

# **Ava Telepresence Web App User's Guide**

**v4.7.2**

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# About Ava

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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 a separate dedicated video conferencing endpoint is used for video conferencing.

# Getting Ready

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

- A Windows 10 PC or a Mac with Google Chrome browser.
- An Internet connection with sufficient speed for a two-way video conferencing session. If in doubt, try [mediatest.webex.com](https://mediatest.webex.com); a good connection will produce a consistent throughput of 5 Mbps upload and download.

Open the Ava Web App from the web link provided. This link will be in the format `https://<org ID>.ava8.net`.

# Logging In

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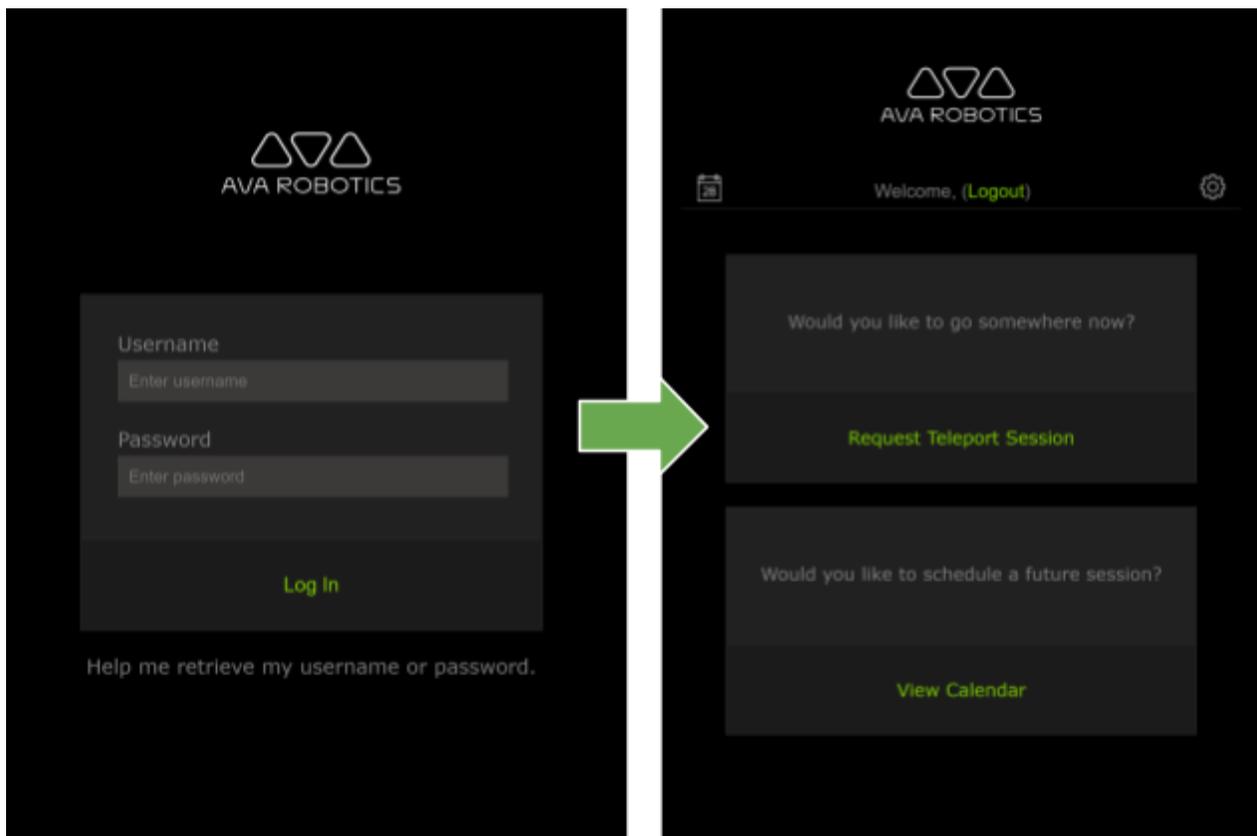
To request a teleport session, you need an account which will give you access to the proper sites. You will get this login information from your IT administrator or, in some cases, from Ava Robotics directly.

