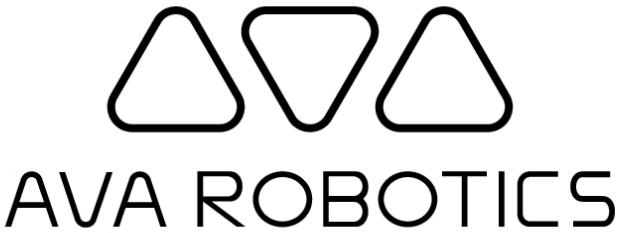

Ava iOS App User Guide

v4.5

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About Ava

Ava allows you to visit a distant location and provides the necessary infrastructure for a highly collaborative environment. All you do is choose where in the remote location you want to go, then Ava will autonomously travel there and start a video conference connection. Through Ava, you will be able to interact with people and move about the distant location as if you were physically there.

There are two video conferencing modes that may be used, depending on the video conferencing options available to you:

- Integrated video: video conferencing is provided in the Ava app.
- Split video: the Ava app is used for controlling the session and Ava's movement, while a separate dedicated video conferencing endpoint is used for video conferencing.

Getting Ready

In order to teleport using Ava from you iPhone or iPad, you will need the following:

- An iPhone 6 or newer, or an iPad running iOS 11+
- Access to the Internet
- Access to the Apple App Store

To download the Ava Teleport App:

1. In the App Store, search for 'Ava Teleport App’
2. Tap the Ava Teleport App and install it. An Apple ID is required.
3. After app is installed, tap **Open**

Note: the images in this document were taken on an iPad Mini. However, app screens will be similar on all iOS devices.

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Logging In

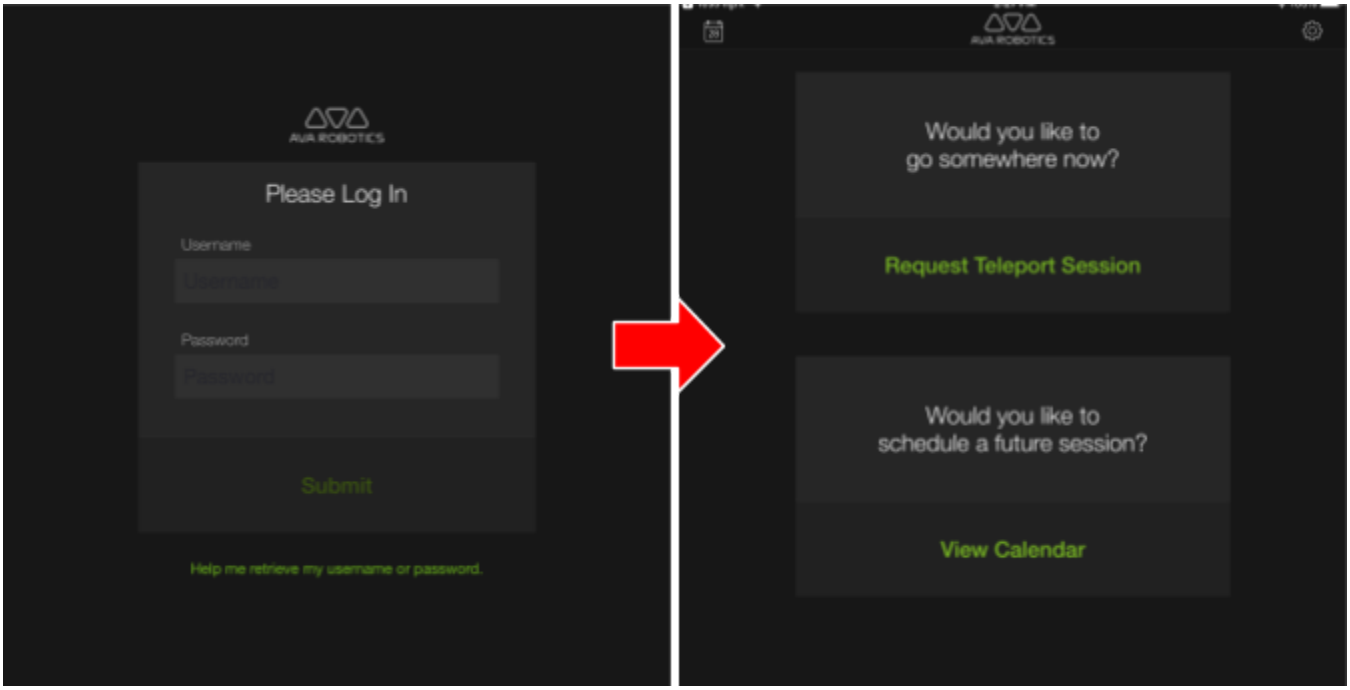
To request a teleport session, you need an account which will give you access to the proper sites. You will get this login information from your IT administrator or, in some cases, from Ava Robotics directly.

On the Login page, enter the Cloud Service Hostname, Username, and Password.

- Cloud Service hostname: *as provided*
- Username: *as provided*
- Password: *as provided*

Optional: if you are connecting to a network that uses proxy authentication, enter an additional username/password provided by your network administrator.

When you have successfully logged into the Ava App, you will be directed to the App's main screen. Here there are options to request an immediate teleport session or view calendar to schedule a future session. Both of these teleportation options are explained in detail in the following sections of this document.



All screens except the session Control Panel have two additional functions: tap 28 to go to the Calendar and ⚙ to go to Settings.

