

## MyDolphin™ Connection issues

Please follow the procedure below:

- **Reset the application installation on the smartphone:**
  - Remove the *MyDolphin™* (Maytronics) application from your smartphone.
  - Search for the app using the search word maytronics (on App Store / Google Play, after choosing the app 'MyDolphin™').
  - Download the *MyDolphin™* application.
- **Reset the robot:**
  1. Disconnect the power supply cable (220V voltage input) from the electrical outlet.
  2. Turn on the power (even if it is not connected to the electrical outlet).
  3. Connect the power cable (220V input cable) to the electrical outlet.
  4. Connect the blue (robot) cable to the power supply.
  5. Turn on the power for about 30 seconds, then turn it off.
  6. Wait a few seconds and turn on the power again.
  7. Repeat 3 times for actions points 5 → 6.
  8. Reload *MyDolphin™* application and verify that the app' connects to the robot.
- **While any use of the application with the robot:**
  - Verify - 3G / 4G network connection, signal strength greater than 60%.
  - **Disable the Bluetooth®** connection on the smartphone settings.
  - **On Android smartphones please verify:**
    - **Location Services – ON.**
    - **GPS – ON.**
  - Make sure **you are near your power supply, at 33 feet** at the most.
  - While using the *MyDolphin™* application, **point the smartphone at the power supply and make sure nothing is blocking the line of sight to the power-supply.**
  - Reactivate *MyDolphin™* application.
  - When the message "... activate Bluetooth ...", go to the smartphone settings and activate Bluetooth®.
  - The application will connect to the robot.
  - **Wait** till the message at the top of the menu: "***Receiving information from Dolphin™***" **disappears**, and the "***Cleaning mode***" is displayed.  
Please verify that you can control the robot, using the smartphone.
  - Always allow a few seconds for navigation between the screens of *MyDolphin™* application, since the apps' commands are sent to the power supply then through the blue communication cable, to the robot and never directly to the robot.

There is no need for Bluetooth® pairing procedure between the smartphone and the robot, such as the procedure between a smartphone and the car.