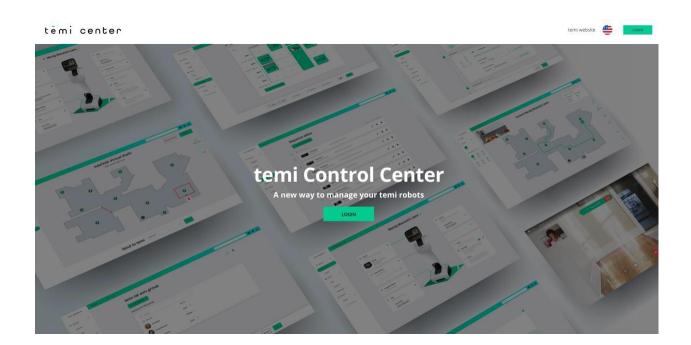


__

temi Center User Guide (August 30th, 2022)



1. <u>Log in:</u>

To log in to the temi Center go to - https://center.robotemi.com/.

You will need the latest version of the temi mobile app and for you temi to be on version 121 and above. For IOS Devices Click here
For Android devices Click Here

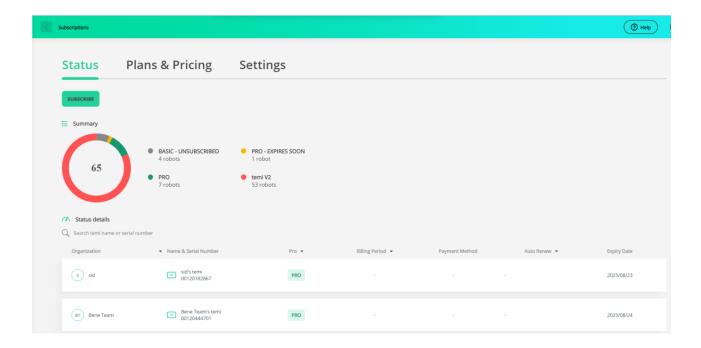
On temi Center, click "Login". A QR code will appear on the screen. On your mobile app, if using an Android device, go to the main menu and select "temi center login". On your mobile app, select "Scan QR" on the bottom menu; This will open a scanner on the mobile app to scan the QR code that appears on the screen. Point your phone to the QR code to initiate login.



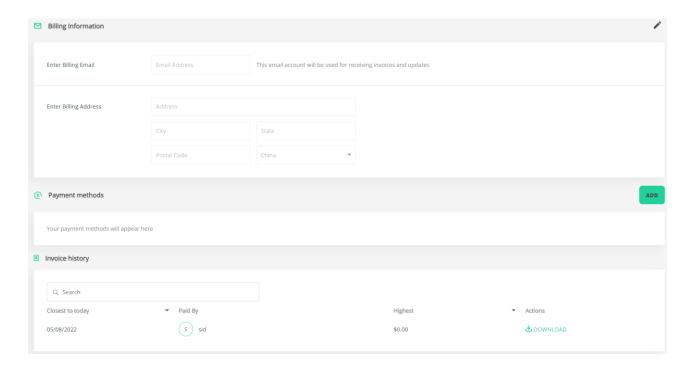
2. Subscription

Now we are introducing the new way of managing your temis. You could find the "Subscription" button at the home page and check the subscription status of your robots.

Under status tab you could check the status, and manage the payments and the subscription expiration dates of all your robots.



Under settings tab, you could adjust your billing information or make changes to payment methods. If you wish to download the invoices, it could be easily found at the bottom of this page.





Here listed is the comparison of our Basic and Pro version:

Full Plan Comparison	BASIC	PRO
Price	Free	Subscriptions
Mapping	©	⊗
Locations On Map	©	⊗
Mobile App	©	⊗
Alexa/Hey temi	⊗	⊗
Video Calls	Limited - 60 seconds	⊗
Software Updates	⊗	⊗
temi Center Platform	-	⊗
Multi Party Calls - Link Based (Coming Soon)	-	⊘
User Permissions Management	-	⊗
Map Backup	-	⊗
Greet Mode	-	⊗
Face Recognition	-	⊘
Tours	-	⊗
Conversation Q&A	-	⊗
Apps/App Store	Limited to temi Apps	©
SDK	-	⊗
Custom Wakeup Name	-	©
Custom Screen	-	⊗

Please note that only V3 robots are eligible for purchasing the subscription plan, and only V3 will be able to receive future software updates. All current V2 robots can still be used normally with temi center without receiving new feature updates.

3. Contacting support

"Help" Button now is on the header on every page within our temi center, if we can be of any help of your issues or questions, please do not hesitate to use this button to contact us.









4. Organization

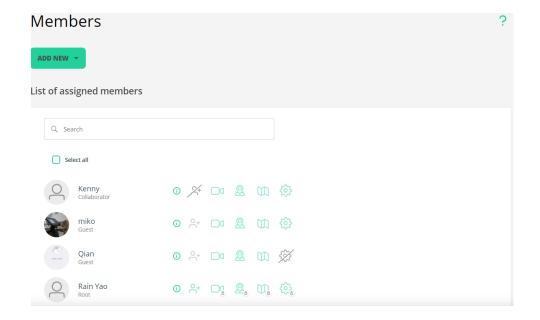
- Users which never activated a temi robot will not have an organization.
- One temi robot must and can only access one organization, one organization can have multiple temi robots.
- There are multiple organization member roles in an organization. Different organization roles have different organization permissions.
- The temi robots under same organization can access Sequences, Maps, Contacts, and Media Library within this organization.