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Starting a Session

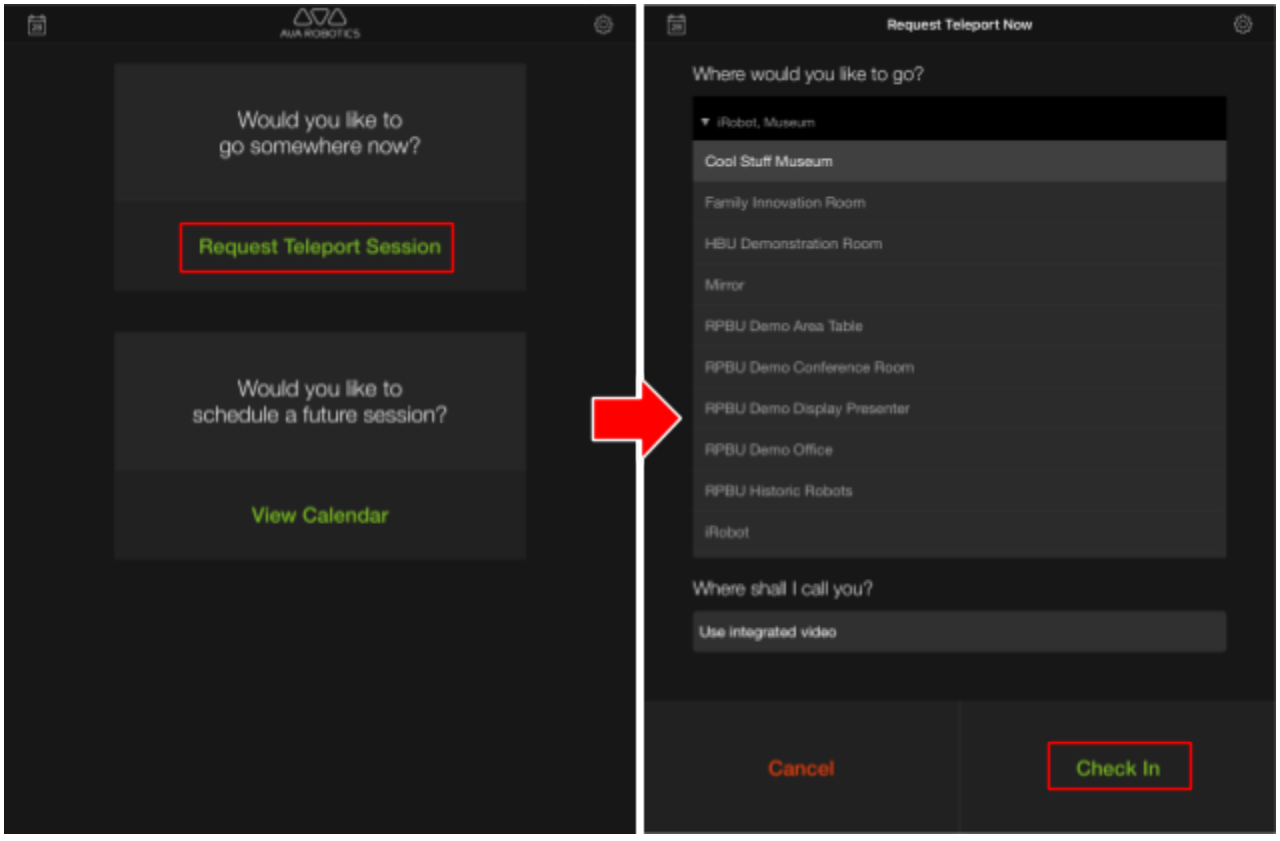
There are two available options for a teleportation session with Ava. You can start an immediate session or schedule a future session.

Immediate Session (Teleport Now)

To start a teleport now session, tap **Request Teleport Session** to begin. This will bring you to a page where you are able to select your destination from a dropdown menu of available locations. If no robots are currently available at a location, all destinations under will be greyed out and *No Availability* will be displayed next to the site.

If you have more than one video endpoint, you are also able to select where Ava shall call you on this screen. There are two options for the video endpoint of a call: integrated video and split video. Both options are explained in this document.

Once you have selected the teleport location and where you would like to be called, click **Check In** to enter the session lobby.



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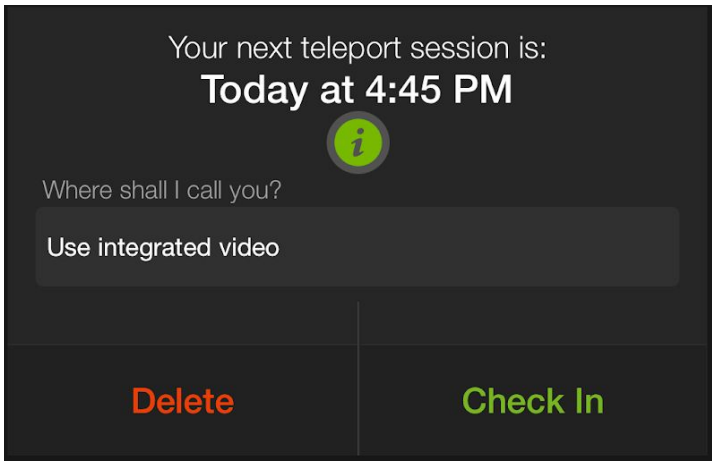
Starting Scheduled Session

When a session has been scheduled, the main screen will always display the time of your next teleport session. Tap to see session details, edit, or delete the session.

Ava becomes available 10 minutes before a scheduled session begins. At this time, the screen changes to ask where you would like to be called and you can select the desired video endpoint (if you have more than one video endpoint).

Once you have decided where you would like to be called, click **Check In** to enter the session lobby.



