

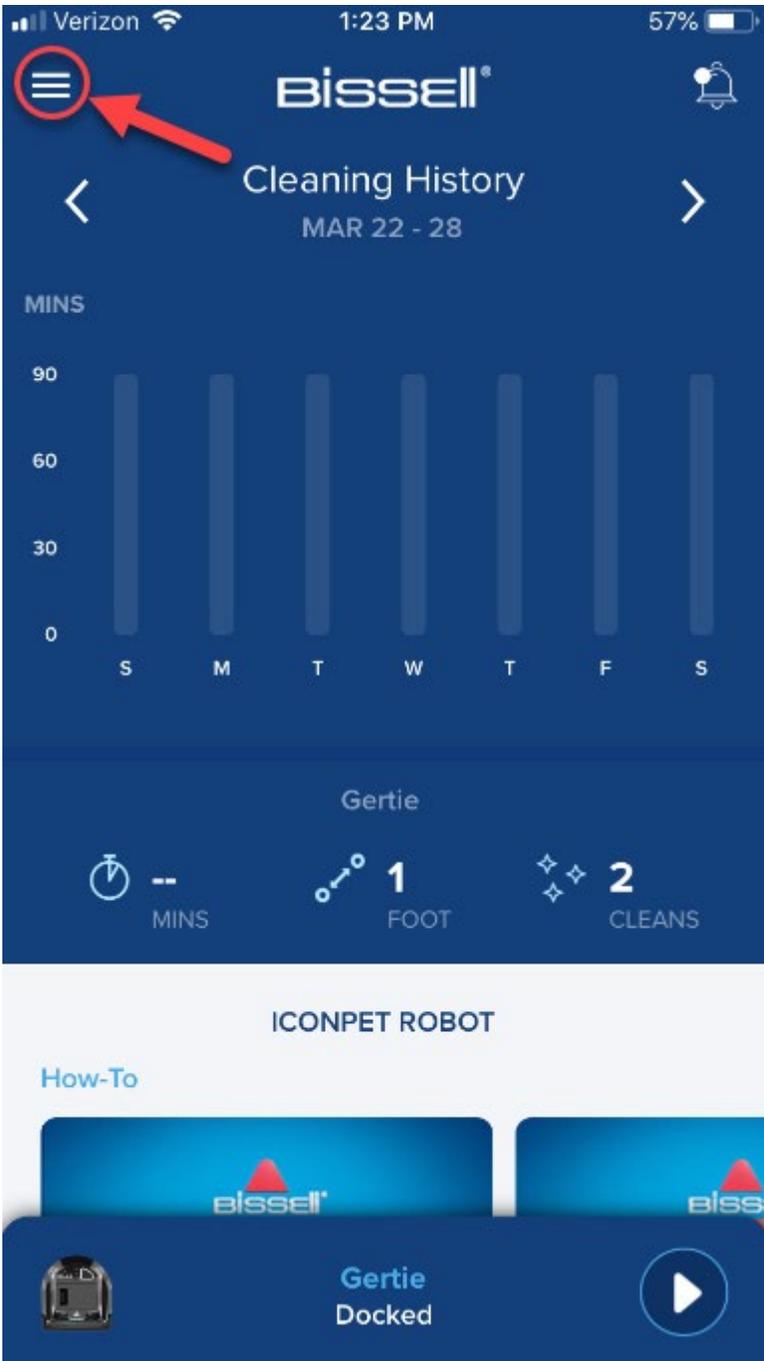
I Can't Connect to my SpinWave Robot, - Pairing Errors | App Support

