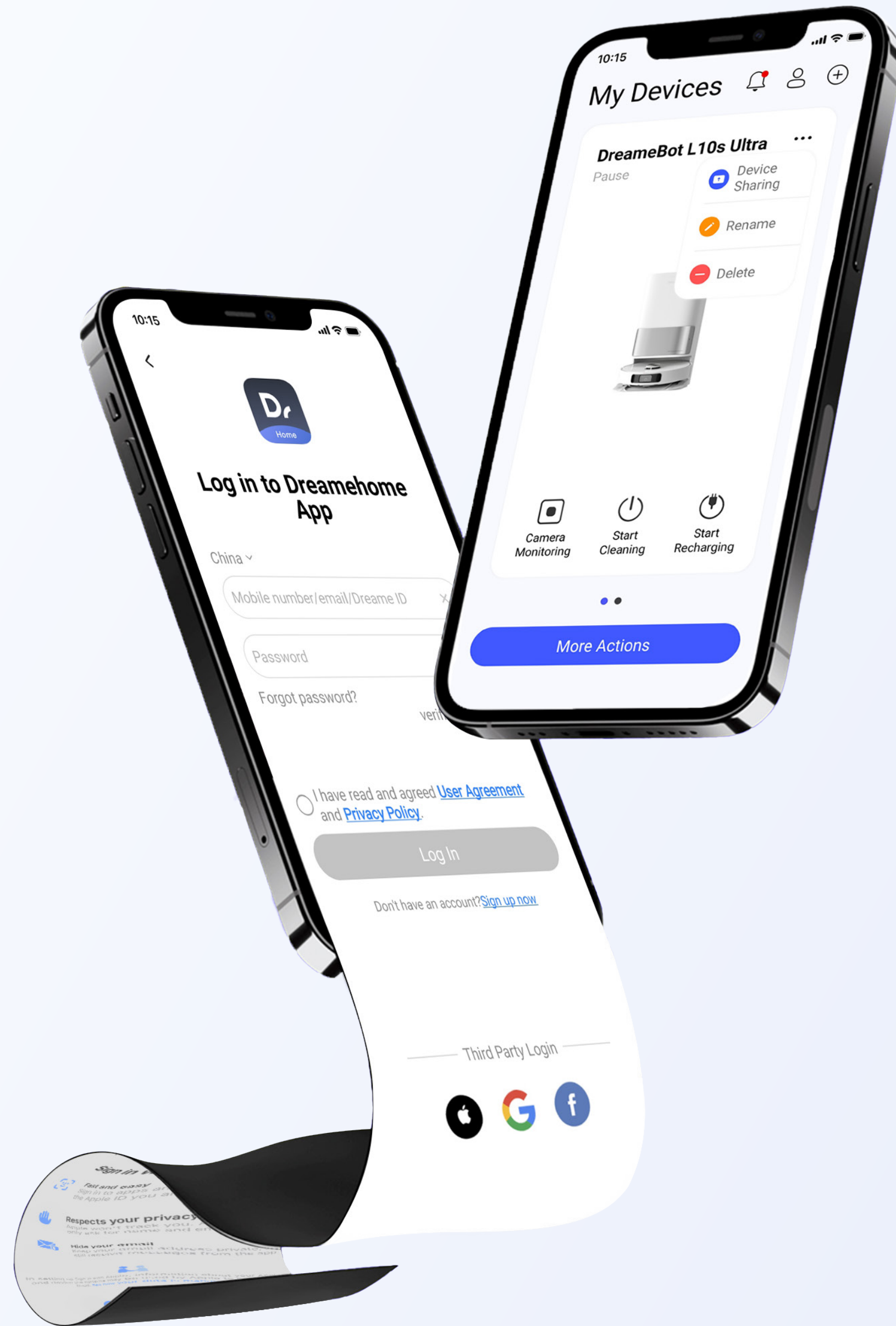
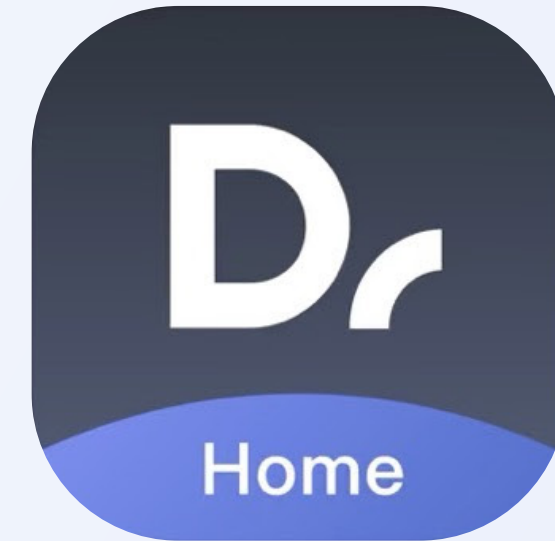


# Dreamehome App Guide

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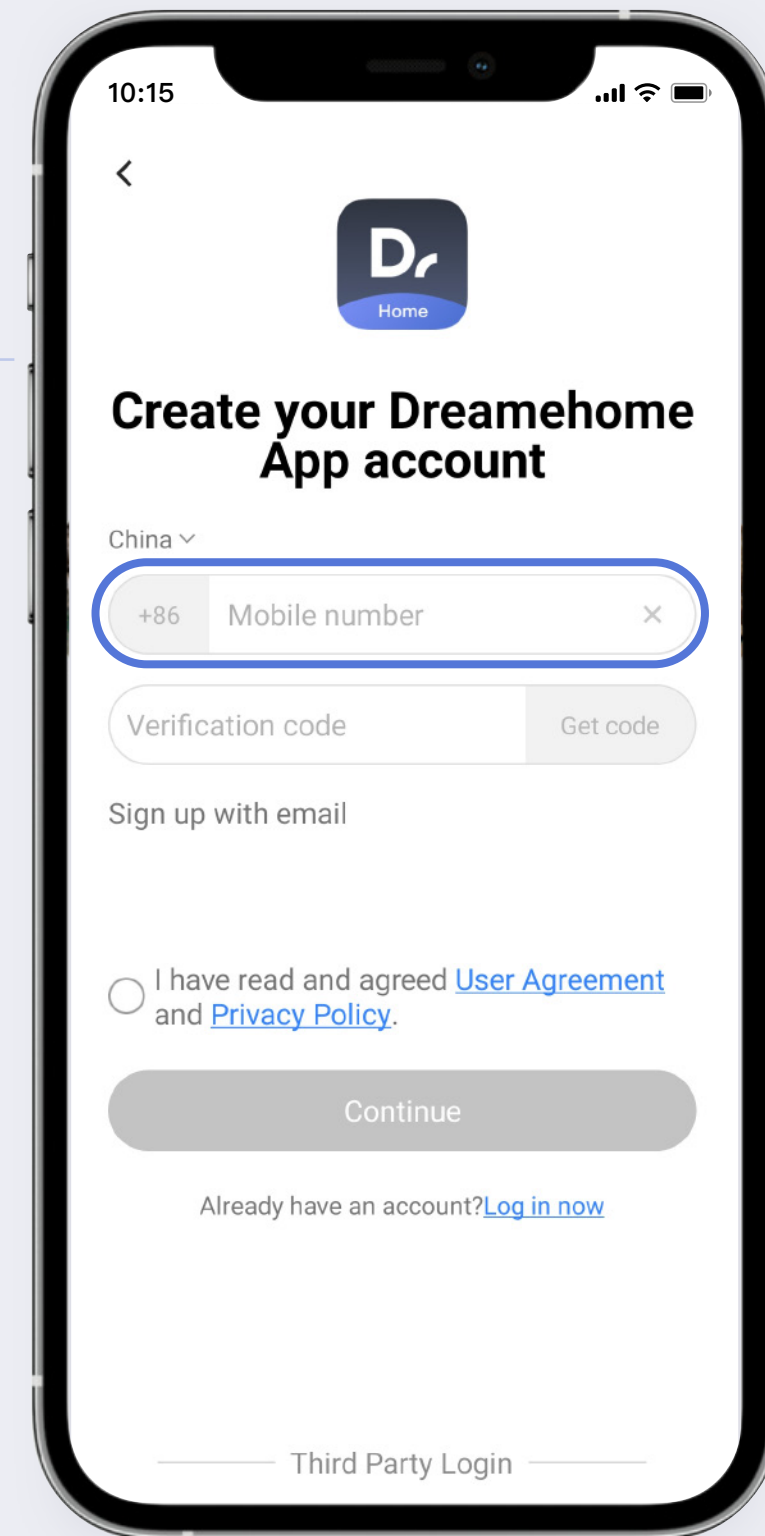
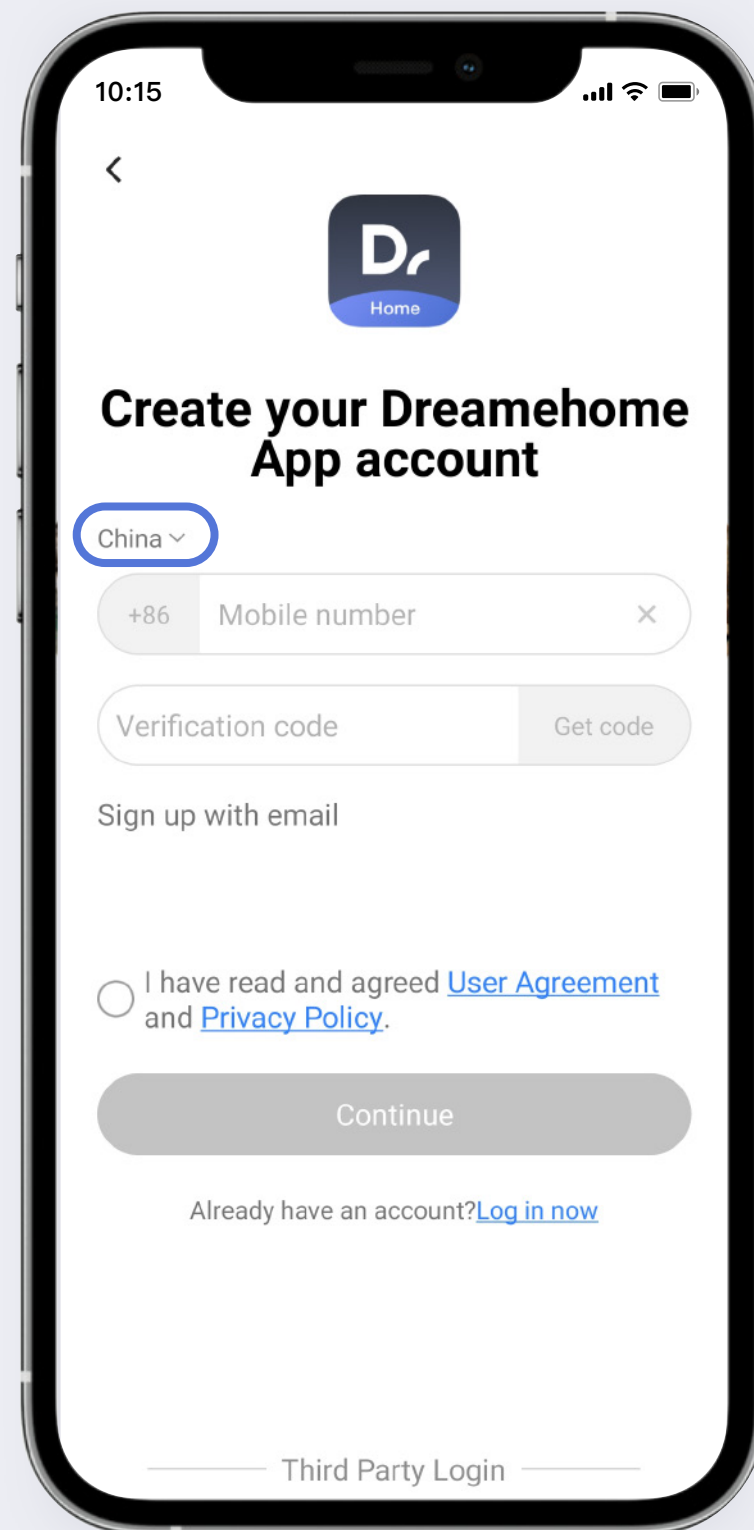


The Dreame Home app is a proprietary app created by Dreame Technology with the intention of linking Dreame gadgets for remote control and intelligent optimization. Dreame Technology is a leader in the research and development of smart home appliances, with the goal of making healthy, high-tech lifestyles more accessible to people all over the world. Dreame Technology created the Dreamehome app with the intention of integrating high-tech products and devices into people's daily lives.

## Method 1: Sign in with a mobile number.

1

Sign in with a mobile number.

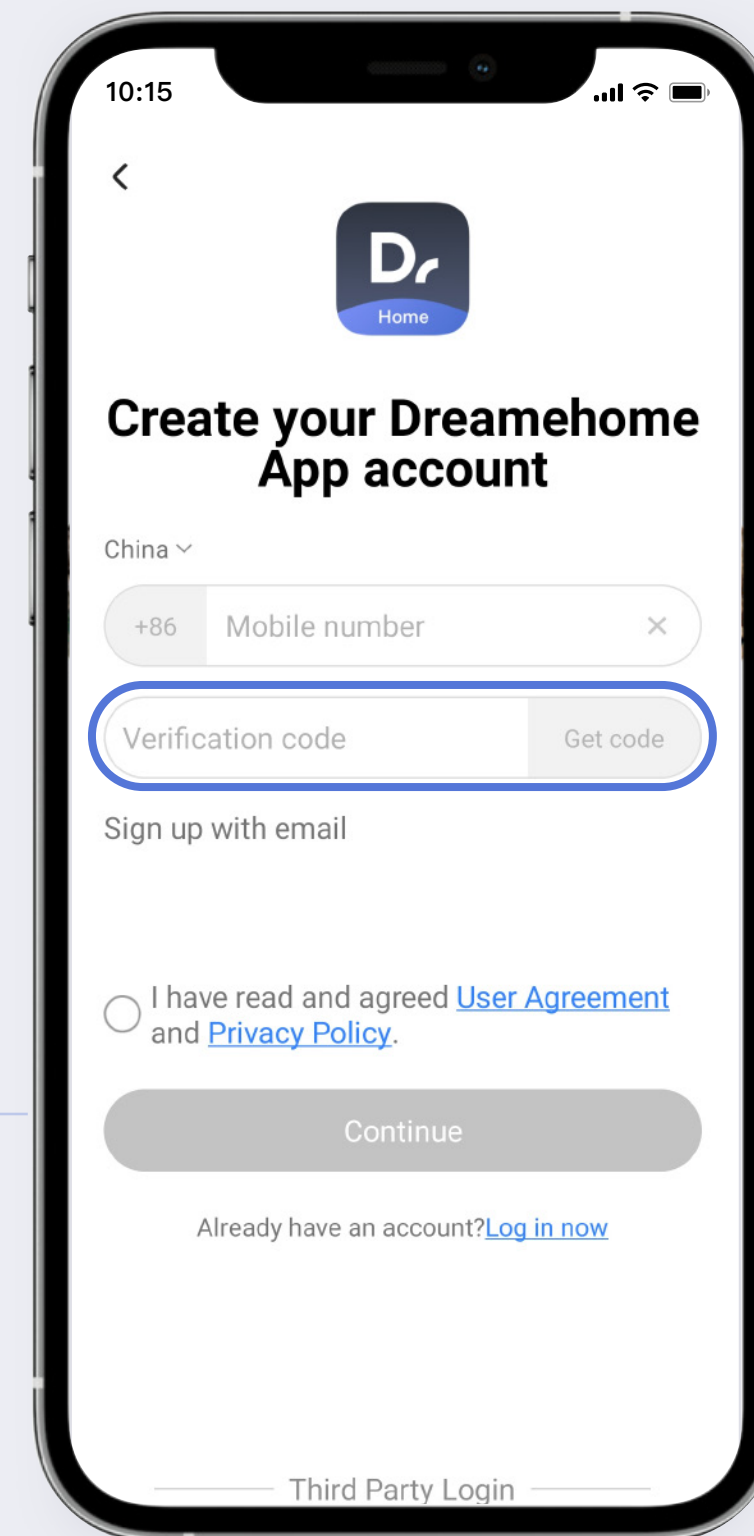


2

Enter a mobile number that you would like to use to log in to the app.