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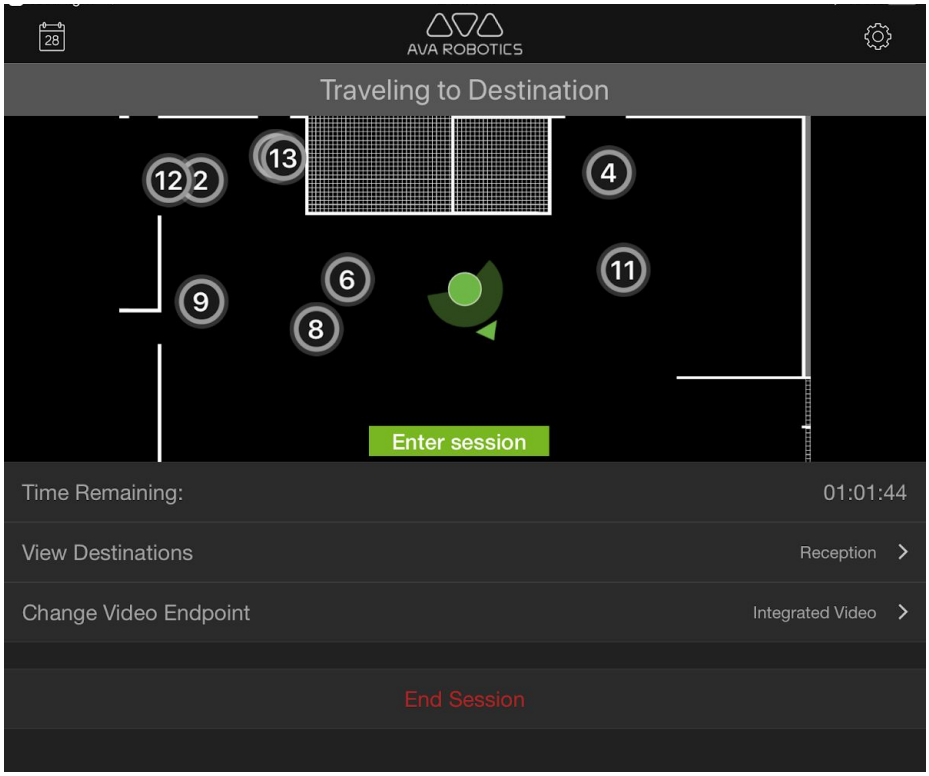
The Session Lobby

The Session Lobby is an intermediate screen between requesting and being actively in session. In this screen you are able to begin a session by clicking **Enter Session** and end a session by clicking **End Session**.

The following session controls are also available:

- Time Remaining: shows how much time remains in the session and allows you to add more time in 15 minute increments.
- View Destinations: displays a list of all destinations and allows you to select a different one. If you are in a session and change destinations, Ava will go there autonomously and you can see and interact with people on your way.
- Change Video Endpoint: if you have multiple video endpoints, you can change it here.

This screen also provides information about Ava's status. When entering a session the top banner will display "Traveling to Destination" when Ava is in transit and "Session is Ready" once Ava has arrived. The map preview shows where Ava is located.



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The Control Panel

When in a session, the Control Panel is the screen that displays all user controls. The screen will look different depending upon the video endpoint being used, however control functions are the same in both integrated and split video.

The following table describes all the functionalities of the Control Panel.

Icon	Function
	Tap to return to the Session Lobby.
	Tap to control volume. Icon color will change from green to red to signal if the volume is set to an appropriate level for Ava's current environment.
	Tap to end your session. A session can also be ended by clicking **End Session** in the Session Lobby.
	Touch and hold for peripheral view (PV). Release and the view will return to the starting point.
	Tap to initialize Autoframe behavior and have Ava adjust camera view to best frame people in the view.*
	Tap to hold a zoom in and out. From normal zoom, zooming out will enter and hold PV mode.
	Tap to rest the camera to normal zoom and tilt.
	Tap to stand or sit.
	Drag the joystick center to move in that direction, release to stop moving. Use the arrows to sidestep left or right.
	Shows Ava's position in the map. The arrow indicates the direction you are facing.
	A pre-programmed destination on the map. Touch and hold a number until a green circle appears, release to go to that destination. You can also touch and hold anywhere on the map until a green circle appears and release to go there autonomously.

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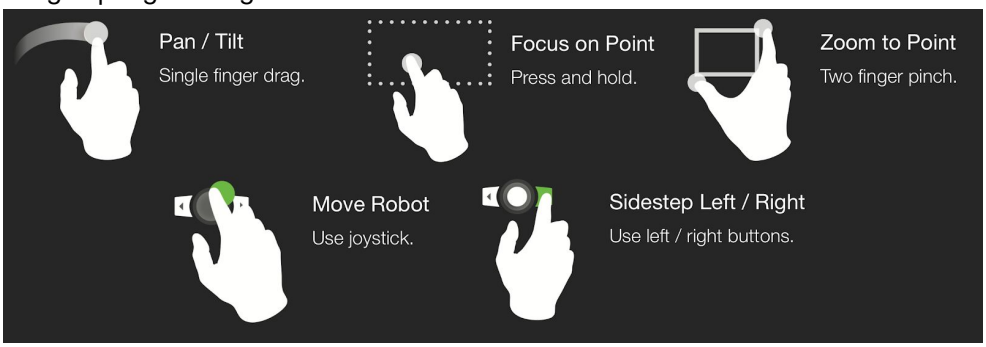
	Brings up a gesture guide: 

*Autoframe may not be available in your region. Please consult you Ava representative for more information.

