

# MiJia Vacuum Cleaner User Manual

Before using **MiJia Vacuum Cleaner**, please carefully read and save this Manual.

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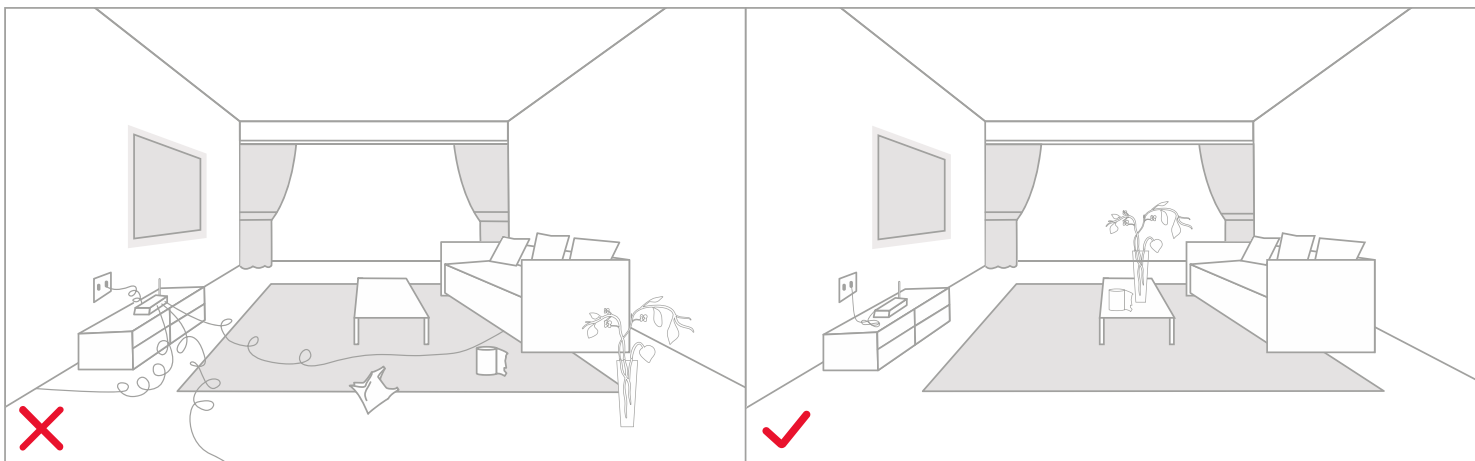


Manual edited by Gearbite at 09/08/2017.

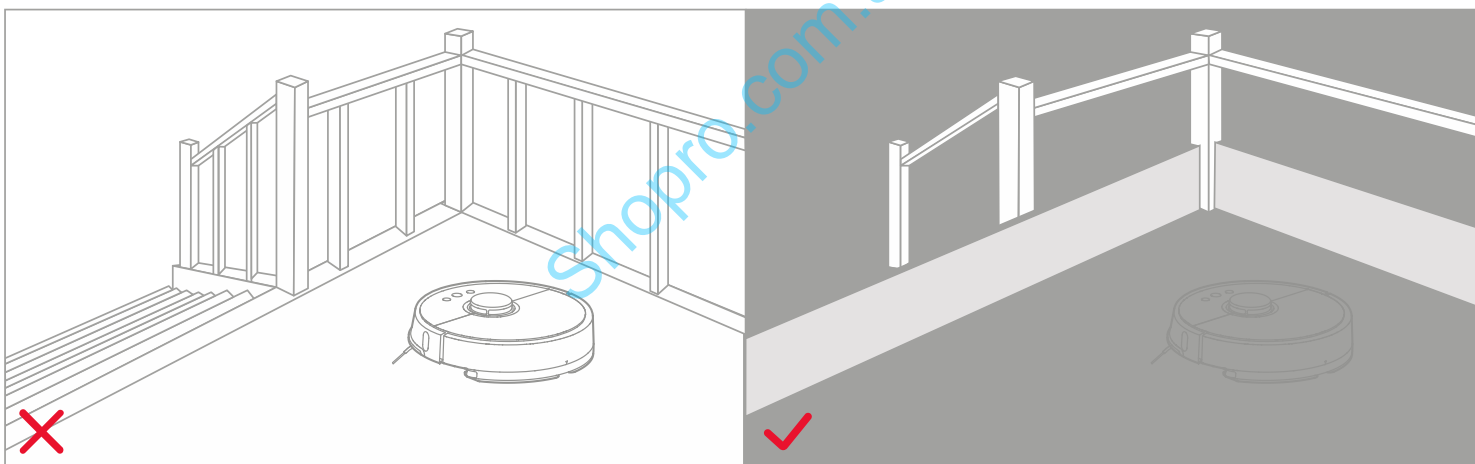
Thank you for choosing MiJia Vacuum Cleaner. This is a smart device that can automatically vacuum clean the pre-designated areas in your home or office. It is equipped with highly sensitive optical, laser and ultrasonic sensors to measure distance, scan space, and detect obstacles along the cleaning route. After a cleaning task is completed, it will automatically return to be re-charged for next assignment. Not only that MiJia Vacuum Cleaner performs without human effort, it can be remotely controlled using mobile phone app at any time as you wish.

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## Caution



Before starting to clean with MiJia Vacuum Cleaner, clear the area and make sure there is no electric wires, objects that are easily tipped over, and broken or valuable items that may be damaged by the suction from Robot.



To vacuum a space with steps and different levels, be sure to provide adequate barriers to prevent Robot from falling to hurt people or damage device and property.

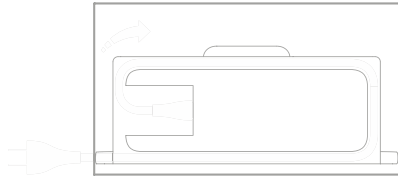
Attention! When use MiJia Vacuum Cleaner for the first time, please follow Robot in person as it cleans to render immediate help in case of mishaps or emergency. Once MiJia Vacuum Cleaner operates normally, cleaning will be reliable and hassle-free. Use Virtual Wall to block Robot from getting into the areas that need not be vacuumed or may not allow Robot to move freely. You can order Virtual Wall at [www.mi.com](http://www.mi.com).

Please do not use Robot Vacuum for long hair carpet, rug and dark color carpet, for example black or dark grey colour carpet.



