



# Teleport User Manual

2019



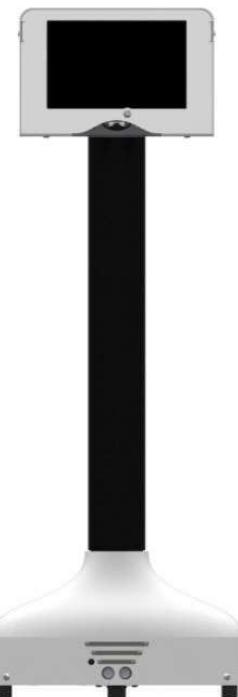
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# Introduction to Telepresence Robots and Teleport

Telepresence uses video calling technology to allow remote participation in meetings and work. A telepresence robot combines the video telepresence with a physical, mobile body to allow a more immersive experience, enabling the user to remotely attend work, school, family occasions and conferences.

Teleport™



Teleport achieves this by combining a physical presence with on-screen real-time video of the user. A speaker allows the voice of the user to be projected from the Teleport, and a microphone picks up sound nearby; this allows the user of the Teleport to communicate with others as if they were in the same room. Wheels on the base of the Teleport allow it to move around; the user controls this movement from a web browser or Android app.



## Essential product information

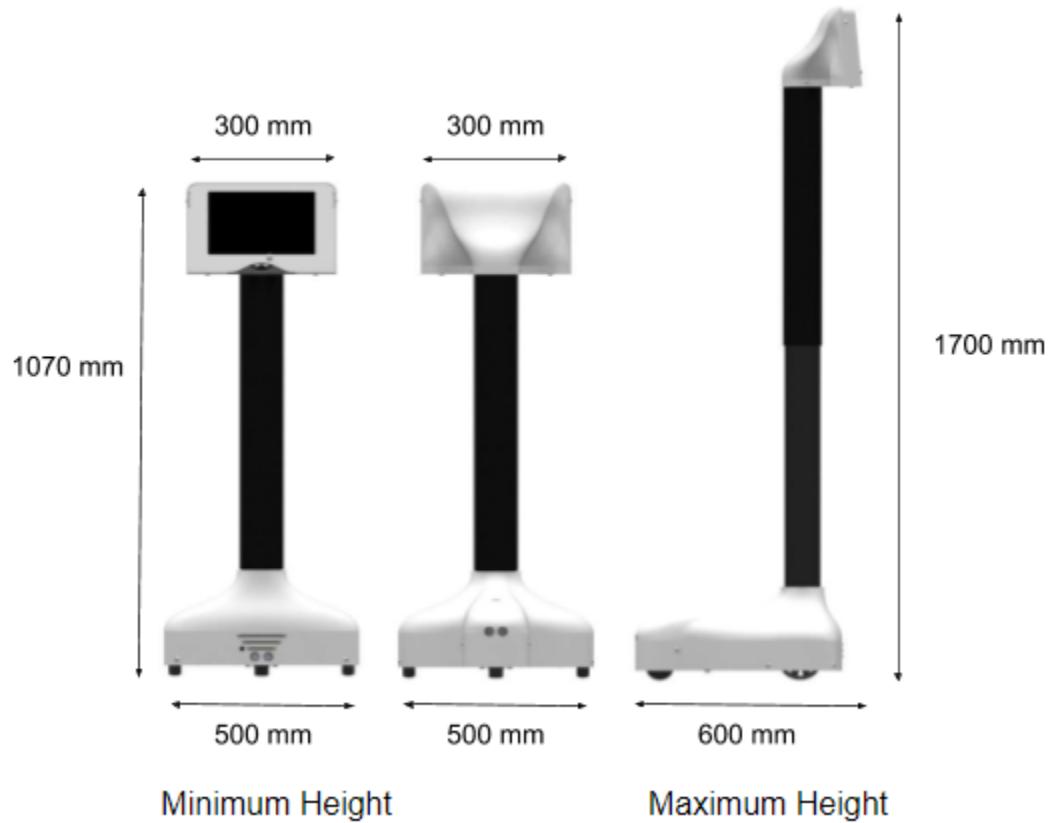
<b>Product name</b>	Teleport™
<b>Type</b>	Telepresence robot
<b>Model</b>	e

# Anatomy

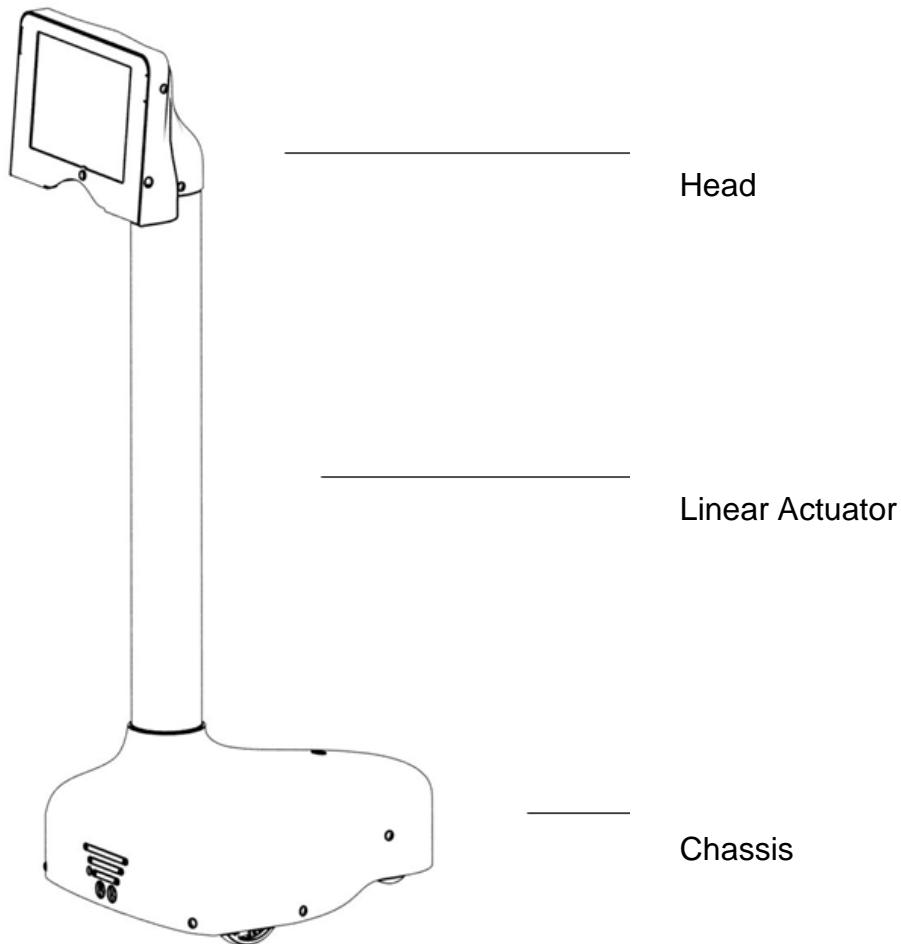
## Size & Weight

### Teleport

<b>Maximum Height</b>	1700 mm
<b>Minimum Height</b>	1070 mm
<b>Length</b>	600 mm
<b>Width</b>	500 mm
<b>Weight</b>	17 kg

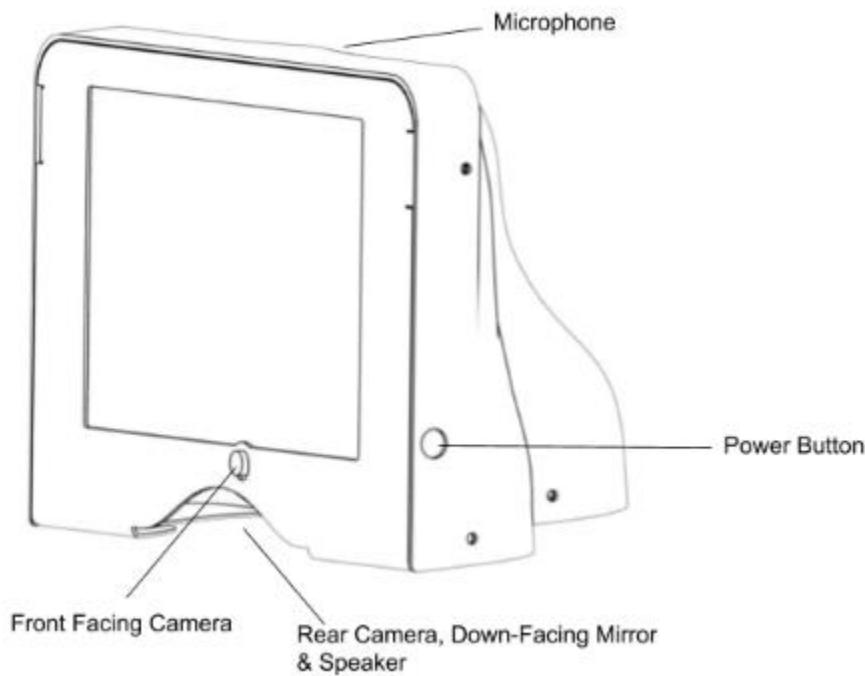


## Overview



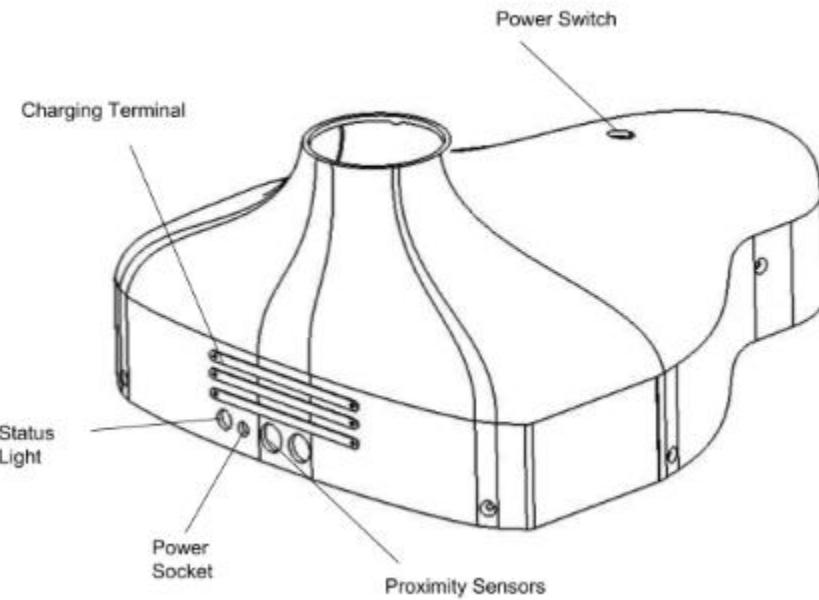
<b>Head</b>	Contains the majority of user-interface applications including visual screen, speaker, microphone & cameras.
<b>Linear Actuator</b>	Controls the height adjustment of Teleport's screen.
<b>Chassis</b>	Enables Teleport to drive. It contains the power switch, status light, charging terminals and proximity sensors.

## Head



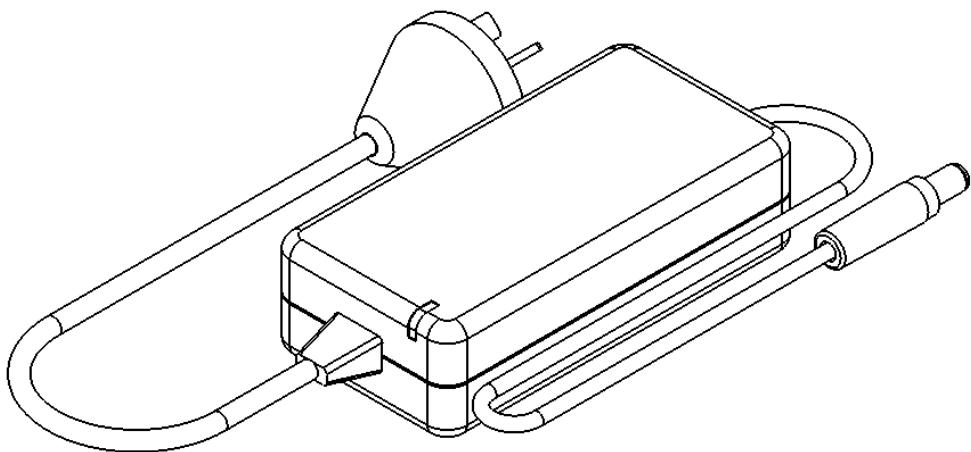
<b>Power Button</b>	Turns the video screen on and off.
<b>Front Facing Camera</b>	Gives a wide-angle view of the space in front of Teleport (Camera View).
<b>Rear Camera &amp; Down-Facing Mirror</b>	Allows the user to see Teleport's surroundings (Down View) and navigate with ease.
<b>Microphone</b>	Picks up nearby sound.
<b>Speaker</b>	Allows the user to project their voice through Teleport and engage with others.

