



Quickstart Guide

SΞRVI+

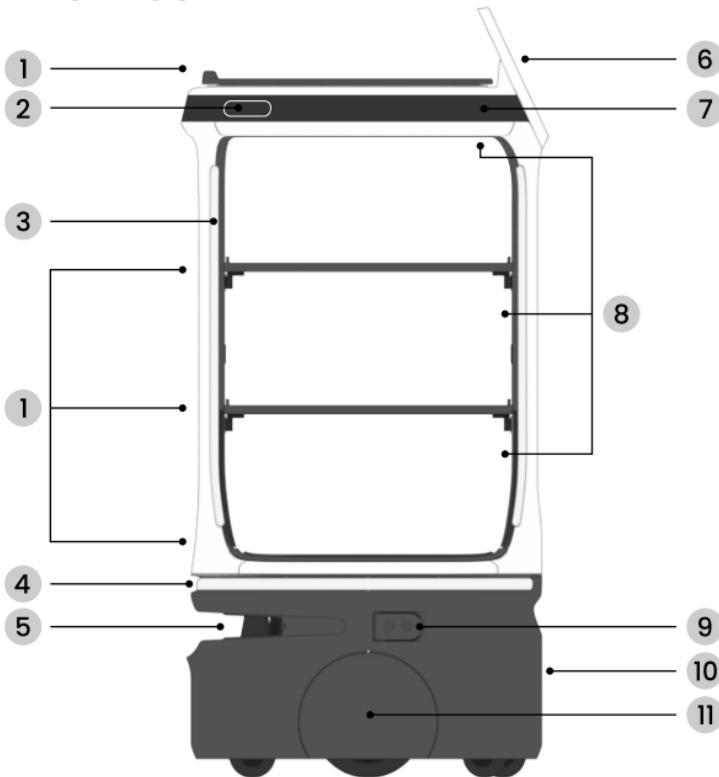
English version



BEARROBOTICS

Please check before use

Part Names



- | | | |
|----------------|--------------------------|---|
| 1 Tray | 5 LiDAR sensor | 9 Charging terminal
and power button |
| 2 Side button | 6 Touchscreen | 10 E-stop button |
| 3 Pillar light | 7 3-Sided custom display | 11 Wheels |
| 4 Base LED | 8 Food light | |

Please check before use

Start Bear Robotics

Website



universe.bearrobotics.ai

Bear Robotics provides a cloud-based service that allows you to check robot monitoring, robot workflow, robot guidance, and problem solving anytime, anywhere.

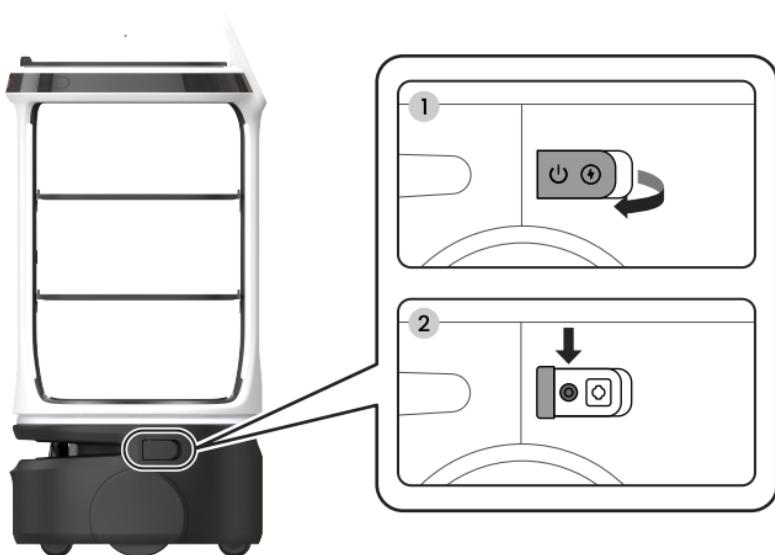


Member registration is required for installation.

■ STEP 1

Start

Robot



The power button is located on the bottom left side of the robot facing the touchscreen.

① Open the cover and ② Press the button for about 2 seconds to turn on the power.

It will take some time before it is ready for use.

