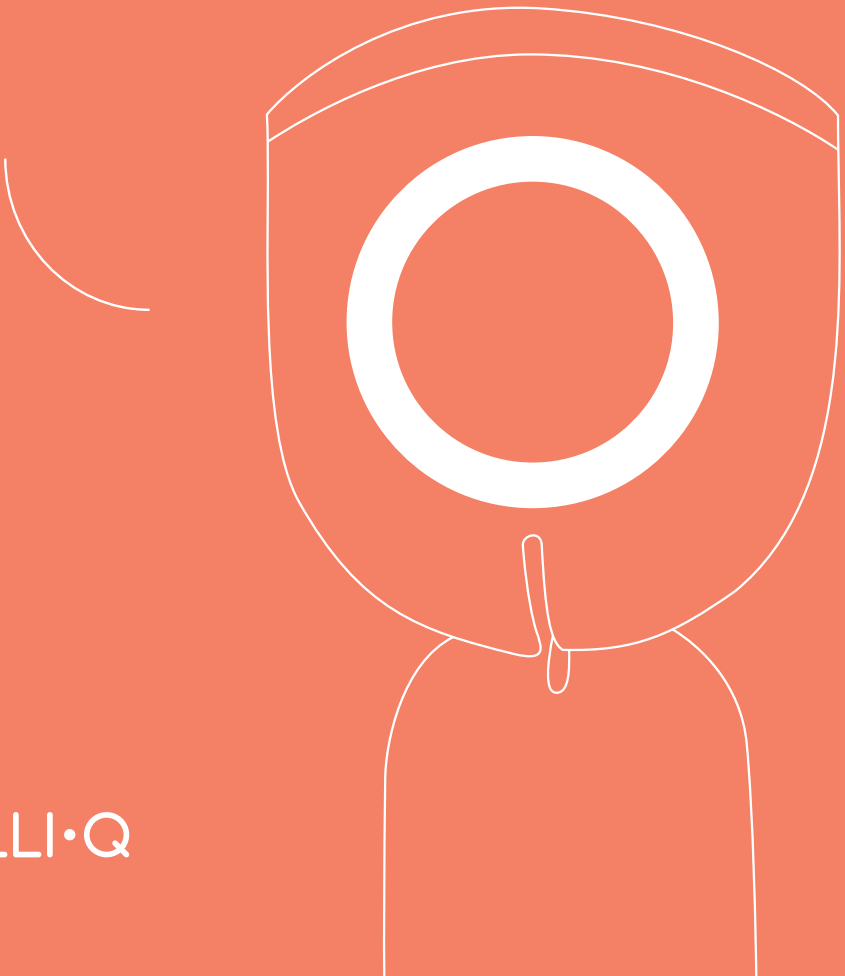


ElliQ User Manual

Hey there,
I can't wait to finally
meet you!

Let's get started.



ELLI•Q

ElliQ User Manual

Table of Contents

Safety Information.....6

Introduction.....10

Getting Started.....12

Set Up.....16

 Connect to WiFi.....18

Communicating with ElliQ.....20

What Can ElliQ Do?.....26

Troubleshooting.....34

FAQs.....36

Safety Information

Warning

Before using ElliQ, please read all the safety information provided below and retain documentation for future reference.

Failure to comply with these safety guidelines may cause fire, electric shock, or other injuries.

Treatment

Treat ElliQ with caution. The product is made of plastic and glass and includes sensitive built-in electrical components. Place your ElliQ on a stable work surface that allows sufficient airflow. ElliQ may be damaged if it falls, burns, perforates, or if it comes into contact with liquids, oils, or lotions. Do not use a damaged ElliQ – for example, with a cracked screen – as this may cause injury.

Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained. Recommended use, storage, and transportation temperature of ElliQ is 50 to 95°F.

Power

ElliQ must only be connected to the power socket by the power cord that came with the product. Other power supplies may not comply with the required safety regulations. Using such power supplies can put the user at risk of injury and even death. Using damaged power supplies or cables, can cause fire, shock, or injury to the user, or damage ElliQ or other property. When using the power cord included in the package to power your ElliQ, make sure that the charging cable is fully inserted into the device before plugging the power supply into an electrical outlet.

To reduce the chances of overheating or heat-related injuries, always maintain proper ventilation around your ElliQ and its power supply and be careful when you turn them on.

Exposure to fluids

Keep your ElliQ and power cable away from liquid sources, such as beverages, oils, creams, sinks, baths, showers, etc.

Technical Specs

Model name: ElliQ K.I

Input Power: 12V DC 5A

Working Temperature: 50 to 95°F (10 to 35°C)

Working Altitude: not more than 6,500 ft.

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 8 inches between the radiator and your body.

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.

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 the receiver.
- Connect the equipment into an outlet on a separate circuit from the one to which the receiver is linked.
- Consult the dealer or an experienced radio/TV technician for help.

