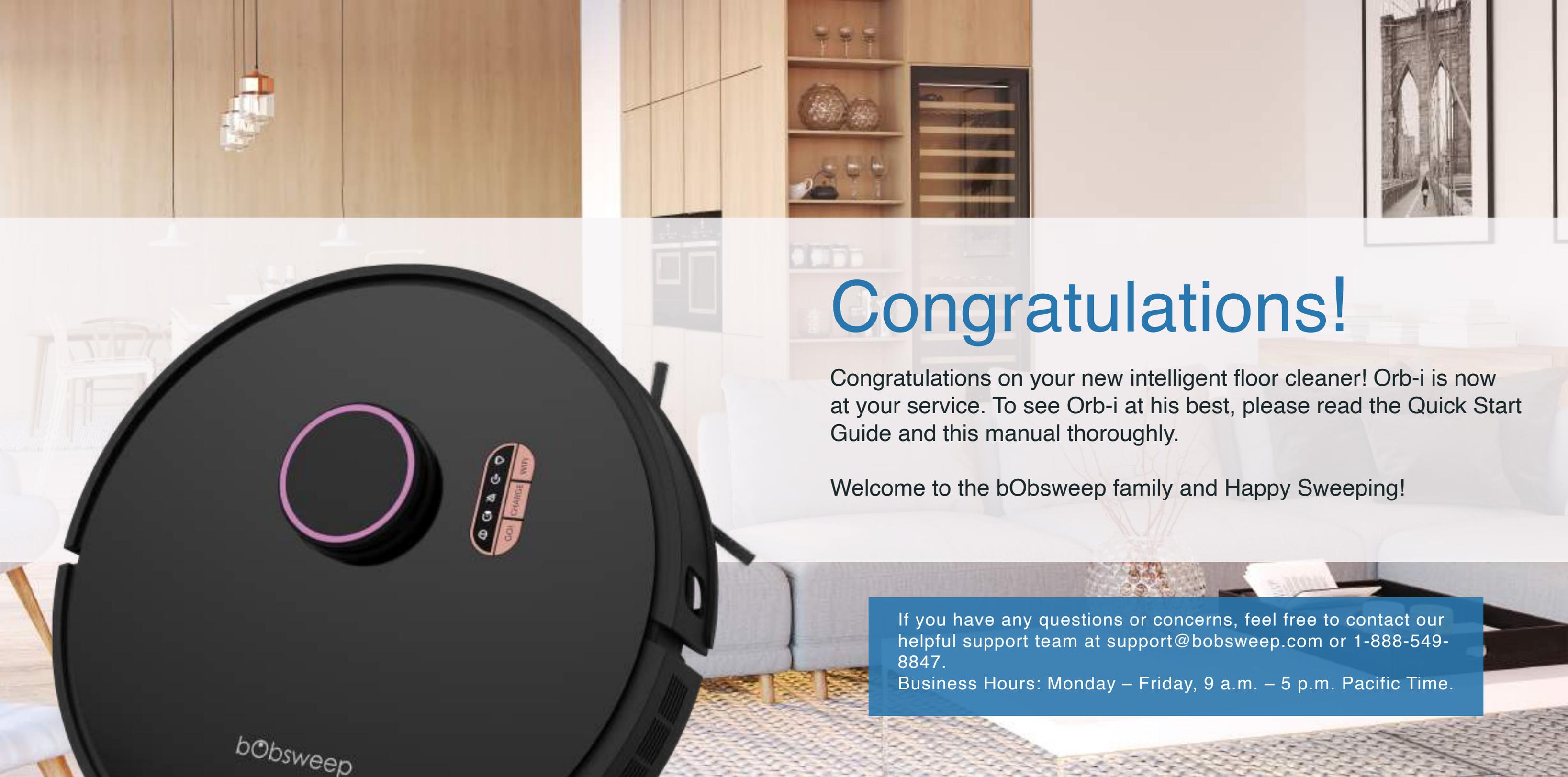


ORB-i™

OWNER'S MANUAL

Model PET24-7-313
Version 2024.a



Congratulations!

Congratulations on your new intelligent floor cleaner! Orb-i is now at your service. To see Orb-i at his best, please read the Quick Start Guide and this manual thoroughly.

Welcome to the bObsweep family and Happy Sweeping!

If you have any questions or concerns, feel free to contact our helpful support team at support@bobsweep.com or 1-888-549-8847.

Business Hours: Monday – Friday, 9 a.m. – 5 p.m. Pacific Time.

bObsweep

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Important Safety Instructions

- Power Orb-i OFF and remove him from a power source when you are not using him and before conducting maintenance.
 - Orb-i is not intended for use by persons (including children) with reduced physical or mental capabilities, or lack of experience and knowledge, unless under the close supervision of a person responsible for their safety.
 - Leaks from the battery cells can occur under extreme usage or temperature conditions. If the liquid gets on the skin, wash quickly with water. If the liquid gets into the eyes, flush them immediately with clean water for a minimum of 10 minutes, and seek medical attention.
 - Orb-i is composed of electronic components that in rare and unintended cases can cause hazards of heating, fire, and other malfunctions. Furthermore, because Orb-i is capable of autonomous movement, his use poses the risk of collision with property, pets, and persons. Unintended removal of articles — such as small valuables, jewelry, or hair of persons or pets lying on the floor — may also occur.
 - If Orb-i or his charging station has been damaged in any way, do not operate them. Contact our support team for further assistance.
 - Do not handle Orb-i or his charging station with wet hands; use only on dry surfaces.
 - Do not pull or carry the charging station by the cord, close a door on the cord, or pull the cord around sharp edges or corners. Keep the cord away from heated surfaces. To unplug the cord, grasp the plug, not the cord.
 - Do not expose Orb-i's SLAM LiDAR to direct sun light or infrared light.
 - Do not let Orb-i drop. The impact from a drop can damage the SLAM LiDAR.
 - Do not look directly into the rotating transmitting part (laser) of the SLAM LiDAR.
 - For your safety, do not insert tools, fingers, or other items into the rotating part of the SLAM LiDAR.
 - Do not attempt to open the charging station. Repairs on the station should only be carried out by our qualified technicians.
- Do not immerse any part of Orb-i into water or other liquids.
- Do not mutilate or incinerate the battery, as it will explode at high temperatures.
 - Do not use Orb-i outdoors.
 - Do not store Orb-i in a car.
 - Do not expose Orb-i or his charging station to temperatures higher than 113° F (45° C), moisture, or humidity.
 - Do not dispose of your battery in fire. Old batteries should be recycled safely through your local recycler.
 - Do not let Orb-i pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
 - Do not use a broken or damaged power inlet/wire
 - Do not open or handle Orb-i's charging station when plugged into the wall. Unplug first.

