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Roborock App User Guide



Overview

The Roborock App is your command center for getting the most out of your robotic vacuum cleaner. Whether you're setting up your robot for the first time, creating cleaning schedules, editing maps, or exploring advanced features like Remote Viewing and Device Sharing, the app makes it easy to manage everything from your smartphone.

This guide will walk you through the most important features of the app step by step, helping you become familiar with the available tools.

> **Note:** Some features described in this guide are only available on certain Roborock models. If you don't see a feature in your app, it may not be supported by your device. The screenshots are for reference only and may differ from the actual app interface due to software updates.

Getting Started

After installing the Roborock app and creating an account, you can begin adding your robot. The setup process is designed to be simple and guided, with clear on-screen prompts.

Adding Your Device

To connect your robot:

1. Open the app and tap the "+" button (Add Device). **Select Add Device.**
2. Lift the robot top cover gently from the edge and scan the QR code located under the cover.
3. Follow the instructions to set up the network connection.

Connecting to WiFi

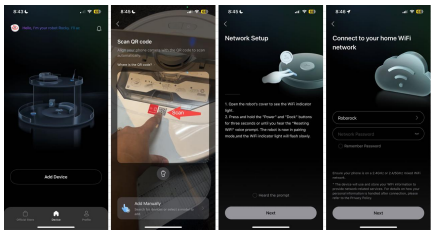
To use app-based controls, your robot must connect to your home WiFi network.

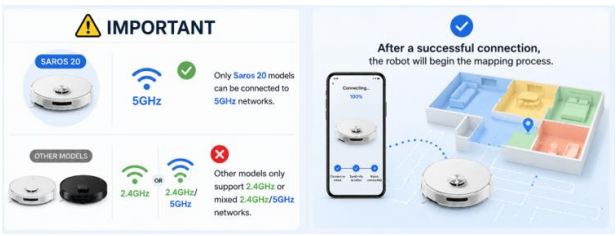
During setup:

1. Select your WiFi network.
2. Enter the WiFi password.
3. Wait for the robot to connect.

Once the device is successfully detected, it will be linked to your account.

Video guide:
https://drive.google.com/file/d/1Ntuj7TmqIvGdhdyyWbA3WWqzK3VO0p68/view





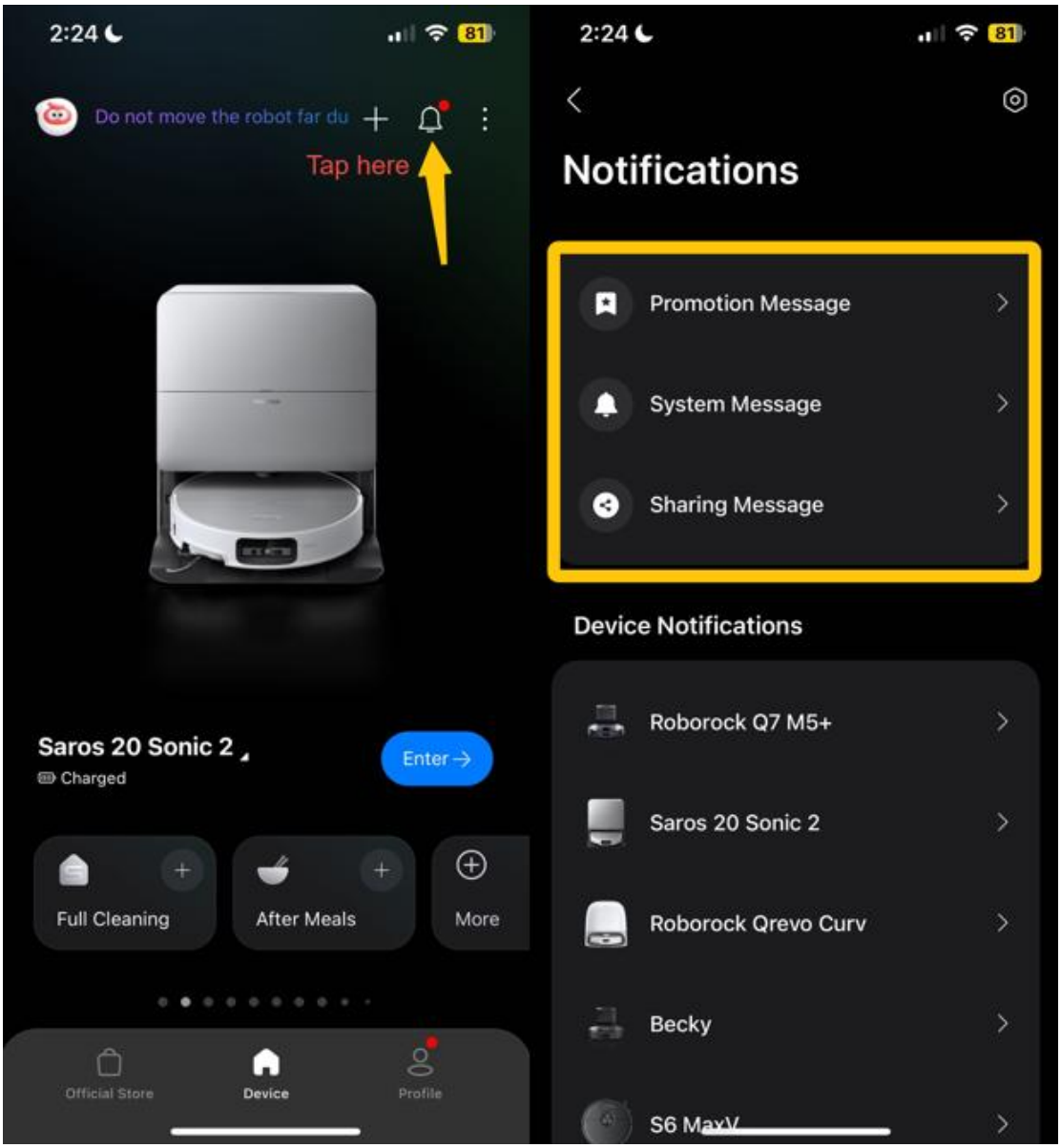
App Interface



This is the Home Page. Think of it as your starting point whenever you open the app.

From here, you can check the device status, use quick controls, view notifications and messages, manage your profile and account settings, use the remote viewing feature (on supported models only), and navigate to the main dashboard.

Notifications & Messages



You can view alerts and message history directly from the Home Page.

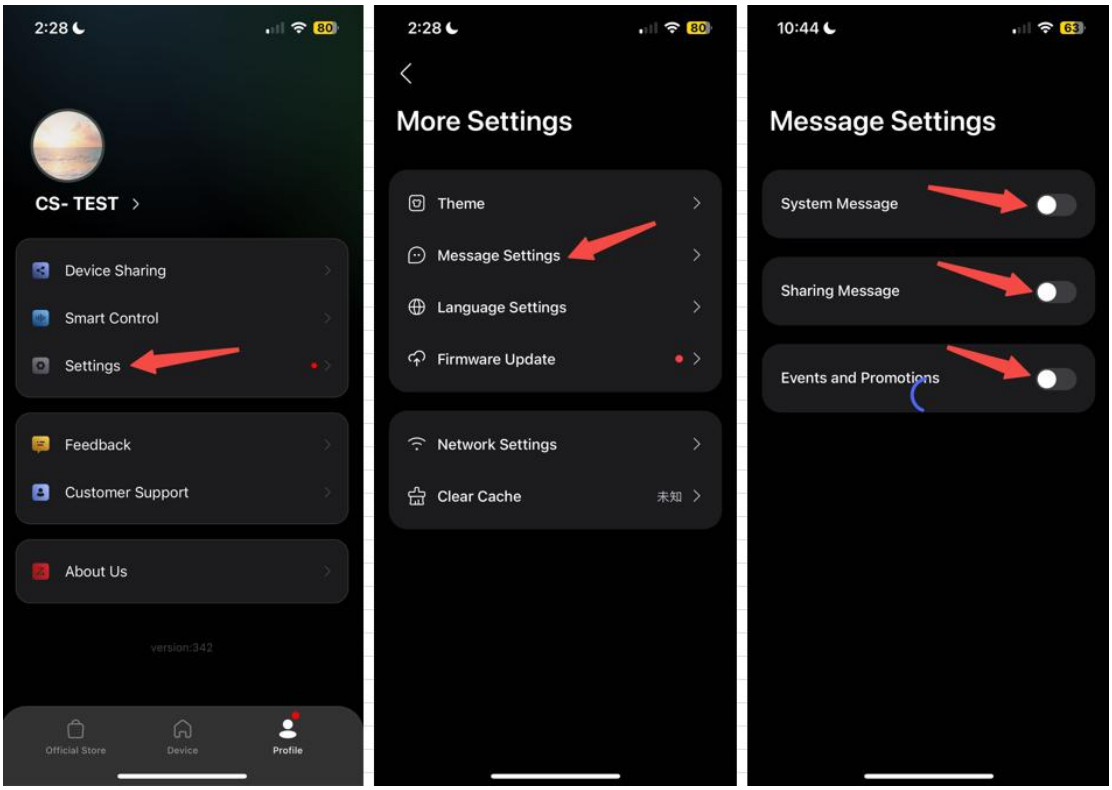
Tap the message icon in the top-right corner to view cleaning updates, system alerts, and shared activity logs.

You can easily manage what notifications you receive from the Roborock app by adjusting your message settings.

How to find the settings:Profile → More Settings → Message Settings

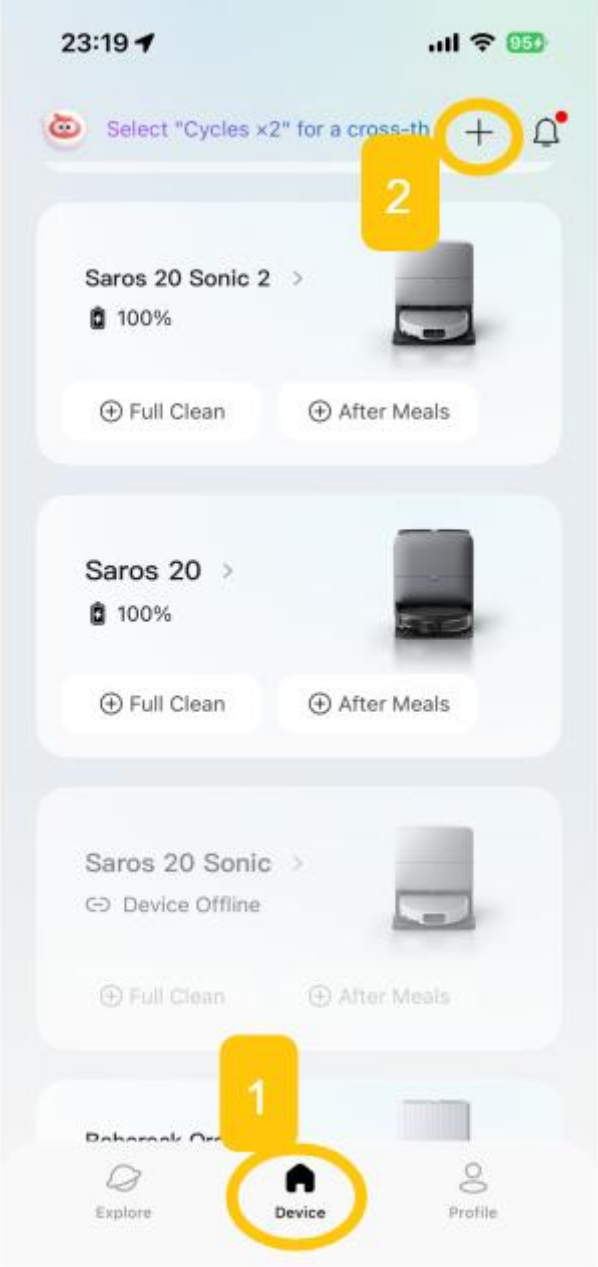
Here, you can control the types of notifications you want to receive on your phone, including updates and service messages.

Tip: In some regions, you may see an option called **"Allow Roborock Product and Services Updates."** Turning this off may reduce or disable promotional messages or ads from Roborock. Availability may vary depending on your region.



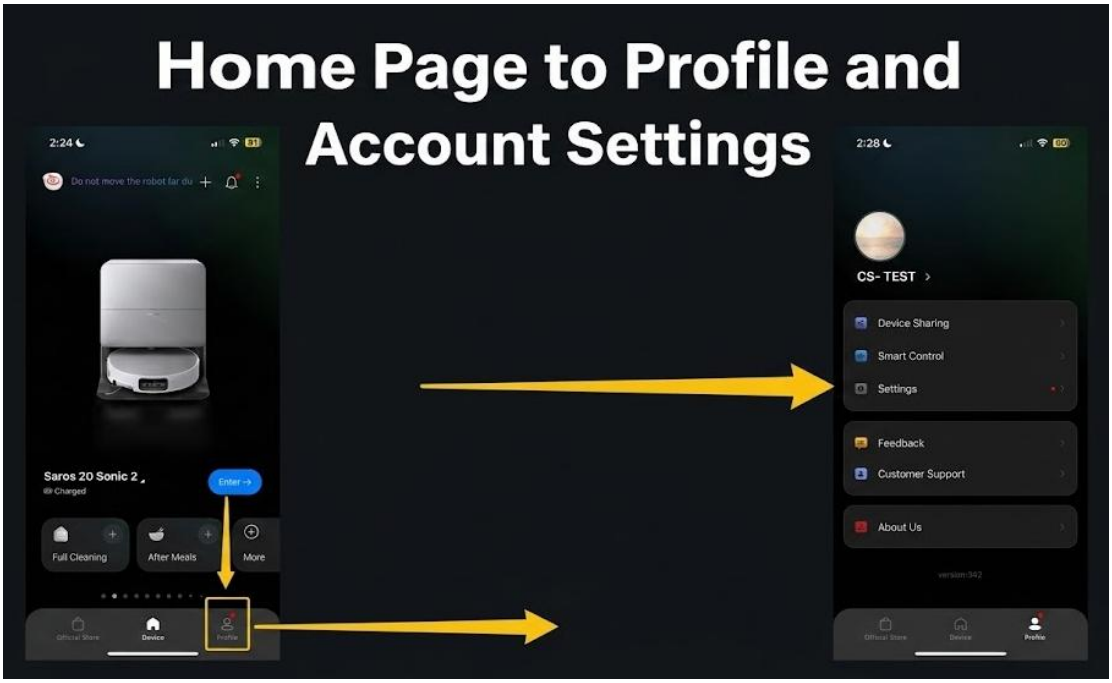
Adding a New Device

To add additional robots to your account, tap the **"+"** icon near the message icon and follow the on-screen instructions.

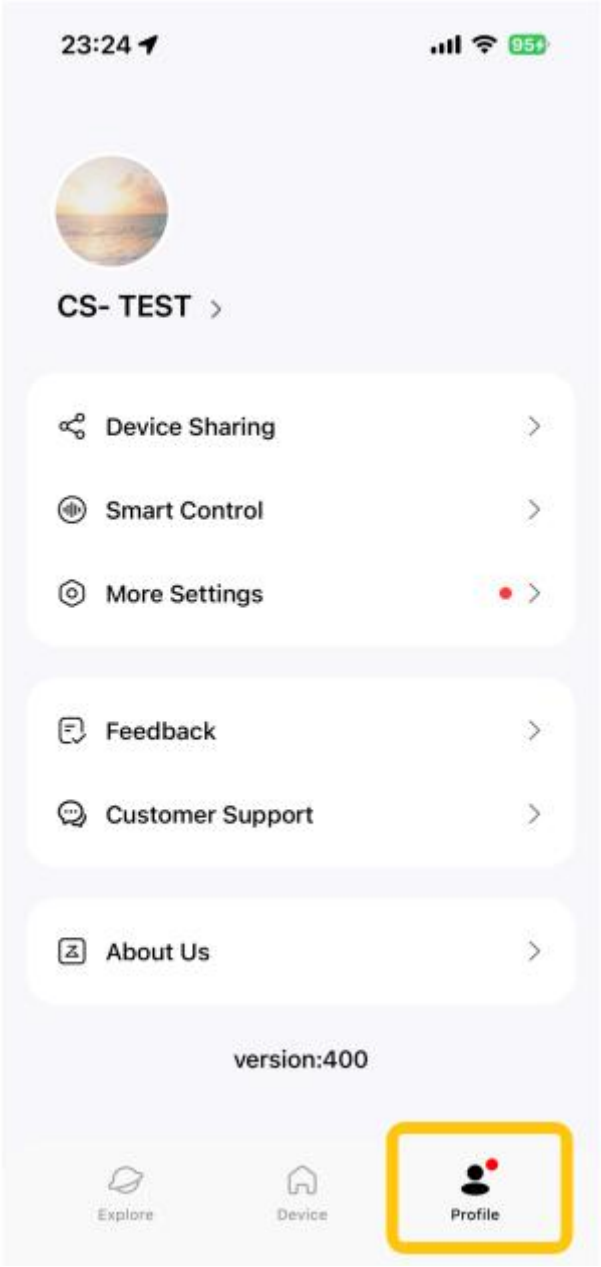


Adding a New Device

Profile & Account Settings


Home Page to Profile and Account Settings
2:24
Do not move the robot far du
Saros 20 Sonic 2
Charged
Enter
Full Cleaning
After Meals
More
Official Store
Device
Profile
2:28
CS- TEST
Device Sharing
Smart Control
Settings
Feedback
Customer Support
About Us
version:342
Official Store
Device
Profile

Profile

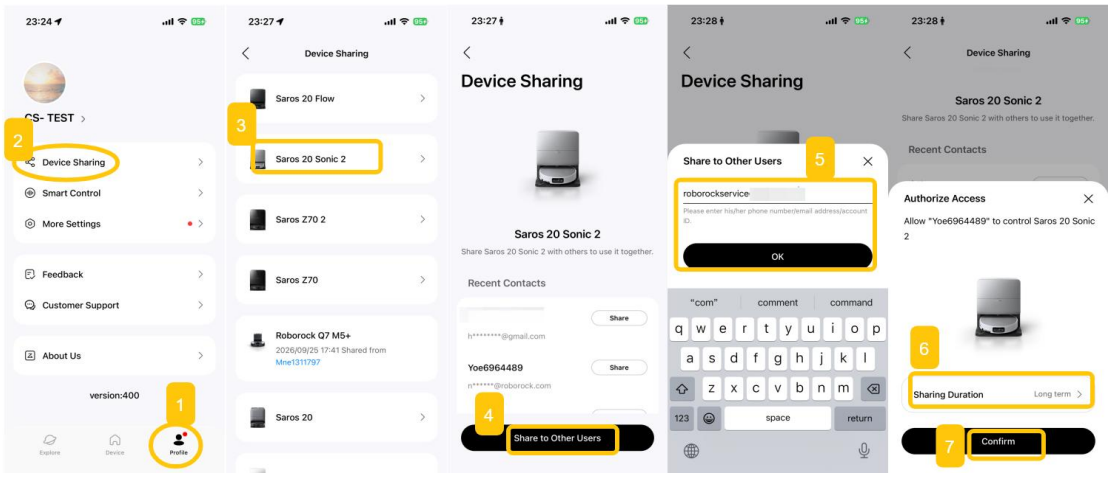


Profile

Device Sharing

You can share control of your robot with other household members through the Device Sharing feature. The other user must first install the Roborock app and create their own account.

Steps: Profile → Device Sharing → Select Device → Enter Phone Number/ Email Address / Account ID → Set Sharing Duration → Save



Share device

For more details, see below.

1. **Owner Account** — The first account used to connect the robot. It has full access to all features and settings.

