOTE: If Blinking Red, please check the troubleshooting section of this guide.

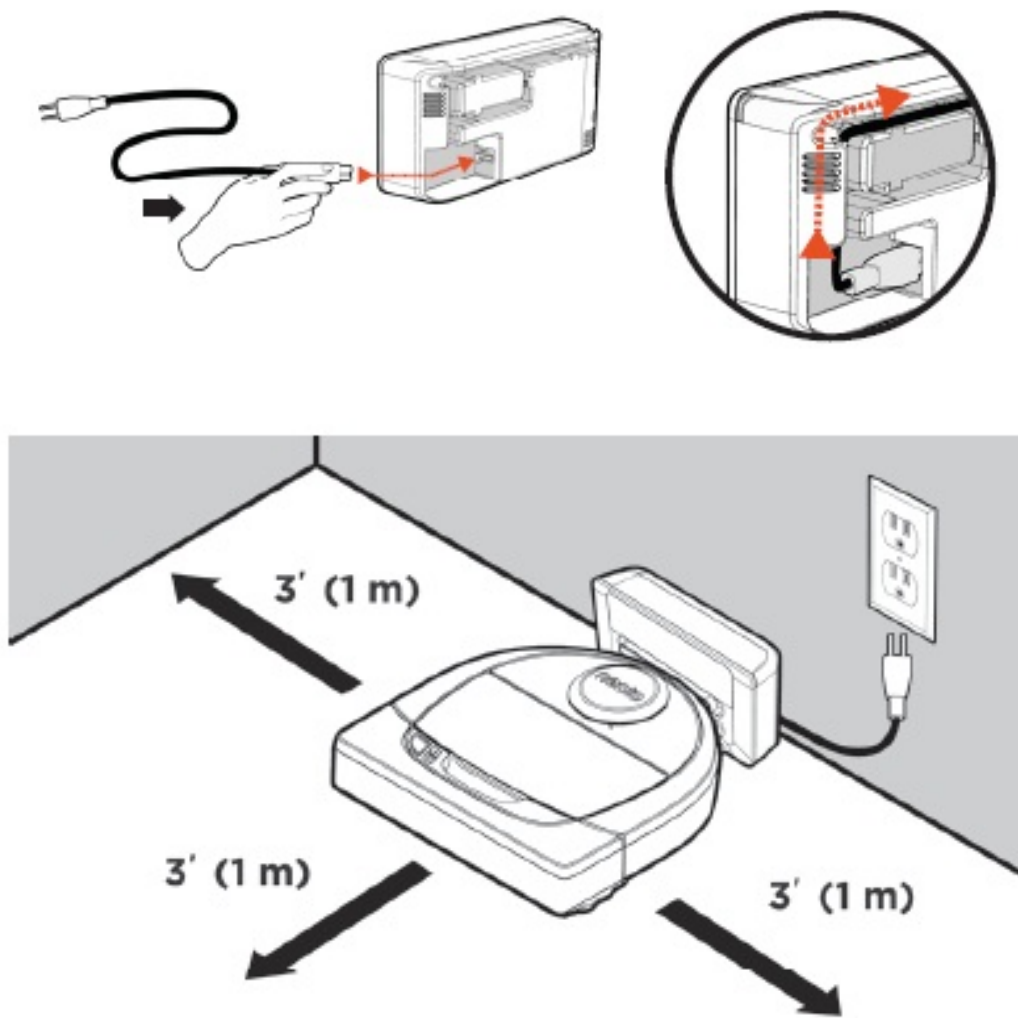
Preparation and Set Up

REMOVE FILMS AND STICKERS

IMPORTANT: Remove all protective films and shipping material from the robot and charge base. If they are not removed, your Neato robot will not operate correctly.

SET UP CHARGE BASE

Plug the power cord securely into the charge base.
Adjust the length of the cord by wrapping it as shown.