Declaration of Conformity

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications or changes to this equipment. Such modifications or changes could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Warranty

Every Orb-i purchased from an authorized seller comes with our warranty coverage:

- 2-Year Standard Warranty
- 5-Year Subsidized Repair Plan
- Lifetime of Customer Service

To claim your warranty, register your bot at www.bobsweep.com/warranties.

Contact Us

If you have any questions or concerns, please contact our helpful support team at support@bobsweep.com or 1-888-549-8847.

Business Hours:

- Monday – Friday, 9 a.m. – 5 p.m. Pacific Time

Additional troubleshooting information and how-to guides can be found on the bObsweep app and at www.bobsweep.com/Orbi-support.



Orb-i™



Self-empty
Charging Station



Charging Bed



Cleaning Tool



Side Brush (2)

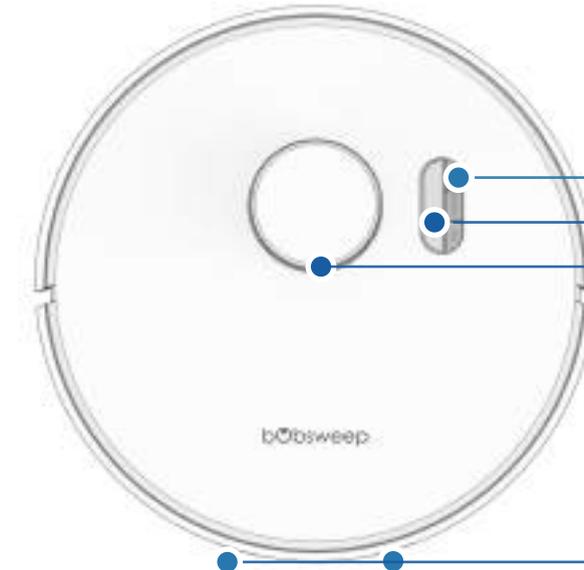


Filter



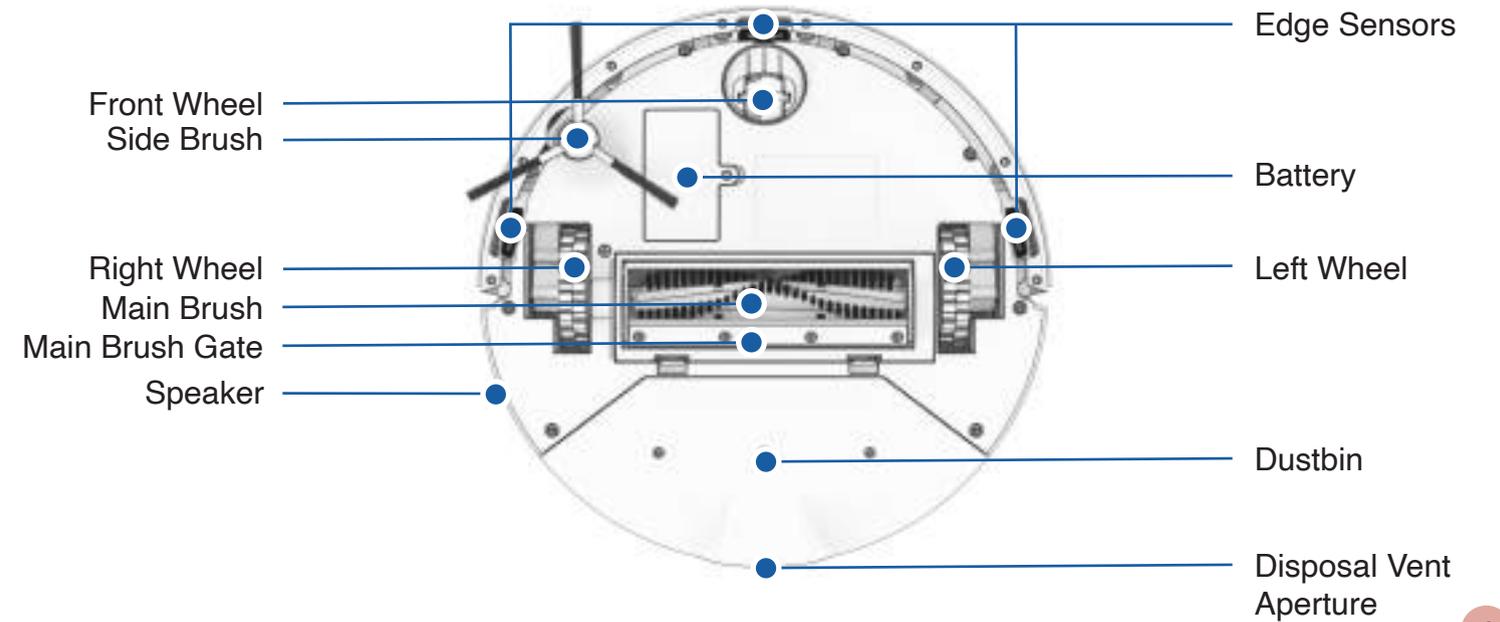
Dust Bag

Orb-i



- Buttons
- Display Screen
- SLAM LiDAR

Charging Plates



- Front Wheel
- Side Brush

- Right Wheel
- Main Brush
- Main Brush Gate
- Speaker

Edge Sensors

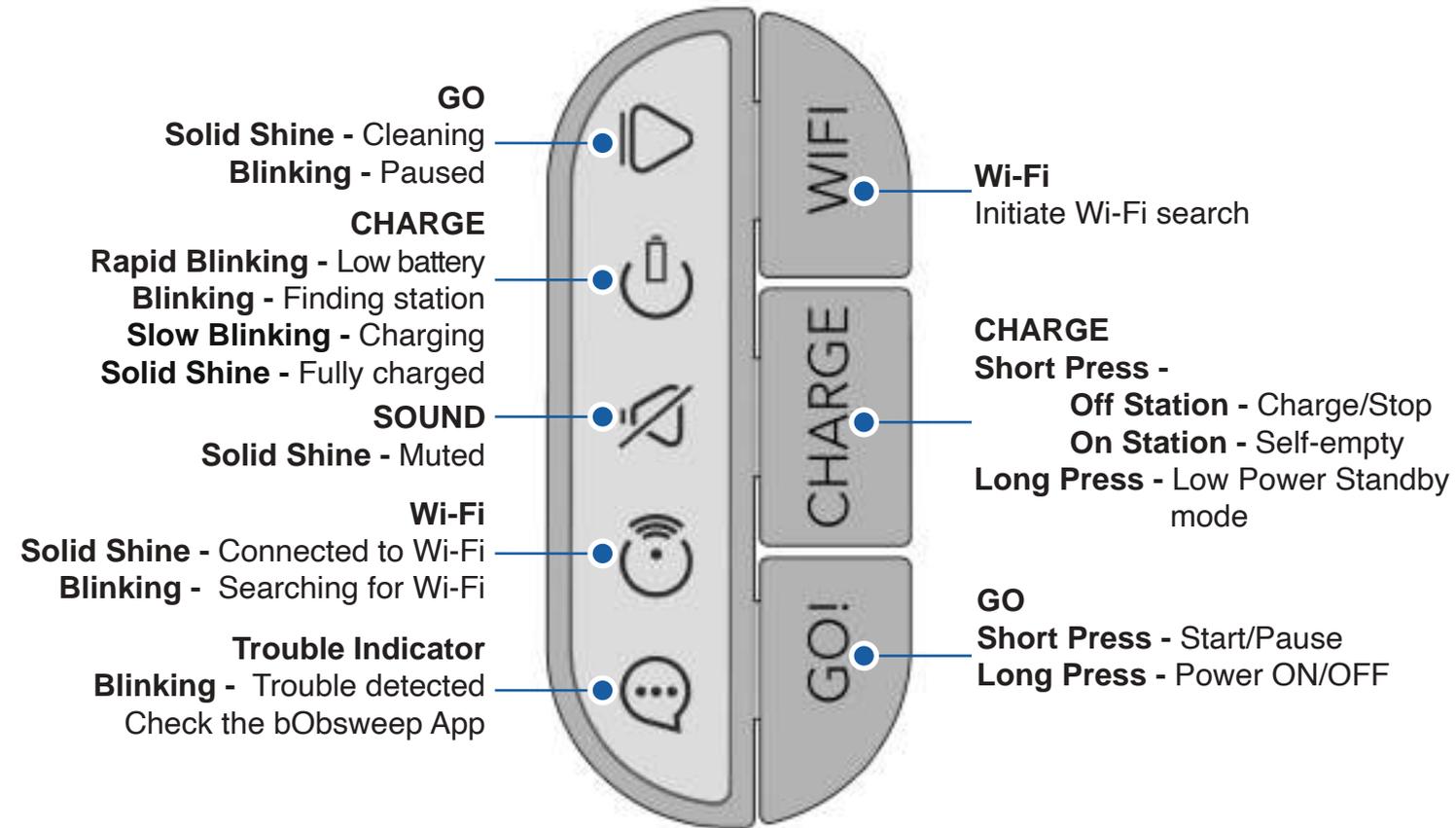
Battery

Left Wheel

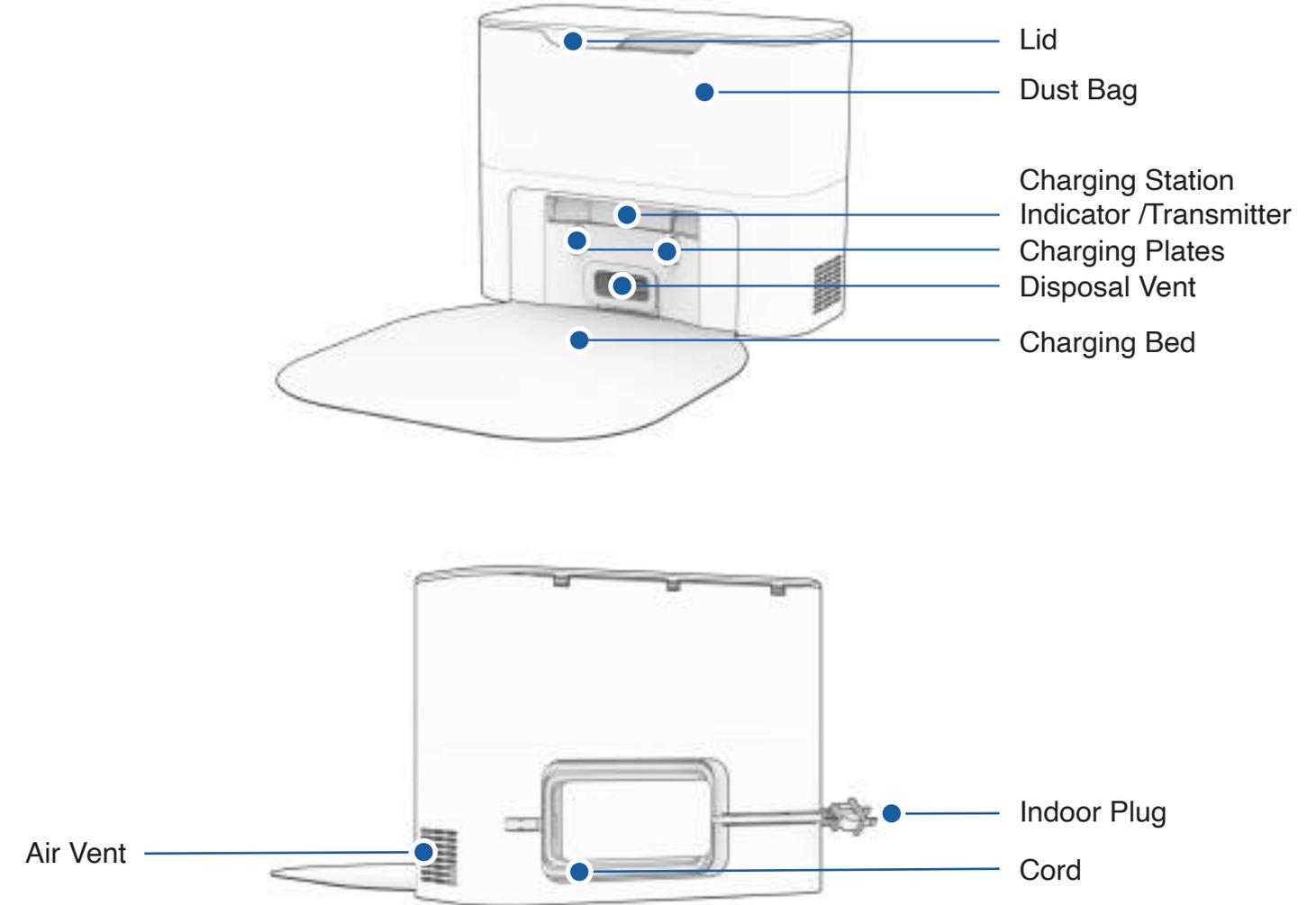
Dustbin

Disposal Vent