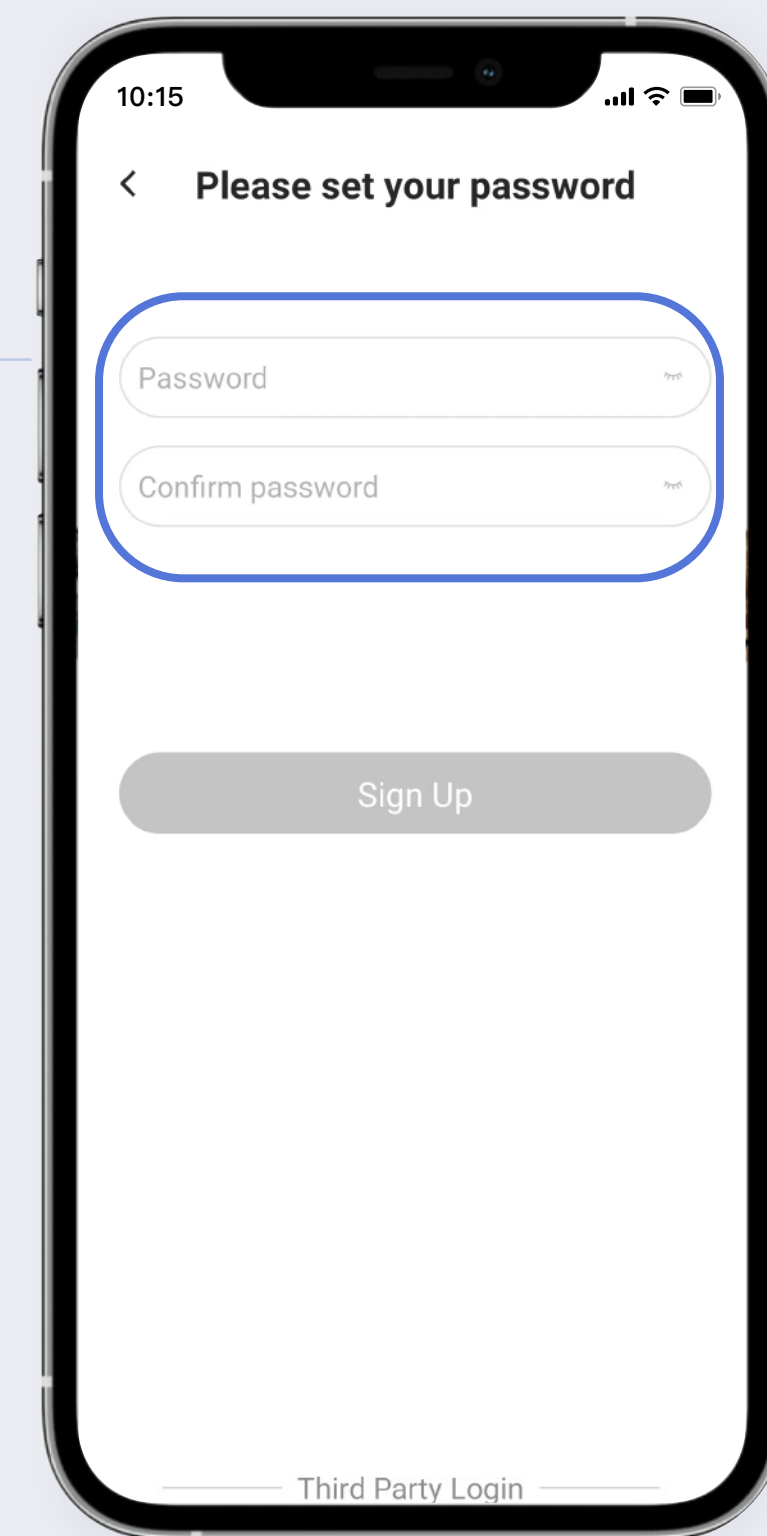
3

Enter the verification code from the text that you receive from Dreame.



4

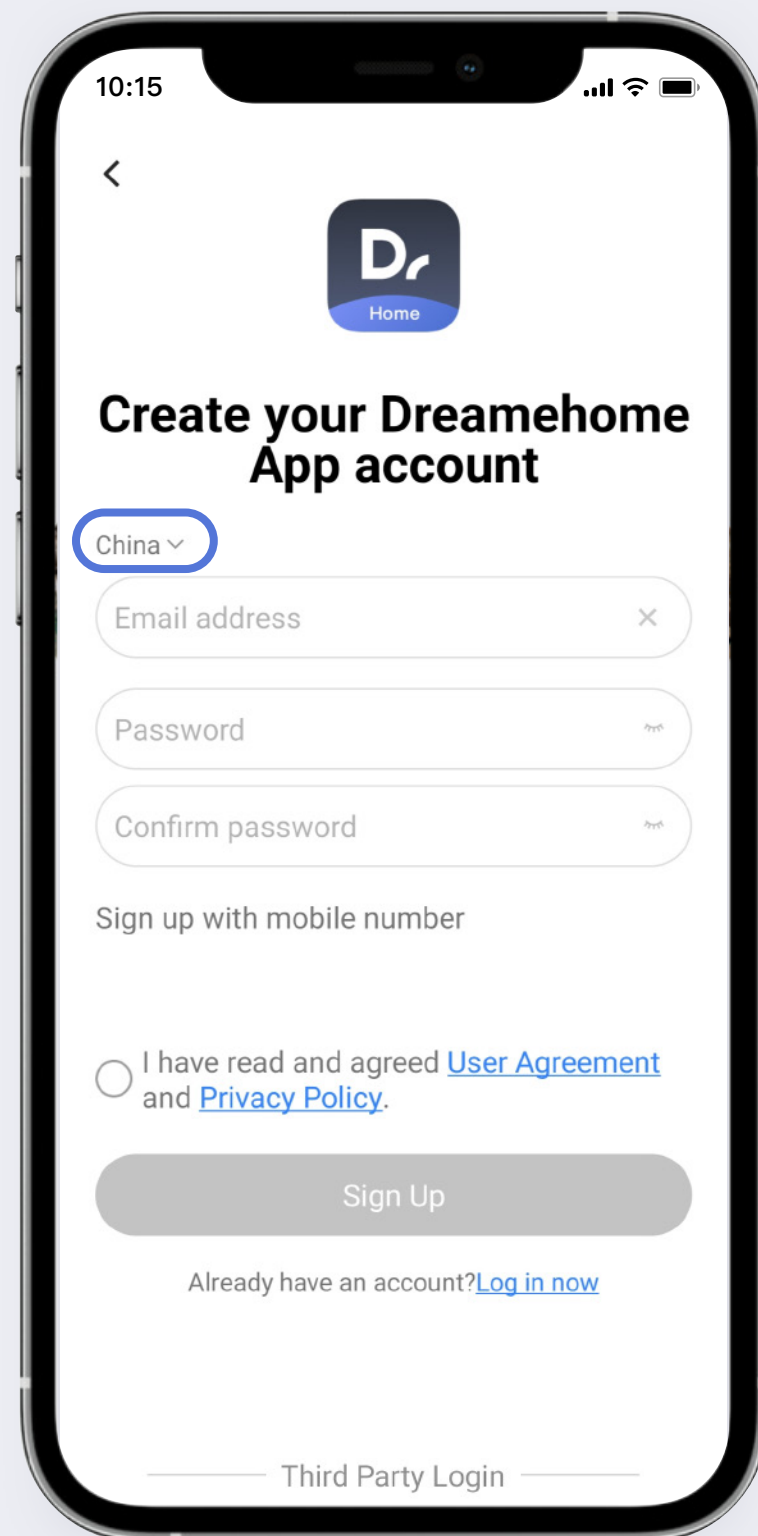
Set a password for your account.



## Method 2: Sign up with email.

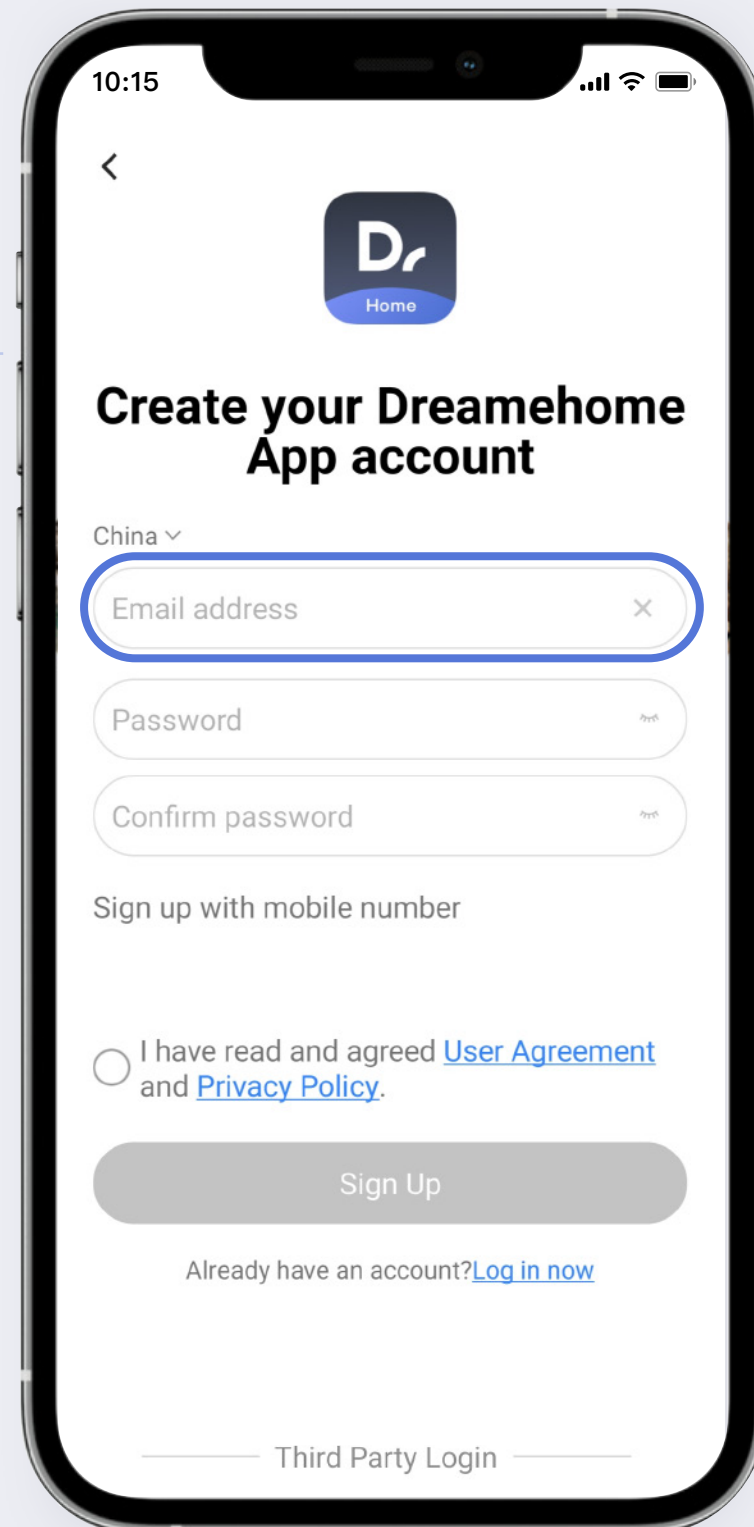
1

Select your country.



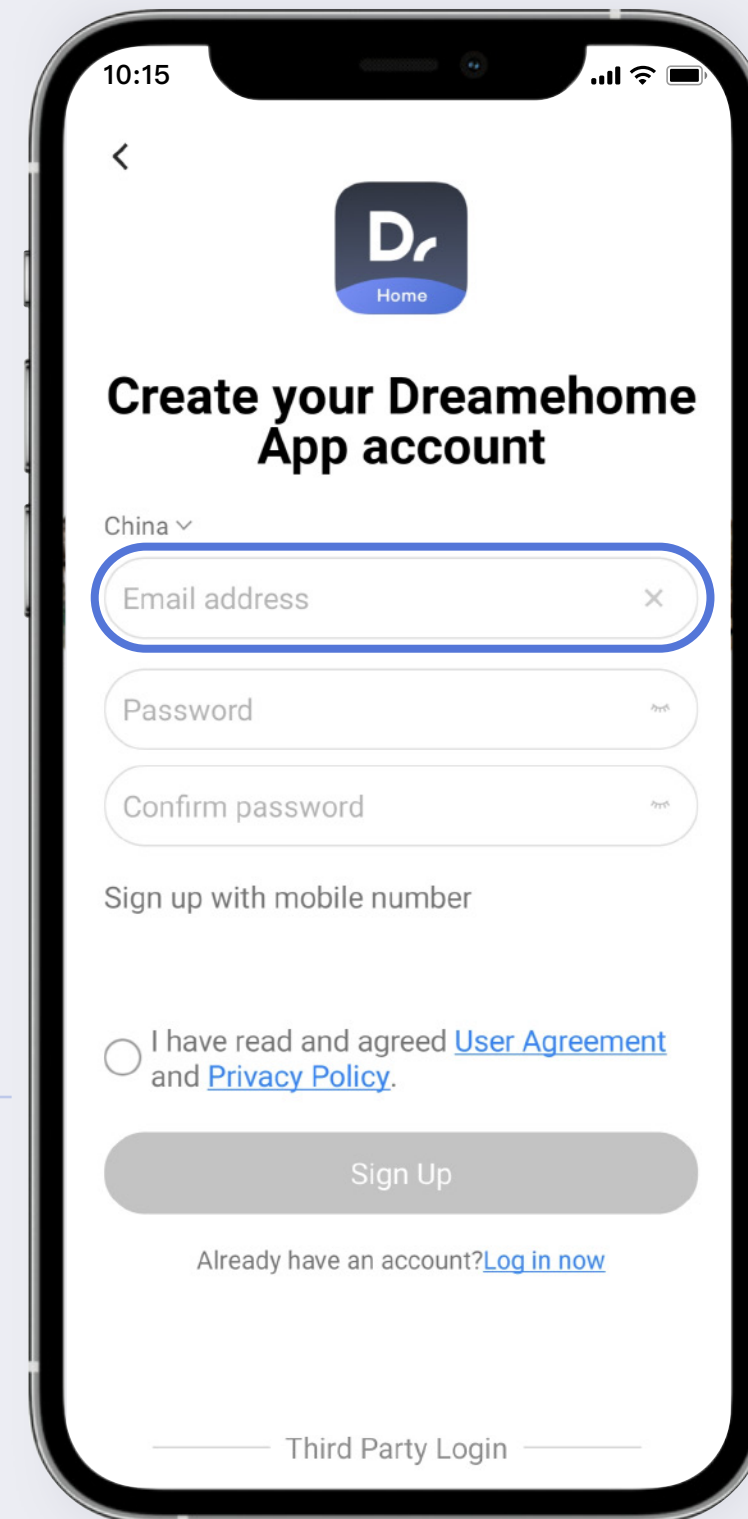
2

Enter an email address that you would like to use to log in to the app.



