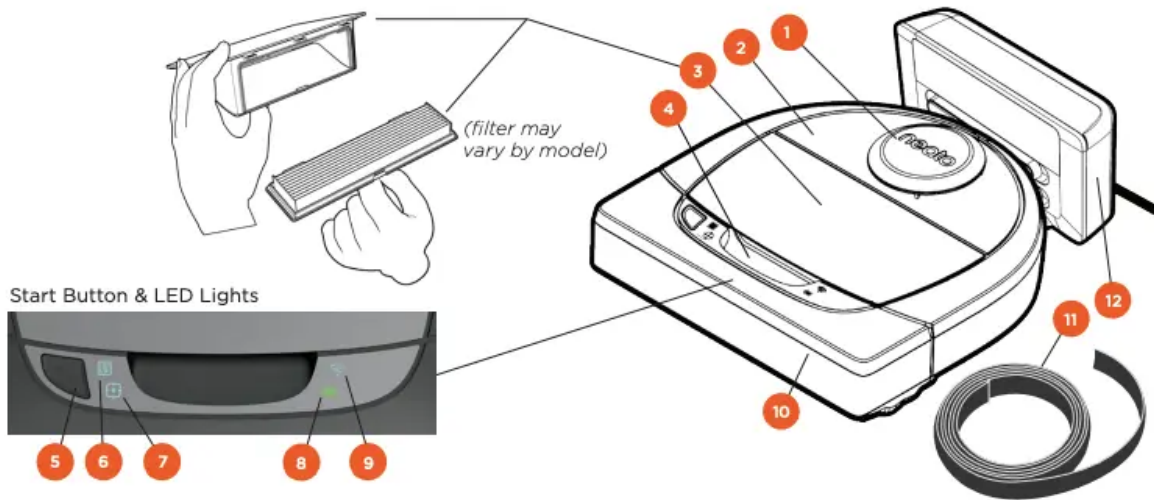


## Overview



### HOUSE CLEAN LED shows:



- Whole House Clean
- House Clean Error

### SPOT CLEAN LED shows:



- 7' x 7' Spot Clean
- Spot Clean Error

### WI-FI LED shows:



- Wi-Fi connection status during pairing
- Out of range or other status

### BATTERY LED shows:



- Charge State
- Battery Errors

1 Laser Cover

2 Top

3 Dirt Bin and Filter

4 Handle

5 Start Button

6 House Clean Icon

7 Spot Clean Icon

8 Battery Icon

9 Wi-Fi Icon

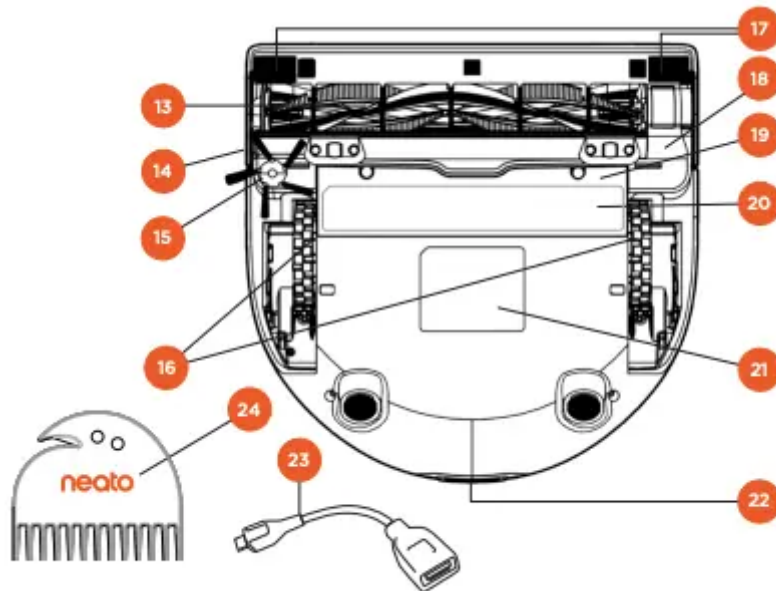
10 Front Bumper

11 Boundary Marker (included in some models)

12 Charge Base

**NOTE:** Icon 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.



13 Brush

14 Wall Following Sensor Window

15 Side Brush (available on specific models only)

16 Wheels

17 Drop Sensor Window

18 Brush Guard

19 Battery Door

20 Maintenance Tip Label

21 Robot Label

22 Charging Contacts

23 Upgrade Cable (included in some models)

24 Cleaning Tool (included in some models)

## Start Button & LED Lights

HOUSE CLEAN  and SPOT CLEAN  LEDs

	ACTION	HOUSE CLEAN LED	SPOT CLEAN LED
<b>Start Cleaning</b>	Press Start Button 1x for house cleaning	Solid Blue	
	Press Start Button 2x for spot cleaning		Solid Blue
<b>Pause/ Resume Cleaning</b>	Press Start Button during cleaning to pause robot	Pulses while paused in House Clean	Pulses while paused in Spot Clean
	Press Start Button again to resume cleaning	Solid Blue	Solid Blue
<b>Cancel Cleaning (When Paused)</b>	Press & hold Start Button for 5 seconds to cancel cleaning	Robot & LEDs turn off & robot plays a tone	Robot & LEDs turn off & robot plays a tone

\* **NOTE:** if LED light is Blinking Red or Solid Red, your robot needs robot maintenance or your robot has a navigation issue. Please check the troubleshooting section of this guide.

Start Button & LED Lights



## BATTERY LED

ROBOT IS:	LED COLOR	WHAT IT MEANS
Cleaning	Solid Green	Battery level is normal
	Solid Yellow	Battery level is low and must be charged before a new cleaning can be started
	Solid Red	Battery level is low and robot must return to charge base
Charging	Green (Solid or pulsing)	Battery is charging and robot can start cleaning
	Pulsing Yellow	Battery is fast-charging and must complete before cleaning can start
	Pulsing Red	Battery level is low and must be charged before a new cleaning can be started

## WI-FI LED

LED COLOR	WHAT IT MEANS
Soft Glowing Blue	Robot is in Pairing Mode
