

Ava Telepresence Robot Caretaker Guide

Robot Anatomy and LED Indications



If the LEDs are...	It means Ava is...
Solid white	Traveling or waiting, not connected to its charging station.
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.

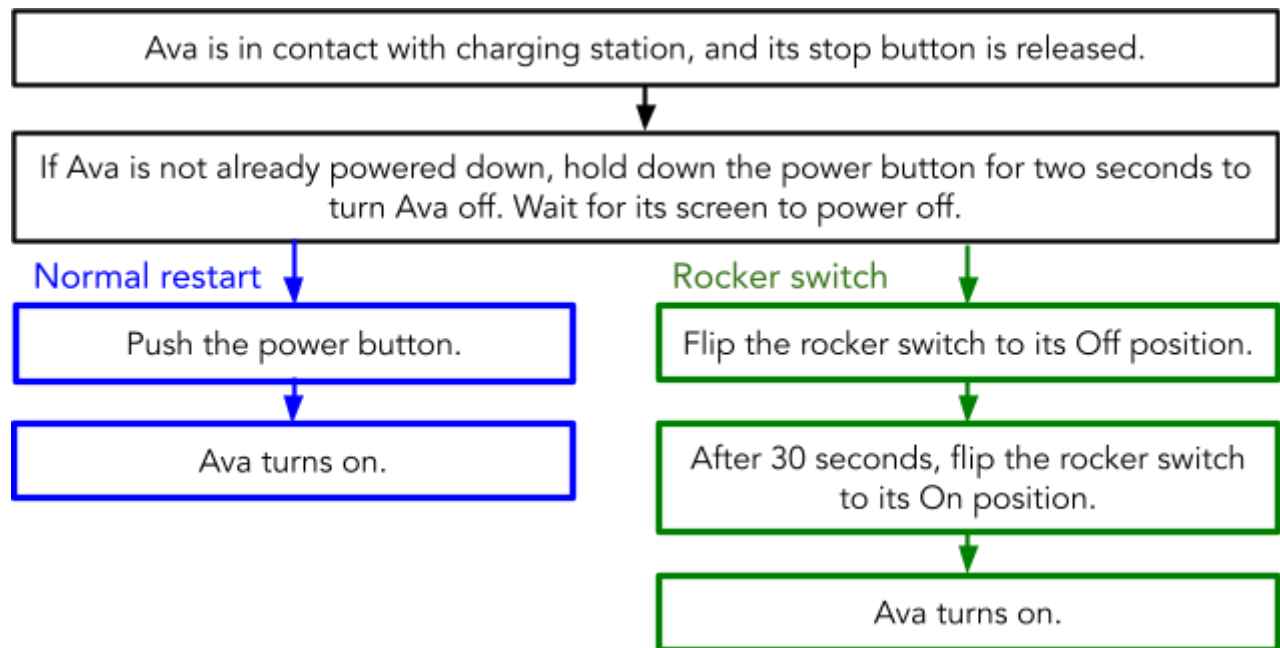
	Always use the handle to push or pull Ava. Attempting to lift or tilt Ava can lead to injury.
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Solving Problems

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 Ava Support.

Rebooting

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



While Ava is rebooting you should see the following sequence:



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