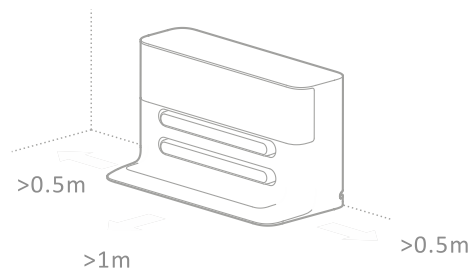
# Installation

1. Plug Power Cord into a wall receptacle to connect Charging dock for battery-charging. Excess cord should be retrieved back into cord concealer for safety.



Attention! Power Cord left on floor can be dragged by moving Robot and disconnected from electric outlet interrupting battery-charging.

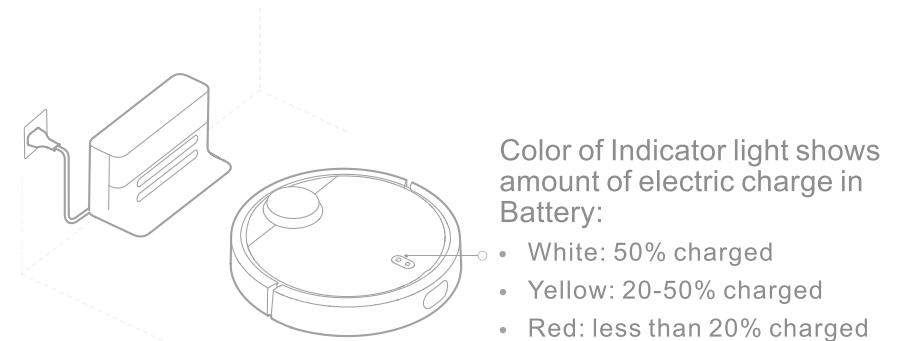
2. Place the dock on a level surface against a wall, set Charging Dock and plug Power Cord in electric outlet for power supply.



Note: Allow a least 0.5 m free spaces on both sides and 1.0 m in front of Charging Dock.

3. Turn on Robot to begin charging

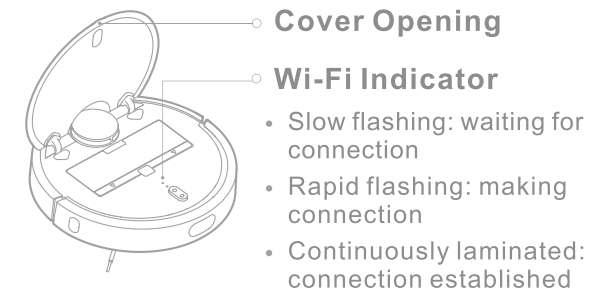
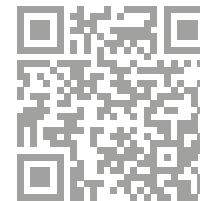
By pressing and holding “” button on Indicator Panel until light illuminates, then placing Robot close to Charging dock.



Attention! Insufficient charge on Battery will not allow Robot to operate. Move Robot close to Charging Dock to complete charging.

4. MI Home APP

Find “Mi Home” APP on the iOS APP Store or Google Play Store, scan the two-dimensional code as shown below to download the mobile app.



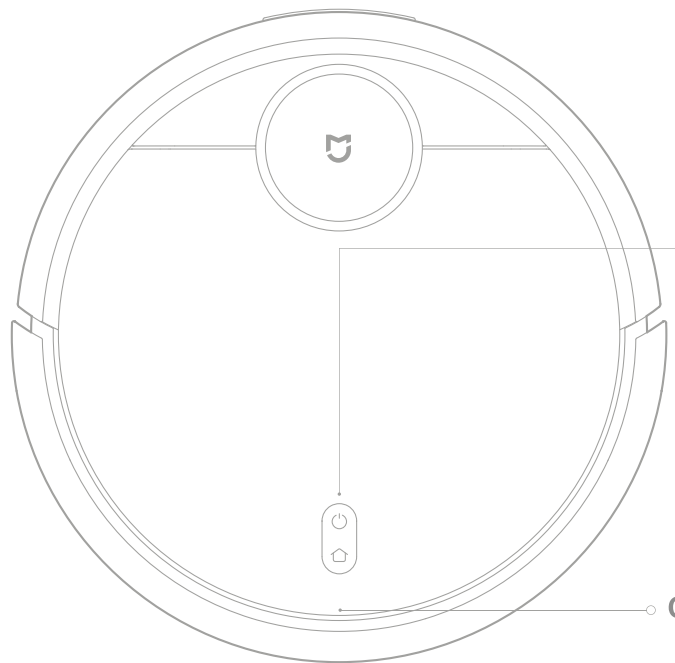
Attention! If phone is not successfully connected to Robot, please refer to “Operation Instruction” for “Reset Wi-Fi”.

5. Start vacuum cleaning

Once Indicator glows steadily in white color, Robot can start vacuuming by briefly pressing “” button or through mobile phone command.

# Device Overview

## Main device



Cover Opening

### Cleaning/on/off

- Short press: to start cleaning
- Press and hold: to turn Robot on or off

### Indicator Panel

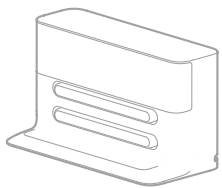
- White: Battery is more than 50% charged
- Yellow: Battery is 20-50% charged
- Red: Battery is less than 20% charged
- Blinking: Battery is being re-charged or Robot is running
- Flashing in red: Alarm on

### Dock/Spot Cleanup

- Short press to dock the vacuum
- Press and hold to start spot cleanup

Note: Press either button to pause while the robot is working.

