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THE ROBOT COMPANY

AI BASE

robosen
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SAFETY MANUAL



TROUBLESHOOTING

Q: WHY IS THERE NO POWER OR LIGHTS ON AI BASE?

- ① Turn off and restart the AI Base;
- ② Ensure that the power adapter can be used properly;
- ③ Short press the power button on the bottom of the stand to turn on the AI Base;
- ④ Contact customer service for more help.

Q: WHY CAN'T THE APP SEARCH OR CONNECT TO THE AI BASE?

- ① Make sure that the AI Base has been turned on;
- ② Make sure the Bluetooth of the phone/tablet is turned on and it is close to the AI Base;
- ③ Make sure that you have installed the "Robosen AI Base" APP, then sign-up and login to enter the add AI Base page;
- ④ Make sure you have long pressed the wake button 3s.

TROUBLESHOOTING

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Q: WHY CAN'T THE AI BASE BE CONNECTED TO ROBOTS OR OTHER DEVICES?

- ① Ensure that the AI Base, robot, or other device has been turned on;
- ② Make sure the Bluetooth of the phone/tablet is turned on;
- ③ Ensure that the wireless network that needs to be connected is unobstructed;
- ④ Make sure that you have installed the "Robosen AI Base" APP, and sign-up and log in to enter the connected device page;
- ⑤ If you still can't connect, please restart the robot or other device.

Q: WHY CAN'T I USE VOICE COMMANDS TO WAKE UP OR CONTROL THE AI BASE AND ITS CONNECTED DEVICES?

- ① Check the AI Base, robot, or other equipment's power and connection status;
- ② Ensure the wireless network is working;
- ③ After waking up, please use the preset voice commands to control your AI Base and its devices;
- ④ Please ensure that the environment where the AI Base is located is free from a lot of noise interference ;
- ⑤ Please use the correct wake-up word or click the wake button to wake up the AI Base.

WARNING



WATCH YOUR FINGERS

Do NOT touch the product while it is converting or moving.
Do NOT forcibly remove or lift the head of the product.



FLAMMABLE

Do NOT open, crush, or expose the product to heat above 35°C.
Do NOT incinerate the battery.



WARNING: CHOKING HAZARD
SMALL PARTS. NOT FOR CHILDREN UNDER 3 YRS.

MAINTENANCE AND USE

THE ROBOT COMPANY

PROHIBITED:

Do not abuse, throw, fall, pierce, kick violently or stomp on the AI Base;
Do not forcibly disassemble the product or its parts, which will damage the AI Base and endanger its safe operation;
Do not operate the AI Base on objects that may fall (shelves, tables), which will damage the AI Base and endanger its safe operation;
Do not operate the AI Base in areas that are not allowed, dangerous or public areas (high voltage power lines, train stations, airports, trains);
Do not use alcohol, thinner or other volatile chemicals as they may discolor or deform the product body. If you need to wipe the product, please use a soft, clean cloth.

PRECAUTIONS:

When operating the AI Base, please always put it in the field of view that can be observed, so as to avoid the robot on the Base making improper actions, causing casualties or property damage;
Please ensure that the AI Base maintains a safe distance between people, animals and property;
Regularly check the AI Base for potential hazards, such as cracked, damaged, or other parts damage. In the event of damage, do not use the AI Base until it can be replaced or repaired.

MAINTENANCE AND USE

PRECAUTIONS FOR POWER-ON USE:

Regularly check the power port, plug, casing, or other parts of the AI Base for damage;
The product can only be used with the power adapter supplied with the product;
Do not use damaged power adapters or third-party accessories.
Do not use the power adapter supplied with the product to charge other devices;
Do not energize the AI Base near flammable materials or on flammable surfaces (carpets, wooden floors, wooden furniture, etc.) or conductive surfaces;
When the AI Base is powered on, do not cover the product or its power adapter;
The power adapter is not a toy and is recommended to be operated by an adult;
Please avoid using the AI Base in an environment where the indoor/outdoor temperature reaches more than 40 degrees.

