Please note the following

All rentals require you to either drop off the robot at a UPS facility (sort facility or UPS Store) – or you will need to arrange for and pay for any UPS pickup.   If you need us to arrange a UPS pickup – please let us know in advance and we will provide you with the cost for the service, which will be added on to your rental amount.

If you call UPS for a pickup and use our account number – any additional charges incurred will be billed to the credit card we have on file for your rental.   If the robot is not return shipped to us as schedule – additional daily rental charges will be incurred until the robot is registered as picked up by UPS.

Before we ship the robot and accessories to you – we test the robots to be in full working condition.   When you assemble the robot if something is not working – you must notify us immediately. Any parts which are returned to us damaged or in a non-working condition will be billed at their replacement costs. Details are provided in the "Loss and Damage" section of the rental agreement.

By signing the rental agreement form you are agreeing to all our rental conditions above and in the attached rental terms document.

Thank you

Technology One Services – Logistics Team

Quick Rental Notes

<u>As of 2020 – if you allow the robot to discharge – you must recharge the robot to a full charge before it will begin charging the iPad (the iPad will say "Not Charging" even though it is docked during that window)</u>. During normal use, the robot will use its battery to keep the iPad charged as long as it can.

When assembling or dis-assembling the robot – please ensure <u>everything is powered </u>off. Failure to do so will result in electrical shock, causing personal harm and/or damage to the robot/accessories.

All our rentals include the wide-angle camera kit.   Before starting the Double Application – attach the external camera to the magnetic mount on top of the head unit. Once activated there will be a lighted circle around the lens – this is how you know it's working. If it's not working – power off the iPad, reseat the camera base (the part inserted into the iPad), attach the camera & power on the iPad.

All other instructions remain the same.

If it were us – Read Me First!
(if you use these instructions, you shouldn't need anything else for basic operation–
unless you have the marketing wrap, the guided tour option or the 360 camera mount)

Over the last couple of years, we've watched a number of clients rent the Double Robotics telepresence device from us and each time we've been present to see the robot – we notice that, even with all the instructions in the box – there is always something the person forgets to put on the robot.   So here's a very quick list of assembly steps that we use when using the robot internally or if we are on-site for a rental

Open the robot box and pull the base unit out and the charging dock

Grab the audio kit and insert the power plug into the pole, secure the speaker to the pole (it's 2 pieces that snap together) and just let the mic cable be loose for now

Take the robot head unit with the iPad, make sure the Camera Mount is plugged into the lightning port on the iPad securely. Insert the head unit to the pole (the audio kit power connector is between the base and the head unit). Secure the head unit using the LONG bolt and the large allen wrench. Insert the microphone cable into the bottom of the iPad. Attach the Camera Kit via the magnet at the top

Power on the base unit by holding the button on the back near the bottom for 2-3 seconds. The robot front light should be BLUE and blinking (or steady if the iPad is on)

Plug the charger into the wall and dock the base unit to top off the robot.

Power On the iPad (if it was already on, power off and power on the iPad – trust us!)

On the iPad - Go into settings and select BLUETOOTH – you should see the robot serial # connected. If it's not, tap the grey circle to initiate the connection

On the Ipad – Go into settings and select Wi-Fi – connect to the wireless network

On the iPad - Go to the home screen and start the Double Application.   If you need to authenticate to a capture portal, launch Safari first and authenticate, then launch the Double Application.

If you get a message about Guided Access mode – hit DISMISS.   If you somehow turn Guided Access mode on – the PIN to unlock the iPad is 1234

In the Double Application – select CREATE Account and create a new account. This is the SAME account the driver will use to connect at http://drive.doublerobotics.com

You are ready to go!

Give the driver the user ID and password you created and direct them to http://drive.doublerobotics.com log in with that ID and password and follow the on-screen instructions

Robot Return Instructions

Before doing anything, find and remove from the box the shipping return label and the 2 blue security ties (they are numbered)

#1 – do not use ANY tape on the box at all. The return label is peel & stick

#2 - make sure the robot pole is lowered before powering off the robot. You cannot fit to robot in the case if the unit has not been lowered.

#3 – Power off the iPad and the BASE (there should be no lights on the base unit). Failure to do so may short out the speaker kit and result in additional charges.

#4 – Detach the magnetic mounted camera, put in the plastic bag and place in the "accessories" box.