Aperture

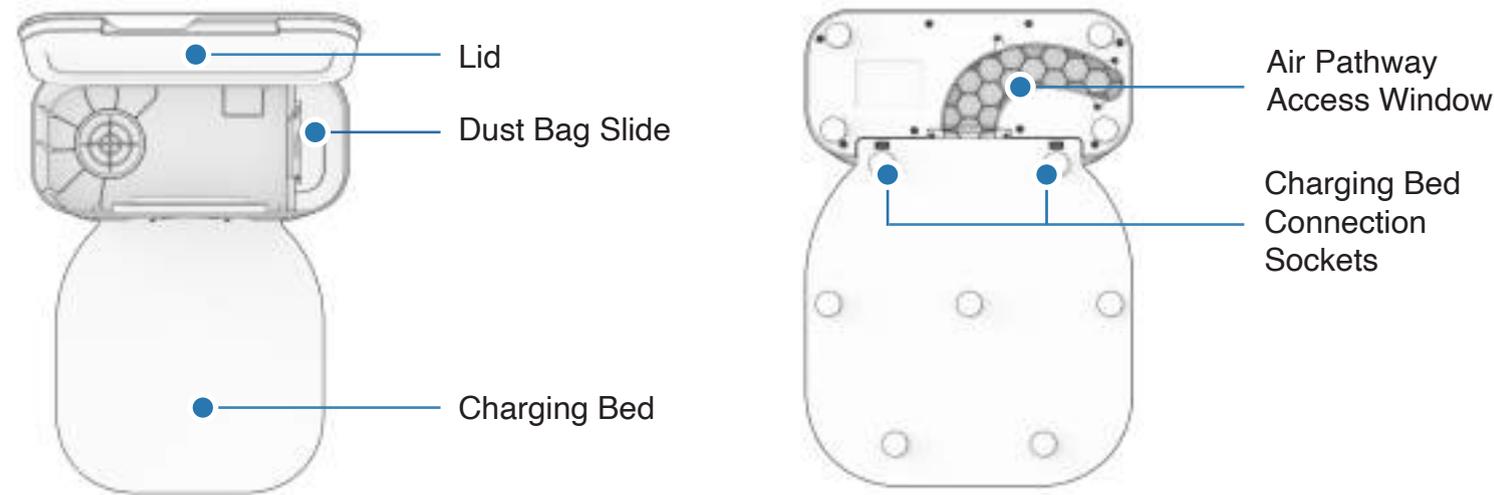
Display Screen & Buttons



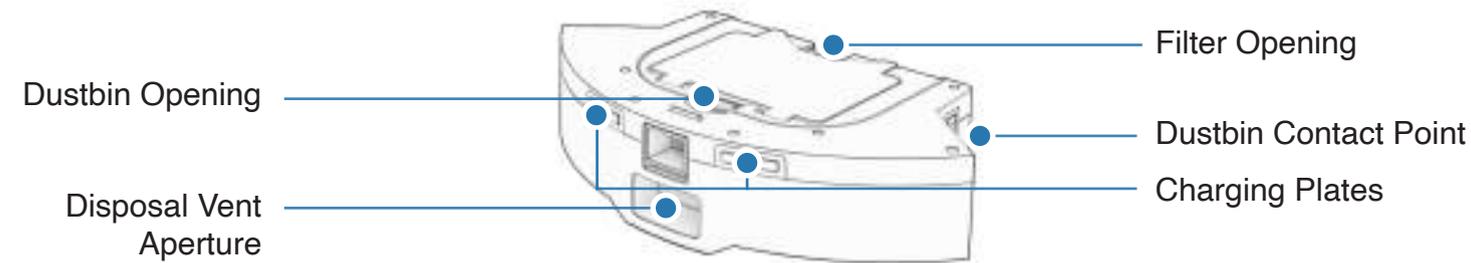
Self-empty Charging Station



Self-empty Charging Station



Dustbin



Who is Orb-i?

Orb-i is an autonomous robotic vacuum cleaner, at your service! Connect Orb-i to Wi-Fi and use the bObsweep app to create a customized cleaning plan. Orb-i will clean your home, your way.

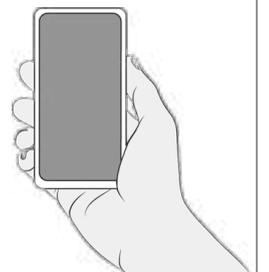
How does Orb-i find his way around?

Orb-i uses laser vision, a network of sensors, and a state-of-the-art mapping and localizing technology to detect walls, furniture, and obstacles.

As Orb-i cleans, he simultaneously creates a map of the areas he is able to access and clean. Areas where furniture and small items are found are marked on the map. View the map by clicking the Map Icon on the bObsweep App, and customize it as desired. Using the map, and the app's customization criteria, Orb-i efficiently cleans your home over the course of a full cycle.

After cleaning, Orb-i returns to his station and empties his dustbin into his Charging Station's container. Forget about vacuuming and enjoy clean floors for weeks!

Learn about Orb-i's mapping and other features using his how-to videos and instructions:



Navigating Difficult Obstacles

Unique Furniture

Specialty furniture, such as desk chairs with wheels or stools with circular bases, may confuse Orb-i momentarily; he may get stuck on a ledge for a few minutes, and then decide to clean somewhere else. As long as Orb-i is not displaying a trouble message, let him continue cleaning and finding his own way around. Take note of the areas that Orb-i finds most challenging, and, if possible, adjust furniture, or add NoSweep™ zones.

Dark-Colored Carpet

If Orb-i repeatedly backs up or displays a trouble message while cleaning dark carpets, deactivate the edge sensors. To deactivate them, open the bObsweep app and disable “edge detection” under Cleaning Preferences in Settings . Just remember that while Orb-i’s edge sensors are deactivated, **he will not be able to detect edges or stairs** and will fall off the edge if he gets close to one! Add a NoSweep line where the edge or stairs are to keep Orb-i safe.

Shag Carpet

Orb-i’s main brush is not designed to clean shag carpets or rugs with long fibers and fringes. If you’d like Orb-i to clean shag carpet or long-fibered rugs, you may remove his main brush and allow him to vacuum without it.

Install Orb-i’s Side Brush

Install Orb-i’s side brush to help him reach the corners and edges of rooms.