Organization Notes a Organization of enhancing						
	Add	Hoop-in temi	Edit map	Control temi	Edit settings	Exit
	members					organization
Root Admin	Yes	Yes	Yes	Yes	Yes	No
Admin	Yes	Yes	Yes	Yes	Yes	Yes
Collaborator	Yes	Yes	Yes	Yes	Yes	Yes
Guest	No	Voc	Voc	Voc	Voc	Voc

Organization Roles & Organization Permissions

Organization Members

- The Organization member role can be assigned by the Root Admin and the Admin.
- The Root Admin cannot be removed from the organization, but the ownership of the organization can be transferred to other organization members.
- The Root Admin and the Admin can add a new user to the organization. The Collaborator can also add new users, but only for the temi robots. The new user will become the Guest automatically.

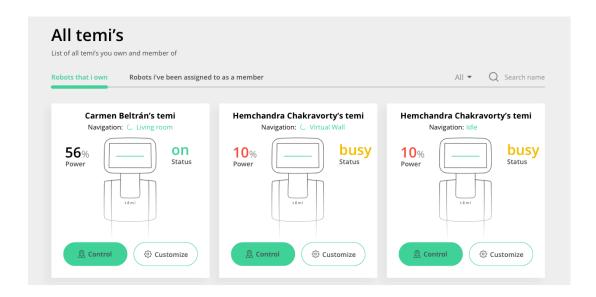




5. Your temi

Under the "My temi" section, you can view all the robots you own and all the robots you are a member of, see their status and enter the control mode or the customization mode.

To switch between the views, select the tab "Robots that I own" or "Robot's I've been assigned to as a member". You can also search robots by name and filter them by their status.

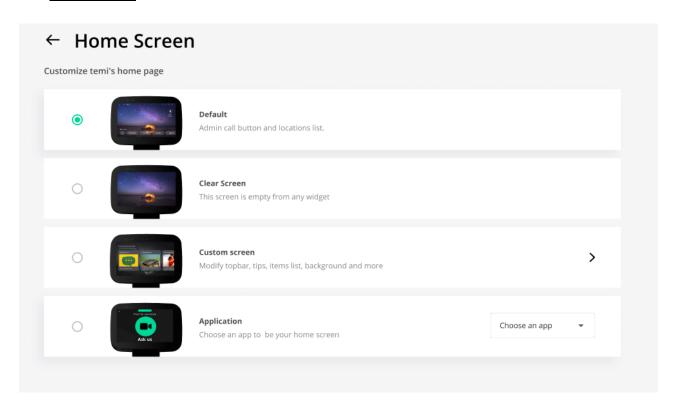


5.1 Customize





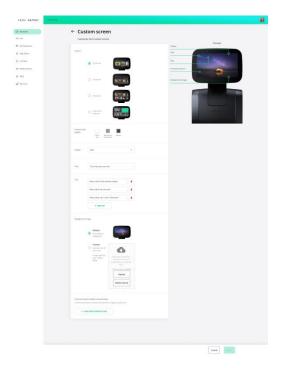
Home Screen



Select what view of the Home Screen you would like to see.

- a) Default Admin call buttons and locations list will be shown.
- b) Clear Screen Screen will be completely empty from any widget.
- c) Custom Screen A customized screen with customized Function Buttons.
- d) Application Choose an App to be your home screen.
 - If you wish to set an app as your home screen select the circle option on the left.
 - Select an app from the drop-down list on the right.



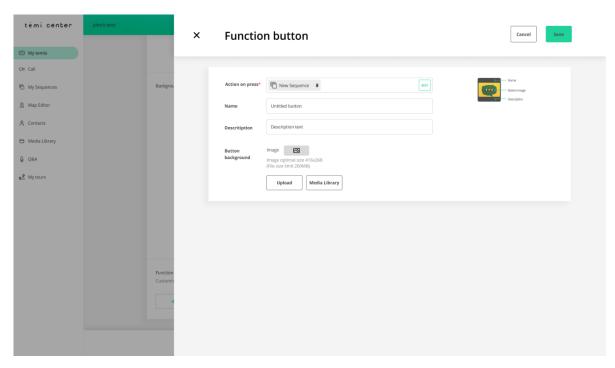


- If you wish to customize your Home Screen, you can do so by selecting "Custom screen", tapping the arrow on the right.
- Layout Select from 4 different options how many buttons you wish your temi to display. (3,4,8 or Fullscreen buttons) (NEW)
- Color Palette Choose from the color palette which colors you wish the titles & tips, button's title & description, and main buttons to display. (NEW)
- Top Bar Select whether you would like the Top Bar to be hidden, shown or immersive.
- Title Enter a title name that will appear on your home screen.
- Tip Add a line of text
- Background image Select Default or Add a custom image that will appear in the background



Add Function Buttons

- a) Add a sequence(s) or launch an App as the Home Screen.
- b) Name Add a line of text to distinguish the Function Button
- c) Description Add a line of text describing the Button
- d) Upload & Media Library Upload an Image file or choose from the media library





General Settings

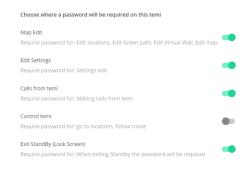
About

- 1. Software Update check if your software is up to date and set up your Auto Update settings
- 2. Product information see your robot's serial number and software versions
- 3. Applications See all the apps that are currently downloaded on your temi

Password and Security

Set up a password to access your temi's features: Map Edit, Settings, Calls, Control and Lock Screen.

- 1. To begin, click "Create Password" and select the master password for your temi.
- 2. Select which feature(s) you would like to use the password protection, you may do so by using the toggle button next to each feature.



- 3. Select "Lock" to apply the password protection to the robot
- 4. Once you have unlocked one of the features on your temi using the password, all features will be unlocked. To lock the robot again, select "Lock" on temi Center or on your robot's General Settings > Set up password protection for this temi



Please note, the "master password" can only be created and set on the temi Center. The password protection settings will not appear on your robot until the master password has been set.