## Chassis



<b>Power Switch</b>	Turns the body on and off.
<b>Status Light</b>	Alerts pedestrians of Teleport's current action or status.
<b>Proximity Sensor</b>	Detects obstructions directly in front of or behind Teleport.
<b>Wheels</b>	Allows bidirectional maneuverability.
<b>Charging Terminal</b>	Contact points for charging that interact with the charger dock.
<b>Power Socket</b>	To charge the Teleport.

## Power Supply



## Unpacking your Teleport – Video

<https://www.youtube.com/watch?v=2NEuMAk2p9s&feature=youtu.be>

## Packing your Teleport – Video

<https://www.youtube.com/watch?v=2NEuMAk2p9s&feature=youtu.be>

# Setting Up Your Teleport for the First Time

## Warnings

### PRODUCT WARNING

DO NOT use this product or any available optional equipment without first completely reading and understanding these instructions and any additional instructional material such as owner's manuals, service manuals or instruction sheets supplied with this product or optional equipment. If you are unable to understand the warnings, cautions or instructions, contact an Aubot representative before attempting to use this equipment - otherwise, injury or damage may occur. Check all parts for shipping damage and test before using. In case of damage, DO NOT use. Contact Aubot for further instruction.

### ACCESSORIES WARNINGS

Aubot products are specifically designed and manufactured for use in conjunction with Aubot accessories. Accessories designed by other manufacturers have not been tested by Aubot and are not recommended for use with Aubot products.

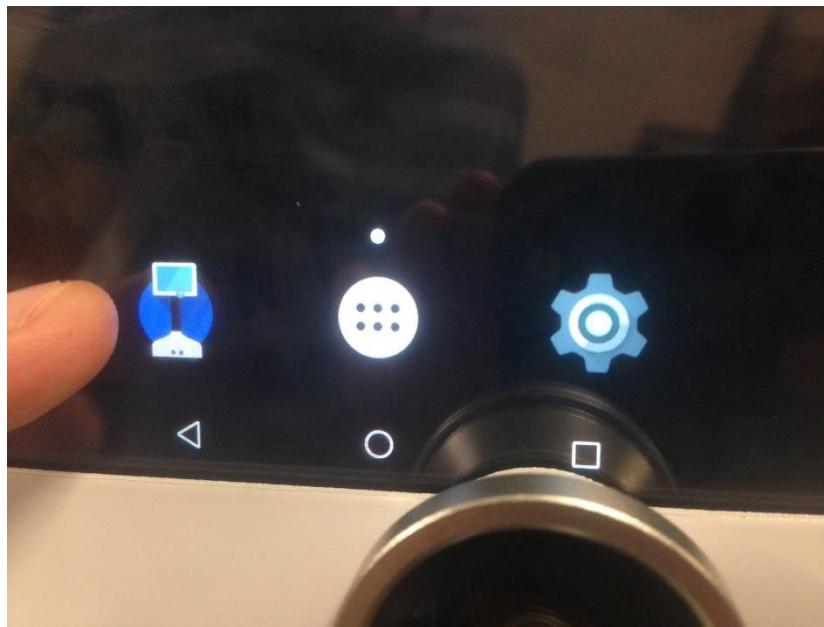
**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE WITHOUT NOTICE.**

## Set Up Teleport

1. Take Teleport out of the box.
2. Remove bubble wrap packaging (see Unpacking and Packing Teleport - VIDEO)
3. Charge Teleport (see Charging and Power Supply), ensure power button is switched on to do so.
4. Connect to the internet on the Teleport (see Connecting to the Internet).
5. Register Teleport online using your laptop, tablet or smartphone (see Registration).
6. Congratulations, you have completed the setup of your Teleport!

## Connecting to the Internet

1. Switch on your Teleport and open the Teleport app (if it does not open automatically) by clicking on the following symbol.



2. Follow the on-screen instruction directing you to turn Location ON.
3. Follow the on-screen instruction to “Scan for WiFi”.
4. Select your WiFi connection (identifiable by name) and complete the password.

# Registration

Before registering a Teleport or creating an organisation account, you must register a personal account.

## Contents

### Register a Personal Account

From a Computer or Tablet Browser

From an Android or iOS Device

### Register Teleport(s)

### Register an Organisation

## Register a Personal Account

### From a Computer or Tablet Browser

1. Go to <https://teleport.aubot.com/register/> in your web browser.
2. Create a personal account by completing the required information on the registration page:

Username\*

Required. 150 characters or fewer. Letters, digits and @/./+/-/\_ only.

First name

Last name

Email\*

Password\*

Confirm Password\*

Timezone\*

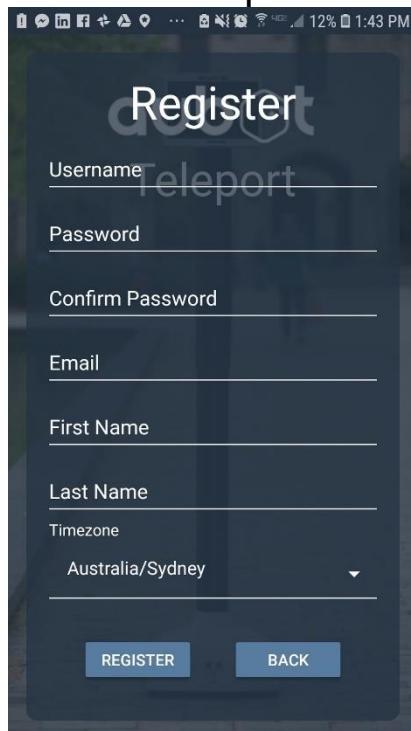
▼

**Register**

3. Click “Register”.

## From an Android Device

1. Download the app suitable for your device (see Controlling the Teleport via Android or Controlling the Teleport via iPhone).
2. Open the app on your device.
3. Click “Register” and fill in the required details as shown.



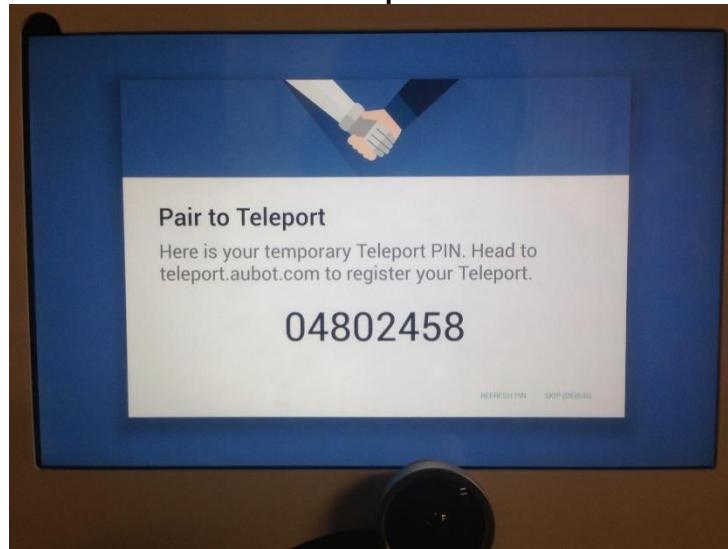
4. Click “Register” to finish.

## Register Teleport(s)

1. Click “Register a Teleport” on the homepage of a personal or organisation account. From an Android app, Teleports may be registered from the home screen by tapping the following icon.



2. Select if Teleport is for personal use or for use within an organisation.
3. Enter the name of your Teleport (you can choose to name your Teleport anything you want), and the Teleport pin, which can be seen on the screen of the Teleport as shown.



If the Teleport is for use in an organisation, an option to assign it to a group will be present. The name and group of the Teleport may be edited later.

### Register Teleport

Teleport's PIN (seen on Teleport Screen):\*

Teleport's Name\*

Location

Timezone (used for scheduling bookings)\*

Who will have access to this Teleport?

[Register](#) [Cancel](#)

4. Click “Register”. Congratulations! Your Teleport is now registered and ready to use.
5. To register another Teleport, click “Register Teleport” or tap the icon from the Home page, and repeat the above steps.

## Register an Organisation

After creating a personal account, it is possible to register an organisation. Multiple Teleports, users and admins may be managed using organisation tools.

If you are already part of an organisation, you will not be able to register another organisation.

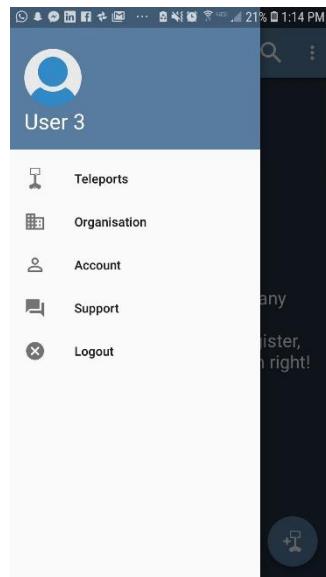
1. Click “Register an Organisation” on the Home page of the account if using a web browser.

**Thank you for registering!**

Register a new Teleport or ask your Group's administrator to add you as a member to use a Teleport.

[Register a Teleport](#) [Register an Organisation](#)

If using the Android app, click the top left-hand corner to display the following menu, and select “Organisation”.



## 2. Complete the required details (shown below).

### Register Organisation

Company/Organisation\*

Address 1

Address 2

City

State/Province/Region

Zip/Postal Code

Country

Phone number

Email

**Register**

## 3. Click “Register”. It is now possible to register new users within the organisation (or to add existing users to the organisation). For more details, see Organisation Features and Settings.

## Features and Settings

### Contents

#### Personal Web Interface Features

Home Page

List View

Edit Teleport

Share Teleport

Map View

Toolbar

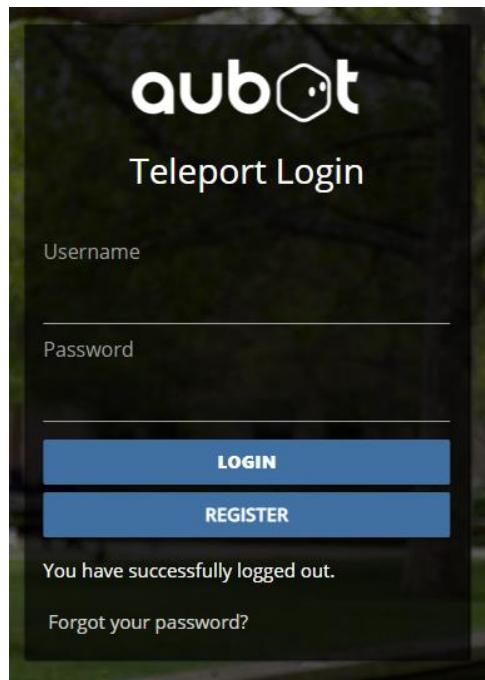
#### Personal App Interface Features

Home Screen

Menu

## Personal Web Interface Features

Username and password (created during registration) can be used to login to the Web Interface at  
<https://teleport.aubot.com/login/>.



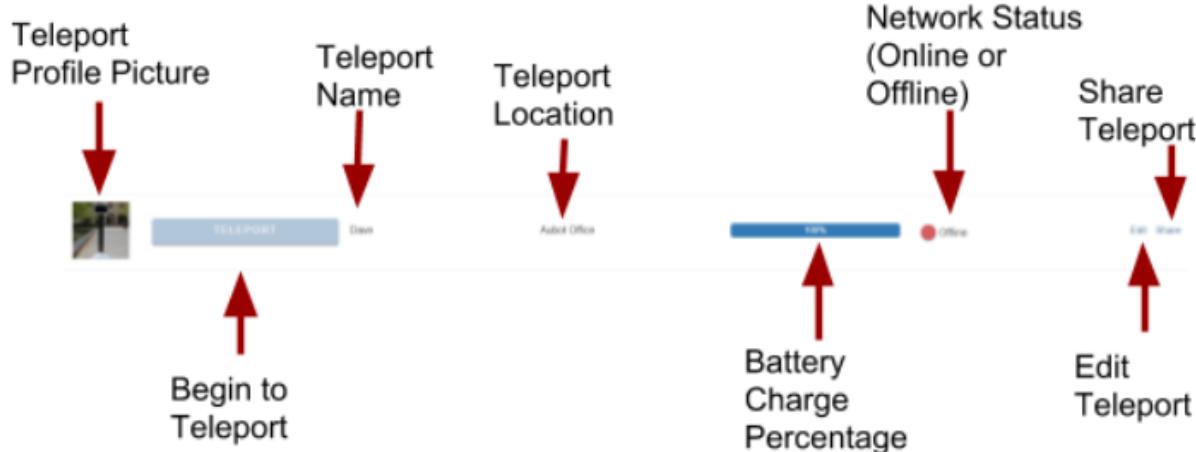
If you have forgotten your password, please click “Forgot your password?” and follow the on-screen instructions to reset your password.

## Home Page

Personal and Organisation Teleports will be displayed in the Web Interface after logging in; these may be viewed in List View or Map View as shown. Robot name, location, charge and network status are listed.

