


Ava Telepresence - Caretaker Guide



If the LEDs are...	It means Ava is...
Solid white	Travelling, waiting, or in session
Fading 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.

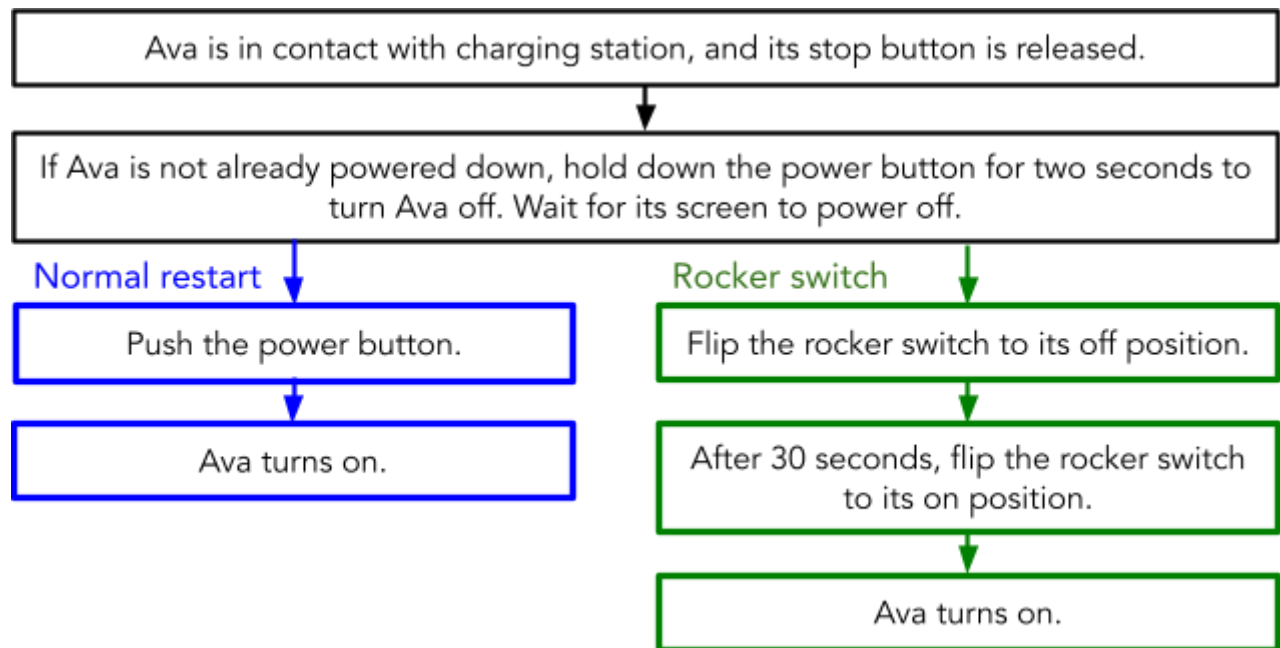
	<p>Always use the handle to push or pull Ava. Attempting to lift or tilt Ava can lead to injury.</p>
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Solving Problems

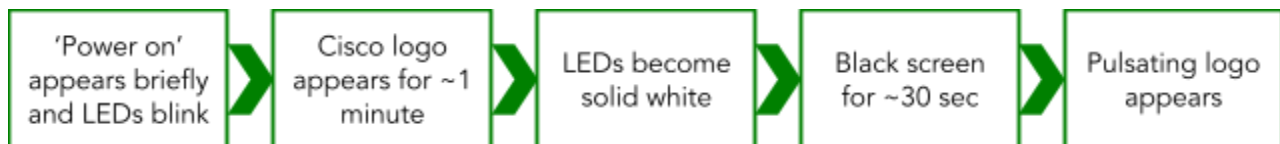
For this symptom...	Try doing this...
Cannot see/hear remote user	Have the user restart the session, or restart their Ava app. Next, have the user check that video/audio permissions are allowed for the Ava App
Ava is displaying an error	Perform a Rocker Switch reboot as described below. If the problem 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.

Note: Depending on the type of Cisco codec used and on its configuration, an error message about "Assistance Required" may appear for a few seconds during boot up.