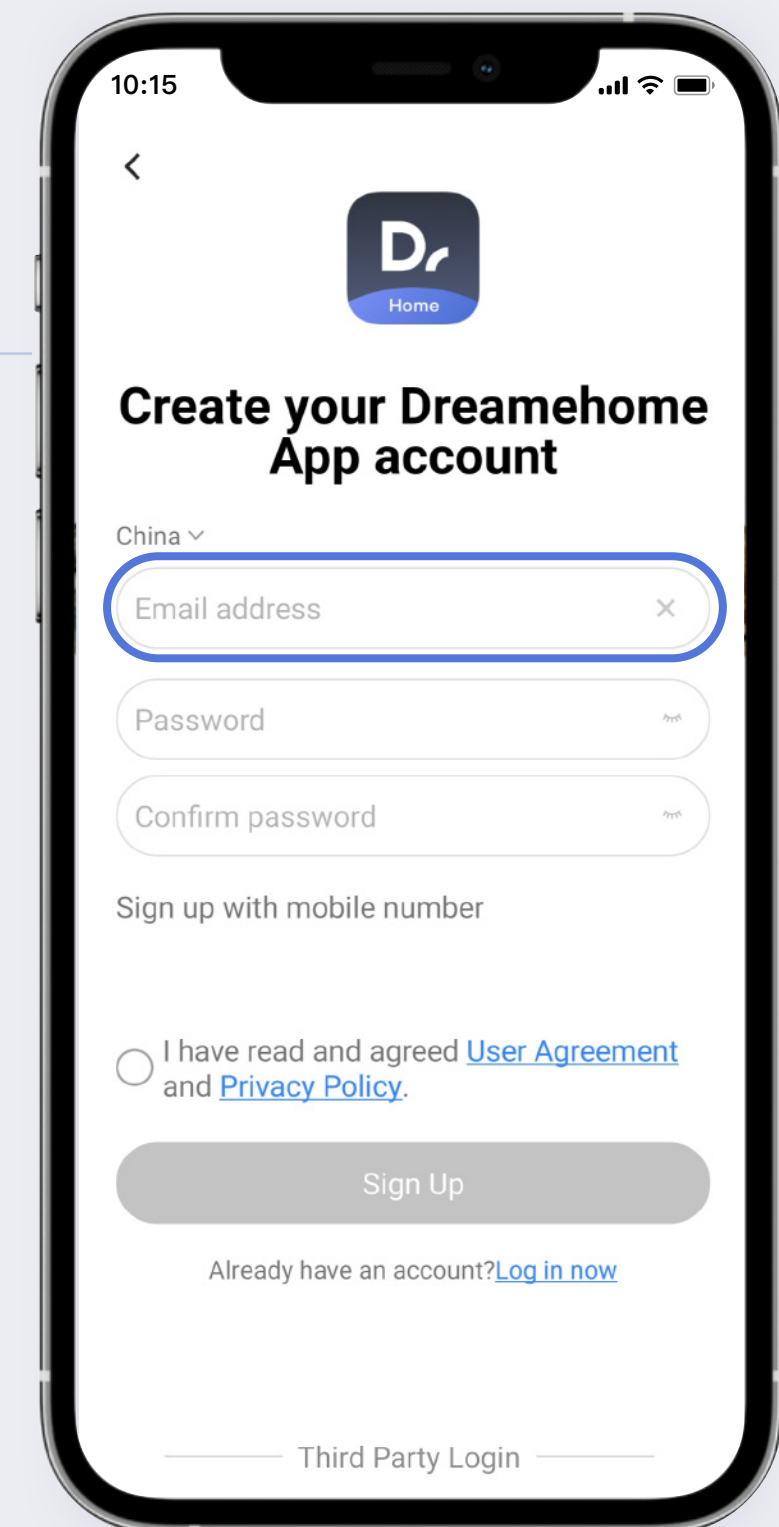
3

Enter a password. The password will be the one you use to log in.

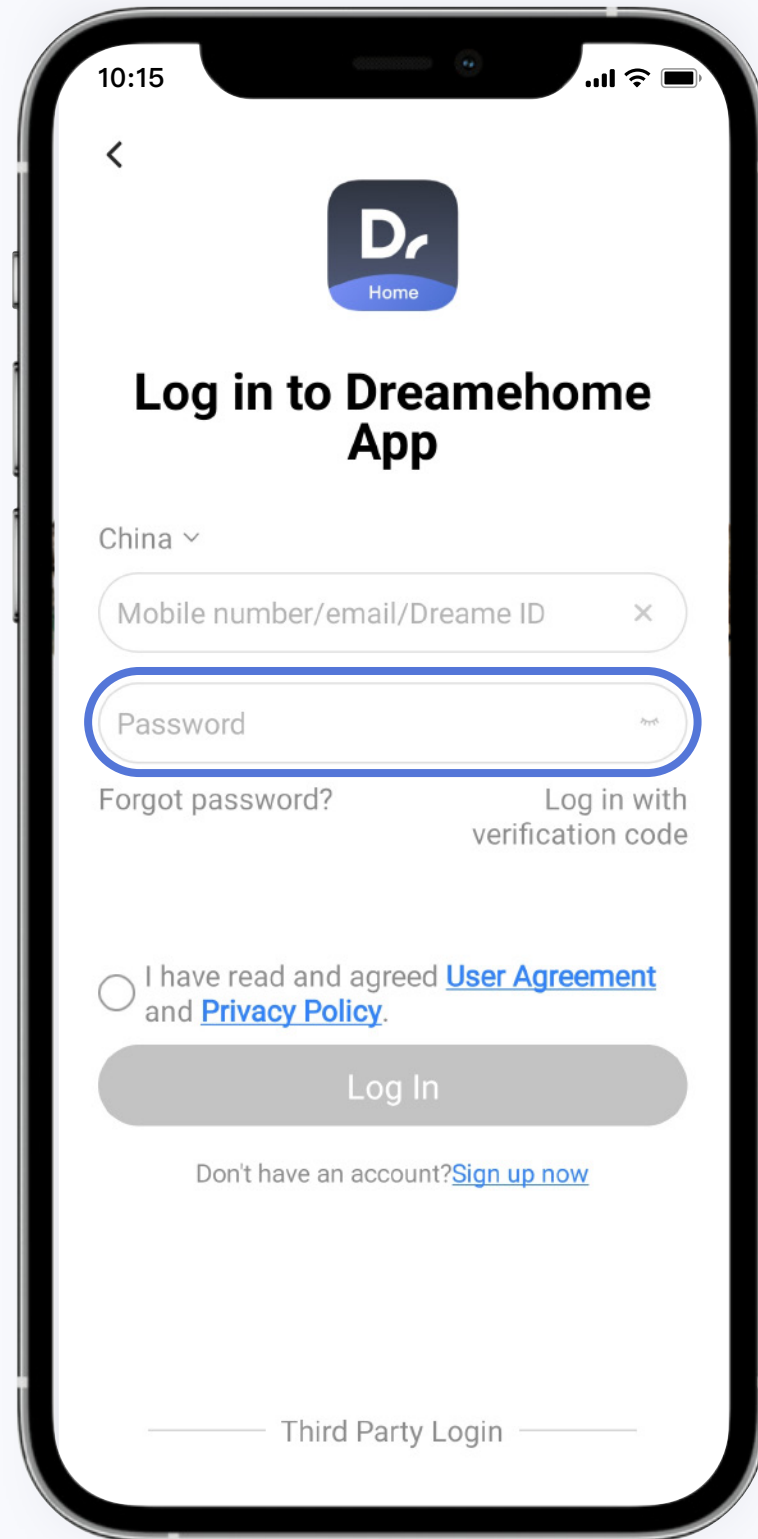


4

Confirm the password by retyping it exactly as you did in the previous step.

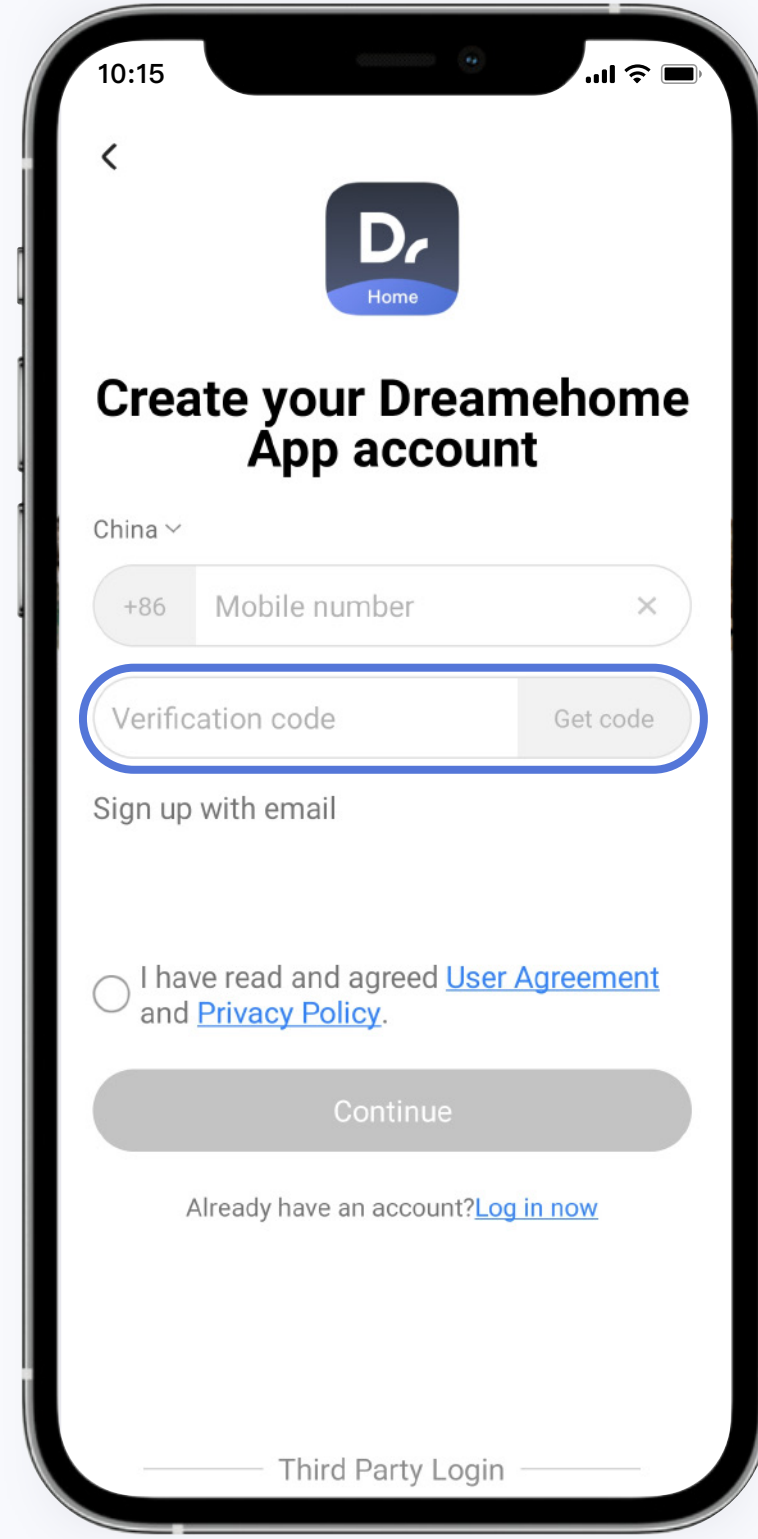


## Method 1



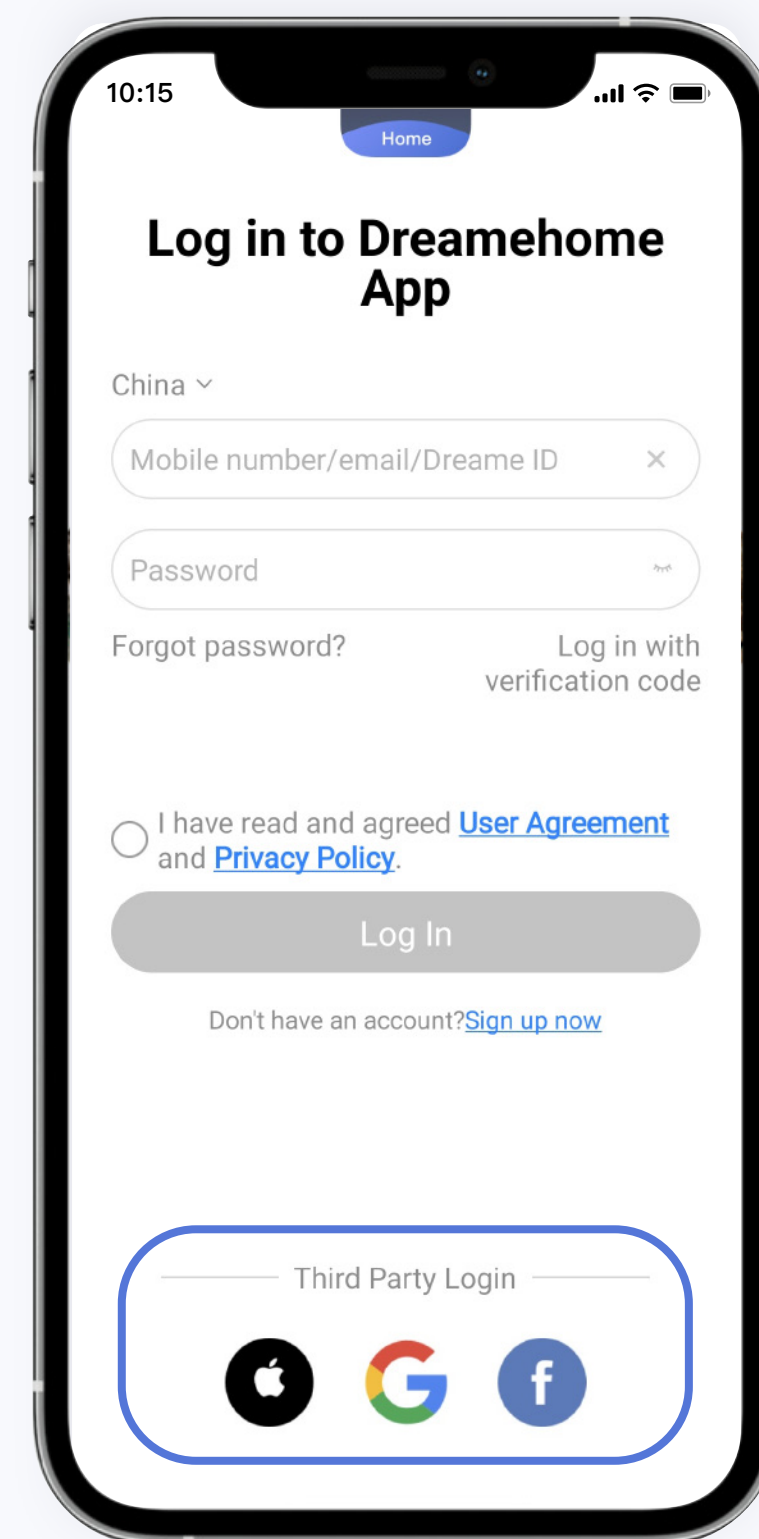
Use your registered mobile number, email address, or Dreame ID to log in.

