

Troubleshooting and Resetting

If you have encountered an issue with your Teleport, please follow the steps below. If this is ineffective and you require assistance, contact Customer Support.

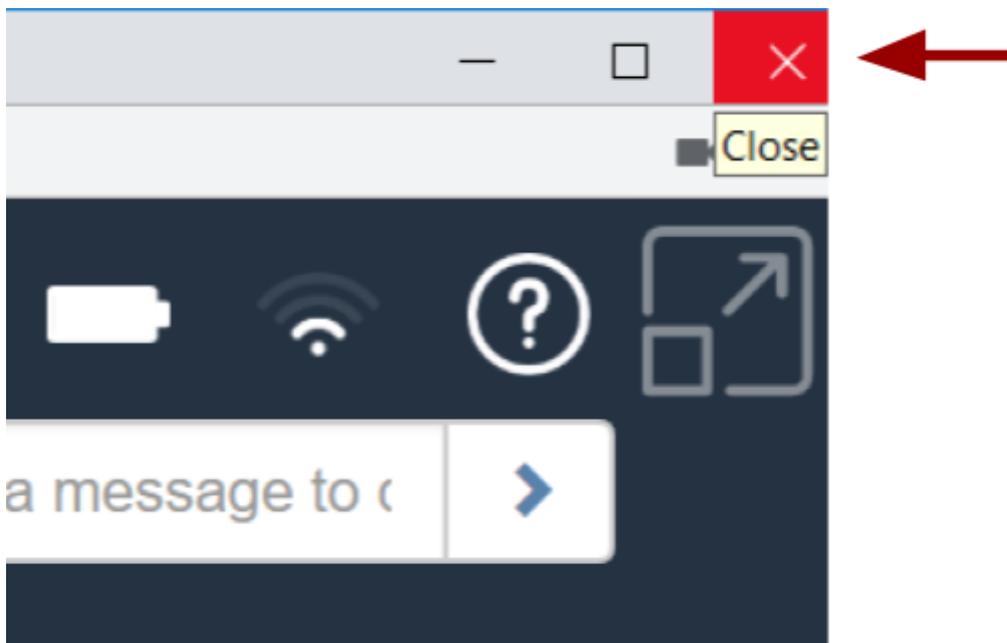
Please note: if the Camera View from your Teleport is updating, but it does not respond to movement controls, please proceed to Solution 3: Complete Reboot.

If you have attempted to update your Teleport, and the update has failed, please proceed to Solution 3: Complete Reboot.

If the Teleport is unresponsive and/or an error message appears, please attempt Solution 1.

Solution 1: Reopen Control Interface

1. Close the control interface page using the X as shown.



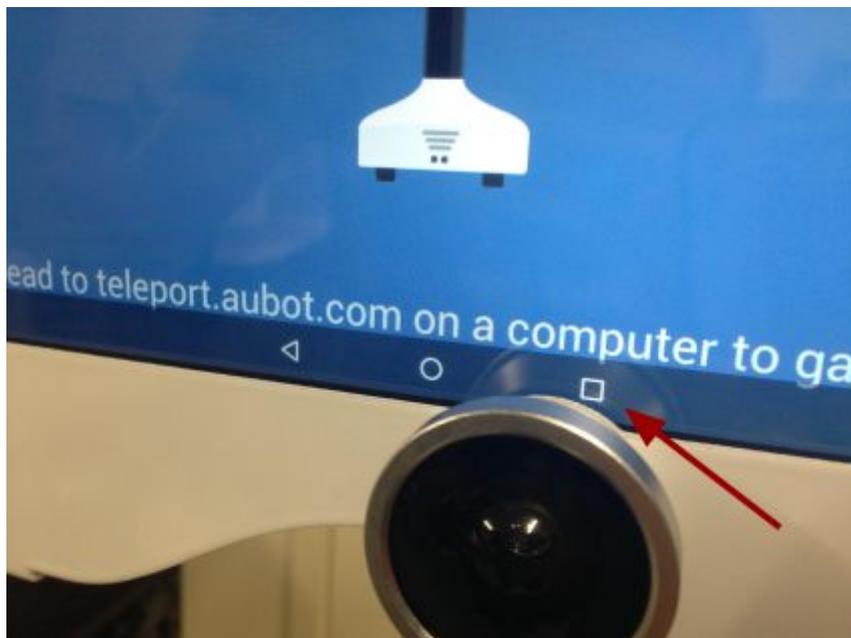
2. Return to your aubot Teleport home page. Access your Teleport again by clicking "Teleport" next to the desired robot.
3. If the issue persists, attempt Solution 2.