## List View

Teleports are listed with the following features:



## Edit Teleport

To Edit the details of a Teleport:

1. Click "Edit". The following details may be changed.

Edit Teleport

Teleport ID: 31e06eb87af6187b

Teleport Name\*

Marita Cheng

Location

Government House

Timezone\*

UTC

Hide down-facing camera when not moving (Beta)

Picture

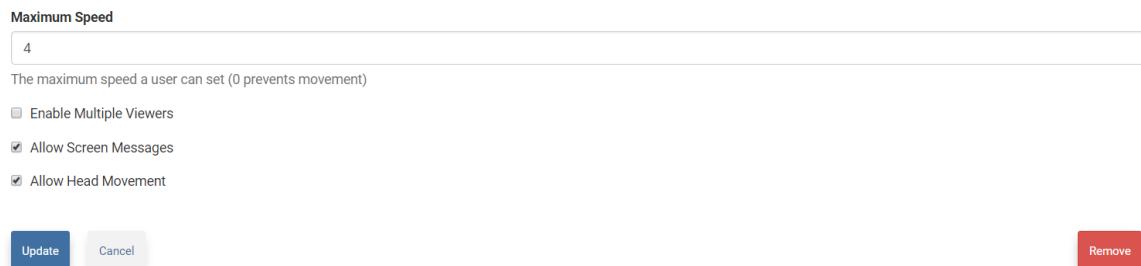


Choose file | No file chosen

Maximum Volume

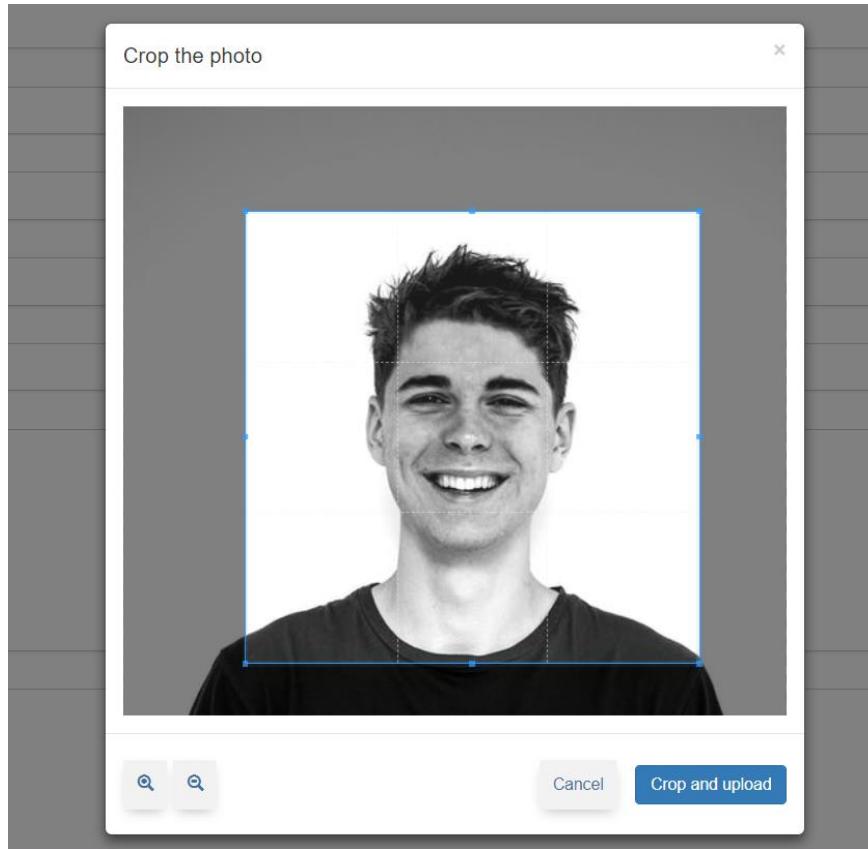
100

The maximum volume a user can set (0 is always muted)



Adding a profile photo means that it will be displayed on the Teleport when the user's camera is turned off. To add or update a profile photo:

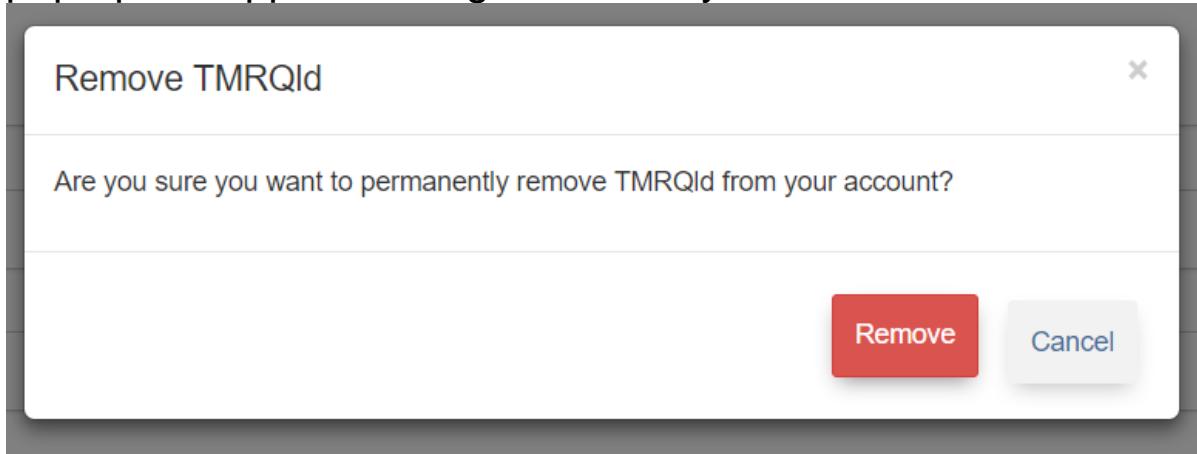
1. Click "Choose File".
2. Select the desired photo from your file explorer.
3. Crop the photo by adjusting the blue box to surround the desired area as shown.



4. Click "Crop and upload".

To finish editing a Teleport, click "Update" to save your changes. Click "Cancel" if you do not wish to save your changes.

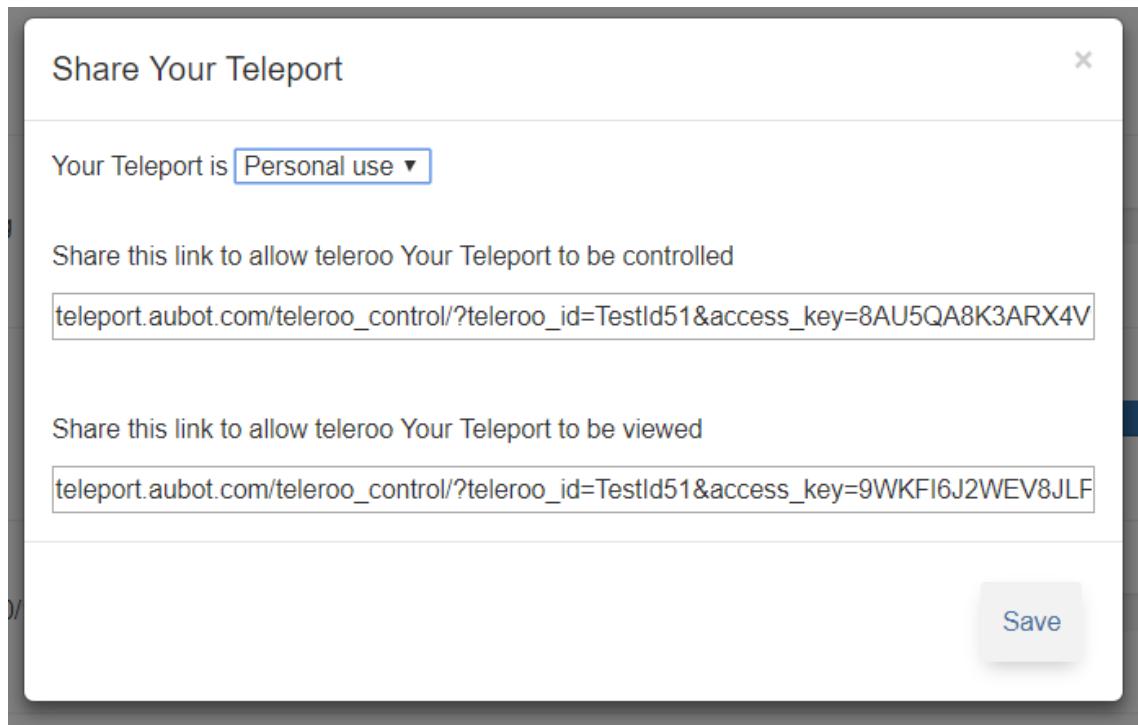
To deregister (delete) a Teleport, click “Remove”. The following pop-up will appear asking to confirm your decision.



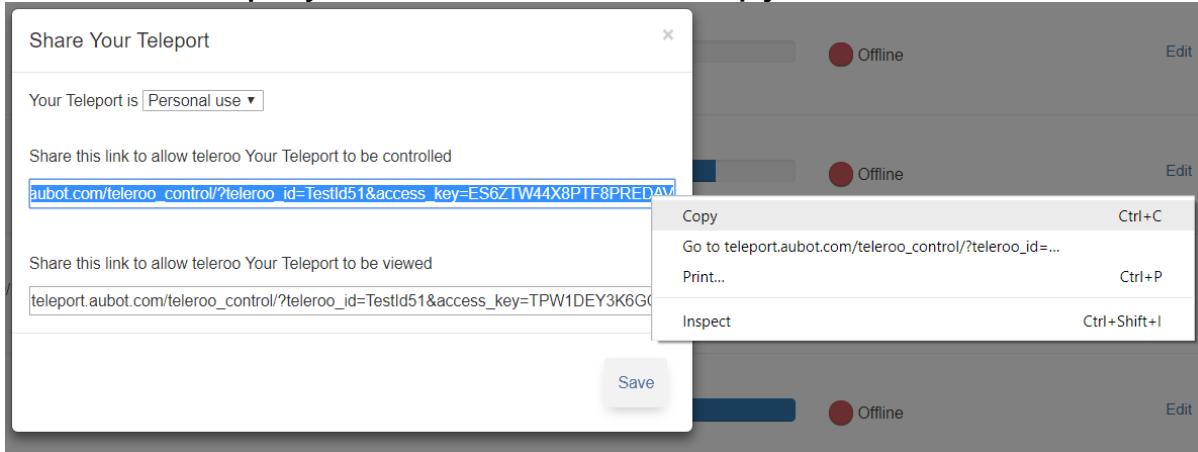
Click “Remove” to deregister your Teleport and remove all of your settings.

## Share Teleport

From the List View Home page, clicking “Share” provides the following options.

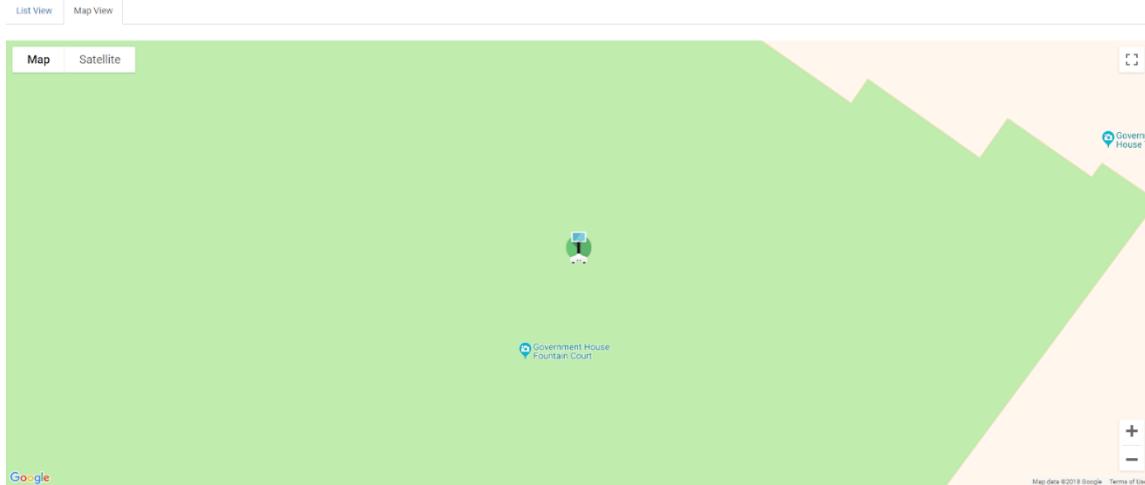


To copy a link, click the mouse cursor at the start of the text box and drag it across to select the entire link. Then right-click the mouse to display the menu. Select “Copy”.



The link may then be pasted (by right-clicking in any text-box and selecting paste), and sent via message or email to another person to control or view the Teleport.

## Map View



Clicking on the Teleport icon displays the following pop-up menu with similar options to the List View.

The Teleport button here, or on the List View, may be pressed to begin using a Teleport. This will open the control interface (see Controlling the Teleport).



## Toolbar

This toolbar is available at the top of the page.

A screenshot of the aubot software toolbar. At the top, there's a navigation bar with the "aubot" logo, "HOME", "SUPPORT", and a "Hi, User" icon. Below this is a larger toolbar area. On the left, the "Hi, User" icon has a dropdown menu with "Profile" and "Log out" options. A callout arrow points from the text "Hovering the mouse above the ‘Hi, User’ icon shows the Profile and Logout options." to this dropdown menu.