Additional Settings:

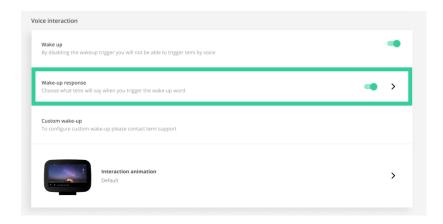
These settings can also be configured on your temi.

- Date and Time You can select a 24-hour clock (the default is a 12-hour clock)
- Battery Select if you would like the battery percentage to appear on temi's screen and choose when temi will return to the Home Base to charge. (Max: 70%)
- Standby Select the time for *temi* to enter low power mode when it's in idle state (Max: 10 mins).
- Touch Interaction Configure the volume, power and interaction buttons.



Voice Interaction

- Wake-up Enable/Disable if temi can be triggered by voice.
- Wake-up response Choose what temi will say when you trigger the wake-up word.



- 1) To begin click, "+ Add New Response" (Max: 5 responses).
- 2) Choose a language.
- 3) Type what you would like temi to say (Max: 12 Characters).
- 4) Click Save.
- Interaction Animation Choose your preferred animation to interact with temi (Note: 11 different animations).

Notifications

- Fullscreen navigation notification Enable/Disable Fullscreen navigation.
- Navigation status label Enable/Disable navigation status label.
- Navigation error notification Enable/Disable navigation error notification.

Calls

- Allow incoming calls from members When disabled, members will not be able to connect to the robot.
- Allow incoming calls from contacts When disabled, contacts will not be able to connect to the robot.
- Allow contacts to control temi during a video call When disabled, contacts will not be able to control temis' actions during a video call.
- Firewall Mode When toggled ON, temi will work on your networks firewall (Note: Contact support to receive the firewall whitelist)

Temi Store

 When toggled ON, access will be given to your temi to update, add or remove apps from the temi app store.



Navigation Settings

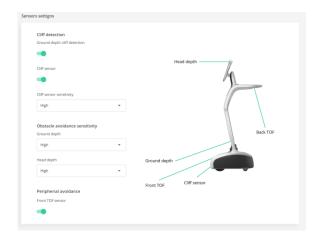
These settings can also be configured on your temi.

IMPORTANT: Please beware that adjusting temi's navigation settings can cause it to behave unexpectedly. It may fail to avoid obstacles, stairs and drops when not set up properly.

- Positioning When temi is not aligned with the current map, use this function to realign it. You
 may be asked to do this by your robot, or you may choose to do so if you are experiencing
 navigation issues.
- Stop Follow mode on Virtual Walls Your Virtual Walls can be either active or inactive in Follow mode. If you choose to inactivate Virtual Walls on Follow mode, your robot will continue to follow you and ignore the Virtual Wall.
- Home Base Position Verification When toggled ON, if you place temi on the home base manually a prompt message will display asking if the position has been changed.
- "Go-to" Speed Control Set the speed of temi's navigation to locations (Slow, Medium, High).
- Bypass Obstacles Configure temi's behavior when facing an obstacle in its path.
- Navigation Timeout Configure temi's timeout period when failing to navigate (Max: 3 mins).

Sensors Settings

Configure the sensitivity of temi's obstacle avoidance that best fits the environment it is in. Ability to configure the Ground depth cliff detection, Ground depth, Head depth, Front TOF sensor and Back TOF sensor.



<u>Map</u>

Selecting this option will open the Map Editor (see further instructions in Section 4.2 below)

Contacts

- Click "Edit" to add or remove contacts
- Click "Delete" to erase all contacts from your robot

Additional Contacts settings can be found in the Contacts page (see further instructions in Section 5 below)

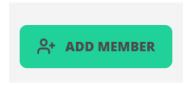


Members

Select this option to view existing members of the robot, add new members and assign member permissions

1. Add New Members:

To add a new member, select "Add Member"



In the pop-up window, you will see all your contacts. Select the contact you wish to add as a member and press "Add"



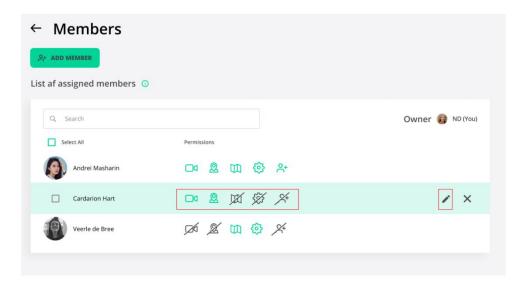
2. Set Up Member Permissions

To view, assign and edit permissions to existing members of your robot, go to the "List of assigned members" on the page where you will see the name of the members, and the permissions assigned them. Owners can assign four types of permissions:

	Permission to call into <i>temi</i>
<u>Q</u>	Permission to control <i>temi</i>
Ø	Permission to edit <i>temi's</i> map
(§)	Permission to edit <i>temi's</i> settings



Click either the Permission icons, or the Edit button to allow or deny access to the member.



To remove membership, click the Edit button, and select "Remove Membership"



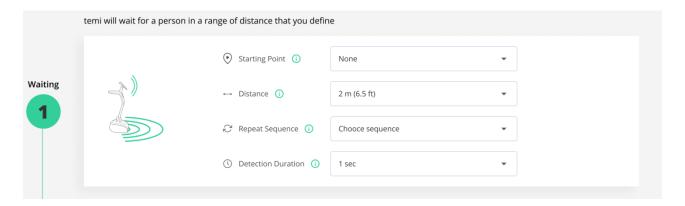


Modes

Select between "Default", "Privacy", and Greet" modes for temi as it turns on.