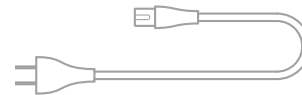
## Parts included:



Charging Station



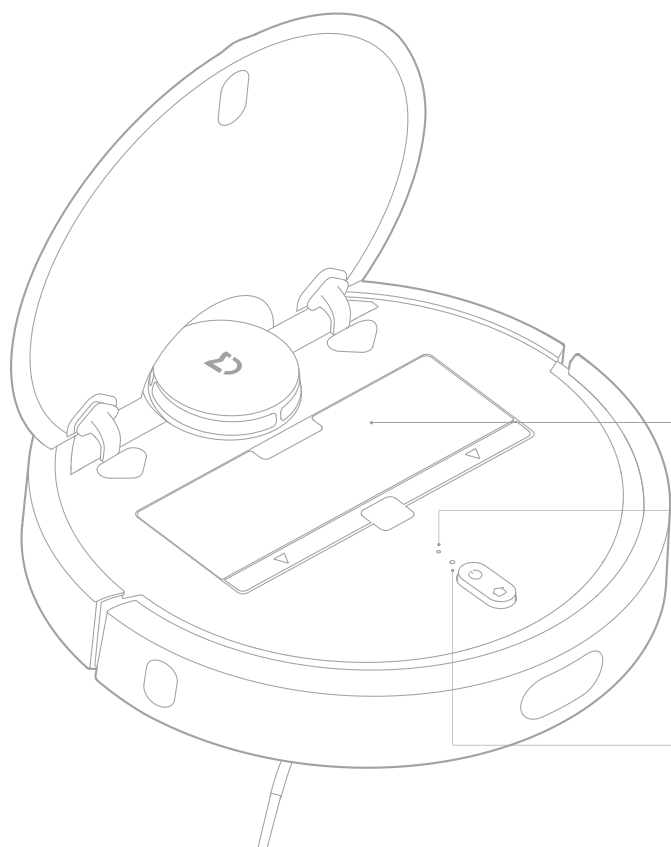
Brush Cleaner



Power Cord

# Device Overview

## Main device

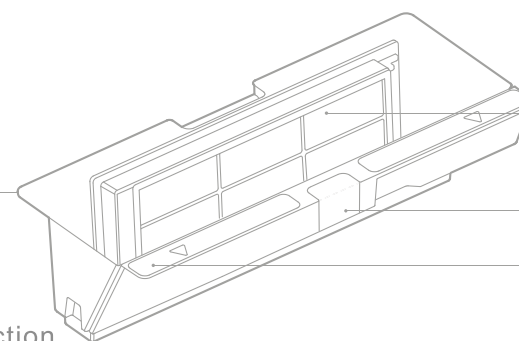


### Wi-Fi Indicator

- Blinking: Waiting for connection
- Rapid flashing: mobile phone connection in process
- Steady: Wi-Fi connection established