On the login page, enter the username and password.

- Username: *as provided*
- Password: *as provided*

If you are asked to allow notifications, agree. This allows you to receive notifications about session start and end times even if the web browser is minimized.

When you have successfully logged in, you will be directed to the Ava application window. Here, there are options to request an immediate teleport session or view calendar to schedule a future session. Both of these teleportation options are explained in detail in the following sections of this document.



All screens except the Session Control Panel have additional functions: tap  to go to the

Calendar, and  to go to Settings.

# Starting a Session

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

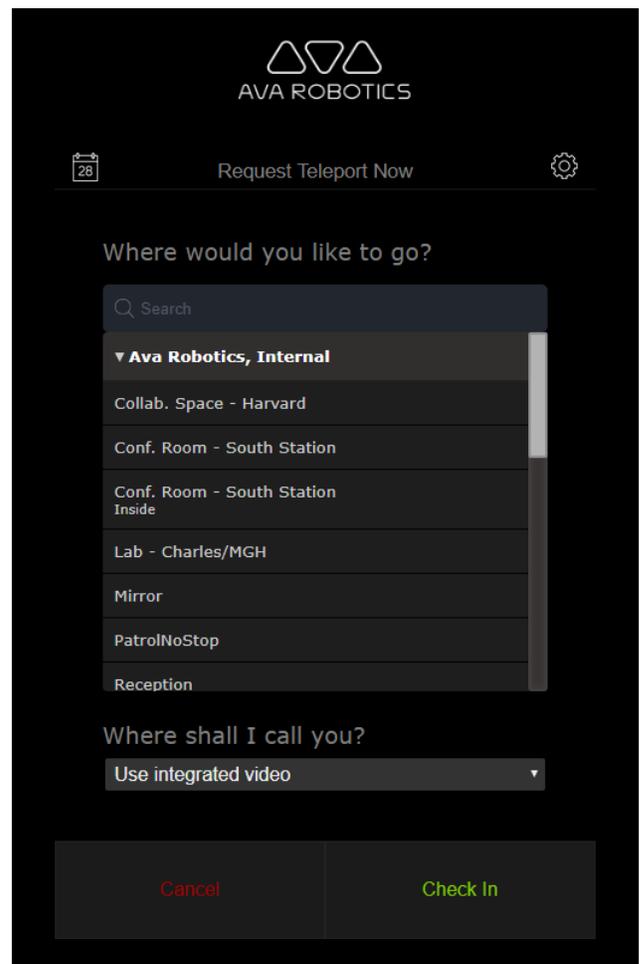
## Immediate Session (Teleport Now)

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To start a teleport session immediately, tap **Request Teleport Session** to begin. This will bring you to a page where you are able to select your destination from a dropdown menu of available locations. If no Avas are currently available at a location, all destinations under will be greyed 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 using the dropdown menu. 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, click **Check In** to begin.



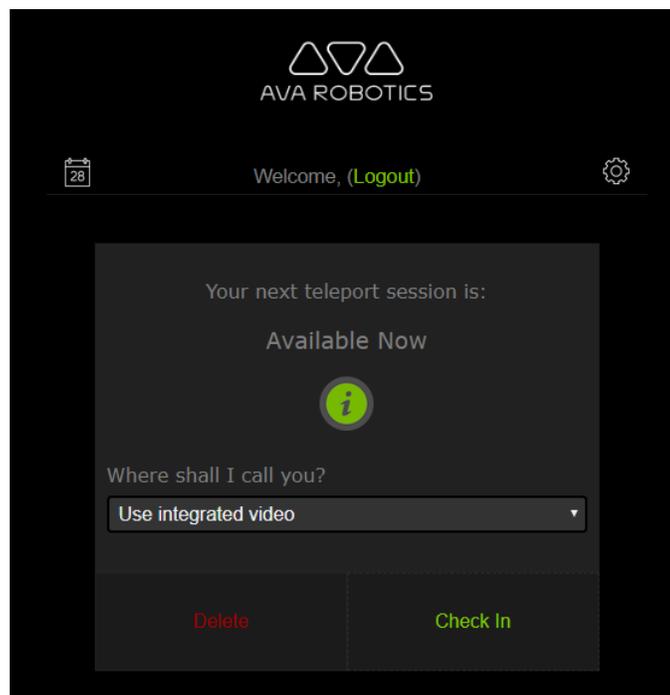
## Starting Scheduled Session

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When a session has been scheduled, the main screen will always display the time of your next teleport session. Tap  to see session details, edit, or delete the session.