Fast Blinking Blue*	Pairing to Neato app/account
Fast Blinking Red	Error Connecting
Solid Blue	Pairing Successful
No Light	Robot Offline – please connect to access additional features

\*if you've already paired, Fast Blinking Blue means the robot has lost connection. The robot could be out of range, your Wi-Fi network may be down, or another Wi-Fi issue could have occurred. If out of range, the robot will automatically reconnect when it comes back within range. Otherwise, check your router to make sure it's operating normally

# How Neato Works

## HOUSE CLEANING

In normal operation, the Neato robot 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

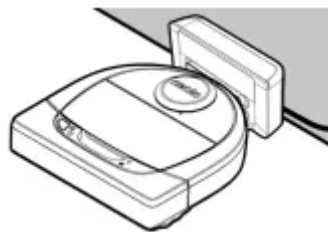
If the area the Neato robot is attempting to clean is very large, the robot will return to its base mid-cleaning to recharge. Once recharged, it will return to finish where it left off.

## 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.

## 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.



## Using the Neato App

Follow the instructions in the Quick Start Guide to connect your robot to the Neato app.

It is recommended that you set up your robot to work with the Neato app to get the best experience and access to all of the features.

Benefits of using the Neato app:

- Neato FloorPlanner with “No-Go” Lines

- 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.

## **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 set up the robot.

### **NOTE**

Both 2.4 and 5 GHz Wi-Fi networks are supported and will display in the list of available options during robot setup.

The FCC requires all wireless devices in the US to operate on wireless spectrum channels 1-11.

Neato D7 supports the following Wi-Fi channels:

- For 2.4 GHz networks, channels 1 through 11
- For 5 GHz networks, channels 36,40, 44 & 48

## **HOUSE CLEANING**

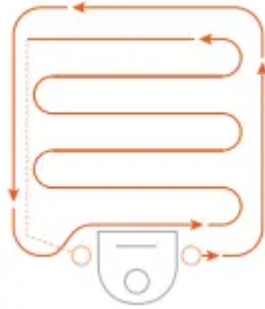
To start a House Cleaning, press the Start button in the Neato app, and your Neato robot will clean the entire floor on one level automatically moving from room to room.

**NOTE:** If you press the Start Button in the Neato app and the robot cannot find its location on MyFloorPlan, you will be notified of this and prompted to either cancel or clean anyway. If you select “clean anyway,” the robot will not use MyFloorPlan or respect any “No-Go” Lines, so you will need to use the boundary markers to keep the robot out of any areas you don’t want it to clean.