## Method 2






Log in with verification code. Press the "Get code" button, then enter the code from a text sent to the login mobile number.

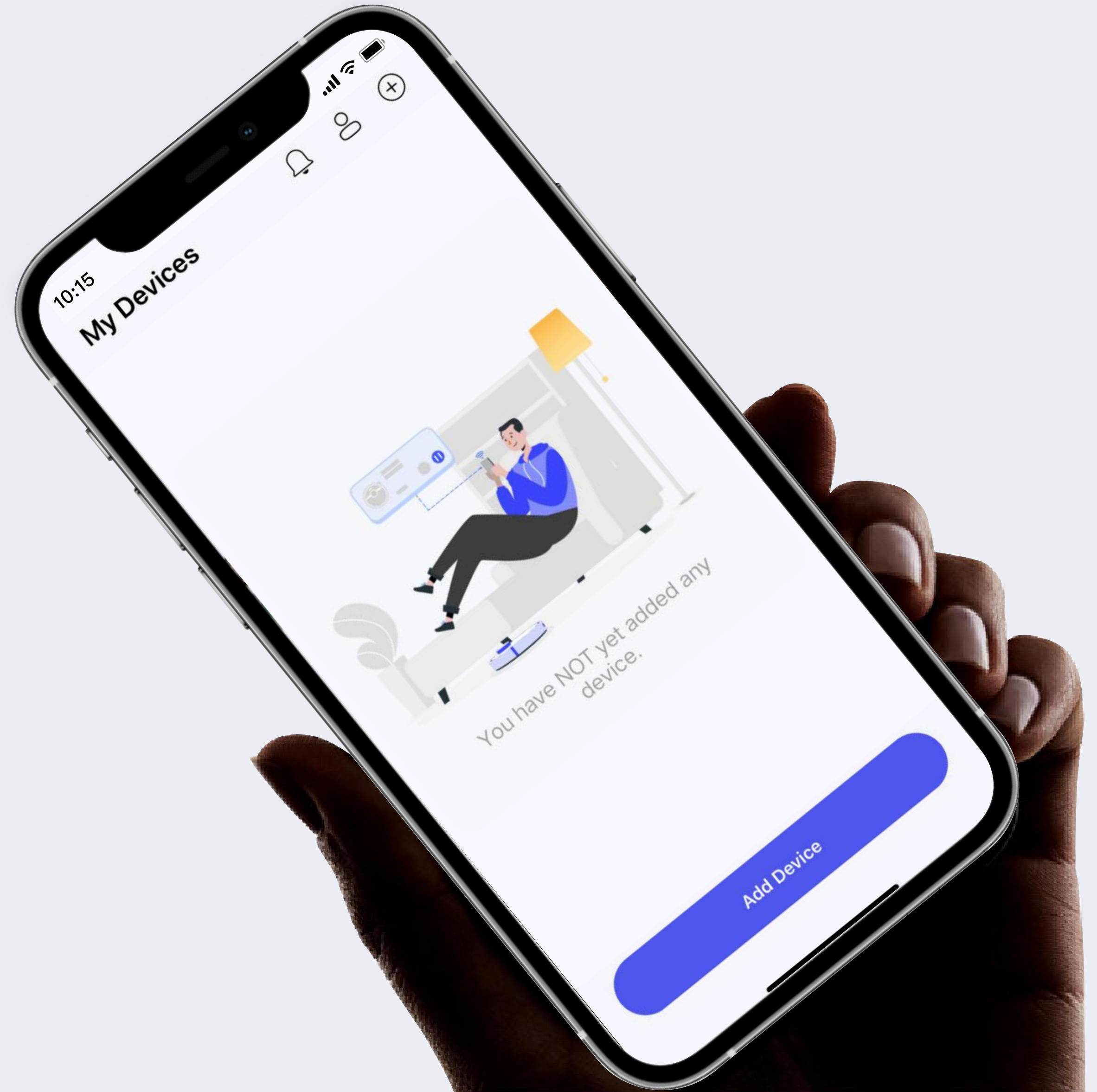
## Method 3



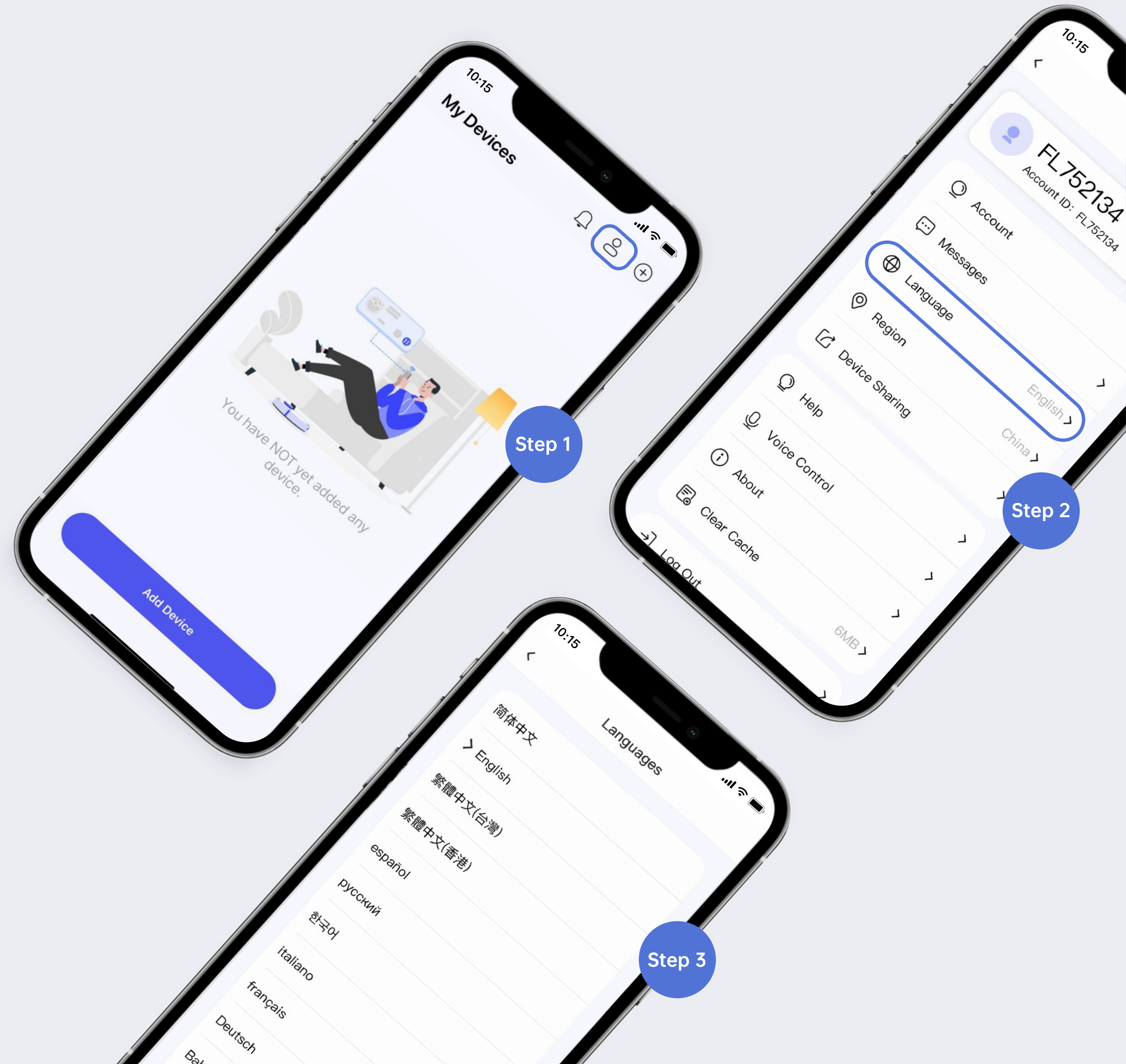
Third Party login.



-  Messages
-  My Profile and Settings
-  Add Device

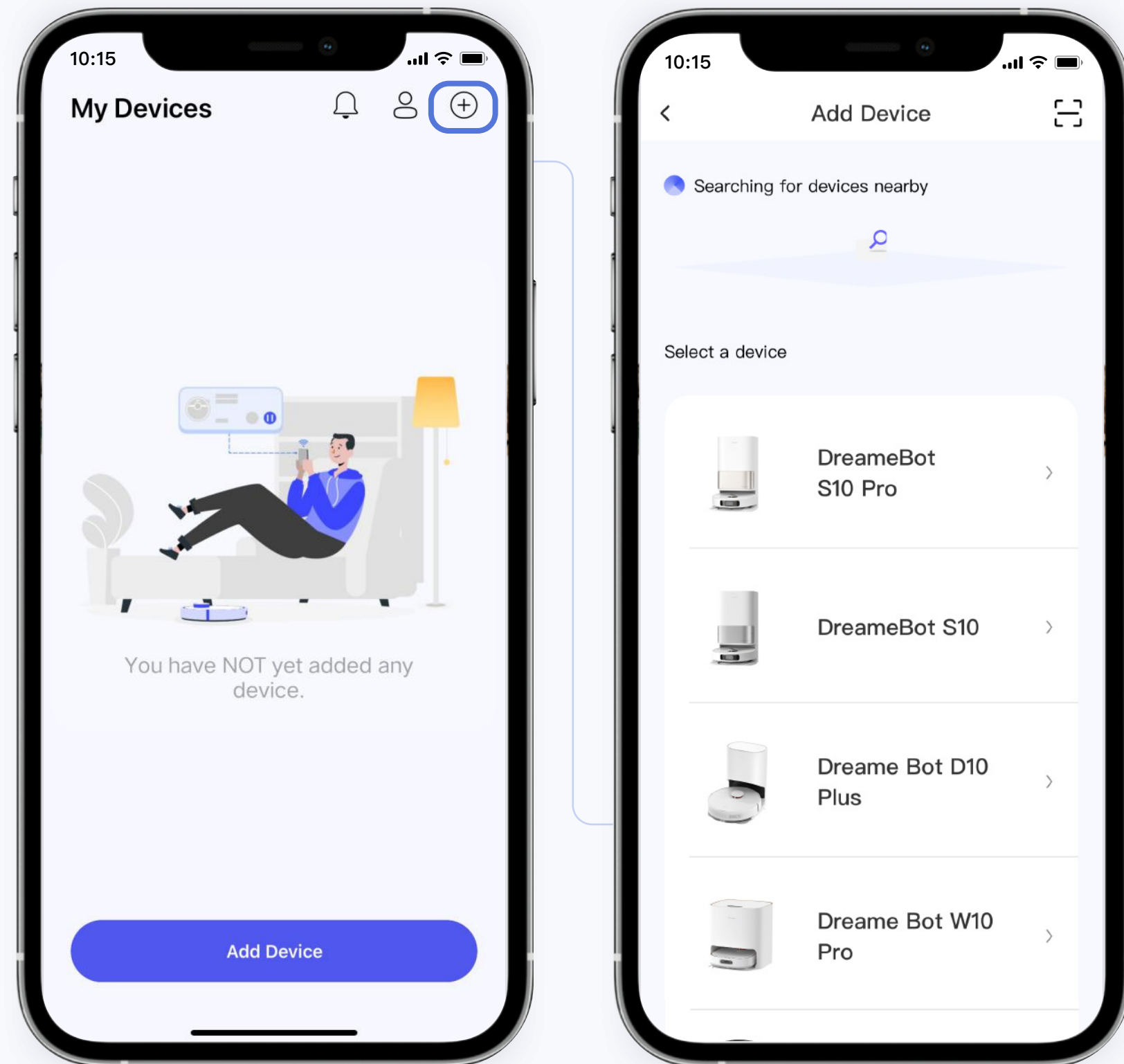


Tap " Me" to open the settings menu, tap the " Languages" Language option (third from the top), then select your language from the list.



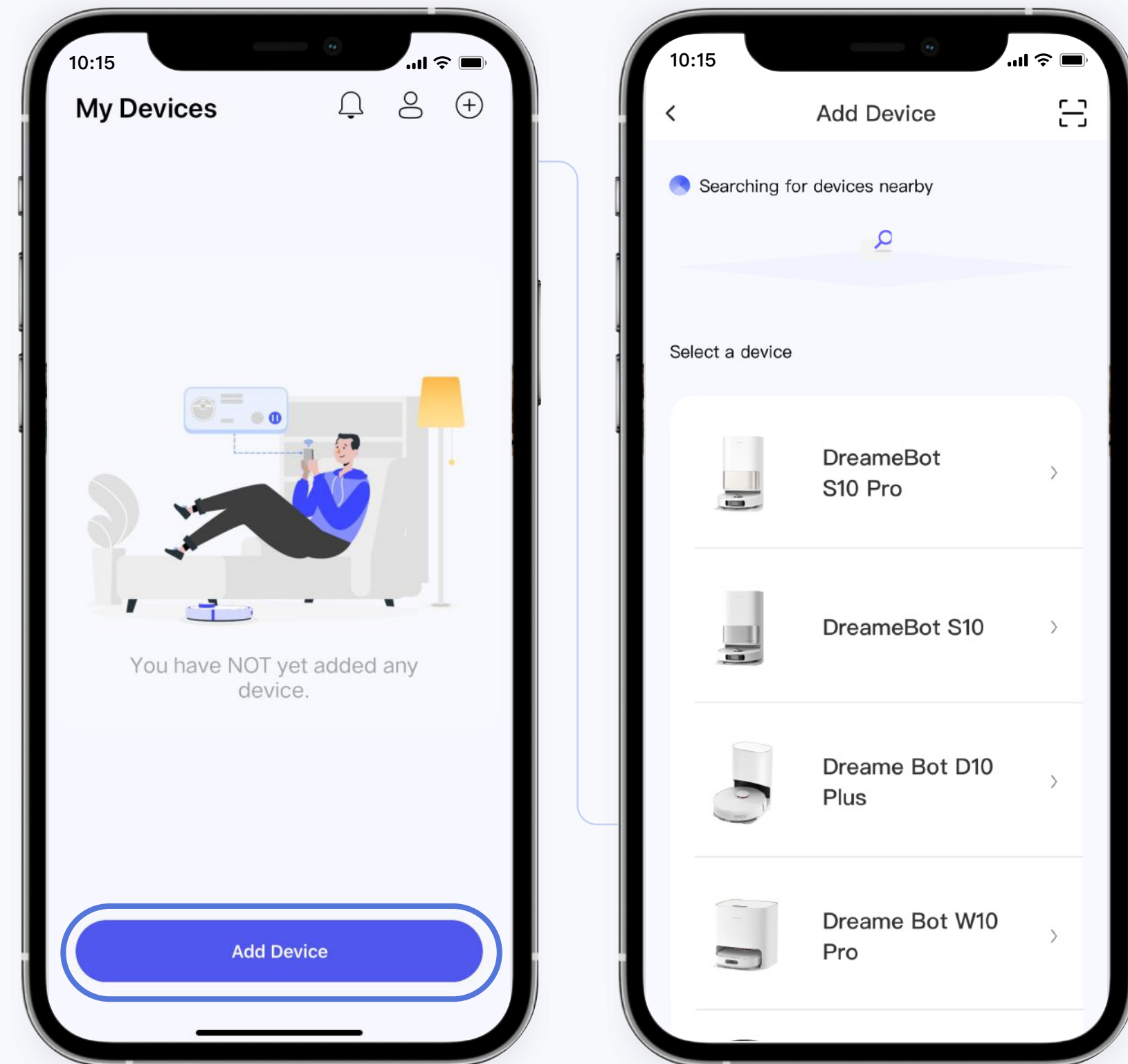


## Method 1



Tap "⊕ Add Device" then open the search page and search for the target device.

