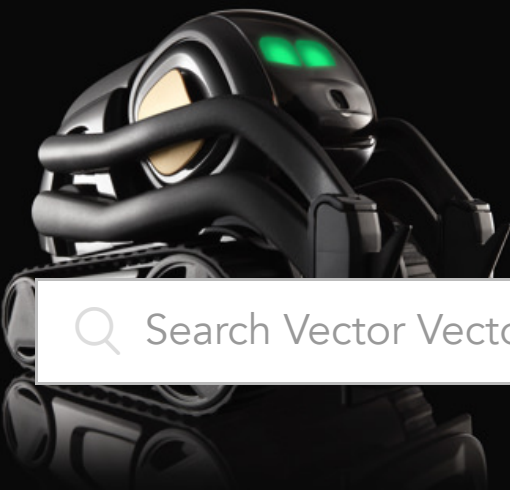




Vector

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TROUBLESHOOTING VECTOR’S CONNECTION

 Customer Care
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Connections can be complex, especially those involving Vector, a WiFi Access Point and Cloud connection. It is possible any of these connections may fail. Please also keep in mind that Vector is a home robot and not suitable for complex network and firewall settings.

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Indicators of setup and connection issues

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- The below icons (displayed on Vector's screen)
- Pulsing orange Back Lights (specifically, Vector cannot connect to WiFi)
- Vector's Operating System takes more than 15 minutes to download. In this instance, reboot Vector and your device



Anki Cloud Availability

Check if Anki's Cloud is available and accessible from your device's location:

- Enter "<https://ota-cdn.anki.com/ok>" into a browser on the same WiFi network as Vector
- If a file containing "OK" downloads, the Cloud is available and accessible from your device's WiFi network

Check you can access the Anki cloud services from the device you use with Vector:

- Some DNS (Domain Name System) and parental control services may block certain services so we need to make sure your device can access:
 - accounts.api.anki.com
 - session-certs.token.global.anki-services.com
- Depending on your device, please pick one of below options to check this:
 - **iOS:** use a free app like **iNetTools - Ping,DNS,Port Scan** > DNS [opens apple.com]
 - **Android:** use a free app like **Whois & DNS Lookup - Domain/IP** by entering each of these addresses and then clicking the DNS tab [opens google.com]
- If these DNS lookups do not work, consider configuring your router to use a Public DNS Service like:

- Google 8.8.8.8, 8.8.4.4
- CloudFlare 1.1.1.1, 1.0.0.1

Troubleshooting Steps

Please try the below steps to troubleshoot connection issues:

1. The device running the Vector App and Vector must be connected to the same 802.11n 2.4Ghz network (check in your device Settings > WiFi as well as in the app Settings > Network)
 1. If there is not a 2.4GHz network in range, Vector will be unable to see any networks
 2. Networks requiring additional login ("Captive Portals") are not supported (e.g. Airport WiFi, Shopping Centers, etc.)
 3. Running the Vector app on a device that is acting as Vector's WiFi network (Hotspot, tethering, etc.) is not supported
2. Make sure Bluetooth and WiFi are enabled on your device
 1. Note that Vector does not have a Classic Bluetooth profile so will not show in your device's Bluetooth settings
3. Enable location services on your device
4. Try moving closer to – or further away from – the WiFi Access Point
5. Check for interference, or move Vector away, from other devices using BLE or WiFi such as microwaves, baby monitors, digital cordless telephones
6. Check for one of the above icons on Vector's screen:
 1. The WiFi crossed through by a "/" can indicate any basic WiFi networking issue, from an invalid IP address to a bad password
 2. The WiFi crossed through by an "!" indicates connectivity issues to the Anki cloud
 1. Do not use a proxy
 2. Turn off VPN
 3. Whitelist Vector's MAC address in your router's Access Controls. Find the MAC address in the CCIS

7. Reboot your device
8. Make sure your device's software is up to date
9. Reboot Vector: hold down his Back Button 5 seconds until Vector turns off. Press the button again to turn him back on
10. Turn Airplane mode on and off again on your device
11. Open the Vector app, tap "Cancel" the connection while "finding" Vector, and log out of and back into your account
12. If available on the WiFi access point, enable WMM (WiFi Multimedia)
13. If on your WiFi access point, you have any privacy separator enabled, please disable since it prevents your device communicating with Vector
 1. this may be named "AP isolation" on an Asus router
 2. "access control" should be on on a NetGear router if nether net genie is installed
 3. other routers may have similar settings
14. Reset Vector:
 1. Use Recovery Mode:
 1. Vector should be on his charger and plugged into a power source (be sure to push him right to the back of the charger)
 2. Press and hold Vector's Back Button for around 15 seconds in total
 3. He will reboot and show "anki.com/v" on his screen (see below image)
 2. Clear User Data:
 1. See **below steps**
15. Once Vector boots back up, try following the in-app connection flow again



Using the Customer Care Info Screen (CCIS)

First, follow the below steps:

1. Place Vector on his charger and plug the charger in
2. [If Vector is booting up, wait for the "V" to finish]
3. Double click Vector's Back Button
4. Raise and lower Vector's lift
5. Lower and raise Vector's head

Then, continue to follow one of the following 2 options:

To Clear User Data:

1. Press his Back Button once
2. Turn treads to move through selections (backwards to go up, forwards to go down)
3. Raise and lower the lift to select the "Clear User Data" menu

To find Vector's MAC Address:

1. Press his Back button twice

Vector will exit from the CCIS menu automatically after 3 minutes.

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