Robint Hotel Service Robot User Manual

v4.0.2

Scenario 1: The guest calls the Reception requesting room delivery service

"Hello, please deliver a bottle of water to Room 808"

"Okay, please wait for a moment while we get the robot to deliver that for you"

Guest

Reception

Scenario 2 : The guest couldn't go downstairs to pick up the delivery or takeaway

"Hello, the guest staying at 808 couldn't come down to pick this up, please deliver this to the room."

"Okay"

Courier   Reception

● Press "Delivery" ---→ ● Select room number ---→ ● Place the item inside the cabin after it automatically opens

↓

● The guest picks up the delivery, and the robot returns to the charging pile ←--- ● Calls the guest when it arrives at the door ←--- ● The delivery automatically starts in 5 seconds. If an item is left out or misplaced, press "Suspend the Task"

Scenario 3: The guest places an order via the WeChat applet

★ Note: The intelligent delivery container to be used together with the robot is purchased separately

"The baby is thirsty. I'll order him some water via the applet"

● The user places an order ---→ ● The robot automatically goes to the intelligent delivery container or pickup spot to pick up the goods ---→ ● The intelligent delivery container automatically places the goods in the cabin of the robot. ★

↓

● The robot automatically returns to the charging pile after the guest picks up the goods ←--- ● Calls the guest's cellphone when the robot arrives at the door

"Chen, we are catering a wedding this afternoon，please get the robot to cruise the wedding venue"

"Okay"

● **Press "Cruise"**

● **Set the configuration including automatic cruising, cruising duraton, cruising destination, voice mode, and open the cabin or not**

● **Promotional materials and beverages can be placed inside the cabin for users to help themselves**

● **The robot goes to the cruising destination when the cruise is finished**

Note：The simplified version does not offer the big screen function.

On-the-loop display

The guest would like a bigger screen to display the content. What should I do?"

① Solution 1: Enter the hotel management back end ——Advert Center—— Change the pictures in Playlist Management. (Recommended)
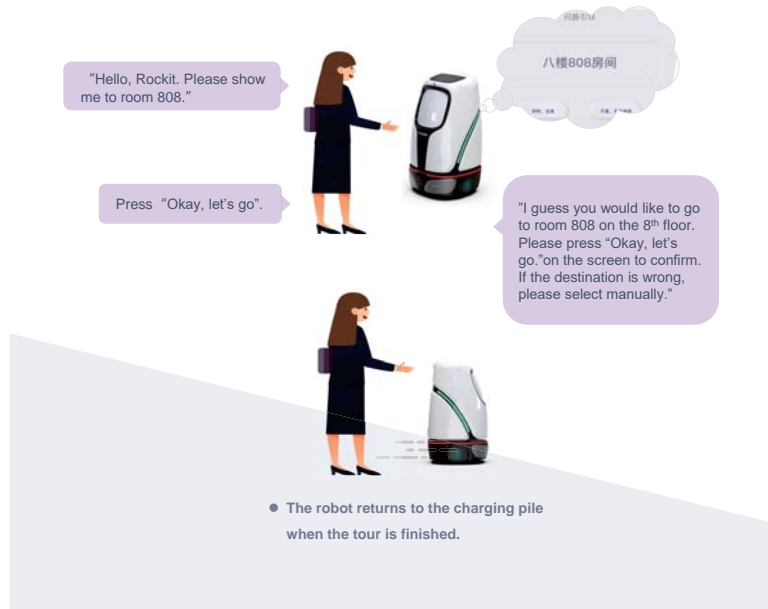
② Solution 2：Send the picture to after-sales technical manager and update it from the back end.

"Your checkin is done, would you like the robot to show you to your room?"

"Yes, the services here are great."

"Hello, Rockit. Please show me to room 808."

八楼808房间

Press "Okay, let's go".

"I guess you would like to go to room 808 on the 8th floor. Please press "Okay, let's go."on the screen to confirm. If the destination is wrong, please select manually."

- **The robot returns to the charging pile when the tour is finished.**
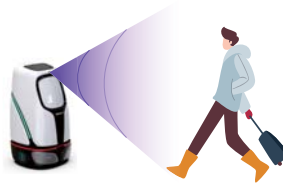
Scenario 6: Guest reception at any spot in the hotel

★ Note: The simplified version does not offer this function.

The robot automatically identifies humans and greet them. ★
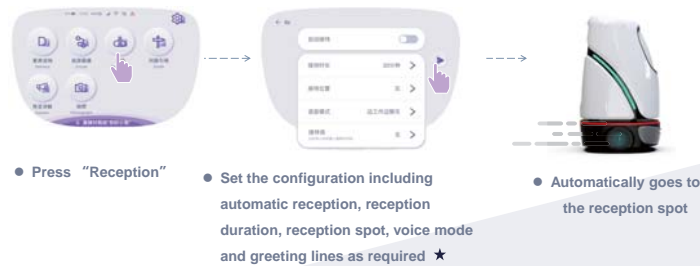
"Hello, welcome to ×× Hotel!"

