Ava Teleport App for iOS User's Guide

v5.4B

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About Ava

Ava allows you to visit a distant location and provides the necessary infrastructure for a highly collaborative environment. All you do is choose where in the remote location you want to go, then Ava will autonomously travel there and start a video conference connection. Through Ava, you will be able to interact with people and move about the distant location as if you were physically there.

There are two video conferencing modes that may be used, depending on the video conferencing options available to you:

- Integrated video: video conferencing is provided in the Ava app.
- Split video: the Ava app is used for controlling the session and Ava's movement, while the video call goes to another application (such as Webex, Zoom or Microsoft Teams) or device such as Cisco DeskPro.

Quick Instructions

This section provides a quick overview of steps to get going with the app. For more details, see the sections that follow.

<u>Logging In</u>

- In the App Store, search for 'Ava Teleport App'.
- Tap the Ava Teleport App and install it.
- After the app is installed, tap Open or launch it from the iOS Home screen.
- Enter the Cloud Service Hostname, Username, and Password.
  - Cloud Service Hostname: as provided
  - Username: as provided (usually your email address)
  - Password: as provided

<u>Starting a Session</u>

- Start the app and choose Request Teleport Session.
- Choose where you want to start your session, then tap Check In.
- At any time, tap Go.
- Once in a session, you will be able to look around by gesturing on the video image and move around using the joystick or by tapping on the map.
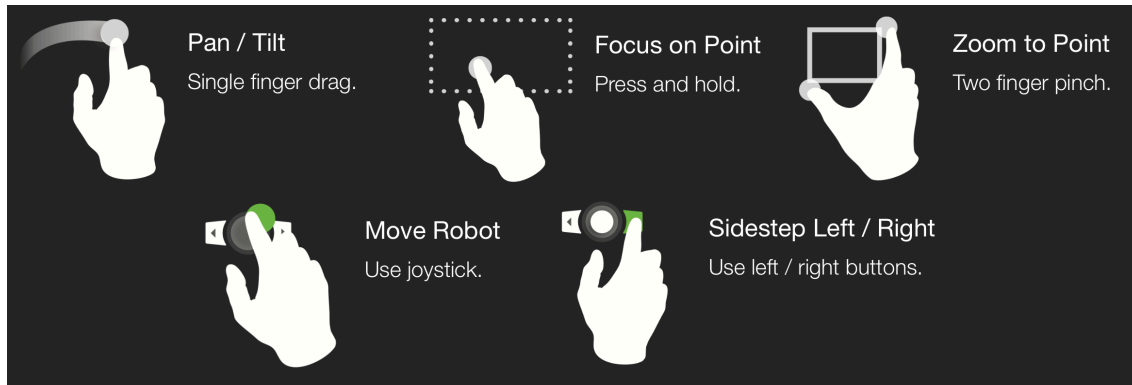
Getting Ready

In order to teleport using Ava from your iPhone or iPad, you will need the following:

- An iPhone or iPad running iOS 15 or later
- Access to the Internet from a network where video calling is supported
- Access to the Apple App Store

To download the Ava Teleport App:

1. In the App Store, search for 'Ava Teleport App'
2. Tap the Ava Teleport App and install it. An Apple ID is required.
3. After the app is installed, tap **Open** or launch it from the iOS Home screen.

Note: the images in this document were taken on an iPad Mini. However, app screens will be similar on all iOS devices.

Logging In

To request a teleport session, you need an account which will give you access to the proper sites. You will get this login information from your IT administrator or, in some cases, from Ava Robotics directly.

When you first launch the app, you will be asked for the Ava Cloud Service domain hosting your account. Enter the domain, then tap Continue. If you don't know your domain, please contact your IT administrator or support@avarobotics.com.
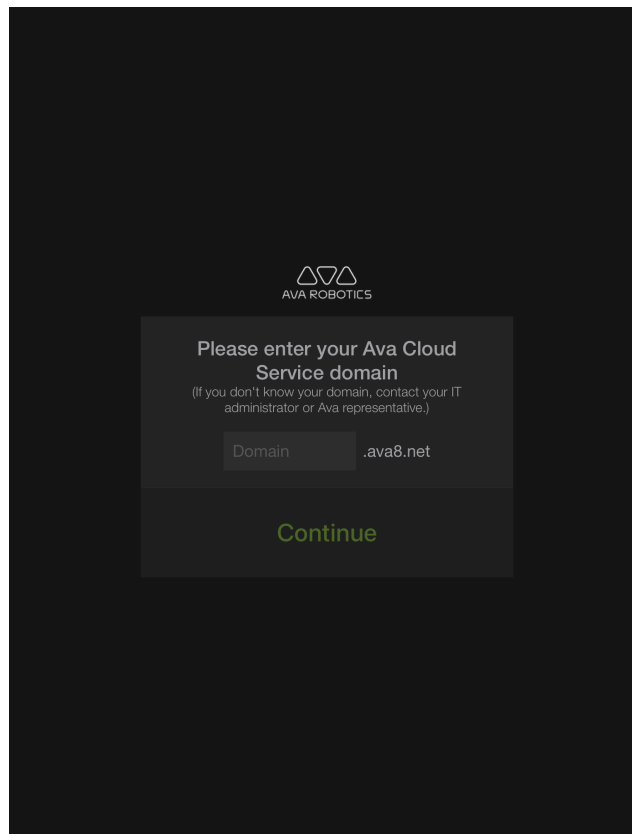

On the Login page, enter your Cloud Service Username, and Password.