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



*Place your robot centered and facing the area to be cleaned.*

To start a Spot Cleaning, select Spot, and press the Start button in the Neato app. Your Neato robot will clean a 7'x7' area.

## 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 the Enable Schedule setting off 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.

## 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.

# Neato FloorPlanner With “No-Go” Lines

## NEATO FLOORPLANNER

Using the Neato app, Neato FloorPlanner technology allows you to set up virtual boundaries called “No-Go” Lines so you can tell the robot where not to go. This eliminates the need to use physical barriers, including Neato’s Boundary Markers.

## CREATING A FLOOR PLAN

To set “No-Go” Lines, the robot must initially perform a cleaning run to create a map of your home called a floor plan. To create a floor plan, go to MyFloorPlan in the menu section of the Neato app, and the app will walk you through the process step-by-step.

To create a complete floor plan, there are two steps you should take: 1) open doors so the robot can map each room and 2) remove any objects that may be in the way or get stuck in the robot’s brush.

## PLACING “NO-GO” LINES

To place a “No-Go” Line on your floor plan, open the Neato app, and select MyFloorPlan in the menu section. In the floor plan view, select “Add No-Go Line” at the bottom of a page to draw a line. This will tell your robot which areas to leave alone. For example, you may want to use a “No-Go” Line to tell the robot to avoid a specific room or avoid an area that contains children’s toys, temporary holiday decorations, or other items that may get stuck in the robot’s brush. Also, if there is an area in the middle of a room you would like the Neato robot to avoid, you can draw a “box” around that area by placing four “No-Go” Lines around it.

## IMPORTANT NOTE

After a floor plan is created, the charge base should not be moved.

## CLEANING WITH “NO-GO” LINES

To clean your home with your “No-Go” Lines, ensure your robot is on its charge base and that the base has not been moved since its initial cleaning run. After that, simply select “Start” from the home screen of the Neato app.

## IMPORTANT NOTES

To clean with “No-Go” Lines, always use the app to start a cleaning. If the button on the robot is used to start a cleaning, the robot will not stay within the “No-Go” Lines.

Also, to stop the robot from entering a room that is not part of the floor plan, add a “NoGo” Line in the doorway, or close the door.

## Cleaning Profiles

When you start a house cleaning with the Neato app, you can select one of the profiles below to determine the robot's cleaning style.

### TURBO

In the Turbo profile, the robot brush and blower are set to high, providing strong suction and moving at a normal speed. This is the default mode.

### ECO

In the Eco profile, the brush and blower are at a medium setting, allowing the robot to clean a larger area on a single charge. This is the quietest mode.

## Extra Care Navigation

Extra Care is useful if you have delicate furniture or areas your robot has trouble navigating. With Extra Care enabled, the robot navigates more carefully around objects and obstacles. Because it leaves a wider buffer around items like chair legs, the robot may not be able to get fully underneath some furniture.

## Using Your Neato Robot Without the Neato App

### HOUSE CLEANING

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.

\* "No-Go" Lines are not available unless you use the Neato app to start a clean.



*Press the  
Start Button 1 x  
for House Cleaning,  
2 x for Spot  
Cleaning*

## 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, pause the robot and hold down the Start Button for 5 seconds.



*Place your robot centered and facing the area to be cleaned.*

## 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 Neato FloorPlanner, scheduling, push notifications, context-sensitive help, and cleaning statistics (specific models only).

## HOUSE CLEAN and SPOT CLEAN LEDs

	ACTION	HOUSE CLEAN LED	SPOT CLEAN LED
<b>Start Cleaning</b>	Press Start Button 1x for house cleaning  Press Start Button 2x for spot cleaning	Solid Blue	Solid Blue
<b>Pause/ Resume Cleaning</b>	Press Start Button during cleaning to pause robot  Press Start Button again to resume cleaning	Pulses while paused in House Clean  Solid Blue	Pulses while paused in Spot Clean  Solid Blue
<b>Cancel Cleaning</b>	Press & hold Start Button for 5 seconds	Robot & LEDs turn off & robot plays a tone	Robot & LEDs turn off & robot plays a tone

\* **NOTE:** if the House or Spot Clean LED light is blinking red or solid red, your robot needs robot maintenance or your robot has a navigation issue. Please check the troubleshooting section of this guide.

