1. About Your Omni C20

1.1 What's in the Box

1.2 Overview

1.3 Button Controls

1.4 LED Indication

2. Preparing Your Omni C20

2.1 Important Tips Before First Use

2.2 Install the All-in-One Station

2.3 Charge Your Robot

3. Using Your Omni C20

3.1 Download the App

3.2 Reset the Wi-Fi Connection

3.3 Mapping

3.4 Set Up No-Go Zone and No Mop Zone

3.5 Schedule Cleaning

3.6 Select a Cleaning Mode

3.6.1 Home Cleaning Mode

3.6.2 Room Cleaning

3.6.3 Zone Cleaning

3.7 Select a Suction Power Level

4. Using the Mopping System

5. Using the Robot with Amazon Alexa / The Google Assistant

6. Enabling / Disabling Child Safety Lock

7. Cleaning and Maintenance

7.1 Clean the Dustbin and Filter

7.2 Clean the Rolling Brush

7.3 Clean the Side Brush

7.4 Clean the Sensors and Charging Pins

7.5 Clean the Dirty Water Tank

7.6 Clean the Mopping Pads

7.7 Clean the Detachable Mopping Pads Cleaning Tray

8. Troubleshooting

9. Specifications

10. Customer Service

1. About Your Omni C20

1.1 What's in the Box



All-in-One Station



Robot



Quick Start Guide



Safety Sheet

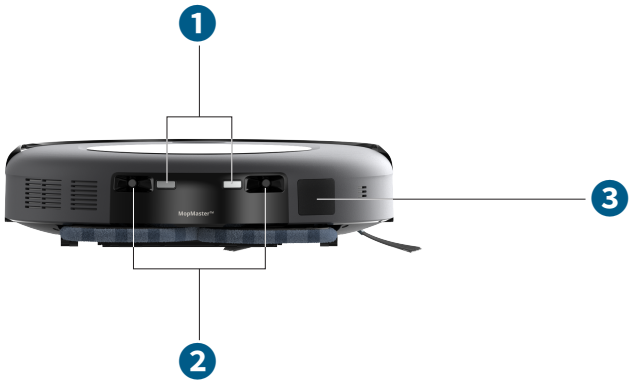
1.2 Overview

Front



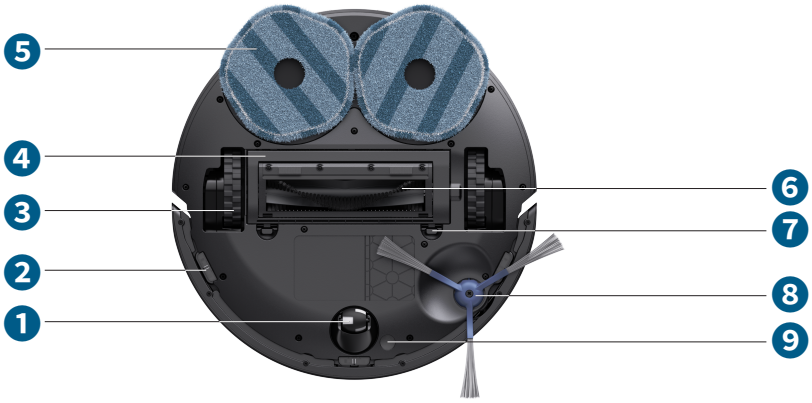
1. Point Laser
2. Recharge Button
3. Dustbin
4. Filter
5. Dustbin Release Latch
6. Dustbin Handle
7. Power Button
8. Bumper