Parts You’ll Need:

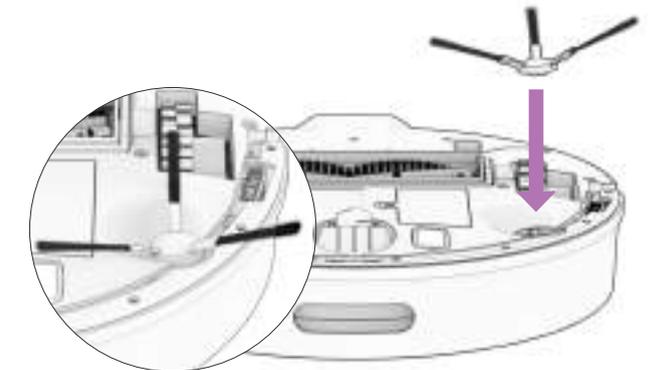


Before Starting Orb-i

Remove protective pieces from Orb-i, his bumper, and charging station.



Place the side brush over the empty socket on Orb-i. Press down to click and lock in place.

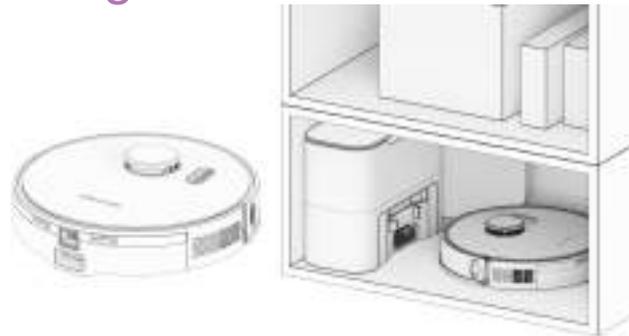


Important Note: The strength of side brush’s connection can be increased by rotating the screw in the center of the side brush socket counter-clockwise.

Power Orb-i ON

Press and hold the GO button until the screen lights up.

Storing Orb-i



If you are not using Orb-i for an extended period of time (over a month), power him OFF, remove his battery, and unplug his charging station. Store everything in a dry room, away from direct sunlight or extreme temperature.

If you are not going to use Orb-i for a while, you can place him on Low Power Standby mode (LPS mode). To do so, place Orb-i on his charging station. Press and hold the CHARGE button on Orb-i for 5 seconds. You'll hear "low power mode", confirming Orb-i is in LPS mode. To exit this mode, press GO on Orb-i while he's on the charging station, or remove him from the station.



Important Note: In this mode, Orb-i is offline and the bObsweep App is not able to connect to Orb-i. Furthermore, any scheduled cleaning will be paused.

Set up Orb-i's Self-empty Charging Station

Bright sunlight, shiny surfaces, and reflective objects can interfere with Orb-i's docking signals. Set up Orb-i's station away from uncovered windows, mirrors, and shiny furniture or objects.

Parts You'll Need:



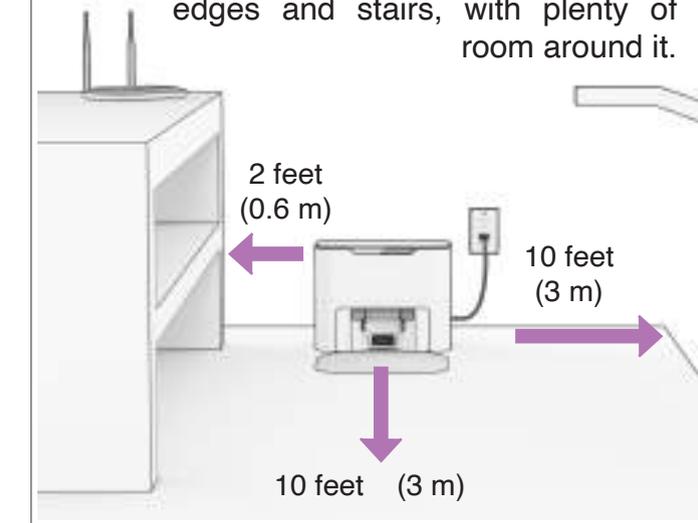
Self-empty Charging Station



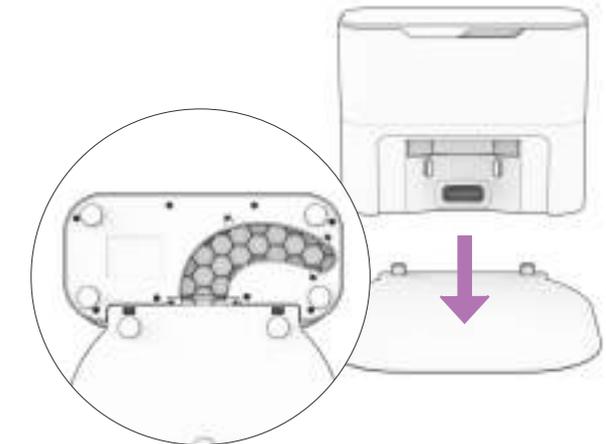
Charging bed

Positioning

Orb-i returns to his charging station after cleaning. To help Orb-i, place the charging station on a hard, flat surface, away from edges and stairs, with plenty of room around it.



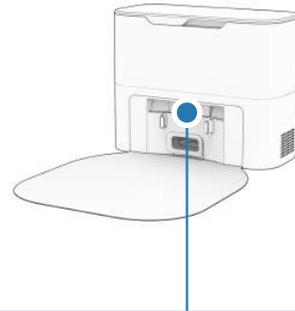
Place the charging station over the sockets on the charging bed. Place down to hold into place.



Quick Tips: The sockets on the charging bed fit into the charging station on its front.

Self-empty Charging Station Indicator

When Orb-i finishes docking on his charging station, and there is no station error, the indicator light on the station turns off.



Light Status	Station Status	What to do
● Off	Powered OFF	Plug into the outlet.
● Solid Blue	Ready	Station is ready for Orb-i to charge / self-empty.
● Solid Red	Dust Bag not detected / Dust Bag's opening is closed.	Insert Dust Bag into the slide and push the tab all the way down to open and line up with the air pathway.
☀️ Blinking Red	Congestion in air pathway.	<ul style="list-style-type: none"> - Remove and open the dustbin to clean and remove heavy congestion. - Clean the Disposal Vent Aperture on the back of the dustbin. Check the flap for free movement. - Unplug the station, then open the Air Pathway Access Window to remove congestion from the air pathway.

Charge Orb-i

Press the CHARGE button on Orb-i to send him to his charging station.

Parts You'll Need:



Self-empty Charging Station

Charging Indicator



- Low Battery:** 🗑️ blinks rapidly.
- Finding Station:** 🗑️ blinks.
- Charging:** 🗑️ blinks slowly.
- Fully Charged:** 🗑️ shines white.