■ STEP 2

Mapping Space

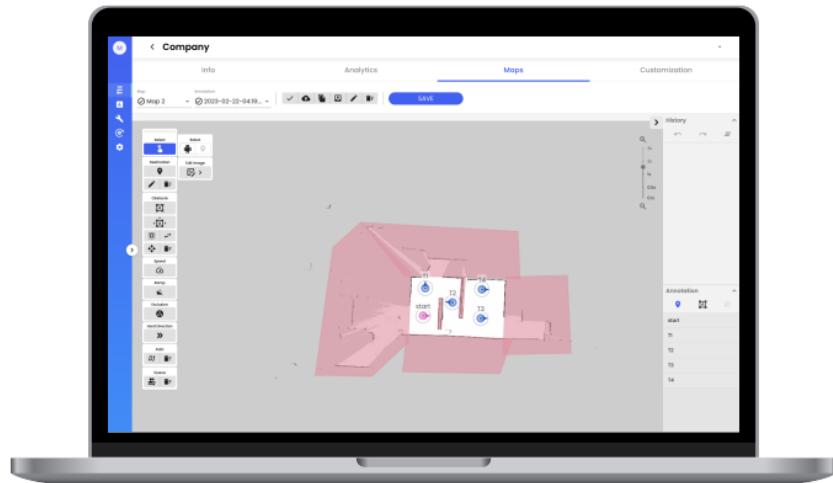
Touchscreen



Follow the instructions that appear on the robot's touchscreen. Manually drive (or move) the robot, allowing the robot to map the space using its onboard LiDAR and cameras.

Finish Mapping

Website



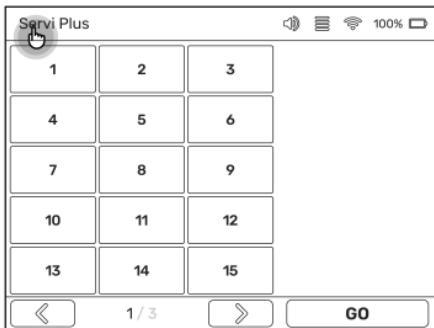
After you have finished mapping, using the touch-screen on the robot - upload the map to the Universe. Log into the Universe website (<http://universe.bearrobotics.ai/>). Use the Maps tab to place obstacles (annotations) on places where the robot should not go (i.e. tables, chairs, etc.).

■ STEP 4

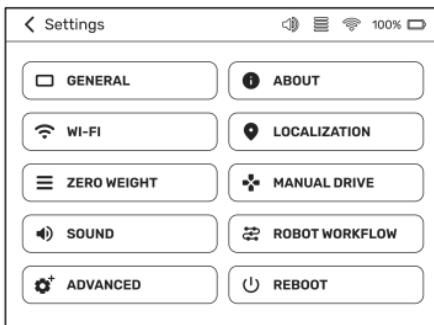
How to go to Setting screen

Touchscreen

Press and hold the robot name on the top left of the touchscreen for 2-3 seconds.

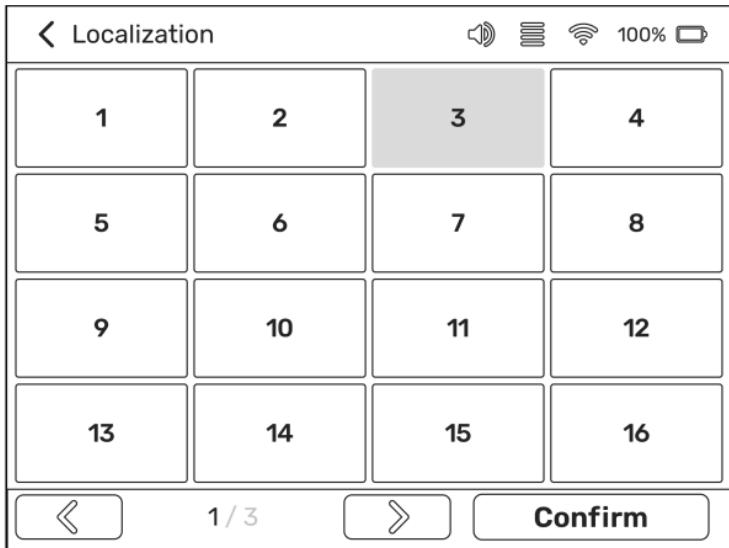


You can check the setting screen in this way.