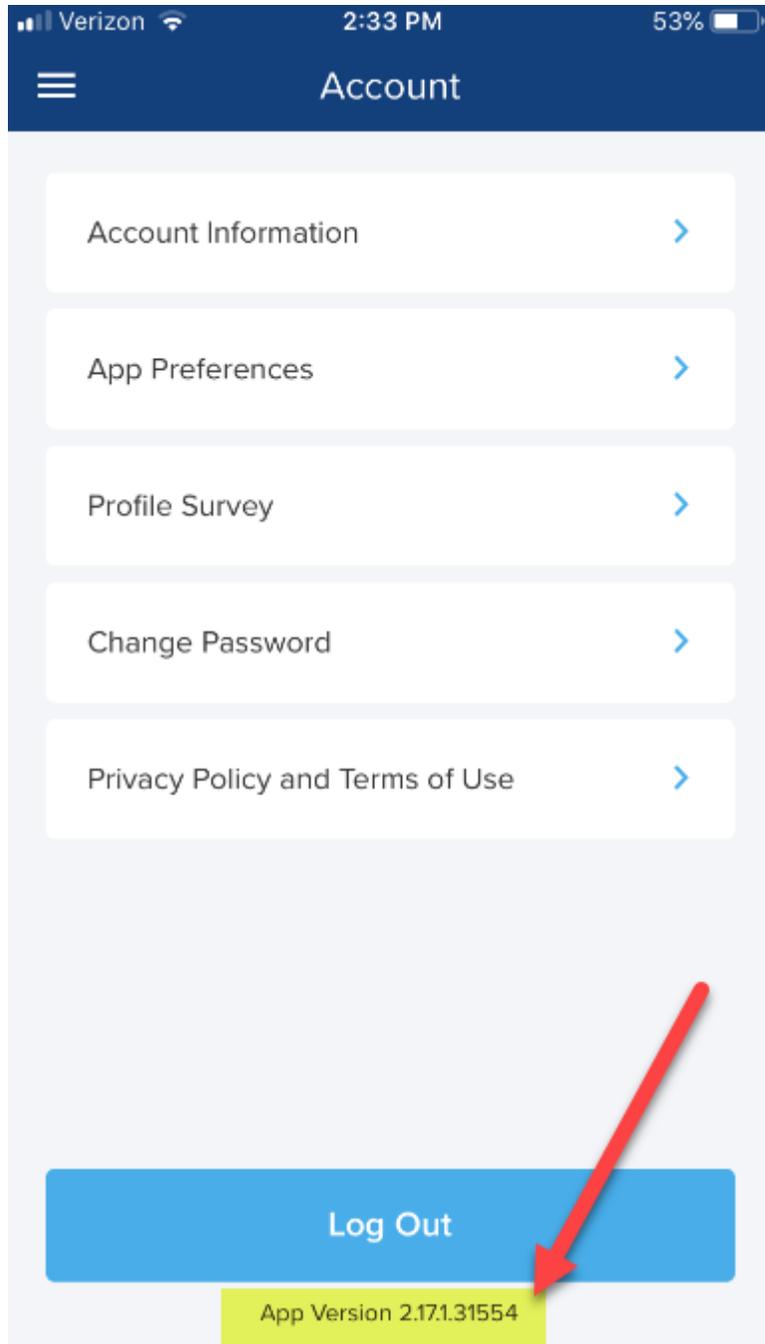
I Can't Connect to My SpinWave Robot or CleanView Connect Robot - Pairing Errors | App Support

If you are pairing your **Robot** to your device for the first time > Go to [Pairing Guide](#)

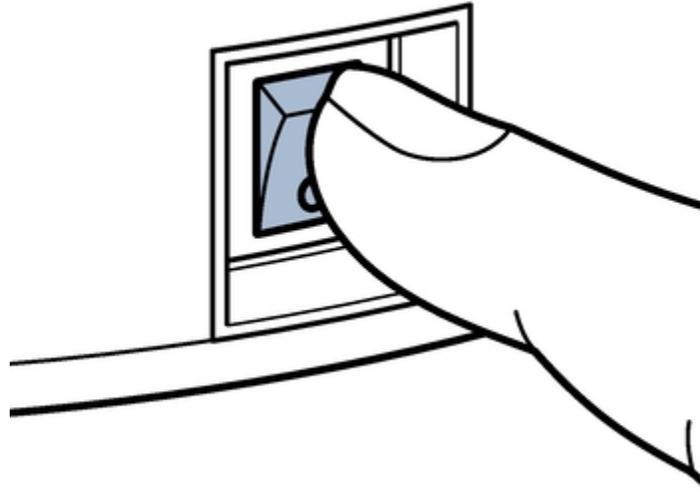
If you have already attempted to pair but received an error:

- Open the BISSELL Connect App
- You'll want to make sure you're on the up to date version
 - Click on the hamburger menu > Go to Account
 - Make sure the App Version is updated to the most recent version
- If not, go to App store and update your BISSELL Connect App





- Close and reopen the App
- Turn **Robot Off** > **Turn On**
- Turn on **robot** using the power button on the side of the machine