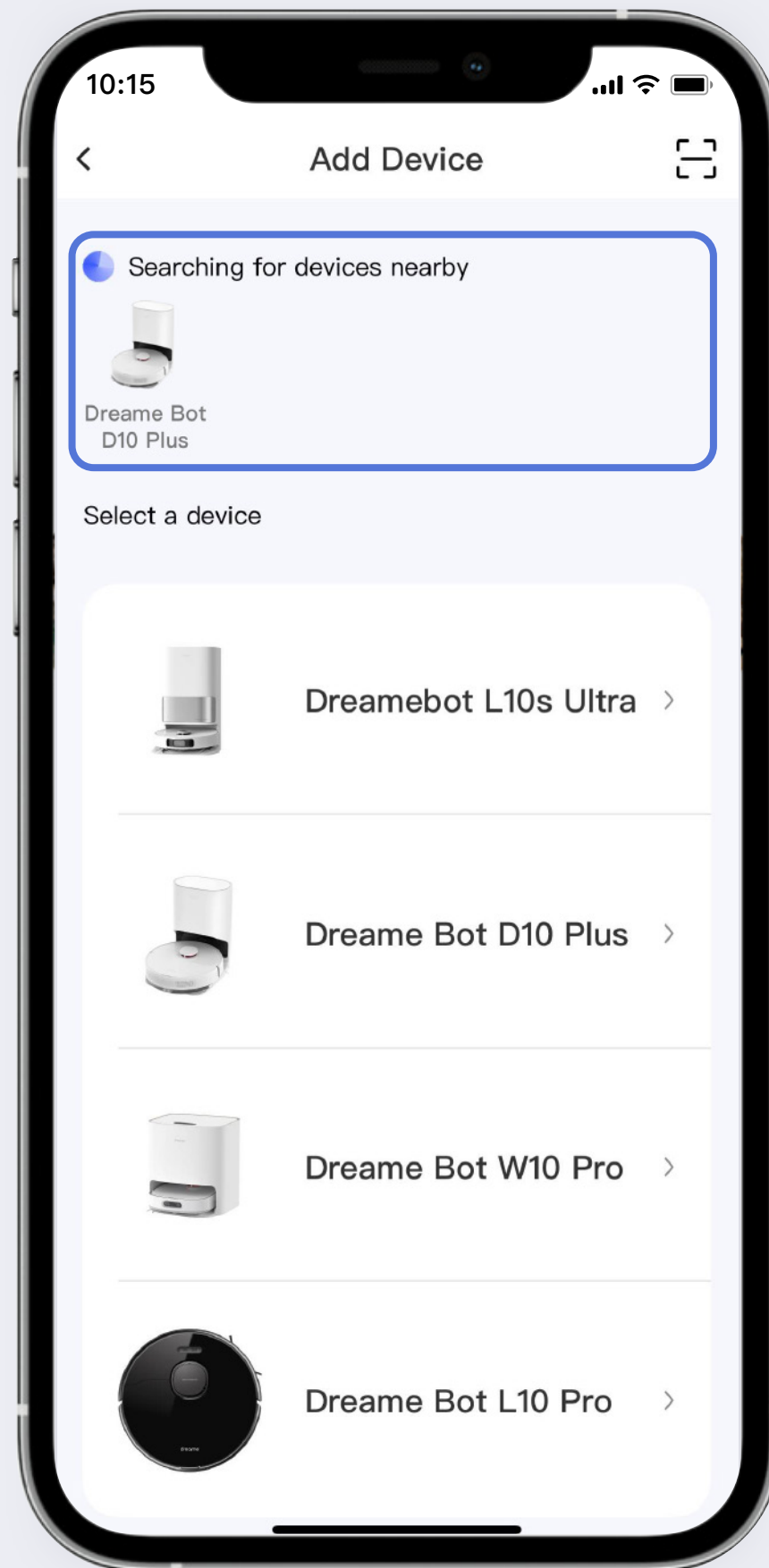
## Method 2



Tap the "Add Device" button on the front page.

**1** Turn on Bluetooth on your phone.

**2** Turn on Wi-Fi on your phone.  
Your device will show up on the list of available devices.

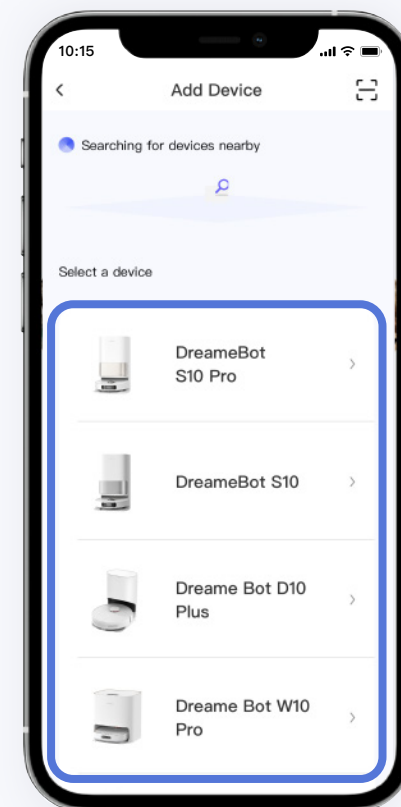


Note

If your device does not show up on the screen, try the following methods.

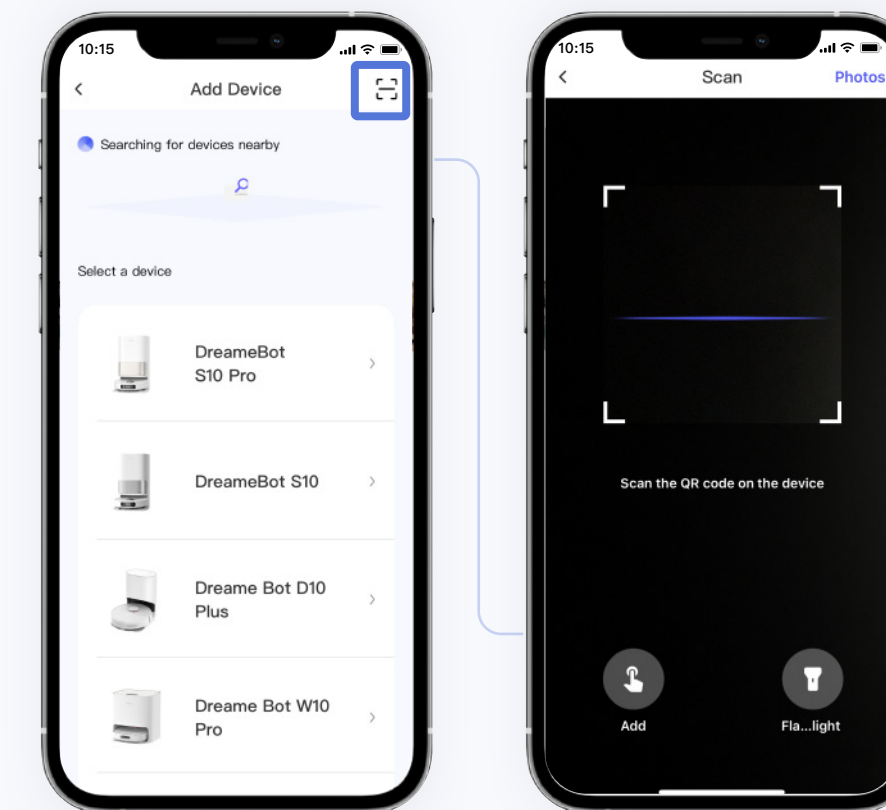
### Method 1

Search for your device and select it from the list.



### Method 2

For certain devices, you can scan the QR code which is usually located on the device. (D10s, D10s Pro, and D10s Plus are the initial products that support QR code scanning.)