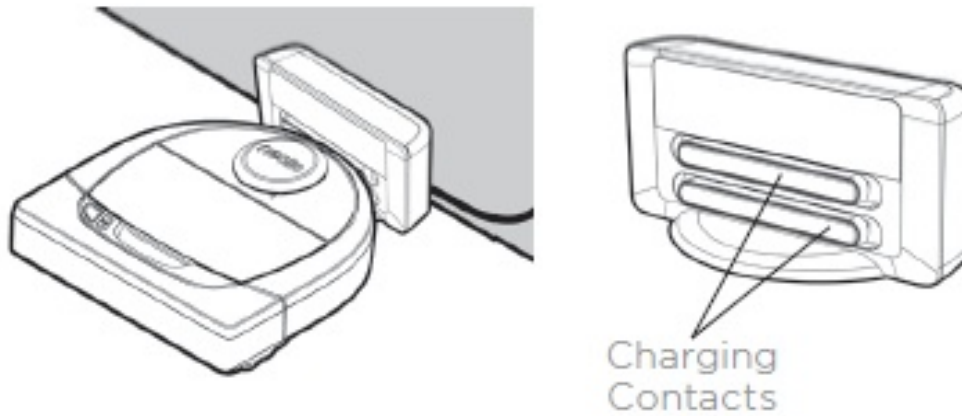
Choose a wall outlet that has a 3' (1 m) clearance on both sides and in front of the charge base. This helps your robot find the charge base. Plug in the power cord and push the charge base against the wall.

TIP: Locate the charge base on a hard floor surface.

TIP: Make sure the power outlet is not controlled by a switch.

INITIAL ROBOT CHARGING

Place the rounded side of your Neato robot against the metal charging contacts on the charge base until the contacts are pushed all of the way in. For best results, charge the robot fully before your first cleaning cycle to experience a full high performance cleaning.



NOTE: During bootup, the robot will alternately blink green and blue.

NOTE: Your robot is only compatible with the included charge base.

Setting Up Your Robot With Wi-Fi Connection and the Neato App

It is recommended that you setup your robot to work with the Neato app to get the best experience and access to all of the features. The Neato app is the optimal way to control your robot and receive notifications via your smartphone or tablet.

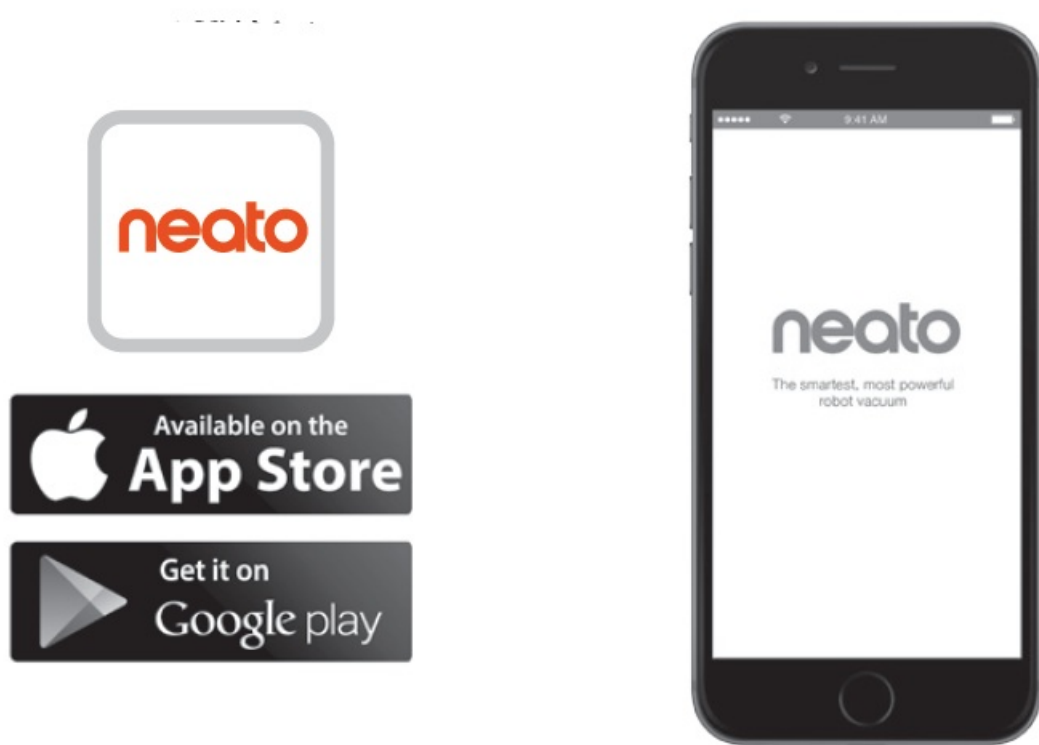
Benefits of using the Neato app:

- Easy access & control
- Start your robot when you are not home
- Easily pause cleaning from the app
- Instant notifications (cleaning complete, alerts, etc.)
- Battery status
- Maintenance alerts and context sensitive help to keep your robot in top form
- Dashboard (some features available on specific models only)

It is also possible to start and stop the robot using the Start Button on the robot.