- Username: *as provided (usually your email address)*
- Password: *as provided*

If you have forgotten your username or password, an option to recover is presented after you enter the hostname for the organization you are using.

When you have successfully logged into the Ava App, you will be directed to the App's main screen. Here there are options to request an immediate teleport session or learn how to schedule a future session. If you have a session scheduled, information about this session is

also presented in this screen.
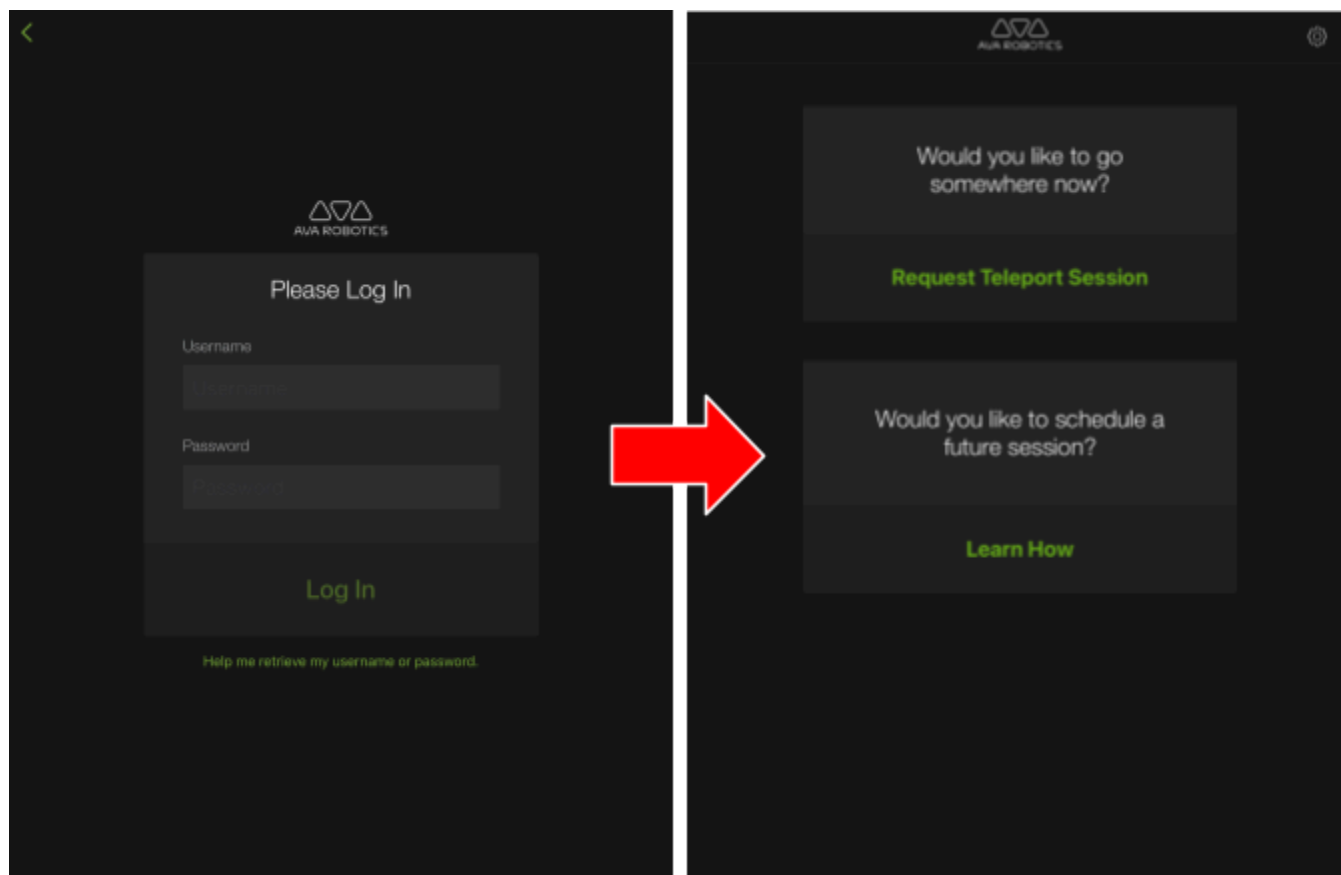
Starting a Session

There are two available options for a teleportation session with Ava. You can start an immediate session or schedule a future session.

Immediate Session (Teleport Now)

To start a teleport now session, tap **Request Teleport Session** to begin. This will bring you to a screen where you are able to select your destination from a dropdown menu of available locations. If no robots are currently available at a location, all destinations under will be grayed out and *No Availability* will be displayed next to the site.

If you have more than one video endpoint, you are also able to select where Ava shall call you on this screen. There are two options for the video endpoint of a call: integrated video and split video. Both options are explained in this document.