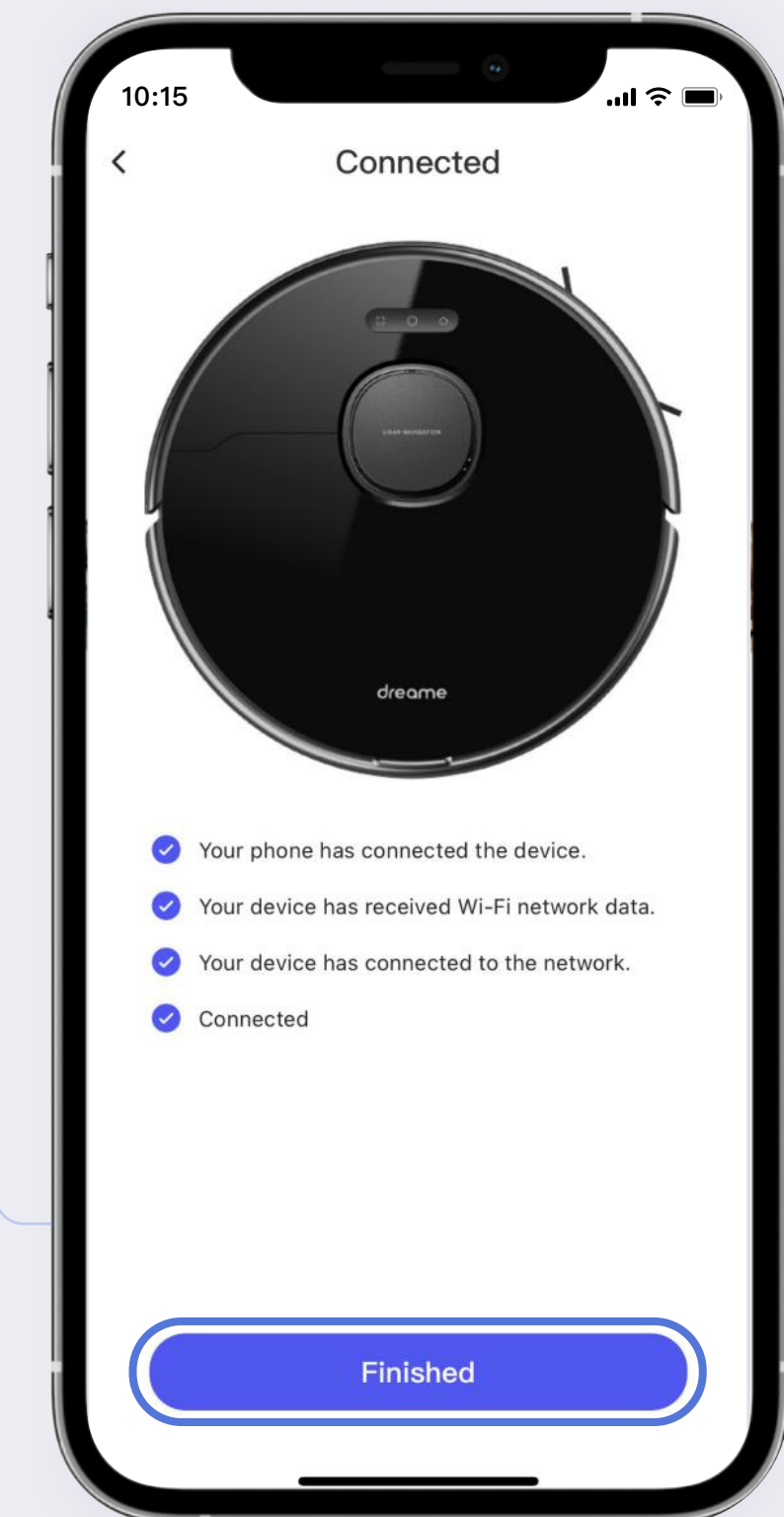
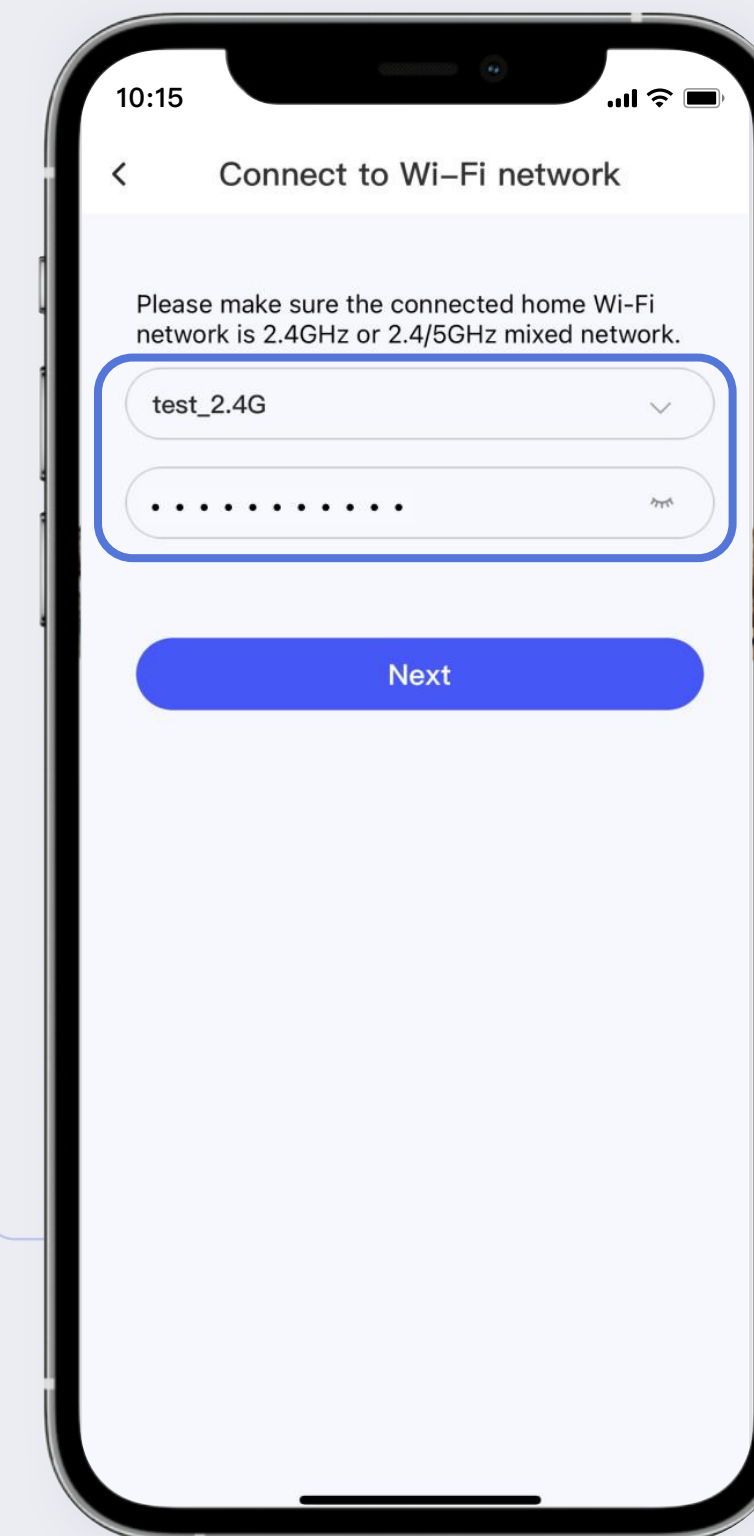
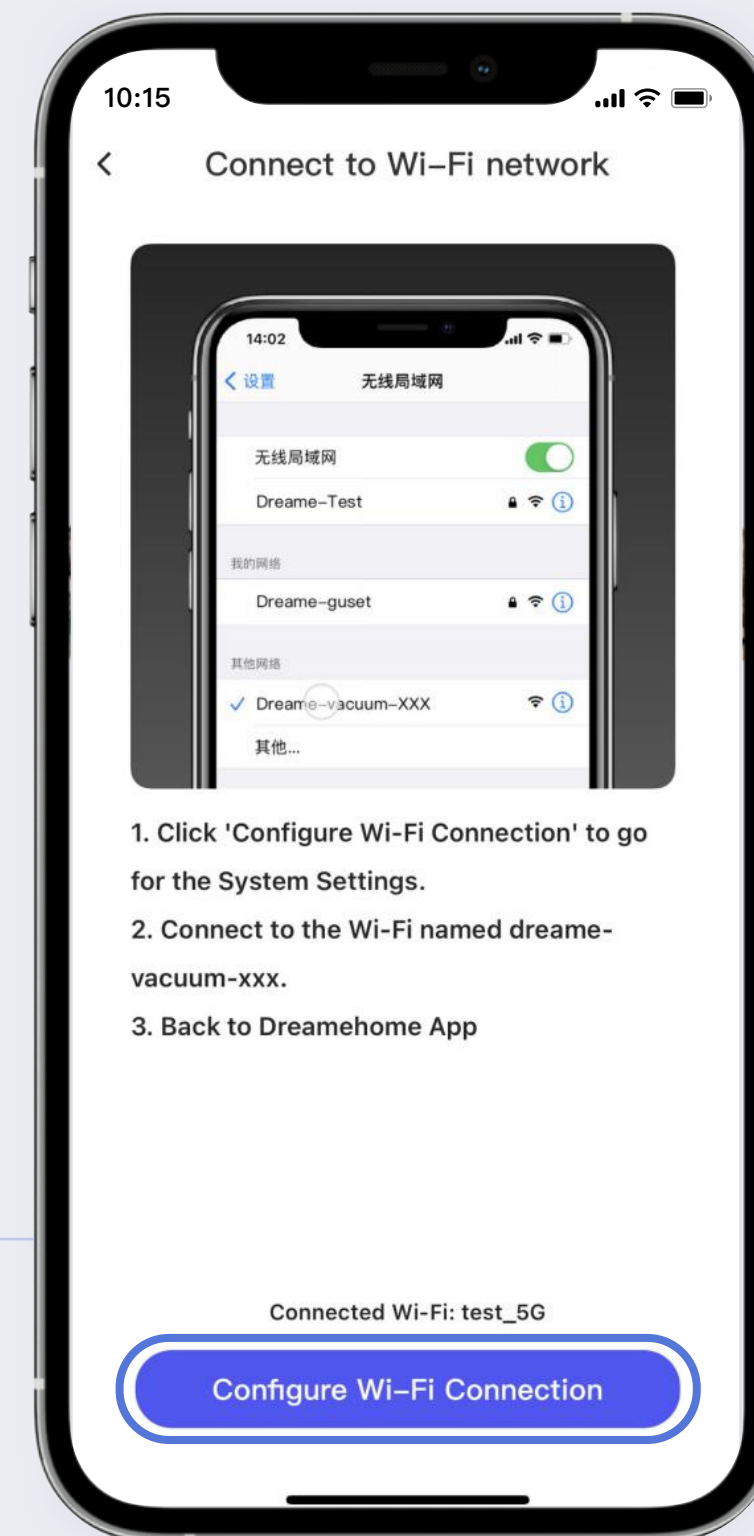
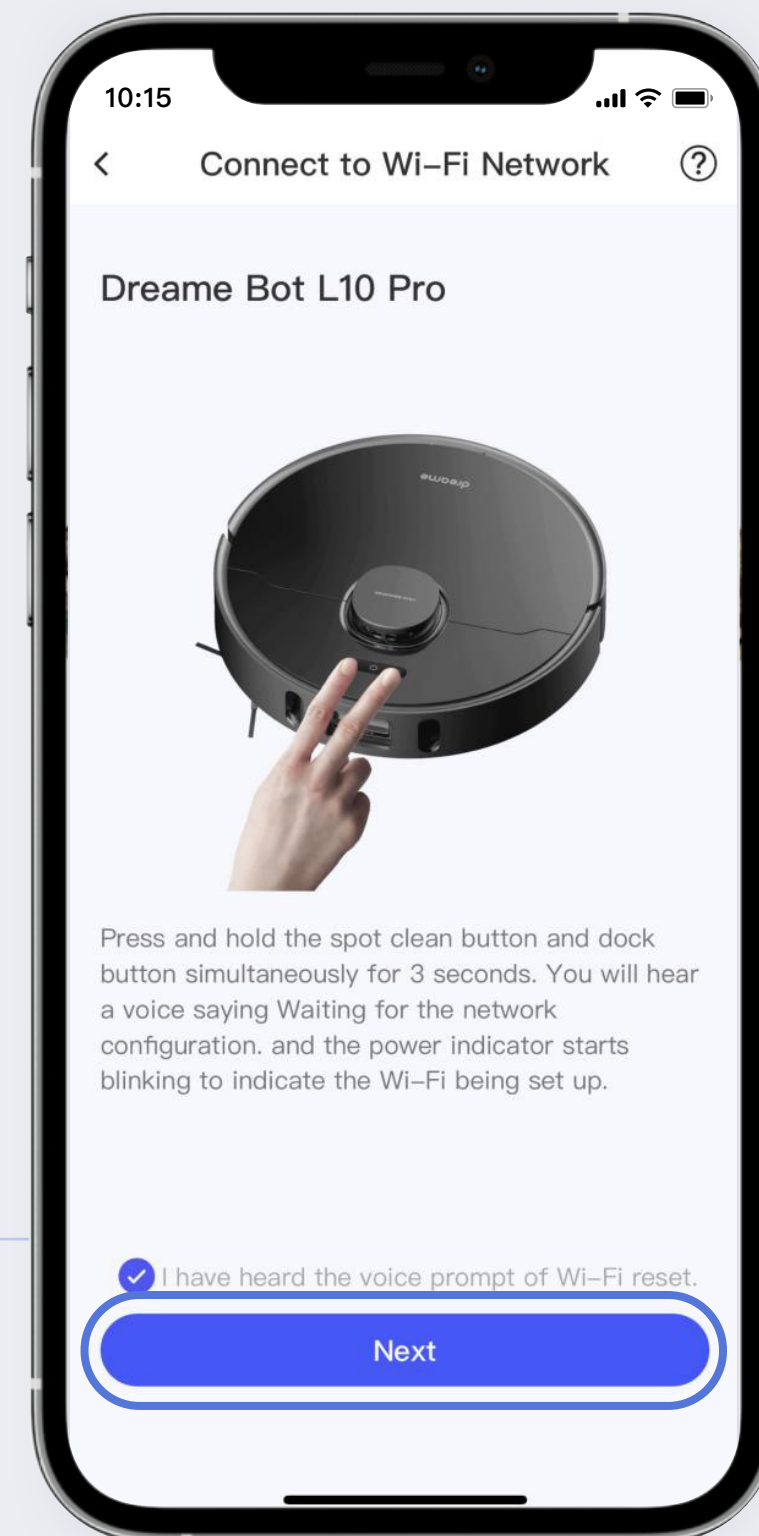
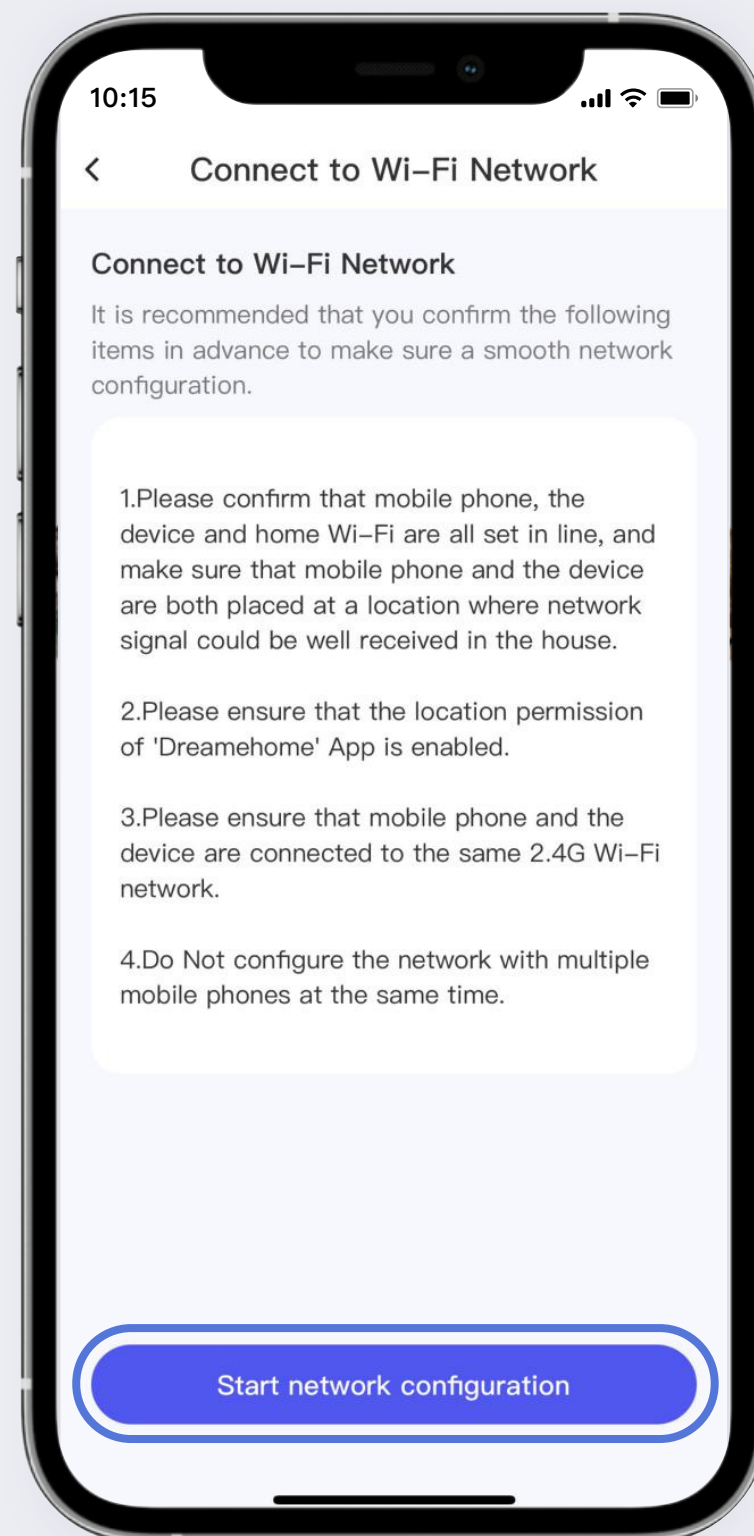
**3** Start network configuration. Press the button "Start network configuration" in the app.

**4** Press the two buttons indicated in the app and hold them for 3 seconds until you hear the "Waiting for network configuration" voice prompt.

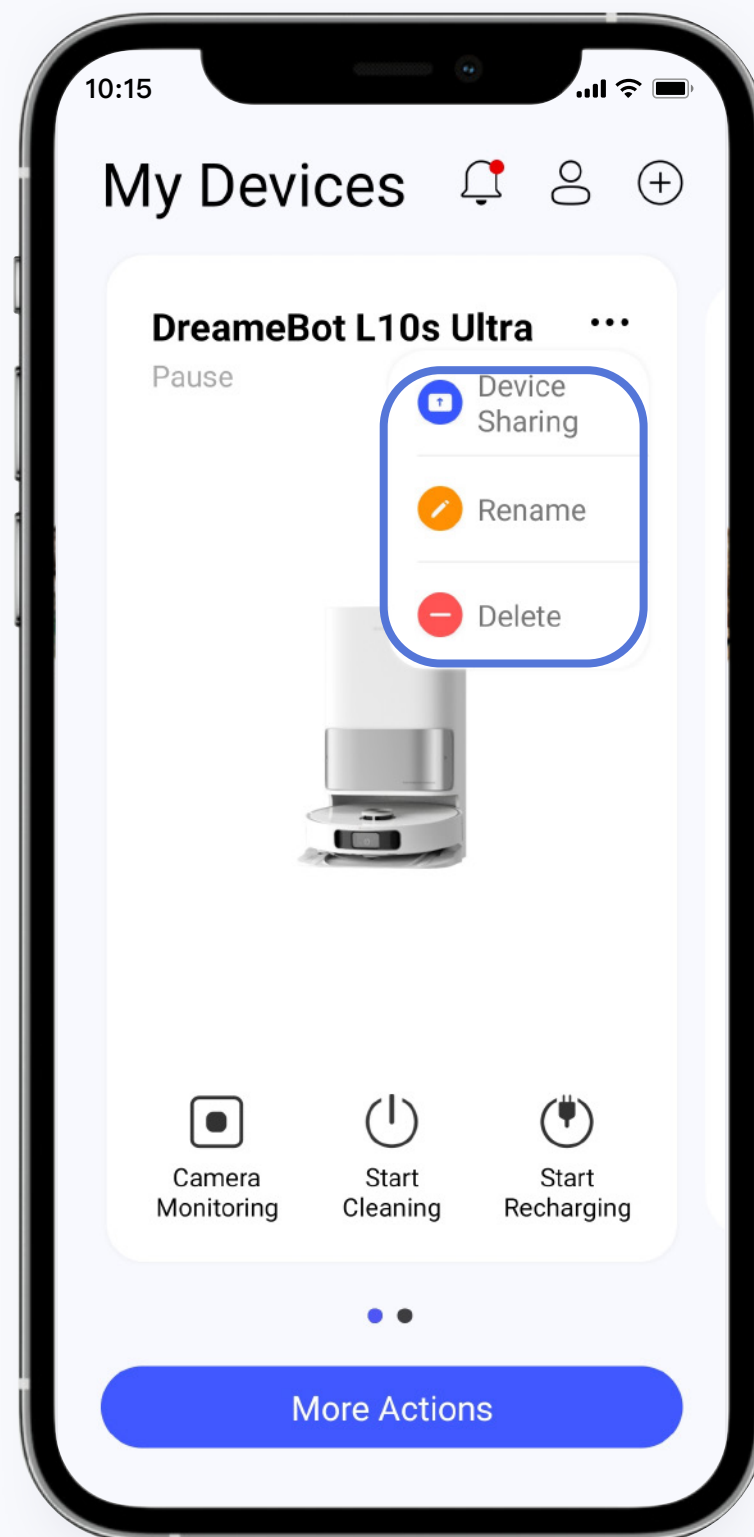
**5** Note: Make sure your device and phone are both connected to the same 2.4GHz network.

