

## MyDolphin™ App Troubleshooting

### Compatibility

- **Android version: 4.3 or later.**
- **Apple mobile phones: iPhone 4s with iOS 6.0 onward.**

Issue	Corrective Action (iOS)	Corrective Action (Android)
Cannot find <a href="#">MyDolphin</a> app in App Store / Google Play.	Verify that the version of your mobile phone version is iPhone 4s or iOS 6.0 and onward, and update if required.	Verify that your mobile phone version is Android version 4.3 and onward, and update if required.
There are no Dolphin robots displayed on the pairing screen.	Verify that your mobile phone version is iPhone 4s or iOS 6.0 and onward, and update if required. Also verify that your Bluetooth™ is activated on your mobile phone. In addition: <ol style="list-style-type: none"> <li>1. Turn on the power supply.</li> <li>2. Make sure you are standing close to your power supply.</li> <li>3. Make sure there are no other phones currently connected to the Dolphin (if the BLE™ LED on the power supply is on then another phone is connected to the Dolphin).</li> <li>4. Restart the app and try the above steps again.</li> <li>5. If none of the above steps work, please contact <a href="#">Maytronics technical support</a>.</li> </ol>	Verify that your mobile phone version is Android version 4.3 and onward, and update if required. Also verify that your Bluetooth™ is activated on your mobile phone. In addition: <ol style="list-style-type: none"> <li>1. Turn on the power supply.</li> <li>2. Make sure you are standing close to your power supply.</li> <li>3. Make sure there are no other phones currently connected to the Dolphin (if the BLE™ LED on the power supply is on then another phone is connected to the Dolphin).</li> <li>4. Restart the app and try the above steps again.</li> <li>5. If none of the above steps work, please contact <a href="#">Maytronics technical support</a>.</li> </ol>
The app cannot connect to the Dolphin that appears in the pairing screen.*	Make sure that the serial number (S/N) in the pairing screen matches your Dolphin's S/N. If the problem persists, verify that your mobile phone version is iPhone 4s or iOS 6.0 and onward, and update if required. In addition: <ol style="list-style-type: none"> <li>1. Turn on the power supply.</li> <li>2. Make sure you are standing close to your power supply.</li> <li>3. Make sure there are no other phones currently connected to the Dolphin (if the BLE™ LED on the power supply is on then another phone is connected to the Dolphin).</li> <li>4. Restart the app and try the above steps again.</li> <li>5. If none of the above steps work, please contact <a href="#">Maytronics technical support</a>.</li> </ol>	Make sure that the serial number (S/N) in the pairing screen matches your Dolphin's S/N. If the problem persists, verify that your mobile phone version is Android version 4.3 and onward, and update if required. In addition: <ol style="list-style-type: none"> <li>1. Turn on the power supply.</li> <li>2. Make sure you are standing close to your power supply.</li> <li>3. Make sure there are no other phones currently connected to the Dolphin (if the BLE™ LED on the power supply is on then another phone is connected to the Dolphin).</li> <li>4. Restart the app and try the above steps again.</li> <li>5. If none of the above steps work, please contact <a href="#">Maytronics technical support</a>.</li> </ol>
The connection is lost and when the user tries to reconnect to the Dolphin by pressing <b>Reconnect</b> , the connection is not renewed even when the user is close to the power supply.	<ol style="list-style-type: none"> <li>1. Make sure you are standing close to your power supply.</li> <li>2. Restart the app to reconnect to the Dolphin.</li> <li>3. If none of the above steps work, please contact <a href="#">Maytronics technical support</a>.</li> </ol>	<ol style="list-style-type: none"> <li>4. Make sure you are standing close to your power supply.</li> <li>5. Restart the app to reconnect to the Dolphin.</li> <li>1. If none of the above steps work, please contact <a href="#">Maytronics technical support</a>.</li> </ol>
The message "Receiving information from Dolphin" doesn't disappear.	Restart the app.	Restart the app.
Upon activating the Manual Drive, the message "Please wait" does not disappear.	<ol style="list-style-type: none"> <li>1. Return to the main screen and try again.</li> <li>2. Restart the app.</li> </ol>	<ol style="list-style-type: none"> <li>1. Return to the main screen and try again.</li> <li>2. Restart the app.</li> </ol>

The Dolphin does not climb the walls of the pool.	Make sure that you are not in Fast mode or Floor Only mode. In these modes the Dolphin will not climb the walls of the pool. The Regular mode needs to be reactivated manually.	Make sure that you are not in Fast mode or Floor Only mode. In these modes the Dolphin will not climb the walls of the pool. The Regular mode needs to be reactivated manually.
"No Mode" appears as the mode on the Clean Mode screen.	Return to the main screen and wait until the mode appears in the Info Bar, and then return to the Clean Mode screen.	Return to the main screen and wait until the mode appears in the Info Bar, and then return to the Clean Mode screen.
The clean mode status on the main screen is not updated after a different mode is selected.	Restart the app.	Restart the app.

## General Guidelines and Tips

- The initial connection to the Dolphin using the app needs to be done when the smartphone is connected to the internet (by WIFI, 3G or 4G).
- If more than one Dolphin appears on the pairing screen, the user needs to identify the correct Dolphin according to the S/N and not by its position on the pairing screen.
- Before connecting to the Dolphin for the first time, the user should turn on the Dolphin for one minute and turn it off.
- While the app is connected to the Dolphin, the buttons on the power supply are in disable mode.
- In many cases, restarting the app will solve the issue.
- When activating Manual Drive, the following will occur:
  - The app LED indicator on the power supply will blink.
  - The Dolphin will stop and wait for commands.
  - The Dolphins LED will change from blue to green.
  - If no commands are sent within one minute, the user will be returned automatically to the main screen and the Dolphin will resume its automatic cleaning.
- The Fast mode and Floor Only mode are permanent; that is, they will not revert to Regular Mode after the Dolphin is turned off or activity is on hold. The Ultra Clean mode and Water Line mode will revert to the Regular mode when the Dolphin is turned off or activity is on hold.
- If none of the troubleshooting steps work, then contact [Maytronics technical support](#) with the following information:
  - The S/N of the robot.
  - The S/N of the motor unit.
  - The brand, model, and operating system version of the smartphone.