- Remove **Robot** from the Docking Station & Attempt to pair again > Go to [Pairing Guide](#)
- If you are still receiving an error, please refer to the error specific troubleshooting steps below

Error List:

- [When Scanning the QR Code you get a black screen instead of camera to scan QR Code](#)
- [The QR Code won't scan](#)
- [Machine not Whitelisted](#)
- [QR Code camera feed looks distorted](#)
- [Could Not Connect to BISSELL Network](#)
- [App Crashes during pairing](#)
- [Could Not Connect](#)
- [Home Wi-Fi does not appear in Wi-Fi selections](#)
- [Product Failed to Connect to the Cloud](#)
- [How to Pair with a Different Wi-Fi Network](#)

Error: When Scanning the QR Code you get a black screen instead of camera to scan QR Code

- Turn on the phone's camera permissions for the BISSELL Connect App following the below steps
 - iPhone:
 - From the phone's home screen, open the Settings app
 - Scroll down to the "BISSELL" row, and tap on it
 - Under "Allow BISSELL to Access", enable the toggle for "Camera"
 - Restart the app and try again
 - Android:
 - From the phone's home screen, open the Settings app
 - Then tap "Apps", under the "Device" subheading
 - Scroll to the "BISSELL" row and tap it
 - Then tap "Permissions"
 - Enable the toggle for "Camera"
 - Restart the app and try again

Error: The QR Code won't scan

- This could be caused by poor lighting, or a damaged QR Code or Sticker
 - Back out of this screen and try again
 - Enter your Wi-Fi details to manually connect
 - When entering Serial Number do not include the last 3 letters
 - Wi-Fi details are located on the QR code sticker
 - Click on "Where are my product details" for a picture of where details are located

9:21



Enter your product details:

Model Number

Serial Number

SSID

Password

[Where are my product details?](#)

Error: Machine not Whitelisted

- Did you enter product details pictured above?
- No > [Contact Us](#)
- Yes > The details were incorrectly entered > Scan QR code
 - Does QR scan?
 - Yes > Great! Continue pairing
 - No > Re-Enter credentials
 - Exclude the last 3 letters of your Serial Number when entering manually

Error: QR Code camera feed looks distorted

- This should not prevent the phone from scanning the QR code
- If you are experiencing difficulty follow steps to enter Wi-Fi details manually

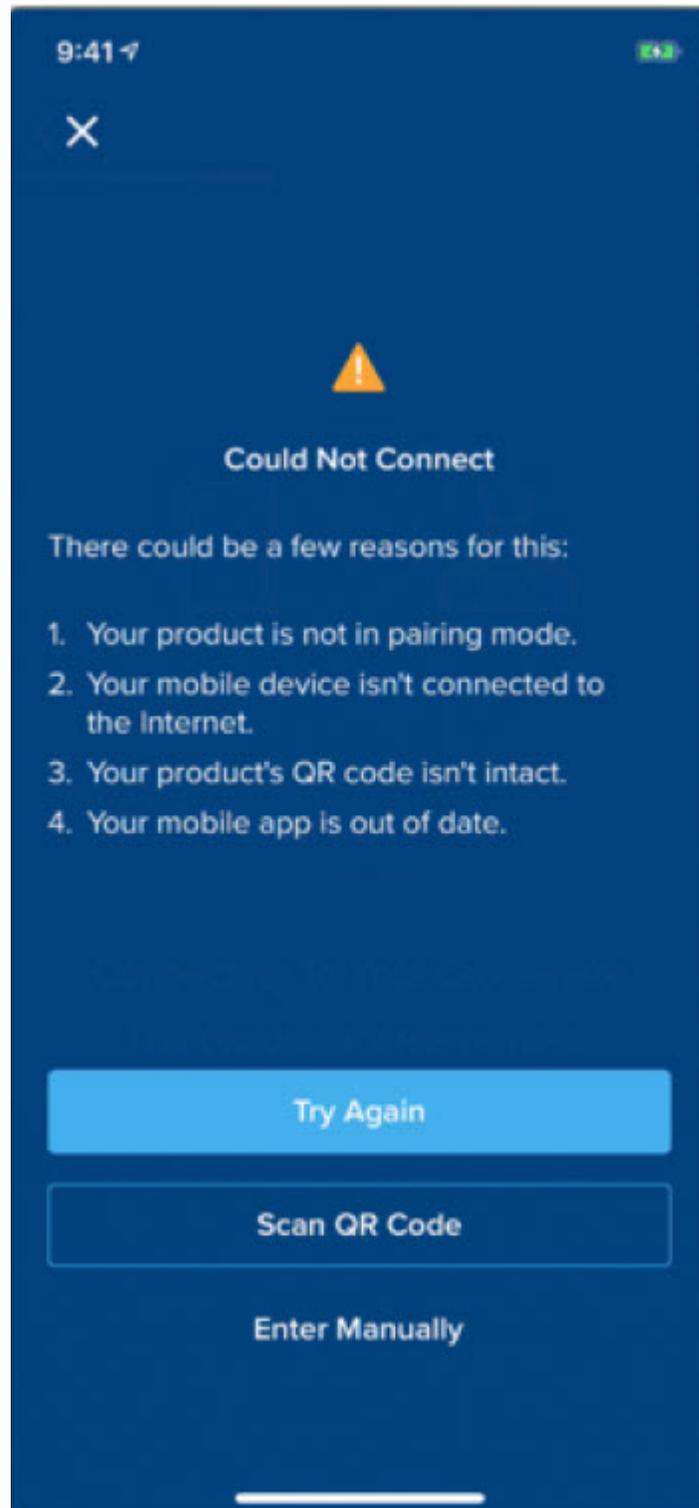
Error: Could Not Connect to BISSELL Network