APP SET-UP

Download the Neato app from the Apple App Store or Google Play.



Follow the directions within the Neato app. You will be prompted to:

- Create an account
- Verify your account via email
- Add/Connect your robot
- Your home Wi-Fi password
- Fully charged robot

NOTE: Before you begin, you will need:

ROBOT FEEDBACK DURING INITIAL PAIRING

Follow the instructions on the Neato app to pair your robot. Your robot is in pairing mode for the first 60 minutes after you turn on your robot for the first time.

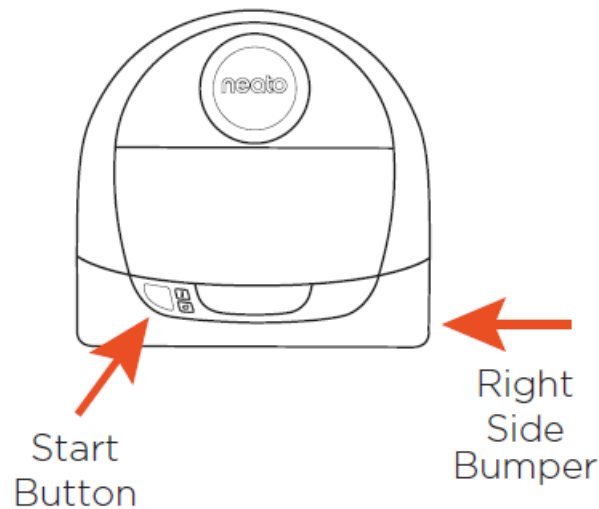
During pairing the INFO LED will change based on the connection status:

| LED COLOR | WHAT IT MEANS |
|--------------------|---|
| Slow Blinking Blue | Robot is in Pairing Mode |
| Fast Blinking Blue | Pairing to Neato app/account |
| Solid Blue | Pairing successful (<i>shows for 5 seconds</i>) |
| Solid Red | Pairing unsuccessful (<i>shows for 5 seconds</i>) |

PAIRING ISSUES

If you are not able to connect your robot within the first 60 minutes (or if the robot does not connect the first time), you will need to return the robot to pairing mode. Follow these steps:

- Press and hold the Start button and right bumper for 10 seconds to turn robot off. The robot will turn off and revert to factory settings (and original software installed).



- Press the Start button once more to turn the robot on. The LED will be slow blinking blue showing that the robot is now in pairing mode.
- Follow steps in the Neato app to CONNECT YOUR ROBOT.

OPERATING THE ROBOT FROM MULTIPLE SMARTPHONES & TABLETS

The Neato app can be used by multiple devices in a household to operate the same robot. Just download the Neato app to other smartphones or tablets and sign in to the same My Neato account using the email and password used to setup the robot.

NOTE: Only 2.4GHz Wi-Fi networks are supported and will display in the list of available options during robot set-up. WEP EAP is not supported at this time.

The FCC requires all wireless devices in the US to operate on wireless spectrum channels 1-11. If you are still having issues connecting your robot, certain Wi-Fi router firewall and port settings can prevent a connection with the Neato servers.

Please reference troubleshooting information at www.NeatoRobotics.com/support.

CONNECTING YOUR ROBOT TO ADDITIONAL NETWORKS

If you would like to add additional networks, see instructions on the Neato website support center at www.neatorobotics.com/support.

Using Your Robot With the Neato App

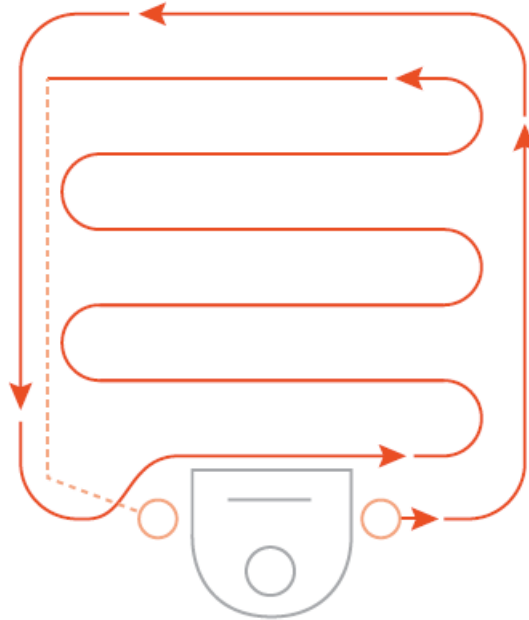
HOUSE CLEANING

Selecting House Cleaning sets your Neato robot to clean the entire floor on one level automatically moving from room to room.