In Session - Integrated Video

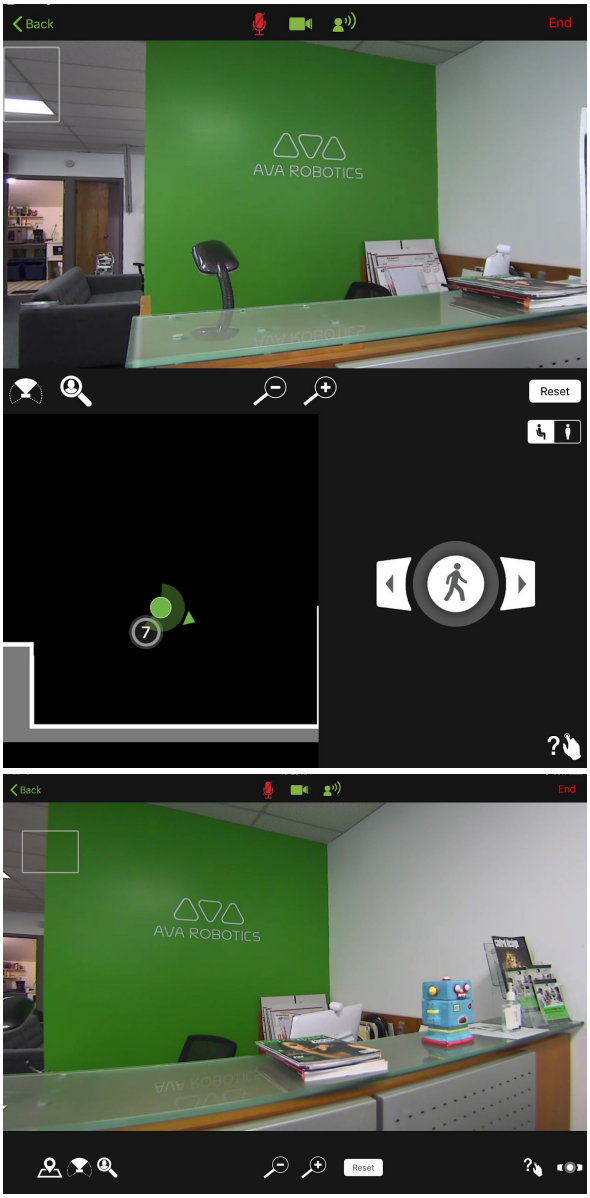
When using integrated video, video will display in the app, the site map will be to the lower left, and controls will be along the middle and lower right of the screen.

Integrated Video has two additional controls along the top panel: . Tapping the icons will turn the device microphone and video on/off. Icons are red when off.

If you want to see the video being shared on Ava's screen, tap the gray rectangle in the upper left corner of the screen and it will display the image from the front-facing camera. Tap again to turn off this display.

Integrated video in portrait mode has the same functionalities, but with a slightly different layout.

In this mode, tap the icon to display/hide the site map. To bring up joystick control and the sand/sit button tap the icon to the lower right.



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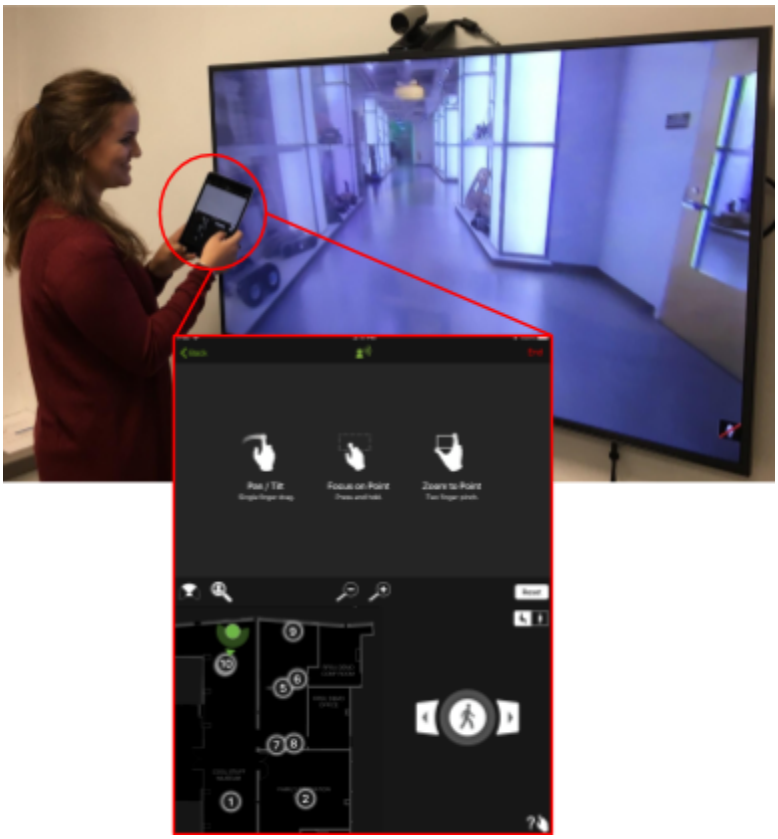
In Session - Split Video

To use Split Video, a video endpoint must be specified when the teleportation call is made. When using split video, the site map will display on the lower left and controls display along the middle and lower right of the screen. The top half of the screen (where video is seen during integrated video) will display touch control options when split video is used. Instead, video will display on the selected video endpoint (such as a conference room screen).



When using this mode an external camera and microphone connected to the video display are necessary so that the remote user is also able to share video and audio.

All controls are the same in split video, so please reference the earlier sections for more details on the controls and icons.