Localization

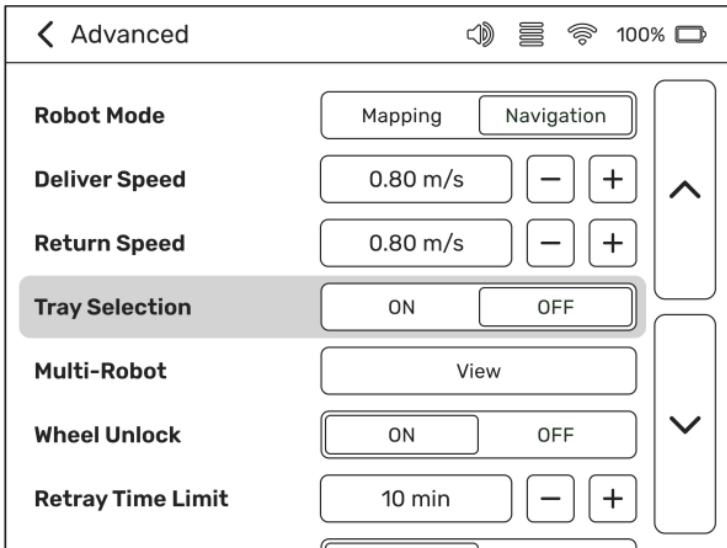
Touchscreen



Once map settings, serving locations, etc. are all set; Servi Plus must be localized before use. Use the "Localization" tab in the Settings Menu. Manually move the robot to a destination point, and face the robot in the correct direction. Press the destination point on the screen to localize at that point.

Tray Selection

Touchscreen



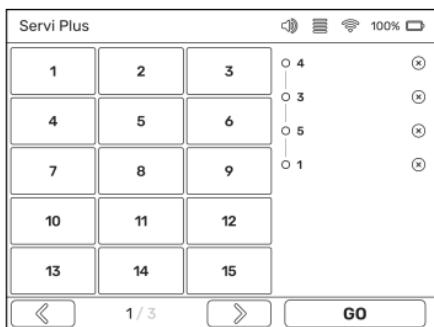
With Servi Plus, you can assign a destination to each tray. In the Settings menu, within the "Advanced" tab, there is a Tray Selection setting. The default setting is OFF. Toggle to "ON" to assign different destinations to various trays. When Tray Selection is set to ON, the robot graphic will be displayed on the right side of the home screen.

■ STEP 7

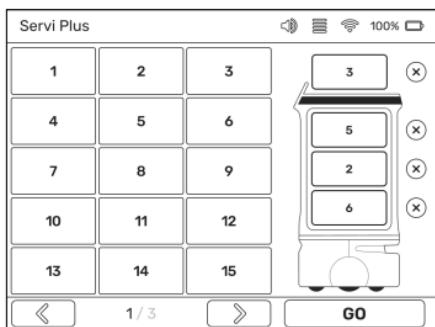
Using Servi Plus

Touchscreen

This is the home screen for tray selection.
Serving order is from top to bottom for both options.



<Tray Selection OFF>



<Tray Selection ON>

- If you have entered the destination incorrectly, press the button.
- On the Tray Selection ON screen, you can press the entered tray again to change the destination. Select the tray with the destination already entered. A blue frame will appear.
After that, re-enter the destination to be changed.