Once you have selected the teleport location and where you would like to be called, tap **Check In** to enter the session lobby.
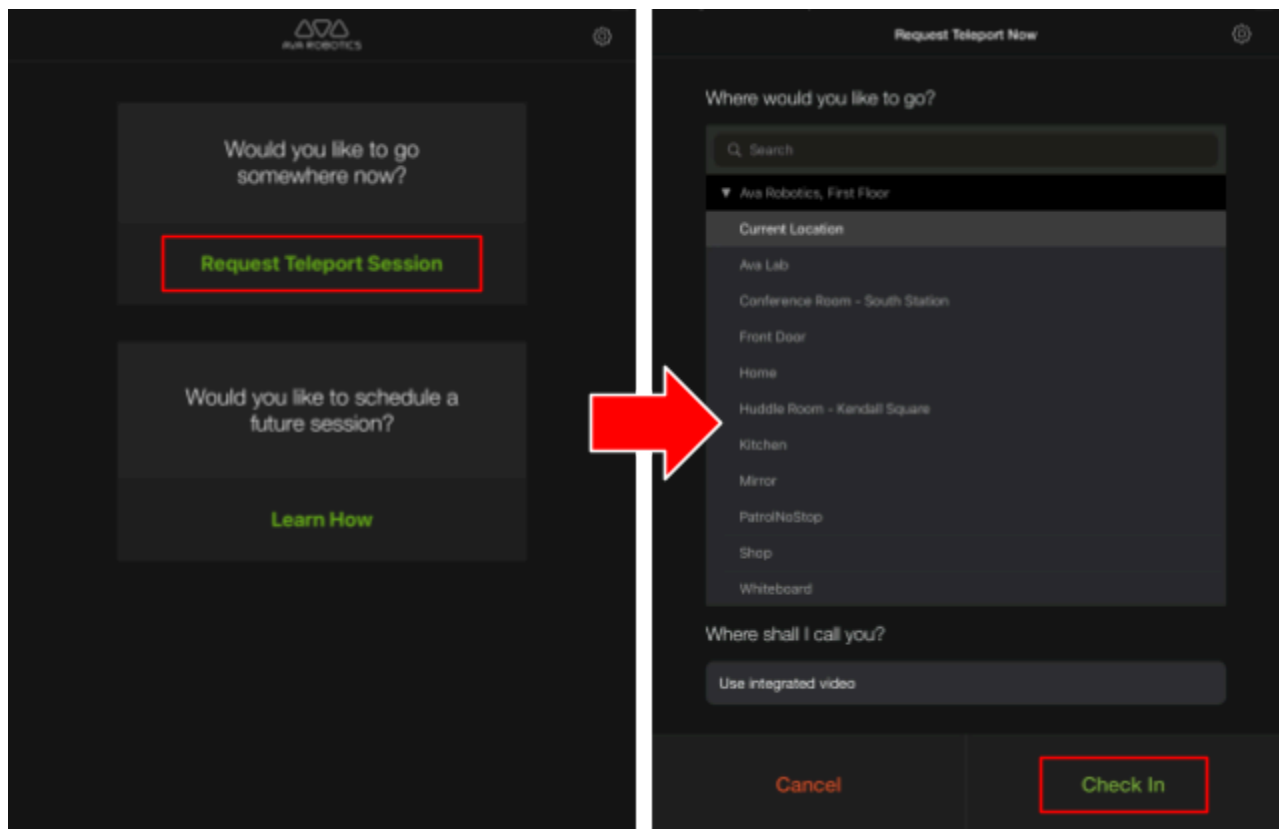
Starting a Scheduled Session

When a session has been scheduled, the main screen will always display the time of your next teleport session. Tap to see session details, or delete the session.
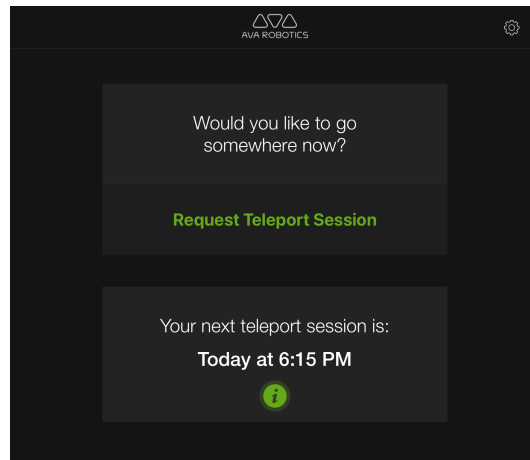
If an Ava is available prior to your scheduled session, it becomes available 10 minutes before the scheduled time. When Ava becomes available, the screen changes to ask where you would like to be called and you can select the desired video endpoint (if you have more than one video endpoint).