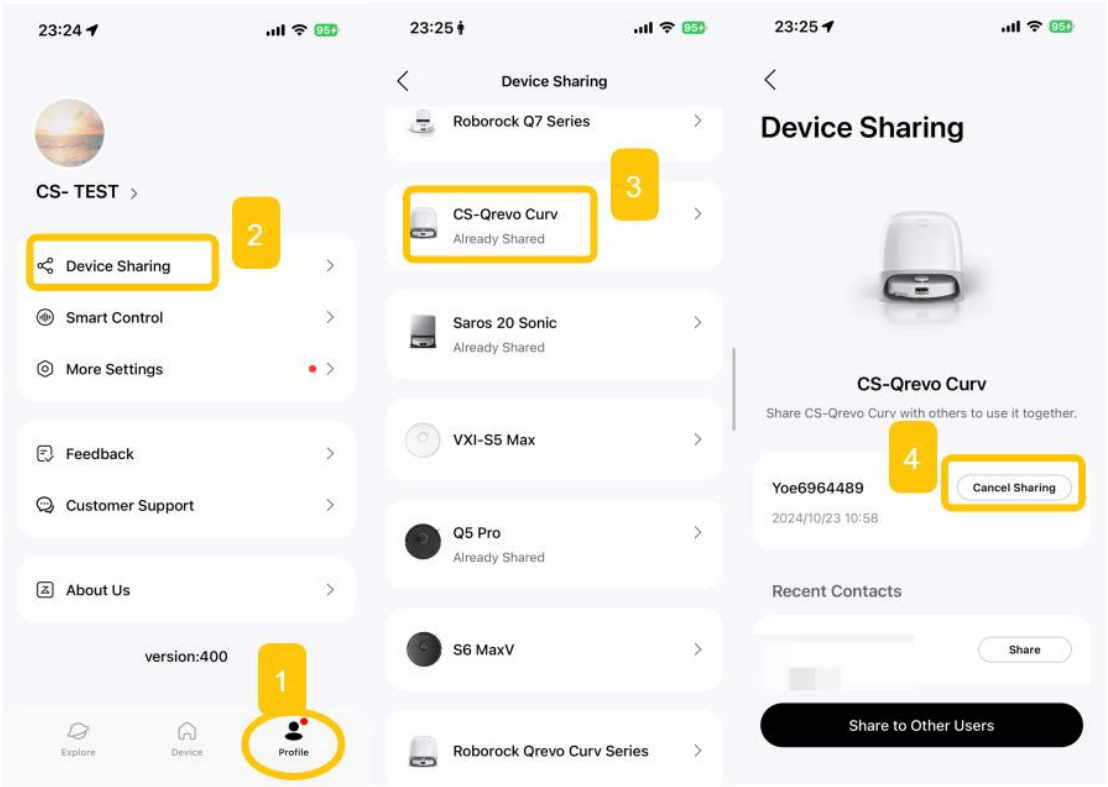
2. **Shared Account** — An account that accepts the owner's sharing invitation. It can control the robot but may have limited access to certain features.

3. For access to all available features, we recommend using the owner account, which can be signed in on multiple phones simultaneously.

4. Both accounts must be registered in the same region for device sharing to work properly.

If the robot is disconnected and then reconnected using a shared account, ownership will transfer to that account. The robot will show as offline on the original owner's account.

To revoke access: Profile → Device Sharing → Select Already Shared Devices → Cancel Sharing.

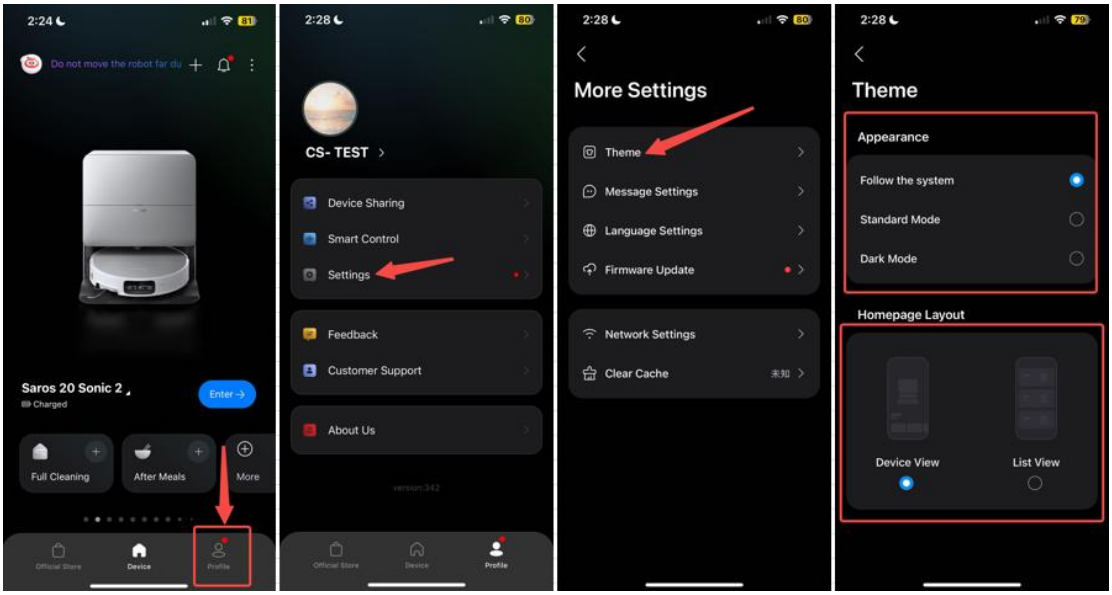


Cancel Sharing

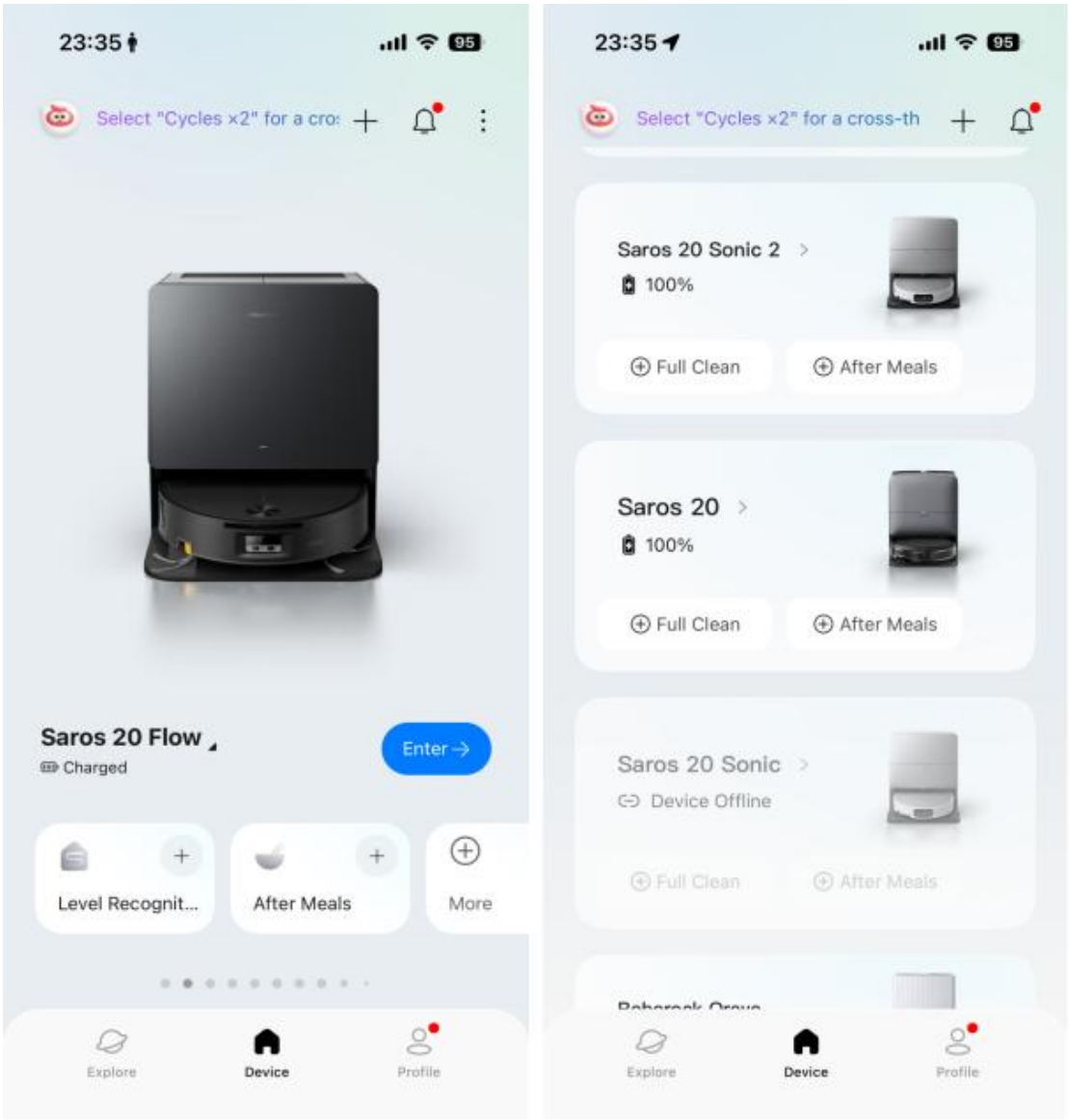
Theme & Display

In this section, you can choose whether to use the **System Theme**, which follows your phone's display setting (e.g., if your phone is set to Dark Mode, the app will automatically match it). You can also manually switch between **Dark Mode** and **Standard Mode**.

Additionally, you can customize the Home Page layout by selecting either a device image view (swipe left or right to select the desired device) or a list view.



Adjust Theme



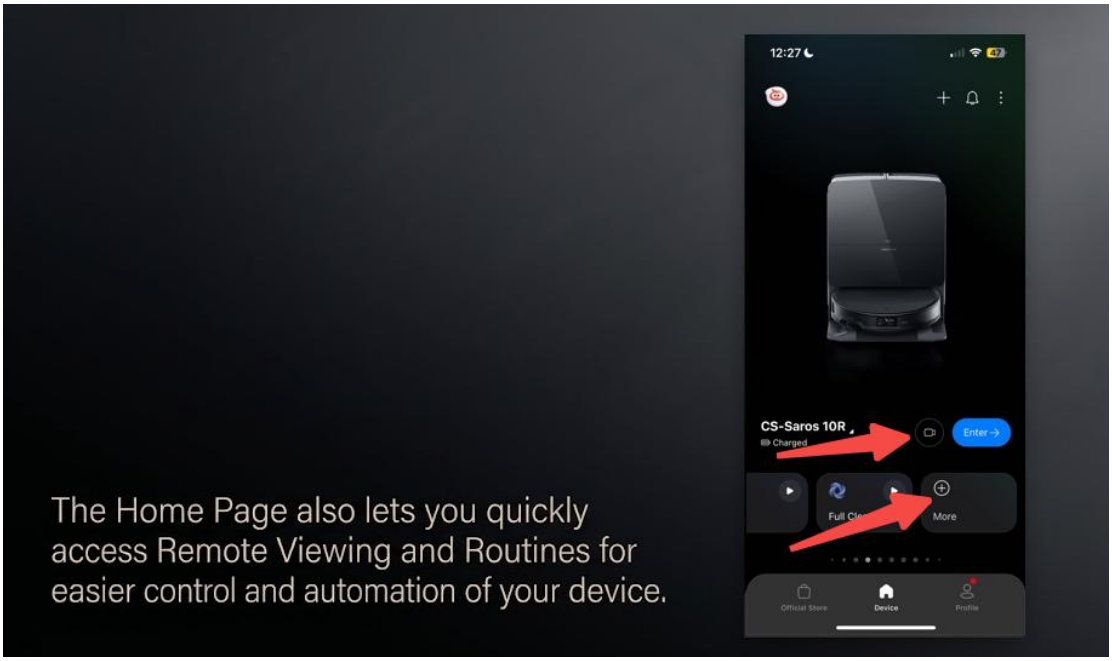
Device View vs. List View

Other Profile Settings

Here are some other settings you'll find in the **Profile** section:

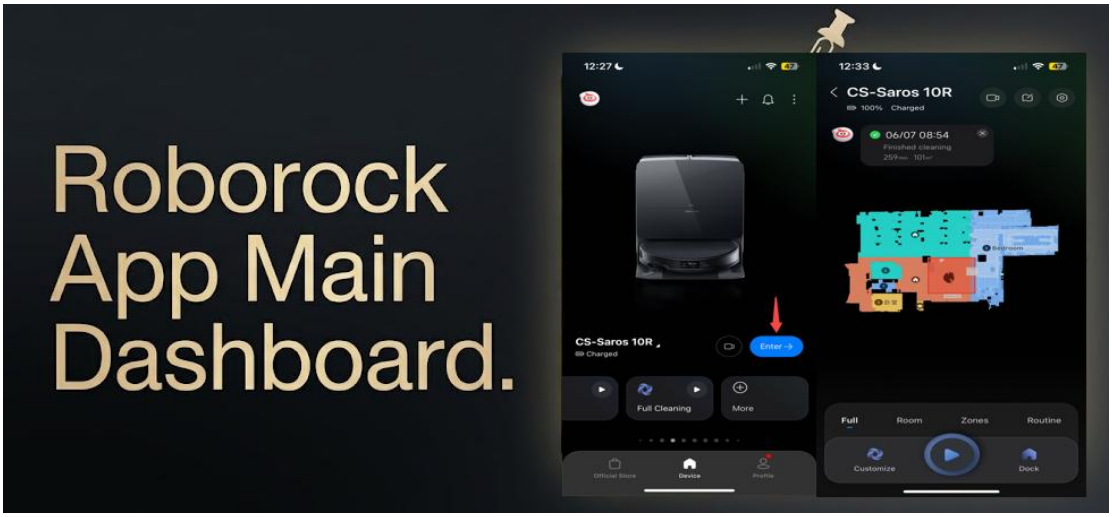
- **Language Settings** — Change the app language. Some models may not support all languages due to regional differences. Unsupported languages will default to English.
- **Firmware Updates** — Choose whether the robot updates firmware automatically or manually.
- **Network Settings** — When Data Saver is on, some UI elements only refresh when connected to WiFi.

These options help you personalize the app experience and ensure your device runs smoothly based on your preferences.



Camera-based features such as Remote Viewing are only available on selected models, including the **S8 MaxV Ultra, Qrevo MaxV, Qrevo Slim, Qrevo Master, Qrevo Curv, Qrevo Edge, Saros Series, and other supported models**.

Main Dashboard



Enter the main dashboard by tapping the "Enter" button or by tapping the robot icon in the center of the Home Page.

The dashboard provides several key functions, including **Dashboard Settings** (settings icon at the top right corner), **Map Editing** (map icon with a pencil), and **Remote Viewing** (camera icon, available only on camera-enabled robots). In the middle, you will see your map display, while the bottom section contains the **Control Panel**, where you can start or pause cleaning.

Cleaning Area Types

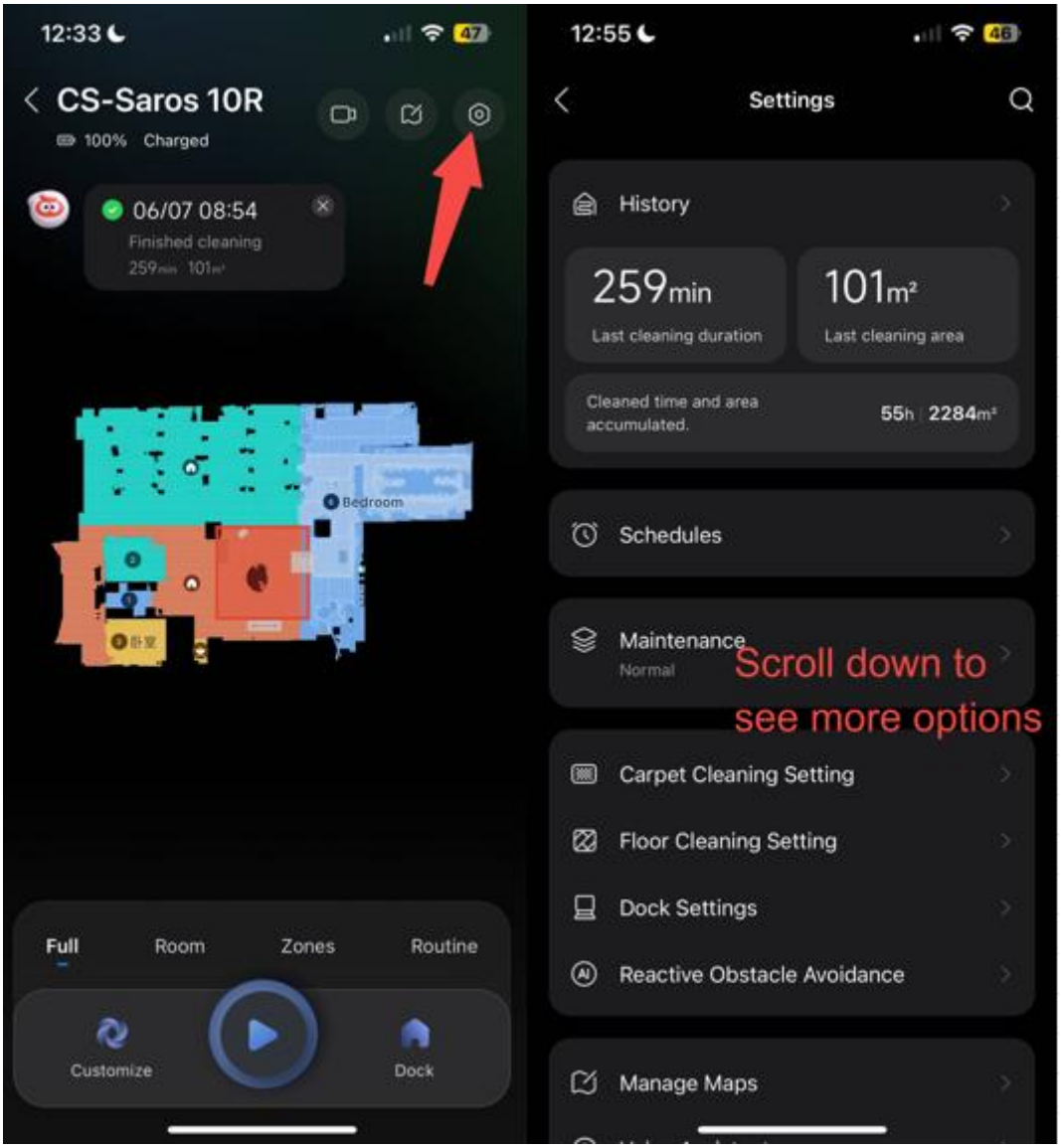
In the Roborock app, you'll often see the terms **Full, Room, Zone, and Routine** when setting up cleaning. These refer to different ways you can choose where your robot cleans:

- ★ **Full** — The robot cleans the entire mapped area.
- ★ **Room** — Choose one or more specific rooms to clean.
- ★ **Zone** — A zone will be added to the map once you tap **Zone**, adjust its size and position to cover the area you want to clean.

Dashboard Settings

Access **Dashboard Settings** by tapping the settings icon at the top right corner of the dashboard screen.

Inside, you'll find tools to manage your robot more easily, including options for scheduled cleanings, adjusting cleaning preferences, managing user permissions, and viewing voice assistant commands (when available), along with other useful controls.



These settings are designed to give you quick and convenient access to everything you need to customize and control your Roborock experience.

Floor Cleaning Setting

In **Floor Cleaning Setting**, you can adjust cleaning preferences by editing floor types and enabling or disabling features such as **Extended Corner Cleaning** and **Automatic Re-Mopping**.