### Reset button

## Dust Bin



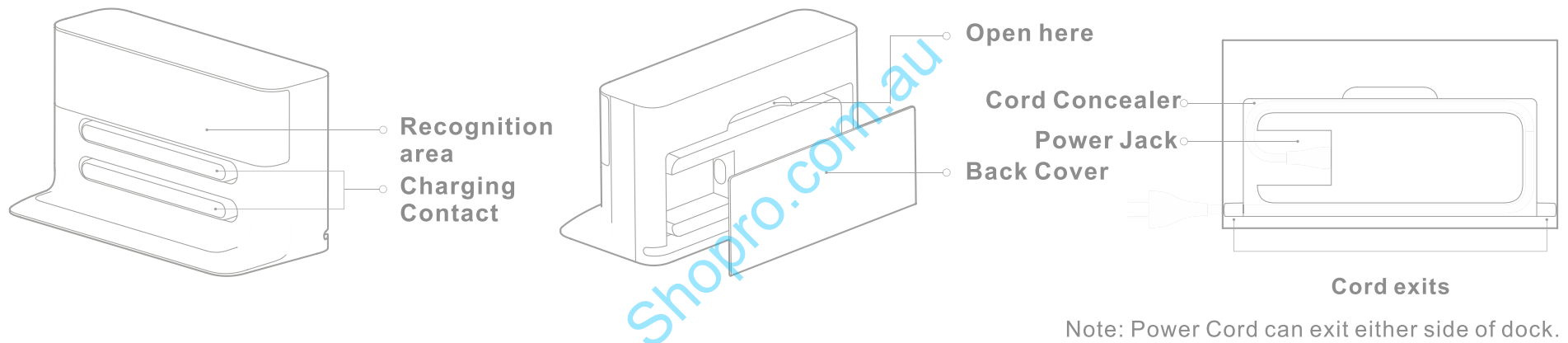
### Filter

### Dust bin release button

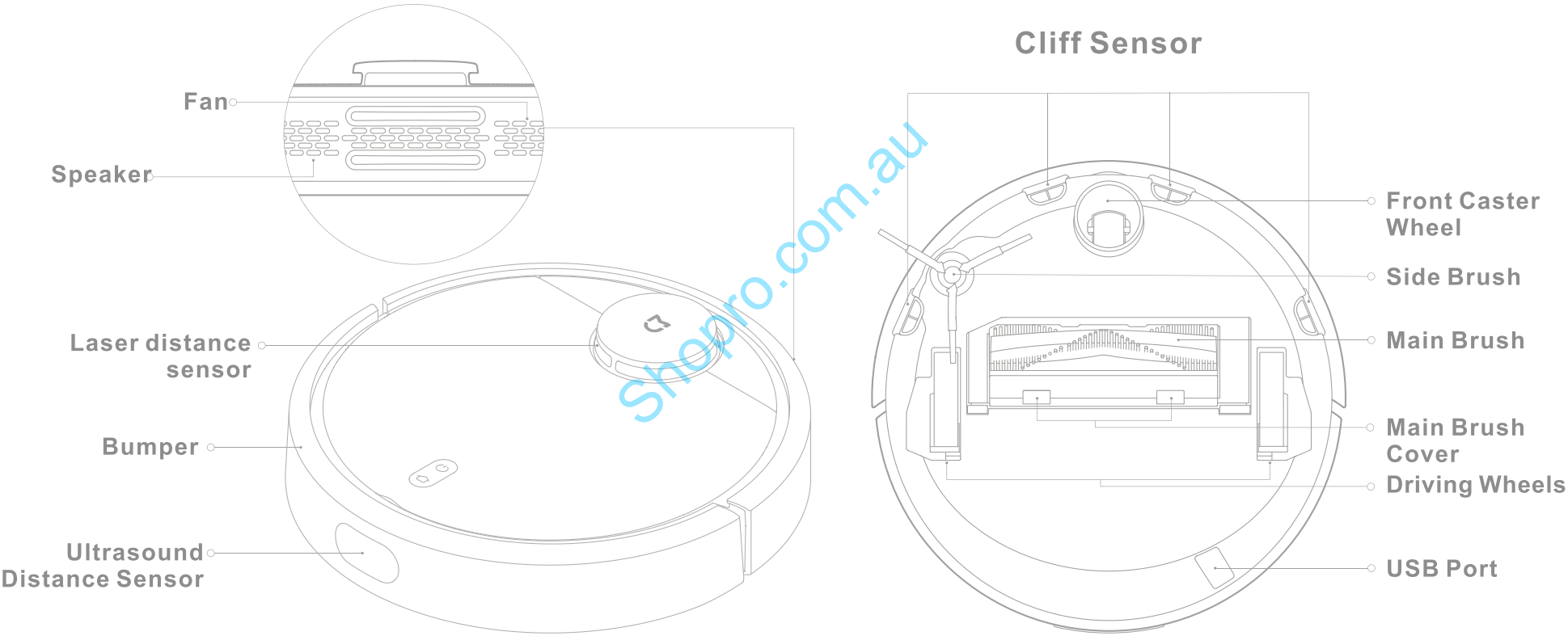
### Cover

# Device Overview

## Charging Dock



# Device Overview





# User Instruction

## On/Off

Press and hold “⏻” button to turn on Robot. When Indicator glows, Robot is ready to operate. At rest or stand by, Robot can be turned off by pressing and holding “⏻” button to terminate operation.

Attention! Robot cannot be turned off during battery-charging

## Vacuuming

Once Battery is sufficiently charged, briefly press “⏻” button on Robot to start vacuuming. “Cleaning algorithm” is shown on the right schematic diagram. Press any button on Robot to change to PAUSE mode during a cleaning operation.

### Note:

- Low battery charge will not allow Robot to operate. Please re-charge before start again.
- During a cleaning operation, if Battery is drained below a critical level, Robot will automatically move to Charging Dock for re-charging. Once Battery is fully charged, Robot will resume the operation from where it stopped.
- Before operating Robot, make sure the area is clear of electric wires, including Power Cord and any objects that may get entangled or be damaged.
- By default, Robot is to repeat the vacuuming task, which takes less than 10 minutes.

## Battery-charging

**AUTO mode:** After completion of a cleaning operation, Robot will automatically return to Charging Dock for re-charging.

**MANUAL mode:** During pause, press “Home” button to direct Robot returning to Charging Dock for re-charging. Indicator starts flashing intermittently.

Note: If Robot does not return to Charging Dock correctly, move it manually.

## Cleaning algorithm

At start of a cleaning operation, Robot divides entire area into zones and begins vacuuming along the wall in one zone with zig zag fashion as shown in the following diagram before moving to next zone. Upon completing the task, Robot will return to Charging Dock.

Zone 1-cleaned

Zone 2-cleaned

Zone 4- Will be cleaned next

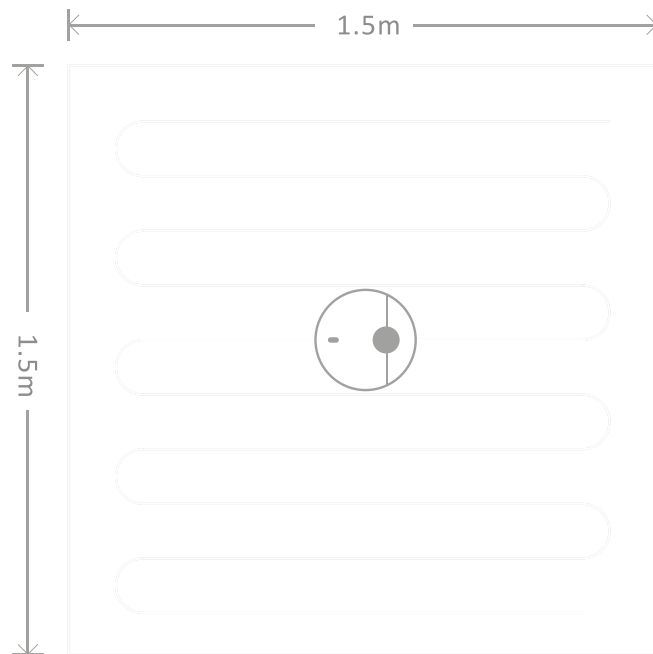
Zone 3-cleaning in progress

# User Instruction

## On/Off

At STANDBY mode, press and hold “Home” button to command Robot to vacuum in a 1.5m x 1.5m area immediate around it. When finishes, Robot will return to the starting point of the zone cleaning and turns to STOP mode.

Note: If a zone cleaning command is implemented in PAUSE mode, the original cleaning operation will be cancelled automatically.



## Pause

While Robot is in motion, press any button to put it in PAUSE mode, “⏻” button to re-start, or “Home” button to return to Charging Dock.

Note: In PAUSE mode, returning Robot to Charging Dock will automatically terminate cleaning task.

## Malfunction alarm

During operation, if any irregularity or malfunction occurs, Indicator will blink in red with voice alert. Please refer to “Troubleshooting” for suggestions to resolve it.

Note:

- Robot will turn into SLEEP mode in 10 minutes if no action is taken place.
- By pressing “⏻” button when malfunction occurs, Robot will return to Charging Dock and terminate the cleaning operation.

## Sleep mode

After malfunction alarm sounds for 10 minutes, Robot will go into SLEEP mode automatically if no action takes place. Meanwhile, Indicator will continue to blink in red once per second. Press any button to activate Robot again.

Note:

- Robot does not go into SLEEP mode while being charged at Charging Dock.
- After 12 hours in SLEEP mode, Robot will shut off automatically.

# User Instruction

## Scheduling for cleaning

Robot performs cleaning operation at specific time as directed by mobile phone using App. When a task is completed, Robot will return to Charging Dock for re-charging.

## Resetting Wi-Fi connection

For whatever reason if mobile phone fails to make connection with Robot, open Robot cover to expose Wi-Fi Indicator and simultaneously press “○” and “Home” buttons until a voice message asking to “reset Wi-Fi” sounds. Then, wait for Wi-Fi Indicator starts to flash slowly to indicate a successful reset. Robot is now operational with mobile phone.

## Cleaning algorithm

From mobile phone App, three operational modes can be chosen: QUIET, NORMAL, or STRONG. NORMAL mode is the default setting.