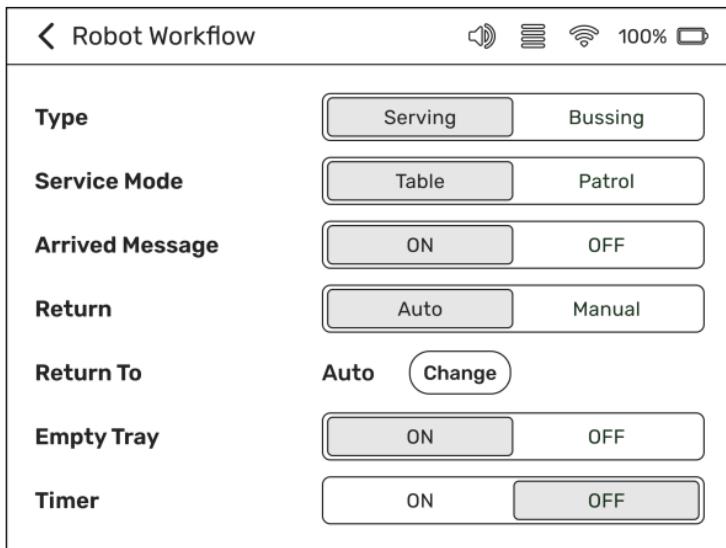
Table 1

Table 1

Table 3

- Basic action is set to serving. It can be set in serving, patrol, and bussing modes according to your needs.

Robot Workflow

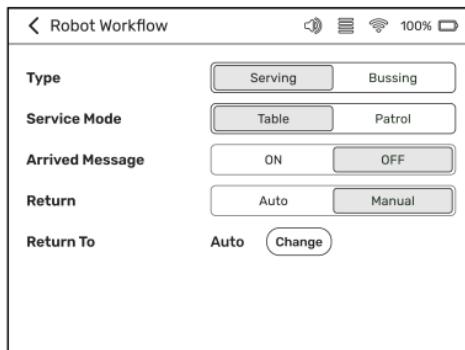


- 1 Select the service type between **Serving** and **Bussing**.
- 2 Select Table if you want the robot to serve food to **a specific table**, or Patrol if you want the robot to serve food while circling designated tables.
- 3 If you select **ON**, the robot will say "Take your food" at each destination point. If you select **OFF**, food will be delivered to the selected table without voice guidance.
- 4 Select **Auto**, the robot will return to the pre-selected destination when the set conditions are met.
Select **Manual**, the robot will wait for the next instruction.
- 5 When the robot detects zero weight on the trays, it will move to the next destination.
- 6 Set the time the robot stays at the destination.

Serving

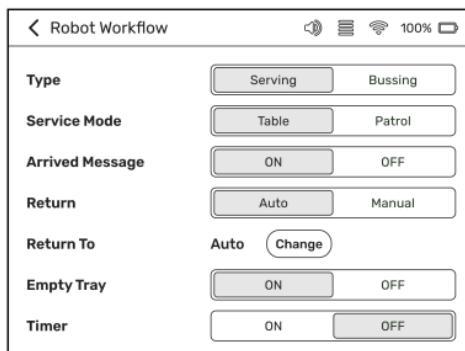
A → B

When arriving at the destination, manually advance to the next destination or the return point.



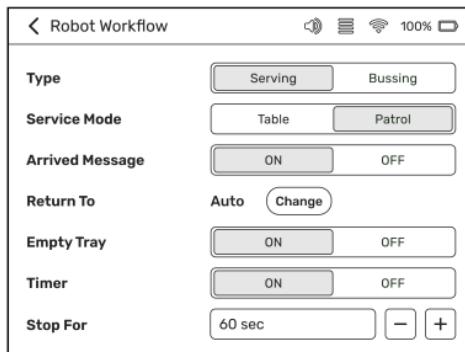
A ↔ B

After serving the destination, it will automatically return to the set return point.



Patrol

Patrol multiple destinations.



Bussing

Station

After leaving the table, it will always move to the place set as Station At.

The screenshot shows the 'Robot Workflow' configuration interface. At the top, there are icons for volume, signal strength, battery level at 100%, and a battery icon. Below the header, the title 'Robot Workflow' is followed by a back arrow. The configuration area contains the following settings:

Type	Serving	Bussing
Service Mode	Station	Patrol
Thank You Message	ON	OFF
Station At	Manual	Change
Return	Auto	Manual
Return To	Auto	Change
Full Tray	ON	OFF
Timer	ON	OFF
Return After	60 sec	- +

Patrol

Patrol multiple destinations.