## BATTERY LED

ROBOT IS:	LED COLOR	WHAT IT MEANS
<b>Cleaning</b>	Solid Green	Battery level is normal
	Solid Yellow	Battery level is low and must be charged before a new cleaning can be started
	Solid Red	Battery level is low and robot must return to charge base
<b>Charging</b>	Green (Solid or pulsing)	Battery is charging and robot can start cleaning
	Pulsing Yellow	Robot is fast-charging the battery and must complete before cleaning can start
	Pulsing Red	Battery level is low and must be charged before a new cleaning can be started

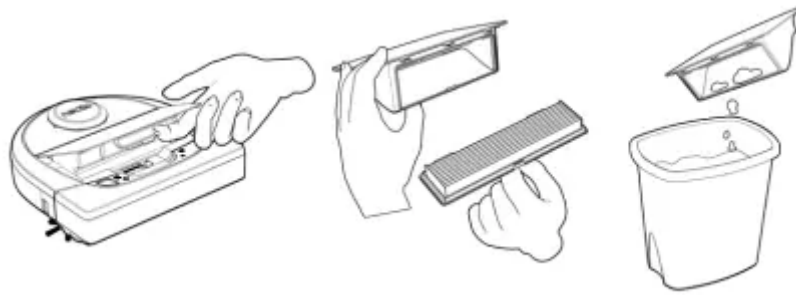
\* If Blinking Red, please check the troubleshooting section of this guide.

## 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.

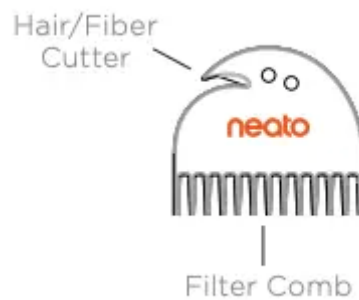
### DIRT BIN AND FILTERS

After each use, empty the dirt bin, clean the airways/opening, and filter. To remove the filter, pinch the handle and pull out.



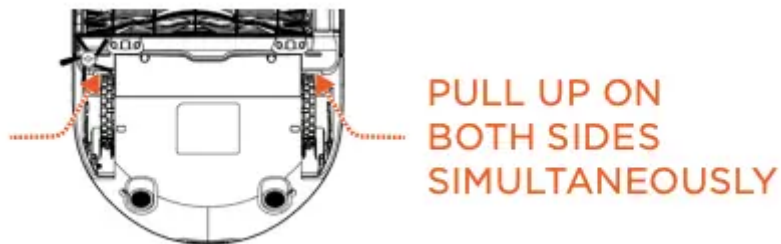
Use the cleaning tool comb to clean the filter.

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



## BRUSHES

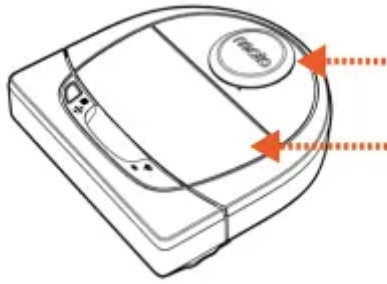
If your robot has a side brush, remove the side brush, and set aside. Then, remove the brush guard by pulling up on both sides.



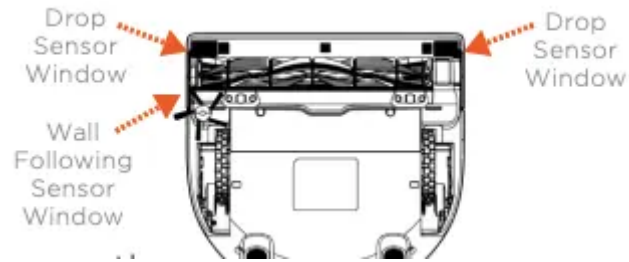
Use the hair/fiber blade to cut, and remove hair from the brush. Remove any debris from the brush ends and inside the brush cavity where the brush sits. Re-insert the brush, and replace the brush guard.

## 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 [NeatoRobotics/Support](https://www.neatrobotics.com/support) to see how to maintain your robot.