- Make sure **Robot** is turned on > Check that side switch on machine is in the on position
- Put machine in pairing mode > Hold down button on top of **Robot** until it beeps once

Error: App Crashes during pairing

- Restart the app using the following directions and try again
- When attempting to pair again after restarting the App, Turn **Robot** off, then On
 - iPhone X, XS, XR:
 - If not on the phone's home screen, slide up from the bottom of the screen to go to the phone's home screen
 - Slide up from the bottom of the screen to show all apps
 - Slide the BISSELL Connect app up quickly to quit the app
 - Reopen the app
 - Other iPhones:
 - Double-press the physical "home" button on the device
 - Slide the BISSELL Connect app up quickly to quit the app
 - Reopen the app
 - Android:
 - Press the square button
 - Slide the BISSELL Connect app to the left quickly to quit the app
 - Reopen the app

Error: Could Not Connect



- Uninstall & reinstall the BISSELL Connect App > Try pairing process again > Go to [Pairing Guide](#)

- If you're still experiencing issues > Are you pairing with an iPhone?
- No > Accept phone's prompt to join the machine's WiFi and skip to the step below to check that the **Robot** is turned on
- Yes > Is it operating on iOS 14.1 or 14.2?
- No > Accept phone's prompt to join the machine's WiFi and and skip to the step below to check that the **Robot** is turned on
- Yes > From the phone's home screen, open the Settings app > Scroll down to the "BISSELL" row, and tap on it to open > Click the toggle next to "Local Network" to turn on > Restart the App and try pairing process again > Go to Pairing Guides linked above

11:29



< Settings

BISSELL

ALLOW BISSELL TO ACCESS

 Local Network

 Camera

 Siri & Search >

 Notifications >
Off

 Background App Refresh

 Cellular Data

- Check the **Robot** is turned on
- Press & hold Start/Pause button for 5 seconds. Let go when it beeps, the button will flash white.
- Move your phone & machine closer to your Wi-Fi Router
- Make sure your phones Wi-Fi is enabled
- If you manually entered the Wi-Fi details for the machine, double check that all the details are entered correctly
- Restart your phone & attempt to re-pair
- If restarting your phone did not solve the error > [Contact Us](#)

Error: Home Wi-Fi does not appear in Wi-Fi selections

- Check that you meet all the Connection Requirements:

Compatible Operation System	iOS	Android
Minimum OS version supported	14	11
Download Location	Apple App Store	Google Play Store
Wi-Fi Frequency	2.4 Ghz	
Size of app	162 MG	
Connect to unsecured network	No - A network password is required	
Network Extender Compatible	Yes	
Authentication/Encryption Supported	WPA, WPA 2, Open	
Change language in BISSELL Connect App	Click hamburger menu (upper left corner and select Account)	
	Choose App Preference and then App Display Language you prefer. (Save Changes)	