The Profile page is shown below. The details shown may be edited. The profile picture may be updated by clicking “Choose File” and selecting the desired photo from your file explorer.

Username\*

First name

Last name

Email address

Timezone\*  
 ▾

About

Profile picture  
  
 Teleport Profile Photo.jpg

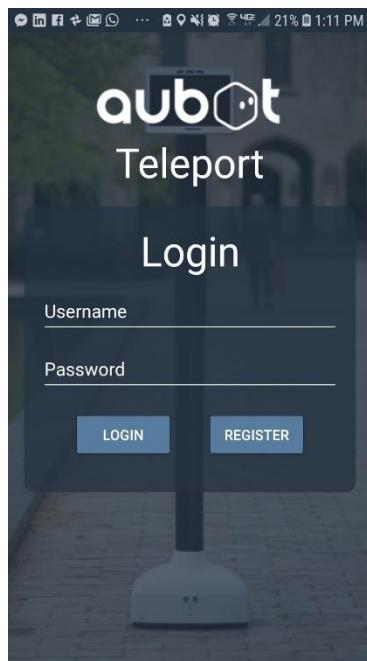
[Back to profile](#)

## Personal App Interface Features

To open the app, find and tap on the following symbol.



When the app is open, this login screen will be displayed. Login using your username and password, or if this is your first time using a Teleport, click “Register” (see Registration).



## Home Screen

The home screen is shown here. It allows you to view information about your Teleports and select a Teleport to use, by clicking “Teleport”. To edit a Teleport’s information, select “Edit”. The “Search” function is used to search for Teleports by name.



To add more Teleports using the Android app, tap the following symbol. Complete the required details.



To add more Teleports using the iPhone app, tap the following symbol. Complete the required details.



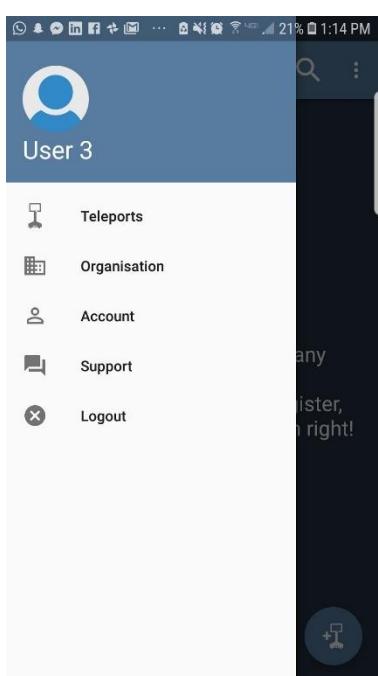
To display only online (available) Teleports, select the following symbol.



This will display the option to “Show Offline Teleports”. Tap the checkbox to switch this feature on or off.

## Menu

By clicking on the top left-hand corner of the screen, further options are displayed. If you have an organisation, this menu will have more options (refer to Organisation Documents).



Menu Item	Description
<b>Teleports</b>	View your Teleports (Home Page).
<b>Organisation</b>	Register an Organisation (see Registration).
<b>Account</b>	Edit account details.
<b>Support</b>	Access User Manual, Email Customer Support and Developer Tools.
<b>Logout</b>	Logout from your account.

## Controlling the Teleport via Web

### Set up a Suitable Web Browser

The Teleport software requires Chrome or Firefox web browsers. If you do not already have one of these options installed, follow either Option 1 (to install Chrome) or Option 2 (to install Firefox).

#### Option 1: Installing Chrome

1. Go to <https://www.google.com.au/chrome/>.
2. Click “Download Chrome”.
3. Read the User Licence Agreement. Click “Accept and Install”.
4. Click the file, ChromeSetup.exe (for a Windows computer, for other computers please follow on-screen instructions), which should appear in the downloads section of your current web browser. Click “Allow” or “Run” to begin the installation.
5. When the installation is complete, you are ready to begin using Chrome to control your Teleport.
6. Access Chrome from your desktop by clicking on this symbol and login to <https://teleport.aubot.com/login/>.



#### Option 2: Installing Firefox

1. Go to <https://www.mozilla.org/en-US/firefox/new/>.
2. Click “Download Now” or, if you would like to select a language other than English, click “Download in another language”.
3. Click the file, Firefox Installer.exe (for a Windows computer, for other computers please follow on-screen instructions),

which should appear in the downloads section of your current web browser. Click “Allow” or “Run” to begin the installation.

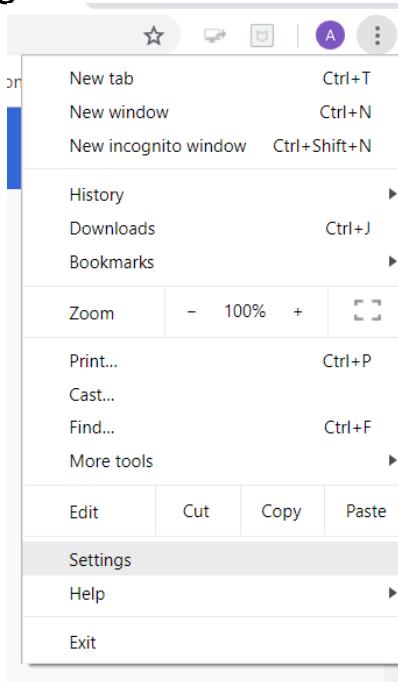
4. When the installation is complete, you are ready to begin using Firefox to control your Teleport.
5. Access Firefox from your desktop by clicking on this symbol and login to <https://teleport.aubot.com/login/>.



## Camera and Microphone Settings

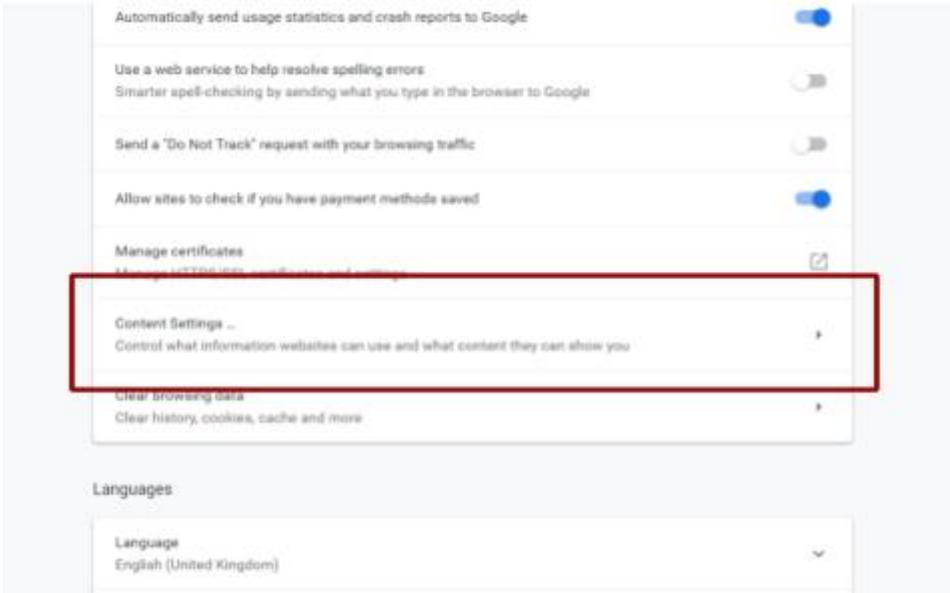
Ensure that your camera and microphone settings in your internet browser are set to “Ask Before Accessing”. To do so using Google Chrome:

1. Open Google Chrome.
2. Click on the three dots in the top right corner to open the menu. Select settings.



3. Scroll down and click on the following symbol to open the advanced settings (if they are not already shown below).

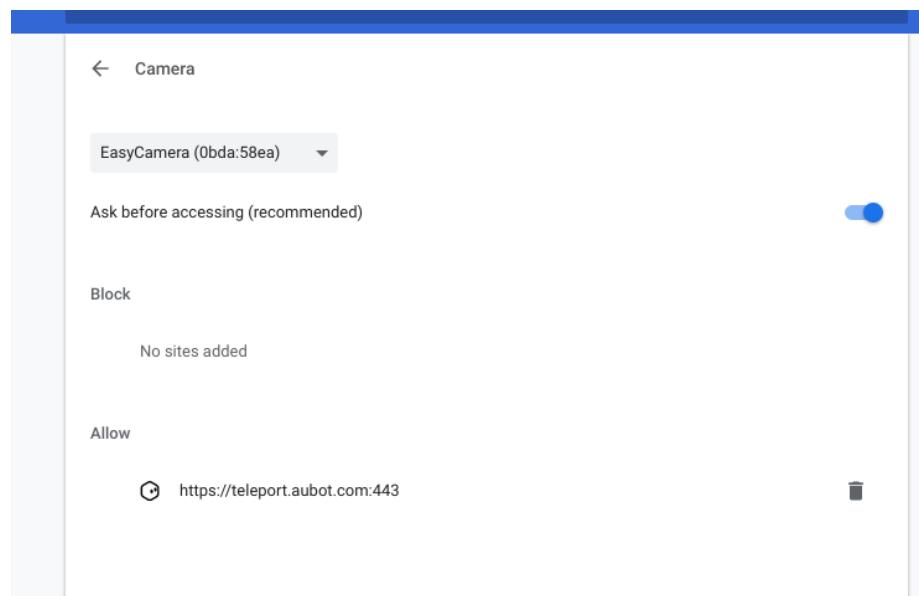
4. Select “Content Settings”.



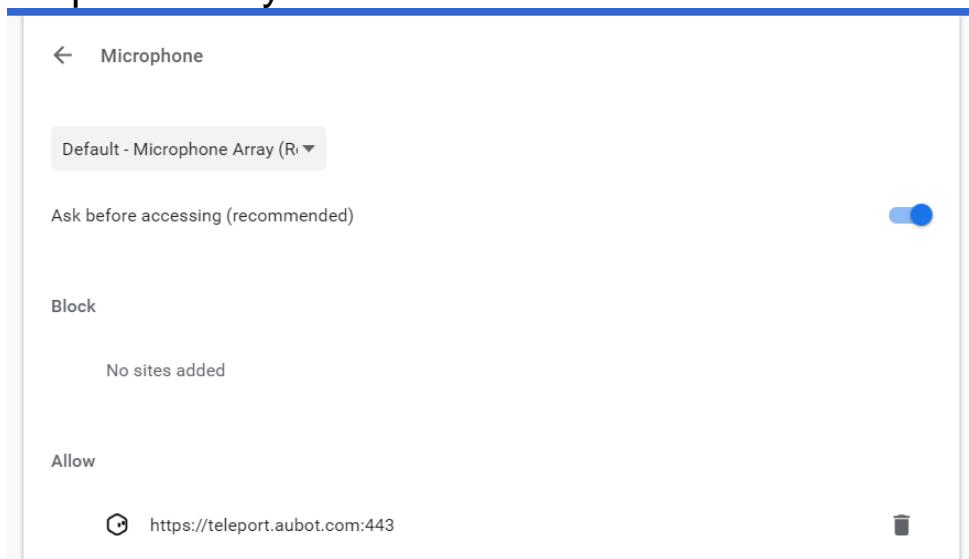
5. Check that both the Camera and Microphone are set to “Ask Before Accessing”.



6. Click on Camera and ensure the camera listed is the front-facing camera on your device.

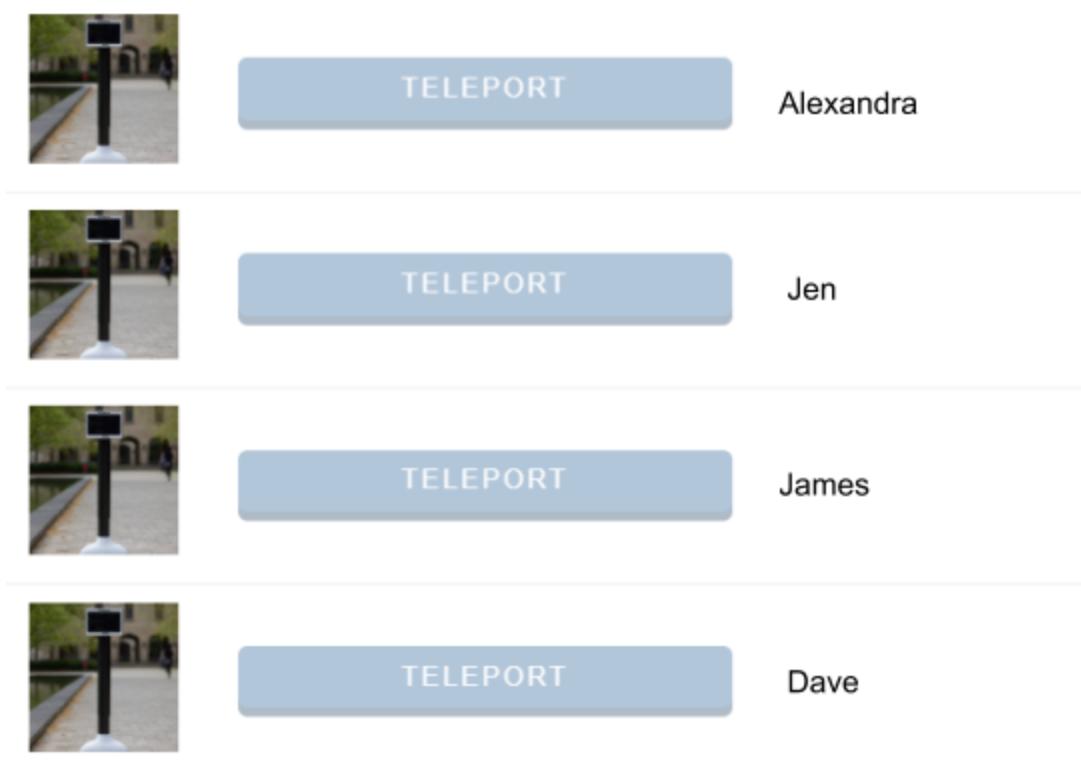


7. Click on Microphone and ensure the microphone listed is the correct microphone on your device.

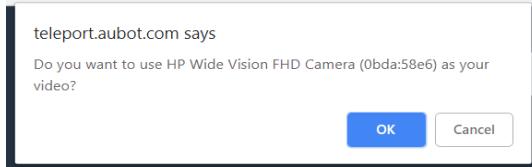


## Beginning to Teleport

1. Click “Teleport” from the Home screen of your Teleport account. Click the “Teleport” button in the same row as the Teleport that you would like to use based on its name and profile picture.