DAILY USE AND AI BASE STORAGE:

If the outer case of the AI Base is damaged, do not use the AI Base;
Do not allow the AI Base to be heated or exposed to open flames;
Do not put the AI Base in a pressurized container;

MAINTENANCE AND USE

THE ROBOT COMPANY

Do not attempt to disassemble, pierce, twist or cut the AI Base or power adapter, and do not attempt to repair it yourself;
In addition to carrying the robot correctly, do not place any objects on the AI Base or power adapter ;
Do not use solvents, denatured alcohol, or other flammable solvents to clean the AI Base or power adapter;
Do not subject the AI Base to large temperature changes;

DISCLAIMER

PRODUCT WARRANTY INFORMATION GUIDE

This guide contains safety, management, handling, recycling, and regulatory information as well as the warranty of the AI Base. Before using the AI Base, please read all safety information and operating instructions to avoid damage or injury. You can also visit www.robosen.com or official Email account for more detailed information and contact information.

SAFETY PRECAUTIONS

If the outer case of the AI Base is damaged, do not use the AI Base;
Do not allow the AI Base to be heated or exposed to open flames;
Do not put the AI Base in a pressurized container;

NOTICE:

To reduce the risk of damage or injury to the machine, do not attempt to disassemble the AI Base;
Please contact us through our official Email account or email for all non-routine maintenance questions, we will be happy to answer you;
If you have any questions during use, you can contact us through our official account or email.

DISCLAIMER

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GENERAL:

Read all safety and operating instructions before operating the AI Base.
Keep safety and operating instructions for future reference;
Follow all operating and usage instructions;
Do not attempt to repair/disassemble the AI Base yourself;
If the machine is damaged by the disassembly of the AI Base, the official will refuse the warranty;

SEIZURES, SUDDEN BLACKENING OF BOTH EYES, EYE FATIGUE:

When you are exposed to flashing lights or light patterns (such as when playing a game or watching a video) while using an app or machine, you may be prone to blackening or seizures (even if you have never had one before). If you have experienced seizures or blackening of both eyes or have a family history of such events, you should consult your doctor before playing a video game or watching a video. If you experience headaches, dark eyes, seizures, convulsions, eye or muscle twitches, loss of consciousness, involuntary movement, or disorientation, stop using the AI Base and APP, and consult a doctor. To reduce the risk of headaches, dark eyes, seizures, and eye fatigue and avoid prolonged use, please put the mobile phone or platform computer with the APP installed away for a certain distance from your eyes, use the AI Base APP in a well-lit room, and pay attention to regular breaks.

DISCLAIMER

KEEP THE AI BASE AT AN ACCEPTABLE TEMPERATURE:

Operate and store the AI Base at temperatures between 0° and 35°C (32° and 95°F). Low or high temperature conditions may cause the AI Base to temporarily stop working properly. When using the AI Base, avoid drastic changes in temperature or humidity as condensation may form on or inside the AI Base. Do not leave the AI Base in a motor vehicle as the temperature inside the parked car may exceed this range. It is normal for the AI Base to get hot when you use the AI Base.

WARRANTY



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LIMITED WARRANTY TO ORIGINAL PURCHASER

- This machine product, as supplied and distributed by Robosen Robotics Inc., and delivered new, in the original carton to the original customer purchaser, is warranted by Robosen Robotics Inc. against manufacturing defects in materials and workmanship for a period of 1 year.
- Robosen will repair or replace this product, at our option and at no charge with new or reconditioned parts, if found to be defective during the limited warranty period specified above.

PRODUCT REGISTRATION

Register your product at robosen.com.

IF A DEFECT ARISES

- Please contact us at supportusa@robosen.com to be provided with a Return Material Authorization Request (RMA) number.
- Provide this number with your package when shipping. We do not accept returns without the RMA number. Purchaser is responsible for all shipping costs.

WARRANTY

SOFTWARE LICENSE

Use of machine is subject to the machine Software License Agreement.

EXCLUSIONS AND LIMITATIONS

This warranty covers the normal and intended use of machine. It applies only to the hardware product "machine" manufactured by Robosen Robotics Inc. The Limited Warranty does not apply to any non-Robosen hardware product or any software, even if packaged or sold with the machine hardware product. Refer to the software license agreement accompanying the software for details of your rights with respect to its use.