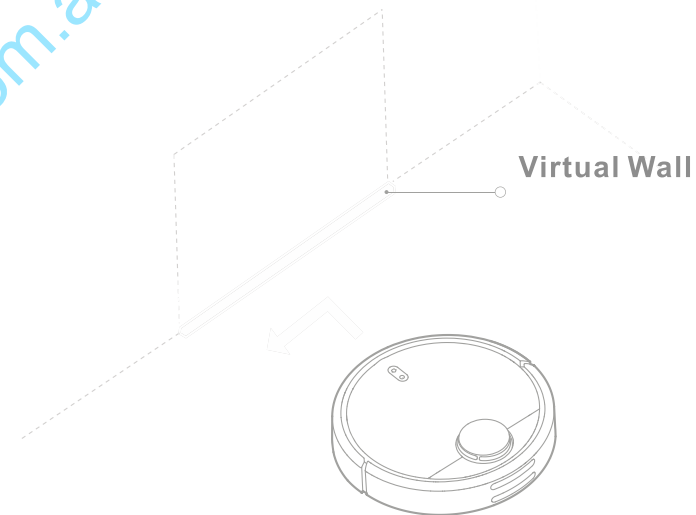
## DND mode

“Do Not Disturb” mode ceases Robot operation or voice messaging, and Indicator blinks slowly. The default time period for DND is between 10 pm and 8 am in a day, which may be re-enabled or re-programmed using App on mobile phone.

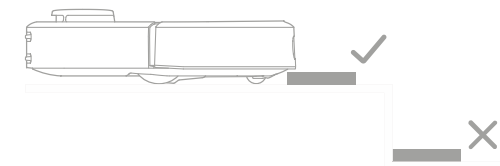
## Virtual Wall

Virtual Wall is not a standard software that comes with MiJia Vacuum Cleaner. It can be purchased from [www.mi.com](http://www.mi.com). It is a virtual barrier that blocks Robot from entering designated areas, where no vacuuming is required or needs to be avoided for preventing mishaps, such as damage to articles, jamming of device, fall off from steps, wet spots in bathroom, or wire entangling at Charging Dock.

Note: Securely assign the base of Virtual Wall on floor surface to avoid accidental barrier movement and warrant intended purpose.



Note: Always set Virtual Barrier on a same surface level as Robot operates.

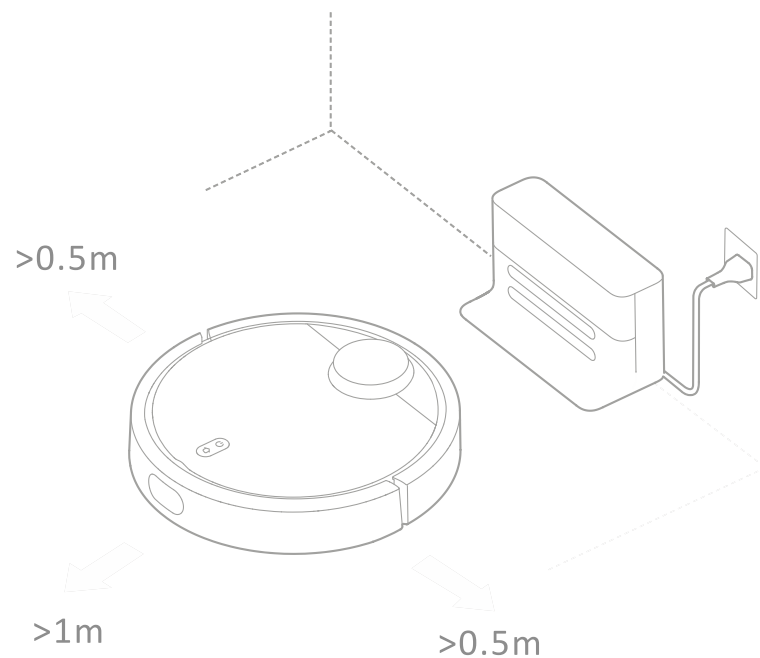


# User Instruction

## Charging Dock

Charging Dock should be placed on a flat surface against a wall near an electric outlet. Free spaces must be provided on both sides and front of Charging Dock to allow Robot parking and free movement. For better connection with mobile phone, select area where Wi-Fi signal reception is adequate.

Note: Avoid area of direct sun exposure for Charging Dock. Do not place any objects that may hinder signal transmission between Robot and Charging Dock or easy access for Robot's movement, otherwise, Robot may not return to the dock properly.