Back



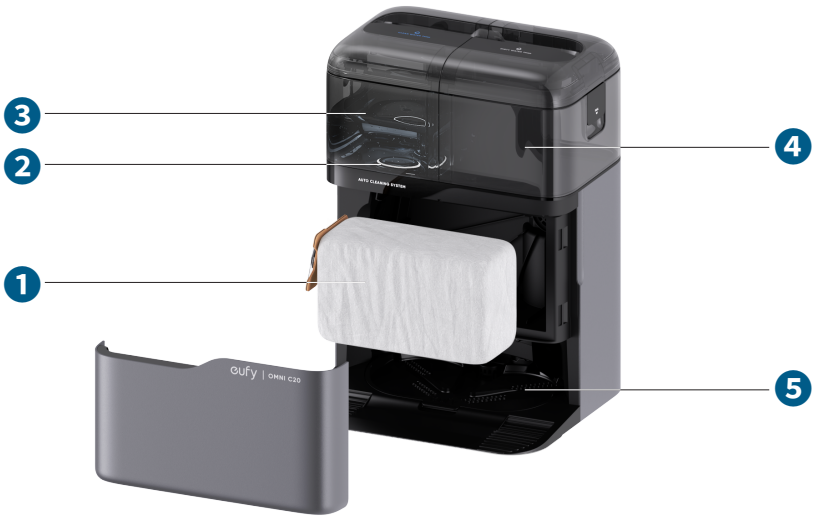
1. Charging Contact Pins (×2)
2. Dock Sensors (×2)
3. Dust Collection Port

Bottom



1. Swivel Wheel
2. Drop Sensor (×3)
3. Wheels (×2)
4. Brush Guard
5. Detachable Mopping Pads (×2)
6. Detangling Rolling Brush
7. Brush Guard Release Latches (×2)
8. Side Brush
9. Carpet Detection Sensor

All-in-One Station



1. Disposable Dust Bag
2. LED Ring
3. Clean Water Tank
4. Dirty Water Tank
5. Detachable Mopping Pads Cleaning Tray

1.3 Button Controls

	• Long press (3s): Power on or off • Short press (1s): Pause / finish the current task when working
	• Short press (1s): Return the robot to the Station • Long press (3s): Enable or disable Child Safety Lock
	• Long press simultaneously (3s): Reset the Wi-Fi connection

1.4 LED Indication

You can see the status of the device from the LED indicators of the robot and the base station.

	LED Indication	Description	Status
Base Station		Steady White	Powered On
		Steady White (Dimmer)	Stand By Mode / Fully Charged
		Steady Red	Water Tank Empty
			- Error * Check in-app instructions, or contact eufy Customer Service for solutions
Robot		Steady White	Powered On
		Steady White (Dimmer)	Stand By Mode / Fully Charged
		Steady Red	- Error * Check in-app instructions, or contact eufy Customer Service for solutions

2. Preparing Your Omni C20

2.1 Important Tips Before First Use



A. Remove power cords and small objects (socks/toys/slippers/towels/weighing scales, etc.) from the floor that may entangle the robot.



B. Fold tasseled edges of rugs underneath to prevent tangling the robot. Avoid cleaning high-pile rugs or rugs thicker than 0.98 in / 25 mm as they may cause the robot to malfunction.



C. Before mapping, it is strongly recommended to place physical barriers in front of fireplaces and certain areas (i.e. air vents) that may cause damage to the robot if entered. For future use, set up virtual boundaries in the eufy app to prevent the robot from falling down staircases.



D. Avoid vacuuming large amounts of water as it may damage the device.



E. The robot may climb on top of objects less than 0.7 in / 18 mm in height. Remove these objects if possible.



F. Anti-drop sensors will prevent the robot from tumbling down stairs and steep drops in most cases. Sensors are less effective if dirty or used on carpeted / reflective floors.

2.2 Install the All-in-One Station

1. Place the station in a location that has strong Wi-Fi signal and the robot can easily access. It is recommended to place it against a wall and on a hard, level surface.



- The recommended clearance on the illustration is a suggested value based on testing, to ensure the robot operates optimally, returns to the station for charging, and cleans the designated area effectively. You may adjust the clearance distance as necessary to suit the actual working environment of the robot.
- Do not place the station on carpets.