First Run & Mapping

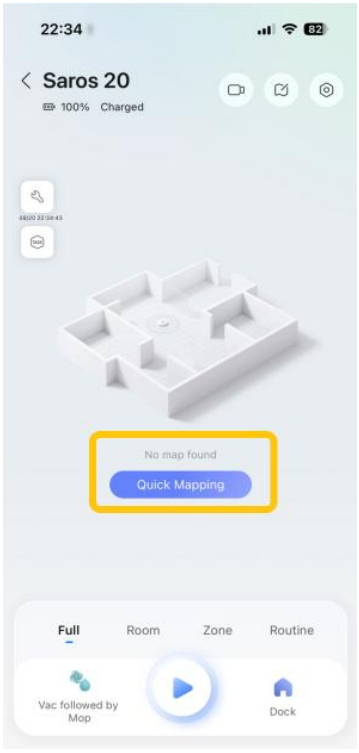
Home Mapping

Once connected to WiFi, **tap Quick Mapping to start mapping your home.**

- The robot will scan and generate an initial layout of your environment. This may take a

few minutes, depending on the size of your home.

If you have multiple floors, additional maps can be created later from the map management section.



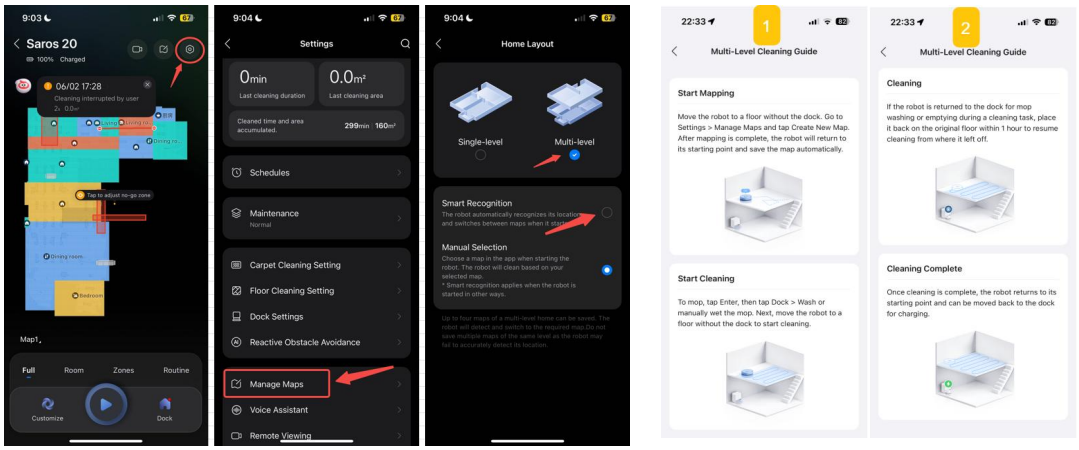
Creating Multi-Level Maps

To create maps for a home with multiple floors, make sure the robot is connected to the app when you start mapping each floor.

In the Roborock app, tap **Enter**, then go to **Settings → Manage Maps**, and change the **Home Layout** from Single-Level to Multi-Level.

Start by creating a map for the floor where the dock is located. The robot should begin from the dock, complete the mapping process without interruption, and return to the dock to save the map successfully. Once the map for that floor is saved, move the robot to a floor without the dock. Place the robot on the floor and start a new mapping run. The robot will create a separate map for that level and return to its starting position when the mapping process is complete, allowing the new floor map to be saved automatically.

For detailed instructions, see the screenshots below.



Tips for First Uses

The robot is designed for easy setup — simply place it and start. For a quick guide, you can refer to these videos (note: examples feature the Saros Z70; your robot may vary slightly).

- Quick Start to Use https://drive.google.com/file/d/1iK5oClY-xJGFsQr1vFH4IUJ-aWwGw1xM/view
- How to Connect to Roborock App https://drive.google.com/file/d/1Ntuj7TmqIvGdhdyyWbA3WWqzK3VO0p68/view
- How to Maintain Dock Station https://drive.google.com/file/d/1J2Zut50dYl8VroGgz4601FYpJ4jUmxl1/view
- How to Maintain Robot https://drive.google.com/file/d/1hB0HJI5LKABNKkGwCQK6RYSD4nDwnkf2/view

Some additional suggestions (optional — you can still use your robot as you prefer):

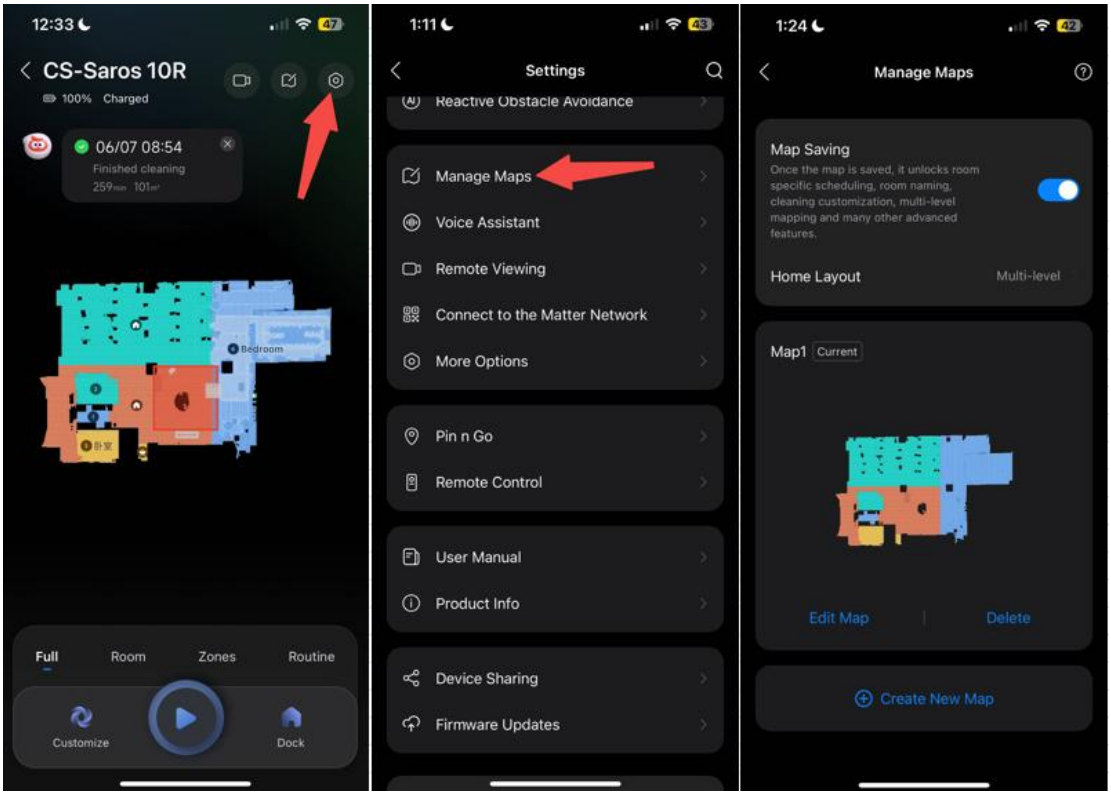
1. Remove all transport protective films and stickers from the top cover before first use.
2. Vacuum at least three times during the first few uses. This helps the motor, brushes, and drive system reach optimal performance. This also removes fine dust from the floor to improve subsequent mopping, and helps detect any unusual noises, obstacles, or installation issues early.
3. Setting up “Vac followed by Mop” in Routine or choosing "Vac followed by Mop" mode can enhance cleaning/mopping performance.

By the way, you can also refer to the user manual for more detailed information.

Map Customization

Manage Maps

Tap **Enter**, go to **Settings** → **Manage Maps** to view and manage your saved maps.



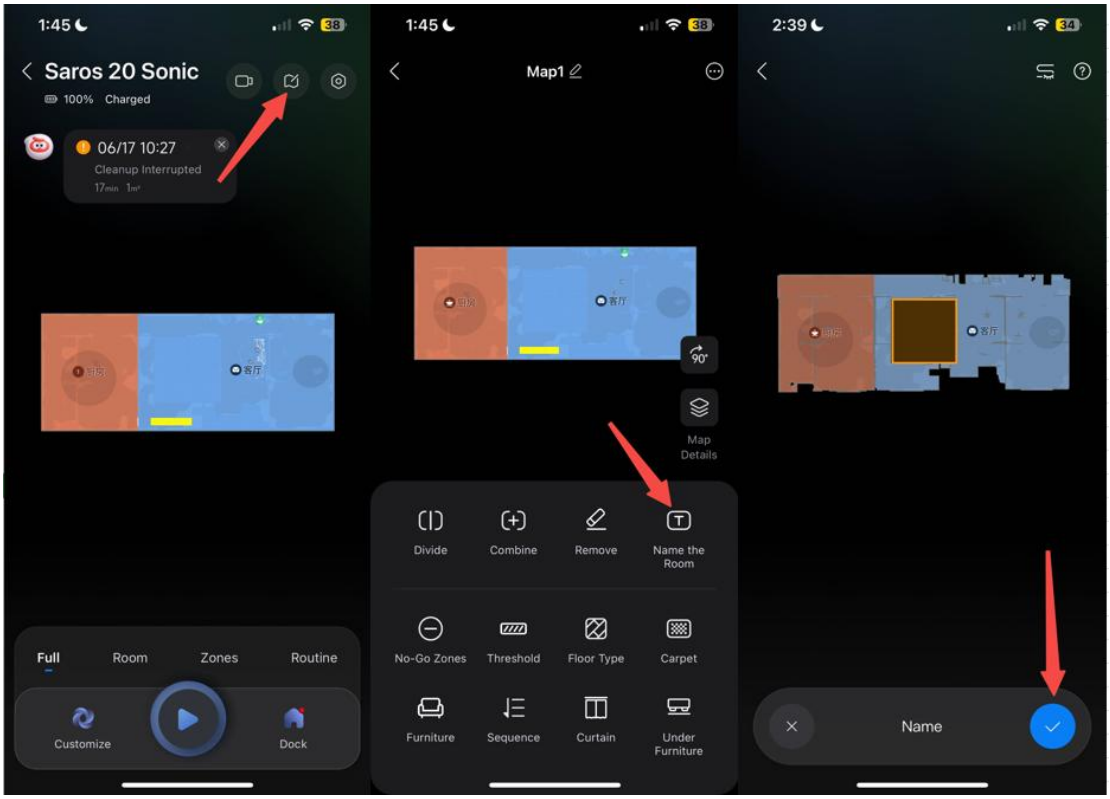
Room Management

How to name a room?

After the robot completes a mapping run, it automatically divides your home into rooms. You can rename each room to make it easier to identify and select for cleaning.

Steps:

1. Tap **Enter**, then tap the **Edit** icon in the top-right corner.
2. Tap **Name the Room**.
3. Tap the room you want to name.
4. Select a name from the options or enter your own name. Tap **OK**.
5. Tap the checkmark to save.



How to divide a room?

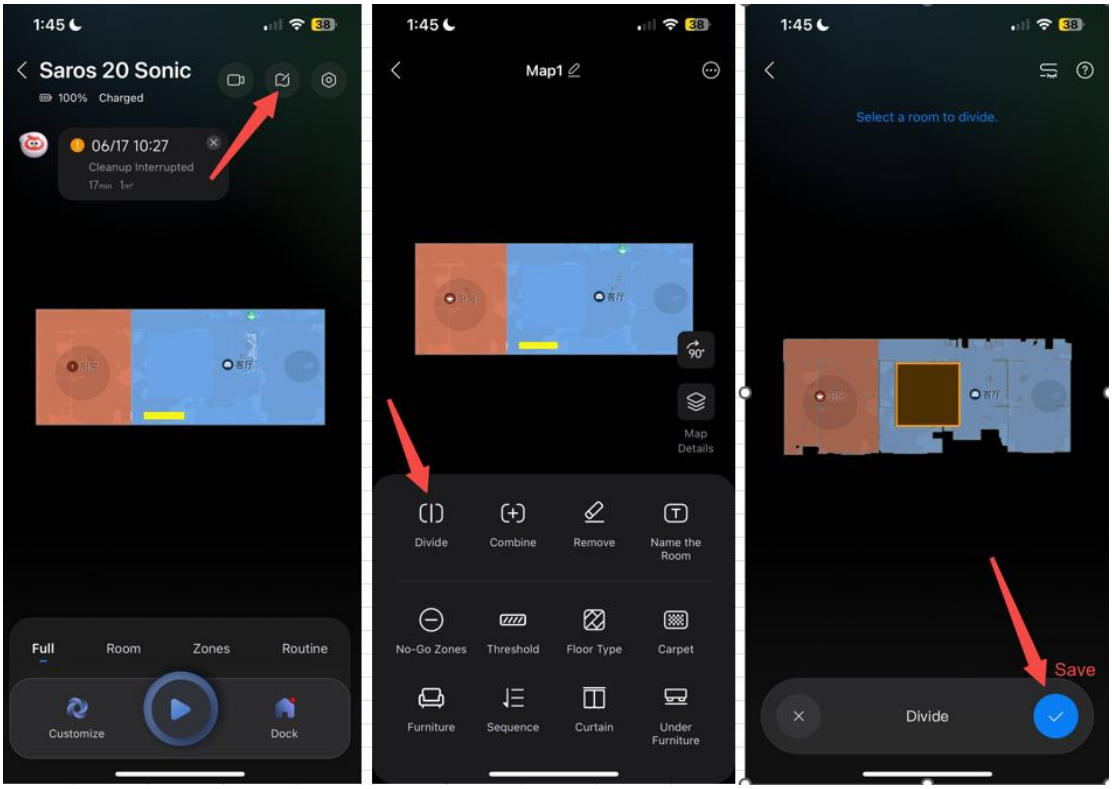
If two separate areas have been merged into one room on the map, you can manually divide it.

Steps:

1. Tap **Enter**, then tap the **Edit** icon.
2. Tap the map where you want to divide the room. A **solid line** will appear automatically.
3. Tap the line to select it, then rotate or adjust its length as needed.
4. The line may become dashed while you adjust it.
5. Once the line is in the desired position and becomes solid, tap the checkmark again in the bottom-right corner.

Tips:

1. When you first tap the map, a solid line appears horizontally or vertically, depending on which direction is shorter at that position.
2. The dashed line becomes solid only when both ends meet walls.

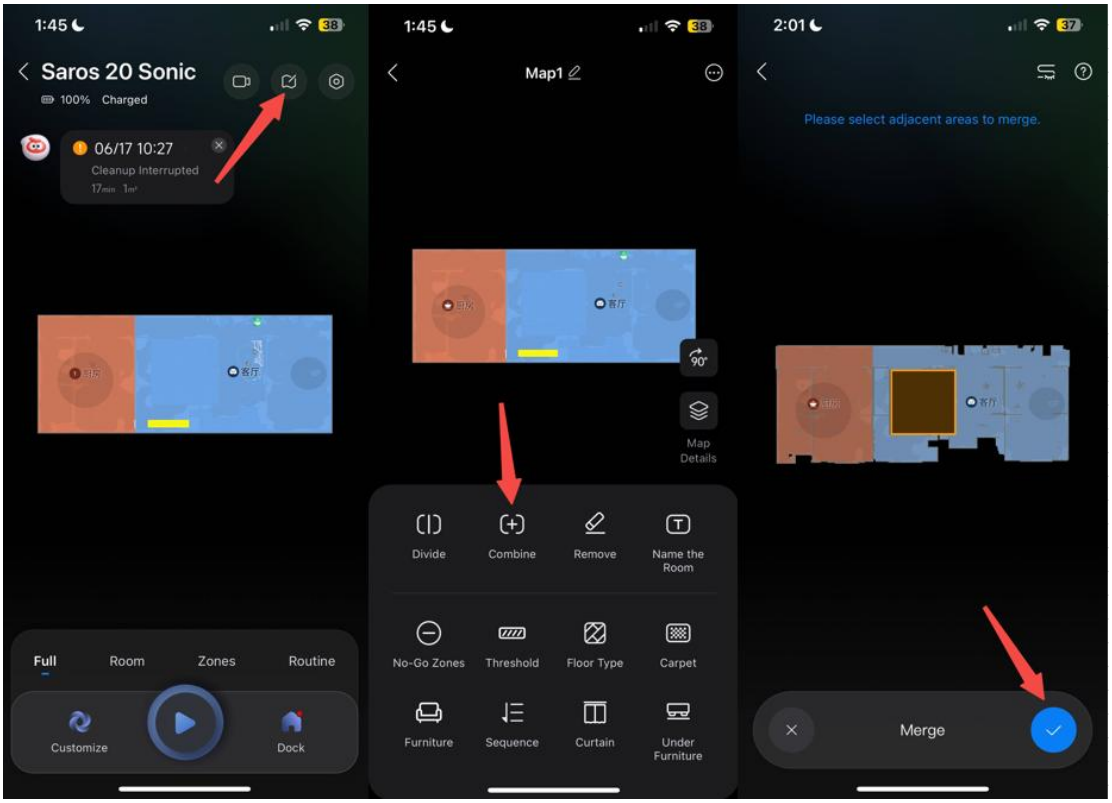


How to combine or merge rooms?

If a single large room has been split into multiple sections on the map, you can merge them back together.

Steps:

1. Tap **Enter** and tap the **Edit** icon.
2. Select **Combine**.
3. Tap the rooms to merge on the map.
4. Confirm the merge.

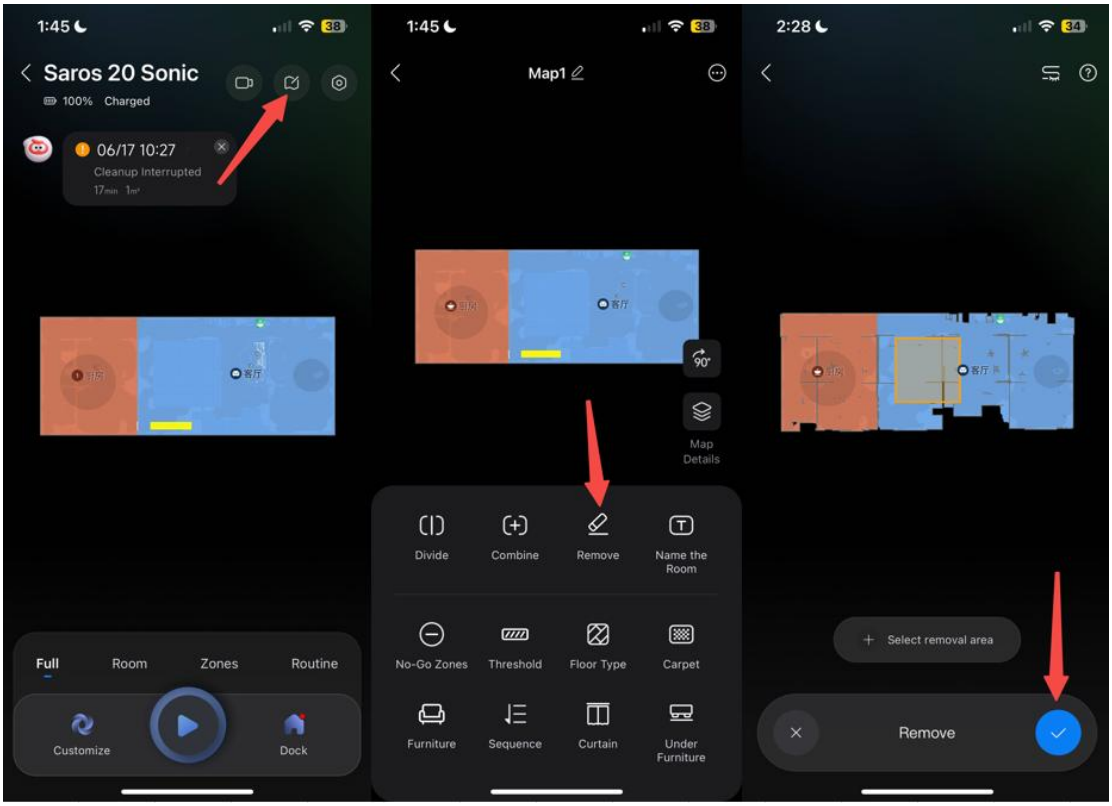


How to remove an area?