From the app you can Start, Pause, Resume, Stop, and Return to Start/Base.

Note: When canceled mid-cleaning, your robot will stop in place. You can ask your robot to return to its base station using the Neato app. If the robot has detected the base, it will attempt to return to base and dock.

SPOT CLEANING



Selecting Clean Spot sets your Neato robot to clean a 7'x7' area and you can also select 2-pass cleaning (available only on specific models).

SCHEDULING YOUR NEATO ROBOT

Set up a schedule for regular vacuuming. You can set your preferences based on cleaning days and times.

NOTE: If you are going away, you can turn OFF Enable Schedule to put the schedule on hold.

PUSH NOTIFICATIONS

By turning on push notifications in the app, your robot can notify you about its status. Your phone/tablet will display messages such as cleaning complete, alerts, etc.

ROBOT SOFTWARE UPDATES

Keep the software on your robot current. You can initiate a robot software update using the Neato app. Or, you can manually update the software directly on your robot.

SMART WATCH CAPABLE

If you have an Apple Watch or Android Wear smart watch, you can access some features on your watch such as start, stop, and receiving notifications. Your watch needs to be in the vicinity of your smartphone for these features to be accessible. After you have paired your smart watch with your smartphone, go to the watch app on your smartphone and turn access on to the Neato app to view features on your watch.

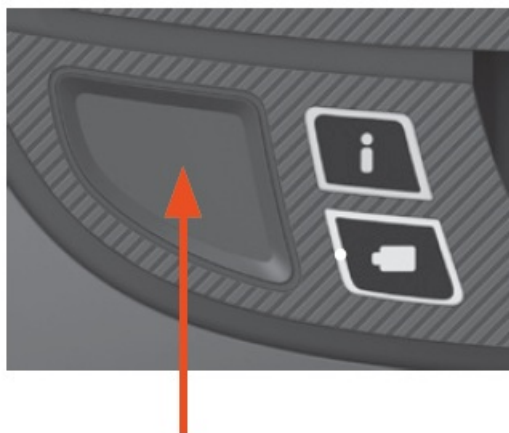
TROUBLESHOOTING YOUR DEVICE

When an error occurs during operation of the robot, you can click the error link in the Neato app to see what it means and what to do.

For additional information on troubleshooting your device, please see Help in the app.

Using Your Neato Robot Without the Neato App

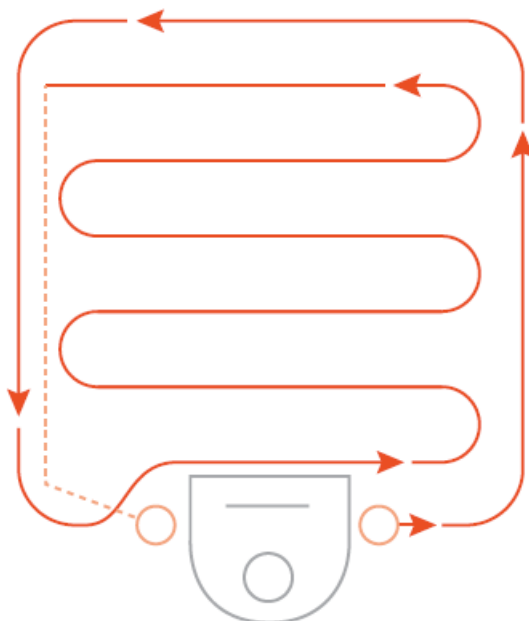
HOUSE CLEANING



*Initiate
House Cleaning
by pressing the
Start Button 1 time.*

You can initiate House Cleaning by pressing the Start Button once. Your Neato robot will clean the entire floor on one level automatically moving from room to room.

SPOT CLEANING



You can initiate Spot Cleaning by pressing the Start Button twice. During Spot Cleaning, if you press the Start Button, the robot will pause. If you press it again, it will resume. To cancel the Spot Cleaning, press the Start Button and hold it down for 5 seconds.

FEATURES ONLY AVAILABLE VIA THE NEATO APP

Some features are only available if you connect your robot to the Neato app on your smartphone or tablet. These features include scheduling, push notifications, context sensitive help, and cleaning statistics (specific models only).