2. Plug the station into a wall outlet.

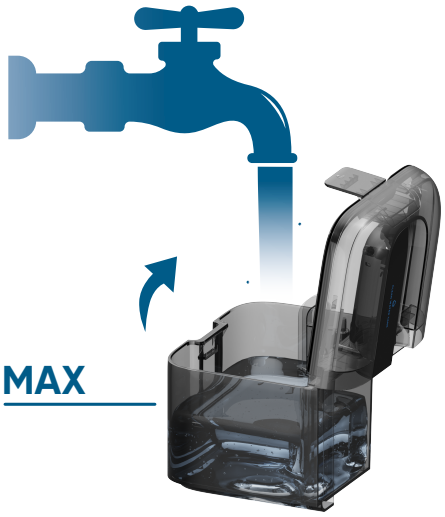
- When the station connects to AC power, the LED ring in the clean water tank will light up in red, indicating that the tank needs to be filled with water.



- Always keep the station plugged in to ensure the infrared connection between the robot and the station is successful, otherwise the robot will not automatically return to it.

3. Take out the clean water tank. Add clean water until it reaches the MAX water line.





• Please do not add hot water into the tank to avoid shortening its service life.

2.3 Charge Your Robot

1. Remove the foam blocks, stickers and protective films from front and back on the robot before use.



2. Attach the robot to the base station. Then the robot will automatically power on.



- Make sure the robot is fully charged before use.
- Upon successful docking, you'll hear a voice prompt of "charging".

3. Using Your Omni C20

Note: The UI images are for illustration purposes only. Actual display contents may vary based on the software version.

To enjoy all the available features, it is recommended to control your robot via the eufy app.

Before you start, make sure:

- Your smartphone is running iOS 11.0 (or above) or Android 8.0 (or above).
- The 2.4GHz band wireless signal is enabled on your wireless router.

3.1 Download the App

1. Download the app from the App Store (iOS devices) or Google Play (Android devices), or by clicking this link.
2. Open the app and create a user account.
3. Tap the "Add Device" / "+" icon to add your robot to your eufy account.
4. Follow the instructions in the app to set up the Wi-Fi connection.

- After connecting successfully, you can control the robot via the app.
- With the app, you can select cleaning modes, select cleaning at your desired suction power, schedule cleaning, view the system status, receive notifications, and access additional features.

- If the robot gets stuck in any space, tap **Find My Robot** in the app to find the device.

3.2 Reset the Wi-Fi Connection

If you bump into issues when connecting your robot to the eufy app, try to reset the Wi-Fi connection.

Press and hold the power and recharge buttons simultaneously for 3 seconds until you hear a voice prompt.



You will hear a voice prompt when the Wi-Fi connection has been reset, and the LED indicator on the robot will quickly flash white. Now you can follow the in-app instructions to reset the Wi-Fi connection.

3.3 Mapping

This feature is designed to help your robot efficiently learn the layout of your home, ensuring thorough and systematic cleaning. By creating a detailed floor plan, your robot can navigate and clean with precision.
To maximize the efficiency and accuracy of the mapping process, please follow these steps:

- **Open All Doors:** Ensure all doors within the cleaning area are open. This allows the robot to access and map each room seamlessly.
- **Block Off Restricted Areas:** If there are specific zones you don't want the robot to enter, use physical barriers to

block these areas. This can enhance mapping accuracy and prevent the robot from entering unwanted spaces. After the mapping is completed, you can remove physical barriers, and set up restricted areas to prevent the robot from entering those areas.