#6 – Remove the speaker kit by unplugging the microphone and separating the speaker mount. Place these into the accessories box.

#7 - detach the head unit (using the allen wrench) . Place the allen wrench and bolt into the accessories box – using the 2 holes.

#8 – place the head unit in the lower portion of the box in the appropriate slot

#9 — unplug the charge base, flip down the charge port and put in the bottom of the box. Put the power cord in the "other" slot in the bottom of the box.

#10 – place the robot BASE in the lower portion of the box

#11 – place the accessory tray on top w/the accessories box – FACING UP

#12 – make sure all items on the "return to us" list is in the box

#13 – close the box and snap the 6 latches down. using the 2 blue security ties – secure each side of the box using the metallic holes. Tighten the security tie in place

#14 – place the return shipping label over the label on the top of the box

#15 – if you have arranged for a return pickup – give the case to the appropriate person or have it ready at the correct location – UPS will attempt a pickup between 9AM and 5PM.   If you have not arranged a pickup – just drop it off at your nearest shipping service location. For FedEx – you can drop it at any FedEx sort facility or FedEx Office location.   For UPS – you can drop it at any UPS Store or UPS sort location.

Technology One Services

The following items are included in this shipment of your Double Robot. These items must be included when returning the device back to us. Any missing parts will result in additional charges as per the rental agreement.

_____ Robot Base

_____ Robot Head Unit   w/iPad, Cable and Spacer pre-installed

_____ Robot Head bolt (head head)

_____ Allen wrench (for Head bolt)

_____ Robot drive in charging station + power cord

_____ Audio Kit / Speaker & mic

_____ iPad Air for Robot (installed in head unit)

_____ iPad Air Adapter for Robot Head (installed in head unit)

_____ Magnetic Camera Kit w/integrated USB Cable (USB Cable / base portion pre-installed in head unit)

Packed By_____   Date: _____

Initial Setup

1. Take Double out of the box and stand it upright on a flat surface.

2. Insert the iPad® case into the socket (*Figure A*) and screw in the bolt using the included hex wrench (*Figure B*).

3. Using the charging cable that came with your iPad, plug one end into the USB port inside the iPad mount (*Figure C*).

4. Continue to wrap the cord around the channel until there is about 4 in (10 cm) left to fit through the groove at the top.

5. Insert the iPad upside down (make sure Rotation Lock is turned off) and be sure not to pinch the charging cable.

6. Plug the Lightning (or 30-pin) connector into your iPad.

7. Turn on Double by holding the button, located on the back, for three seconds (*Figure D*).

8. (Optional) Attach the lens to the front of the mount.

Figure B

*Figure A*

USB Port

Figure C
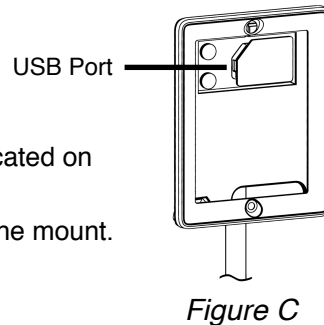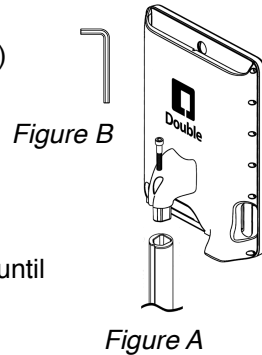
Pair Bluetooth

To pair your iPad with Double:

1. Go to Settings (on your iPad) > Bluetooth.

2. Tap the row that says Double XX-XXXXXX.

Create Account

1. On the iPad, download the Double app from the App Store (search "Double Robotics").

2. Launch the app and create an account, if you don't already have one.

3. The app will prompt you to allow Location Services. Approving this will enable the driver to see Double's location on a map.

4. If not prompted, touch the gear icon in the upper right corner and switch from Driver Mode to Robot Mode.

5. Once you have successfully logged in, you will see the standby screen with the following icons:
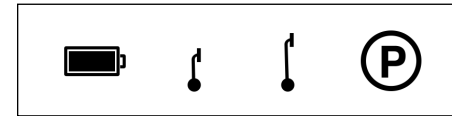
Drive Double

1. From the Driver iPad or Google Chrome on Mac or PC (drive.doublerobotics.com), log in to the account you just created.