Selecting "Greet" mode will open a setting page of the four steps you will need to customize:

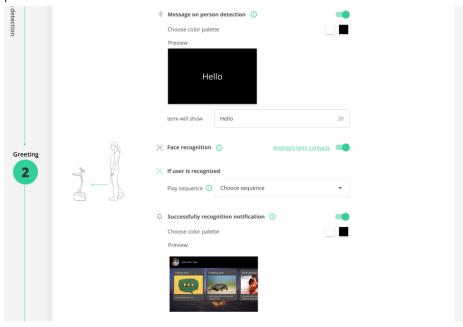
1. Looking for a person



Step 1 lets you define the distance in which temi will try to look for a person, and how long the detection will continue. You can also add a Sequence to this step by selecting "Add New Sequence"

2. Upon detection

When a person is detected, you can customize temi's actions. If you select to turn off Face recognition, temi will interact with the person in front of it by playing a Sequence you choose, or by simply moving on to the next step. You can have temi display a message on the screen when a person has been detected.



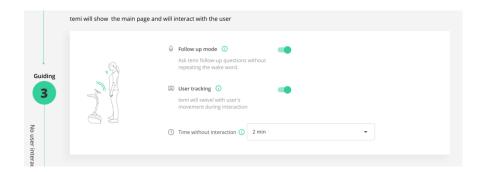


If you select to turn on your Face Recognition, you will be able to define a different type of interaction for recognized contacts and unrecognized persons. You can add a Sequence to this step once the contact has been recognized. In addition, if the contact cannot be recognized you can add a Sequence to play accordingly.

Please remember that in order to use the Face Recognition feature, you will first need to define a group of contacts under the Contacts page and make sure you upload a clear picture of the person's face for temi to be able to recognize it. See more details under the Contacts section below.

By enabling the facial recognition feature and uploading photos of individuals for facial recognition you acknowledge and agree that (i) you are sharing the uploaded photo, and any other personal information in connection therewith, with us for the purposes of enabling and using the facial recognition feature and (ii) you have obtained consent from all individuals that appear in the uploaded photos to use such photos and other personal information for the purposes of facial recognition in connection with the temi product.

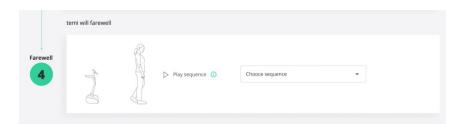
3. During interaction



Step 3 allows you to define temi's interaction with the person in front of it.

By selecting "Follow Up Mode" the person can ask temi a question without using the wake words "Hey temi". By selecting User Tracking, temi will swivel with the user's movement during interaction. You can also define the time-out period of no interaction. (Max: 10 mins)

4. Ending interaction



Step 4 lets you customize temi's actions after an interaction. You can select a Sequence for temi to play.

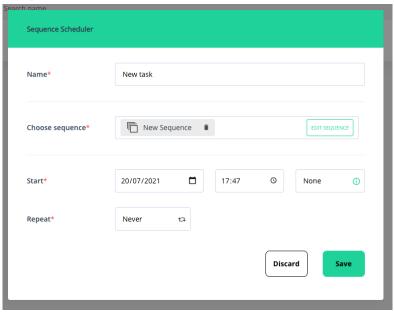


Sequence Scheduler

The Sequence Scheduler allows you to set a specific time for one of your Sequences to play. On the Sequence Schedule page, select New Schedule



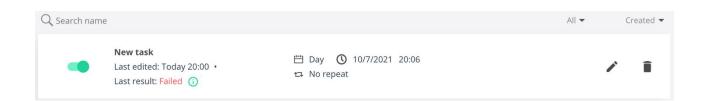
A pop-up window will appear where you can select which of your existing Sequences you would like to schedule and set up the exact date and time for it to start playing. You can also set your schedule to repeat.



You can Edit or Delete any sequence(s) that have been previously created.

Search: Search the Sequence by the name

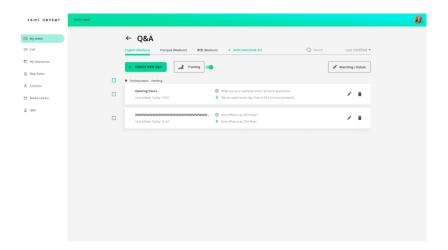
Last modified & created: Choose the order of the Sequences by when it was created or when it was last modified.



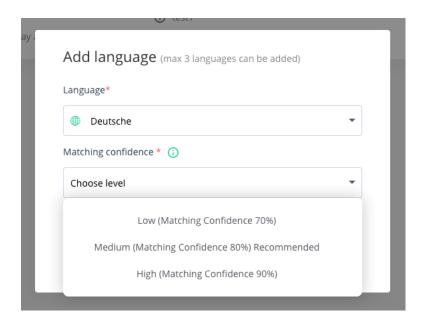


A&P

The Q&A feature allows you to create custom questions and answers for this temi



On the Q&A page, you can select up to 3 languages and the Matching confidence level.



Selecting "Create new Q&A" will open a setting page of the steps you will need to create one

- 1) Q&A name: Input your Q&A name
- 2) Question: Input your question(s)
- 3) Answer: There are 3 options that can be set as the answer which are by Sequence, Speech or Launching an App.
 - a) Sequence: You can choose a sequence or add a new sequence.
 - b) Speech: Input temis answer.
 - c) Launch an app: Select an App to launch.

For Developers: Choose a Class name, a Key and a Value.



Training: When toggle ON, temi's AI assistant will save the users questions for you to improve the answers for the next time that question is asked.

Note: By clicking allow you agree that temi will save all the users questions for training purposes only and will be used for any other purpose.

Matching / Delete: Edit or delete the matching confidence of the language chosen.

Search: Search the Q&A by the name

Last modified & created: Choose the order of the Q&A by when it was created or when it was last modified.



Tours

The Tours app allows you to access the tours that were created and uploaded from the temi center. These tours will guide the user around the facility either at their own pace or at the pace chosen by the tour's creator. See the temi center guide for details on creating tours.