INFO LED

| | | |
|-----------------------|--|---|
| Start Cleaning | Press Start Button 1x for house cleaning | Solid Blue |
| | Press Start Button 2x for spot cleaning | Solid White |
| Pause/Resume Cleaning | Press Start Button during cleaning to pause robot. Press Start Button again to resume cleaning. | LED pulses during pause |
| Cancel Cleaning | Press & hold Start Button for 5 seconds | Robot & LEDs turn off & robot plays a tone. |

NOTE: If the INFO LED light is blinking red or solid red, your robot needs robot maintenance or your robot has a navigation Please check the troubleshooting section of this guide.

BATTERY LED

| ROBOT IS: | LED COLOR | WHAT IT MEANS |
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| Cleaning | Solid Green | Battery level is normal |
| | Solid Amber | Battery level is low. Battery must be charged before a new cleaning can be started |
| Charging | Pulsing Green | Battery is charging and robot can start cleaning |
| | Pulsing Amber | Robot is fast-charging the battery and must complete before cleaning can start |

NOTE: If Blinking Red, please check the troubleshooting section of this guide.

How Neato Works

HOUSE CLEANING

In normal operation, Neato comes off of its base, explores its surroundings and starts cleaning. It starts cleaning in sections approximately 15'x15' depending on layout and furniture in the room. It will continue to clean section by section until the entire area is cleaned.

Your Neato robot will also try to clean one room fully before moving on to the next, assuming it can detect your doorways. If it cleans a partial room, your Neato robot will come back to finish the room before finishing the complete job.

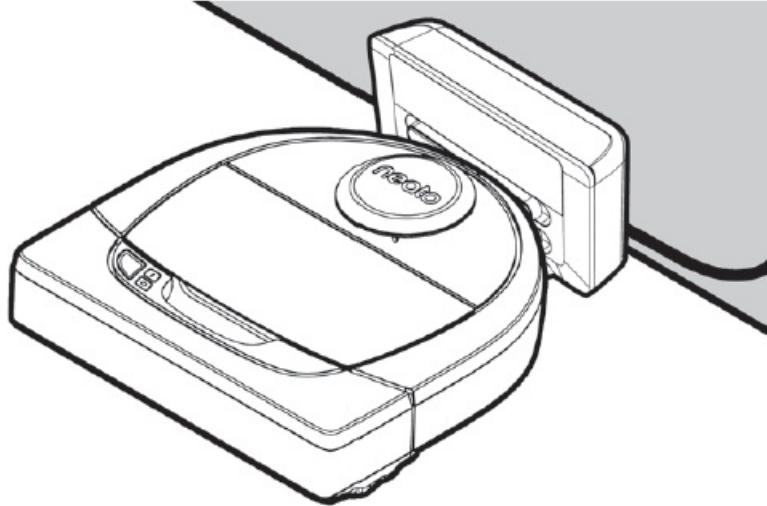
AUTO CHARGE AND RESUME

If the area the Neato robot is attempting to clean is very large, the robot will return to its base mid-cleaning to recharge. Once recharged, it will return to finish where it left off. A complete cleaning cycle includes 3 cleanings and 2 recharges so that Neato can clean very large areas on one level.

SINGLE ROOM CLEANING

If you just want to clean a single room, you can manually place your robot in the room, press the start button, and close the door. Your Neato robot will clean the room, and return to where you originally placed it in the room. When the robot has finished cleaning, please put the robot back on its charge base.

RETURNING TO BASE



For best results, we recommend you start your robot from its charge base. When started from its charge base, it has a better result in returning to base when it is complete.