Once you have decided where you would like to be called, tap **Check In** to enter the session lobby.
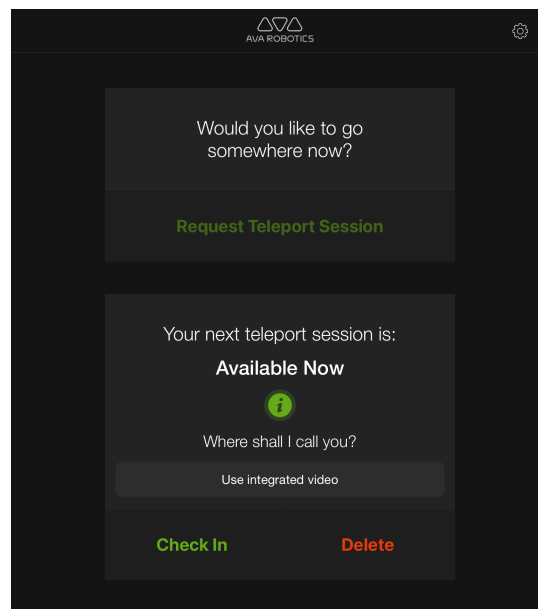
The Session Lobby

The Session Lobby is an intermediate screen between requesting and being actively in session. In this screen you are able to begin a session by tapping **Go** and end a session by tapping **End Session**.

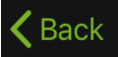The following session controls are also available:

- Time Remaining: shows how much time remains in your session and allows you to add more time in 15 minute increments.
- View Destinations: displays a list of all destinations and allows you to select a different one. If you are in a session and change destinations, Ava will go there autonomously and you can see and interact with people on your way.

This screen also provides information about Ava's status. When entering a session the top banner will display "Traveling to Destination" when Ava is in transit and "Session is Ready" once Ava has arrived. The map preview shows where Ava is located. Tap Ava Info if you want to see details of the Ava Robot being used in the session.
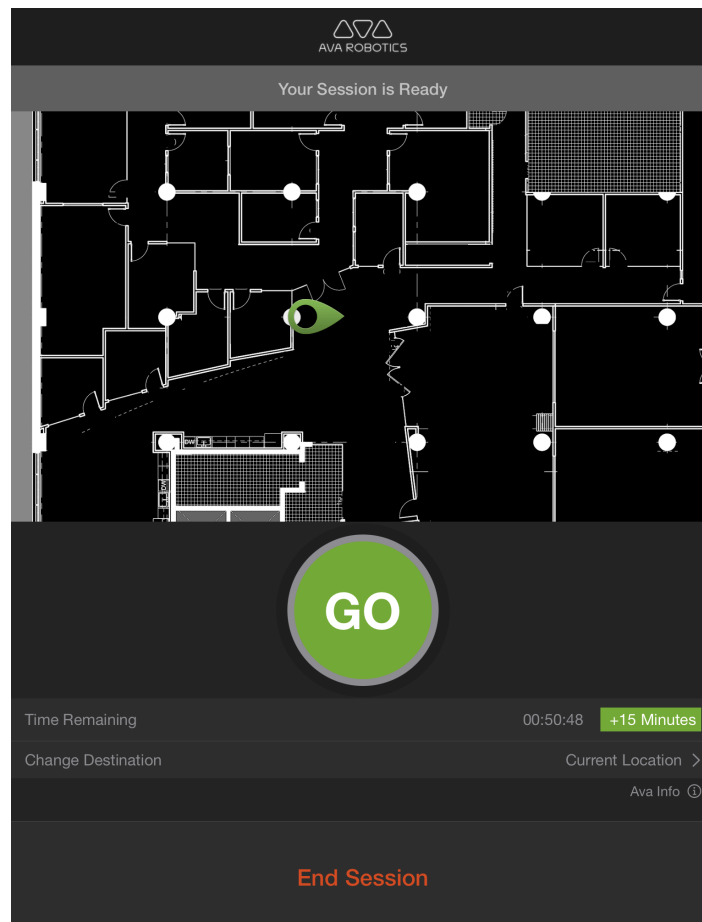
The Control Panel

When in a session, the Control Panel is the screen that displays all user controls. The screen will look different depending upon the video endpoint being used, however control functions are the same in both integrated and split video.

| Icon	Function
Back	Tap to return to the Session Lobby.
	Tap to control volume. Icon color will change from green to red to signal if the volume is set to an appropriate level for Ava's current environment.
End	Tap to end your session. A session can also be ended by tapping **End Session** in the Session Lobby.
	Tap to turn peripheral view (PV) on or off.
	Tap to initialize Autoframe behavior and have Ava adjust the camera view to best frame people in the view.*
	Tap or hold to control zoom in and out of the main camera.
Reset	Tap to rest the camera to normal zoom and tilt.
	Tap to stand or sit.
	Drag the joystick center to move in that direction, release to stop moving. Use the arrows to sidestep left or right.
	Shows Ava's position on the map. The point indicates the direction you are facing and orientation of the robot with respect to the map.
	A pre-programmed destination on the map. Tap it to go to that destination. You can also touch and hold anywhere on the map until a green circle appears and release to go there autonomously.

	Brings up a guide to available gestures to control your view.
Start Patrol	Patrol Start/Stop initiates or stops an automated patrol of the space.**

*Autoframe may not be available in your region.

** Patrol is an optional feature that will not be available unless enabled.

Please consult your Ava representative for more information on these two features.

