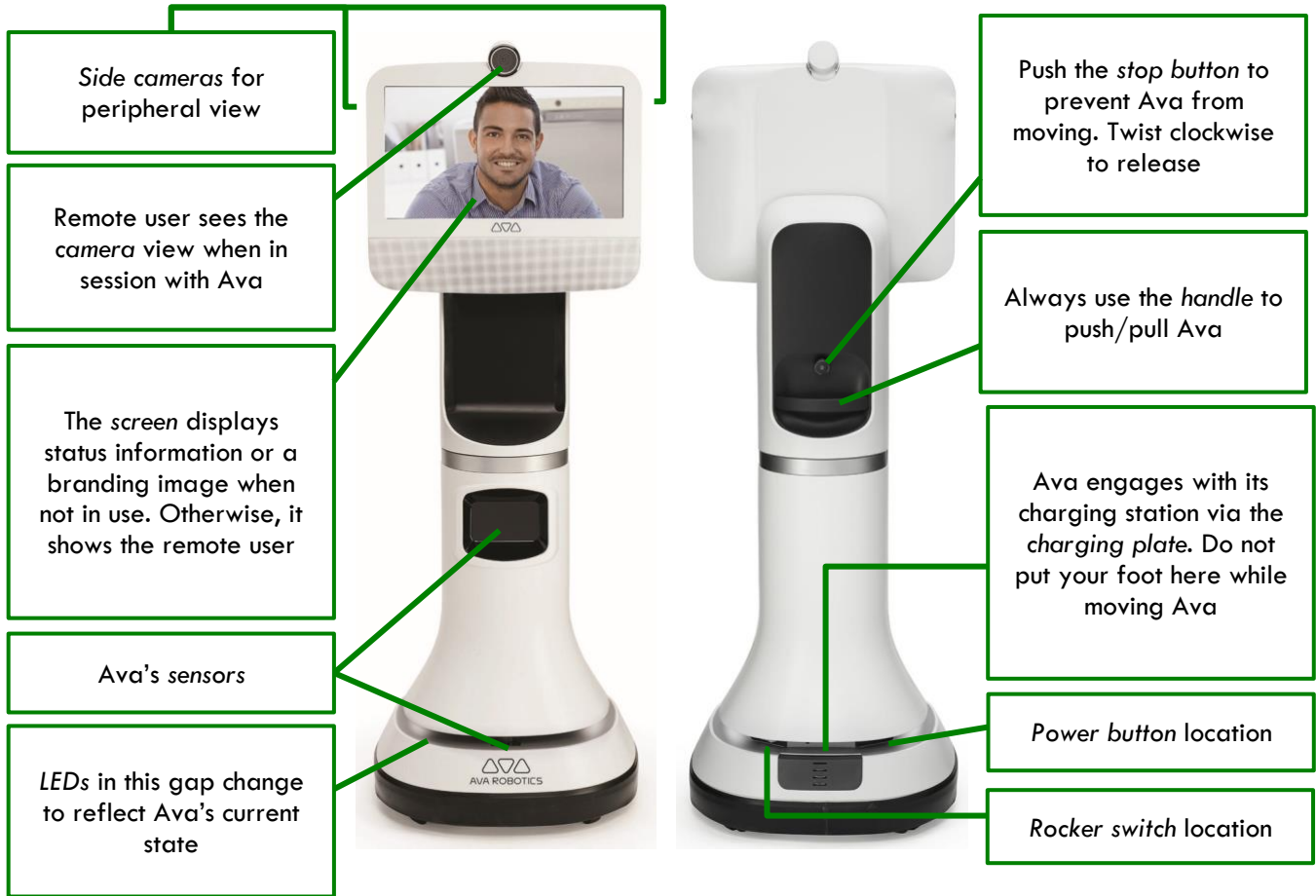


Ava Robot Caretaker Guide



| If the LEDs are... | It means Ava is... |
|------------------------------------|--|
| Solid white | Traveling, waiting, or in session. |
| Pulsating white, alternating sides | Connected to its charging station. |
| Solid red | Paused, with its stop button engaged. Ava will not move in this condition. |
| Flashing red | Experiencing a problem. |

Caring for Ava

- As dust accumulates, use a lens cloth to gently wipe the sensors, screen and camera lens.
- Do not let anyone decorate Ava. Anything blocking its sensors can cause problems.
- Before moving Ava, push the stop button. Release it when at the location you want Ava to be.