- Move your mobile device and machine closer to the Wi-Fi Router to strengthen Wi-Fi signal
- Hit the Rescan button in the BISSELL Connect App

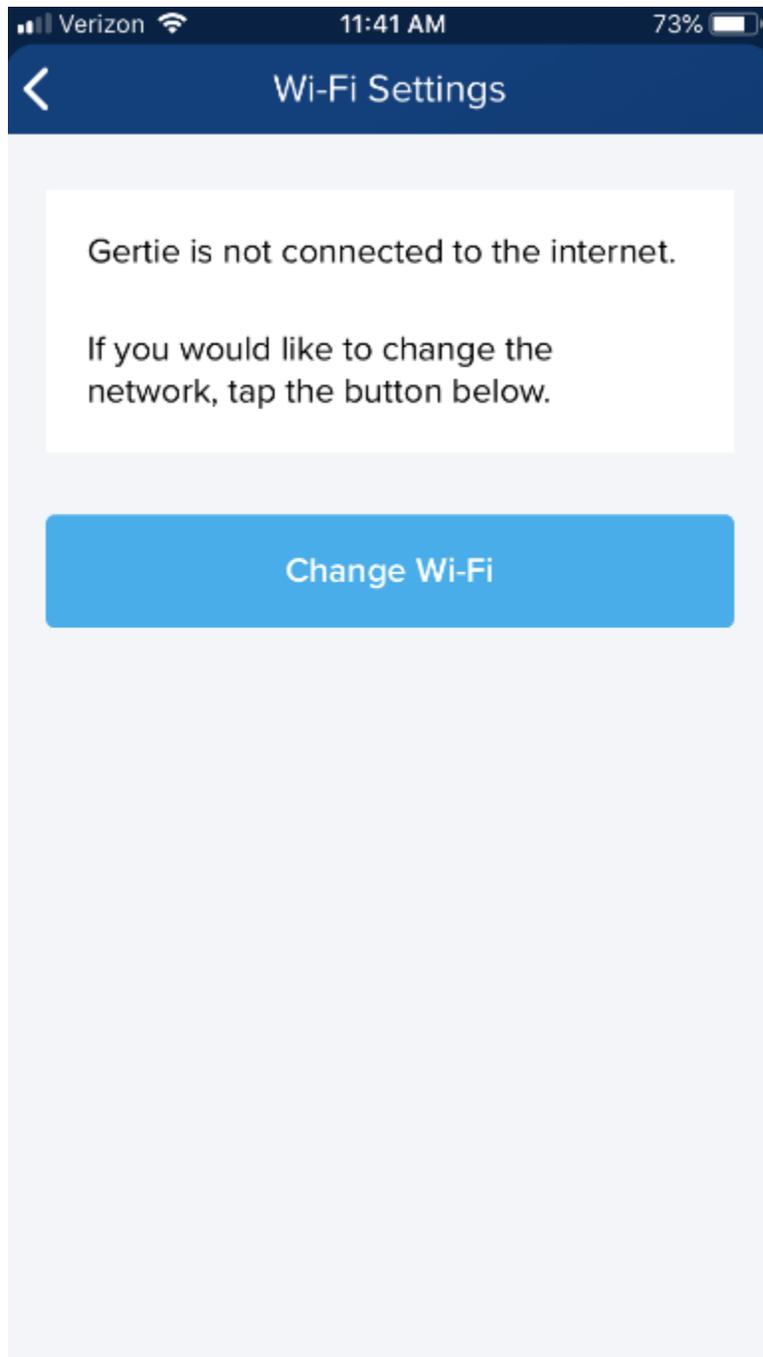
Error: Product Failed to Connect to the Cloud

- Re-enter home Wi-Fi password > Attempt to continue pairing process

Error: How to pair with a different Wi-Fi Network

- Check that your mobile device is connected to cellular data or Wi-Fi
- Move the machine close to the home Wi-Fi Router
- Update the product's Wi-Fi settings
- Click on the hamburger menu button on the top left of the home screen

- Product is displayed > Go to Product Page
- Click the Gear in the upper right corner
- Choose the 'Account' button
- Click on 'Wi-Fi Settings' button and then the blue 'Change Wi-Fi' button



- Re-pair the product > Go to [Pairing Guide](#)