**6** Enter the Wi-Fi details on your phone settings and connect the device to the same network as your phone.

**7** The connection process should begin automatically.



Device Page — Open the menu for "Device Sharing", "Rename", and "Delete".



Press the "Start Cleaning" button to have the device begin working.



Press the "Start Recharging" button to recharge the device.



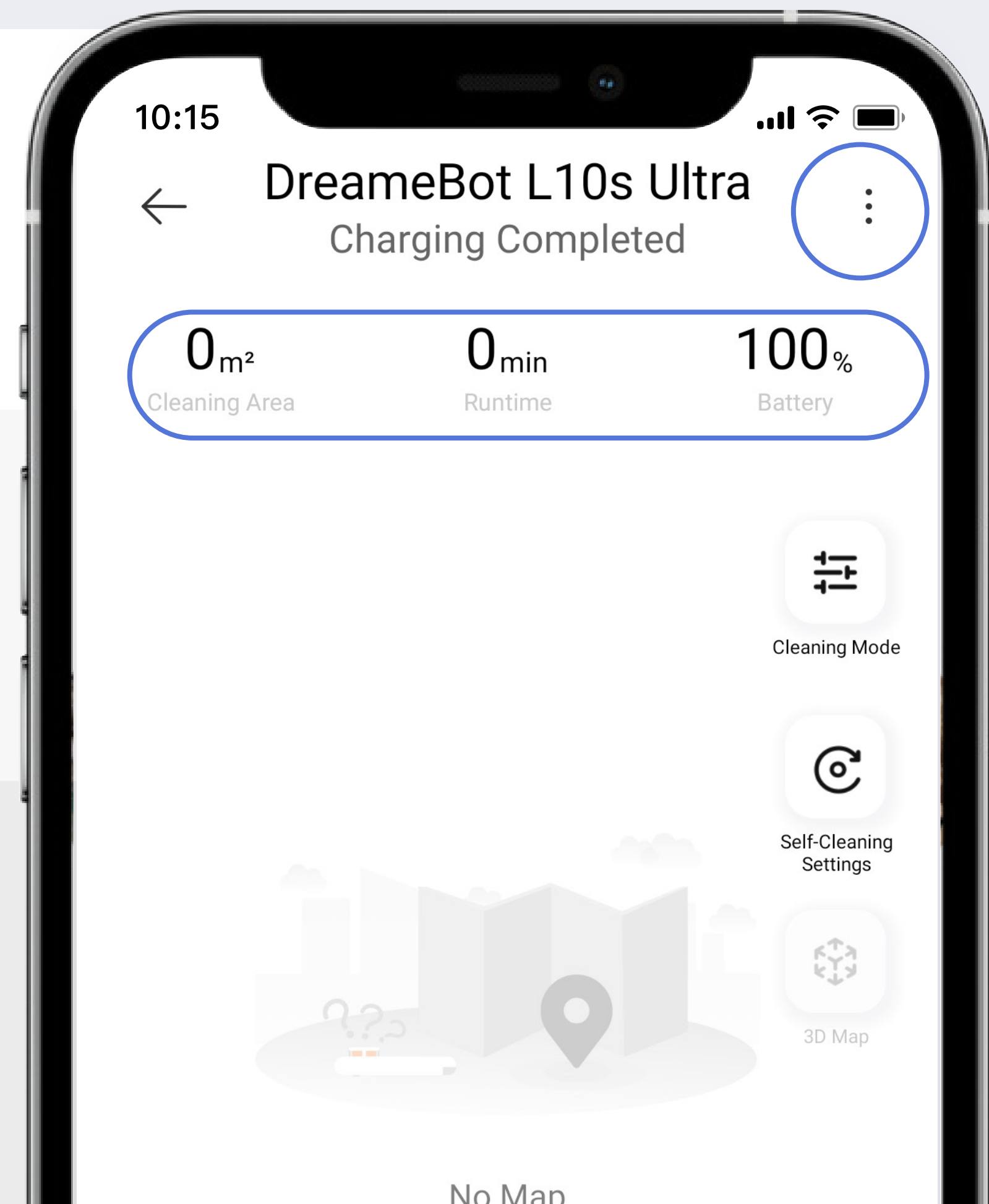
## Once the page shows your device, you can customize your device's cleaning settings.

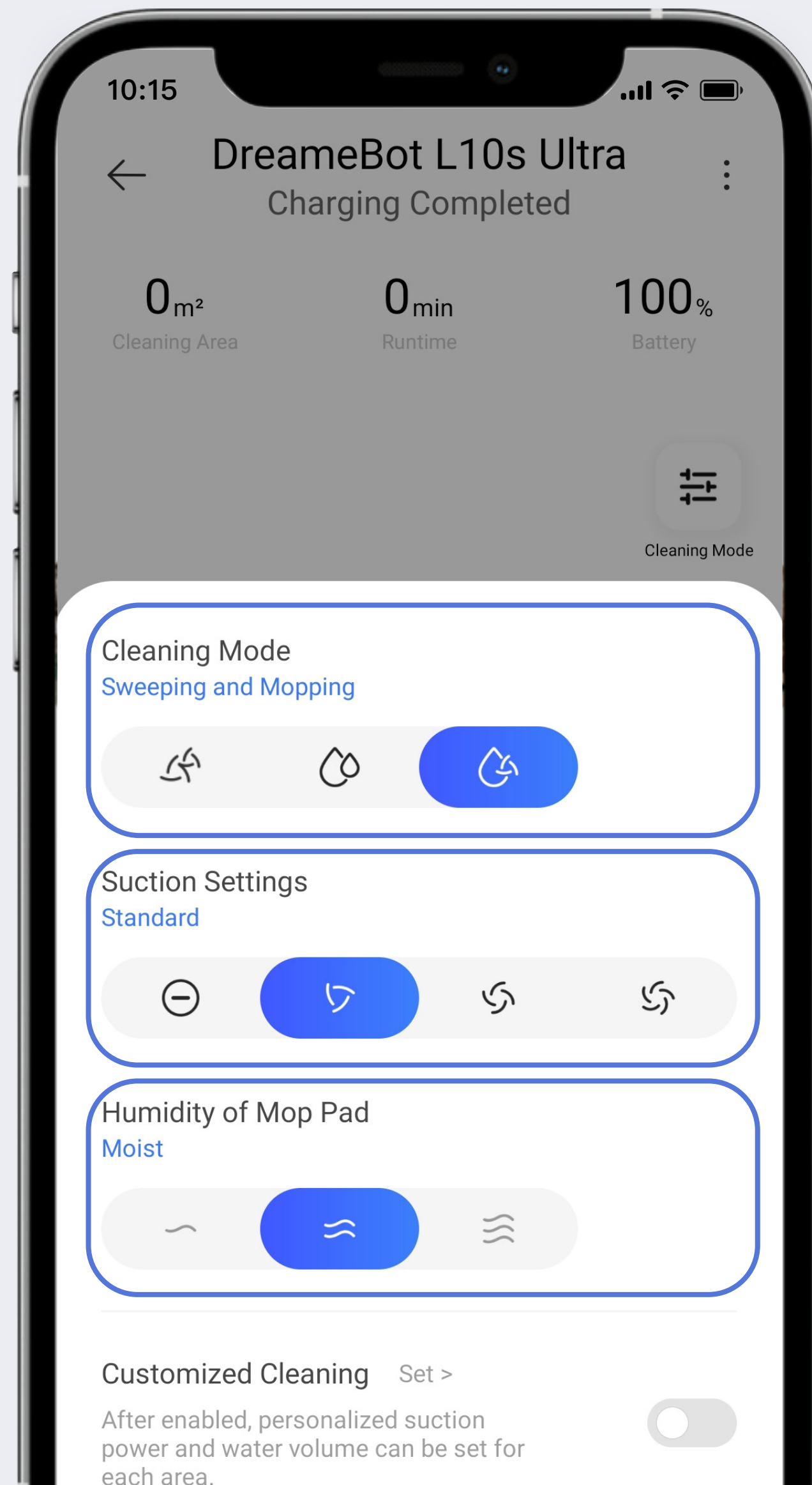
Plug-ins are required for the following actions.

The three dots on the right side — open the menu to adjust your device's performance and settings with the options Device Settings, Carpet Cleaning Settings, Scheduled Cleanup, Cleaning History, etc.

Cleaning area, cleaning runtime, and battery capacity are displayed at the top.

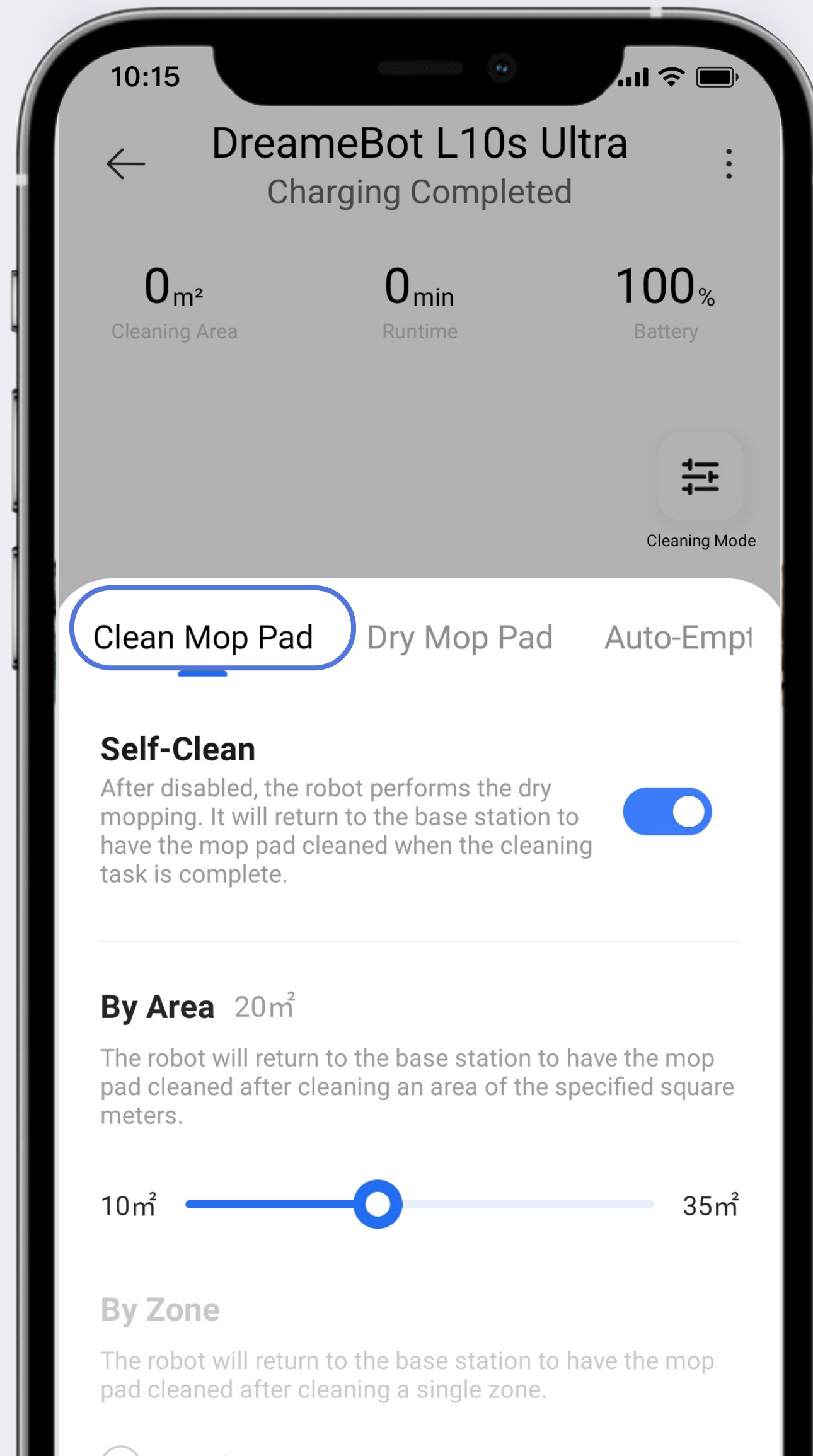
A map of the cleaning area, notifications about the device's situation, and view of the rooms in your home should be available. No-go zones and virtual wall settings can be used on temporary maps as well. Temporary maps, which are defined as those without divisions, are useless in the absence of a map.





## Cleaning Mode Settings

- Cleaning Mode** Select your cleaning mode.
- Suction Settings** Select suction power or suction mode.
- Humidity of Mop Pad** Set the mop dampness for cleaning hard floors.



## Self-Cleaning Settings

Enable/disable self-cleaning for the mops or adjust settings for when and under what conditions the mop pads should be cleaned.

Includes

### Dry Mop Pads

(only available on certain models)

Set the length of time for which the mops should be dried: 2h, 3h, or 4h. This can be found under the sweeping and mopping mode section of the app and the cleaning session must be complete.

### Auto-Empty

(only available on certain models)

Enable/disable automatic dust collection or set the automatic dust collection frequency. This can be found under the auto-sweep and auto-mop modes section of the app. For automatic dust collection, the device must be on the base station and the cleaning session must be complete.

Note: A map needs to be generated before these functions are available.

## Add Zone

The "Add Zone" option allows you to add zones that you would like to have cleaned. The "Cleaning Times" option allows you to set how many times a zone is cleaned.

## No-Go Zone

Set Virtual Wall/No-Go Zone/No-Mop Zone.