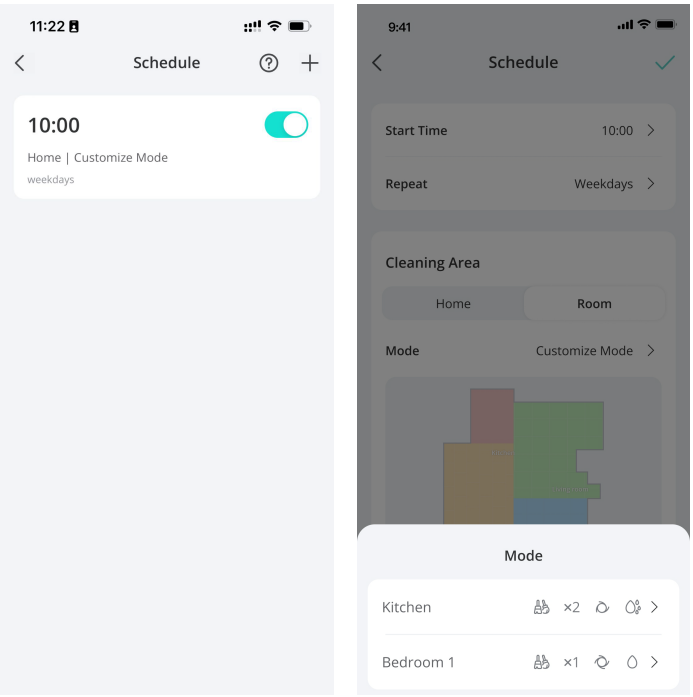
- **Remove Obstacles:** Clear any objects, such as toys, cables, or small furniture, that might obstruct the robot's path or become entangled in its brushes. This helps the robot move freely and map the area without interruptions.
- **Do Not Move the Base Station:** Once the floor plan is created, avoid relocating the base station. The robot relies on the base station as a reference point for navigation and mapping. Moving it may disrupt the accuracy of the floor plan.

3.4 Set Up No-Go Zone and No Mop Zone

With the eufy app, you can set up a “No-Go Zone” or “No Mop Zone” as a restricted area. This eliminates the need to use physical barriers, including boundary strips. This feature is only designed for dividing the cleaning zones, not for isolating hazardous areas.

3.5 Schedule Cleaning

With the eufy app, you can schedule the robot to start cleaning at a particular time.



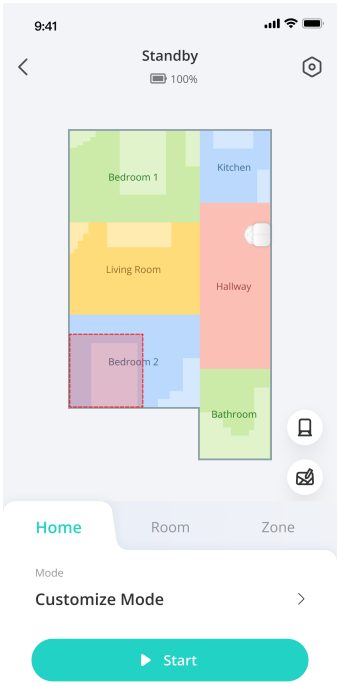
- You can set the time and customize cleaning schedules from Sunday to Saturday in the eufy app. This function is only available in the app.

3.6 Select a Cleaning Mode

You can start / pause cleaning or select a cleaning mode via the eufy app.

3.6.1 Home Cleaning Mode

Tap Start in the eufy app to enable Home Cleaning mode.
After startup, the robot moves from the base station and automatically determines its cleaning route. It begins by cleaning the edges first, followed by navigating in a Z-shaped pattern to ensure comprehensive coverage. Once the cleaning cycle is complete, the robot will automatically return to its base station for recharging.

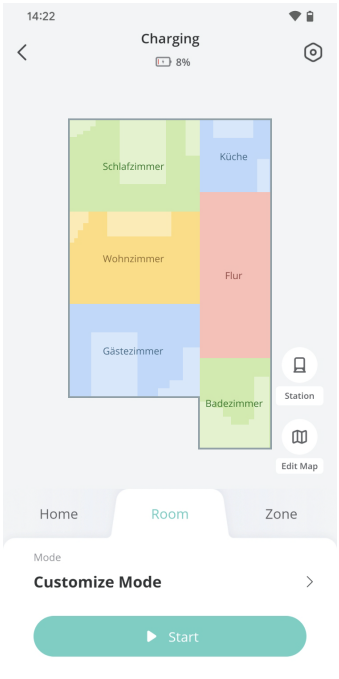


- To pause cleaning, press the power button on the robot.