Robosen does not warrant that the operation of machine will be uninterrupted or error-free.

Robosen is not responsible for damage arising from failure to follow instructions relating to machine' s use.

THIS WARRANTY DOES NOT APPLY TO:

- a) Consumable parts, such as batteries, or protective coatings designed to diminish over time unless failure has occurred due to a defect in materials or workmanship;
- b) Damage caused by use of non-machine products; cosmetic damage;

WARRANTY

THE ROBOT COMPANY

- c) Damage caused by accidents, misuse, abuse, neglect, misapplication, fire, water, lightning or other acts of nature; incorrect electrical line voltage, fluctuations or surges; damage caused by improper installation; product alteration or modification; improper or unauthorized repair; exterior finish or cosmetic damage;
- d) Damage caused by operating machine outside the intended uses described by Robosen;
- e) Defects caused by normal wear and tear or otherwise due to the normal aging of the machine product.

THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE LISTED AND DESCRIBED ABOVE, AND NO WARRANTIES WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS, SHALL APPLY AFTER THE EXPRESS WARRANTY PERIOD SET ABOVE, AND NO OTHER EXPRESS WARRANTY OR GUARANTEE GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THIS PRODUCT SHALL BE BINDING ON ROBOSSEN.

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, ROBOSSEN IS NOT RESPONSIBLE FOR LOSS OF REVENUE OR PROFITS, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, LOSS OF OPPORTUNITY, LOSS OF GOODWILL, LOSS OF REPUTATION, LOSS OF, DAMAGE TO, COMPROMISE OR CORRUPTION OF DATA, OR ANY OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THIS PRODUCT, OR ANY BREACH OF ANY WARRANTY OR CONDITION REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, AND EVEN IF ROBOSSEN HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST ROBOSSEN BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF MACHINE. WITHOUT LIMITING THE FOREGOING, PURCHASER ASSUMES ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PURCHASER AND PURCHASER' S PROPERTY AND TO OTHERS AND THEIR PROPERTY ARISING OUT OF THE USE, MISUSE OR INABILITY TO USE THIS PRODUCT SOLD BY ROBOSSEN NOT CAUSED DIRECTLY BY THE GROSS NEGLIGENCE OF ROBOSSEN. THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THIS PRODUCT, IS NONTRANSFERABLE AND STATES YOUR EXCLUSIVE REMEDY.

WARRANTY

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

GOVERNING LAW AND ARBITRATION

This disputes shall be governed by the laws as follow without giving effect to any conflict of laws principles:

Customer location	Governing law	Customer location	Governing law
U.S.	California	U.K.	England and Wales
Canada	Otarion	Japan	Japan
Australia	Australia	Korea, Republic	Korea
EU or EEA (excluding the U.K.)	Luxembourg	China, People's Republic	Chinese

Robosen and you both consent that any dispute with Robosen or its Affiliates or claim relating in any way to limited warranty or your use of the products will be resolved by binding arbitration as set forth below. The alternative dispute resolution provider and the parties must comply with the following rules:

WARRANTY



- a) The arbitration shall be conducted by telephone, online and/or be solely based on written submissions, the specific manner shall be chosen by the party initiating the arbitration;
- b) The arbitration shall not involve any personal appearance by the parties or witnesses unless otherwise mutually agreed by the parties;
- c) Any judgment on the award rendered by the arbitrator may be entered in any court of competent jurisdiction.

If the foregoing arbitration clause does not apply for any reasons to customers in the U.S., you agree to submit to the personal jurisdiction of the state courts located within LA County, California and the federal courts in Los Angeles, California for the purpose of litigating all such claims or disputes, which courts shall have exclusive jurisdiction of such claims or disputes. Notwithstanding the foregoing, Robosen may seek injunctive or other equitable relief to protect its intellectual property rights in any court of competent jurisdiction or assert claims in a small claims court that qualifies.

CHANGES TO THIS PRODUCT INFORMATION GUIDE

The explanations and specifications in this guide are given for information only and may be modified at any time without prior notice. The latest version of this guide will be available from our website at www.robosen.com. The explanations and specifications contained in this guide are correct at the time of printing. Robosen reserves the right to amend or improve the product design or user guide without any restrictions and without any obligation to notify users. As part of our ongoing effort to upgrade and improve our products, the product that you have purchased may therefore differ slightly from the model described in this guide.