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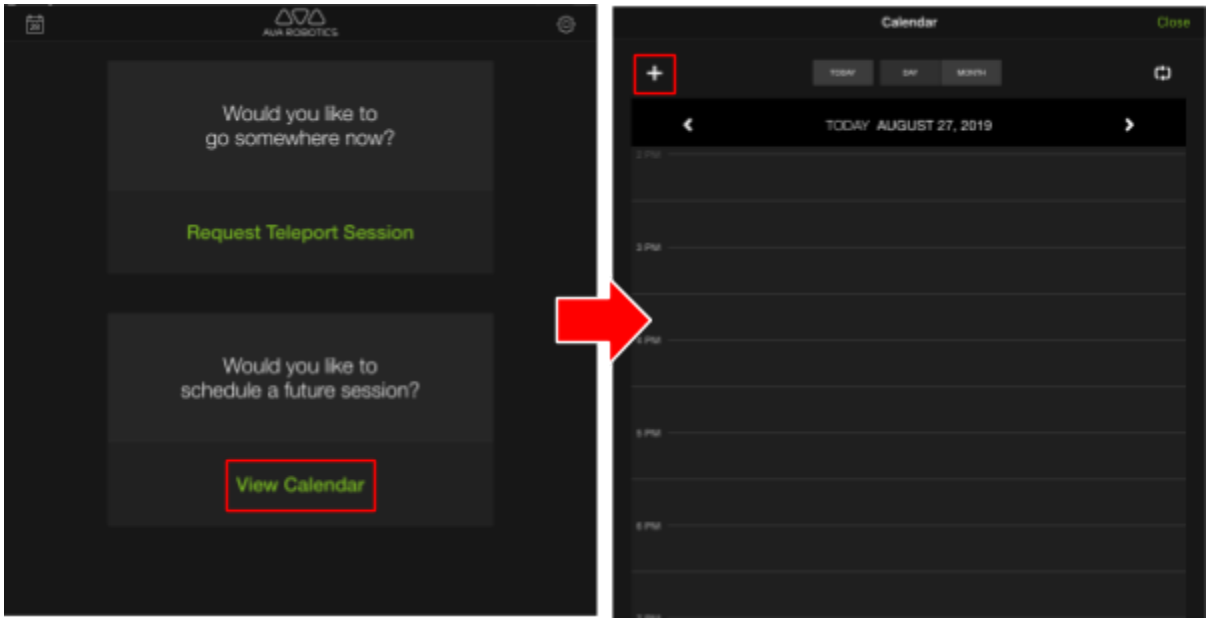
Scheduling a Session

To schedule a session, tap **View Calendar** on the app's main page. This will take you to a calendar screen, here you can schedule a session by:

1. Tapping the **+** in the upper left corner to go directly to the Session Request screen.
2. Navigating to the desired date and time, then press and hold until the Session Request screen is displayed.



On the Session Request screen you are able to enter a session name, select session date, time, and duration, and choose a location. The default session duration is one hour. Once the session details have been selected, tap **Next** and the session will be displayed on your calendar screen.

If an Ava is not available for the specified location, date and time the app will display *"No robots available to satisfy request"*. In this case, you will need to change the time you are scheduling a session for.

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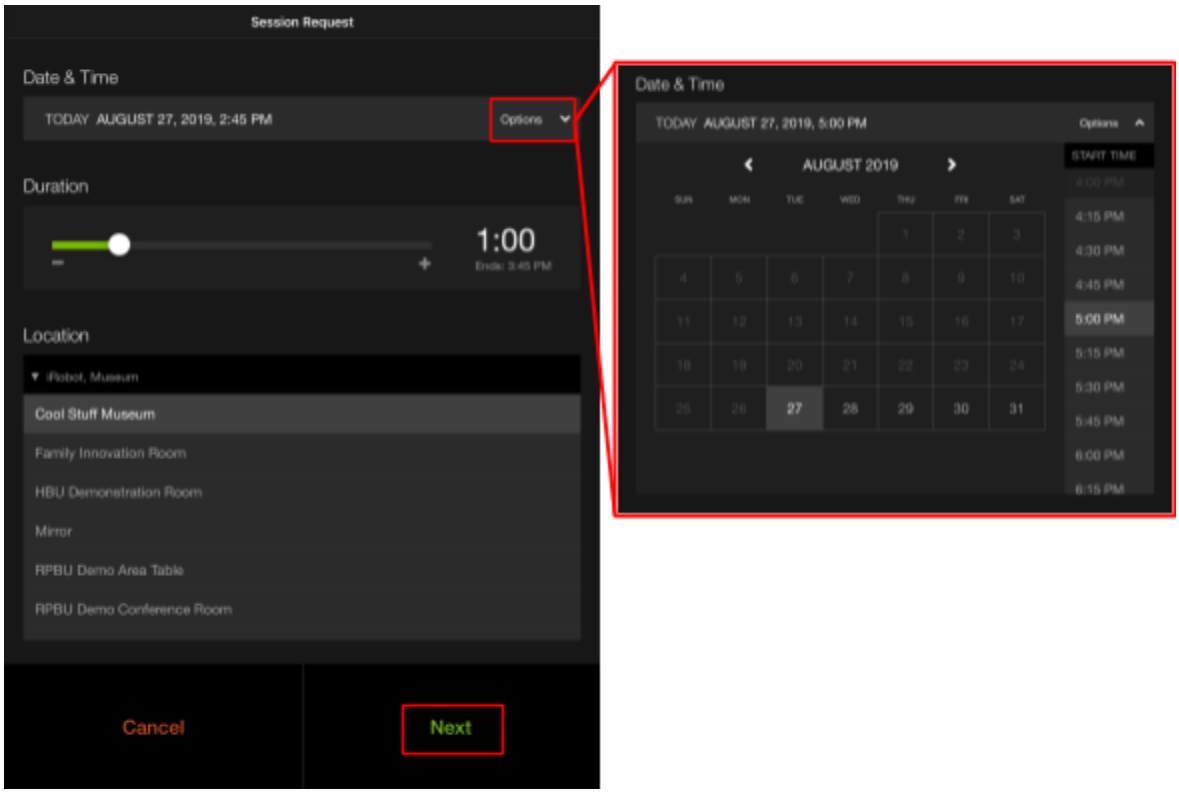
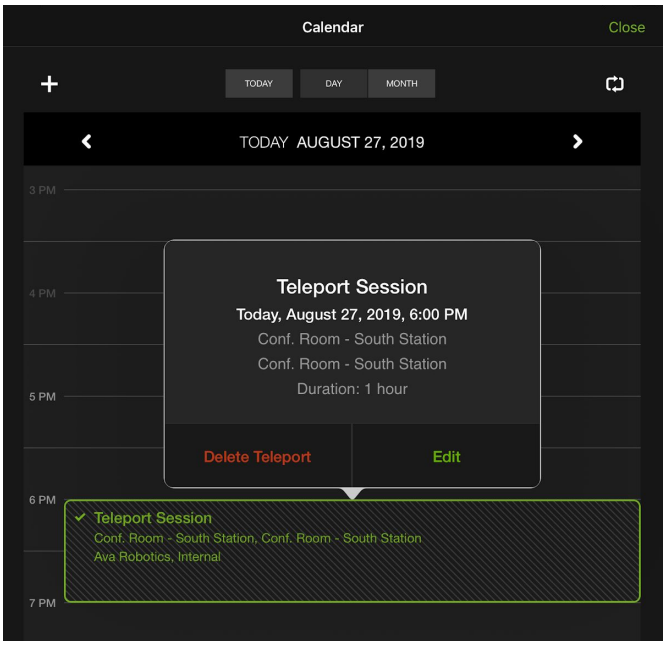