Ava becomes available 10 minutes before a scheduled session begins. At this time, you will be asked where you would like to be called. If you have more than one video endpoint, you can select the desired endpoint using the dropdown menu.

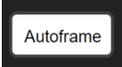
Once you have decided where you would like to be called, click **Check In** to begin.

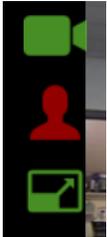
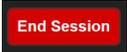


# The Control Panel

While in a session, the Control Panel 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.

The following table describes all the functionalities of the Control Panel.

Icon	Function
	<p>Drag the view joystick up and down to look in either direction. Drag left and right to rotate the Ava in that direction.</p>
	<p>Click and hold for peripheral view (PV). Release and the view will return to the starting point.</p>
	<p>Click to hold a zoom in and out. From normal zoom, zooming out will enter and hold PV mode.</p>
	<p>Click to rest the camera zoom and tilt to default values.</p>
	<p>Click to initialize Autoframe behavior and have Ava adjust camera view to best frame people in the view.*</p>
	<p>Drag the movement joystick center to move in that direction, release to stop moving. Use the arrows to sidestep left or right.</p>
	<p>Click to display/hide the site map. Map symbols are:</p> <ul style="list-style-type: none"> <li data-bbox="542 1375 599 1449">  Shows Ava's position in the map. The point indicates the direction you are facing. Green when Ava is stationary, grey when traveling.                 </li> <li data-bbox="542 1486 599 1560">  A pre-programmed destination on the map. Double click to bring up destination name and dialog confirming travel there.                 </li> <li data-bbox="542 1591 599 1780">  Menu on the upper left of the map to manage view. From top to bottom:                     <ul style="list-style-type: none"> <li data-bbox="716 1675 1068 1707">→ Click to locate Ava in map</li> <li data-bbox="716 1734 857 1766">→ Zoom in</li> <li data-bbox="716 1793 878 1824">→ Zoom out</li> </ul> </li> </ul>

	<p>Click to stand or sit.</p>
	<p>Remote volume control, the control bar allows you to control how loud Ava will reproduce your voice. When video is integrated into the Ava app, the microphone icon serves as audio privacy (mute) function.</p>
	<p>Video control menu is to the left of the video feed. From top to bottom:</p> <ul style="list-style-type: none"> <li>→ Turn video on/off</li> <li>→ Turn self view on/off</li> <li>→ Make video full screen</li> </ul> <p>Icon will turn red when set to 'off'.</p>
	<p>Click to end your session. A session can also be ended by clicking <b>End Session</b> in the Session Lobby.</p>

\*Autoframe may not be available in your region. Please consult your Ava representative for more information.

## Keyboard Equivalents

There are also keyboard equivalents for these functions. Keyboard equivalents will only work if you have clicked to be in the black control panel box.

**Note for Mac Users:** keyboard equivalents use the 'Command' key (not Ctrl).

**Note for Windows Users:** if the 'Shift' button is clicked 5 times continuously or pressed for over 8 seconds, Windows will prompt to disable sticky keys. For a better experience, consider disabling the sticky keys.

Look Commands		Move Commands	
Camera tilt up	Ctrl + Up Arrow	Move forward	Up Arrow*
Camera tilt down	Ctrl + Down Arrow	Move backward	Down Arrow
Rotate left	Left Arrow*	Side step left	Ctrl + Left Arrow
Rotate right	Right Arrow*	Side step right	Ctrl + Right Arrow
Camera Commands		Miscellaneous	
PA Scan	Space bar	Sit	Ctrl + L
Zoom In	'=' key	Stand	Ctrl + O
Zoom Out	'-' key	Mute video**	Ctrl + V

