


1. Preliminary checks to perform - may be done by a customer alone:

#	Check to perform	Corrective Action
1	<b>Android only:</b> Are you trying to connect to a mower while it's in operation (i.e. mowing or searching base)?	Android versions of the Robomow App can establish a connection only when a mower docks in the base station or is idle. This is a limitation of the current Android OS version.
2	Is your mobile device compatible with the Robomow App?	See the compatibility requirements FAQ above.
3	Is your mower compatible with the Robomow App?	See the compatibility requirements FAQ above.
4	Is Bluetooth functionality on your mobile device is disabled or needs to be toggled?	Enable the Bluetooth functionality on the mobile device. Switch it off/on to refresh the connection.
5	Is the mower switched off or asleep?	Confirm that your mower is switched on and awake (press any key on it to wake it up). The mower goes to sleep after being idle for 5 minutes (never when docking/charging).
6	Are you out of BLE range?	Make sure you're within a range of a few meters from the mower.
7	Does the mower have an active BLE connection with another mobile device in range?	Close the Robomow App (or any other app that may have an active BLE connection with the mower) on any other mobile device that is in range. A mower can be concurrently connected with only one mobile device.

2. Suggested troubleshooting steps - may be done by a customer alone:

#	Troubleshooting step	Details
8	Shutting down the app <u>completely</u> and reopening it	<ul style="list-style-type: none"> <li>▪ <b>For Android:</b> Use the 'Recents' button (marked with red below) or press and hold the 'Home' button (for Sumsung devices) to display recent applications:   </li> <li>Find 'Robomow App' in the list and slide it left to shut it down completely</li> <li>▪ <b>For iOS:</b> Press the 'Home' button twice to display recent applications Find 'Robomow App' in the list and slide it up to shut it down completely</li> <li>▪ Now open Robomow App again</li> </ul>
9	Resetting the mower	<p>Reset the mower by following the instruction below:</p> <ul style="list-style-type: none"> <li>• <b>S-models:</b> press and hold the GO button on the mower for 4 seconds</li> <li>• <b>C-models:</b> press and hold the OK button on the mower for 4 seconds</li> </ul> <p>Now restart the app and try to connect again.</p>
10	Removing the mower from the list of paired devices on your phone	<p>Make sure that the Bluetooth device of your mower ("MoXXXX") is not already paired with your mobile device from before (e.g., from previous connection attempts). If so, <a href="#">remove it from the list of paired devices on your phone</a> and restart the app (validate that the mower is still awake).</p>