Opening the Tours App:

- 1. Tap on the top right of the screen > Tap "Tours" (You may need to swipe on the screen to see "Tours")
 - If you see 🗓 on the top right of the screen, you are already on the correct screen, so simply tap "Tours" (You may need to swipe on the screen to see "Tours")

Starting a Tour:

When in the Tours apps, you will see a list of your available tours (For a different view, tap on the icon in the top right)

1. Tap on the tour that you wish to start

Going on a Tour:

After a tour is started, you will see a list of the locations available on the tour.

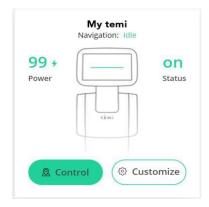


- 1. Tap on the location you wish to go to. Temi will then go to that location
- To end the tour here, tap on on the top right of the screen and tap on the check mark 2. From here you have 4 options:
 - Tap on or say the Q&A you wish to activate. These will be listed in the middle of the screen
 - Show the home screen of the tour by tapping on "Show Tour"
 - Go to a different location on the tour by tapping on a location at the bottom of the screen
 - End the tour by tapping on "End Tour" and tapping on the check mark.(Note: Temi will automatically end the tour after a certain amount of time without activity, max of 10 minutes. This amount of time can be changed on the temi center)



5.2 Control

To control your temi through the temi Center, tap "My temi" on the side menu. All the temis that you are the owner of and registered under your phone number will appear here.



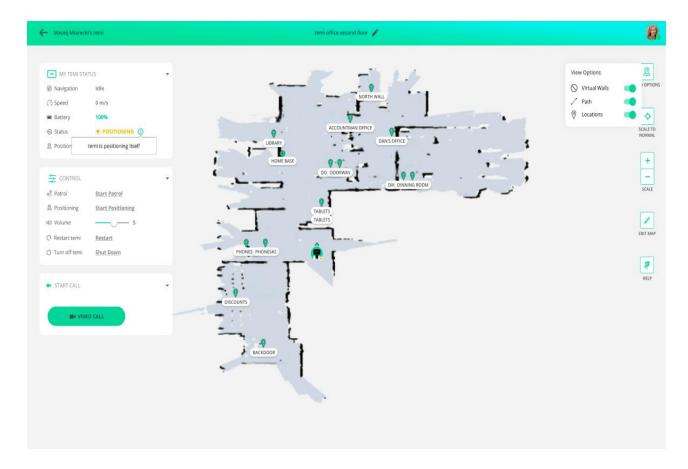
Select the temi you wish to control and press the "Control" button. The most up to date map will appear on your screen, as well as the status of your robot. The temi icon on the map, represents its current location.

On the left side of the screen, you will see three menu bars:

- 1. My temi status see the overall status of your robot, including speed, battery and positioning
- 2. Control Using this menu lets you control certain functions of temi via the temi Center:
 - Patrol: set temi to go to each location in a continuous loop
 - Positioning you can initiate a Positioning to allow the robot to re-align itself with the map
 - Volume Turn temi's volume up or down
 - Restart temi
 - Turn off temi
- 3. Start a video call



You can change the view of your map to see your locations, paths and virtual walls. Tap the "VIEW OPTIONS" on the right menu and select which items you would like to add to your view.

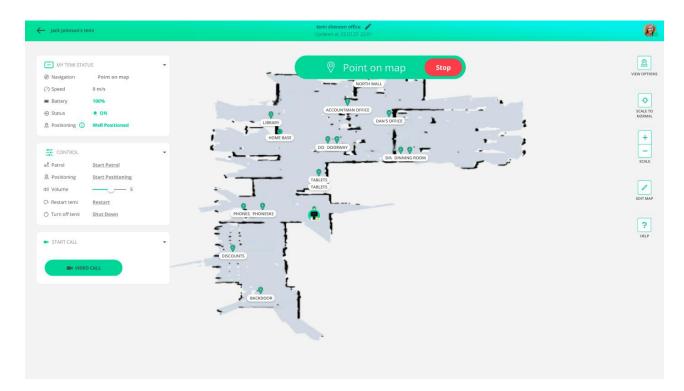


Use the "Scale" buttons to zoom in and out.

To send temi to an existing location, simply tap the desired location on your map. The temi icon will move accordingly to indicate the robot's location as it makes its way to the location.

In addition, you can tap anywhere on your map and temi will go there, even without a saved location.







You can also edit your map by selecting the "Edit Map" button.

The Edit Map in Control mode will allow you to add locations, Paths and Virtual Walls outside the Map Editor.

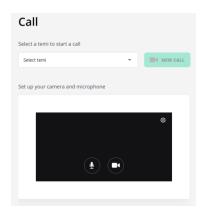


When you are done editing your map, don't forget to back it up to save all your changes by selecting "Back Up Map" in the bottom control bar.



6. Call

The Call screen lets you connect to your robot directly from the temi Center. To make a video, simply select the robot you wish to call and press New Call.



Please note that you might be required to set up your microphone and camera.

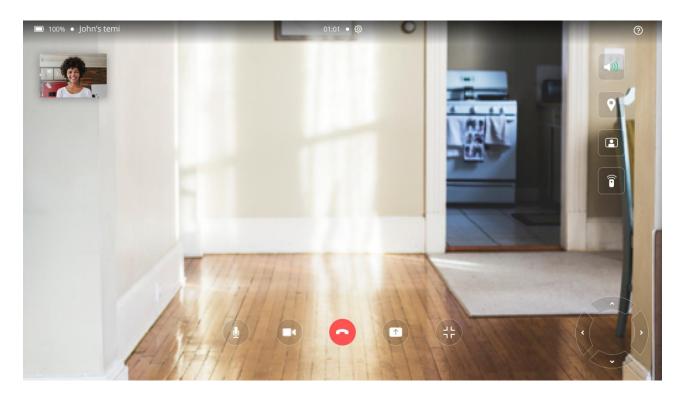


If you receive this message on your call screen, please check settings and permissions of your browser.