Reset Camera	Ctrl + R	Mute Audio**	Ctrl + M
Autoframe***	Ctrl-F	Volume Up and Down	']' and '[' keys
		Toggle Map	Ctrl + Z
		Full Screen**	Ctrl + Enter

\* Include 'Shift' with the key command to rotate or move at an increased speed

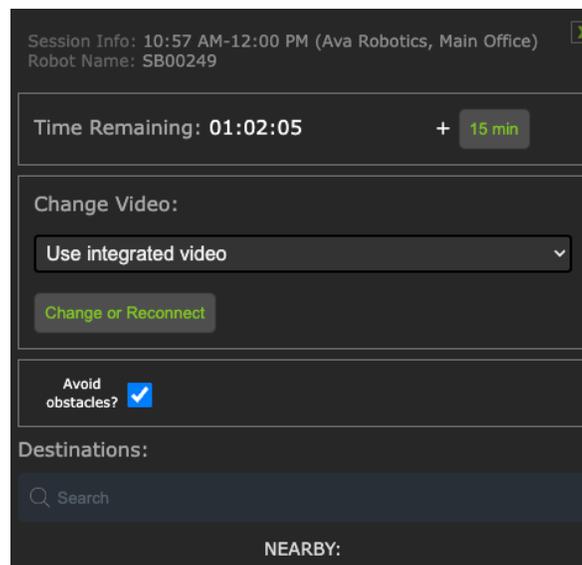
\*\* Integrated video calls only

\*\*\* Autoframe may not be available in your region. Please consult your Ava representative for more information.

## Session Details

Click the **Session Details** button to open a panel where you can extend your session time, change video endpoints (if you have multiple), enable/disable obstacle avoidance, and select a different destination.

- The default session length is one hour. To extend a session, click on the button to add 15 minutes as many times as needed to reach the desired session duration.
- If you have multiple video endpoints, select the desired endpoint and click **Reconnect**.
- Turn obstacle avoidance off by unchecking the box, for example to push a chair out of the way. Ava will move very slowly if this option is checked.
- To go to a destination just click on the desired location. This is the equivalent of double clicking a number on the map, but allows you to search for a destination name.
- If your account has access to multiple locations, you can scroll further down to request changing locations. Since you will be changing robots, your session will temporarily disconnect and then you will be prompted to resume the session at the new location.



## In Session - Integrated Video

When you start a session, you will be brought to a map screen where you are notified of the teleport status in a pop up. While Ava is traveling to the specified destination this pop up will say “teleport will be available shortly”. When Ava is traveling you can click **Start Now** or wait until Ava is at the destination. When you are ready, click **Go** to enter the session.

If it is your first time logging in, you will get a pop-up asking to allow the App to use your microphone and camera. Allow both for the application to work properly.

When using integrated video, the Control Panel will display video in the app and controls will be along the lower portion of the screen.



## In Session - Split Video

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Split video 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 a collaborative meeting with a tool such as Webex, Zoom or Microsoft Teams, or when you have a dedicated high-quality desktop video endpoint such as a Cisco Desk Pro or Poly Studio P21.

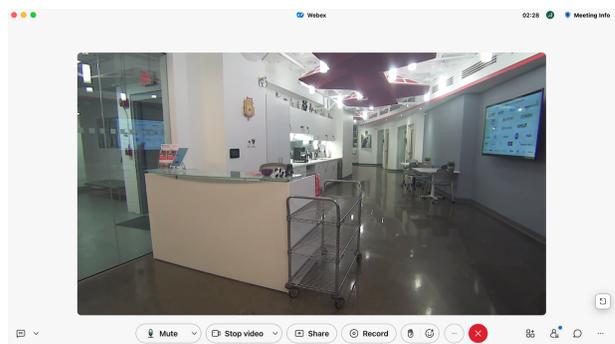
To use Split Video, a video endpoint address must be specified when the Ava session call is started. This address usually has a format similar to an email address, such as <conference ID>@<service domain>. Here are some examples of where to find this address for your call:

- 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 app Settings from home page, or you can enter it manually at the time you are starting the Ava session.

Once is 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 the map view will take most of the space in the user interface. Below is an illustration of this set up with the video call into a collaboration app.