3.6.2 Room Cleaning

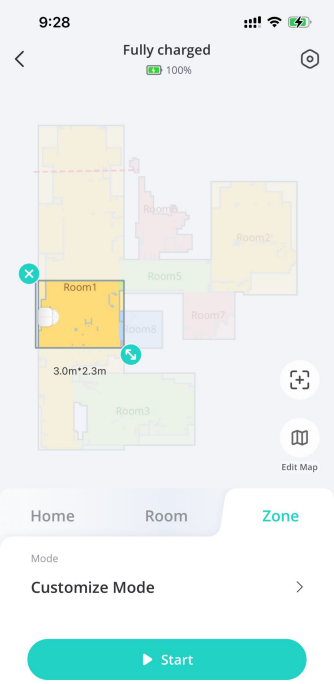
In this mode, your house is automatically divided into several rooms for cleaning in the eufy app. You can also customize your room settings in the app. The robot will clean the selected rooms only and return to the Omni Station after cleaning.



- Enable Room Cleaning mode only after the robot has created the map.
- It is recommended that the robot moves from the Omni Station to start room cleaning.

3.6.3 Zone Cleaning

In this mode, you can set up a cleaning zone and customize its size in the eufy app. The robot will clean the selected zone only.



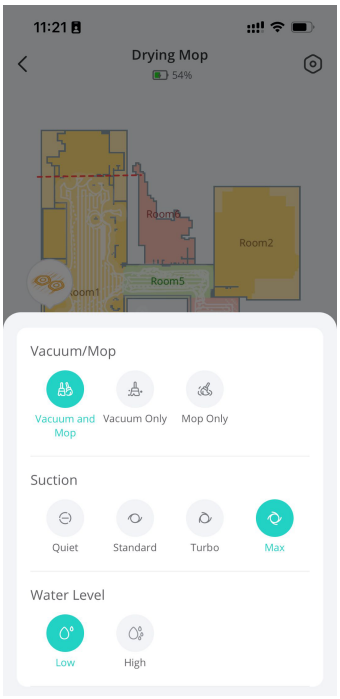
3.7 Select a Suction Power Level

In the eufy app, select a suction power level according to your needs: Quiet, Standard (Default), Turbo, and Max. When the robot starts cleaning next time, it will clean according to the suction power level you previously selected.
Note: If you have pets or children at home, it is recommended to select a higher suction power level.
In the eufy app, you can also select the BoostIQ™ feature according to your needs. The robot will automatically enable BoostIQ™ if it detects a carpet during cleaning to ensure the best clean. BoostIQ™ is ideal for cleaning thicker carpets. If the vacuuming noise caused by BoostIQ™ disturbs you, you can disable this feature.

4. Using the Mopping System

Note: The UI images are for illustration purposes only. Actual display contents may vary based on the software version.

1. Start cleaning. The robot will automatically vacuum and mop. During mopping, you can choose between two water levels via the eufy app.



• Vacuum Only and Mop Only modes are also available in the eufy app.

2. Regularly empty and clean the dirty water tank to prevent mildew or unpleasant smells. For instructions on how to clean the dirty water tank, refer to the **"Cleaning and Maintenance"** section in this User Guide.

5. Using the Robot with Amazon Alexa / The Google Assistant

Amazon Alexa or the Google Assistant are smart voice control devices that enable you to control the robot with your voice.

Before you start, make sure:

- The robot is attached to the base station to ensure there is enough power.
- The robot is connected to the eufy app.
- You have an Amazon Alexa-enabled device (i.e. Amazon Echo, Echo Dot, Amazon Tap, Echo Show, or Echo Spot) or a device enabled with the Google Assistant (i.e. Google Home, Google Home Mini). These devices are sold separately.
- The Amazon Alexa app or Google Home app is already installed on your smart device, and you have created an account.