In Session - Integrated Video

When using integrated video, video will display in the app, the site map will be to the lower left, and controls will be along the middle and lower right of the screen.

Integrated Video has two privacy controls along the top panel: . Tapping the icons will turn the device microphone and video on/off.

You can also control the volume of projection of your voice on the other end by tapping on the volume icon: . A slider will come up to present you with the chosen volume. Beware of when the slider turns red, as that may be too loud.

If you want to see the video being shared on Ava's screen, tap the gray rectangle in the upper left corner of the screen and it will display the image from the front-facing camera. Tap again to turn off this display.

Integrated video in landscape mode has the same functionalities, but with a slightly different layout. In this mode, tap the icon to display/hide the site map. To bring up joystick control and the sand/sit button tap the icon to the lower right.
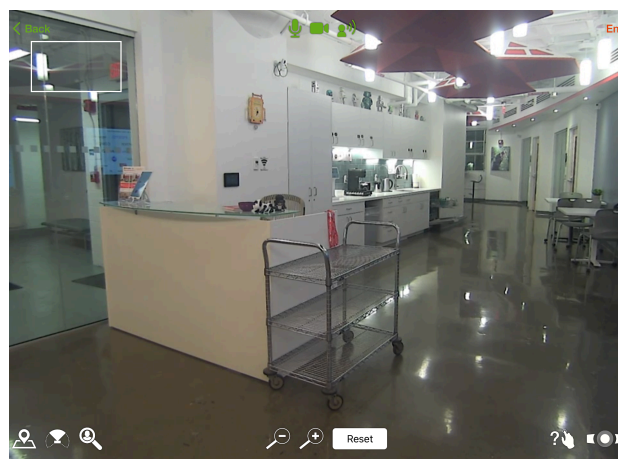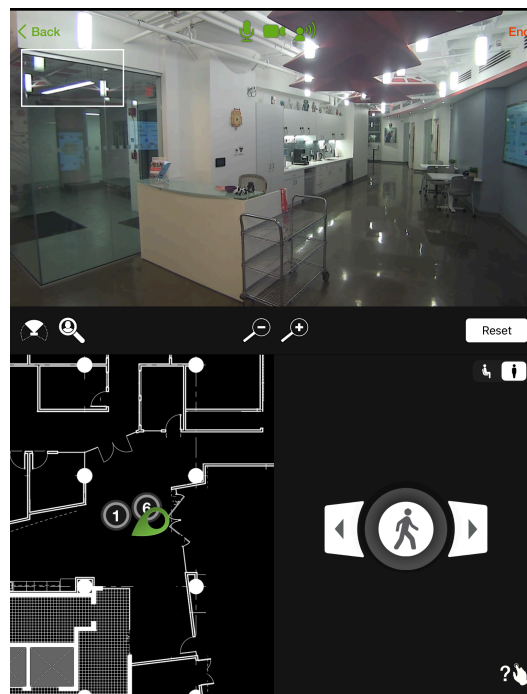
In Session - Split Video

The Split Video function allows for use of a separate app for the video call, while using the Ava app for controls. This can be used in several scenarios such as bringing an Ava into an online meeting with an app such as Webex, Zoom or Microsoft Teams, or when you have a dedicated high-quality desktop video endpoint such as a Cisco Desk Pro.

To use Split Video, a video endpoint address must be specified when the Ava session call is started. This address usually has a format similar to an email address, such as <conference ID>@<service domain>. Here are some examples of where to find this address for your call:

- For a conference call (Webex, Zoom), typically the meeting invite will indicate the address for "Using a Video System".
- For a high-quality desktop endpoint, your address should be visible in the Settings Menu for the system.

You can enter the video address into your profile in the Ava App's Settings menu, or you can enter it manually at the time you are starting the Ava session. To add the video address to your profile:

1. Navigate to Teleport under gear in top right corner
2. Click "Add Address" under Video Addresses
3. Enter Display Name
4. Enter Video Address (SIP address)
5. Choose if you wish to make this your default
6. Click Ok

To provide the address when starting a session, select the option Use integrated video under *Where shall I call you?*; this brings up a screen where you can use integrated video, select a previously entered address or enter a video address.

Once in a split session, the video and audio call is exclusively with the separate app that you are using. The Ava App will not have access to Ava's video or audio. Thus, video and audio privacy control is performed on the collaboration app or device, not in the Ava app.