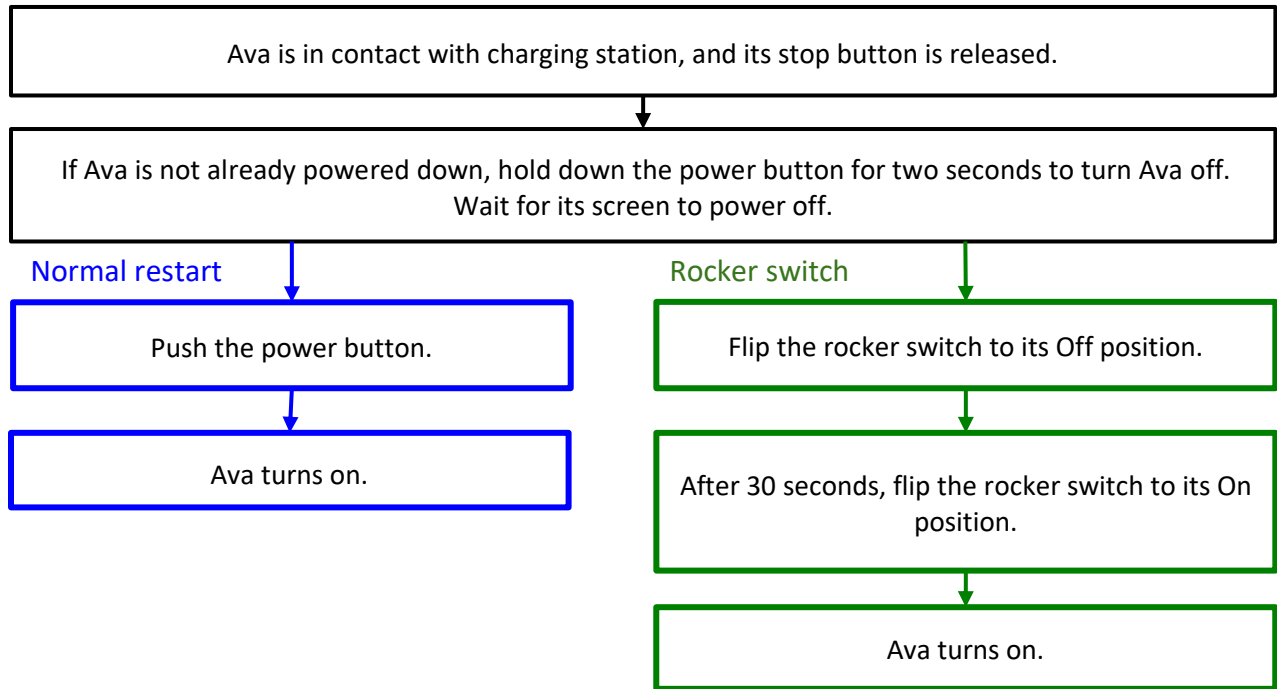
| | |
|---|--|
|  | <p>Always use the handle to push or pull Ava. Attempting to lift or tilt Ava can lead to injury.</p> |
|---|--|

Solving Problems

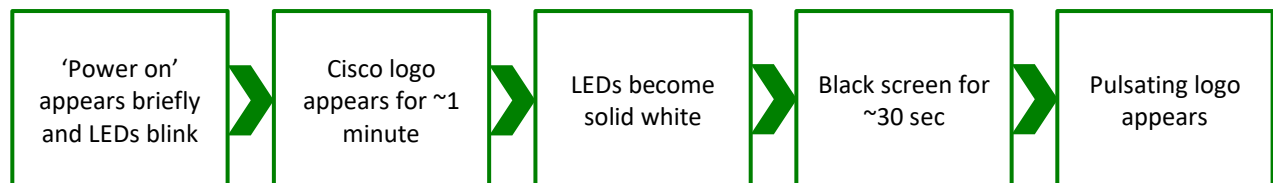
| For this symptom... | Try doing this... |
|--|---|
| Cannot see/hear remote user | Have the user restart the session, or restart their Ava app. Next, have the user check that video/audio permissions are allowed for the Ava App. |
| Ava is displaying an error | Perform a Rocker Switch reboot as described below. If the problem persists, contact Support. |
| Ava has no power | Check that the charging station is plugged in, re-connect Ava into full contact with the charging station. |
| While moving, Ava repeatedly stops unexpectedly or takes an indirect route | Check if sensors are blocked or dirty. If symptoms persist, push Ava to the charging station and ask the user to restart the session. If symptoms still persist, contact Support. |

Rebooting

Do not reboot Ava unless you are asked to. To reboot Ava follow the specified restart type (in blue or green):



While Ava is rebooting you should see the following on-screen sequence:



If you see these screens, no action is required, the system will complete its reboot in under 3 minutes.