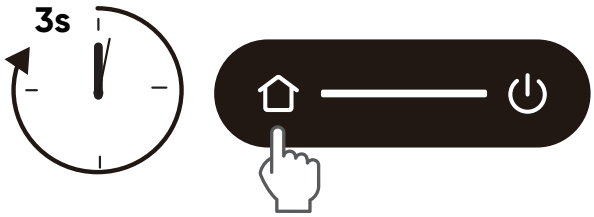
To control the Robot with Amazon Alexa or the Google Assistant:

1. Open the eufy app and tap **Profile** > **Smart Integrations**.

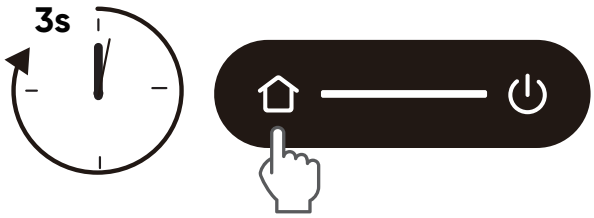
2. Follow the on-screen instructions to complete the setup.

6. Enabling / Disabling Child Safety Lock

- Press and hold the recharge button button for 3 seconds to activate the child safety lock. Once the child safety lock is enabled, all buttons will be locked to prevent children from damaging the device or accidentally getting hurt.



- To disable the child safety lock, press and hold the recharge button for 3 seconds again.



- This function is also available in the eufy app.

7. Cleaning and Maintenance

7.1 Clean the Dustbin and Filter

1. Open the top cover and take out the dustbin.
2. Press the release latch to open and empty the dustbin.
3. Remove the filter.
4. Tap the filter to remove dust.
5. Rinse the dustbin and filter thoroughly with water.
6. Air-dry the dustbin and filter completely before next use.
7. Place the filter back into the dustbin.
8. Push the dustbin back into the main unit.

- Do not use the filter if it is not completely dry, otherwise it may affect the cleaning performance.
- Do not use a brush, hot water, or any detergent to clean the filter.

7.2 Clean the Rolling Brush

1. Turn over the main unit, push the release tabs with both hands to unlock the brush guard.
2. Take out the rolling brush and remove the end caps from both sides. Clean the hair entangled on the rolling brush and debris with scissors.
3. Rinse the rolling brush and brush guard with running water.
4. Air dry the rolling brush and brush guard completely before next use.
5. Reinstall the rolling brush.
6. Press down to snap the brush guard into place.

7.3 Clean the Side Brush

Foreign substances, such as hair, can easily get tangled in the side brush, so it is best to clean it regularly.

❶ Remove the side brush with a screwdriver.

❷ Carefully unwind and pull off any hair or substances that are wrapped between the main unit and the side brush.

❸ Clean the side brush with water.

❹ Air dry the side brush before next use.

❺ Reinstall the side brush on the machine.

7.4 Clean the Sensors and Charging Pins

To maintain the best performance, clean the sensors, bumpers and charging contact pins regularly.

- Dust off the sensors and charging contact pins using a soft cloth.

7.5 Clean the Dirty Water Tank

❶ Remove the dirty water tank from the base station.

❷ Empty the dirty water tank.

❸ Rinse the dirty water tank thoroughly with running water.

7.6 Clean the Mopping Pads

❶ Detach the mopping pads from the robot.

❷ Carefully wash the mopping pads with water.

❸ Sun dry the mopping pads completely before next use.

❹ Attach the mopping pads back onto the robot.

7.7 Clean the Detachable Mopping Pads Cleaning Tray

❶ Remove the cleaning tray from the base station.