The controls in the Ava App will be the same as with integrated video, except that a track pad is available for using multi-finger gestures to control your view. Below is an illustration of this set up with the video call into a collaboration app.
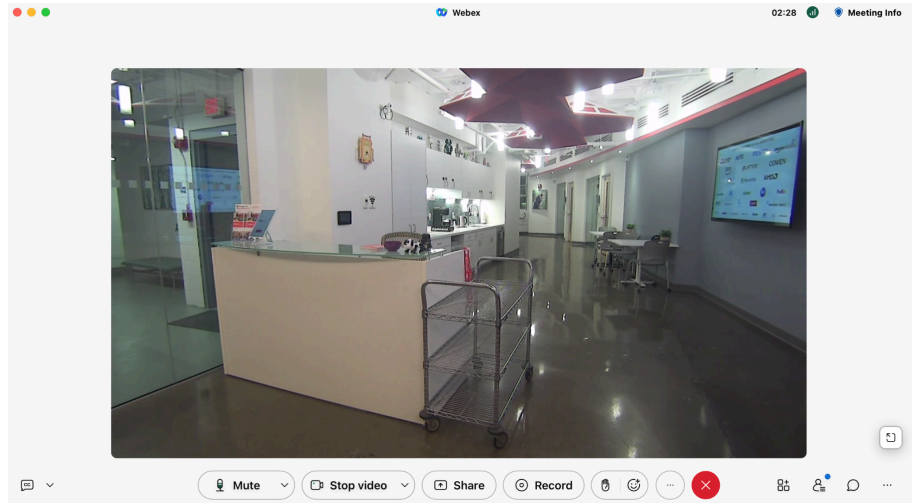
Scheduling a Session

You can schedule sessions in advance via the Ava Web App. To schedule a session:

1. From your PC or Mac, browse to the domain for your organization in format <ID>.ava8.net.
2. Log in with your Ava account credentials, which are the same as you use to login into the iOS app. (Note: when you log into the Web App, you will be logged out of this app.)
3. Click on View Calendar, then select the date, time and desired destination.
4. At the time of the session, you can start it in the iOS app.

Settings

Tap the ⚙ icon on the home page to open the settings menu and **Close** to exit the settings menu. The settings menu has three tabs: Account, Teleport and About..

In Account Settings, you can view your username and email address and change your password. You also have the ability to enable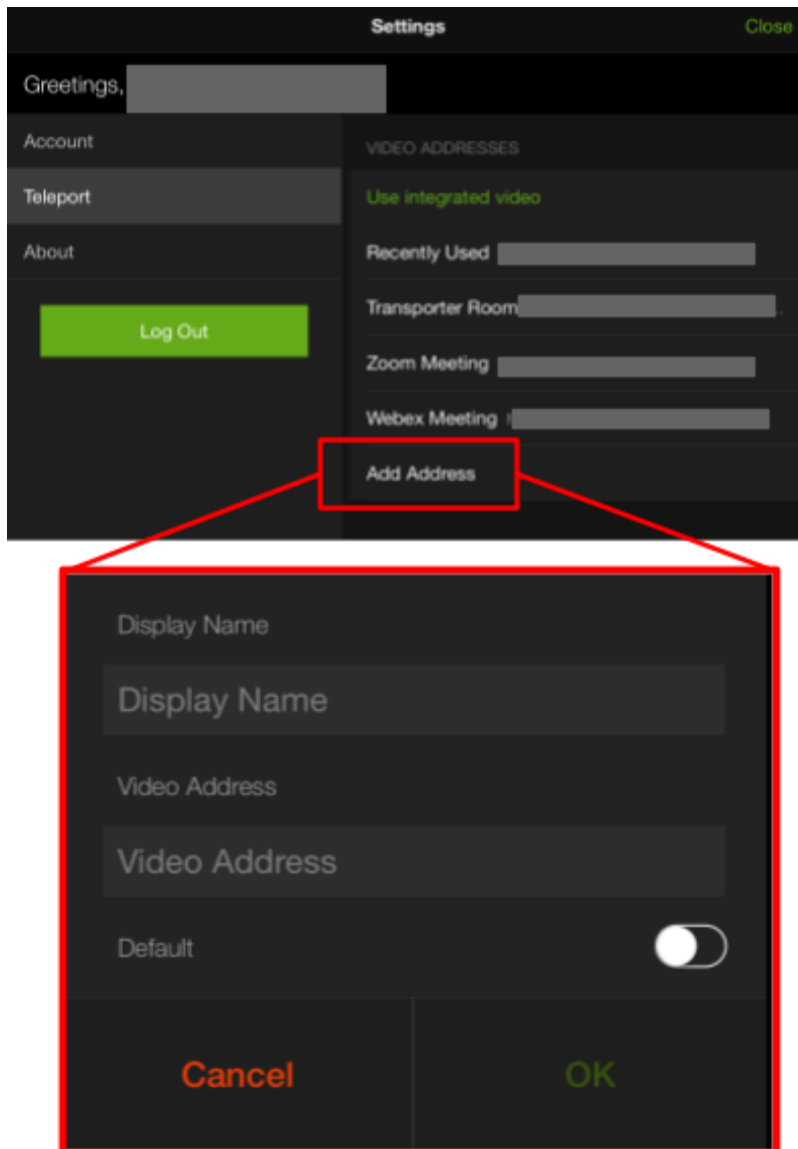 automatic login. If automatic login is enabled, your username and password will be stored and the login dialog box will be skipped when you open the app.

The Teleport tab is also where you can add or change preconfigured video addresses. The video address should be the address of the system or meeting you want to call into. Your default address is green.