Once a session is in the calendar, tap the session to view details, edit information, or delete the teleport session. **Note:** once a scheduled session starts, if you click **End Session**, that session will be removed from the calendar and you will be unable to resume the session.



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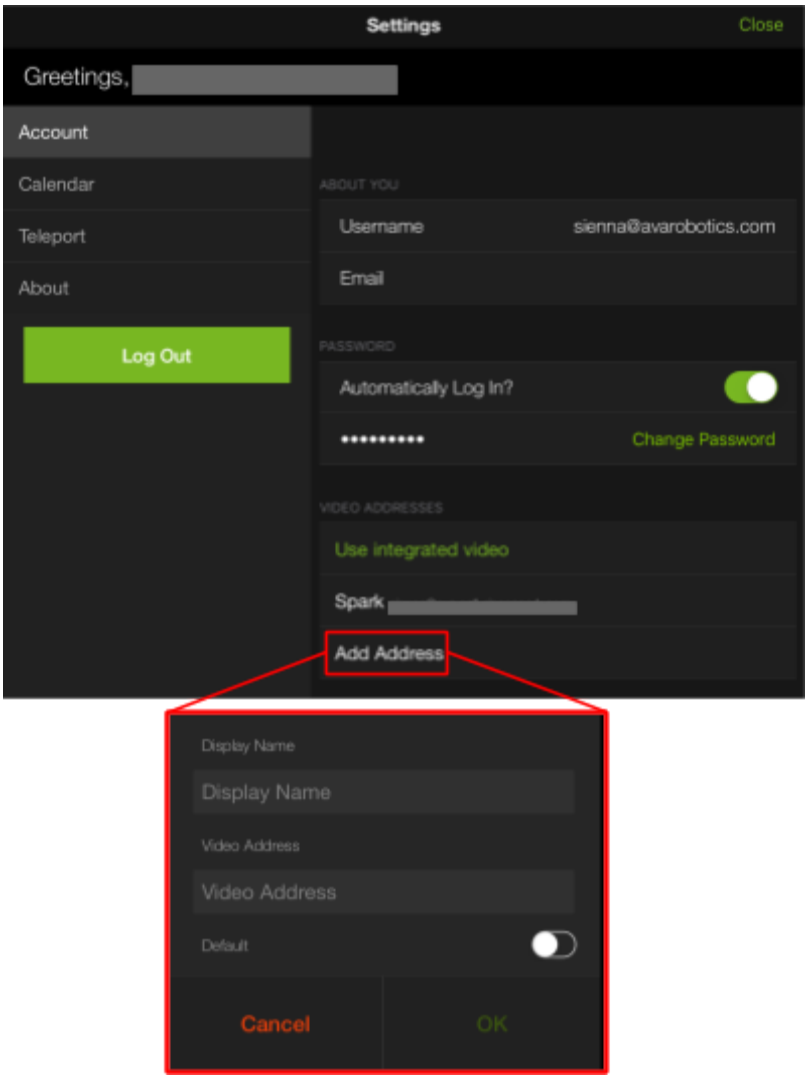
Settings

Tap the icon on any page to open the settings menu and **Close** to exit the settings menu. You cannot change settings while you are in a session. The settings menu has four tabs: Account, Calendar, Teleport and About. **Log Out** is available across all tabs, tap to exit the app and bring up the login screen.

In Account Settings, you can view your username and email address and change your password. You also have the ability to enable automatic login. If automatic login is enabled, your username and password will be stored and the login dialog box will be skipped when you open the app.

The Account tab is also where you can add or change video addresses. The video address should be the SIP address of the system you want to call into. Your default address is green.