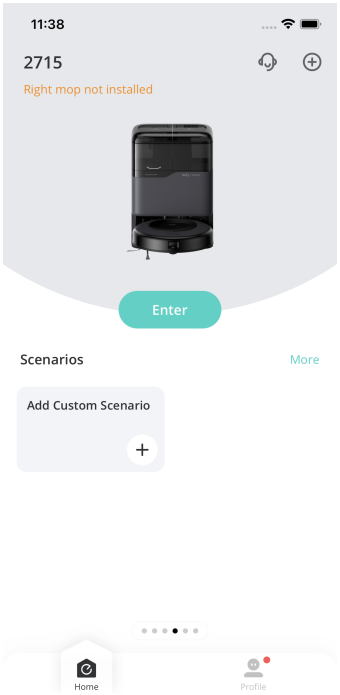
❷ Rinse the cleaning tray thoroughly with water.

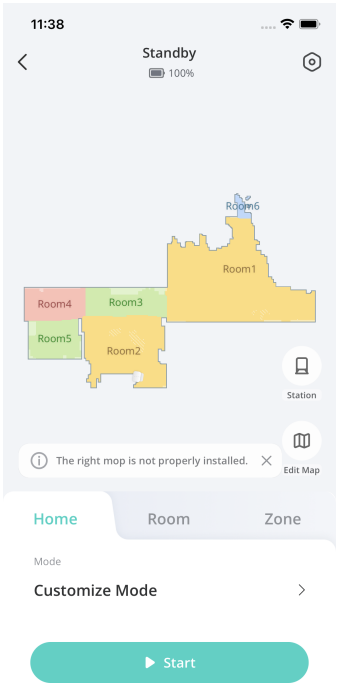
❸ place it back into the station.

8. Troubleshooting

Note: The UI images are for illustration purposes only. Actual display contents may vary based on the software version.

When an error occurs, please refer to the in-app instructions for solutions. If the problem persists, please contact support@eufy.com for help.





9. Specifications

	Power Consumption	Base Station: 20W (During Dust Collection: 650W) Main Unit: 40W
	Battery	3200mAH
	Input	US: 120V, EU: 230V
	Output	20V 0.65A
	Clean Water Tank Capacity	2.5L
	Dirty Water Tank Capacity	2.4L
	Dust Bag Capacity	3.1L

10. Customer Service

Contact Us:

support@eufy.com

www.eufy.com

(US/CA) +1 (800)994 3056
(UK) +44 (0) 1604 936 200
(DE) +49 (0) 69 9579 7960
(JP) +81 03 4455 7823

For video tutorials, FAQs, warranty policies, and more information, please visit: https://support.eufy.com/

Hereby, Anker Innovations Limited declares that this device is in compliance with The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023. For the Statement of Compliance, visit the website: https://www.eufy.com/uk/psti-related.

Network Configuration Instructions

Network Configuration Process:
By default, the device is configured via BLE using the mobile app. If BLE configuration fails, a button will appear to allow you to try an alternative configuration method (AP configuration).
1. BLE (Bluetooth Low Energy) Configuration:
Trigger Condition: Press the device's reset button to enable Bluetooth network configuration mode.
Status Description: When the device is not connected to a network, it will automatically start BLE broadcasting and activate BLE services to provide Bluetooth configuration capability.
2. AP (Access Point) Configuration:
Trigger Condition: Press the device's reset button to enter the AP configuration window period.
Window Period Definition: The window period lasts for 30 minutes after pressing the reset button. If 30 minutes pass, or if a network configuration request is initiated during this period, the window will end.
Behavior During the Window:
The device will broadcast an open (no password) and visible AP hotspot.
The hotspot name (SSID) and password will change after the window period ends.
The device will:
* Listen for network configuration requests on TCP port 9668.
* Broadcast via UDP port 9667 to support device discovery and connection.
* Use UDP port 68 to receive IP address configuration responses from the DHCP server.

3. Changes After the Configuration Window Ends:
AP Hotspot Changes: The AP hotspot's SSID and password will switch to new settings. Any devices connected to this AP will be forcibly disconnected.
Note:
During BLE and AP configuration, please ensure your network environment is stable and follow the device instructions to complete the setup. If you encounter any issues, you can press the reset button again to open a new configuration window.