You can remove an area from the map if it is no longer needed or was incorrectly mapped. Removed areas can be restored later if needed.

Steps:

1. Tap **Enter**, then tap the **Edit** icon in the top-right corner.
2. Select **Remove**, then tap **Select removal area**.
3. Adjust the size and position of the rectangle as needed.
4. Select the checkmark in the bottom-right corner.



To restore a removed area:

1. Tap **Enter**, then tap the **Edit** icon in the top-right corner.
2. Select **Remove**
3. Previously removed areas remain visible. Tap the area you want to restore.
4. Tap the **Delete** icon on the left.
5. Tap the checkmark in the bottom-right corner.

Map Display & Layout

How to adjust map details?

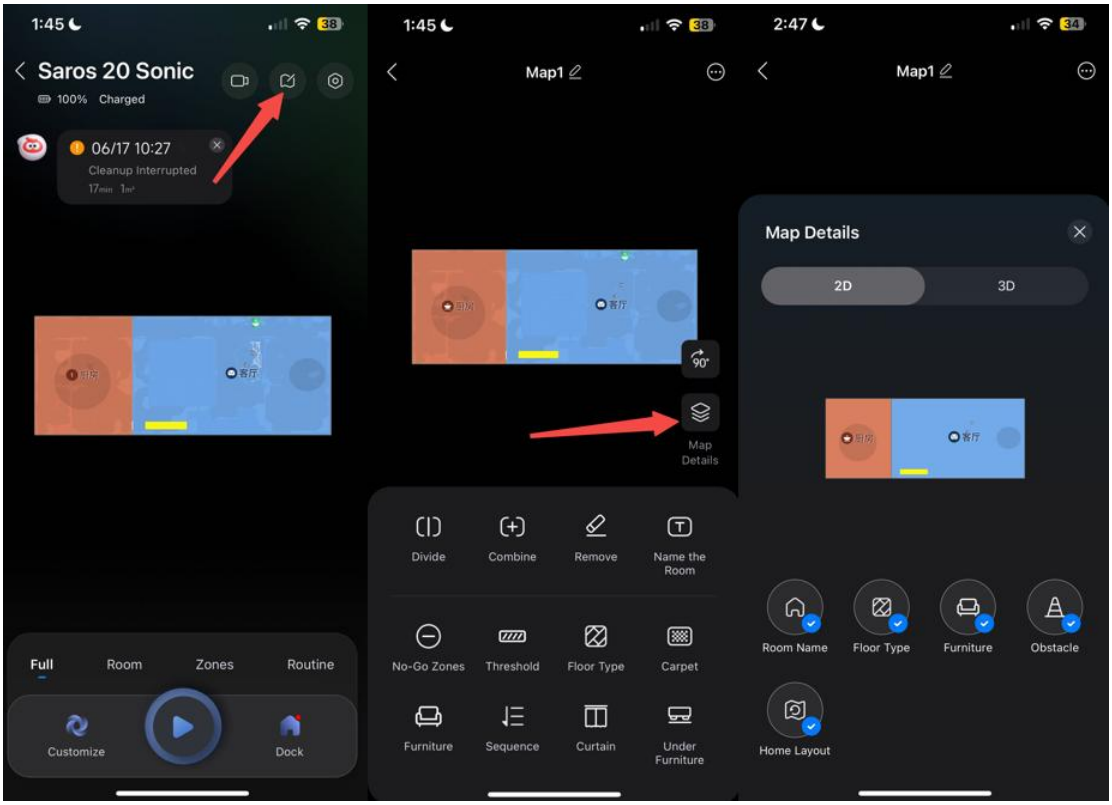
The Map Details feature lets you customize how the map is displayed, including the visibility of various map elements.

Steps: Enter → Edit icon → **Map Details** → adjust settings.

The changes are automatically saved.

Two customization options are available:

1. **Map display mode:** Choose between different visual styles for the map.
2. **Map elements visibility:** Toggle the display of furniture, room name, and other elements.

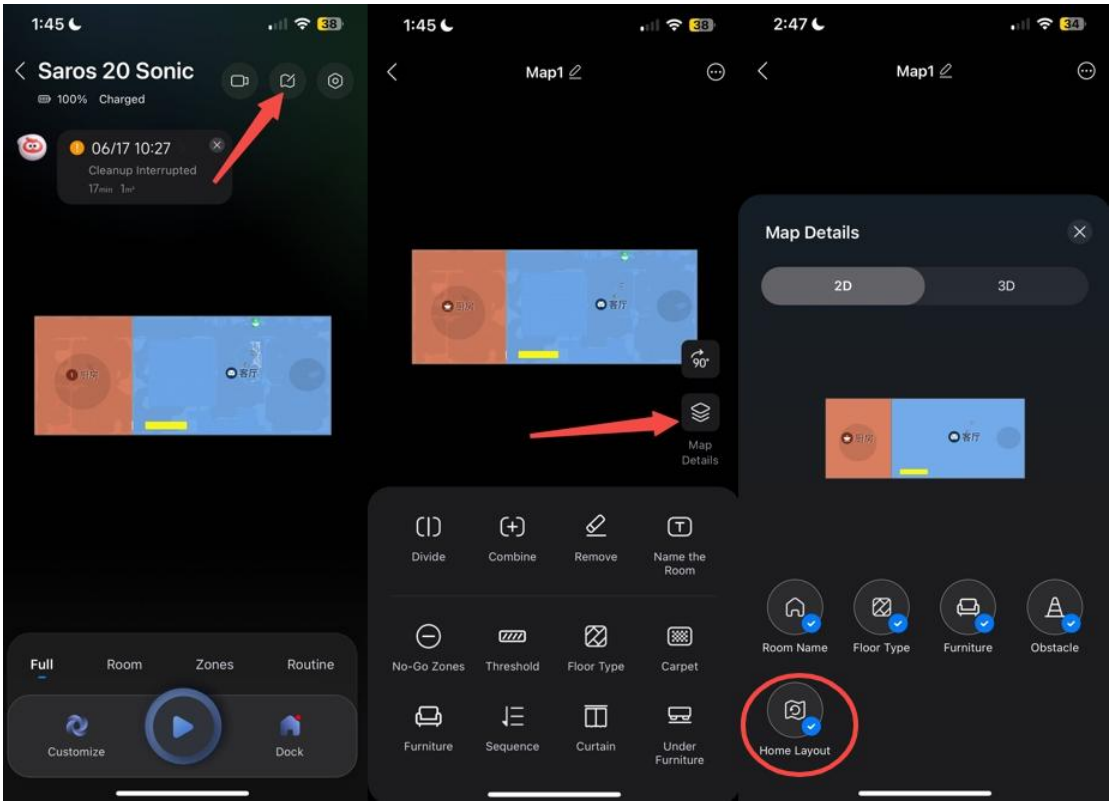


How to change Home Layout?

The Home Layout setting controls whether the robot treats your home as a single floor or multiple floors. When enabled (Multi-Level), the robot can save separate maps for different floors. When disabled (Single-Level), only one map is maintained.

Steps:

1. Tap **Enter**, then tap the **Settings** icon
2. Tap **Manage Maps**
3. Go to **Home Layout**
4. Select either **Single-level** or **Multi-level**



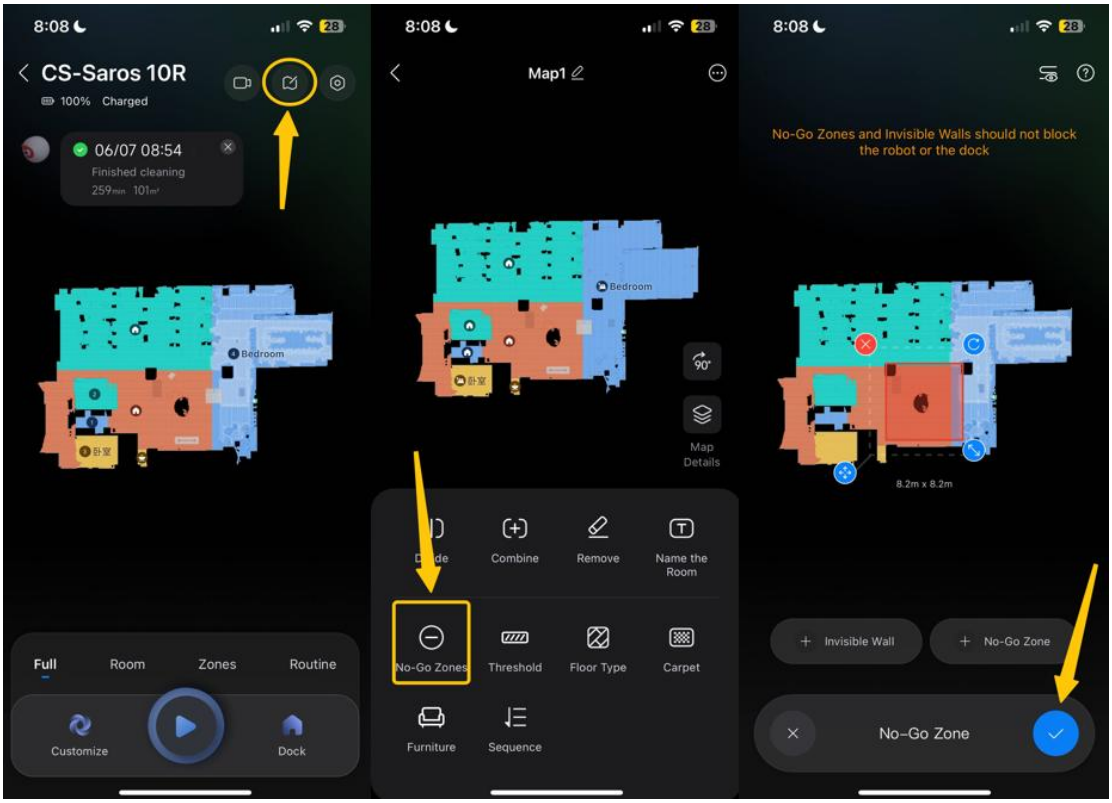
Zones & Barriers

How to add a no-go zone / invisible wall?

No-Go Zones and Invisible Walls prevent the robot from entering specific areas. This is useful for protecting fragile objects, pet bowls, or areas with tangled cables.

Steps:

1. Tap **Enter** and tap the **Edit** icon.
2. Select **No-Go Zone** or **Invisible Wall**.
3. Draw a zone or wall on the map.
4. Adjust the size and position as needed.
5. Tap the checkmark to save.

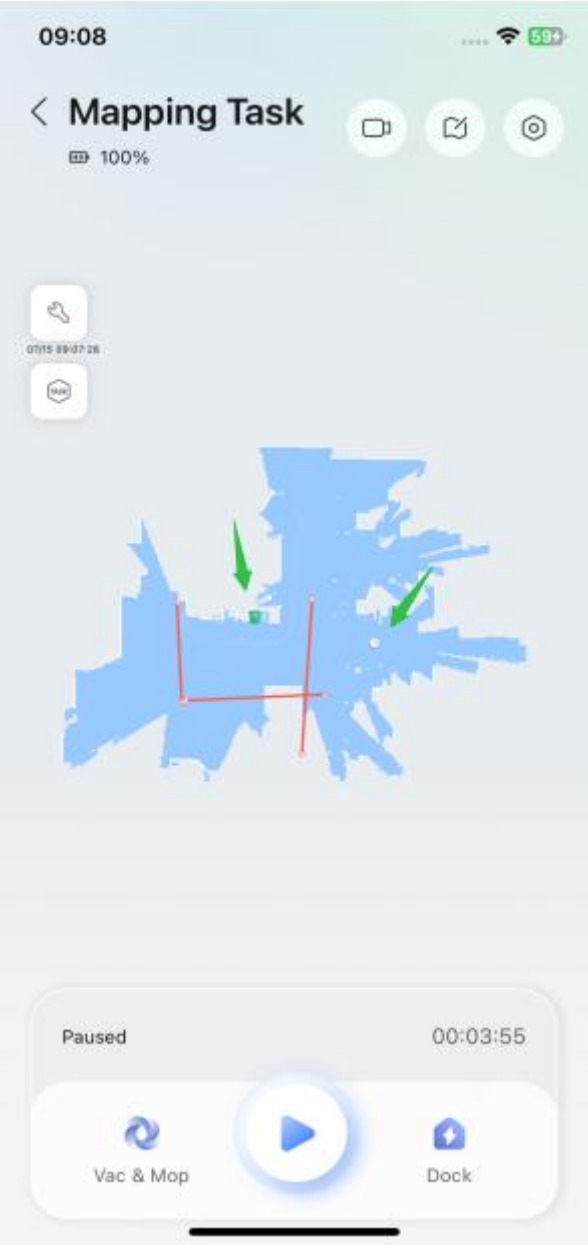


Can I create a No-Go Zone or Invisible Wall while the robot is creating a map?

Yes. You can do this in either of the following ways:

1. Wait for the initial mapping run to complete, then edit the map to add zones as described above.

2. During a mapping run, you can pause the robot and use the map editing tools to draw temporary barriers. These will be saved once the map is finalized.



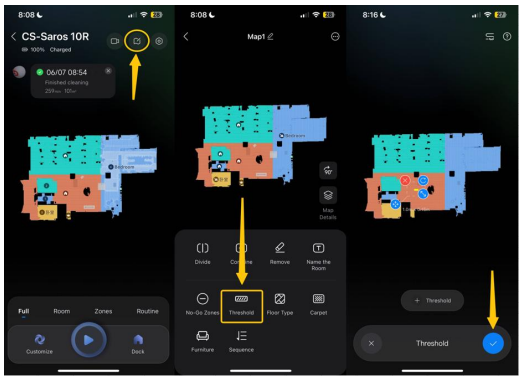
caption: Pause mapping to add barriers

How to add a threshold?

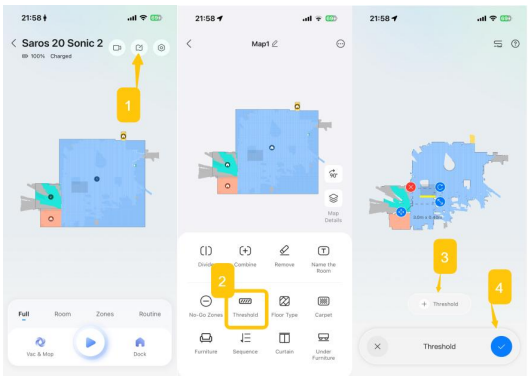
Threshold markers help the robot recognize raised edges between rooms or floor types, allowing it to transition more smoothly.

Steps:

1. Tap **Enter** and tap the **Edit** icon.
2. Select **Threshold**.
3. Tap + to add a Threshold marker, then drag it to the desired location.
4. Tap the checkmark to save.



Type A



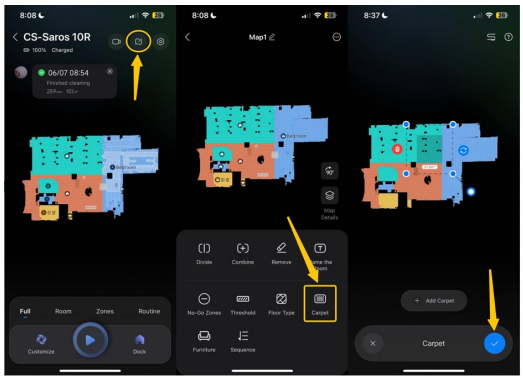
Type B

Carpet & Furniture

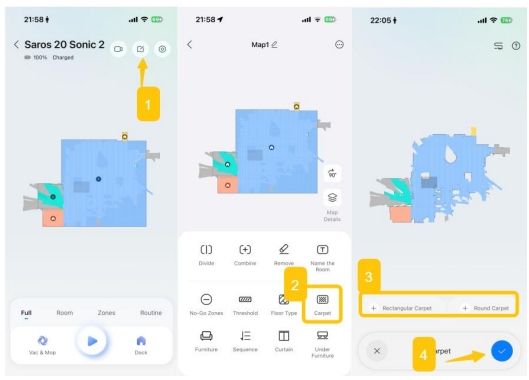
How to add a carpet area?

The robot can automatically detect carpets during cleaning, but you can also manually mark carpet areas on the map for more accurate behavior.

1. Tap **Enter**, then tap the **Edit** icon.
2. Select **Carpet**.
3. Tap **+ Rectangular Carpet** or **+ Round Carpet**.
4. Adjust the size and position.
5. Tap the **checkmark** to save.



Type A

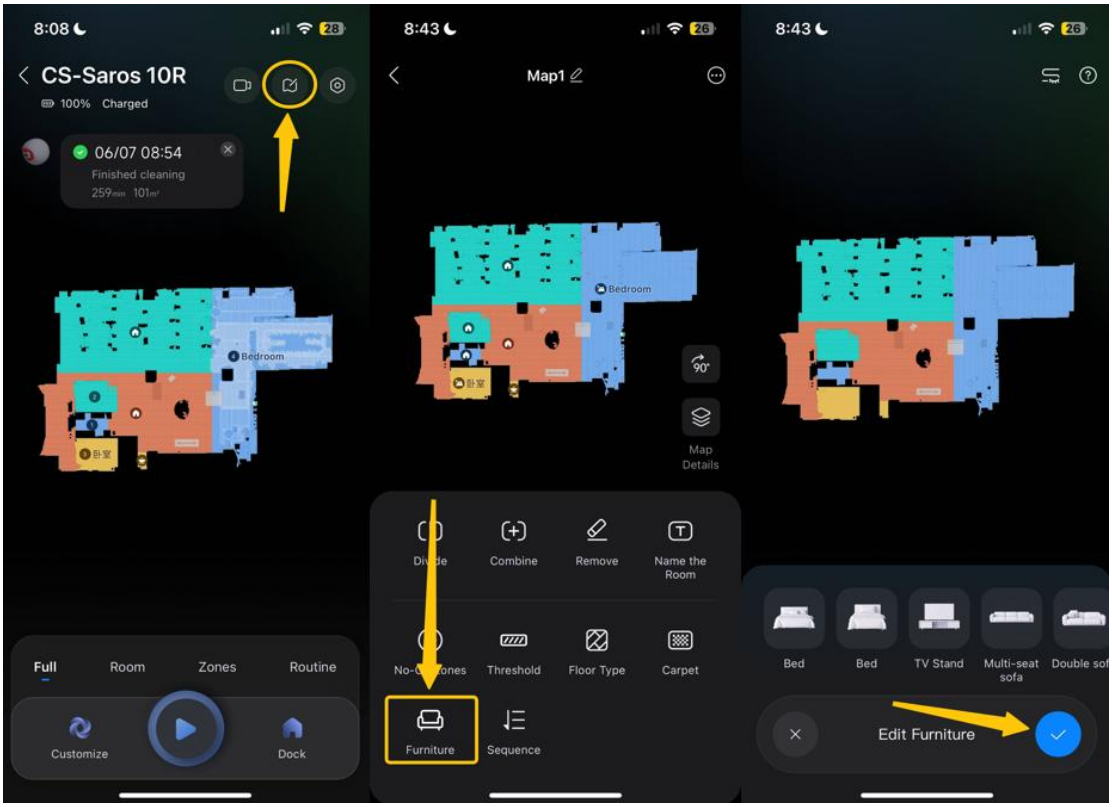


Type B

How to add furniture?