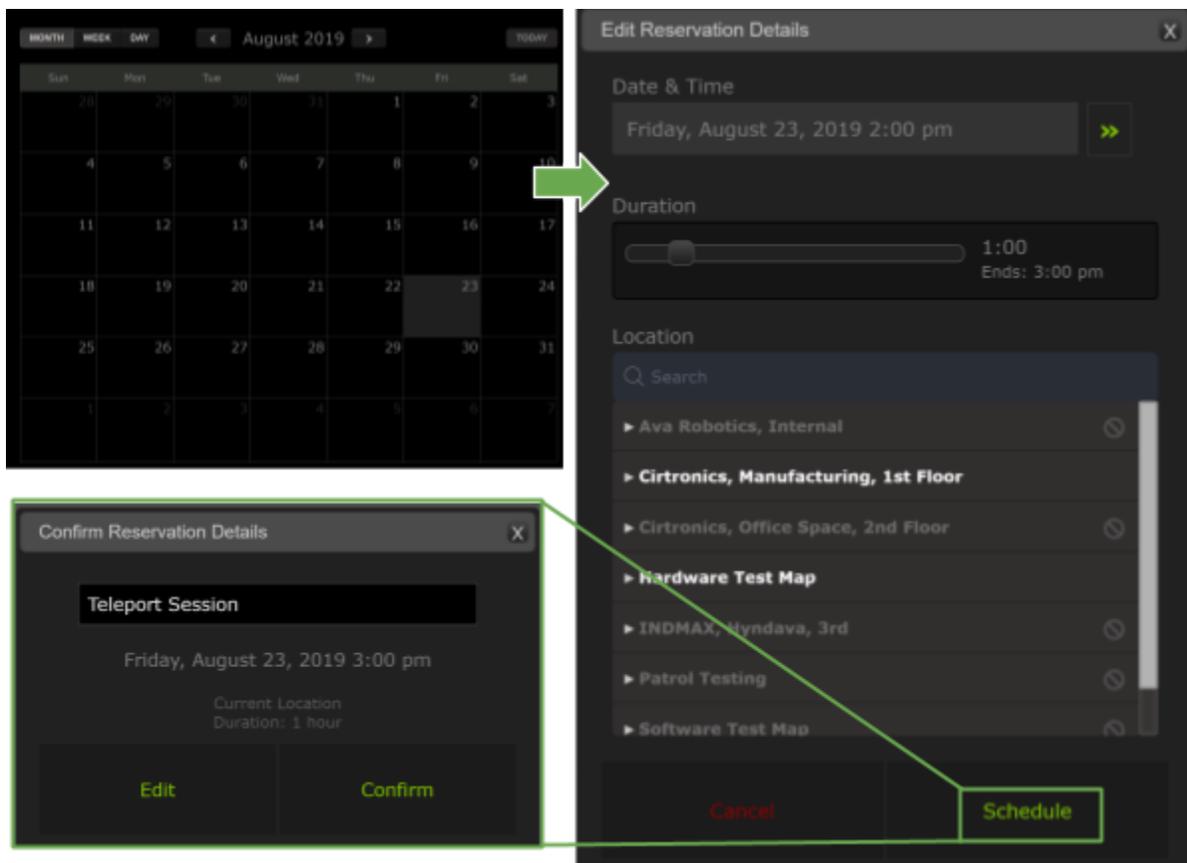


# Scheduling a Session

To schedule a session, tap **View Calendar** on the app’s main page. This will take you to a calendar screen which can be viewed by month, week, or day. Navigate to the desired date and double-click to bring up the **Edit Reservation Details** dialog. Here you can select a destination and change the date, time, and duration. The default session duration is one hour.

Click **Schedule** when the details are correct and a confirmation dialog will appear. If the details are not correct, click **Edit** to return to the reservation dialog. Otherwise, enter a session name to be displayed in the calendar and click **Confirm**. The teleport session will now be displayed in your calendar.

If an Ava is not available for that location, date, and time the app will display “*No robots available to satisfy request*”. In this case, you will need to change the time you are scheduling a session for.