To charge Orb-i manually, place him on his charging bed with the metal nodes on his back resting against the plates on the station.



Quick Tip: Orb-i empties his bin each time he docks at the end of a cleaning session. You can define how often Orb-i self-empties under "Cleaning Preferences" on the bObsweep App.

Download the bObsweep App

Connect Orb-i to Wi-Fi to gain access to Orb-i's full suite of features and important software updates. Download and open the bObsweep App, create your account, and follow the instructions on the app to connect your bot to Wi-Fi, Amazon Alexa or Google Home devices.

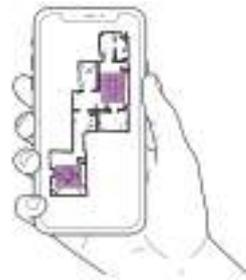
Items You'll Need:



Smart Phone



2.4GHz Wi-Fi Connection

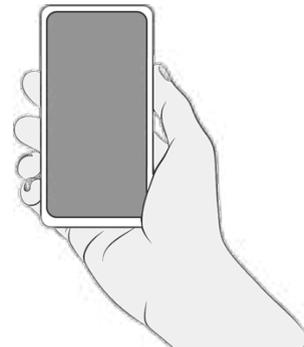


Orb-i maps the area at first glance. Use **Swift Map™** to send Orb-i on a 'map only' journey, or hit **GO** to send Orb-i to map while cleaning. Toggle **ON Auto-resume™** to activate Orb-i's back-to-back cleaning feature. Last but not least, edit, personalize, customize, and save Orb-i's cleaning map, then set cleaning schedules and enjoy fresh floors without having to lift a finger for several weeks at a time.

Quick Tips: To keep Orb-i up-to-date:

Check the App Store/Google Play Store and update the bObsweep app to access the latest features released on the app.

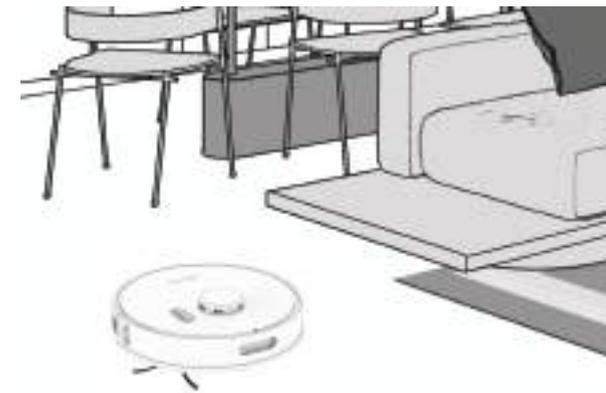
Check the Bot Settings page on the bObsweep app and update Orb-i's software to access the latest version of Orb-i's operating system.



Let Orb-i Sweep!

Orb-i is now ready to sweep! Clear away any clutter or wires and press the GO button.

Lifting & Moving



Do not pick Orb-i up while cleaning to avoid distorting his map.

It's best not to change the location of Orb-i's charging station after he's done mapping the house.

Equipped with Room-to-Room™ cleaning technology, Orb-i automatically explores and cleans your home, avoiding furniture and obstacles along his path. For best results, remove clutter and small objects.



For Best Performance

To maximize Orb-i's efficiency, it is best to keep his brushes, filters, and sensors clean.

Part	Maintenance Frequency	Replacement Frequency
Charging Station	Monthly	
Dustbin	Monthly	
Filter	Monthly	Every 6 months
Brushes	Weekly	Every 12 months
Sensors	Weekly	
Front Wheel	Weekly	
Battery		Every 24 to 36 months

Quick Tips: Clear debris out of nooks and crannies around the brushes and wheels.
 Use tweezers to remove congestion from the brush ends and main and side brush compartments on Orb-i.
 Use scissors or the included cleaning tool to cut hair wrapped around the brushes.

Dust Bag

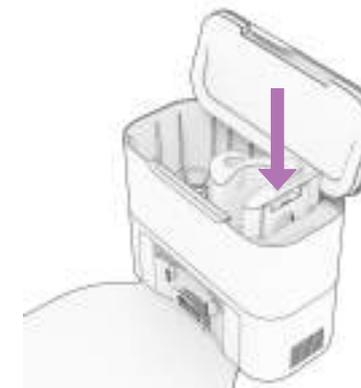
1. Open the lid.



2. Pull up the tab to close the dust bag's opening. Lift to remove the full dust bag and discard.



3. Place the new dust bag, sliding the card into place completely. Slide the opening tab all the way down.



4. Close the lid.



Self-empty Charging Station

Before cleaning the charging station, unplug it.

1. Wipe the charging nodes (contact points).



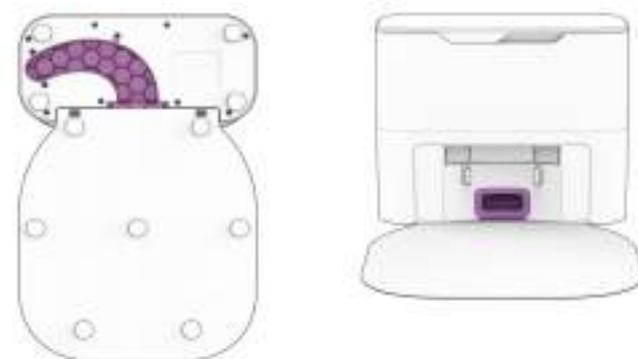
2. Wipe the transmitter window clean, making sure it is not blocked or covered.



3. Remove the dustbag and clean the dustbag container from debris buildups or any blockage for free flow of air.

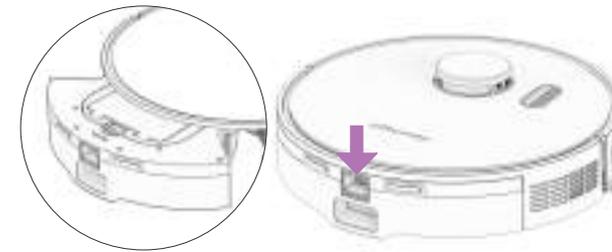


4. Unplug the station. Inspect the disposal vent and air pathway. Clean and remove any congestion.



Dustbin

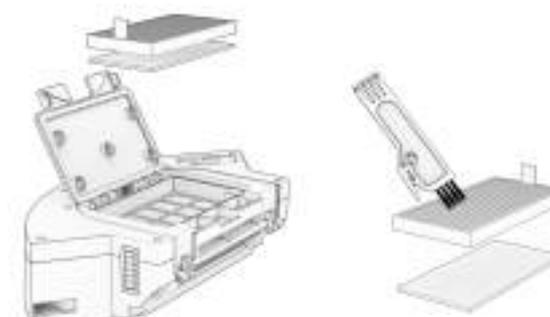
1. Press down the tab to remove the dustbin.