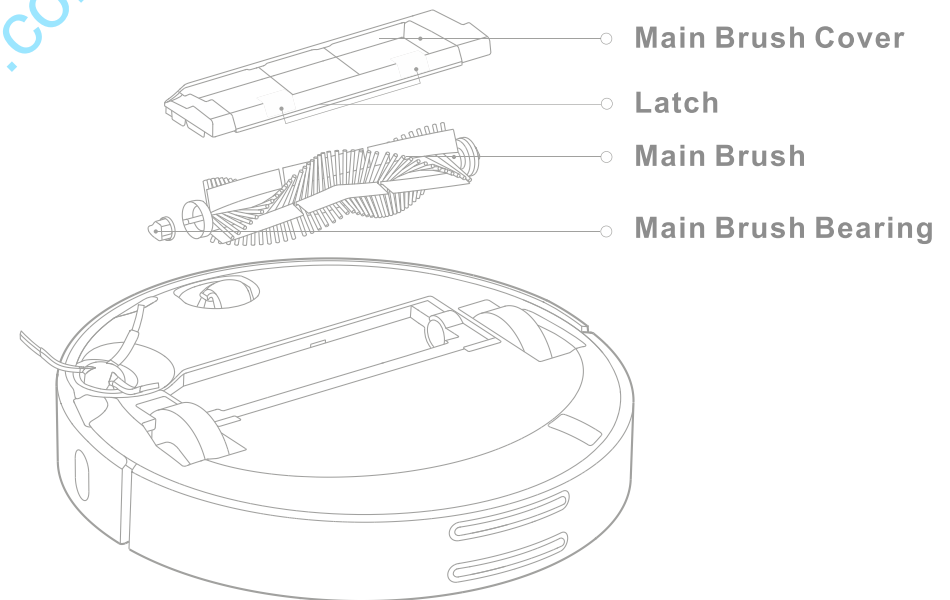


## Maintenance

Main Brush \* Weekly cleaning is recommended

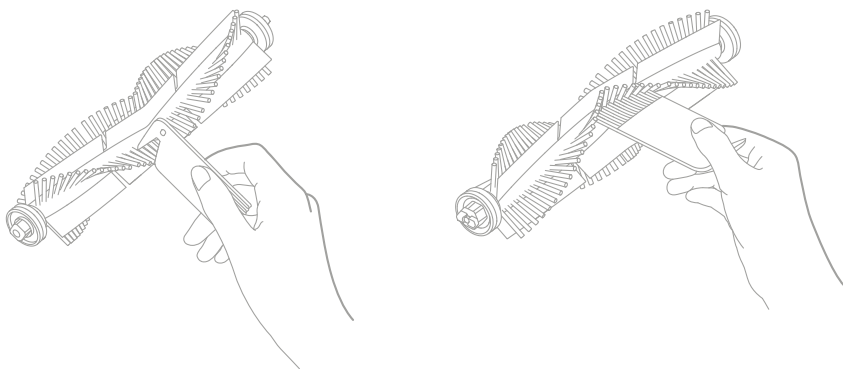
- 1、 Turn Robot upside down, press the Latch to release cover to access Main Brush Cover.
- 2、 Pull out Main Brush from Bearings in the housing.
- 3、 Clean brush to remove debris and hairs using Brush Cleaner that comes with MiJia Vacuum Cleaner.
- 4、 Replace cleaned Main Brush by snapping it back into Bearings, and securely close cover.

Note: Replacing Main Brush every 6-12 month is recommended for effective cleaning.



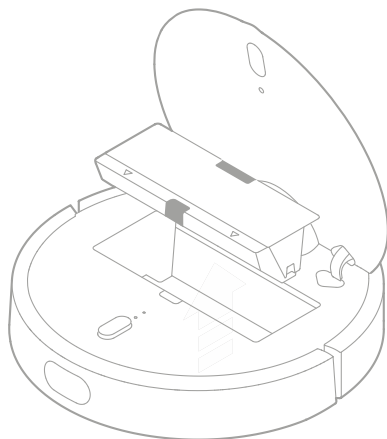
# Maintenance

## How to use Brush Cleaner

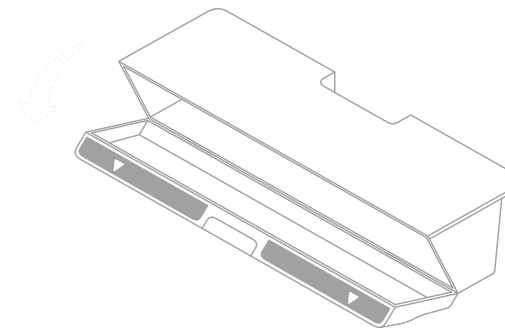


Dust Bin and Filter \*Weekly cleaning is recommended.

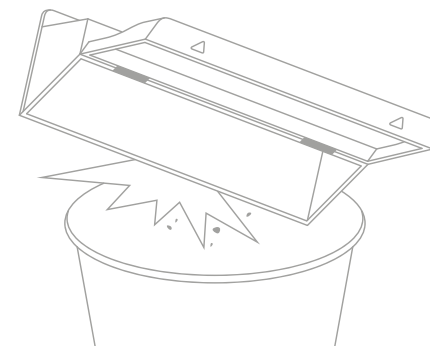
- 1、 Lift Robot top cover and press Latch to remove Dust Bin.



- 2、 Open front cover of Dust Bin.



- 3、 Empty trash and re-install Dust Bin.

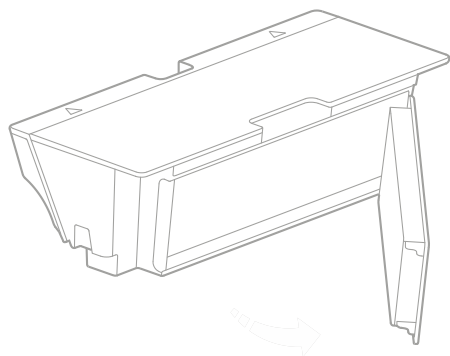


Note: After trash removal, tap gently Dust Bin to dislodge debris and dust on Filter.

# Maintenance

Do not wash Filter Grid in water, or Filter may be clogged up resulting in inefficient cleaning.

Replace Filter every 3 months to ensure effective cleaning. Filter can be removed and replaced as illustrated in the following diagram.



## Battery

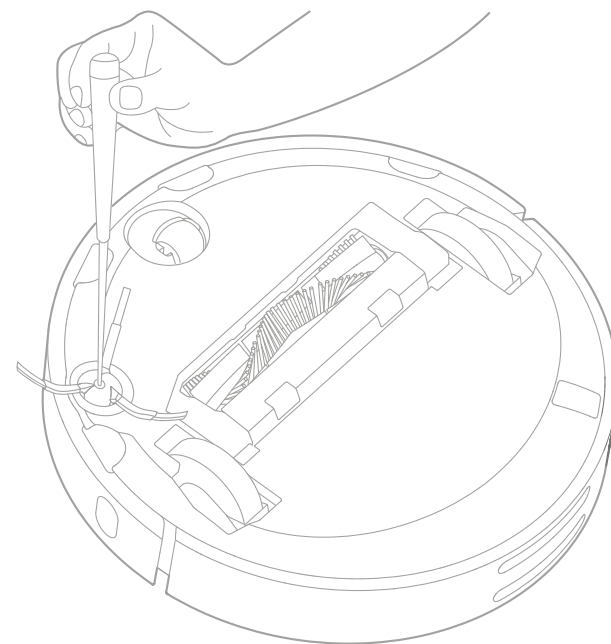
MiJia Vacuum Cleaner is equipped with a powerful high-performance lithium-ion battery pack. Always maintain Battery fully charged to assure proper Robot operation.

Note: Re-charge Battery at least every 3 months, even when MiJia Vacuum Cleaner has not been used.

Side Brush \*Monthly cleaning is recommended.

- 1、 Turn off Robot. On bottom, remove mounting screws to access Side Brush.
- 2、 Pull out and clean Side Brush.
- 3、 Place Side Brush back and tighten screws.