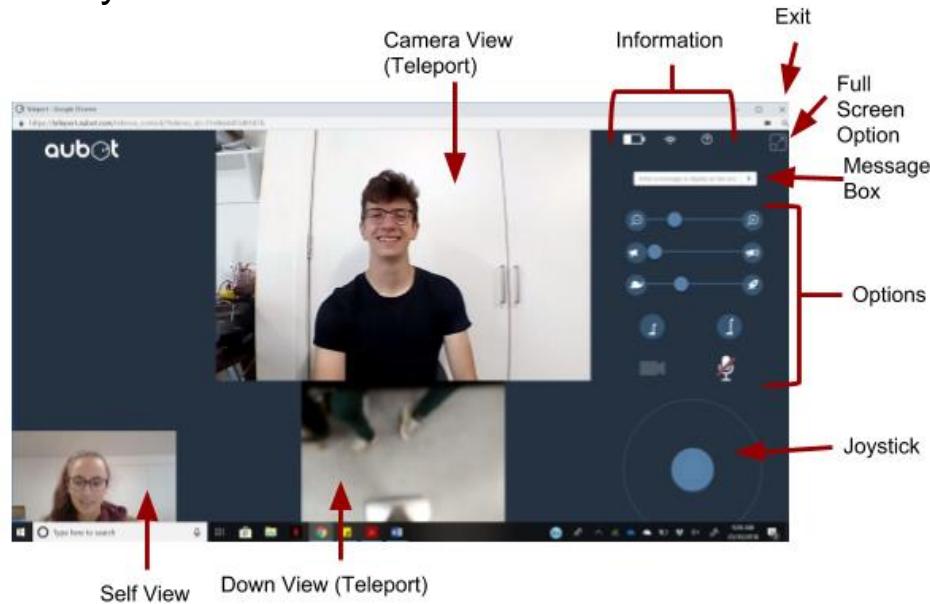
2. A pop-up, shown below, requesting access to the camera of your device will appear.



3. Ensure that the camera listed is the front-facing camera (facing towards the user) and click "OK". If the camera listed is the back camera, click "No" or "Cancel".
4. If you have pressed "OK" and your face does not appear on Teleport, close the browser and return to step 1. Then, in step 3, press "No" or "Cancel" and repeat step 4 until your face is shown.
5. You are now controlling your Teleport.

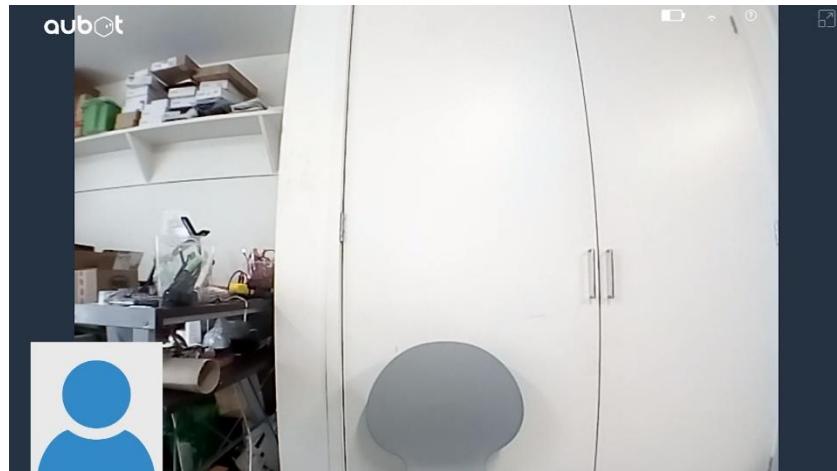
## Controls

Teleport can be controlled through the web interface shown below, with key features labelled.

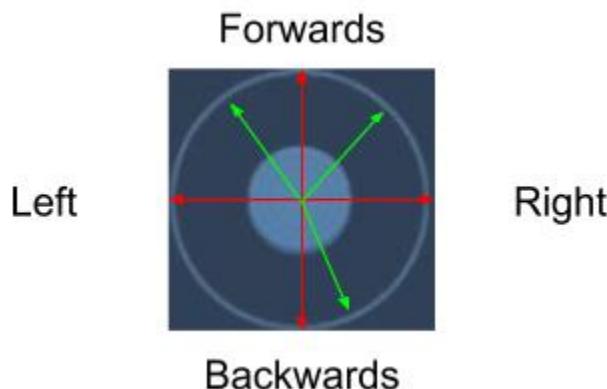


The **Self View** shows the view from the front-facing camera on the device controlling the Teleport; this is the view that appears on Teleport's screen. The **Camera View** shows the front view of the Teleport (what Teleport is looking at). The **Down View** shows the floor in front of the Teleport; this appears whilst Teleport is moving, to assist in avoiding objects. Warnings will appear if Teleport is going to collide with an object; this will look like a yellow caution line. Blue arrows indicate the direction that Teleport is currently moving in.

Clicking the **Full Screen Option** displays the following view. Press the [esc] key to exit this view, and return to the previous view. During the full screen option, controls will appear overlayed on top of the view when you begin using Keyboard Controls to move Teleport.

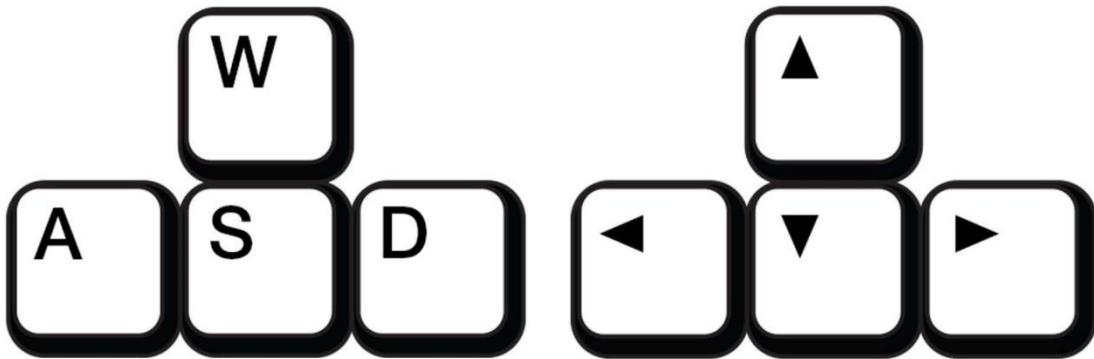


Teleport can be driven using a set of keyboard controls, or the blue on-screen **Joystick**.



The **Joystick** is used by clicking and holding the mouse over the light blue circle, and dragging the mouse towards the desired direction. The red arrows shown in this diagram show the direction that Teleport will move if the joystick is dragged in that direction. Teleport can also move diagonally, the green arrows show some examples of this.

The WASD keys or the directional arrow keys on the keyboard can also be used to drive Teleport.



Key	Direction
W / UP	Forward
S / DOWN	Backward
A / LEFT	Left
D / RIGHT	Right

Pressing two keys simultaneously allows Teleport to move diagonally; for example, pressing UP and RIGHT at the same time will move Teleport on an angle between forward and right.

The **Options** bar allows users to do the following, and may be controlled using keyboard shortcuts or clicking and dragging using the mouse:

### Zoom (Camera View)



Zoom Out ← Zoom In →

SHORTCUT KEYS - +

The zoom slider is used to zoom in and out of the Camera View.

### Volume (Teleport Speaker)



Low ← High →

The volume slider is used to increase and decrease the volume of the Teleport speaker.

### Speed

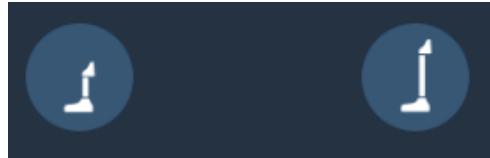


Slow ← Fast →

SHORTCUT KEYS < >

The speed slider is used to adjust the speed that the Teleport drives at.

### Height

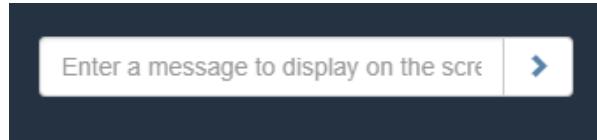


Shorter                      Taller

SHORTCUT KEYS Z Q

Using the mouse to click or hold down the height adjustment buttons controls Teleport's height.

## Message Box



The message box is used to display text on the Teleport's screen, by typing a message in the box and clicking the blue arrow to display it.

## Video And Microphone Switch



Toggle Camera

Toggle Mute

SHORTCUT KEYS

C

M

The Camera button is used to switch the Self View on or off. The red lines appear when they are switched off. The Mute button is used to switch the user's microphone on or off.

## Information



Battery %

Network Status

Help

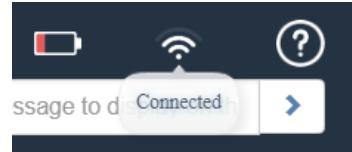
SHORTCUT KEYS

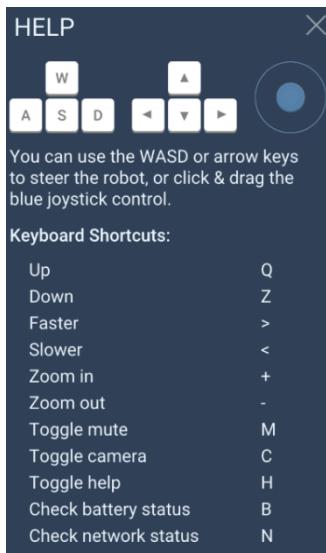
B

N

H

Clicking on the battery icon displays the Teleport's remaining battery percentage. Hovering over the network status icon displays whether the Teleport is connected, as shown.





Clicking on the Help icon displays the box shown on the left, showing a summary of controls and shortcuts for using the web interface. Clicking the X symbol will close this box.

The following icon (in the top right corner of the Teleport web interface) may be pressed to open the Accessibility Mode menu.



See Accessibility manuals for more information.

When enabled, the user is able to Right Click using a control interface of their choice (e.g. joystick, chin control or head tracking) to enable the controller's movements to directly control the Teleport's movements. A second Right Click enables the user to return to using the mouse in order to access other options.

# Controlling the Teleport via Android

## Download the Teleport Control Application for Android

1. Go to the Google Play store app, or follow this link  
<https://play.google.com/store?hl=en>.
2. Search for “Teleport Control”.
3. Select this application:



4. Choose “Install” and wait for the app to download.

## Beginning to Teleport

1. Click “Teleport” to start controlling one of your Teleports. The following message will be displayed.



2. Click “Allow”. The following message will be displayed.



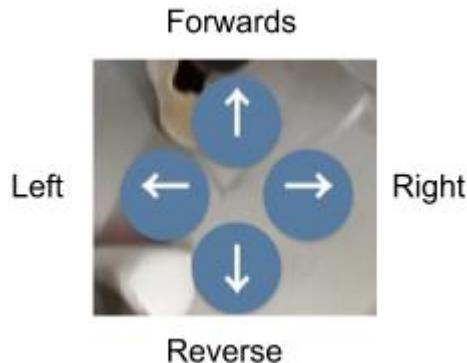
3. Click “Allow” again to proceed to the following screen.

This is the view shown in the app of the Teleport User.