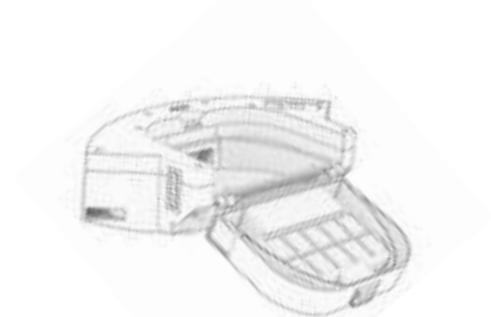
2. Open the dustbin and dump its contents.



3. Open the filter container and remove debris. Remove and dust the filter.

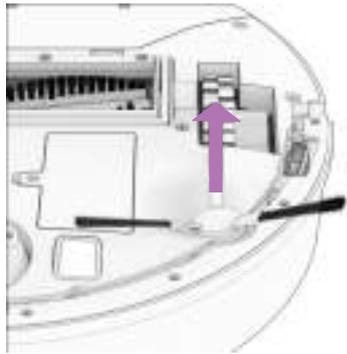


4. Wipe clean or wash the dust container. Make sure it's dry before putting it back together.



Brushes

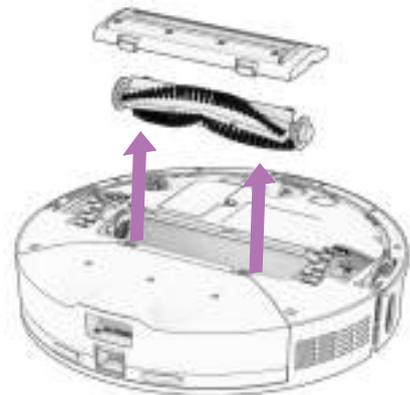
1. Pull up to remove the side brush.



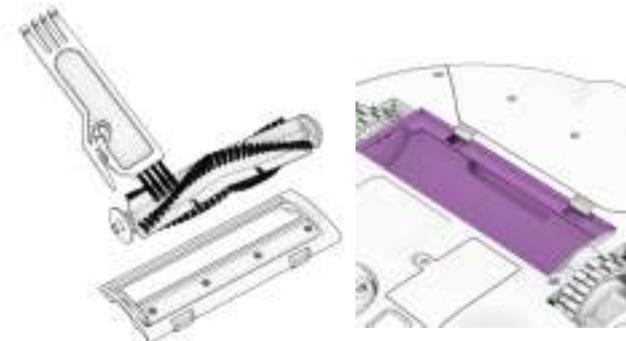
2. Remove debris from the side brush and its socket.



3. Pinch the tabs on the main brush gate and lift.



4. Clean the main brush and all its components, including the brush gate and brush compartment.



Sensors

Use a soft cotton cloth to wipe the sensors.

1. Wipe the edge and wall sensors.



2. Wipe the charging nodes on Orb-i and his station.



3. Wipe the metal connectors on the dustbin.



4. Wipe the top and the area around the SLAM LiDAR.



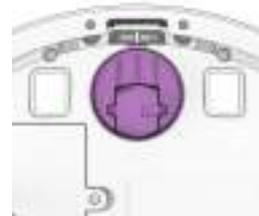
Important Note: Orb-i's SLAM LiDAR is a sensitive sensor. Do not apply force, insert objects, or adjust the SLAM LiDAR. Do not sit on Orb-i or place items on top of him.

Front Wheel

1. Using a flat head screwdriver for leverage, grip the wheel firmly and pull.



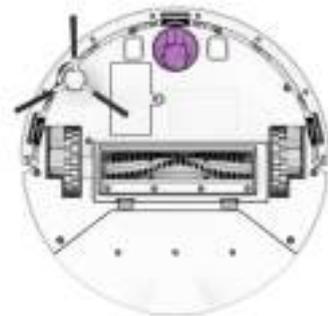
2. Once the wheel is removed, use the screwdriver to pry out the wheel assembly.



3. Clean the wheel and all its components, including the assembly and wheel socket.



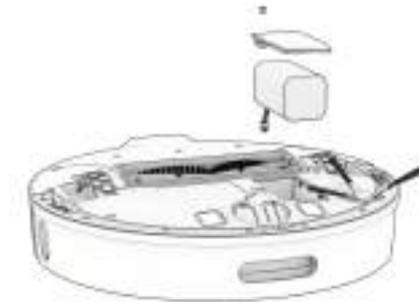
4. Replace both parts when done. Push down to lock them into place.



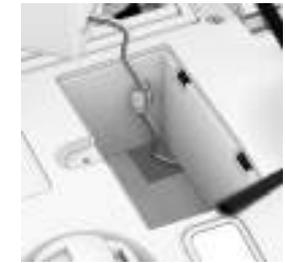
Battery

Power OFF Orb-i before replacing the battery. Press and hold the GO button.

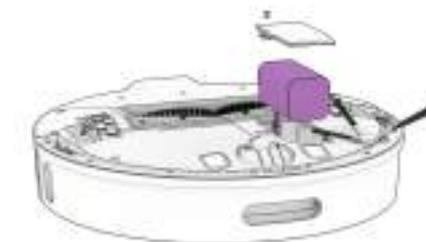
1. Use a Phillips head screwdriver to open the battery compartment.



2. Unplug the old battery and plug in your new one.



3. Slide the new battery into Orb-i.



Important Note: High power mode exponentially increases Orb-i's battery use. Use low power mode to reduce power usage on Orb-i.

Troubleshooting

Whenever Orb-i runs into trouble, he will stop and his trouble indicator will blink. Check the bObsweep app for trouble details.

