# Pure Clean Smart Vacuum Cleaner

## *Wifi Connection Troubleshooting Guide*

Pure Clean

### *1. Dual Band Router Problem*

**Problem Description:**

- "**EZ Mode**" connection failed.
- "**Find Device**" in the first step of the connection page and did not turn green.
- "**AP Mode**" connection failed.

**Solution:** Log in to the router's official website address, to name the 2.4G and 5G band WiFi, and then connect the mobile phone to the 2.4G band WiFi to connect the device.

### *2. Router Overload*

**Problem Description: EZ mode**" and "**AP mode**" connection failed to 2.4G wifi.

**Cause:** Too many devices connected to the router that leads to router congestion.

**Verification Method:** Use phone A to send out a WiFi (hot spot), and then use phone B to connect the hot spot sent out by mobile phone A, and then follow the prompts of app to connect the device to check whether the connection is successful.

### *3. Router Security Issues*

**a. "Anti scratch network" mode:** Check and turn off the router's "**anti scratch network**" mode.

**b. "Firewall" mode:** Check and turn off the "**firewall**" mode of the router

**c. "Don't show or hide this WiFi" function:** Check and turn off "**don't show/hide this WiFi**" function.

### *4. Precautions in the process of equipment configuration*

**a.** Do not charge the device while connecting

**b.** Make sure to enter the correct Wi-Fi name and password, as it is case sensitive.

**c.** When the app prompt you to press and hold the button, wait for 3-5 seconds, then press and hold the button. Do not let the robot enter the "**network connecting mode**" in advance.

**d.** When the "**EP mode**" fails, please change to "**AP mode**" according to the prompt of app to continue the connection.

**PLEASE UPDATE THE APP TO THE LATEST VERSION**

**Questions? Issues?**
We are here to help!
Phone: **(1) 718-535-1800**
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