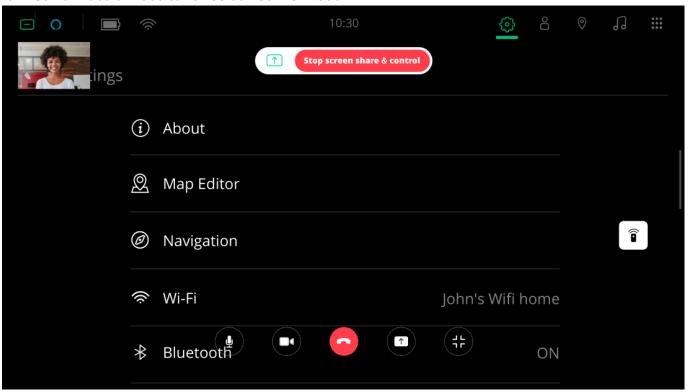
When you are calling a *temi* from the temi Center, you can move and control it:

- Move Move temi around by using the arrows on the screen or by using your mouse scroll or touch pad.
- Volume Control the volume of your temi.
- Follow Switch temi to Follow Mode to have it follow the person you are speaking with
- Locations Send temi to set locations on the map
- Share Screen Share the screen of your computer with the person you are speaking with
- Control the robot's screen access and control your robot's interface through the temi Center
- Option to choose from 3 image sizes during a Telepresence call





temi Center video of video call on Screen Control mode:

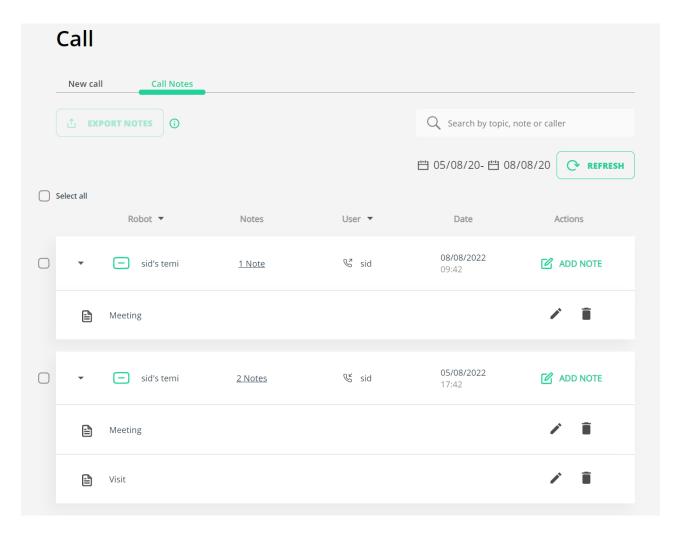




6.1 Call Notes:

After a call was made, the call history will be recorded to the tab Call notes.

Call notes could be added by clicking "ADD NOTE" button, you could add more than one note to a call.



After notes have been added, you could select the calls and export the call notes by clicking "Export notes", the Call notes will be exported into a PDF or CSV file.



7. Editors:

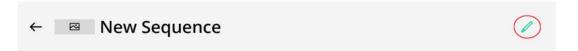
7.1 <u>Sequences</u>

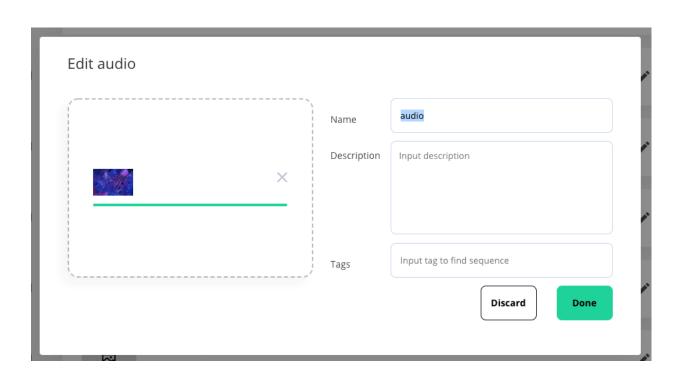
To access the Sequence, select > My Sequence on the side menu of temi Center.

Select "CREATE NEW SEQUENCE"



Enter your Sequence name, picture and description, by tapping the edit button on the right





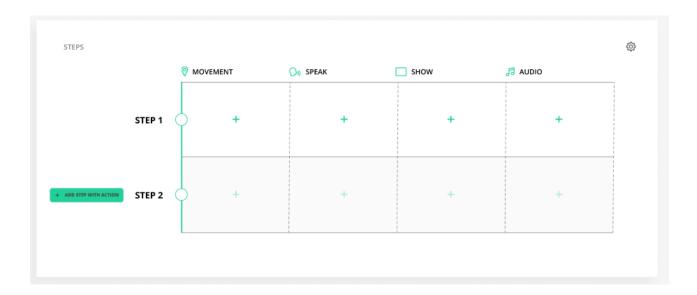
To save your setting, click the "SAVE" button

Your Sequence editor is a matrix consisting of four actions that temi can perform, at a set order:

- 1. Movement Go to location, position, and Incorporate calls into your Sequence.
- 2. Speak Speak a written or vocal message, and Incorporate calls into your Sequence.
- 3. Show Add a video or image to display and Incorporate calls into your Sequence.
- 4. Audio Add a sound file you would like to play or Incorporate calls into your Sequence.



To create your sequence, on the matrix, press the + button at the center of the action you wish to add:



Each row represents a step in the Sequence. In each step, temi can perform all or some of the actions simultaneously.