Once a session is in the calendar, tap the session to view details, edit information, or delete the teleport session. **Note:** once a scheduled session starts, if you click **End Session**, that session will be removed from the calendar and you will be unable to resume the session.

# Settings

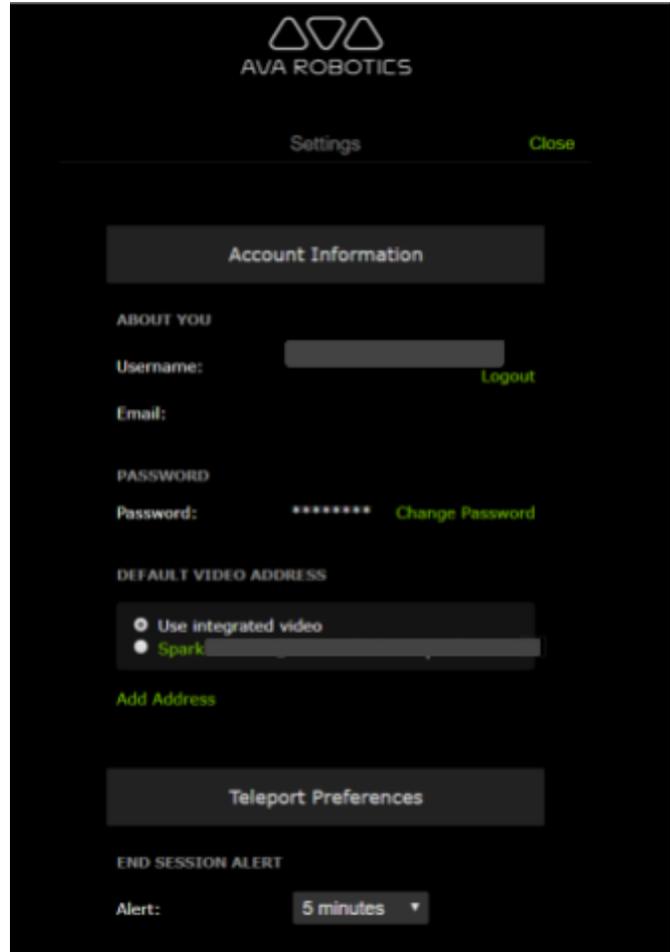
Tap the  icon and select **Settings** on the home page to view and **Close** to exit. You cannot change settings while you are in a session.

Under Account Information, you can view your username and email address and change your password.

The Account tab is also where you can add or change video addresses. The video address should be the SIP address of the system you want to call into. Your default address is in white.

The Teleport Preferences allow you to configure the end session alert. An end session alert is both a visible dialog and an audible signal. The audible signal does not sound if the device's sound has been muted. The default alert interval is 5 minutes.

Tap **Logout** to exit the app and bring up the login screen.



# Tips

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## Tips for Attending a Scheduled Session

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Best practice is to check in 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 clicking the **Go** button and see what is causing the obstruction.

Once you are in a session, you may need to leave the Ava App to do something else on your computer. 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

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

Your session will automatically be extended in 15 minute increments if your Ava app is active 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.

## Using an External Camera/Microphone

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Camera and microphone input are a part of the web browser configuration. To change the camera/mic input being used, use the browsers settings.