Trouble	Solution
Battery	Low or disconnected battery. Check connection. Reset, and charge Orb-i.
Left/Right Wheel	Left/Right wheel is jammed. Check for obstruction and clean.
Main Brush	Main brush is jammed. Remove and clean.
Side Brush	Side brush is jammed. Remove and clean.
Dustbin	Dustbin is disconnected or contact points are dirty. Clean contact points and reinsert. Or, the vacuum Motor is jammed. Check for obstruction and clean.
Edge Sensors	Orb-i is stuck near a cliff, is off ground, or the edge sensors are dirty. Move Orb-i to safety, and clean the edge sensors.
Bumper	Bumper is dirty or jammed. Wipe around the bumper; remove any obstruction.
LiDAR Bumper	SLAM LiDAR's bumper is jammed. Check for obstruction and clean.
LiDAR	SLAM LiDAR is not clean/lost visibility. Clean the SLAM LiDAR and move Orb-i away from mirrors/metallic surfaces/walls and to the center of the room.
Charging Station	Can't locate the charging station. Replug the charging station and charge Orb-i.
User Interface	Orb-i's UI/USB port is not responding. Reset Orb-i & ensure the USB port is empty.
Electronic	Electronic component error. Reset Orb-i (Power OFF and back ON).
Stuck	Orb-i is stuck. Clear away obstacles/clutter/wires & reset Orb-i.
Navigation	Orb-i is not able to navigate. Clear away any clutter/wires & reset Orb-i.
Localization	Orb-i can't self locate on map. Check map accuracy/erase map for remapping.
Settings	Current room settings don't match Orb-i's. Change map settings/schedules.

Home Checkup Test

If Orb-i is not performing as well as he should, you can diagnose the problem with a simple home checkup test.

Putting Orb-i in/out of Checkup mode

To put Orb-i in Checkup mode:

Press and hold the "GO" "CHARGE" and "WI-FI" buttons simultaneously for a few seconds until the bot says: "Home Checkup Mode Activated". In this mode, Orb-i's LiDAR sensor rotates.

To exit the Checkup mode:

Press the "GO" "CHARGE" and "WI-FI" buttons together again. You'll hear "Exiting Home Checkup Mode" and Orb-i's LiDAR sensor stops rotating.

Important Notes:

- During the test, if Orb-i's left idle for over a minute, he'll automatically exit the Home Checkup Test.
- To move among Steps in the Checkup test, press the Wi-Fi button.
- To start / stop the tests in each Step, press the GO button until you hear "Begin Test" and "Stop Test". Always stop a test before moving to the next step.

Step	Part(s) Tested	Description
1	Battery	After a full charge, test Orb-i's battery.
2	Edge Sensors	Test edge sensors individually.
3	Charging Station	Test charging sensors individually.
4	Bumpers and Wi-Fi	Test the Wi-Fi module & touch sensors.
5	Motors (wheels, brushes, vacuum)	Test Orb-i's motors individually.
6	SLAM LiDAR, Charging and Self-empty	Test Orb-i's SLAM LiDAR, charging contact points, and self-empty function.
7	Hard Resetting Orb-i	Factory reset Orb-i and erase all data.

For a step-by-step video guide of Home Checkup Test, visit: bobsweep.com/Orbi-support.

Orb-i won't turn on no matter what I do.

If Orb-i is not responding to his buttons, then his battery has likely drained too low for him to operate. Place Orb-i on his charging station and allow him to fully charge. **When placing him on the station, ensure the dustbin is fully latched, and there's perfect alignment between the charging nodes on the back of Orb-i and his charging station's.**

Orb-i has to charge before completing the mapping of my house

Use the Swift Map feature on the bObsweep app to ask Orb-i to map the floor without cleaning it. In this mode, Orb-i explores and maps the house, then returns to his charging station without cleaning it.

Orb-i's not picking up as much as he used to.

Orb-i will have trouble cleaning if his dustbin is clogged, or his main brush is clogged or tangled with hair. Remove Orb-i's main brush and clean it thoroughly from end to end. Remove and open the dustbin, and remove any large debris from Orb-i's dustbin container to ensure smooth flow of air.

Orb-i is not self-emptying and the indicator on the station is flashing red.

By default, every time Orb-i docks, a loud vacuuming process empties his dustbin into his station's disposable dust bag. You can change the frequency using the bObsweep App.

If Orb-i's dustbin gets too packed, or if the station's air passage is clogged, contents cannot be vacuumed out. Remove and open the dustbin and dump its contents. Unplug the station and open the air passage to remove anything clogging it.

Orb-i's having trouble finding his station.

Make sure Orb-i's charging bed is installed. You may need to relocate Orb-i's station to a more accessible area. Make sure the station is placed in a centralized area, on a hard, flat surface away from stairs or edges, direct sunlight, mirrors or reflective surfaces, and with plenty of open space around it. Then, erase the old map and let Orb-i remap the house from his new station.

Can I pick Orb-i up?

Picking up and moving Orb-i during a cleaning session is not recommended, as it can affect his current cleaning cycle/map. Furthermore, it's best not to relocate Orb-i's charging station once he has mapped his environment. If you have to relocate the station, erase the old map and let Orb-i map the house again.

Can't connect Orb-i to Wi-Fi.

You can connect Orb-i to a 2.4GHz Wi-Fi after he's fully charged. To do so, turn ON 'Location Services' and 'Bluetooth' on your phone settings. Also allow 'Local Network' access and turn off 'Wi-Fi Calling' on your phone. Write down your 2.4GHz Wi-Fi network and its password (note that they are case sensitive). Bring Orb-i and your phone close to your modem or router and be sure to select the correct model name 'Orb-i' from the list of bots.. For more information, visit: bobsweep.com/Orbi-support.

Can I make changes to or delete the map Orb-i made?

Yes. Orb-i's map is fully customizable and editable. Review the map Orb-i creates, and make any modification you wish. For step-by-step instructions, visit: bobsweep.com/Orbi-support.

Can Orb-i clean my multi-floor house?

Yes. Orb-i can save up to 3 floor maps. For step-by-step instructions on how to save maps, visit: bobsweep.com/Orbi-support.

How can I diagnose Orb-i's exact problem?

You can check Orb-i's health through a Home Checkup Test. For more information on the test, visit: bobsweep.com/Orbi-support.

Orb-i stopped cleaning and the trouble indicator is flashing.

When Orb-i is in trouble and needs your help, he will stop and the trouble indicator blinks.

Open the bObsweep app and find the trouble details at the top of the Control page.

Orb-i is Offline.

Orb-i may be hibernating or is powered OFF and disconnected himself from Wi-Fi. To bring him back online, place him on the charging station and let him charge and power ON. For more information, visit: bobsweep.com/Orbi-support.

Orb-i's getting stuck.

If there are areas of repeat problem in the house that Orb-i gets stuck under or stops on, draw NoSweep zones over them on the map to keep Orb-i out of trouble. For step-by-step instructions on how to draw/edit/save/delete NoSweep areas, visit: bobsweep.com/Orbi-support.

Does Orb-i work with Google and Alexa devices?

Yes! Orb-i can be connected to Google Home and Alexa apps / devices. For more information, visit: bobsweep.com/Orbi-support.