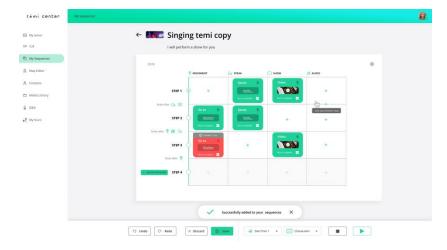
You can choose to delay the start of each action inside each action's setting.

After configuring each action, hit "SAVE" to add the action to your Sequence. Once you have finished the first step, you can add additional steps and actions.

Add additional steps in a Sequence

In a sequence you are now able to add a step between the steps that are created.

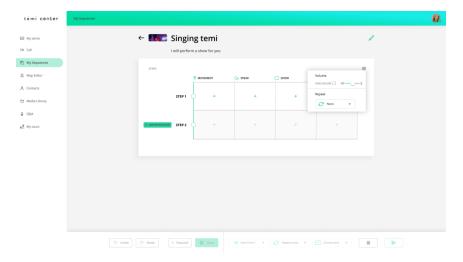
Click the "+" sign on the line between the step of your choice.





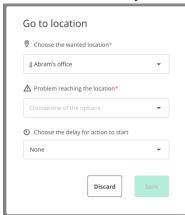
Volume

Set the volume level independently to each sequence created (max: 10).

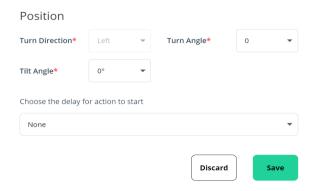


Movement

a. Select which location you want temi to go to as part of your sequence

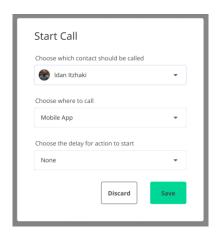


b. Select the way you would like to position your robot





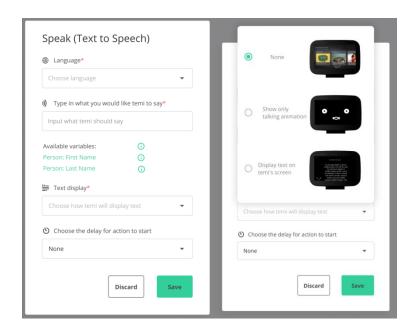
c. Incorporate a call into your Sequence by choosing a contact



Speak

a) Type what you want temi to say and choose a language. You can choose from 3 different options how temi will display the message on its screen. (None, Show with talking Animation, Display text on screen)

Note: On your temi unit you will first need to select Settings > General Settings >Interaction animation, for this feature to work as sequence





b) Incorporate a call into your Sequence by choosing a contact

Start Call
Choose which contact should be called
∠ Jason Lascano ▼
Choose where to call
Mobile App ▼
Choose the delay for action to start
None ▼
Discard Save

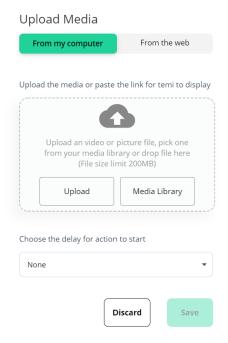


Show:

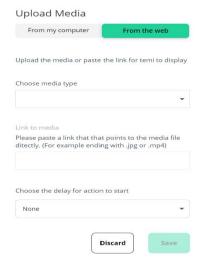
a) Upload a file or an image you wish to display from your temi media library, your computer OR from the web

To upload media from your temi library or your computer, select the "From my computer" tab.

Please note that the recommended size for images is 1280X800 pixels for optimal resolution.

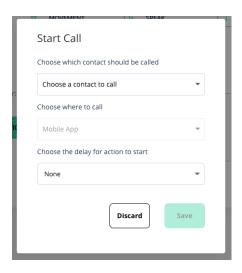


To upload media from the web, select the "From the web" tab, choose the media type and paste the URL that leads directly to the media file.



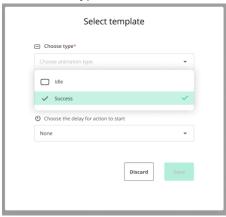


b) Incorporate a call into your Sequence by choosing a contact

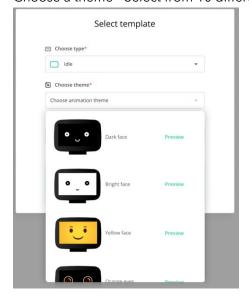


c) Show Template)

Choose the type - Idel or Success.



Choose a theme - Select from 10 different Animations.

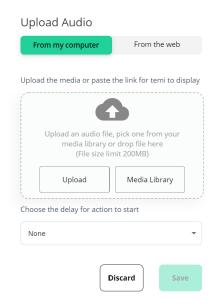




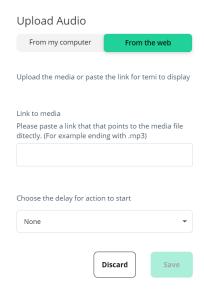
Audio

Upload an audio file you wish to play from your temi media library, your computer OR from the web

To upload media from your temi library or your computer, select the "From my computer" tab.



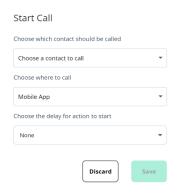
To upload media from the web, select the "From the web" tab, choose the media type and paste the URL that leads directly to the media file.



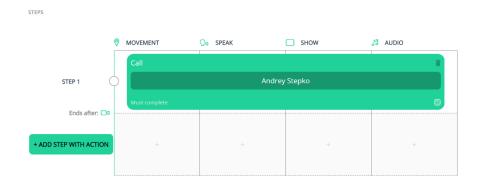


Call

Add a call from your temi robot to your Sequence. You can call any of your contacts to their mobile app or the temi Center.