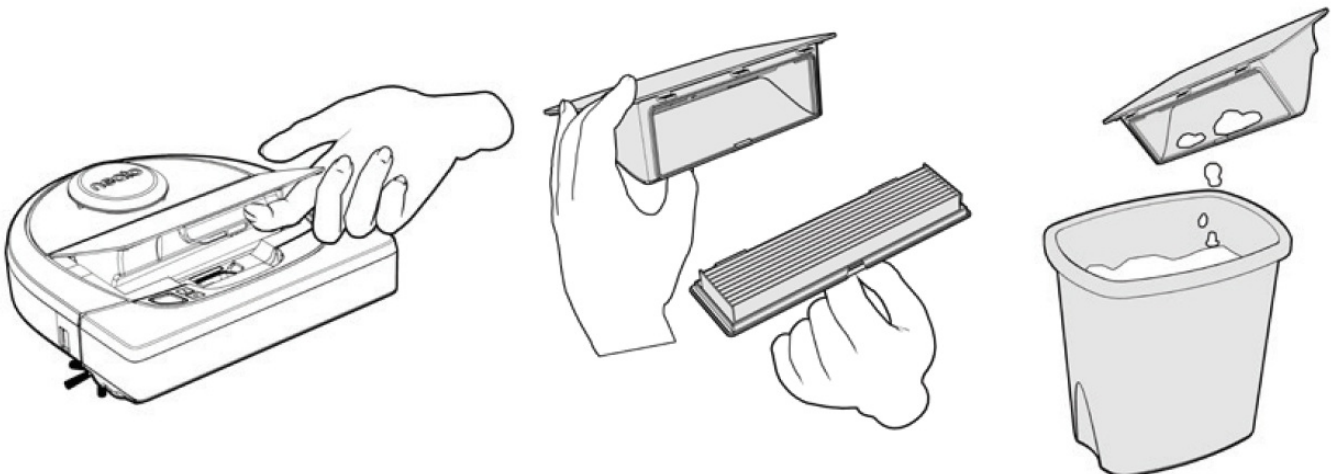
MOVING A ROBOT MID-CLEANING

It is not recommended to pick up your robot and move it mid-cleaning. It can become disoriented, not follow its normal smart behavior, and have difficulty finding its charge base. If you pick up your robot, put it back down within 1 foot of where you picked it up for best results.

Maintaining Your Neato Robot

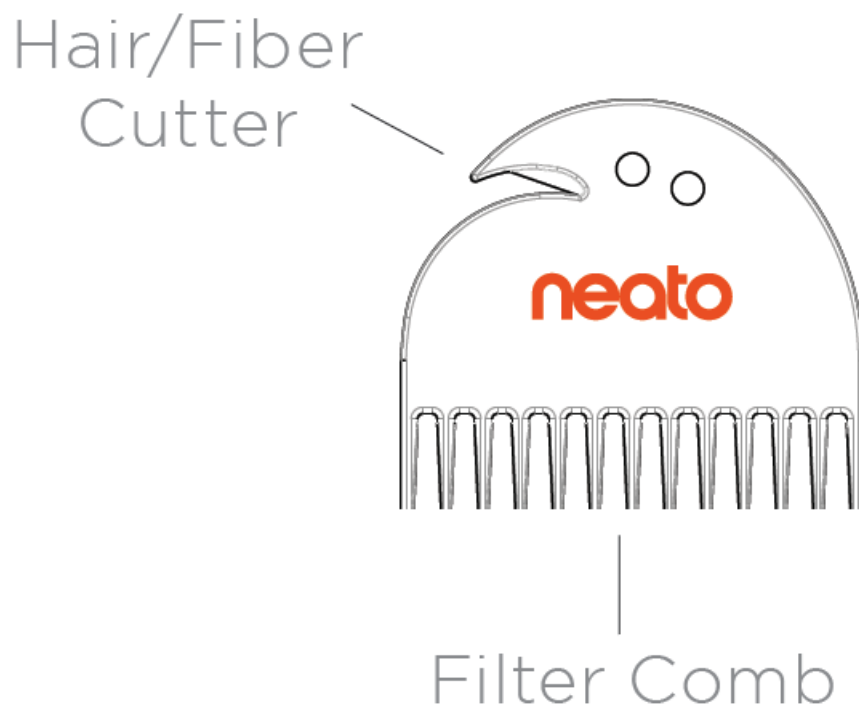
IMPORTANT: Your robot needs regular maintenance to operate reliably. This means checking/cleaning the brushes and emptying the dirt bin after every use or as needed, depending on your environment. Failure to do this may cause problems with your robot and impact your robot's performance and void your warranty coverage.