WARRANTY

END OF LIFE PRODUCT DISPOSAL

At the end of this product's life, please do not dispose of this product in your general household waste. Instead, in order to prevent possible harm to the environment or human health from uncontrolled waste disposal, please dispose of this product separately in accordance with your local laws and regulations. For more information on the separate collection systems for waste electrical and electronic equipment that are available for consumers, near your home, free of charge, please contact your local municipality authority.

You can also contact the retailer from which you purchased your machine. They might have put in place recycling services or they may be part of a specific recycling program. This product will be then treated in an environmentally sound manner at a licensed recycling plant and its components will be recovered, recycled or reused in the most efficient manner, in compliance with the requirements of the Directive on Waste Electrical and Electronic Equipment (2002/96/EC) of 27 January 2003 (as subsequently amended or replaced).

END OF LIFE PRODUCT DISPOSAL

ANY CHANGES OR MODIFICATIONS NOT EXPRESSLY APPROVED BY THE PARTY RESPONSIBLE FOR COMPLIANCE COULD VOID THE USER'S AUTHORITY TO OPERATE THIS EQUIPMENT.

FCC WARNING

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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



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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 distance between 20cm the radiator your

body: Use only the supplied antenna.

FCC ID: 2ATNWZNDT1





Robosen AI Base Quick Start Guide



app download QR code

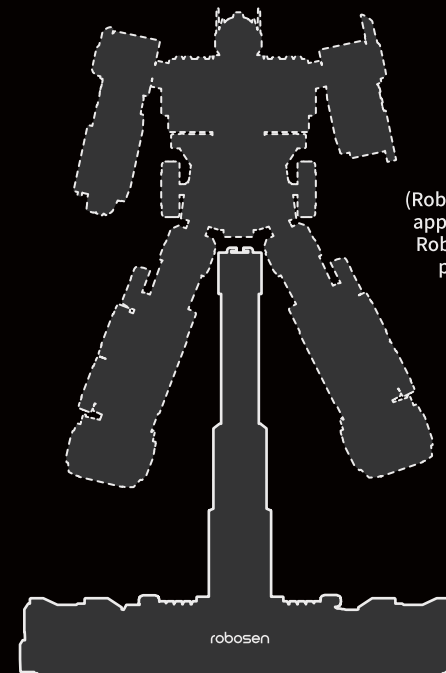
Please download the "Robosen AI Base" app before you start using the AI Base. You can download it from APP Store or Google Play.

**START YOUR JOURNEY
OF EXPLORATION**

MEET ROBOSEN AI BASE

Robosen AI Base is an open platform with intelligent voice user interface, emotional companionship and AI entertainment.

Robosen robots restore the original character and have advanced automatic speech recognition and emotional interaction. It can identify your intentions in a more accurate way, let your hands free, and experience AI entertainment.

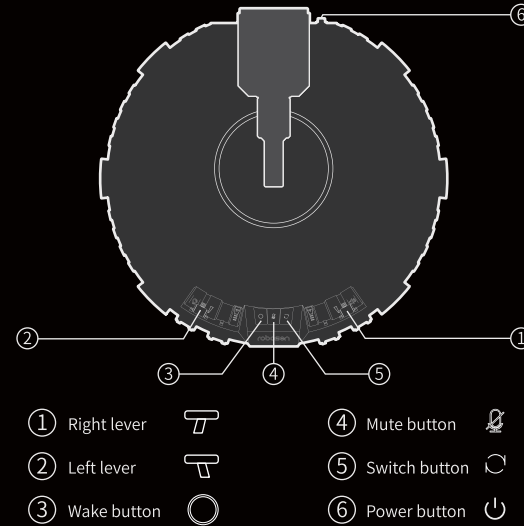


(Robosen AI Base
applies to most
Robosen robot
products)