Please note that during a call, no other actions can be performed in your Sequence. Once the call is finished, the sequence will resume.



Controlling and Activating your Sequence

Before playing your sequence, you can select which step you wish your sequence to start at and set the sequence to repeat. You are now able to set a sequence to play in a loop.

To activate your sequence, go to the control bar at the bottom of the page. Select the robot you wish to activate the sequence on and press the Play button.





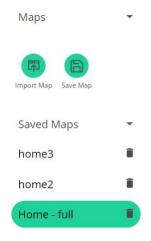
7.2 Map Editor

The Map Editor provides a convenient editing tool to make changes to your saved maps and increase *temi's* navigation capabilities. The Map Editor will allow you to add locations, "Paths" and "Virtual Walls".

To access the Map Editor, select Editors > Map on the side menu of temi Center.

First, on the Map Editor page, select "Import map" to import a map from a specific temi to temi center, so you can start editing. Allow your map a few second to load, until it appears on the screen.

At any time, you can select the map you want to edit out of your saved map. If you see saved maps you no longer need, you are welcome to delete them.



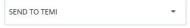
To begin editing your map, turn to Editor buttons at the bottom of the page.















Add a "Virtual Wall"

A "Virtual Wall" is an invisible barrier to block temi from getting into specific areas. We recommend you add Virtual Walls near staircases, steep drops, or glass walls.

To start, click the "Add Virtual Wall" button at the bottom of the page. Begin by marking a point on the map of where you would like the "Virtual wall" to begin. Continue marking points on the map until your Virtual Wall is created. When you're finished, hit "Save" to save the changes.

Add Locations

To add a location, simply press on the point on the map where you want your location to be saved. Please note that new locations can only be set inside an existing map. If you would like to set a location

outside your map, please return to the robot's map editor and use the "Continue Mapping" option.

Add Path

A Path will enable you to guide temi through the best and most efficient route from one destination to the other. Although temi is capable of navigating without it, a Path will ensure a smoother navigation experience.

To start, click the "Add Path" button at the bottom of the page. Begin by marking a point on the map of where you would like the path to begin. Continue marking points until you reach the desired

destination. When you are finished, hit "Save" to save the changes.

Updating your Temi:

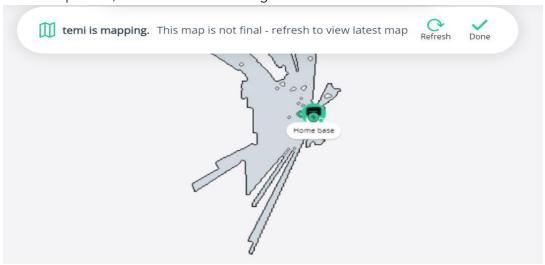
When you are finished editing your map, click "Send to Robot" at the bottom of the page. Select the robot you wish to update, and press "Send". Your updated map will be sent to that *temi*.



Remote mapping:

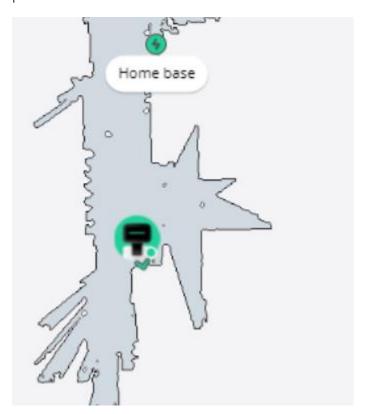
Now temi can perform remote mapping without make temi follow you.

After click "control" tab on the main page of a temi, you will enter the map editor and if this temi has no map saved, it will show the following information:



Under this status, you could click on any area on current mapping area and temi will start moving.

After arrive at a location, click refresh, temi will automatically create the map for the area it just patrolled.



Continue this operation until temi has finish mapping this area, then click the button "Done", temi



will save this map to the robot.

8. Contacts:

Create or import contacts to your temi and create contact groups. <u>Create a new contact</u>

To create a new contact, tap the "Add Contact" button and select "New contact".



Enter the information of your contact and press "Save" to add the contact

Import a mobile contact



To import an existing contact, tap the "ADD CONTACT" button and select "From Mobile App". A list of your mobile phone contacts will appear on the screen. Select the ones you wish to add.

After you have added the contacts, you will be able to edit it and add a picture, just like a new contact.

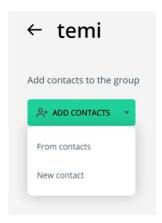


Groups

To create a group of contacts, select "Groups" from the side menu, and click the "Create Group" button. Name your group and hit "SAVE"

Create group		
Group name		
Untitled		
	Discard	SAVE

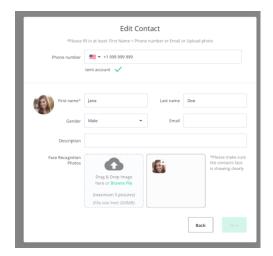
After you opened your group, you can add contacts from either of your contact list or by creating a new contact.



Once a contact has been added, you can edit the contact details by clicking the Edit button on the right. This will open the Edit Contact window.

When you enter your contact's phone number, you will receive an indication of whether or not that contact is also a temi user. Please note that a contact does not have to be a temi user to be added on temi Center, however, you will not be able to call this person through your temi robot.





After verifying the phone number, you can continue to add or edit the person's details, as well as add photos for the Face Recognition feature of the Greet Mode (see Customize > Modes above).

By enabling the facial recognition feature and uploading photos of individuals for facial recognition you acknowledge and agree that (i) you are sharing the uploaded photo, and any other personal information in connection therewith, with us for the purposes of enabling and using the facial recognition feature and (ii) you have obtained consent from all individuals that appear in the uploaded photos to use such photos and other personal information for the purposes of facial recognition in connection with the temi product.