Lobby reception

"Can you tell me about this hotel?"
"Is there any sightseeing spot around the hotel?"
"......"

"We are conveniently located near the foreign embassies......"

- **Interacts with the guest while they are walking**

- **Press "Reception"**

- **Set the configuration including automatic reception, reception duration, reception spot, voice mode and greeting lines as required** ★

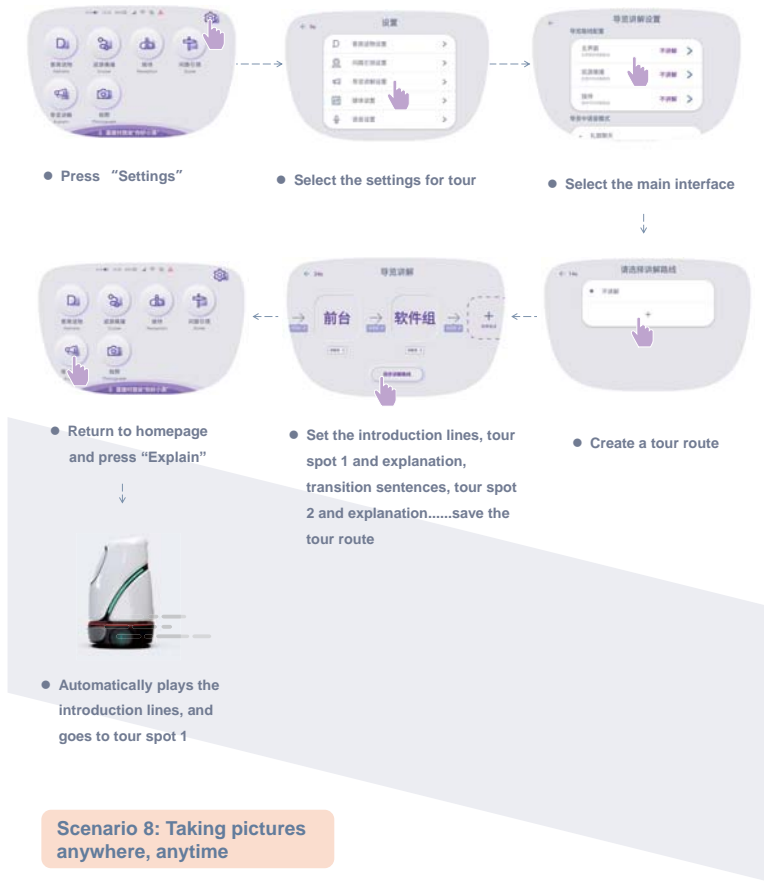- **Automatically goes to the reception spot**

Scenario 7: Hotel tour and introduction

We have an important guest this afternoon. Please get Rockit to do a proper tour and introduction

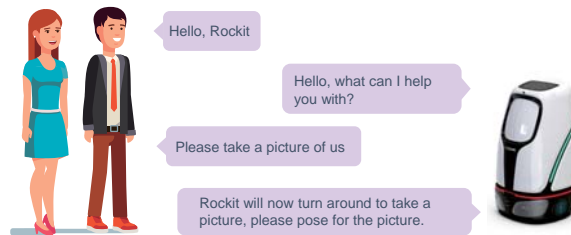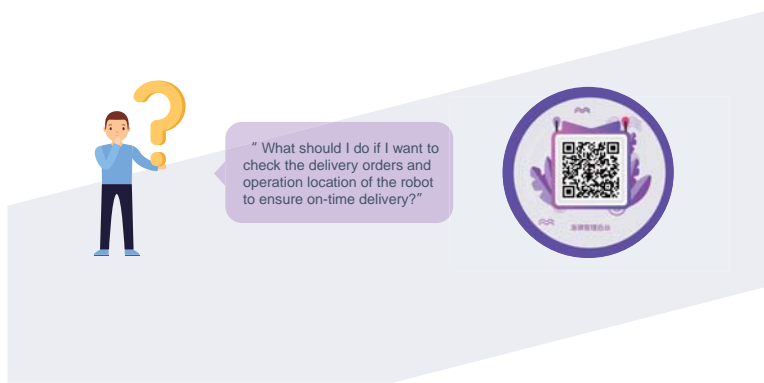Okay, I'll prepare the introduction content.

● Press "Settings"

● Select the settings for tour

● Select the main interface

● Return to homepage and press "Explain"

● Set the introduction lines, tour spot 1 and explanation, transition sentences, tour spot 2 and explanation......save the tour route

● Create a tour route

● Automatically plays the introduction lines, and goes to tour spot 1

Scenario 8: Taking pictures anywhere, anytime

★ The simplified version does not offer this function

Hello, Rockit

Hello, what can I help you with?

Please take a picture of us

Rockit will now turn around to take a picture, please pose for the picture.

● A QR code will be displayed on the screen when the picture is taken. The picture can be downloaded to cellphones by scanning the QR code.

Scenario 9: What if I want to check how the robot is doing?

" What should I do if I want to check the delivery orders and operation location of the robot to ensure on-time delivery?"