PRODUCT SPECIFICATION

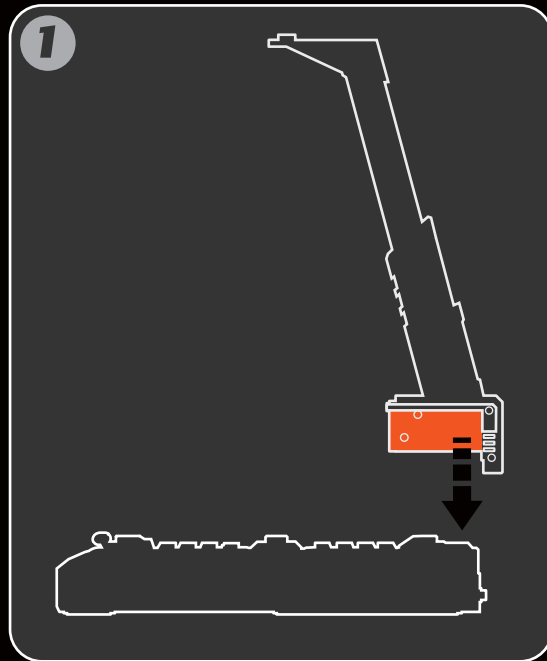
Product Name	Robosen AI Base
Model	ZNJD
Adapter	15V 2.4A
Main Board	MT8516
Product Size	347mm×357mm×346.33mm
Product Weight	2.8 kg
Product Material	sheet metal + ABS
Communication Mode	WiFi 2.4G Bluetooth 4.2
Control Mode	voice control, app control, key control
Peripheral Interface	DC power port, USB-A port, Micro usb adjusting port
Microphone	6-Mic circular array

BUTTON/LEVER DESCRIPTION

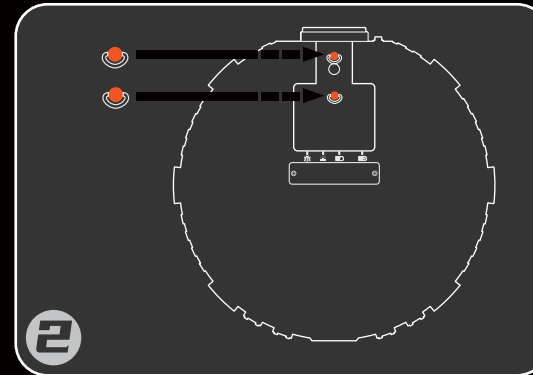


Button/lever	Button/Lever action	Function
Right Lever	Slide up	Volume up
	Slide down	Volume down
Left Lever	Slide up	Spotlights turn on (dimming)
	Slide down	Spotlights turn off (dimming)
Wake Button	Short press	Wake up the voice AI
	Hold down for 3s	Enter Wifi pairing mode
Mute Button	Short press	Turn off voice/Turn on voice
	Short press	Next action/song
Switch Button	Hold down for 3s	The Robosen system and the Alexa system switch
	Quick double click	The base mode and the ground mode switch
Power Button	Short press	Power off/on