Ava Info

From the Lobby, you can tap the Ava Info option to bring up a page with information specific to the Ava Robot being used in your session.
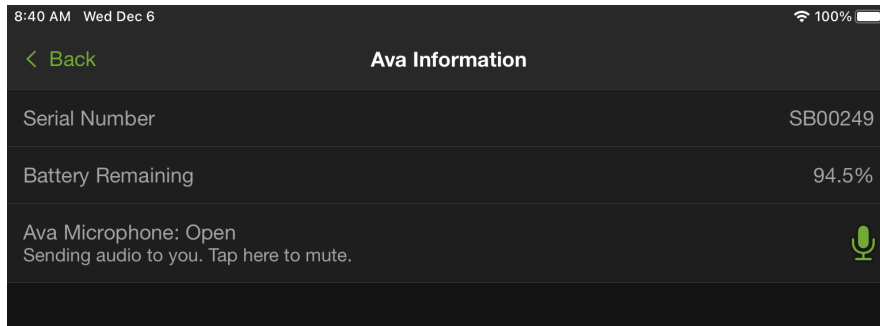
The Ava Microphone option reports the current status of the microphone in the Ava Robot. This is the microphone that picks up audio from the local environment which is transmitted to you, whether the video call is integrated into the app, or split to another app or endpoint. You can tap this entry to change the status.

Under certain conditions (such as in a Webex or Microsoft Teams meeting), this will allow you to open or close the microphone depending on how you want to manage the audio in the meeting.

Automated Patrols

When the optional Patrol feature is enabled, buttons to start and stop the patrol will be present. When Patrol is activated, the Ava will move autonomously to a series of locations configured in the space. At each location, the Ava may perform an action (such as a 360 degree rotation) and/or pause for a set amount of time, depending on configuration applied by the administrator.

To start a patrol, tap on the Start Patrol button.
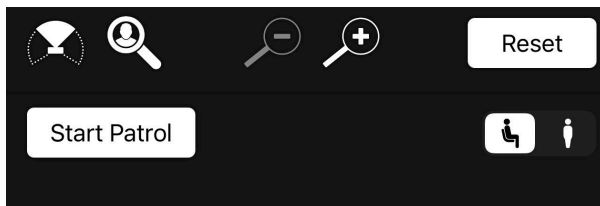
To stop a Patrol, tap the Stop Patrol button. The Patrol will also stop if you exercise any manual control over the robot's position (such as joystick, selecting a location, etc.) Camera controls (camera zoom, engaging peripheral view and Reset) and stand/sit do not stop the Patrol.
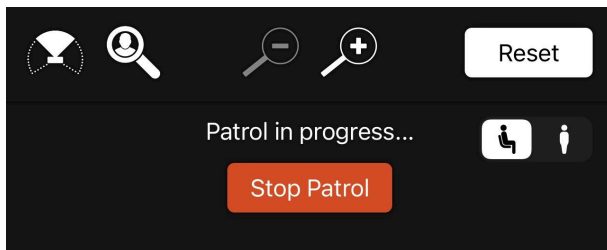
App Details & Tips

When you are in an active session, the Ava App will not go to sleep.

If you have the Ava App loaded on two devices, you will be logged out of one device if you open the App on the other. If you had a session open on the first device, the session continues on the second (you will be offered the option to Resume after logging in).

Tips for Attending a Scheduled Session

Best practice is to check in (enter the session lobby) some time before your meeting is due to start. You can check into a meeting within 10 minutes of the session start (if Ava is not in use) and up to 15 minutes after the scheduled start. After 15 minutes, Ava becomes available for use by others. If the Ava was in use prior to your session, the **Check In** control is not displayed until the Ava is no longer in session.

Sometimes Ava encounters an obstacle on the way to a session destination. In that case, an alert will pop-up informing you about this. You can start the session by tapping the **Go** button and see what is causing the obstruction.

While you are in a session, tap **Back** to go to the Session Lobby. You remain connected to your video conference and, with integrated video, your device camera and microphone continue to broadcast. Your session does not end until you tap **End Session** and confirm.

Once you are in a session, you may need to leave the Ava App to do something else on your device. If you do, your video conference remains connected. You can re-enter the App at any time to change your view of the room or move around the space. If the meeting ends early, remember to re-enter the App and end the session. Otherwise the Ava will stay in place, unavailable to other users until the scheduled end of session time.

Adding Time to a Session

Sessions are always timed. You can add time to your session in the Lobby. Any time added in the Lobby is guaranteed for your session.

Your session will automatically be extended in 15 minute increments if your Ava app is active (e.g. not closed or in background) and the Ava you are using is not reserved by another user.

If your session is about to end because it cannot be extended, you will be alerted via a dialog box.