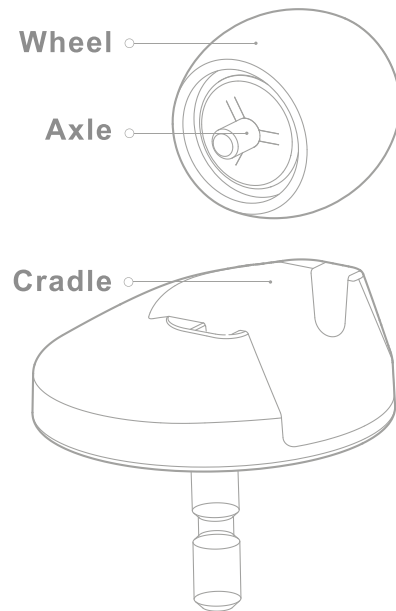
Note: Replace Side Brush every 3-6 months to ensure efficient cleaning.



# Maintenance

Front Cradle Wheel \*Monthly cleaning is recommended

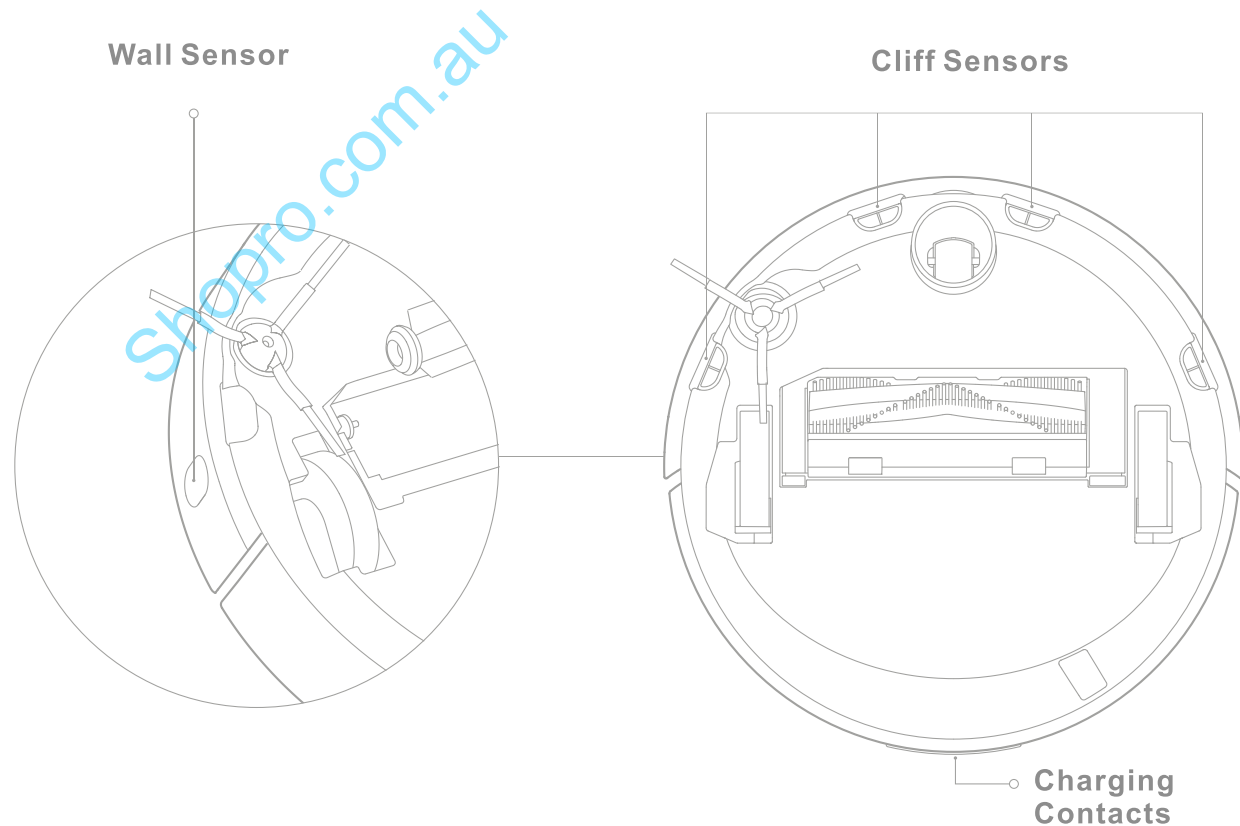
- 1、 Turn off Robot. On bottom, pull out Front Cradle Wheel.
- 2、 Clean wheel and bearing to free of debris and hairs.
- 3、 Place Front Cradle Wheel back securely in socket.



Sensors on Robot Vacuum Cleaner

\*Wiping following sensors with soft, clean cloth every month is recommended:

- 1、 Four Cliff Sensors along inside wall of Robot;
- 2、 One Barrier Sensor on outside of side wall of Robot;
- 3、 Battery-charging Contact Plates on outside of rear wall of Robot.



# Maintenance

Charging Dock \*Monthly cleaning is recommended.

Wipe metal contact surfaces with soft, clean cloth.

## Firmware upgrading

Use mobile phone App to upgrade software. Be sure Battery is at least 20% charged before upgrading. Indicator will rapidly blinking in white color during the time in this process.

## Resetting system

If Robot does not respond or cannot be turned off, try to reboot system by pressing “System Reset” button (see Page 9 section 2 for detail). Robot can re-start afterward rebooting.

Warning! Resetting system will erase previous programming on scheduled cleaning, cleaning algorithm selection and Wi-Fi setting.

## Restoring factory settings

If resetting system does not resolve problems, press and hold “Home” button while press “System Reset” button once. A voice message, “Return to initial factory settings,” will indicate completion of the restoration.

## Device Specifications

### Main Device

Names	Parameters
Dimension	345 x 345 x 96mm
Battery	14.4V/5200mAh lithium battery
Weight	3.8kg
Wireless	WiFi
Rated Voltage	14.4V
Rated Power	55W

### Charging Dock

Names	Parameters
Dimension	230 x109 x129mm
Rated Power	55W
Input	100-240V
Output	20V 2.2A
Frequency	50/60Hz



# Troubleshooting

When and if any problem with MiJia Vacuum Cleaner arises, Indicator will flash rapidly in red with a voice message. Please refer to the following chart for solutions.