Solution 2: Reboot Teleport App (On Teleport's Screen)

1. On the Teleport's display screen, swipe down in the top left corner to display the toolbar.



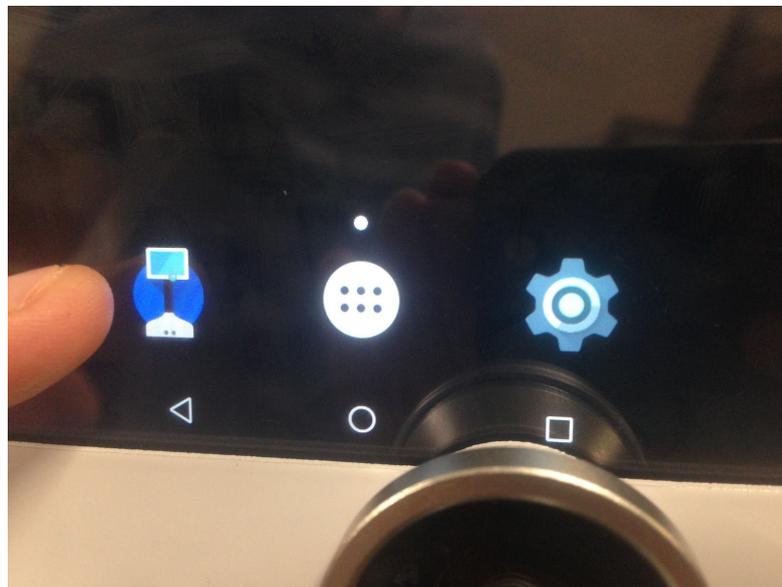
2. From the toolbar, press the square button. A stylus may be required to make this step easier. This displays smaller images of the open apps on the tablet.



3. Swipe the Teleport app across the screen to the left, letting go so that the image disappears. The Teleport app is now closed.



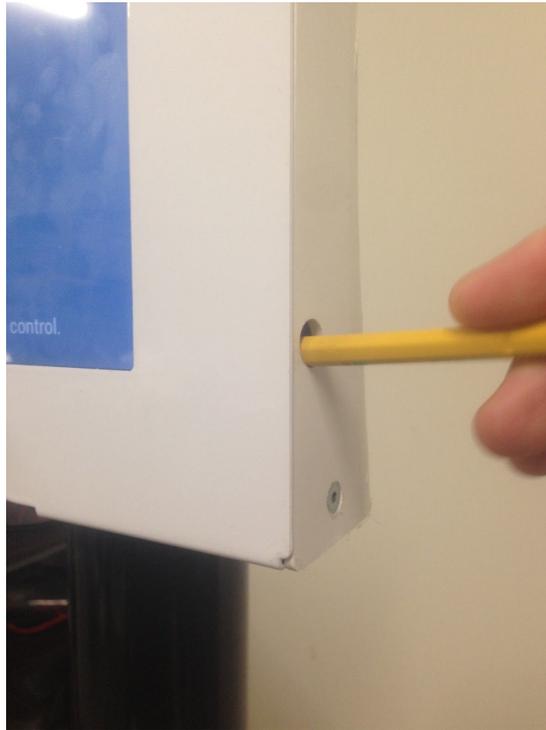
4. Press the following symbol to reopen the app.



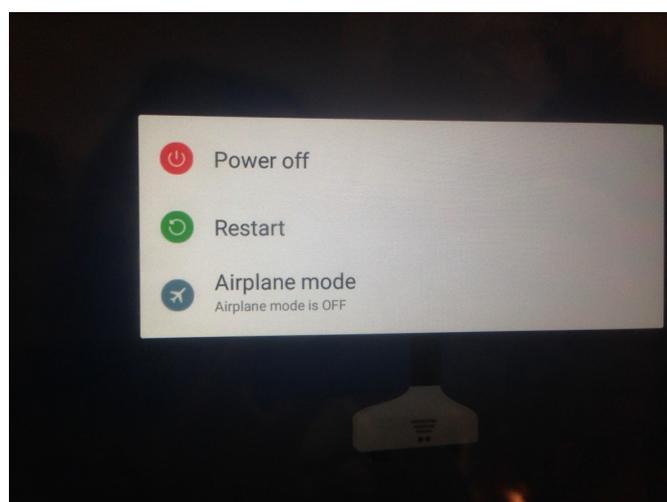
5. Reconnect to the Teleport from your laptop or mobile device.
6. If the issue persists, attempt Solution 3.

Solution 3: Complete Teleport Restart

1. Switch off the Teleport from the power switch at its base.
2. If the Teleport's screen is still active, use the blunt end of a pencil to press the power button on the tablet, accessible from the right side of the head. See image for detail.



This menu will be displayed. Click "Power Off". Do not select the other options.



3. Wait a few moments. Turn the Teleport on using the power switch on the base. Wait for the Teleport to start. Once the following screen is displayed, connect to the Teleport from your laptop or mobile device as usual.



4. If the above screen does not appear, click the following symbol to start the Teleport app. Connect to the Teleport from your laptop or mobile device.