- Scan the corresponding QR code for applet, and log in to check the operation status and delivery orders

- Select [Monitor the Robot] to check current operation status

- Current location of the robot

- Information on delivery orders

Scenario 10: What should I do if I want to lease the robot to an event organizer?

- Open the Rockit applet

- Select [Mine] – [Robot Lease]

Enter the lease duration, robot information, event organizer, and the corresponding organizer will acquire access to the robot

- Conferences and related materials can be initiated and uploaded online.

- The event organizer should scan the applet QR code for [Robint Conference Helper].
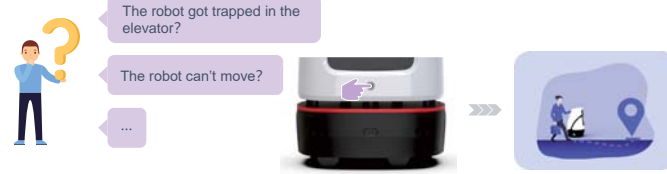
Scenario 11: How do I call for the robot

If there are multiple delivery spots in the hotel, the staff can call for the robot with a single press, so that delivery and other settings can be made in time. The detail is as follows:

- Open the Rockit applet

- Select [Call for the Robot]

- Select which robot you want to call for, where you want it to go, and the contact phone number

Scenario 12: What should I do if the robot breaks down?

- Press and hold Emergency Stop, push the robot back to the charging pile, release Emergency Stop, and the robot will be ready and available in 10 seconds.

The robot got trapped in the elevator?

The robot can't move?

...

Scenario 13: What if something went wrong when the delivery container unloads the goods?

What should I do in case that the Internet or power connection is off when the robot is docking the delivery container?"

Helping Point

- In such cases, the robot will automatically goes to the Helping Point, and a fault interface will be displayed.

- Check the order detail as instructed, and confirm according to the goods in the cabin. Choose Manual Delivery or place another order from the back end.

Scenario 14: Voice command

Voice Type	Example
Activate	•Hello, Rockit.
Charging	•Charge yourself •...
Music and media	•Sing me a song •Play a song •Play Foam by G.E.M. •Previous song/Next song •Volume up/Volume down •Pause/Continue •...
Weather	•How's the weather today? •Is it going to rain? •How's the air quality today? •How's the ultraviolet intensity today? ...
Calendar	•What day is it? •What time is it? •What is the holiday today? •What day of the week is it? •...
Unit conversion	•One liter is equal to how many milliliters •...
Translation	•How do you say "I love you" in English? •How do you say "apple" in Chinese? •...
Encyclopedia	•How tall does the Mount Evereast stand? •Who is Jack Ma? •...
Small talk	•What is your name? •What can you do? •How old are you? •...

Reminders:

- If the elevator is under maintenance or available, please do not allow the robot to use the elevator, and run the robot only on a single floor.
- If you see kids surrounding, hugging or hitting the robot, please intervene immediately in order to avoid injuries or damages.
- If you see people surrounding the robot, especially around the elevator or stairs, please intervene immediately in order to avoid an accident.
- If the robot's route is blocked by an emergency exit or barrier, please make sure to clear the path.
- If the robot runs into a linen truck, please move the truck to one side to make sure that the robot can pass.
- When doing daily cleaning, please do not put the mop, mop head, vacuum cleaner in the hallway, in order to make sure that the robot can get pass.
- In the event of a major change in the hotel's environment, such as renovation, please notify the aftersales team in time to determine if such change will affect the robot.

Hardware Introduction

★ The simplified version does not offer this module

Circular Microphone
Rockit's ears

10 inch Display
For using the functions and displaying status

Heat Emission Hole

Rear Camera ★
For photo taking

★ Front Camera
To avoid barriers

★ Light Belt

Cabin
Place items to be delivered here

24 inch Display ★
For playing videos and pictures

Laser Radar
For mapping and positioning

Sport Chassis

Loudspeaker

Wheel lights

Emergency Stop
Press in case of an emergency, Press again to recover

Depth Camera
To avoid barriers

Charging Plate
For charging

Ultrasonic sensor
To avoid barriers

Power on, reboot and shutdown

Start

Power on/off
(Do not touch)
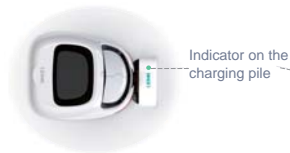
Power on/ Reboot

- Push the robot back to the charging pile
- Make sure the robot is docked properly
- Press the "Start" button

Shutdown

- Press and hold the "Start" button to shut down

Charging

- During normal charging,
- The indicator on the charging pile will be green
- And the light belt will flash

Auto Charging

The robot will return to the charging pile for charging when its tasks are finished

Indicator on the charging pile

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FCC WARNING

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-- Reorient or relocate the receiving antenna.

-- Increase the separation between the equipment and receiver.

-- Connect the equipment into an outlet on a circuit different
   from that to which the receiver is connected.

-- Consult the dealer or an experienced radio/TV technician for help.

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum 20cm distance between the radiator and your body: Use only the supplied antenna.