DIRT BIN AND FILTERS



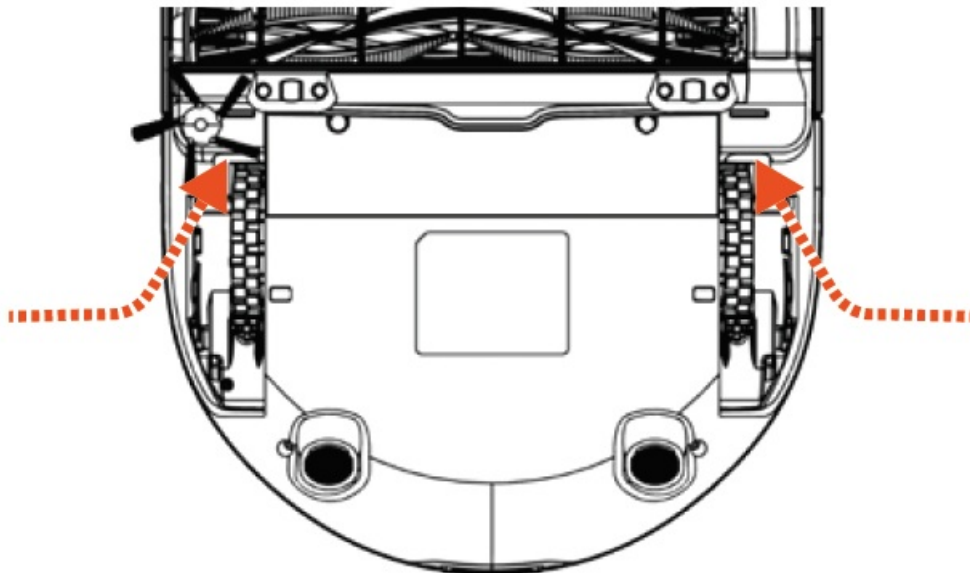
After each use, empty the dirt bin, clean the airways/openings and filter. To remove the filter, pinch the handle and pull out. Use the cleaning tool comb to clean the filter.

Replace the filter every 1 to 2 months or more frequently as needed.



BRUSHES

If your robot has a side brush, remove the side brush and set aside. Then, remove the brush guard by pulling up on both sides.

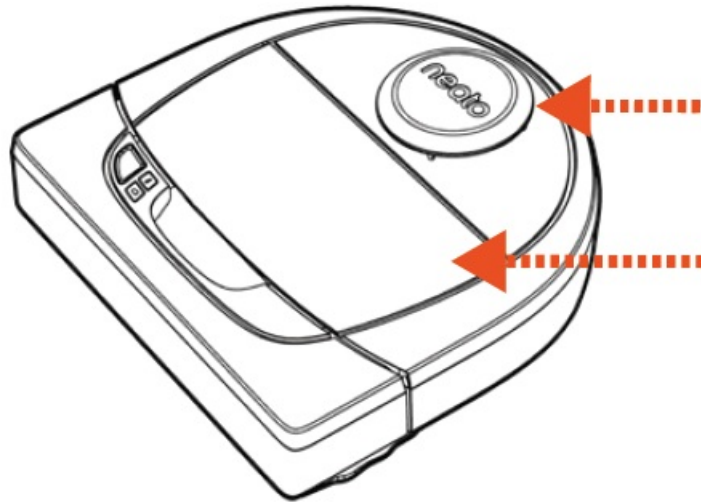


***NOTE: PULL UP ON BOTH SIDES SIMULTANEOUSLY**

Use the hair/fiber blade to cut and remove hair from the brush. Remove any debris from the brush ends and inside the brush cavity where the brush sits. Re-insert the brush and replace the brush guard.

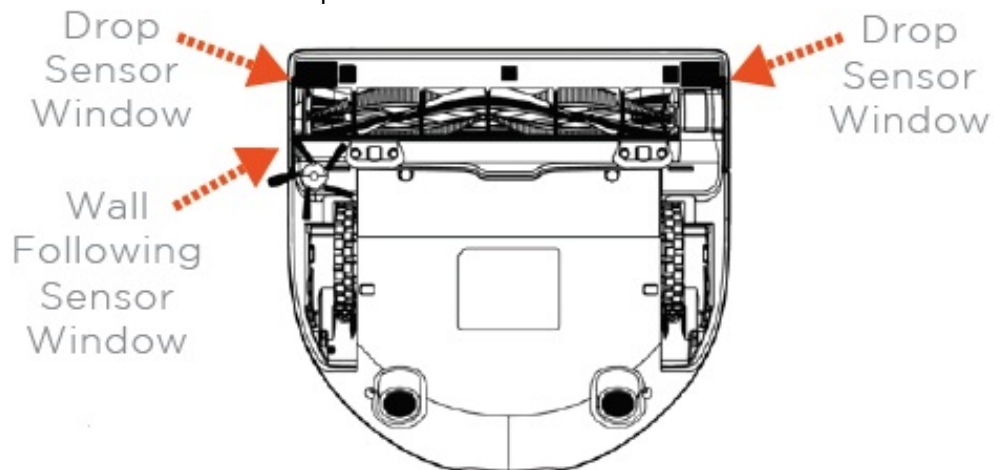
ROBOT TOP

Clean the top of the robot and the area around the laser top with a soft cotton cloth.



SENSORS

Use a dry cotton swab to clean the two drop sensor windows on the bottom of the robot.



NOTE: View the Neato How-To videos online at www.NeatoRobotics.com/support to see how to maintain your robot.