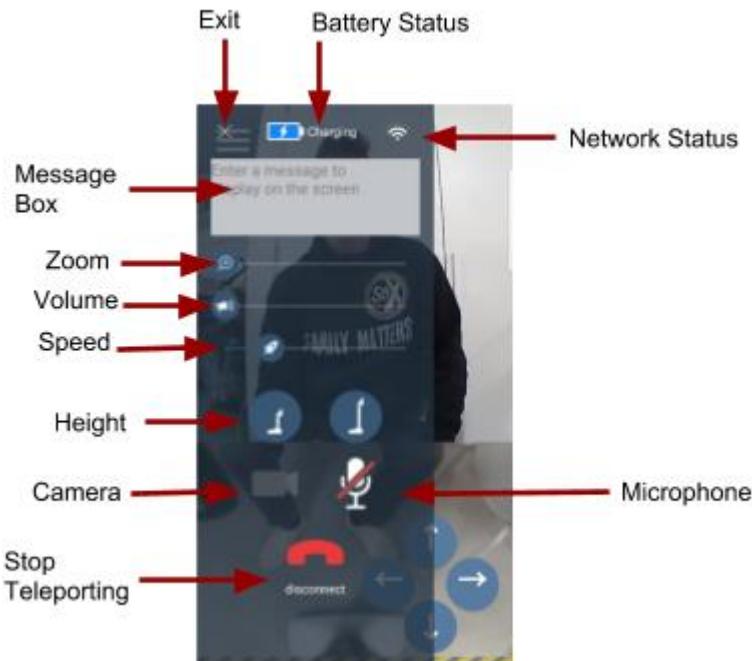


The **Camera View** shows the front view of the Teleport. The **Down View** shows the floor in front of the Teleport; this appears whilst Teleport is moving, to assist in avoiding objects.

To control Teleport's movement, the **Movement Controls** are used. Each arrow corresponds to movement of the Teleport in a particular direction, as shown in the diagram. Tapping and holding the arrow keys will enable the Teleport to move.



Tapping on the Options button expands the menu as shown.

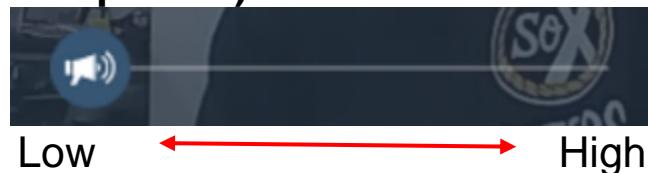


### Zoom (Camera View)



The zoom slider is used to zoom in and out of the Camera View.

### Volume (Teleport Speaker)



The volume slider is used to increase and decrease the volume of the Teleport speaker.

### Speed



The speed slider is used to adjust the speed that the Teleport drives at.

### Height



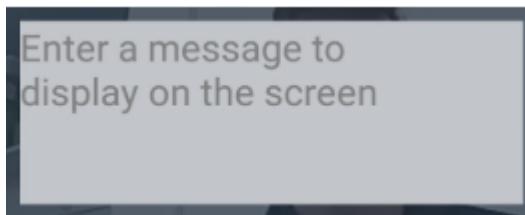
Tap or hold down the height adjustment buttons to increase and decrease Teleport's height.

### Video And Microphone Switch



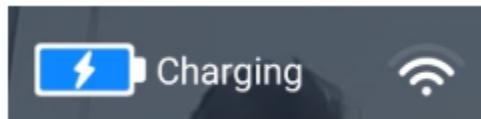
The Camera button is used to switch the Self View on or off on the Teleport. The Mute button is used to switch the user's microphone on or off. The red lines appear when they are switched off.

## Message Box



The message box is used to display text on the Teleport's screen, by typing a message in the box and clicking "Send" on the on-screen keyboard to display it.

## Information



Battery Status

Network Status

The battery icon displays Teleport's charging status. The network status icon gives an indication of whether the Teleport is connected to the internet.

## Charging and Power Supply

Teleport has two methods of charging its batteries. Please note: Teleport must be switched ON during charging. The LED colour guide provides more information on the Teleport's battery status (see LED Colour Guide).

### Method 1 (via Charging Mat - see Accessories)

1. Plug power supply into charging mat. Plug the other end of the power supply into the wall socket.
2. Drive Teleport over the mat and have the charging terminal strips make contact with the charging contact pins. Please note: after driving onto the mat, Teleport will slow down to a safe speed for docking.



### Method 2 (via Power Supply)

1. Connect the power supply to a wall socket and directly plug the DC head into Teleport, as shown.



## LED Colour Guide

COLOUR	MEANING
Red	Low Battery
Blue	ON
Green	Fully Charged
Yellow - Orange	Object Nearby (either in front or behind)
Purple	No Connection

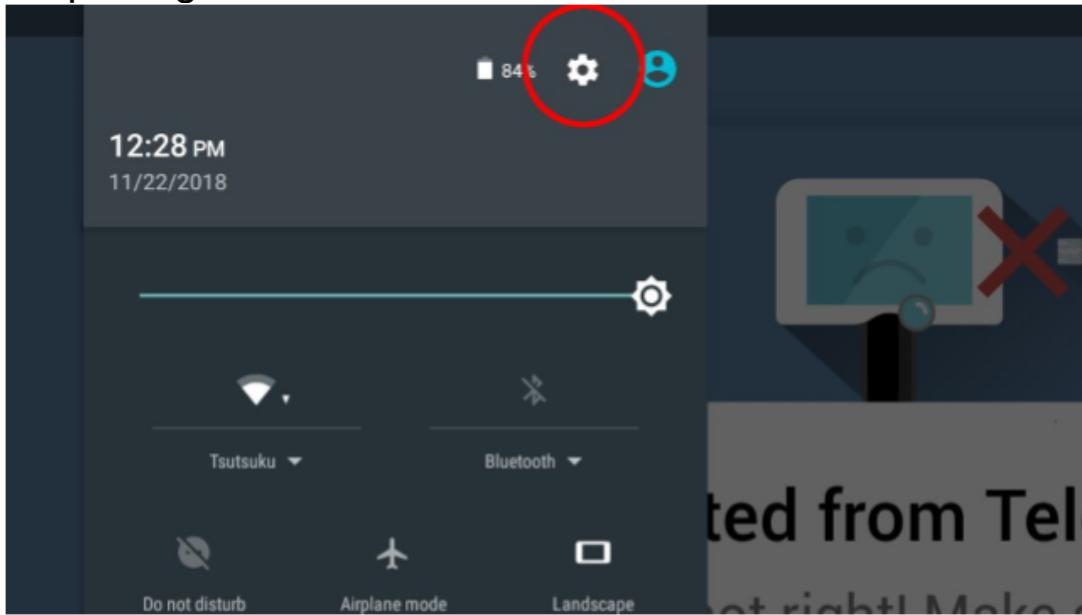
BLINKING	MEANING
Slow	Normal
Fast	Teleport is Moving
No Blinking	Charging

## Change the Time Manually on Teleport

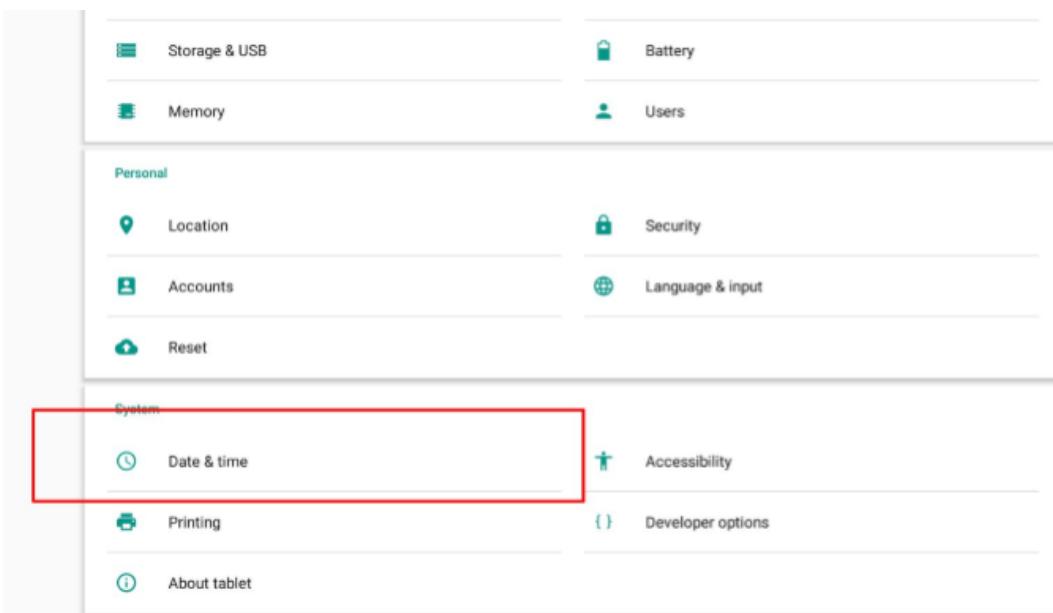
1. On the Teleport's display screen, swipe down in the top left corner to display the toolbar at least until the gear icon is seen.



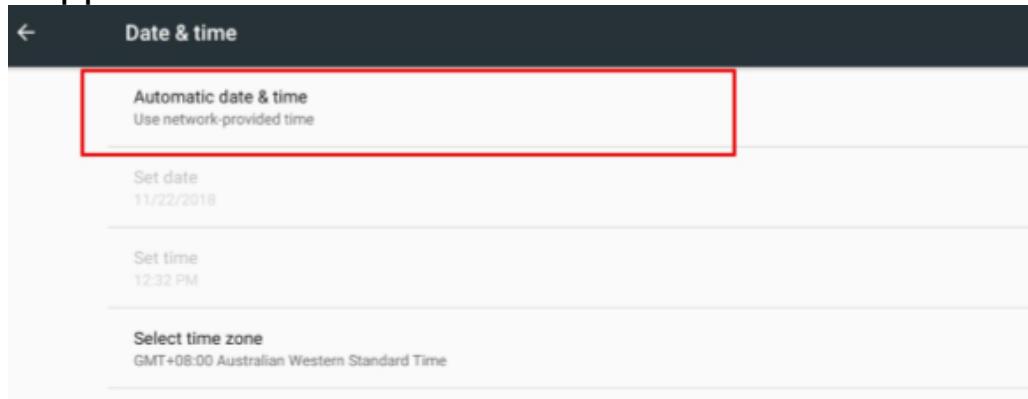
2. Tap the gear icon in the toolbar, as shown.



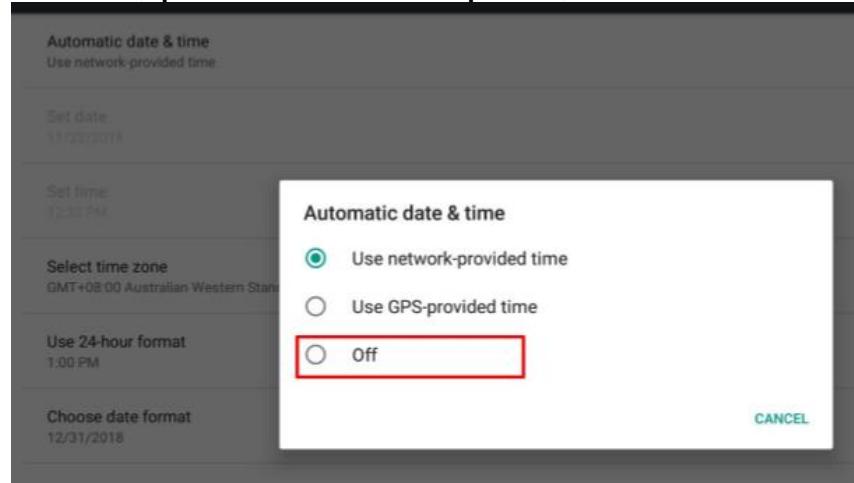
3. The settings menu, shown below, should open. Scroll down to the bottom and press the “Date & Time” option, indicated below.



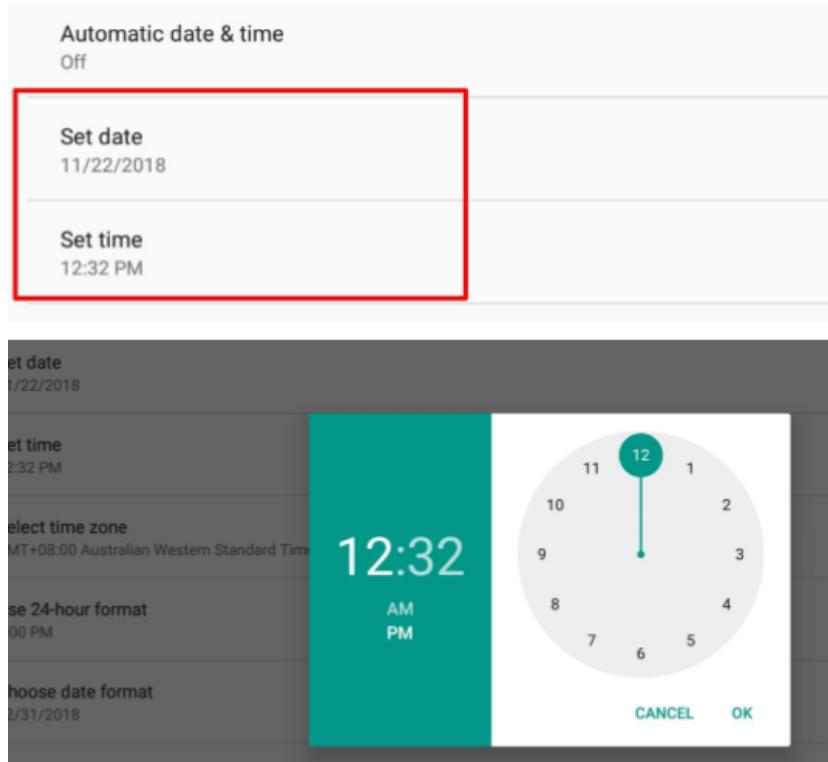
4. Press the 'Automatic date & Time' option, and a menu should appear.