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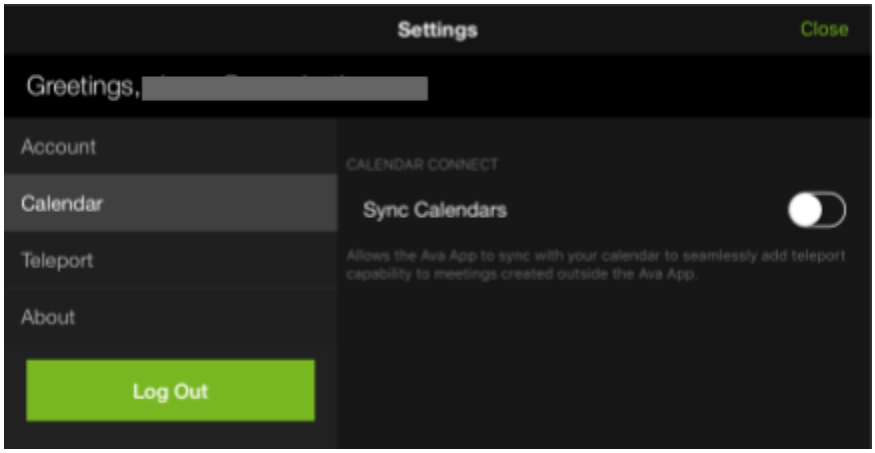
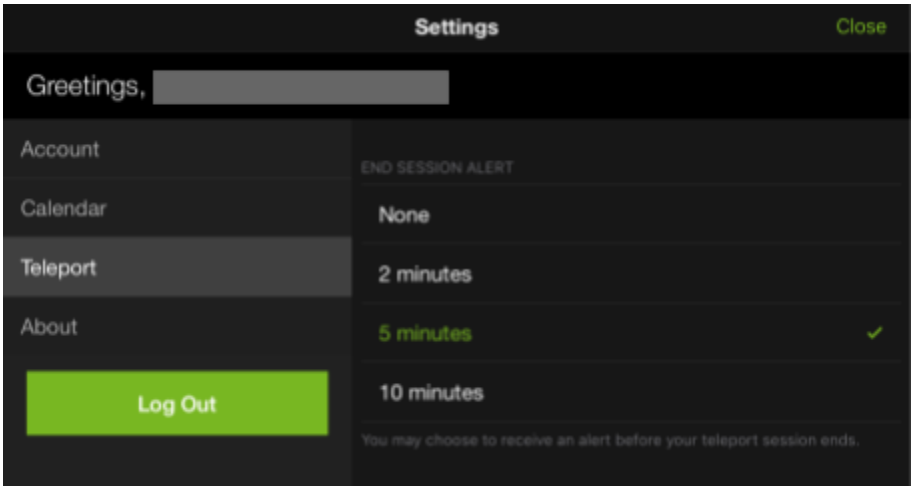
The Calendar Settings allows you to sync calendars with the Ava Teleport App so that meetings in your device calendar will show within the app. You may have to grant the app calendar access in iOS before you are able to turn sync calendars on in the app settings.



The Teleport Settings allow you to configure the end session alert. An end session alert is both a visible dialog and an audible signal, as long as you are in the Session Lobby or the session Control Panel. The audible signal does not sound if the device's sound has been muted. The default alert interval is 5 minutes.



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App Details & Tips

When you are in the Ava App, your device will not go to sleep.

If you have the Ava App loaded on two devices, you will be logged out of one device if you open the App on the other. If you had a session open on the first device, the session continues on the second.

Tips for Attending a Scheduled Session

Best practice is to check in (enter the session lobby) some time before your meeting is due to start. You can check into a meeting within 10 minutes of the session start (if Ava is not in use) and up to 15 minutes after the scheduled start. After 15 minutes, Ava becomes available for use by others. If the Ava was in use prior to your session, the **Check In** control is not displayed until the Ava is no longer in session.

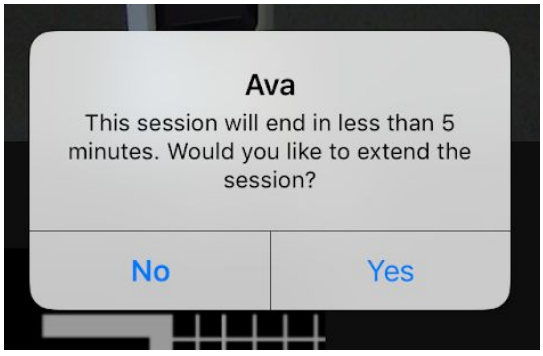
Sometimes Ava encounters an obstacle on the way to a session destination. In that case, the grey bar displays, '*Ava's path is obstructed*.' Begin the session to see what is causing the obstruction.

While you are in a session, tap **Back** to go to the Session Lobby. You remain connected to your video conference and, with integrated video, your device camera and microphone continue to broadcast. Your session does not end until you tap **End Session**.

Once you are in a session, you may need to leave the Ava App to do something else on your device. If you do, your video conference remains connected. You can re-enter the App at any time to change your view of the room or move around the space. If the meeting ends early, remember to re-enter the App and end the session. Otherwise the Ava will stay in place, unavailable to other users until the scheduled end of session time.

Adding Time to a Session

If a session is about to end and you are in the session Control Panel or Session Lobby, you will be alerted via a dialog box and audible signal. If you tap **Yes** on the dialog box you are automatically taken to the Session Lobby where you are able to add time in 15-minute increments. The amount of time you can add depends on whether or not Ava is scheduled for another session.



If you are in an`other section of the app, you will not see or hear the End Session alert. The session automatically extendeds 15 minutes if Ava is available. If you are not in the app, the session does not extend.