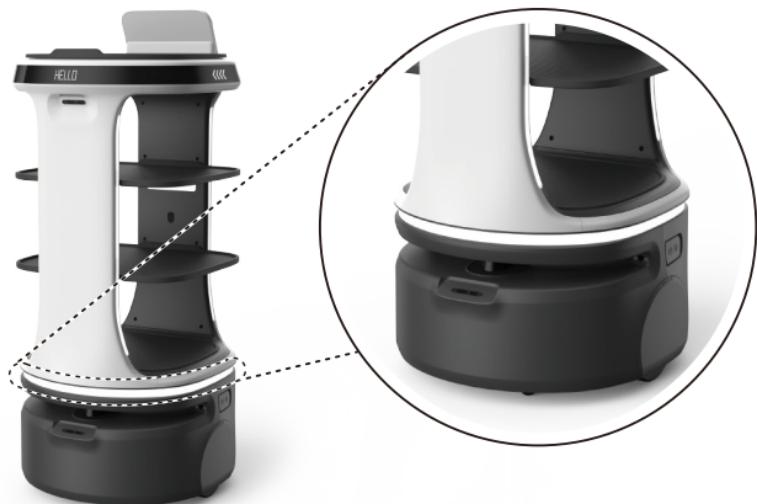
The screenshot shows the 'Robot Workflow' configuration interface. At the top, there are icons for volume, signal strength, battery level at 100%, and a battery icon. Below the header, the title 'Robot Workflow' is followed by a back arrow. The configuration area contains the following settings:

Type	Serving	Bussing
Service Mode	Station	Patrol
Arrived Message	ON	OFF
Return To	Auto	Change
Full Tray	ON	OFF
Timer	ON	OFF
Stop For	60 sec	- +

Robot status with LED color

The base LED is located at the bottom of the robot and the color of the base LED changes depending on the operation of the robot.

Booting	Rainbow	Charging	Yellow
Standby	Blue	Fully charged	Green
Under operation	Green	Deadlock	Orange
E-stop	Red	Multi-Robot	Purple



Safety Precautions

Please read through this instruction manual before operating the robot.

⚠ Warning

Power Supply	<ul style="list-style-type: none">• Be careful not to damage the power cord. It may cause a fire or electric shock.• Any foreign matter on the pins and contact area of the power plug should be cleaned thoroughly with a dry cloth.
Usage	<ul style="list-style-type: none">• Take care to prevent the robot from being exposed to moisture or getting wet.• Do not get in the way of the robot's path while it is moving.• Do not use the product nearby high-voltage appliances.
Charging Battery	<ul style="list-style-type: none">• After removing the charging adapter from the robot, be sure to close the charging cover. Leaving it open may allow foreign objects to enter. Otherwise, a failure or a fire can occur.• Do not charge the robot in areas where water is present. Otherwise, a failure or a fire can occur.
Soultion	If you experience problems using the product, you can get technical support.

! Managing Robots

Sensor	Fingerprints or foreign substances on the sensor should be removed using a microfiber cloth and glass cleaner.
Body	Use a soft, dry cloth, or rag to remove foreign substances from the robot surfaces, including the top of the robot, camera sensor, or LiDAR sensor.
Wheels	Make sure the robot is turned off, lay it down, and gently wipe it with a wet towel.

Servi Plus User Guideline

- Please avoid using the robot in places with excessively high or low temperatures.
- If any liquids, such as water or beverages enter the robot, turn off it immediately and contact Bear Robotics Customer Support.
- If the robot malfunctions or produces strange noises, smells, or smoke, stop the robot immediately using the E-stop button and contact customer service for assistance.
- Do not use a tray or plate larger than robot's body. The sensor may be blocked and normal operation may not be possible.
- When operating the robot manually, make sure that there is nothing in the path you want to move.
- When inserting the tray pads, after initial installation or cleaning, make sure the pads are properly inserted into the tray.
- When cleaning the robot, avoid using alcohols or cleaning agents containing acidic or strong components.
- You can lift the robot by holding the area below the top tray of the robot. If strong force is applied to the middle tray, the weight sensor may malfunction.
- Do not use outdoors or beyond the specified range.

Customer Service

If you encounter any problems when using Servi Plus, you can contact us using the contact information below or contact the Field Engineer you met on site.

Support Hotline

1-844-SAY-BEAR

Support Email

support@bearrobotics.ai

Further instructions can be found by scanning the QR code on the back of the robot touchscreen.