Furniture added to the app indicates the location of items for the robot.

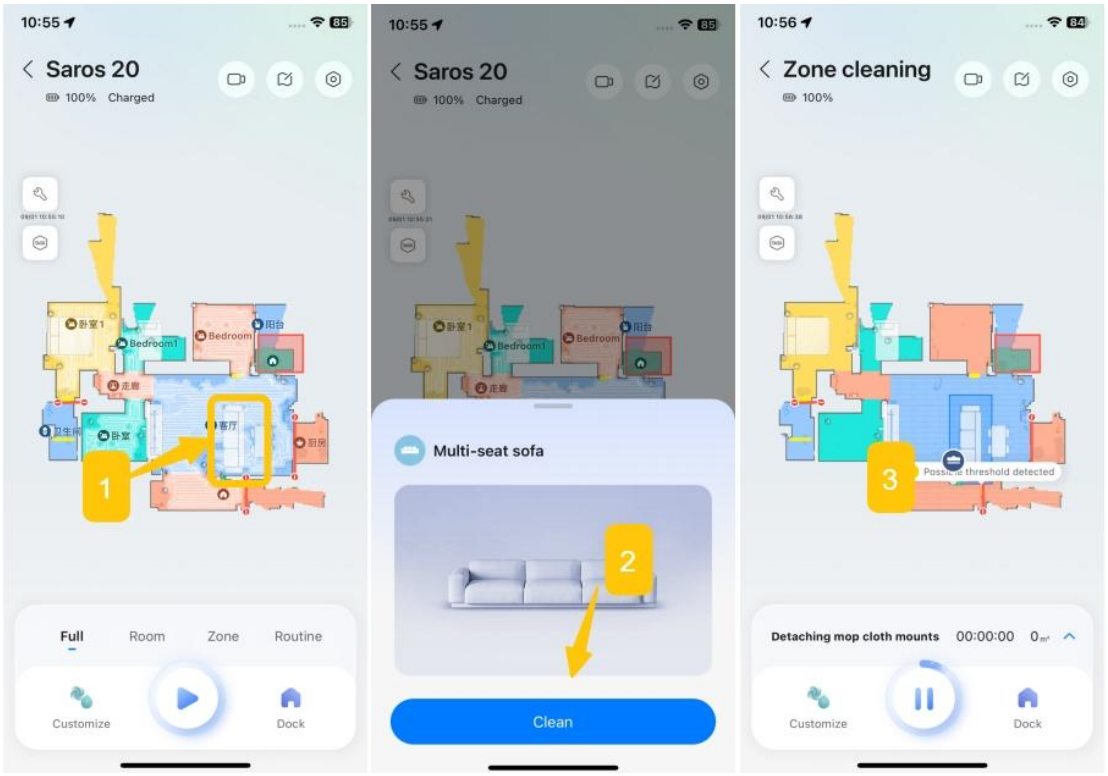
1. Tap **Enter**, then tap the **Edit** icon.
2. Select **Furniture**.
3. Choose the specific furniture type.
4. Adjust the size and position.
5. Tap the **checkmark** to save.



Furniture added to the app indicates the location of items for the robot. The robot may still enter and clean the areas where furniture is marked.

You can use the furniture icons on the map to easily start **Zone Cleaning** around the furniture.

Steps: Tap the furniture icon → Tap **Clean**



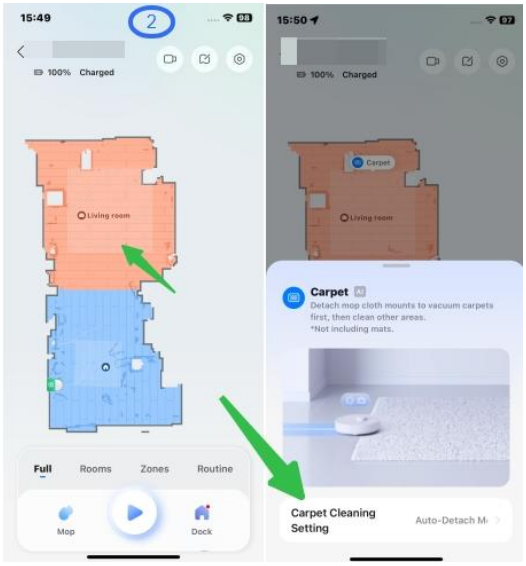
Carpet Cleaning Setting

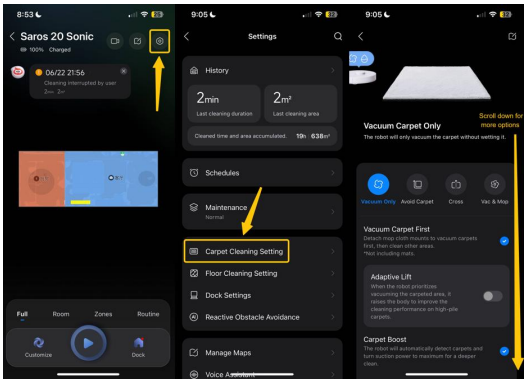
> What does Individual carpet cleaning setting / Global carpet cleaning setting stand for?

Carpet Settings allow you to customize the robot's cleaning strategy on carpets. You can apply the same settings to all carpets or customize them for individual carpets:

1. **Global Carpet Setting:** Apply the same settings to all carpets. Go to **Settings → Carpet Clean Setting** to adjust.
2. **Individual Carpet Setting:** Tap a carpet area on the map to adjust its settings individually.

Note: Individual carpet settings override the global setting for that specific carpet.





Map Backup & Floor Types

How to back up and restore a map?

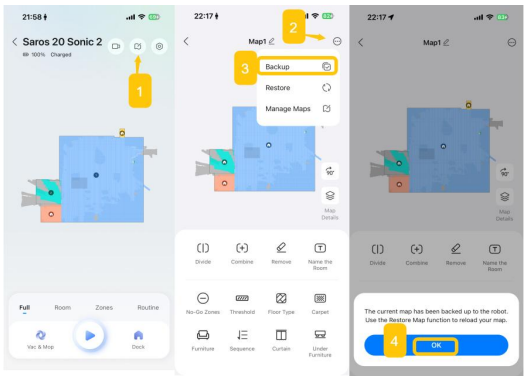
Backup: Edit Map → Backup → confirm.

Restore: Edit Map→ Restore → confirm.

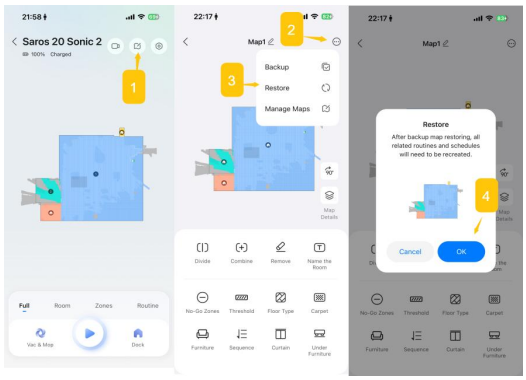
Important:

1. You only need to back up once — the backup is stored securely.
2. Do not back up when the map is incorrect, as this will overwrite a good backup.

Map backups can only be restored to the robot on which they were created and cannot be transferred to another robot.



Backup



Restore

Floor Type Recognition

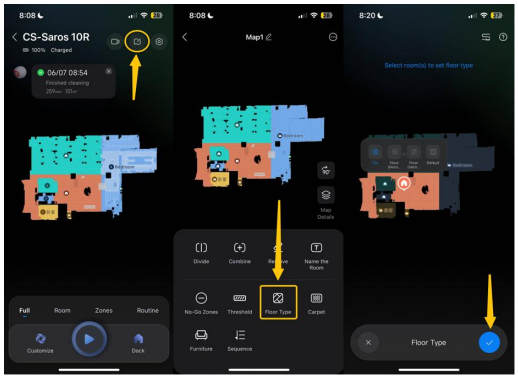
The robot can automatically recognize tile and hardwood floors and adjust water flow accordingly. You can also manually set floor types for more precise control.

Manual setup: Enter → Edit → Floor Type → select a room and its floor type → Save.

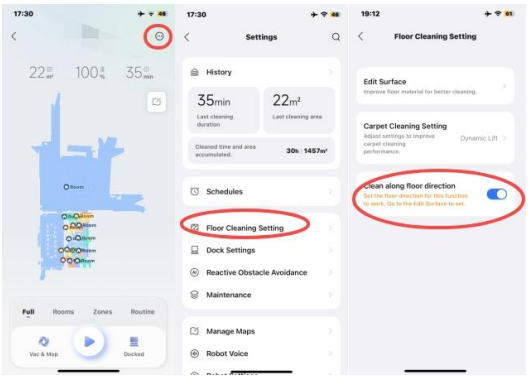
Setting the correct floor type enables two key features:

Clean Along Floor Direction: The robot adjusts its cleaning path based on floor type for optimal results.

> **Notes:**
>
> SmartPlan is an intelligent mode where the robot automatically adjusts cleaning behavior based on room type, floor type, and user preferences. In this mode, manual adjustment of cleaning preferences is not available.



select a room and its floor type



Clean Along Floor Direction feature

Cleaning Modes

The current cleaning mode is shown on the button at the lower left of the Home Page. Tapping it opens the Cleaning Mode page, where you can swipe to switch between available modes. Roborock models typically support these standard options:

- **Vac & Mop:** Robot vacuums and mops at the same time. Because the dust intake is located in front of the mop module, the robot always vacuums the area first, and the mop follows immediately behind. This mode is the default and cannot be replaced by another default option.
- **Mop:** Mopping only.
- **Vacuum:** Vacuuming only.
- **Vac Followed by Mop:** Vacuum first, then mop.

> Some models, including the Flow Series (such as Qrevo Curv 2 Flow, Qrevo Edge 2 Flow, and Saros 20 Flow), do not support **Mop**. On these models, mopping only may not appear

in the app.

Some models, such as Q5 Pro, Q7, S6, S6 Pure, and S5, do not support app-controlled water flow or mopping adjustments. On these models, the corresponding options may not appear in the app.

Vac Followed by Mop may have a one-time effect on some models.

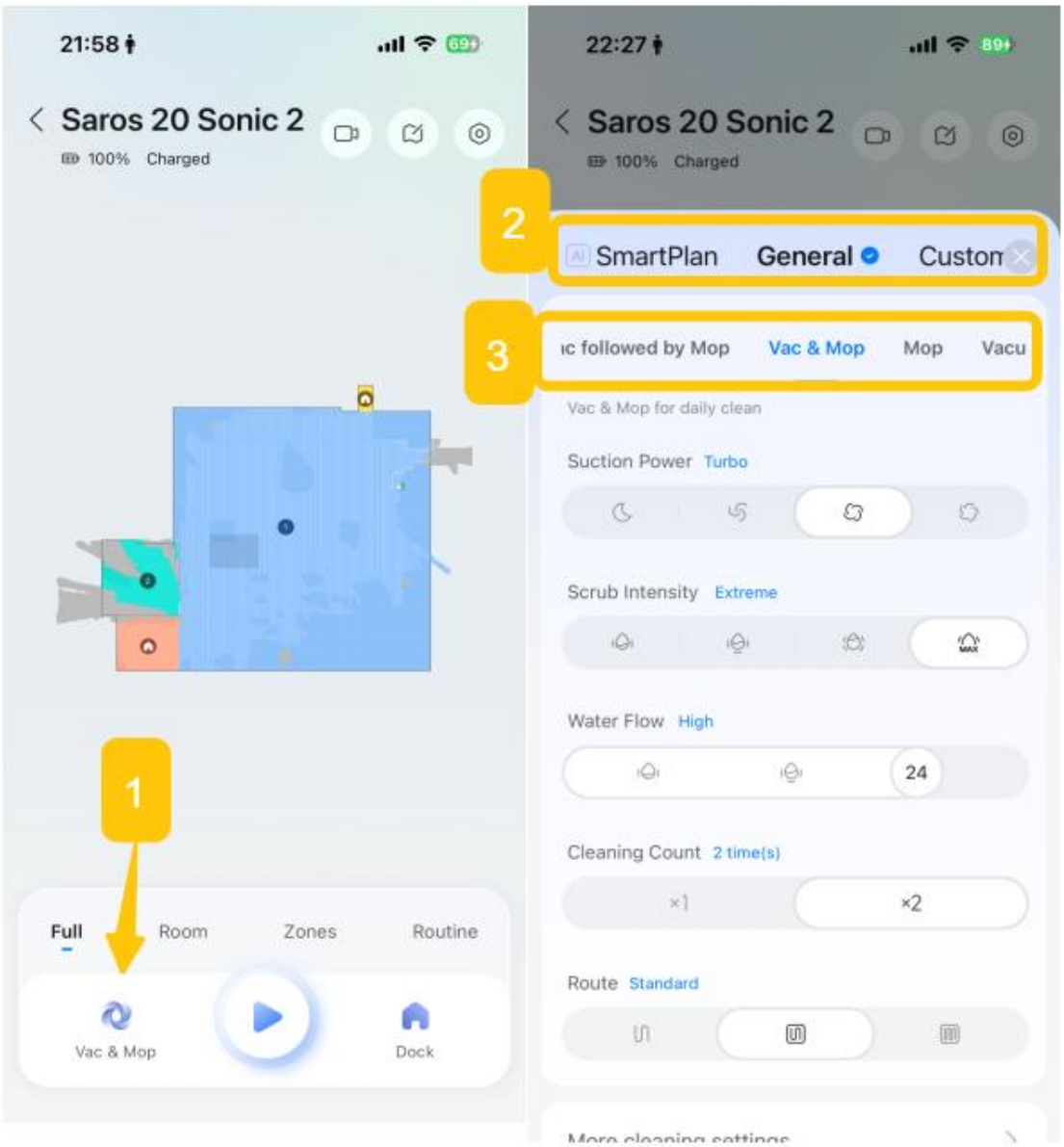
Please refer to the modes and options shown in your app.

We also offer the following options, which further combine and customize the general cleaning modes described above:

- **SmartPlan:** An automatically generated cleaning strategy based on your layout, cleaning habits, and floor conditions. Its parameters cannot be manually edited.
- **Customize:** Assign different cleaning modes to each room (e.g., Room A = Vacuum, Room B = Mop, Room C = Vac & Mop).

For more advanced customization, you can create **Routine** with settings such as room cleaning order, the number of cleanings per room, and auto-empty frequency.

Since hardware differs between models, availability of these advanced modes can vary. Your app will always display the modes supported by your device.



Cleaning Modes

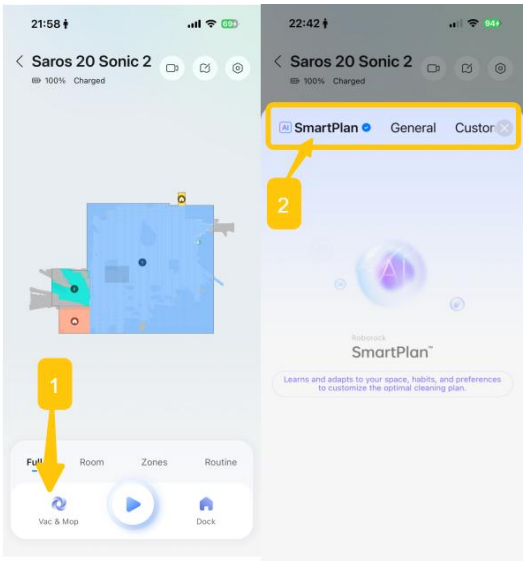
SmartPlan

The system automatically sets the cleaning mode based on user preferences, in combination with AI-recognized room types and floor materials. It intelligently generates appropriate cleaning parameters for each room and proactively selects the most suitable cleaning mode. Upon initiating the cleaning process, the system intelligently plans the cleaning sequence, adjusting suction power, water volume, and route preferences accordingly.

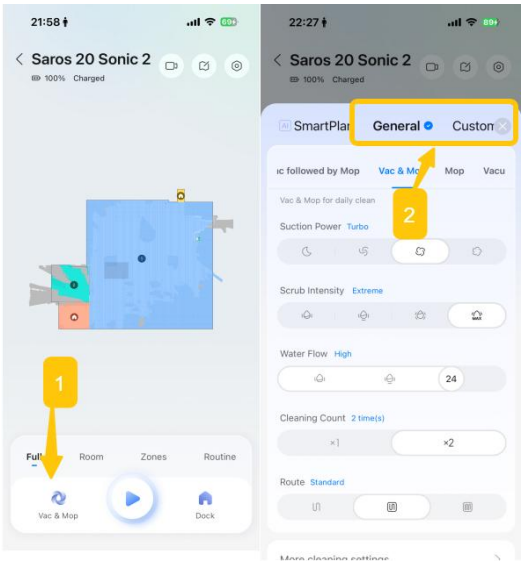
Please note that:

1. The dirty area detection and smart re-mopping feature is enabled by default under SmartPlan Mode.

2. Users are unable to customize the SmartPlan feature.
3. To exit SmartPlan, simply select another mode, such as General or Customize.



SmartPlan



General or Customize

Customizing Cleaning Modes per Room

Vac & Mop is selected by default. If you want to use another cleaning mode, please select it each time you start a cleaning task. Settings adjusted in other cleaning modes, such as water flow rate in Mop mode or suction power in Vacuum mode, will not be saved for the next cleaning session.

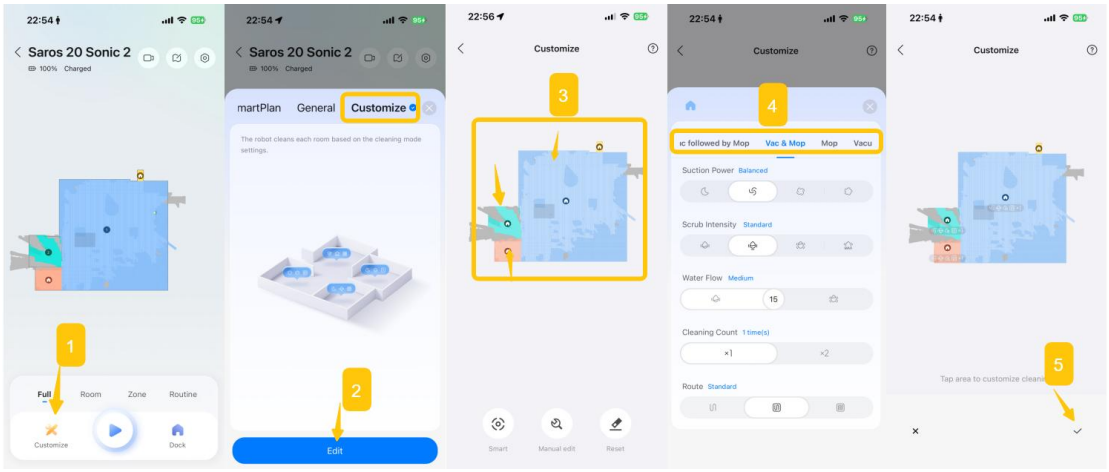
That said, you can customize your own cleaning mode and save it as "Customize." For subsequent cleanings, simply switch to the "Customize" option in the app and press "Start" to use your saved settings.

Steps (Full Mode): Tap Enter → select **Customize** → access the Editing Page.