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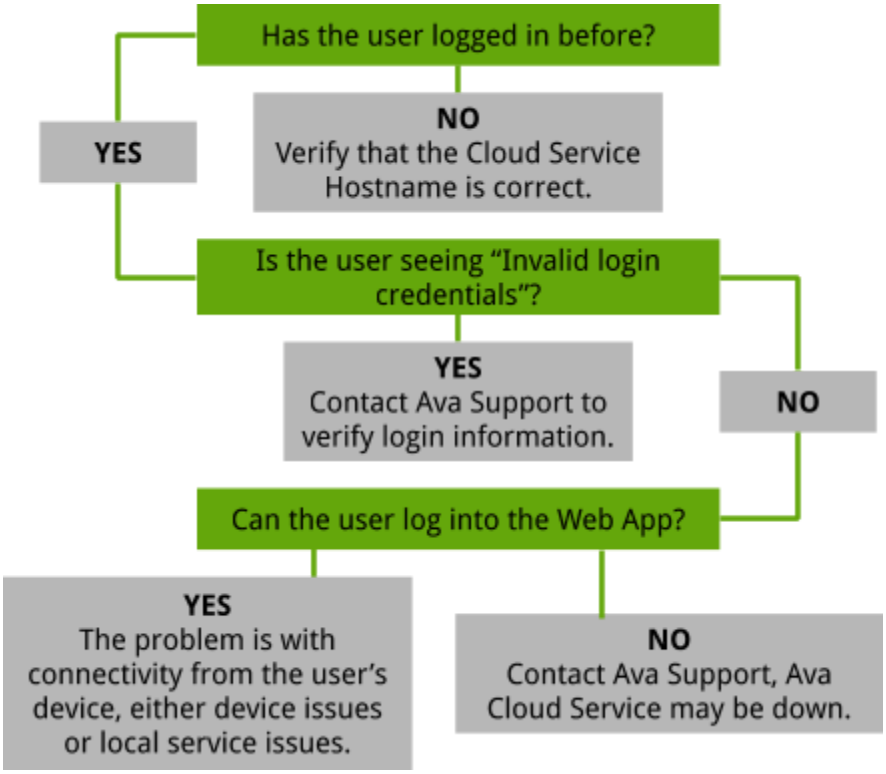
Troubleshooting

Can’t Log In



Ava Isn’t Accessible

If you are starting a Teleport Now session and cannot select a destination it means no Ava’s are currently available. This could be due to:

- All Ava’s at the desired site are in session with other users
- Ava(s) at desired site not having sufficient battery power to be dispatched for a session
- Ava reporting faults or losing connection to the Ava Cloud Service

If during a session you see the message “*Ava is not currently accessible,”* it means that Ava is no longer connected with the Cloud Service. Ava will repeatedly try to reconnect, please wait a few minutes to see if connection resumes. Should the connection not resume, contact your IT administrator.

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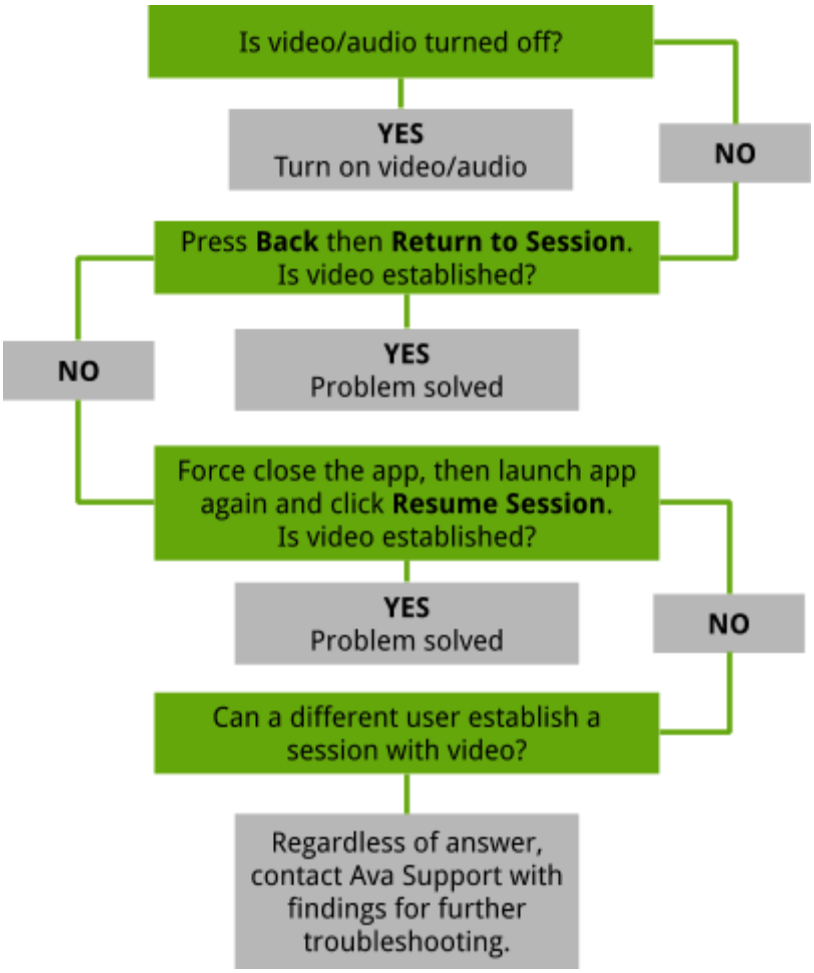
Video & Audio Issues

No Video/Audio Established



Poor Video Quality

When video quality is poor, try to determine if the problem:

A. Only happens when traveling
B. Occurs only in certain parts of the building
C. Consistently happens

Once you have narrowed down when video quality is a problem, contact Ava Support.

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