



# DeeBot s communication with the base station is abnormal





## Overview

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DEEBOT is not in the configuration state. Incorrect app installed. DEEBOT is out of Wi-Fi range. Ensure DEEBOT is in the setup mode; press the RESET button until you hear the confirmation prompt. Download the correct ECOVACS HOME app from your app store.

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App prompts that the robot is disconnected from the station. Or the station cannot control the robot. – Ecovacs Customer Support 1. Disconnect the base station from the power supply and remove the DEEBOT cover, power off DEEBOT (switch to "O" ) and wait for 5~10 seconds. 2. Reconnect the power.

What to do if the voice prompt says that Communication malfunction between DEEBOT and the Station?

1. If the firmware has just been upgraded/the main unit has been shut down and restarted, it will take time for the main unit to start up, and a disconnection prompt will appear. Please wait for 3.

Keep getting communication malfunction between deebot and station. Got this error when I issue the cleaning command. I tried switching off / on the deebot and station and in different orders. I even reset the deebot and did the app scanning part again but still getting this error as soon as the.

If your Deebot is not connecting to the charging dock, it could be due to several reasons. Let's explore some quick fixes: Ensure the charging dock is plugged in and the power is on. Clean the contacts on both the dock and Deebot with a dry cloth. Place the dock in an open area with no.

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If you're facing issues with your Ecovacs robot vacuum, especially models operated through the OMNI Station, this troubleshooting guide is here to help you. Using this guide, you can identify common problems and find effective solutions quickly. 1. Connection Issues DEEBOT is not in the. Why is my Deebot not charging?

The charging path is blocked (door closed, furniture in the way). DEEBOT is too far from the Station, or it is not in auto mode. Ensure all pathways to the Station are clear. Position DEEBOT close to the Station and ensure it starts cleaning from the Station. 3. Cleaning Issues.

Why is my Deebot not responding?

In some cases, a faulty battery may be the cause of power supply issues. If the Deebot still fails to respond after checking the power source and cleaning the contacts, it may be necessary to contact the manufacturer for further assistance with diagnosing and resolving the problem.

How to troubleshoot a non-functioning Deebot?

When troubleshooting a non-functioning Deebot, it's crucial to assess the condition of its parts. Over time, the brushes, filters, and other components can wear out or become faulty, leading to operational issues. Inspect the brushes for tangles and debris accumulation, and replace them if they appear worn out or damaged.

Why is my Deebot robotic vacuum not working?

Connectivity problems are one of the common issues that can cause your Deebot robotic vacuum to malfunction. When your Deebot is not connecting to the app or Wi-Fi network, it can be frustrating. One of the first steps to troubleshooting connectivity issues is to ensure that your Deebot is within range of the Wi-Fi signal.



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### [Troubleshooting Guide for Ecovacs Home Robot Vacuums](#)

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### App prompts that the robot is disconnected from the station. Or ...

App prompts that the robot is disconnected from the station. Or the station cannot control the robot. 1. If the DEEBOT has just been upgraded or restarted, it'll take a little time to respond. ...



### Troubleshooting Tips for Your Non-Functioning Deebot: Why Is My Deebot

Whether your Deebot is not turning on, not responding to commands, or facing mobility issues, this article will equip you with the knowledge and techniques to effectively ...

### [Deebot Troubleshooting: Fix Common Issues in Minutes](#)

Navigation and mapping errors can disrupt your Deebot's cleaning efficiency. These errors can cause frustration and reduce the performance of



your robotic vacuum.



### App prompt: the robot is disconnected from the station/the station

Place the treasure in the base-in-app, wait for about 10 seconds until the treasure is in the charging state (the AUTO key light will flash), and the station and the treasure will be ...

## ECOVACS US

If the robot is near to the station, please check the connection status in the App first. If it's disconnected, please try to re-pair the robot with the station in this way:



## ESS



### Keep getting communication malfunction between deebot and ...

So if you send it to clean and its status becomes "Docked" for more than 2min30s without ever being "Returning to dock" before, that means it probably had a communication malfunction.



## DEEBOT T30 PRO OMNI BLACK FAQs

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## ECOVACS GLOBAL

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### App prompts that the robot is disconnected from the station. Or ...

Hold the Auto Start button on the body of DEEBOT to let it automatically return to the base station (or manually push the tail end of DEEBOT to the base station cleaning sink) to ensure that the ...



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## Contact Us

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