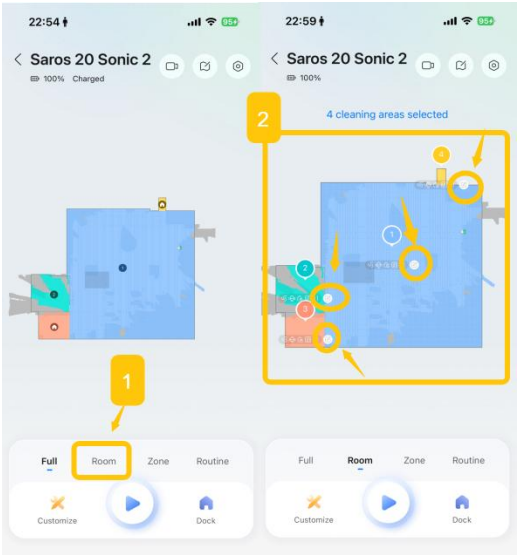
Notes:

The steps for setting up customized cleaning vary depending on the cleaning mode:

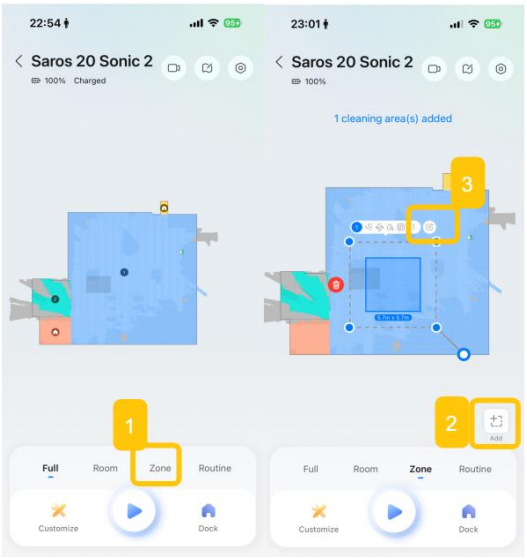
- **Full mode:** Tap **Customize**, then select the rooms you want to set up.
- **Room mode:** Tap a room on the map, then tap the **Customize** icon to set it up.
- **Zone mode:** Move the blue zone box to the desired location, then set it up.
- **Routine mode:** Each task can be customized individually.



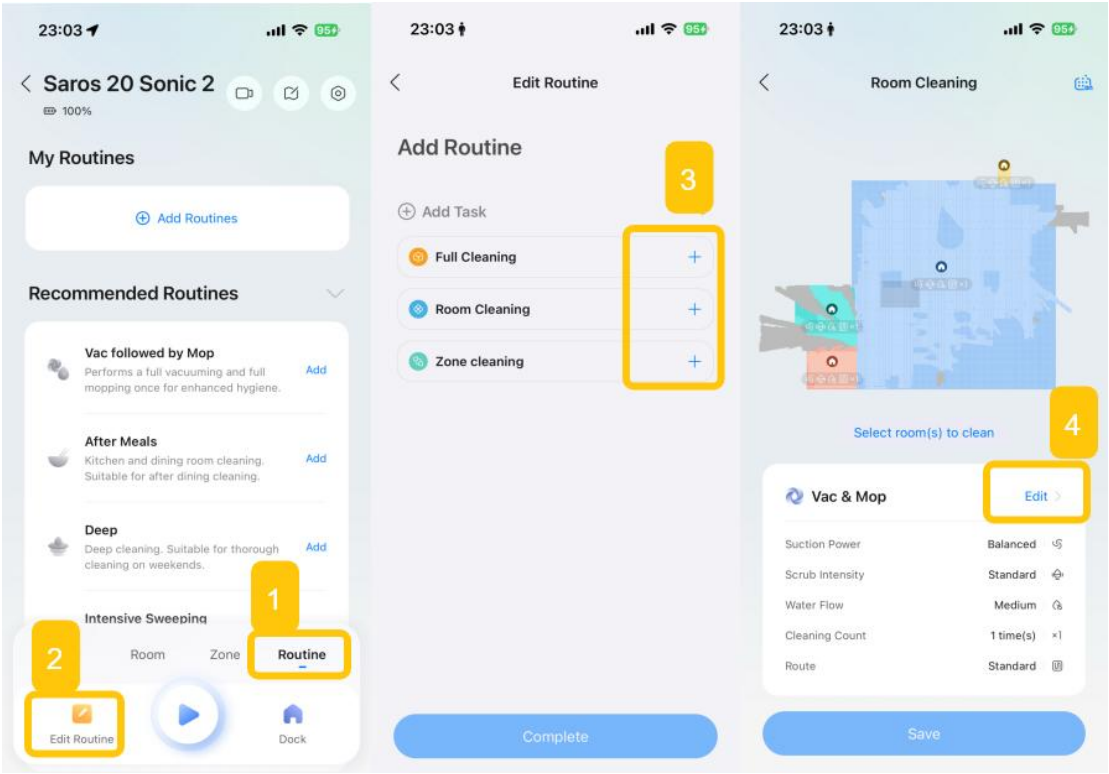
Full Clean



Room Clean



Zone Clean



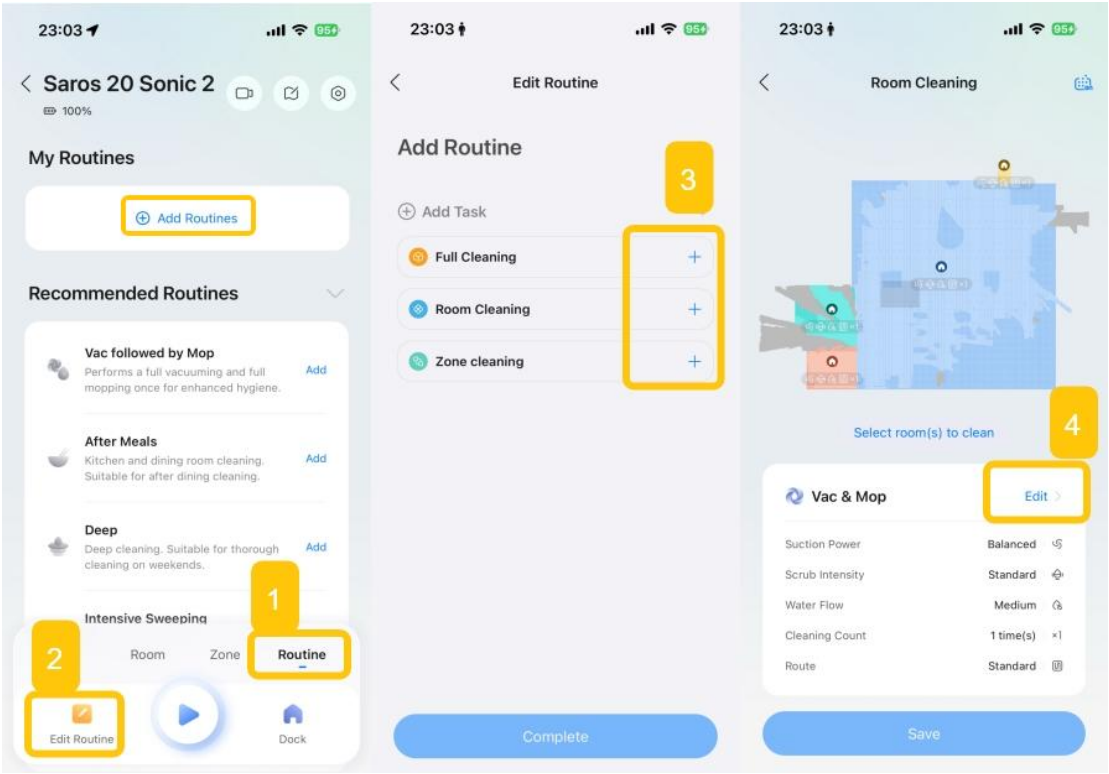
Routine

Setting the Room Cleaning Order

Create a workflow with multiple room cleaning tasks. The robot will complete the tasks in the order they are arranged.

Steps:

1. **Tap Enter, then tap Routine.**
2. **Tap Edit Routine or Add Routines.**
3. Add tasks and arrange the rooms in the desired cleaning order.
4. **Tap Save.**



Automation

Routines

Routine feature enables you to create a customized cleaning sequence with multiple tasks, including Full Cleaning, Room Cleaning, and Zone Cleaning. Each task can also be customized.

When you select a routine for a schedule, you can combine different cleaning tasks in any way you like within that single schedule. The robot will perform all the tasks in the routine one by one. Once a task is finished, the robot returns to the dock, and then proceeds with the next task.

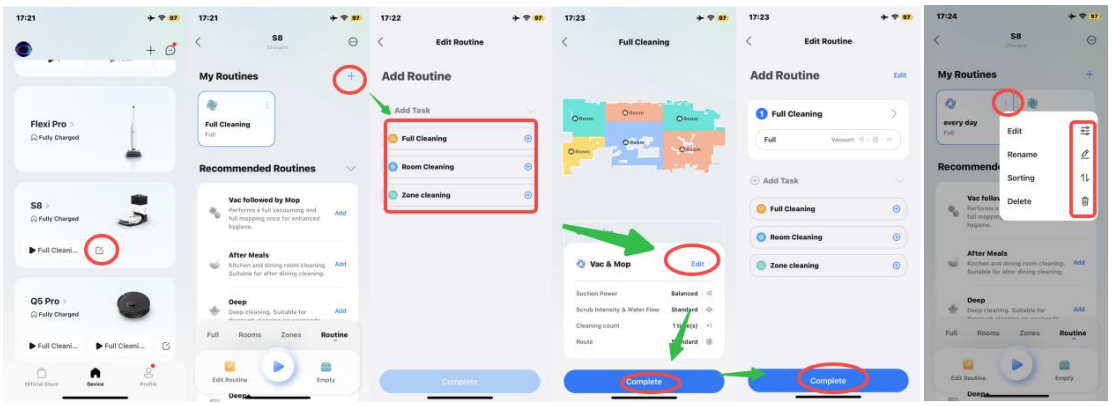
Routines do not support tasks across multiple floors because the robot has to return to the dock before it starts the next task.

Tips:

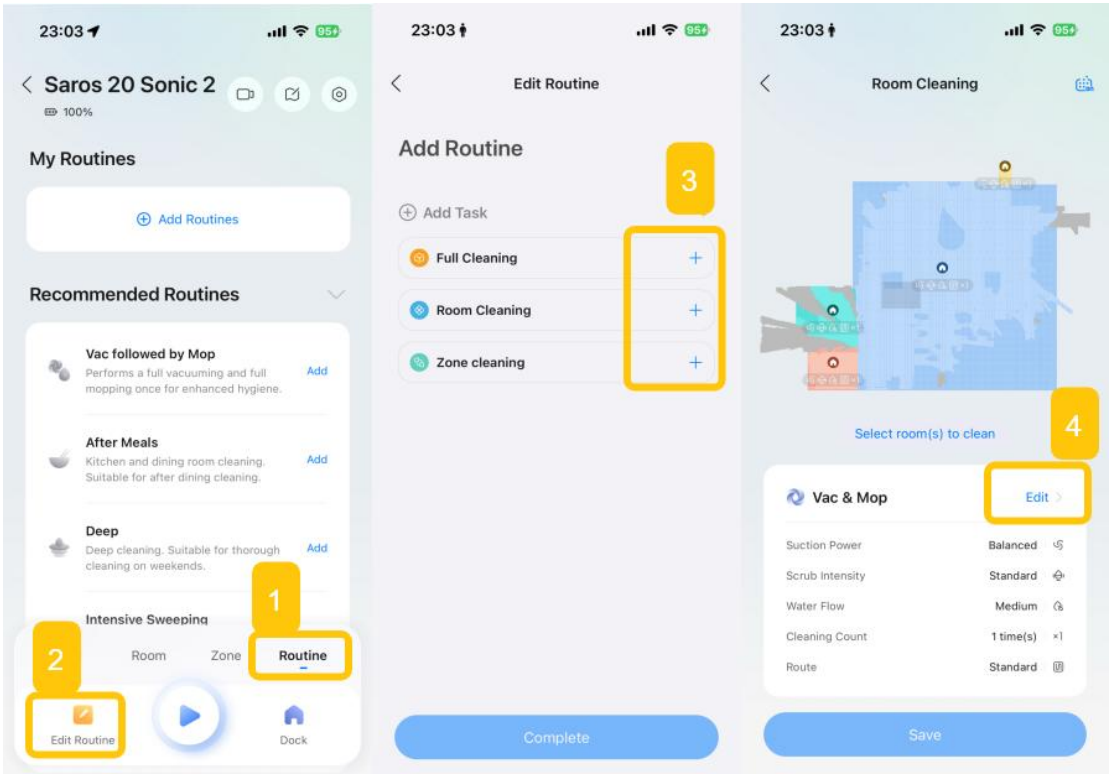
1. You can set multiple routines in your app.
2. You can also set multiple tasks for each routine.
3. After completing each task, the robot will return to dock to auto empty, then take on the next task.
4. You can either use a routine in a schedule (introduced later) or run it directly from the

Routine page.

Video guide: https://youtube.com/shorts/gdHY0C59_fQ

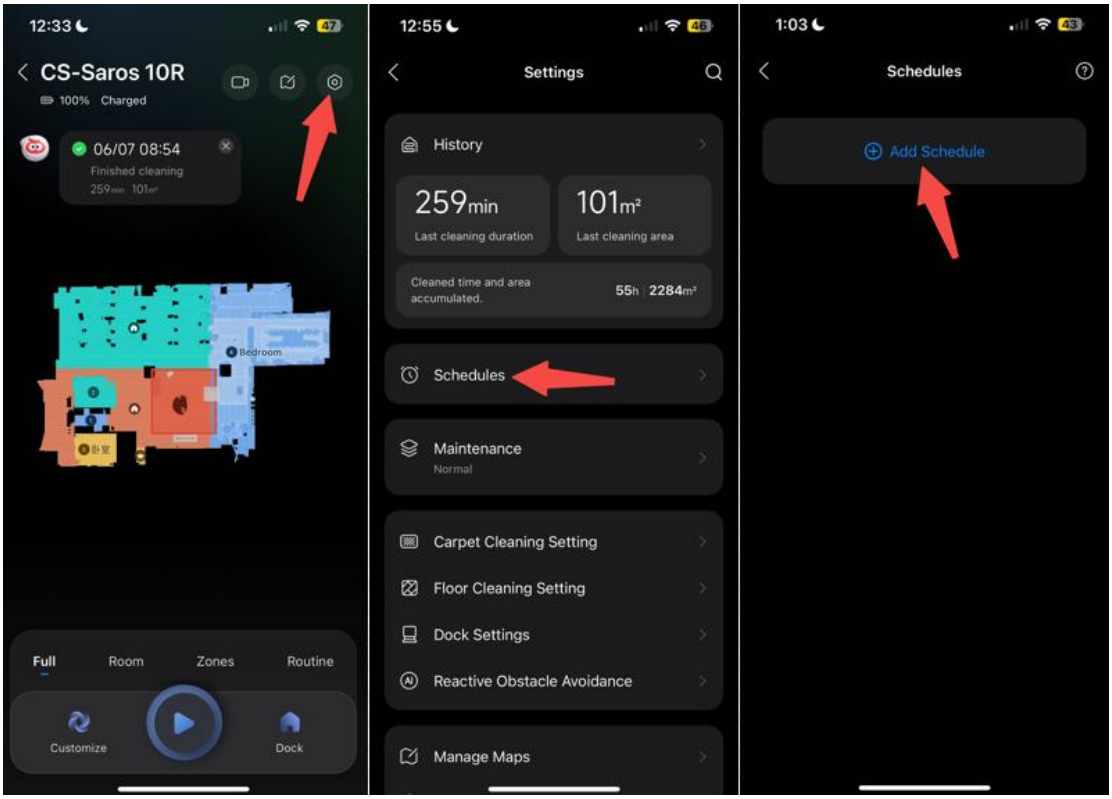


Type A - Add Routine



Type B - Add Routine

Creating Schedules



Set up cleaning schedules at: **Settings → Schedules → Add Schedule**

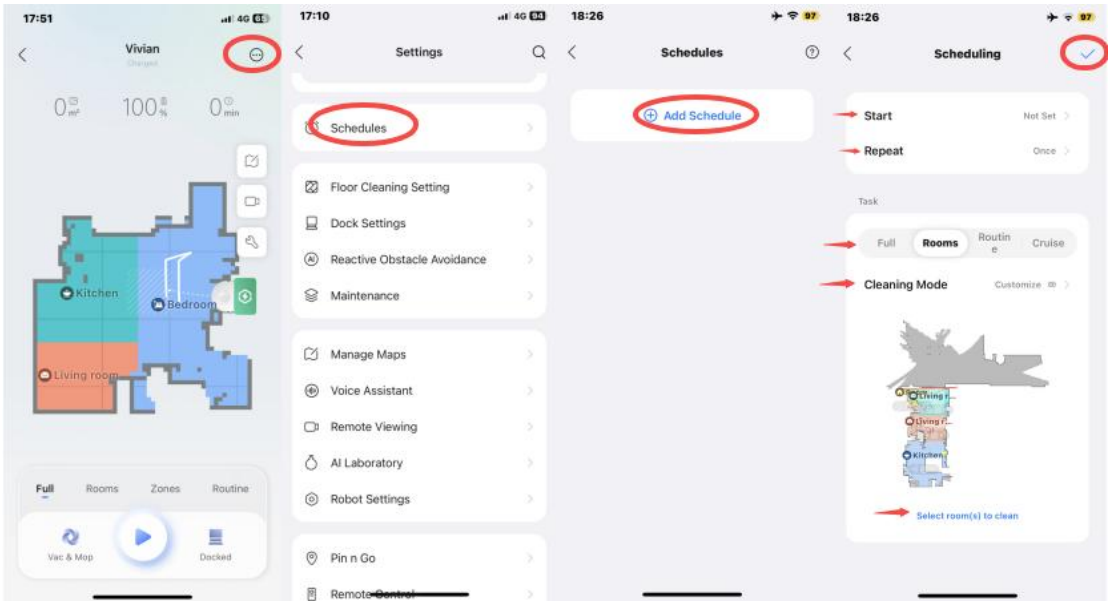
To schedule a routine, go to **Settings → Schedules → Add Schedule**, select **Routines**, and then select a previously created routine or tap **Add Routine** to create a new one.

To create a new one, tap **"+ Add Schedule"**.

Set the start time and how often the schedule repeats. If you select Once as the repeat option, the schedule will be automatically removed after it runs once.

- Set the cleaning tasks. You can set up cleaning tasks in one of two ways: using Custom Cleaning following the on-screen instructions or selecting one of your Routines.

To use a routine, go to **Settings → Schedules → Add Schedule**, select **Routines**, and then select a previously created routine or tap **Add Routine** on the **Routines** page.



Smart Speaker Integration

If you want to integrate your Roborock with Alexa or Google Home, go to the **Profile** section on the Roborock home page, then select **Smart Control**, and choose your preferred third-party platform.

> Managing Alexa or Google Assistant accounts is outside the scope of this guide. Both platforms are user-friendly and will guide you through the necessary steps.