5. In the menu, press the third option, 'Off'.



6. You should now be able to press 'Set date' and 'Set time' to choose the correct values.



## Safety Guide

### General Safety

#### Hazards & Restrictions

1. Small children, infants and pets should be supervised when near Teleport.
2. Do not apply a forced weight to any part of Teleport
3. Do not attempt to disassemble or damage Teleport. Should the product be disassembled or damaged in any way by the user, all warranties will be voided.
4. Refrain from inserting any metallic objects into the unit to prevent the event of an electric shock, short circuit, possible leaking of harmful substances and personal injuries
5. Avoid the handling of any liquids or chemicals within close proximity to Teleport.
6. Teleport is not designed for use on rough or uneven terrain.
7. The Teleport weighs 17kg. Ensure caution is taken when carrying Teleport.
8. Clean with a soft, dry cloth. Do not pour or spray water onto Teleport.
9. Do not store Teleport in wet or humid areas.

#### Charging Safety

1. Connect the dock to a standard outlet only.
2. Use only the charger supplied by the manufacturer.
3. Do not use a charger with a damaged cord or plug.
4. Do not attempt to charge Teleport if the contact terminal, power supply or charger mat is damaged.
5. Charge Teleport indoors only.
6. Never handle chargers with wet hands.
7. Always disconnect Teleport from the charger mat or power supply before cleaning.

## Operation

1. Teleport is not designed to travel up or down stairs, escalators or over curbs. Always use an elevator. Use care that Teleport and Teleport accessories do not become caught in elevator doors.
2. Drive with caution when attempting to negotiate any incline.
3. Do not attempt to open any kind of door (including elevators) using your Teleport.

## Electrical Safety & EMC Compliance

### FCC

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

### CE

Teleport complies with the essential requirements of the following EU Directives:

2014/30/EU	EMC Directive
2014/35/EU	Low Voltage Directive

### RCM

Teleport complies with the EMC regulatory requirements for EMC set down by ACMA (Australian Communications Media Authority).

# Storage and Maintenance

## Maintenance

Your Teleport is designed to require minimal maintenance by the user.

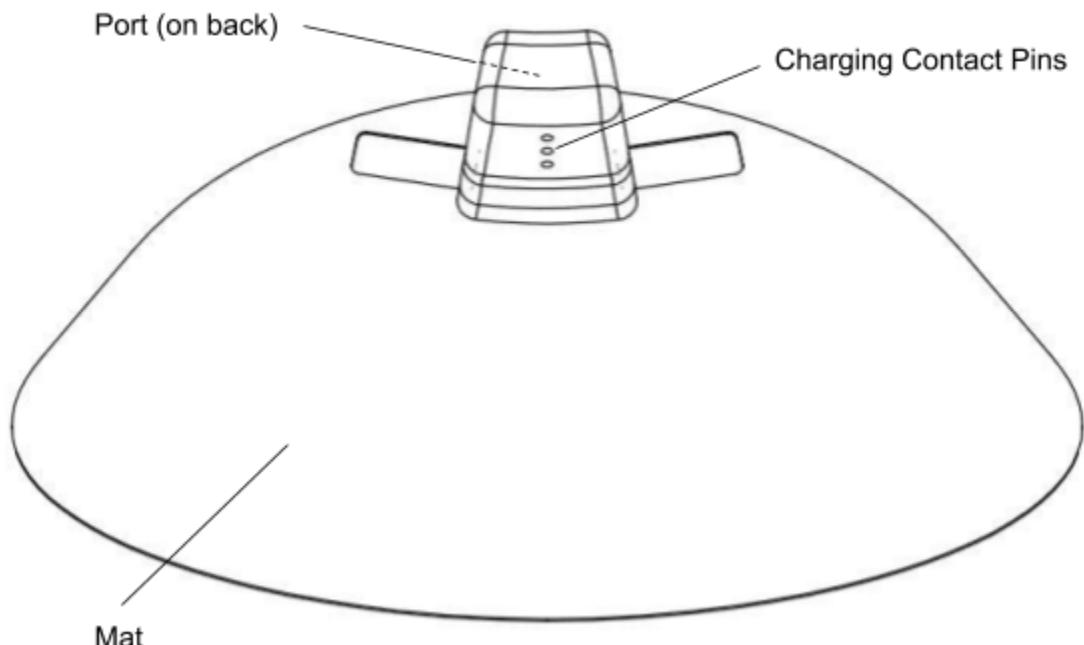
1. Do not clean or inspect your robot when it is turned on or connected to a user. Ensure it is turned off before any form of maintenance commences, otherwise injury or damage may occur.
2. Use a dry cloth to clean your Teleport's screen and outer covers.
3. Avoid using products that may scratch the surface of your Teleport.
4. Do not use free-flowing water to clean your Teleport. Water and extreme temperatures are the main elements that can adversely affect your robot and its performance. Water, in any form, will cause electronic malfunction or corrosion of the electrical components, connections, and the robot frame.

## Storage

1. Your robot should be stored in a dry place, free from temperature extremes.
2. If you fail to store the unit properly, the frame can rust and the electronics can be damaged.
3. Batteries that are regularly and deeply discharged, infrequently charged, stored in extreme temperatures, or stored without a full charge may be permanently damaged, causing unreliable performance and limited service life. It is recommended that you charge the batteries periodically throughout periods of prolonged storage to ensure proper performance.

## Accessories

### Charging Mat



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**Charging Contact Pins** Make contact with the charging strips on the chassis.

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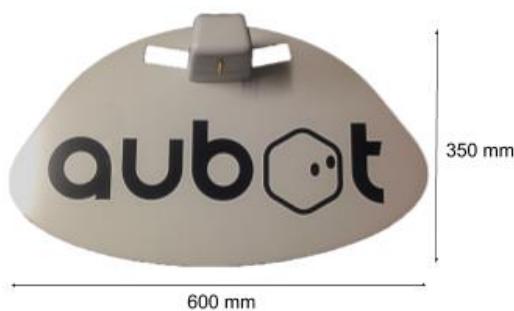
**Mat** Allows for placement of Teleport for charging.

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**Port** Connects the charging mat to the power supply.

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## Dimensions



## 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.

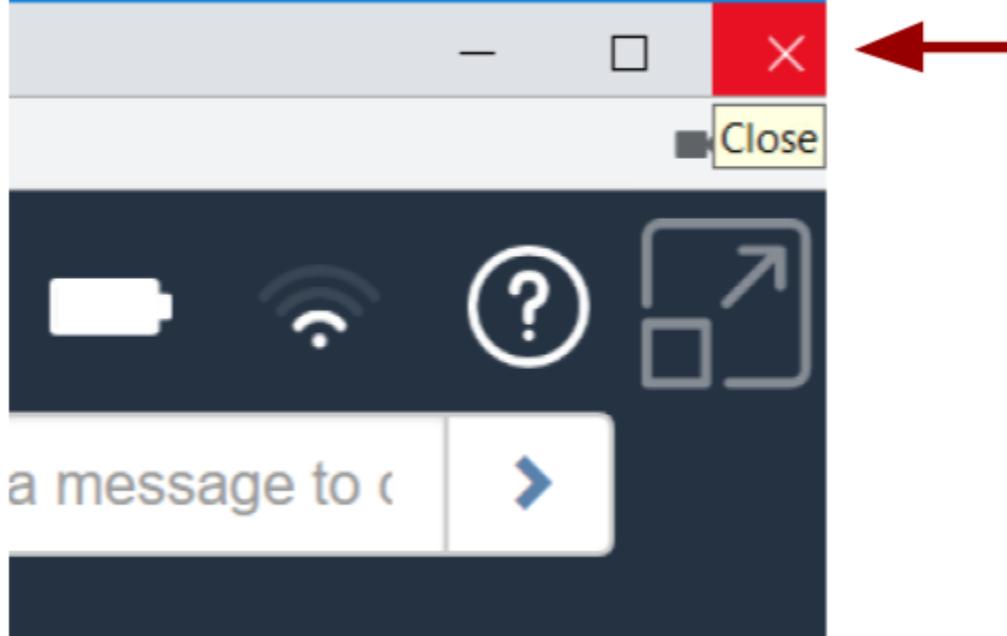
Please note: if the Camera View from your Teleport is updating, but it does not respond to movement controls, please proceed to Solution 3: Complete Reboot.

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.



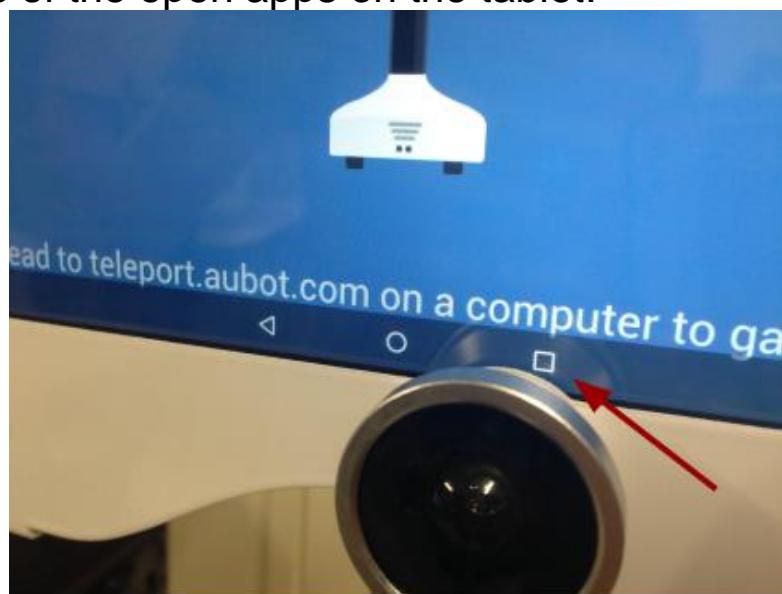
2. Return to your aubot Teleport home page. Access your Teleport again by clicking “Teleport” next to the desired robot.
3. If the issue persists, attempt Solution 2.

### 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.



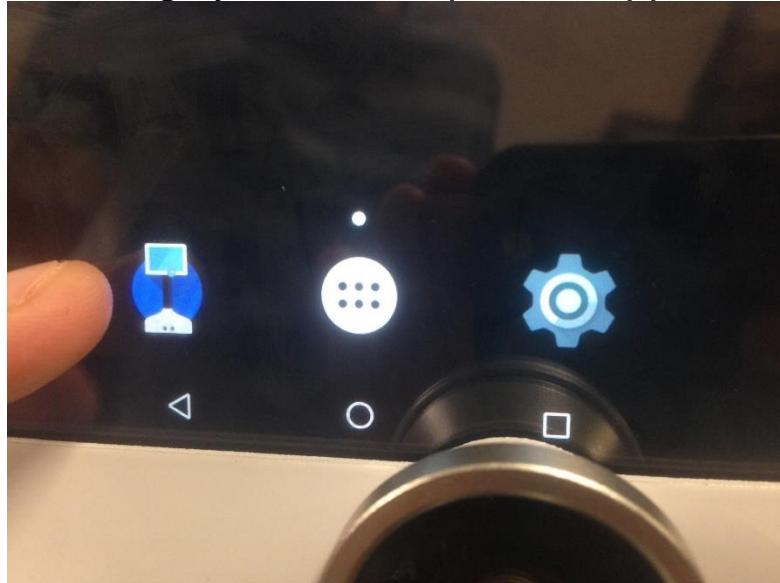
2. From the toolbar, press the square button. A stylus may be required to make this step easier. This displays smaller images of the open apps on the tablet.



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.



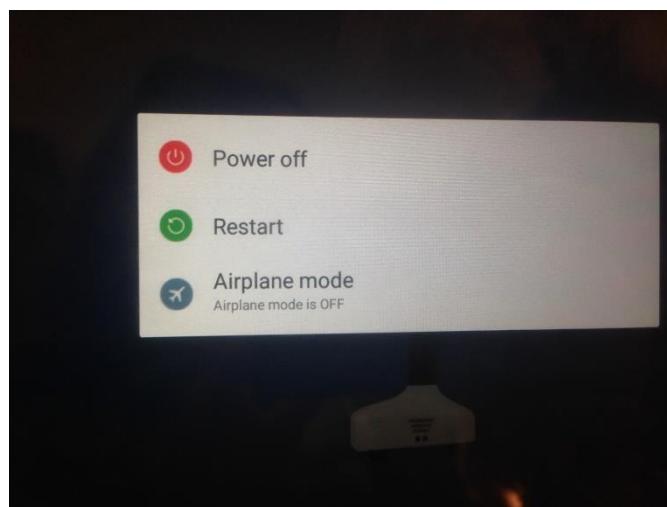
5. Reconnect to the Teleport from your laptop or mobile device.
6. If the issue persists, attempt Solution 3.