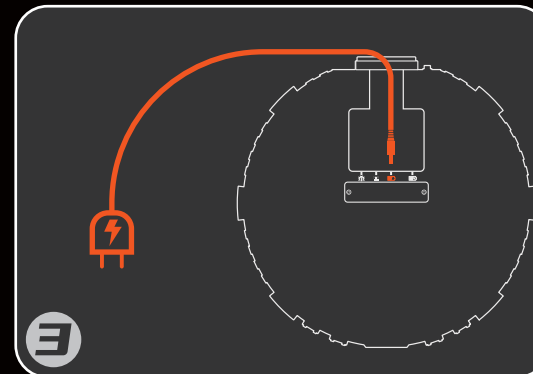
INSTALLATION INSTRUCTIONS



1. Connect the Bracket to the Base by aligning the grooves on the Bracket, to the protrusions on the Base.

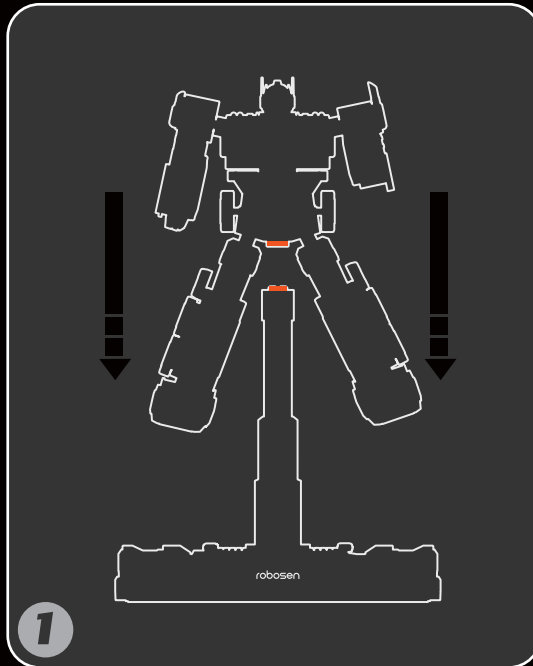


2. Secure the Bracket from the bottom of the Base with the (2) Chassis Retaining Bolts.



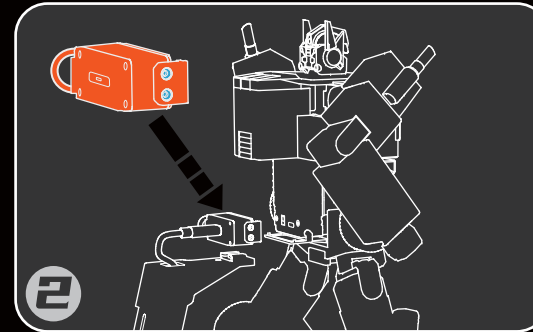
3. Plug the Power Adapter into the Base.

ATTACHING THE ROBOT



1. Attach the robot to the Bracket. Here is an example of one of robosen robots. For the detailed instructions, please check in the app.

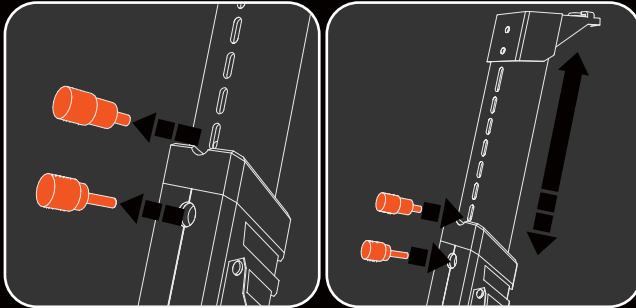
Note* During the attaching process, the device needs to be in human-mode and turned off.



2. Insert the Robot Charging Adaptor onto the charging port. Then plug in the Robot Cable from the AI Base to the robot.

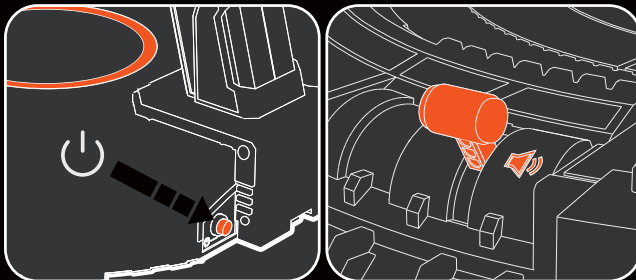
(The Robot Cable has been threaded in the Bracket in advance)

ADJUST THE HEIGHT



If you need to adjust the height of the bracket, you can unscrew the Bracket Bolts to adjust the bracket. After adjusting as needed, secure the bolts to fix the height.

POWER ON



Short press the power button. The light will turn on and the tone will sound (Make sure the volume lever is up)

DOWNLOAD THE APP

1. Scan the QR code, or download the robosen AI base app from the store, and follow the in-app prompts to configure the network and bind the robot.
2. After downloading the app, register and log in to your account, and follow the instructions in the app.



app download QR code

* It is recommended to use the latest version of IOS and Android system.

CONFIGURE THE NETWORK AND CONNECT THE ROBOT

1. Click "Add an AI Base" on the main screen to connect the AI Base to your mobile device and configure the WI-FI.
2. After connecting the AI Base, the app will automatically search for robots or other devices for you.

START THE CONVERSATION

You can use "Robosen" to wake up the AI Base and start your journey of exploration!

*The wake up word is different for each robot, please refer to the app.

You can also say "Alexa" to wake up the Alexa system in the AI Base.