Erroneous occurrences	solutions
Error 1: Make sure the orange laser head isn't blocked	Laser head may be blocked by an object, try turning the laser head to remove the blocking objects. If this doesn't help. Try moving the vacuum to a different place.
Error 2: Clean and tap the bumper slightly.	If the bumper is stuck, try tapping it several times to remove the trapped objects. If nothing falls out, try moving the vacuum to a different place.
Error 3: Try moving the vacuum to different place.	Looks like the driving wheels are suspended move the vacuum to a different place.
Error 4: Wipe the cliff sensor clean and move the vacuum to a different place.	The dust on the sensor may prevent it from working normally, wipe the sensor with a clean, dry cloth and move the vacuum to a different place.
Error 5: Remove and clean the main brush.	Main brush may be blocked by an object. Remove the blocking objects and try again.
Error 6: Remove and clean the main brush.	Side brush may be blocked by an object. Remove the blocking objects and try again.
Error 7: Make sure the driving wheels aren't blocked. Move the vacuum to a different place and try again.	Front caster wheel may be blocked by an object. Remove the blocking objects and try again.
Error 8: Make sure there are no obstacles around the vacuum.	Mi Robot Vacuum may be stock or blocked by objects. Remove the obstacles.
Error 9: Install the dust bin and the filter.	Make sure the dust bin and the filter are installed properly. If this doesn't help, replace the filter.
Error 10: Clean or replace the filter.	Filter may be blocked by debris. Clean the filter. If this doesn't help, replace it.
Error 11: Strong magnetic field detected. Move the device away form virtual wall and try again.	Mi Robot Vacuum can't start a cleanup next to a virtual wall. Move the device away from the virtual wall and try again.

# Troubleshooting

Error 12: Battery is low. Charge your Vacuum.	Mi Robot Vacuum Can't work when the battery is low. Dock it to charge.
Error 13: Couldn't charge properly. Make sure the charging contacts are clean.	Wipe the charging contacts both on the dock and on the vacuum with a dry cloth.
Error 14: Battery malfunctioned.	If the battery is too cold or overheated. You should wait until its temperature normalizes.
Error 15: Wipe the wall sensor.	The dust on the sensor may prevent it from working normally, wipe the sensor with clean, dry cloth.
Error 16: Use the vacuum on a level surface.	Mi Robot Vacuum was tilted. Place it on a level surface and try again.
Error 17: Side Brush malfunctioned. Reboot the system.	Side brush can't work properly due to an error, try rebooting the system.
Error 18: Fan malfunctioned. Reboot the system.	Fan can't work properly due to an error, try rebooting the system.
Error 19: Battery is not connected to the power outlet.	Make sure Power Cord is securely plugged to the power outlet and try again.
An internal errors occurred. Reboot the system.	Mi Robot Vacuum can't work properly due to an internal error. Try rebooting the system.

Note: Resetting or rebooting system may oftentimes resolve operational problems with MiJia Vacuum Cleaner.

If the solutions fail, please contact MI Customer Services at [service@rockrobo.com](mailto:service@rockrobo.com).

## FAQ

Q1: Why my vacuum keep having error 5.

A: This Vacuum cannot be used in long hair carpets. Vacuum detected that main brush created too much ground friction.

Q2: Can I use this vacuum for rugs or dark color carpets?

A: This Vacuum cannot be used for cleaning rugs and dark color carpets.

Q3: Why some features was not working in Mi home App?

A: Please choose Mainland China as your region in this case.

Q4: Why should the vacuum always is charging when it's not working?

A: It extends the lifespan of the battery while consuming tiny amounts of power.

Q5: Why can't my vacuum start scheduled cleanups?

A: Your vacuum can do that only if it's at least 20% charged.

Q6: Why is my vacuum cleaning worse than before?

A: Clean the dust bin, filter, and the main brush.

Q7: Should I charge the vacuum for 16 hours after cleanups?

A: Mi Robot Vacuum's battery has no memory effect, feel free to use the vacuum after it's been fully charged.

Q8: What should I do if my vacuum malfunctions?

A: Try running it off and then turn on again.

Q9: Why can't my vacuum dock itself?

A: Make sure there aren't any obstacles around the dock. If the vacuum is too far away from the dock, bring it closer and try again.

Q10: What should I do if my vacuum doesn't charge?

A: Make sure that one end of the power cord is connected to the power outlet and the other one is connected to the dock. If charging contacts are covered with dust, wipe them clean with a dry cloth.

## FAQ

Q11: What should I do if I can't turn my vacuum on?

A: Make sure the vacuum is charged. Dock it for a while and try again. Your vacuum won't turn on if the temperatures are lower than 0°C or higher than 50°C. Mi Robot Vacuum is supposed to work normally in temperature range of 0-40°C

Q12: How do I perform a factory reset?

A: If rebooting the system doesn't seem to solve the problem, press the Reset button once while holding Home button. You'll hear a voice prompt which means that the factory reset was successful.

Q13: How do I reboot the system?

A: If buttons on your vacuum don't respond or you can't turn it off, open the cover and press the Reset button. Rebooting the system will also delete your timers and custom settings. Wi-Fi will also be reset.

Q14: How do I update firmware?

A: Update your vacuum's firmware using the app on your phone. Make sure the vacuum is docked and at least 20% charged when the firmware is being updated. The loop indicator will turn white and start blinking during the update.

Q15: How do I reset Wi-Fi?

A: If you changed your router's settings, forgot your Wi-Fi password, or can't connect to the vacuum for any other reason, open the vacuum's cover so you can see the Wi-Fi indicator, then press and hold home and power simultaneously until you hear the voice prompt "Resetting Wi-Fi". Wait until the Wi-Fi indicator starts blinking to finish resetting.

Q16: Looks like the vacuum can't connect to Wi-Fi and the blue LED light is blinking. What should I do?

A: Make sure the Wi-Fi password you've entered is correct. Try connecting after you enter the password again. Mi Robot Vacuum only supports 2.4GHz Wi-Fi and doesn't support 5GHz networks. Network names and passwords shouldn't contain Chinese characters and other special symbols. We also don't recommend using firewalls and MAC address filters on your router. Make sure the vacuum gets good Wi-Fi signal coverage. You can also reset your Wi-Fi, download the latest version of the app, and try to connect again.