### 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.



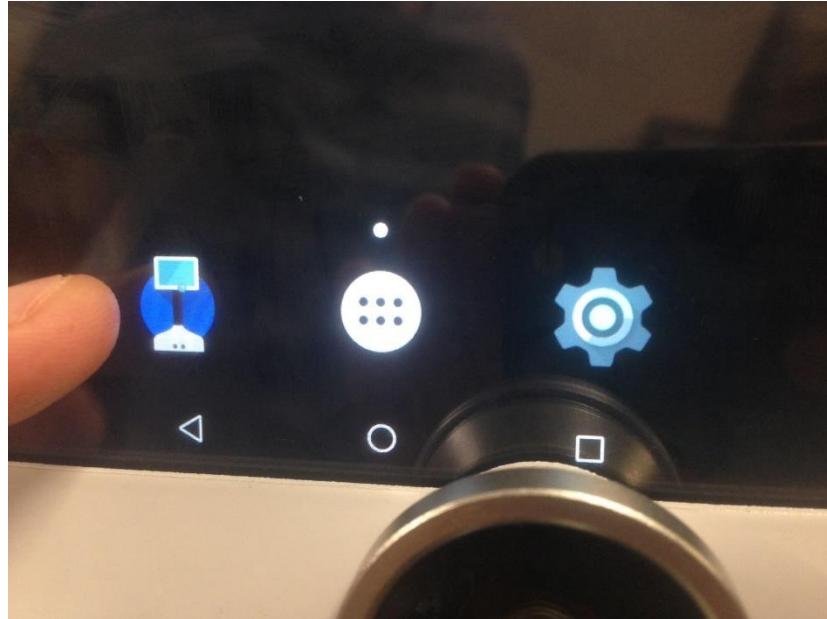
This menu will be displayed. Click “Power Off”. Do not select the other options.



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.



## Warranty

This product is covered by a limited Warranty from Aubot Pty Ltd. for the original purchaser that covers the product from manufacturer's defects in workmanship and materials for ONE YEAR from the date of receipt. A manufacturer's defect refers to the frailty or shortcoming in a product resulting from a departure from its specified design requirements during production.

Aubot's manufacturer's Warranty covers the normal and intended use of this product. Normal and intended use of this product includes:

- Using the Teleport for video telepresence;
- Using the Teleport control app to move Teleport - forwards, backwards, left, right, neck up or neck down;
- Robot is charged when not in use for an extended period. Failure to perform the tasks below could mean the batteries in the robot head (tablet) and robot base will lose capacity and be unable to charge. Should the tablet or batteries fail if the following are not complied with, the customer will be liable for the replacements of \$400 AUD per tablet and \$100 AUD per battery. This includes:
  - Switching the robot on at least once every two months;
  - Charging the robot at least once every two months;
  - Robot and robot head (tablet) is switched off when not in use for a maximum of two months.

This Warranty does not apply:

- to any damage resulting from abuse, neglect, accident, unreasonable use, misuse, improper handling and care or other external causes not arising out of defects in materials or workmanship;
- to any hardware, software or other add-on components installed by the end-user;

- if this Product has been disassembled, altered or modified in any way;
- to cosmetic damage, including but not limited to scratches, dents or broken plastic, metal bends, or normal wear and tear;
- to acts of God.

For approved Warranty repairs of Teleports purchased directly from Aubot (not through a reseller), replacement component shipment will occur within 24 hours of diagnosis, subject to availability of component.

Any such use listed below will void the Warranty. The Warranty will be made void if Teleport is:

- used outdoor and/or in all weather conditions. Teleport is not to be used near or in water.
- used near stairs. Teleport will not survive being used to go down stairs, being pushed/thrown/driven/nudged down stairs, or being thrown/dropped off a balcony or an elevated platform.
- punched, kicked at, spat at, have objects thrown at it, sat on, stood on, robot components pulled or pushed at, or dropped on the ground or other surface.
- driven into walls, doors, or windows. Teleport is not designed to be driven in spaces where there is not ample room for it to move and manoeuvre.

Teleport is not designed to be a mode of transportation for humans or any living thing (i.e. humans or any living thing should not sit or stand on Teleport while in use or stationary). Teleport is not a toy.

During the Warranty period and upon verification of defects, this product may be eligible for repair when Aubot Support has been contacted.

Contact Aubot Support by email at [info@aubot.com](mailto:info@aubot.com).

Our support team is typically available from 9 AM to 5 PM AEST time on weekdays.

## 3-Year Warranty

The 3-Year Warranty provides the same great service as the Standard Warranty, but instead of one year, you get a total of three (3) years of Warranty service.

3-Year Warranty is \$499 USD and must be purchased before your Standard Warranty expires (within 1 year of the original purchase).

## Specifications

### Teleport Specifications

<b>Weight</b>	20 kg
<b>Height</b>	110 cm – 170 cm
<b>Dimensions</b>	39.3 cm x 55cm x <170cm
<b>Screen Size</b>	10.1”
<b>Screen Resolution</b>	1920x1200 px
<b>Camera Resolution</b>	Front: 720x480 px Rear: 176x144 px
<b>Max Zoom</b>	4x
<b>Speed</b>	< 3.6 km/hr
<b>Battery Life</b>	6 hours
<b>Full Charging Time</b>	5 hours

### Tablet Display Specifications

<b>Processor</b>	MediaTek® 1.3GHz quad-core processor, MT8161
<b>Operating System</b>	Android™ 6.0 Marshmallow

<b>Display</b>	10.1" (1920 x 1200), IPS, multi-touch screen supports 10-finger gesture
<b>Memory</b>	2GB
<b>Webcam</b>	<ul style="list-style-type: none"><li>Front: 5 MP, fixed focus</li><li>Rear: 8 MP, auto focus</li></ul>
<b>Storage</b>	32GB eMMC flash memory onboard
<b>Storage extension</b>	up to 64GB microSD
<b>Dimensions (W x D x H)</b>	247 x 171 x 8.9 mm
<b>Weight</b>	509 g
<b>Battery</b>	7000 mAh
<b>Battery Life</b>	Up to 17 hours
<b>AC adaptor</b>	5.2V / 2.0A
<b>Sensors</b>	G-Sensor
<b>Audio support</b>	dual speakers / mic, Dolby Atmos® audio / combo audio/mic jack
<b>Wireless LAN</b>	WiFi 802.11 a/b/g/n/ac, with Bluetooth 4.0
<b>GPS</b>	Yes
<b>NFC</b>	Yes
<b>Ports</b>	micro USB 2.0 (for power charge and data synchronisation)
<b>Preload software</b>	SHAREit, SYNCit

## Power Supply Specifications

<b>Output Voltage</b>	18V
<b>Output Current</b>	3.9A
<b>Input</b>	100-240V 1.5A 47-63Hz
<b>Operating Temperature</b>	0 ~ 70°C
<b>Insulation</b>	Class II

## Linear Actuator Specifications

<b>Speed at No Load</b>	230 mm/s
<b>Load Capacity</b>	200N
<b>Model</b>	LA-D
<b>Operating Temperature</b>	5°C - 40°C
<b>Input Voltage</b>	12/24V DC

## Ultrasonic Sensor Specifications

<b>Working Voltage</b>	5V DC
<b>Working Current</b>	15mA

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<b>Working Frequency</b>	40Hz
<b>Maximum Range</b>	4m
<b>Minimum Range</b>	2cm
<b>Measuring Angle</b>	15°
<b>Trigger Input Signal</b>	10uS TTL Pulse
<b>Echo Output Signal</b>	Input TTL lever signal and the range in proportion.
<b>Dimensions</b>	45*20*15mm

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## Speaker Specifications

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<b>Model</b>	W1-1070SH
<b>Diaphragm MTL</b>	Reverse Alum.
<b>Surround MTL</b>	Santoprene
<b>Nominal Impedance</b>	8Ω
<b>DCR Impedance</b>	6Ω
<b>Sensitivity 1W/1m</b>	81dB
<b>Frequency Response</b>	170 - 20 K Hz

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## Copyright and Legalities

### Trademarks

The following terms are either registered trademarks or trademarks of Aubot in Australia and/or other countries:

Teleport™

Other company, product, or service names may be the trademarks or service marks of others.

### Video Privacy Statement

Aubot does not record any video. Aubot cannot intercept video.

## Customer Service

### Contact Aubot Support

Email: [info@2mar.com](mailto:info@2mar.com)

Our support team is typically available from 9 AM to 5 PM AEST time on weekdays.

#### **Head Quarters**

QUT Bluebox  
Level 4, 88 Musk Avenue  
Kelvin Grove QLD 4059  
Australia

#### **Research and Development**

Richmond VIC 3121  
(near West Richmond Station)

## Privacy Policy

Your privacy is critically important to us. At Aubot we have a few fundamental principles:

- We don't ask you for personal information unless we truly need it.
- We don't share your personal information with anyone except to comply with the law, develop our products, or protect our rights.

If you have questions about deleting or correcting your personal data please contact our support team.

Aubot Pty Ltd. ("Aubot") operates aubot.com. It is Aubot's policy to respect your privacy regarding any information we may collect while operating our websites.

## Website Visitors

Like most website operators, Aubot collects non-personally-identifying information of the sort that web browsers and servers typically make available, such as the browser type, language preference, referring site, and the date and time of each visitor request. Aubot's purpose in collecting non-personally identifying information is to better understand how Aubot's visitors use its website. From time to time, Aubot may release non-personally-identifying information in the aggregate, e.g., by publishing a report on trends in the usage of its website. Aubot also collects potentially personally-identifying information like Internet Protocol (IP) addresses.

## Gathering of Personally-Identifying Information

Certain visitors to Aubot's websites choose to interact with Aubot in ways that require Aubot to gather personally-identifying information. The amount and type of information that Aubot gathers depends on the nature of the interaction. For example, we ask visitors who sign up for an account at aubot.com to provide a username and email address. Those who engage in transactions with Aubot – by purchasing an Aubot product, for example – are asked to provide additional information, including as necessary the personal and financial information required to process those transactions. In each case, Aubot collects such information only insofar as is necessary or appropriate to fulfill the purpose of the visitor's interaction with Aubot. Aubot does not disclose personally-identifying information other than as described below. And visitors can always refuse to supply personally-identifying information, with the caveat that it may prevent them from engaging in certain website-related activities.

## Aggregated Statistics

Aubot may collect statistics about the behavior of visitors to its websites. Aubot may display this information publicly or provide it to others. However, Aubot does not disclose personally-identifying information other than as described below.

## Protection of Certain Personally-Identifying Information

Aubot discloses potentially personally-identifying and personally-identifying information only to those of its employees, contractors and affiliated organizations that (i) need to know that information

in order to process it on Aubot's behalf or to provide services available at Aubot's websites, and (ii) that have agreed not to disclose it to others. Some of those employees, contractors and affiliated organizations may be located outside of your home country; by using Aubot's websites, you consent to the transfer of such information to them. Aubot will not rent or sell potentially personally-identifying and personally-identifying information to anyone. Other than to its employees, contractors and affiliated organizations, as described above, Aubot discloses potentially personally-identifying and personally-identifying information only in response to a subpoena, court order or other governmental request, or when Aubot believes in good faith that disclosure is reasonably necessary to protect the property or rights of Aubot, third parties or the public at large. If you are a registered user of an Aubot website and have supplied your email address, Aubot may occasionally send you an email to tell you about new features, solicit your feedback, or just keep you up to date with what's going on with Aubot and our products. If you send us a request (for example via a support email or via one of our feedback mechanisms), we reserve the right to publish it in order to help us clarify or respond to your request or to help us support other users. Aubot takes all measures reasonably necessary to protect against the unauthorized access, use, alteration or destruction of potentially personally-identifying and personally-identifying information.

## Cookies

A cookie is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. Aubot uses cookies to help Aubot identify and track visitors, their usage of Aubot website, and their website access preferences. Aubot visitors who do not wish to have cookies placed on their computers should set their

browsers to refuse cookies before using Aubot's websites, with the drawback that certain features of Aubot's websites may not function properly without the aid of cookies.

## Business Transfers

If Aubot, or substantially all of its assets, were acquired, or in the unlikely event that Aubot goes out of business or enters bankruptcy, user information would be one of the assets that is transferred or acquired by a third party. You acknowledge that such transfers may occur, and that any acquirer of Aubot may continue to use your personal information as set forth in this policy.

## Privacy Policy Changes

Although most changes are likely to be minor, Aubot may change its Privacy Policy from time to time, and in Aubot's sole discretion. Aubot encourages visitors to frequently check this page for any changes to its Privacy Policy. Your continued use of this site after any change in this Privacy Policy will constitute your acceptance of such change.