## Troubleshooting

 House Clean and  Spot Clean LED	<b>What it means</b>	<b>What to do</b>
<b>Solid Red</b>	<p>The Neato robot is having difficulty navigating the environment. Possible reasons for this:</p> <ul style="list-style-type: none"> <li>• The laser is blocked.</li> <li>• It is having difficulty navigating the floor.</li> <li>• The sensors are dirty or not working properly.</li> <li>• The wheels or brush are dirty</li> </ul>	<p>Follow these steps to troubleshoot. Make sure:</p> <ol style="list-style-type: none"> <li>1 - Nothing in the environment has changed since the robot started cleaning. (e.g., furniture moved, robot moved to different room)</li> <li>2 - Wheel wells aren't blocked with debris.</li> <li>3 - The battery is charged.</li> <li>4 - If the robot still has issues, reset the robot by pressing and holding the Start Button for 15 seconds. The robot will turn off. Press the Start Button to turn it back on. Try running the robot again. Press the button to start the robot. If it still has issues:</li> <li>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.</li> <li>6 - Using compressed air, use short bursts of compressed air about 6" away.</li> </ol> <p>Let the robot fully charge. Try running the robot again. If issue persists, click on the Chat icon for assistance at <a href="#">NeatoRobotics/Support</a>, or visit our <a href="#">Customer Care contact page</a> for more options.</p>
<b>Blinking Red</b>	<p>Your robot needs to be cleaned to operate at best performance.</p>	<p>Follow these steps to make sure your robot is well-maintained before running it again:</p> <ol style="list-style-type: none"> <li>1 - Ensure that both the filter and dirt bin are clean and properly inserted.</li> <li>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.</li> </ol>

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. Press the Start Button to start the robot. If it still has issues, follow the next 2 steps:

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.


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.

7 - Press and hold the Start Button for 15 seconds to reset your robot. All of the lights on the robot will turn off. Press the Start Button to turn the robot back on.

Go to the support center to watch how-to videos on these maintenance items.

<b>Battery LED</b> 	<b>What it means</b>	<b>What to do</b>
Blinking Red	The robot battery has experienced an error.	Please contact Customer Care. For local contact information: NeatoRobotics/Contact-Us



<b>Wi-Fi LED</b> 	<b>What it means</b>	<b>What to do</b>
<b>Slow Glowing Blue</b>  <b>Fast Blinking Blue</b>  <b>Fast Blinking Red</b>  <b>Connected - Solid Blue</b>  <b>Off</b>	SoftAP  Connecting  Error  Connecting  Connected  Wi-Fi Off	<p>Neato is ready to connect</p> <p>Neato is in the connection process.</p> <p>Neato failed to connect to your network. Please refer to the App to see where the connection process failed and try to connect again.</p> <p>Neato is connected and ready to use with the App.</p> <p>1 – Reset your Neato robot by taking it off of its charge base, press and hold the Start Button for 15 seconds to turn it off, and then press Start Button one more time to turn it on. Wait a few minutes and then check the Neato app to see if it now says READY TO CLEAN.</p> <p>2 – If the step above does not fix the issue: Delete your robot from the Neato app, and go through the steps to connect your robot again. It should then say READY TO CLEAN.</p>



<b>Neato app robot status</b>	<b>What it means</b>	<b>What to do</b>
<b>“Robot Offline” message in the Neato app</b>	The robot is disconnected from its Wi-Fi connection.	<p>The Neato robot may occasionally go offline if the signal strength of the Wi-Fi connection is weak or intermittent. This is usually a temporary situation, and typically, the robot will go back online on its own once it re-establishes a connection. In cases where the robot does not come back online within a few minutes, check the following:</p> <p>1 – Make sure the Wi-Fi network to which your robot is connected is working and that the signal strength is strong in any areas where the robot is cleaning.</p> <p>2 – Reset your Neato robot by taking it off of its charge base, press and hold the Start Button for 15 seconds to turn it off, and then press Start Button one more time to turn it on. Wait a few minutes and then check the Neato app to see if it now says READY TO CLEAN.</p> <p>3 – If the steps above do not fix the issue: Delete your robot from the Neato app, and go through the steps to connect your robot again. It should then say READY TO CLEAN.</p>
<b>“It seems you are not connected to the internet” message in the Neato app</b>	Your phone/tablet with the Neato app is not connected to Wi-Fi or cellular service.	Make sure your phone/tablet is connected to Wi-Fi or cellular service so that the Neato app can communicate with your robot.

**Warning**

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.