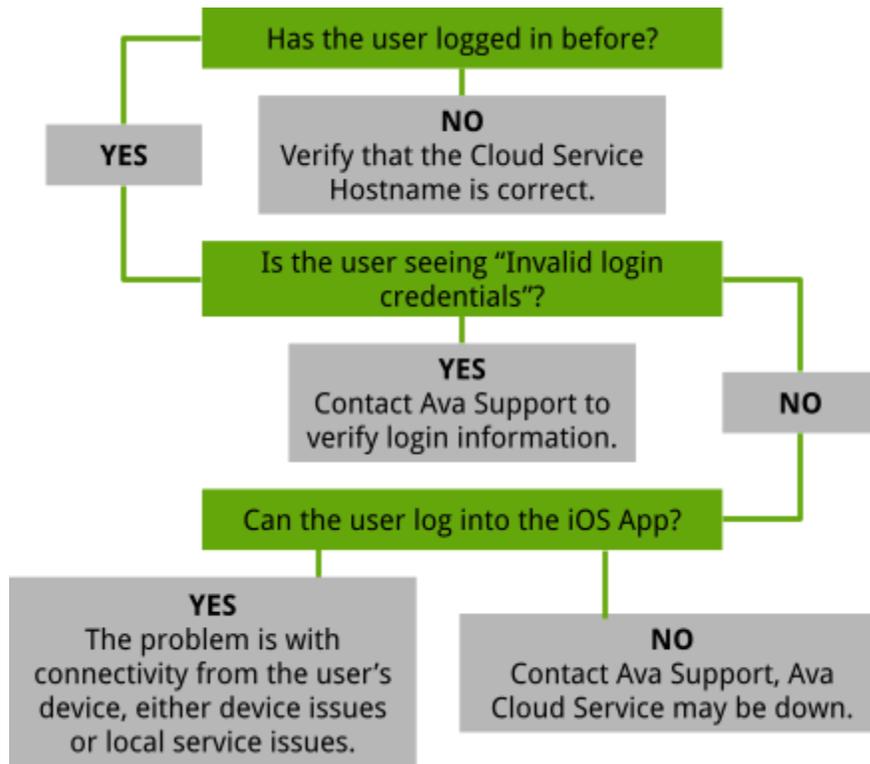
In Chrome, browse to Settings > Advanced > Privacy and Security > Site Settings.

# Troubleshooting

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## Can't Log In

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## Ava Isn't Accessible

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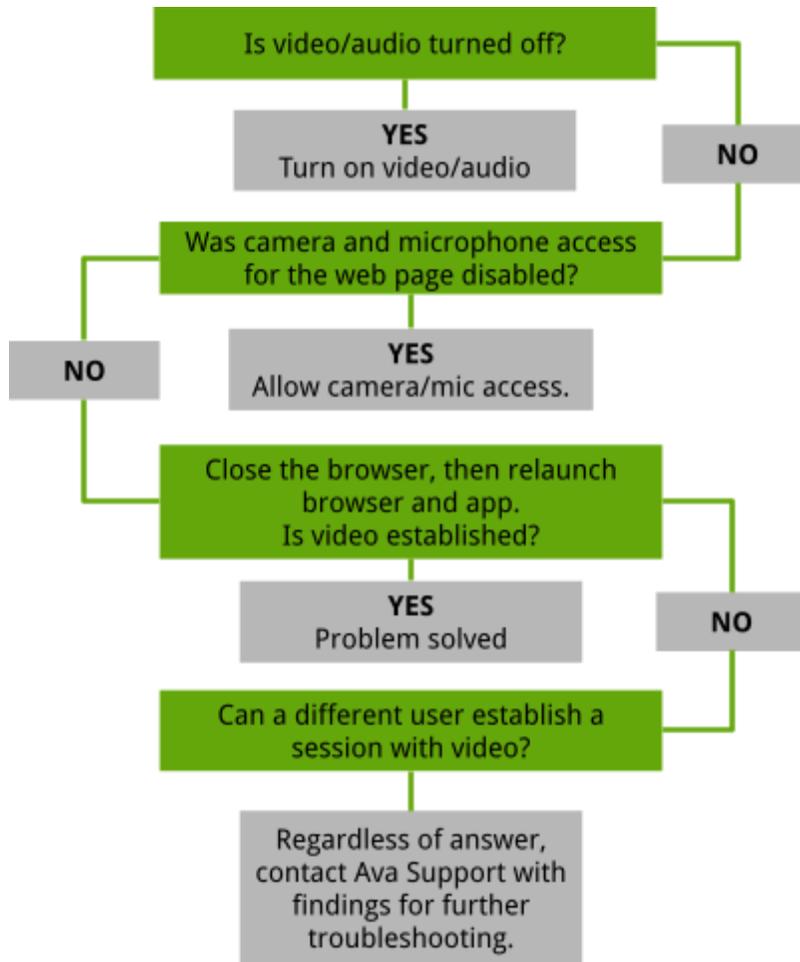
If you are starting a Teleport Now session and cannot select a destination it means no Ava's are currently available. This could be due to:

- 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.