2. Your Double will appear on the map. Tap (or click) to start a call.

Charge Double

1. Plug in the power cord to the back of your Double (*Figure D*).

2. The front LED will be orange while charging. Charging takes about 2-3 hours.

3. When Double has reached a full charge, the LED will turn green.

Figure D

Button   Charging Connector
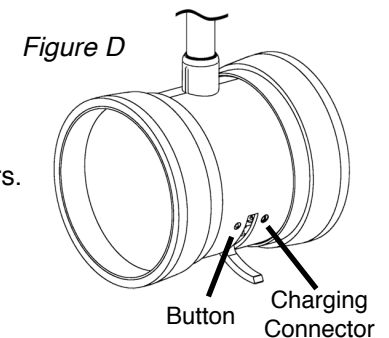
Guided Access Mode

We recommend that you enable Guided Access mode on your Double's iPad. This will:

- Prevent the iPad app from accidentally minimizing into the background if someone presses the iPad's home button or if you get notifications.

- Restart the app automatically if it crashes.

- Suppress iPad pop-ups, which may interfere with an active call.

Setup Guided Access Mode

1. On your Double's iPad, launch Settings > General > Accessibility > Guided Access.

2. Go into the Double app and tap your iPad's home button three times to activate Guided Access mode.

iPad is a trademark of Apple Inc., registered in the U.S. and other countries.

LED Colors Guide

	Color	Steady	Blinking
Plugged In	Orange	Charging	
	Green	Fully Charged	
Unplugged	Green	Connected and Balancing	Not Connected, Discoverable, and Balancing
	Blue	Connected and Parked	Not Connected, Discoverable, and Parked
	Red		Low Battery
	Yellow		Pole lowering as button is pressed

Keyboard Controls for Chrome

Command	Action
Up / W	Forward
Down / S	Backward
Left / A	Turn Left
Right / D	Turn Right
M	Mute
P	Park
Esc	End Call
Space Bar	Look Down
R	Raise Pole
F	Lower Pole

For additional support, please email: support@doublerobotics.com

Installation Guide:
With your Double turned off, fit this section of the Audio Kit on top of the pole and place the speaker at the front.

Make sure the speaker is a few inches from the top of the pole, so that it stays out of the way of the iPad case.

Slide the back portion of the Audio Kit upward along the pole so that it fits together with the front and secures the speaker.

Once you have secured the Audio Kit in place, you can now proceed to installing the iPad mount.

Insert the iPad mount and screw in the bolt with the included allen wrench.

Please make sure you are using the bolt (2.75in) included with the Audio Kit to install the iPad mount.

After the iPad mount has been securely fastened onto the pole, turn your Double on. If the Double's front LED is flashing blue, it is an indication that you will need to pair your iPad to your Double. If you need instructions on how to do this, please visit this [link](#).

Once you have placed both iPad and iPad mount on top of the pole, connect the Audio Kit to the iPad's audio jack.

Make sure the directional microphone is facing forward.

(back)

(front)
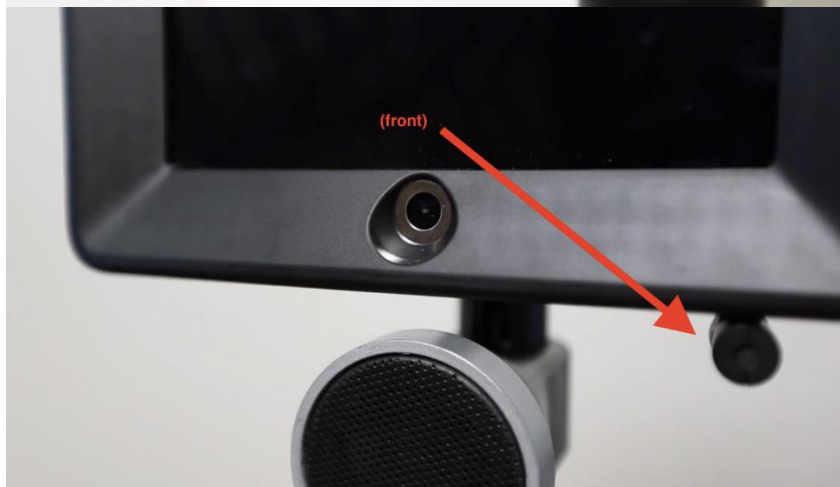
You can confirm if the Audio Kit is installed correctly if you LAUNCH the Double Robotics app and see the Audio Kit listed as "Installed" under Settings > About.