## 2D/3D Map

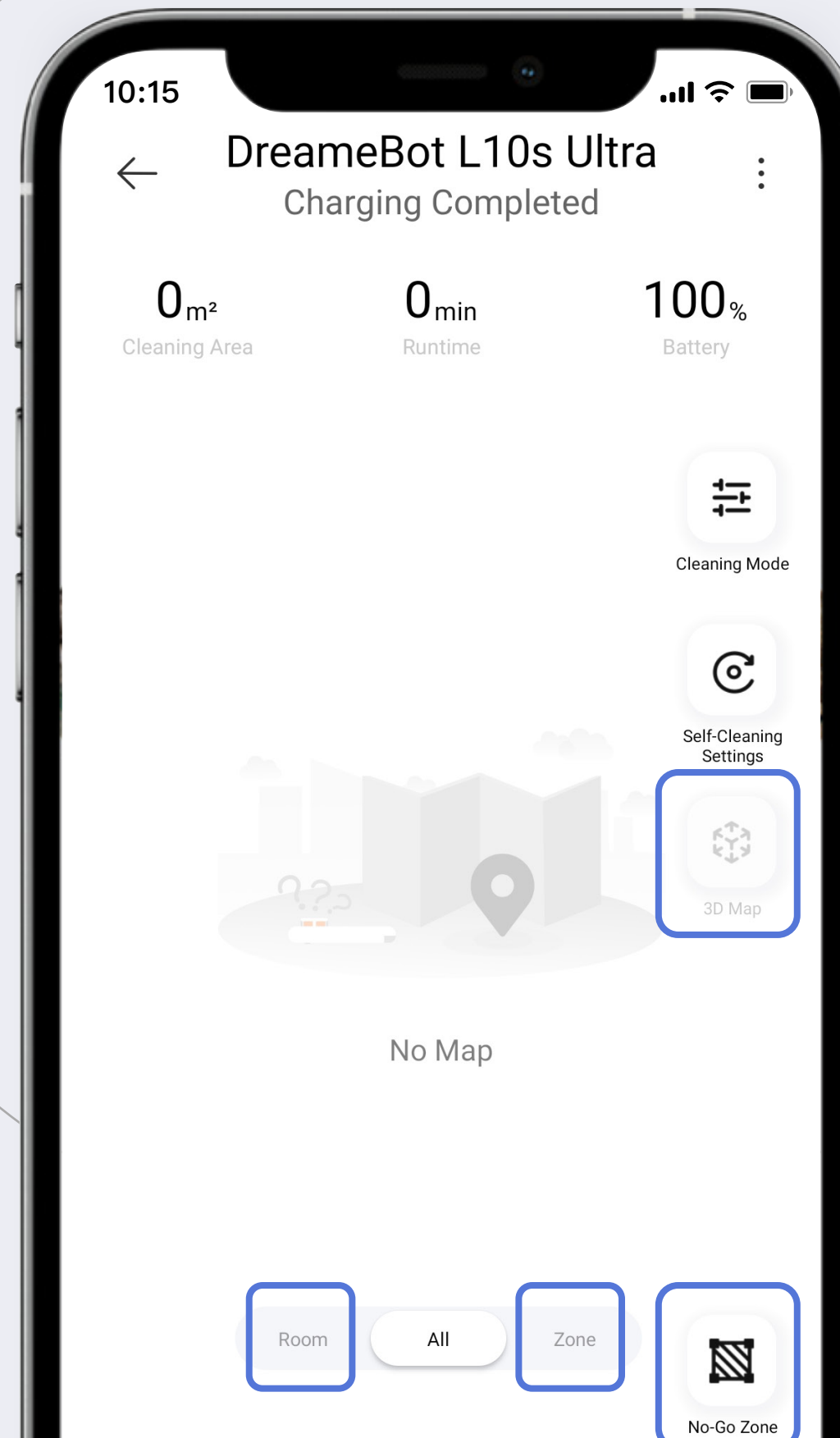
View the map of your home and use it to customize the way your device cleans.

## Zone

If you select the "Zone" option, the app will take you to the zone selection screen. Here, you can clean according to the zones you set up.

## Room

Tap the "Room" option to set cleaning times for specific rooms.





Tap "Me" to go to the "Settings" page.

Tap your profile. From here, you can change your user name and your profile photo.

Tap "Account" to edit your account information. Here you will see your Account ID.

Tap "Messages" to adjust the device's sharing status.

Tap "Languages" to change the system language.

Tap "Region" to select your region.

Tap "Device Sharing" to check your shared and accepted devices.

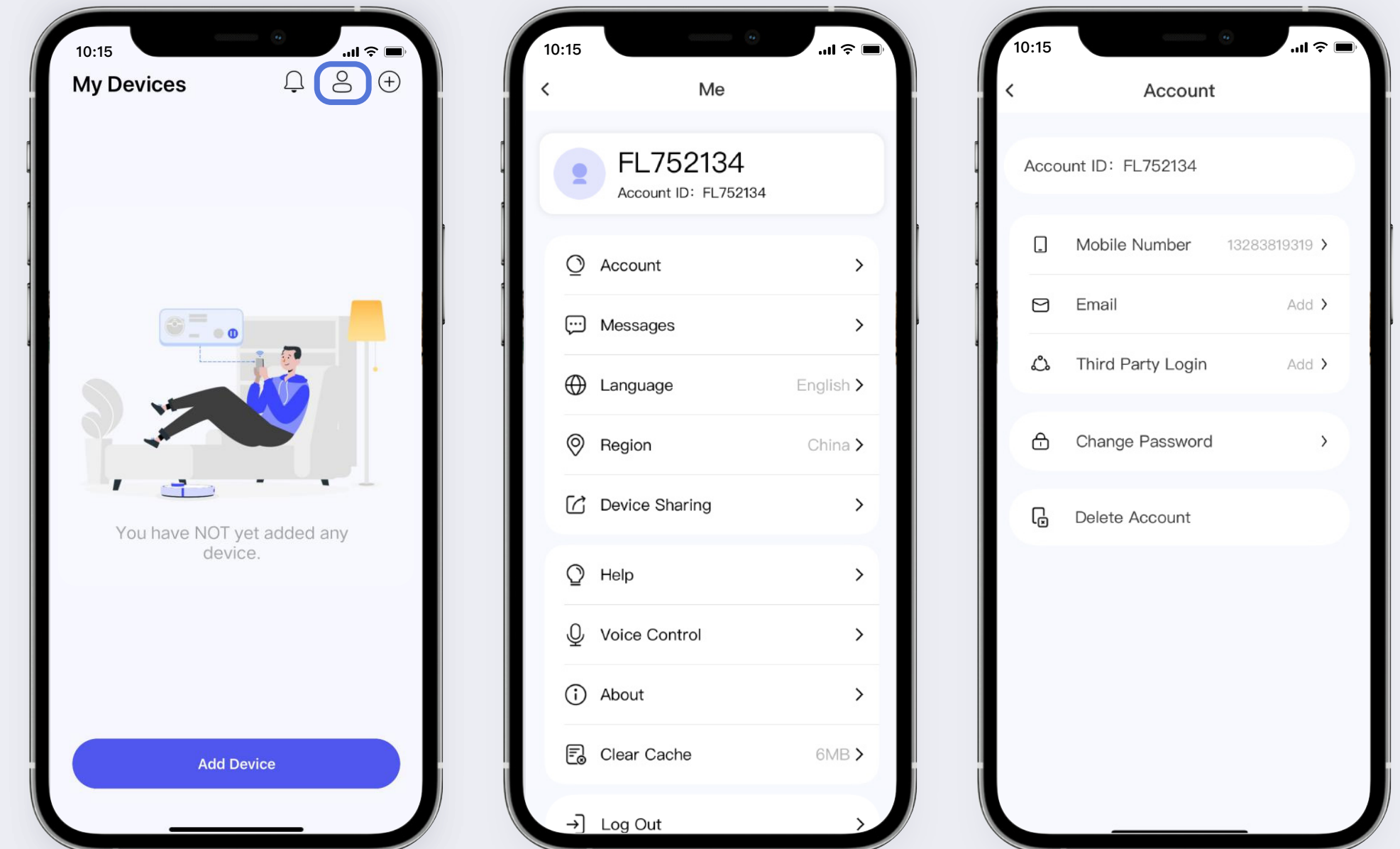
Tap "Help" to search for product list, which includes images, brochures, and frequently asked questions for each relevant product. The second component is customer services.

Tap "Voice Control" to manage your voice control settings.

Tap "About" to check the User Agreement, Privacy Policy, and to check the current app version.

Tap "Clear Cache" to clear the current cache.

If you would like to log out, tap "Log Out."



Tap "Mobile Number" to edit your mobile number.

Tap "Email" to check and change your email address.

Tap "Third Party Login" to add or disconnect your third party accounts.

Tap "Change Password" to change your current password.

Tap "Delete Account" to eliminate your current account information.

## Related to the account

### How do I change the password?



Enter your old password and new password via " 👤 Me" > "🔒 Account" > "🔒 Change Password", and tap "Confirm" to complete the process.

### How do I retrieve the password?



- If the account is logged in: Enter the " 👤 Me" section, tap " → ] Log Out" to open the login page. Tap "Forgot password?", enter the linked mobile number or email to get the verification code, and then enter the new password to complete the process.
- If the account is not yet logged in: Tap "Forgot password?" on the login page, enter the linked mobile number or email to get the verification code, and then enter the new password to complete the process.

### How do I log in if I forgot the account and password?



- If you have linked a mobile number: Select "Log in with verification code", enter the linked mobile number, and log in by verification.
- If you have not linked a mobile number: Please refer to the "How do I retrieve the password?" section.

### How do I change the current linked mobile number?



Enter the mobile number and the verification code via " 👤 Me" > "🔒 Account" > "📱 Mobile Number" > "Change mobile number".

### How do I change my personal information?



Tap the " 👤 Me" in the profile page to change your personal information.

### How do I view the historical messages or other notifications of the device?



View the notifications or shared messages by tapping "🔔 Messages" on the device page.

### How do I view my Dreame account?



View your Dreame account via "👤 Me" > "👤 Account".

## Relate to languages

### How do I change the language in the app?



Select the desired language via "👤 Me" > "🌐 Languages".

## Related to connection

### What should I do if the device is not able to be connected?



Check your phone's settings to see if Bluetooth and Wi-Fi are enabled. Examine the device check if it has been configured. Check whether or not the device is connected to the same Wi-Fi network as your phone (keep in mind, the device can only connect to a 2.4GHz network).

### What should I do when the device shows it is off-line with a phone connected successfully?



Restart configuration. Select the network that appears on the screen to connect your phone to the device and continue with the configuration.

### What should I do if the device fails to return to the charging base station?



Manually place the device in the charging base station. Alternatively, determine if there are mops on the device that were not installed correctly. Remove or properly reinstall the mops and then provide a command to the device to return to the charging base station.

## Related to network configuration



### What should I do if my network configuration fails?

- Please make sure the Dreamehome app's "location permission" is turned on. To activate it, locate the relevant app on your mobile device's "Settings" page.
- Please verify that the Dreamehome app's access privilege to the "local network" has been enabled. To enable it, locate the matching app on your mobile device's "Settings" page.
- Please verify that you are using the most recent version of the Dreamehome app.
- During setup, if you have a dual-band router at home and it emits two different network names, please make sure that your mobile device and robot are both connected to the 2.4GHz band. Be aware that the robot only supports a 2.4GHz band and will not connect to a 5GHz band.
- Please verify that the router does not restrict MAC addresses or is configured to "Do not allow other devices to connect." It is advised that you reset your settings before reconfiguring your network.
- VPN and proxy servers are not supported by the network configuration.
- Networks that demand certificates or web authentication are not supported.
- The router's hidden hotspot name is not supported by the device. To be recognized by the mobile device and establish a connection, the Wi-Fi hotspot name must be clearly displayed.
- Please make sure the Wi-Fi network name and associated password are accurate. If not, please rectify as soon as you can.
- It is advised that you avoid using symbols or special characters in your network name and password and instead use a combination of letters and numbers.

## Relates to privacy

### Does Dreame utilize my information for marketing purposes?



No. It is our ultimate goal to offer you the best user experience. We have dedicated Data Protection Officers (DPOs) based in different countries and regions to handle your data privacy issues. If you have any questions about this Privacy Policy, you can reach out to corresponding DPO with the contact information in Section VII. Our DPO will respond to your request within the time required by relevant national policies and laws. If you are not satisfied with our response, especially when you believe that our personal information processing behavior has caused harm to your legitimate rights and interests, you can file a lawsuit in the people's court with jurisdiction, make a complaint to government regulatory agencies, or solve your problems with other external approaches.

## What kinds of information does Dreamehome app gather?



Dreamehome collects and processes personal information to provide services.

### 1. Device management

We may collect your Wi-Fi information, location information, login account information, mobile phone information, smart device information, and associated information of your Dreame account and smart device so you can safely connect and manage your smart devices. The data will enable Quick Connect, Connection, Find Nearby Devices, and Device Management.

We collect: Dreame username, password, nickname, profile photo, email, and phone number. Username, password, phone number, and email address are sensitive. Such information is collected to verify your identity and grant you Dreamehome server access. Your username and password are encrypted and sent to Dreame for login authentication.

Device identification (IMEI/OAID, Mac address, and Android ID), phone model, system version, country or region, screen size and resolution, CPU, and display device information. These details are needed to connect your smart devices to Dreamehome.

Name, model, version, manufacturer, identifier, MAC address, IP address, operation status, custom attributes, setting parameters, business events, device control, and use records. These details are used to bind your smart device so you can manage it, set its properties and parameters, and view its status and history.

### 2. Dreamehome and device updates

Your Dreamehome version and phone model may be used to provide updated services. We may also collect your connected device list and version information to provide updated services (including the firmware version). Dreamehome updates only smart devices. Smart device manufacturers are responsible for firmware quality and updates. Without these details, you can't update Dreamehome or your smart device.

### 3. Online problem feedback

We offer an online problem feedback service that requires your personal information, including logs of Dreamehome and your smart device, your contact information, problem descriptions, and relevant photos and videos. App and device logs include device status, sensor data, operation records, identifiers, etc. These data are used to identify the problem's causes. Your contact information is collected so we can track the ticket and help you solve the problem.

Your personal information won't be disclosed publicly or used for commercial purposes. We can't identify and solve your problems without this information.

### How is Dreame keeping my data secure?



We keep personal information as long as necessary for the purposes outlined in the Privacy Statement or to comply with the law. We will stop storing your personal information and delete or anonymize it after we complete the collection purpose, confirm your deletion or cancellation request, or terminate corresponding products or services. If it's for public interest, scientific, historical research, or statistical purposes, we'll continue to retain relevant data based on applicable laws, even if further data processing has nothing to do with the original collection purpose.

In Dreamehome, the specific retention time of your personal data is: When you uninstall Dreamehome or clear the app data, all stored data is deleted immediately.

When you delete the smart device, refuse to agree to Dreamehome's Privacy Policy, or stop using Dreamehome services, all the stored data will be deleted immediately.

Business logs, statistical data, and historical records stored on the server are deleted when cleaning up the data. Normal data retention is 2 years.

If Dreame stops operating certain products or services, we will notify you through push notifications, announcements, etc. and delete or anonymize your personal information within a reasonable time.



### How is Dreame keeping my data secure?



We have dedicated Data Protection Officers (DPOs) based in different countries and regions to handle your data privacy issues. If you have any questions about the Privacy Policy, you can reach out to corresponding DPO with the contact information in Section VII. Our DPO will respond to your request within the time required by relevant national policies and laws. If you are not satisfied with our response, especially when you believe that our personal information processing behavior has caused harm to your legitimate rights and interests, you can file a lawsuit in the people's court with jurisdiction, make a complaint to government regulatory agencies, or solve your problems with other external approaches.

### Who is responsible for Dreame's privacy management, and how can I get in touch with them if I have any other queries or concerns?



If you have questions or comments about this Privacy Policy or our collection, use, or disclosure of your privacy, please contact us using the information below or visit Dreamehome "🏠 Me" > "🗨️ Help"> "Feedback" and title the message "Privacy Policy". Our team will answer your questions and concerns. If your question is important, we may ask for more info. If you're not happy with our response, you can complain to a local regulator. If you ask us about complaints, we'll give you options based on your situation.