Connecting with Alexa

To connect with Alexa, make sure you are using the correct Alexa skill based on your app:

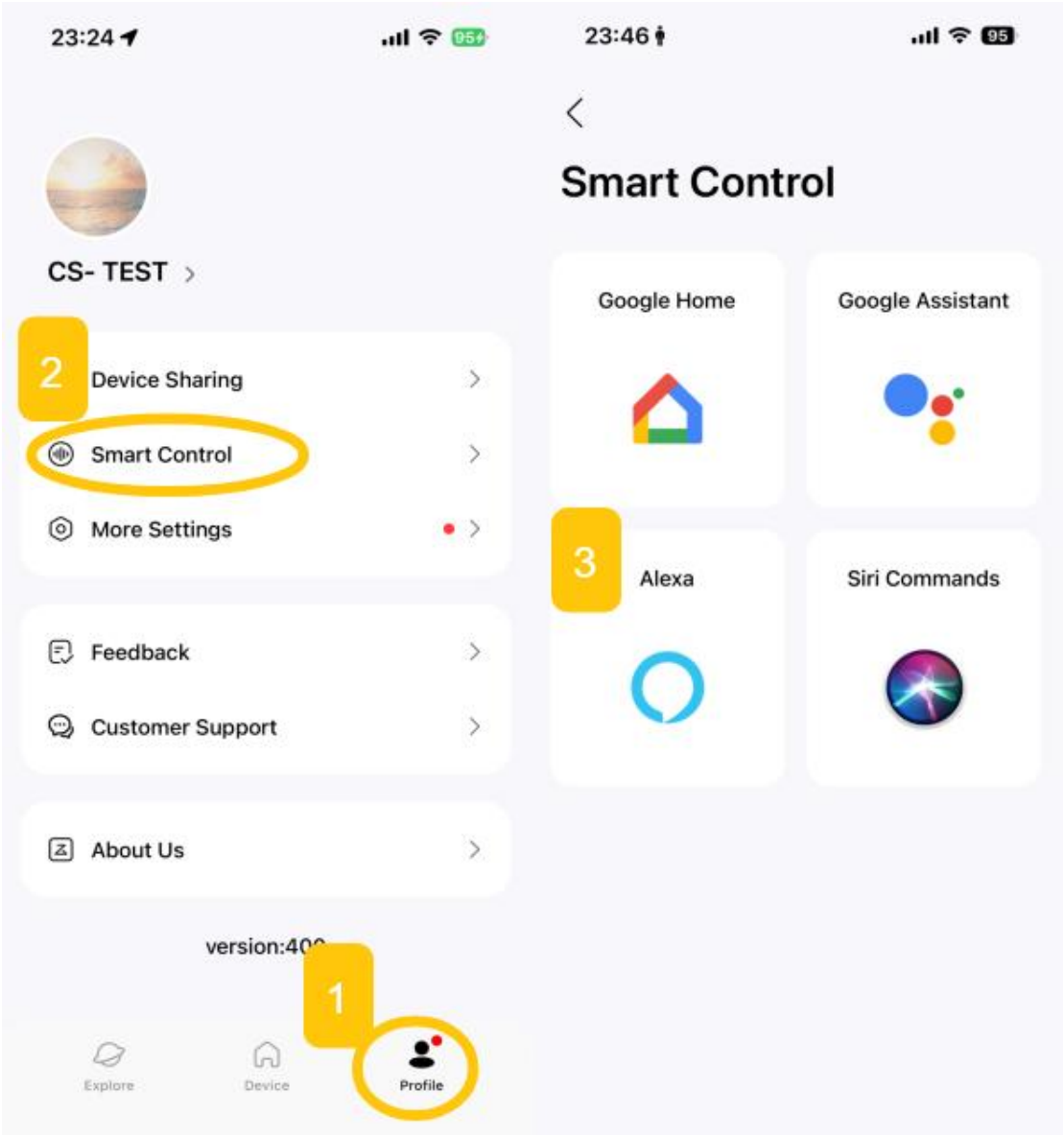
Skill Selection:

- If you are using the **Mi Home app**, use the **Roborock Home** skill in the Alexa app.
- If you are using the **Roborock app**, use the **Roborock Plus** skill in the Alexa app.

Choosing the correct skill ensures smooth pairing and proper device control through Alexa.

Pairing Instructions: https://docs.google.com/document/d/1-JrkbLqtkPTTZYJsbMmVcZ5KYKFT2qYi/edit#heading=h.gjdgxs

Steps: Profile → Smart Control → Alexa → Follow the instructions shown in app.

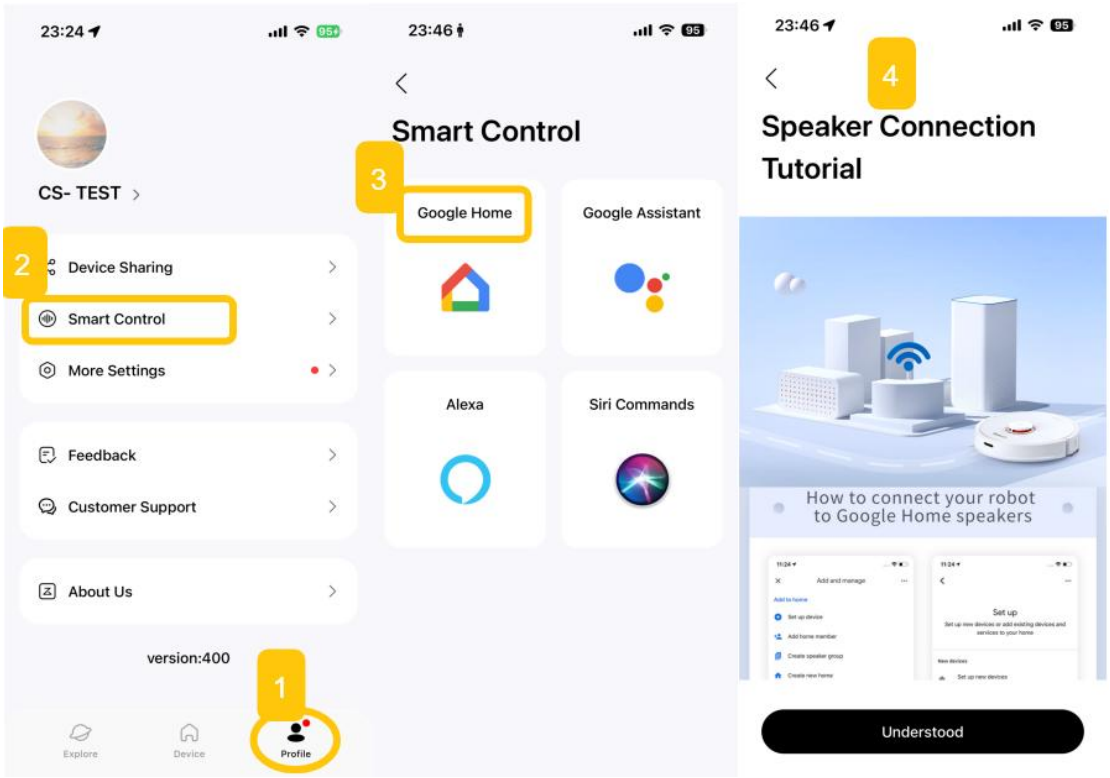


Connect with Alexa

Important Note: At the moment, the Russian server does not support Alexa or Google Home integration when using the Mi Home app.

Connecting with Google Home

Steps: Profile → Smart Control → Google Home → Follow the instructions shown in app.



Connect with Google Home

Important notes before you start:

- Make sure your robot is already added and shown **online in the Roborock app** (not the Xiaomi Home app).
- When searching for the service in Google Home, look for **"Roborock"**.

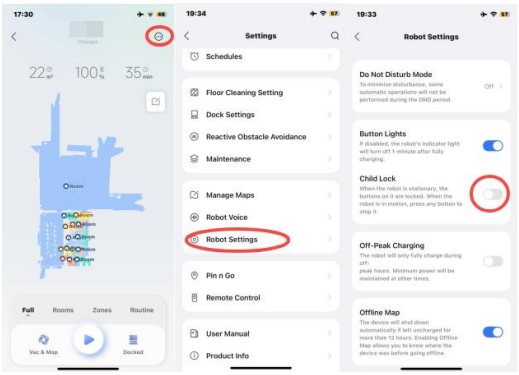
Once these are set, you should be able to complete the setup smoothly and start controlling your robot with Google Assistant.

Advanced Features

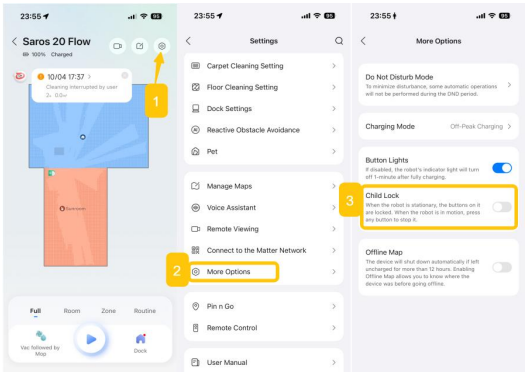
Child Lock

If Child Lock is enabled, the buttons will not work when pressed while the robot is standing still.

To enable:Home → Dashboard → Settings → More Options → Child Lock.



Type A



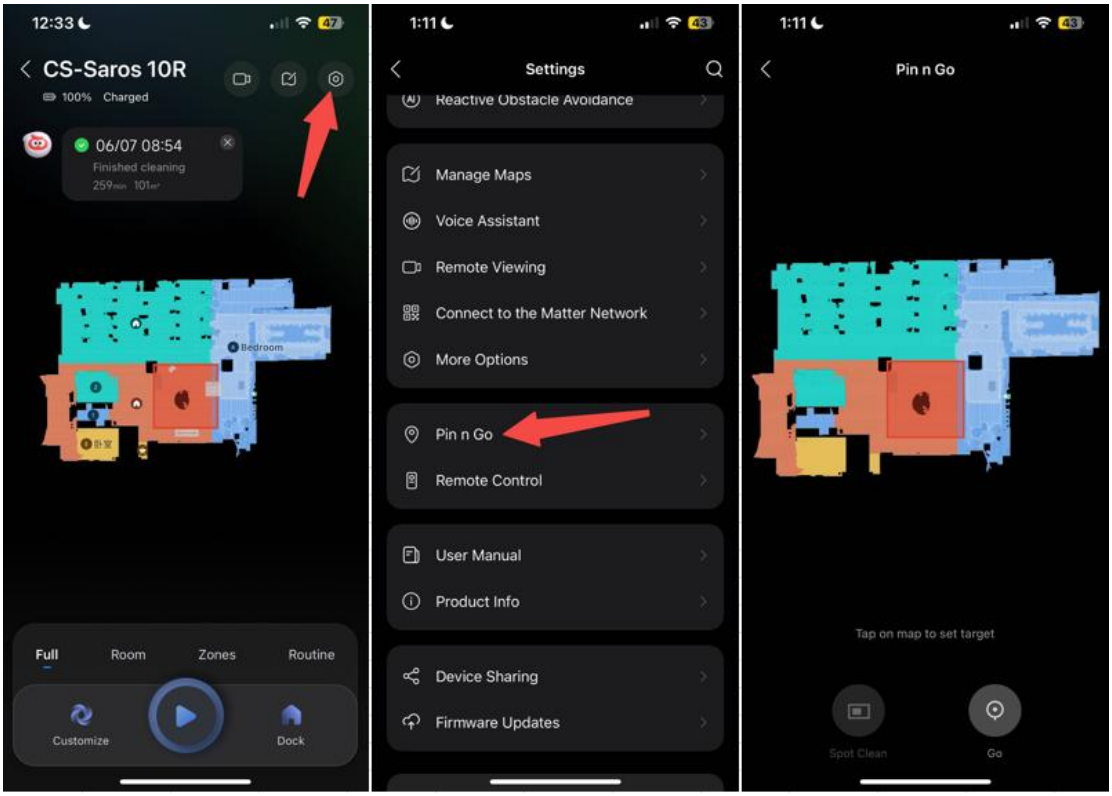
Type B

Pin n Go

Access **Pin n Go** from **Home → Dashboard → Settings → Pin n Go**. This feature allows you to manually send your robot to a specific spot on the map.

Once opened, simply tap anywhere on the map, and the robot will navigate to that location. When it arrives, you can select **"Spot Clean"** to start cleaning a small area around that point, with customizable settings.

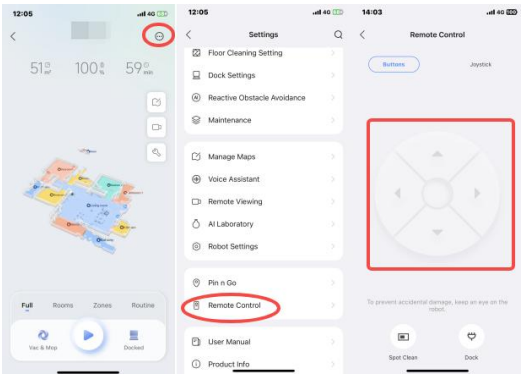
The robot cleans an area of about **1.5 meters (around 4.5 feet)** in a square shape, then automatically returns to the dock.



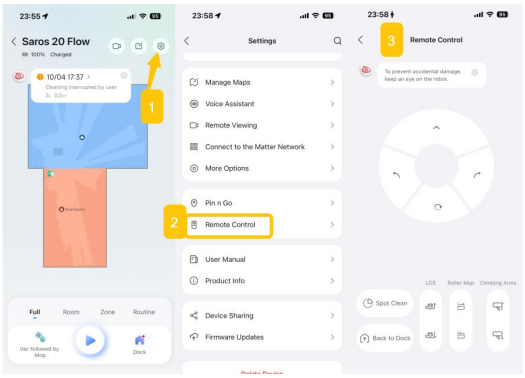
Remote Control

The app features a virtual remote control.

Navigate to: Home → Dashboard → Settings → Remote Control.



Type A

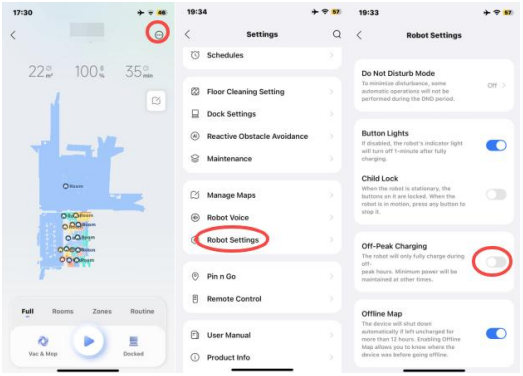


Type B

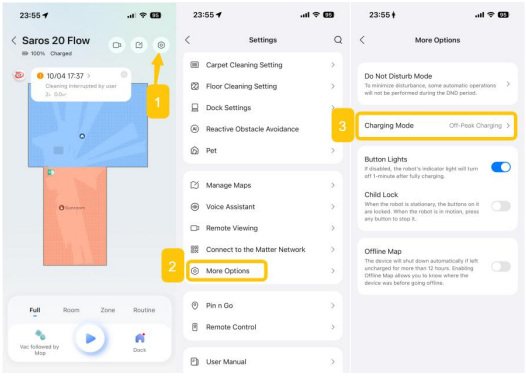
Off-Peak Charging

Home → Dashboard → Tap the settings icon → More Options → Charging Mode → Off-Peak Charging.

1. Off-peak charging means the robot will only get fully charged during off-peak hours. You can adjust the off-peak duration in the app.
2. Minimum power will remain at 30%.



Type A



Type B

Do Not Disturb (DND)

When DND mode is enabled, the robot's behavior is adjusted as follows:

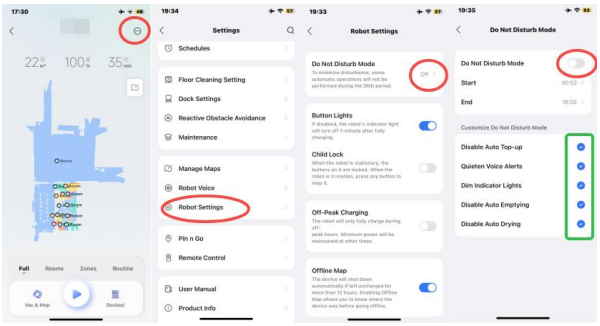
- Disable Auto Top-up (resume cleaning after recharging).
- Quieten voice alerts.
- Dim indicator lights.
- Disable Auto Emptying.
- Disable Auto Drying.

Some newer models allow users to customize these settings in the DND page.

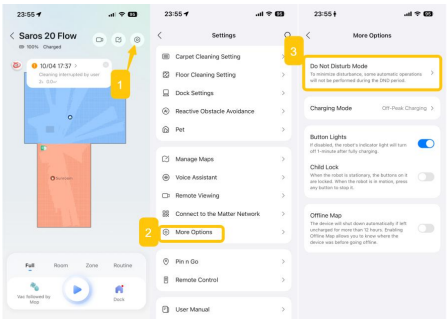
Navigate to: Home → Dashboard →Tap the settings icon → More Options → Do Not Disturb Mode to enable, disable, or customize DND.

If a cleaning task starts before DND mode begins, the robot will continue running until the task is completed. For example, if DND is set for 19:00–09:00 and cleaning starts at 18:30 (with an estimated duration of 50 minutes), it continues until 19:20. The only difference is that after finishing, the robot will not perform Auto Emptying.

If the robot needs to recharge during DND mode (e.g., at 19:05), the robot will charge but will not resume cleaning.



Type A



Type B

Dock Settings

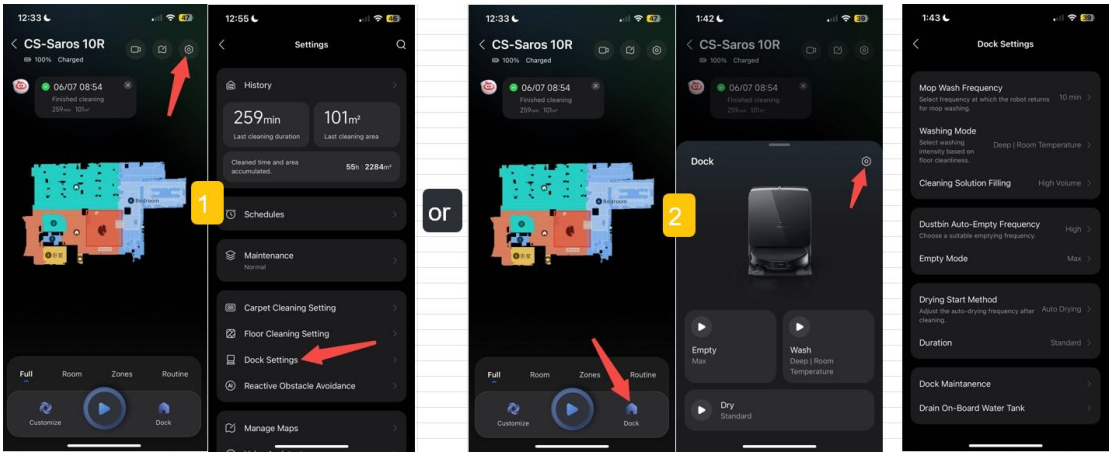
This section allows you to customize settings related to the dock.

Access **Dock Settings** by going to **Home → Dashboard → Settings → Dock Settings**, or by simply tapping the **dock icon** on the dashboard.

If your robot is paired with an advanced dock (Ultra, Qrevo, or Saros), this section gives you detailed control over these features, including **mop washing**, **dustbin emptying**, **mop drying**, and other maintenance functions (depending on your model).

These settings allow you to fine-tune the dock's performance and automate routine maintenance.

There are two ways to access Dock Settings. Please refer to the screenshots below.



Available Dock Settings depend on your model's dock type. Models with Ultra, Qrevo, or Saros docks include advanced features such as automatic mop washing, while Plus docks support automatic dustbin emptying. Models such as the S8, Q5 Pro, Q7 Max, and Q8 Max use standard charging docks and therefore have fewer dock-related settings.

Voice & Camera Features

Some Roborock models include advanced **Voice and Remote Features**, allowing you to interact with your robot more conveniently. These include **Voice Assistant ("Hello Rocky")** for voice control, and **Remote Viewing** to view your home through the robot's camera.