Troubleshooting

## Can't Log In
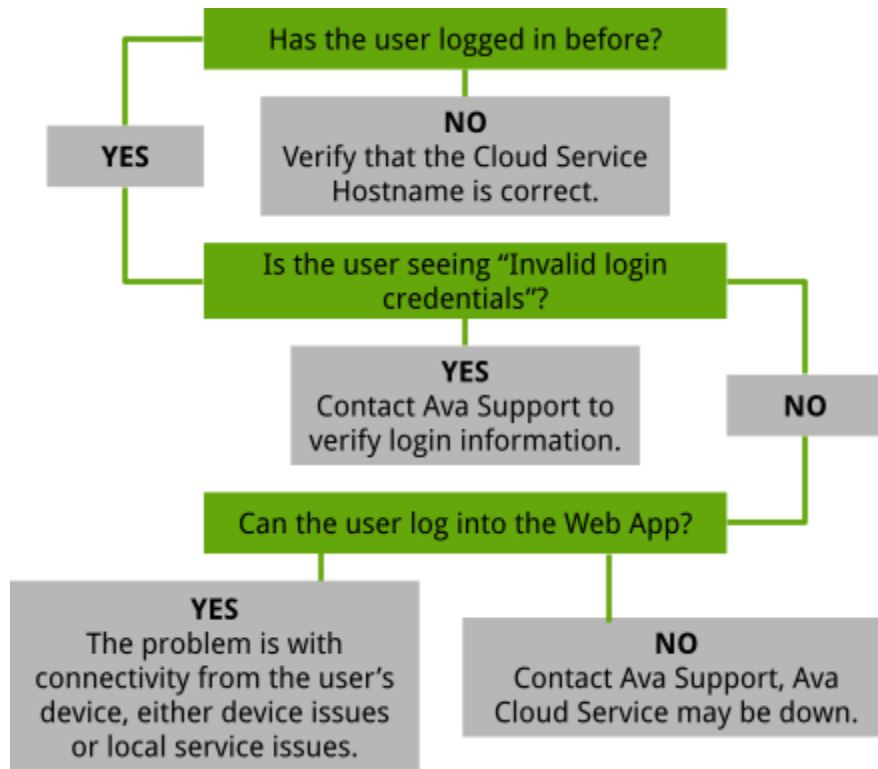
Ava Isn't Accessible

If you are starting a Teleport Now session and cannot select a destination it means no Avas are currently available. This could be due to:

- All Ava's at the desired site are in session with other users
- Ava(s) at desired site not having sufficient battery power to be dispatched for a session
- Ava reporting faults or losing connection to the Ava Cloud Service

If during a session you see the message "*Ava is not currently accessible,*" it means that Ava is no longer connected with the Cloud Service. Ava will repeatedly try to reconnect, please wait a few minutes to see if connection resumes. Should the connection not resume, contact your IT administrator.

Video & Audio Issues

No Video/Audio Established
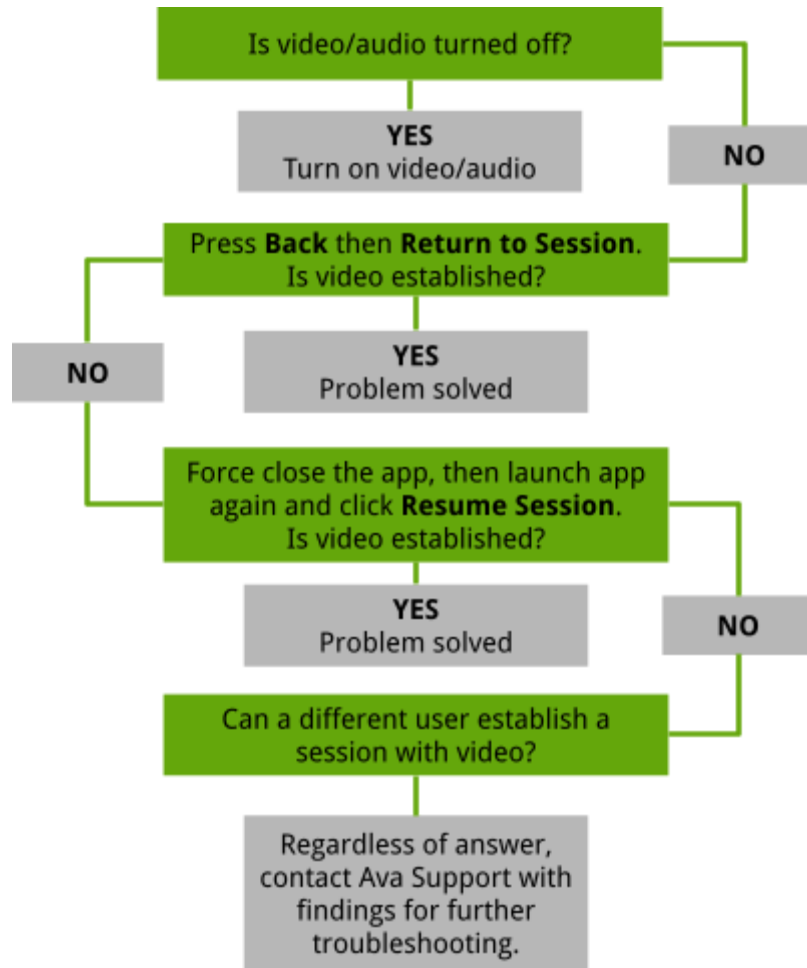
Poor Video Quality

When video quality is poor, try to determine if the problem:

A. Only happens when traveling
B. Occurs only in certain parts of the building
C. Consistently happens

Once you have narrowed down when video quality is a problem, contact Ava Support.