ACCESSORIES

You can find information about accessories and replacement parts for your Neato robot at NeatoRobotics.com. Always purchase Neato Genuine accessories and parts:

- Batteries
- Filters
- Brushes
- Boundary Markers
- Cleaning Tool
- Dirt Bin
- Charge Base

Using unauthorized or 3rd party accessories (non-Neato Genuine) can damage your robot and will void your warranty.

Recommended replacement schedule depends on use.

- **Filters** – every 1 to 2 months
- **Batteries** – every 12 to 18 months

REGISTER YOUR NEATO

Even if you are not using the Neato app, you can stay up to date on software releases and special offers by registering your robot. Go to NeatoRobotics.com/My-Neato to create an account and register your Neato robot.

GETTING HELP

Find more helpful information, including how-to videos, frequently asked questions, and tips & tricks for optimal operation.

Go to: NeatoRobotics.com/Support
YouTube.com/NeatoRobotics

WARRANTY

Neato Robotics, Inc. warrants to the original purchaser that the Neato Robotics hardware product, excluding batteries, shall be free from defects in material and workmanship for 1 year from the original date of purchase. In the case of batteries, a Warranty Period of six (6) months applies.
See complete Warranty terms at NeatoRobotics.com/Limited-Warranty.
All warranties beyond those expressly stated are disclaimed to the maximum extent permissible by applicable law.

IMPORTANT INFORMATION

See separate document included with your Neato robot.

Troubleshooting

| | | |
|--------------|---|--|
| Blinking Red | The robot battery has experienced an error. | Please contact Customer Care. For local contact information: www.NeatoRobotics.com/Contact-Us |
|--------------|---|--|

| | | |
|--------------|--|--|
| Blinking Red | Your robot needs to be cleaned to operate at best performance. | <p>Follow these steps to make sure your robot is well-maintained before running it again: 1 – Ensure that both the filter and dirt bin are clean and properly inserted.</p> <p>2 – Make sure the dirt bin is in the robot and properly seated in position. The top of the dirt bin should be level with the top of the robot if inserted correctly.</p> <p>3 – Make sure the brush and end caps are clear of debris and remove any hair or debris that is wrapped around it. 4 – Make sure wheel wells aren't blocked with debris</p> <p>Press the Start Button to start the robot. If it still has issues, follow the next 2 steps:</p> <p>5 – Using a dry cotton swab, please spin the laser housing under the laser cover 5 times in each direction being careful to avoid the openings in the housing.</p> <p>6 – Use a dry cotton swab to clean the two drop sensor windows on the bottom of the robot. Press the Start Button to start the robot.</p> <p>7 – Press and hold the Start Button for 10 seconds to reset your robot. All of the lights on the robot will turn off.</p> <p>Press the Start Button to turn the robot back on.</p> <p>Go to the support center to watch how-to videos on these maintenance items.</p> |
|--------------|--|--|

| | | |
|-----------|---|---|
| Solid Red | <p>The Neato robot is having difficulty navigating the environment. Possible reasons for this:</p> <ul style="list-style-type: none"> • The laser is blocked. • It is having difficulty navigating the floor. • The sensors are dirty or not working properly. • The wheels or brush are dirty. | <p>Follow these steps to troubleshoot. Make sure:</p> <p>1 – Nothing in the environment has changed since the robot started cleaning (e.g., furniture moved, robot moved to different room)</p> <p>2 – Wheel wells aren't blocked with debris. 3 – The battery is charged.</p> <p>4 – If the robot still has issues, reset the robot by pressing and holding the button for 10 seconds. The robot will turn off. Press the Start Button to turn it back on. Try running the robot again.</p> <p>Press the button to start the robot. If it still has issues,</p> <p>5 – Make sure the robot's laser freely rotates: Use a dry cotton swab to rotate the laser 5 times to the left and 5 times to the right, making sure NOT to put the cotton swab in either hole.</p> <p>6 – Using compressed air, use short bursts of compressed air about 6" away.</p> <p>Let the robot fully charge. Try running the robot again. If issue persists, click on Chat icon for assistance at www.NeatoRobotics.com/support, or visit our Customer Care contact page for more options.</p> |
|-----------|---|---|

Congratulations on your new Neato robot. You will soon experience the joy of having clean floors without ever pushing a vacuum.

Observe your robot during the first few cleaning runs. You may find that a few small adjustments in your home (moving a chair or lamp a few inches, picking up cords) will make a big difference in your experience/results. Help your robot and your robot will help you.

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