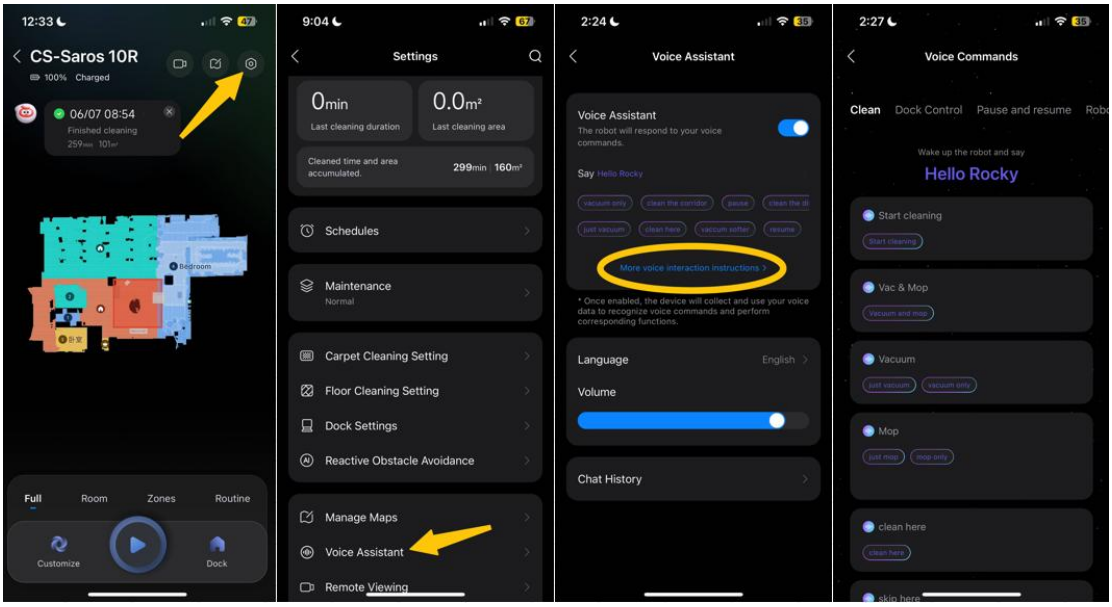
These features require a built-in camera and are only available on certain models.

Voice Assistant ("Hello Rocky")

If your robot supports the built-in **"Hello Rocky" Voice Assistant**, you can control it using voice commands without an internet connection. Unlike cloud-based assistants such as Alexa or Siri, Rocky uses a predefined set of commands, so it responds best when you use the supported phrases listed in the app.

To enable: Home → Dashboard → Settings → Voice Assistant → Enable Voice Assistant.

1. Say **"Hello Rocky"** to wake the robot. When it replies **"I'm here,"** you can start giving voice commands. The first activation may take around 10 seconds.
2. If the robot does not respond correctly, it may not have recognized the command due to accent differences or missing keywords. Check the full list of supported commands in the app.
3. Make sure all rooms in your map are properly named for better command recognition.
4. Note that the wake phrase **"Hello Rocky"** is fixed and cannot be changed or renamed.



Reactive Obstacle Avoidance

The **Reactive Obstacle Avoidance** settings allow you to customize how your robot detects and navigates around obstacles while cleaning. You can adjust settings such as obstacle detection sensitivity and choose whether the robot captures images of objects it encounters.

This section is **not** where you access Pet Snaps. It only controls how the robot's camera and obstacle avoidance system operate. However, disabling Obstacle Photos here will turn off Pet Snaps and delete all the photos from the Pet Album.

To view Pet Snaps and obstacle photos, open the map from the robot's most recent cleaning session. If the robot detects and avoids obstacles, icons will appear on the map showing where they were found. Tapping these icons allows you to view the corresponding images.

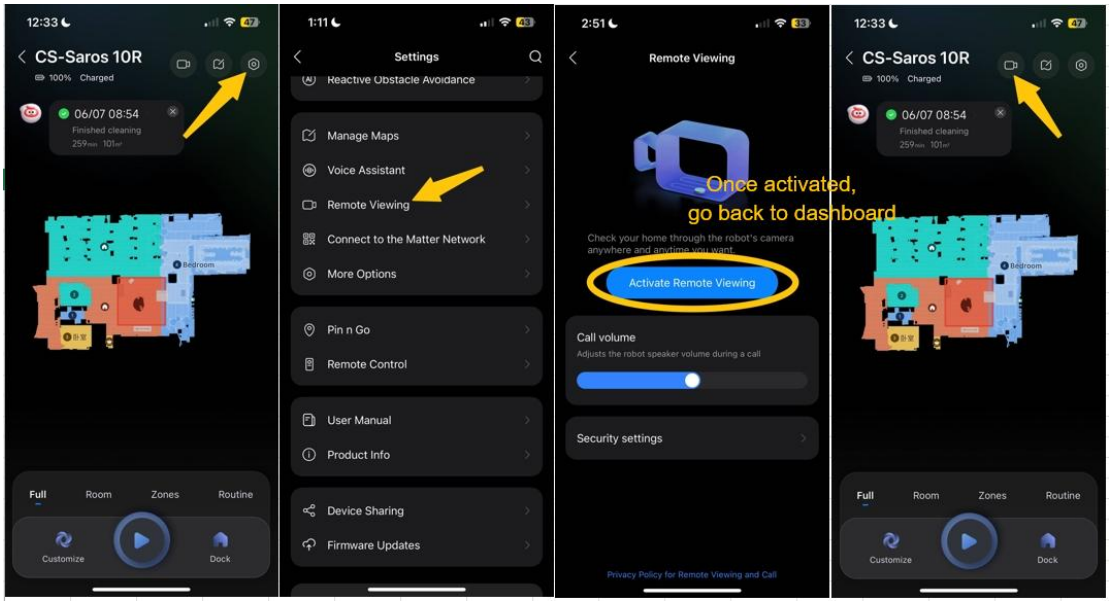
Some advanced features, including Reactive Obstacle Avoidance, Remote Viewing, and Pet Snaps, require an onboard camera and are only available on: **S8 MaxV Ultra, Qrevo MaxV, Qrevo Slim, Qrevo Master, Qrevo Curv, Qrevo Edge, Saros 10, Saros 10R, Saros Z70 and Saros 20**.

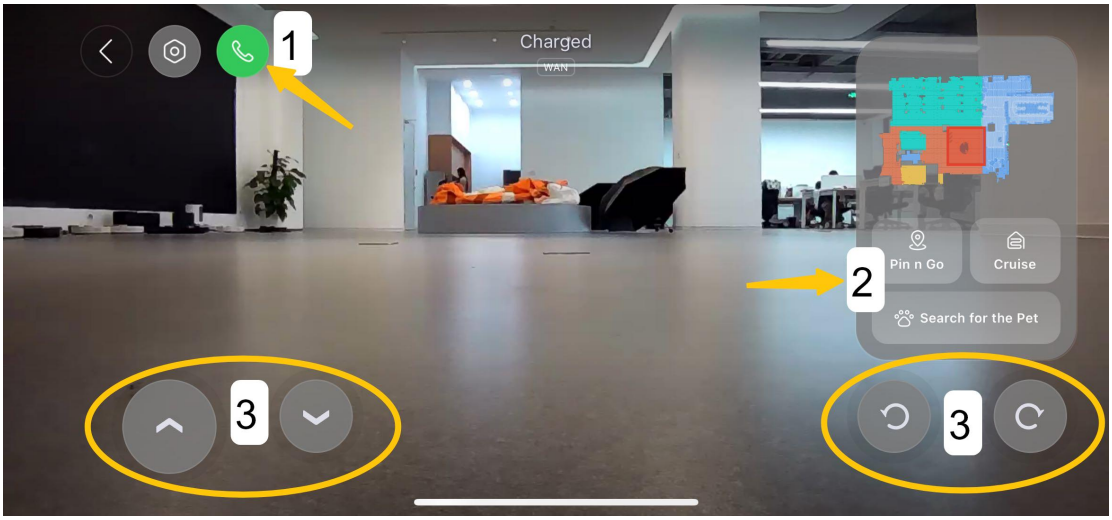
Remote Viewing

Before using Remote Viewing, you need to activate it in settings. Go to **Home → Dashboard** → Remote Viewing. You will also be required to press the power button on the robot to enable Remote Viewing.

In this section, you can manage key security options, such as granting access permissions, setting a password for extra protection, or turning Remote Viewing off completely.

Once enabled, you'll be able to access **Remote Viewing directly from the Dashboard**.





Match the numbers in the image with their descriptions below.

① Remote Call

Tap the green phone icon to start a call through the robot. You can adjust the volume and manage permissions in Remote Viewing settings. Although often presented as a way to talk to pets, it can also be used to communicate with people in your home.

② Search for the Pet / Pin n Go / Cruise

The control panel with the map icon in the upper-right corner gives you access to **Pin n Go** (tap a location to send the robot there), Search for the Pet (robot moves around scanning for your pet while you watch live), and **Cruise** (robot navigates around your home automatically while you observe through the camera).

③ Remote Control with Camera Viewing

Tap the arrow controls to switch to Remote Control. This allows you to "drive" the robot in real time using the live camera view — use the straight arrows to move forward or backward,

and the circular arrows to turn left or right.

Pet Snaps

If you're using a camera-enabled Roborock robot, you may notice a feature called **Pet Snaps**. These are photos the robot automatically takes when it detects your pet during a cleaning session, and you can view or download them in the app.

When **Obstacle Photos** and **Reactive Obstacle Avoidance** is enabled, the robot also takes pictures of obstacles it encounters. After cleaning, these photos appear as icons on the latest cleaning map. Pet Snaps are specifically shown with a **paw print icon**.

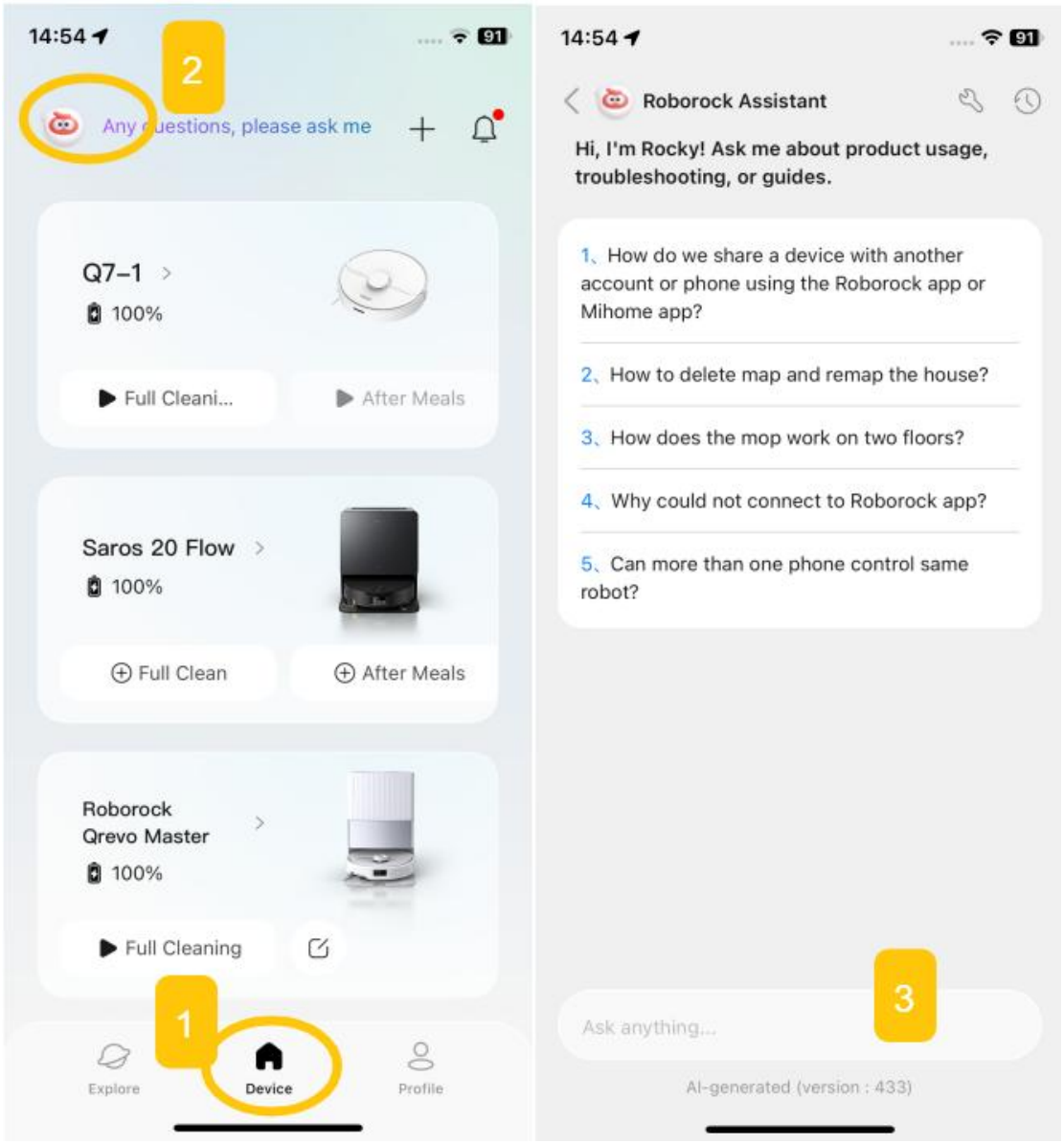
How to view Pet Snaps: Simply tap the **paw print icon** on the map. This opens the image with an option to download it. You can also tap other obstacle icons to see what the robot detected.

While these images are mainly for reference rather than quality photography, they can be a fun way to see your pet's behavior and how they interact with the robot during cleaning.

Roborock Assistant

Roborock Assistant is a Q&A tool that helps you quickly learn about your product and troubleshoot common issues. It may not be able to answer questions outside of product topics, such as setting up a Schedule. Responses are for reference only.

Need more help? Contact Customer Support:
support@roborock.com (US, CA, MX, BR)
support@roborock-eu.com (Europe, AU, and other regions)

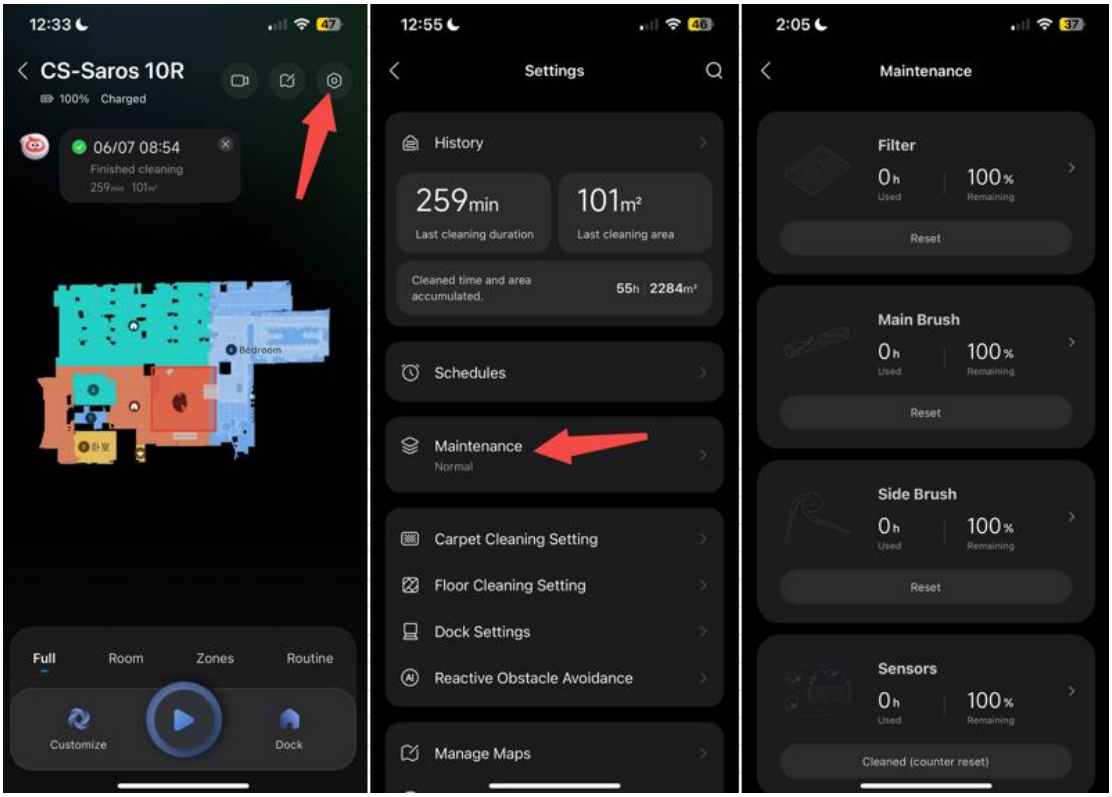


Maintenance & Support

The **Maintenance** section, located at **Home → Dashboard → Settings → Maintenance**, helps you keep track of your robot's condition and performance.

Here, you can view the remaining lifespan of key components, such as the **main brush**, **side brush**, **filter**, **mop**, and **sensors**. The app displays the remaining life of each part as a percentage, making it easy to see when a component may need cleaning, maintenance, or replacement.

Regularly checking this section can help ensure your robot continues to clean efficiently and perform at its best.



Buyer's Guide



Choosing a Roborock robotic vacuum cleaner can feel confusing at first, especially with the different series and features available. You're not alone — many users feel the same when comparing models.

You may refer to the links below for detailed comparisons. This guide simplifies the lineup by breaking down the main differences between robotic vacuum cleaner models:

- **Robotic Vacuum Cleaners:**https://us.roborock.com/pages/robot-vacuum-cleaner-compare
- **Wet and Dry Vacuums:**https://us.roborock.com/pages/wet-dry-vacuum-compare

Frequently Asked Questions



How do I set up the Roborock app for my robot vacuum?

Download the **Roborock app**, create an account, and follow the setup steps to connect your robot via WiFi. Make sure you are connected to a **2.4GHz WiFi network**, as some models do not support 5GHz networks.

What should I do if my Roborock vacuum won't connect to WiFi?

First, confirm you are using a **2.4GHz WiFi network**. If it still doesn't connect, reset the robot's WiFi by pressing both buttons on top until you hear a voice message and receive a prompt in the app. You can also restart your router and the robot before trying again.

Can multiple people control a Roborock vacuum from different phones?

Yes. You can use **Device Sharing**. Each user must install the Roborock app and create their own account. The owner can then invite other users through Profile → Device Sharing.

How do I integrate Roborock with Alexa or Google Assistant?

Go to **Profile → Smart Control** in the app and follow the steps to link your **Alexa or Google Assistant** account for voice control.

What is the difference between Full, Room, and Zone cleaning?

- **Full** — cleans the entire mapped area.
- **Room** — cleans selected rooms.
- **Zone** — cleans a custom area you draw on the map.

Can I create custom cleaning schedules?

Yes. Go to **Dashboard Settings → Schedules →** Add Schedule, where you can set the time, frequency, cleaning mode, and cleaning tasks.

How do I use Pin n Go?

Open **Dashboard Settings → Pin n Go**, tap a location on your map, then tape the **Go** icon. The robot will then navigate to the selected location.

What are No-Go Zones and how do I set them?

No-Go Zones prevent your robot from entering specific areas. Set them in **Map Editing → No-Go Zones**, where you draw restricted areas on your map.

Which Roborock models support Remote Viewing?

Remote Viewing is available on: **S8 MaxV Ultra, Qrevo MaxV, Qrevo Slim, Qrevo Master, Qrevo Curv, Qrevo Edge, Saros 10, Saros 10R, Saros Z70, Saros 20, Saros 20 Flow, Saros 20 Pro Sonic, Qrevo Curv 2 Pro, Qrevo Edge 2 Pro, Qrevo Edge 3 Pro, and other supported models.**

How can I view and download Pet Snaps?

Enable **Obstacle Photos** in **Reactive Obstacle Avoidance**. Pet Snaps will appear as **paw print** icons on the map, and you can tap them to view or download the images.

What features are included in Dock Settings?

Depending on your model, Dock Settings may include dustbin emptying mode, mop washing frequency, and drying duration. Access these settings through Dashboard Settings or the dock icon in the app.