Note 2:

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

Company name: Intuition Robotics
Address: 2345 Yale St. Palo Alto, CA 94306
Phone number: (844) 944-3554

RF exposure statement

This equipment meets the exemption from the routine evaluation limits in section 2.5 of RSS-102. It should be installed and operated with a minimum distance of 8 inches between the radiator and any part of your body.

Cet équipement est conforme à l'exemption des limites d'évaluation habituelle de la section 2.5 de la norme RSS-102. Il doit être installé et utilisé à une distance minimale de 20 cm entre le radiateur et toute partie de votre corps.

IC WARNING

This device contains licence-exempt transmitter(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. L'appareil ne doit pas produire de brouillage;
2. L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The device is restricted to indoor use only when operating in the 5150 to 5250 MHz frequency range.

Lorsque l'appareil fonctionne dans la gamme de fréquences de 5150 à 5250 MHz, il est limité à une utilisation en intérieur uniquement.

Introduction

Congrats, you've got a new roommate!

ElliQ is excited to be moving in! She is a friendly, intelligent, inquisitive presence in your daily life – there for you, in your corner, offering tips and advice, responding to your questions, surprising you with suggestions – a dedicated sidekick to help you maintain your independence at home throughout the day.

ElliQ will also help you maintain a healthy and active lifestyle. ElliQ will regularly check in to see how you're doing, encourage you to remain active and provide you with tips to live a healthier lifestyle.

And that's not all she can do! You will also see ElliQ wake up from time to time and suggest activities such as listening to music, staying hydrated, or playing games together!

This is a guide to help you learn all about ElliQ - from getting set up, to exploring all of the features and capabilities, and everything in between.

Now, let's get ElliQ set up in her new home.

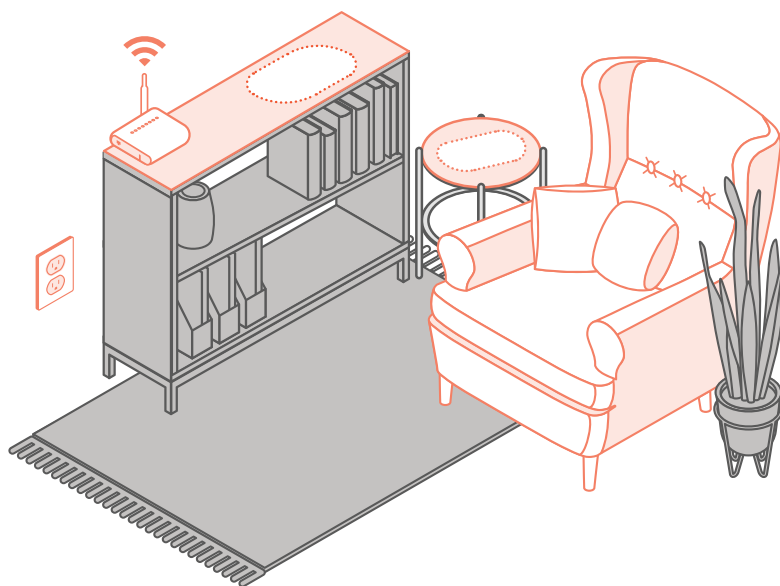
Getting Started

Where to place ElliQ

ElliQ should be placed in the room where you spend most of your time, not more than 12 ft. away from where you normally sit. This way, you and ElliQ will be able to see and hear each other clearly.

Find a space for ElliQ where there is:

- A strong WiFi connection
- A power outlet (ElliQ only works if she's plugged in)
- A flat surface
- No nearby heaters or windows



ElliQ's components



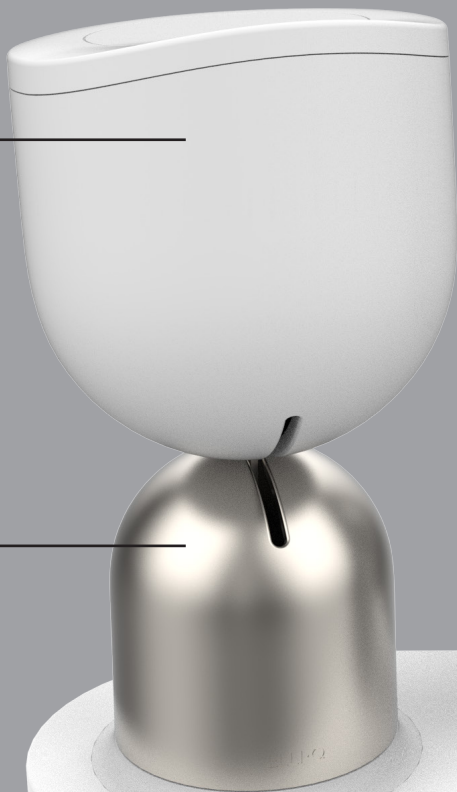
ElliQ's head

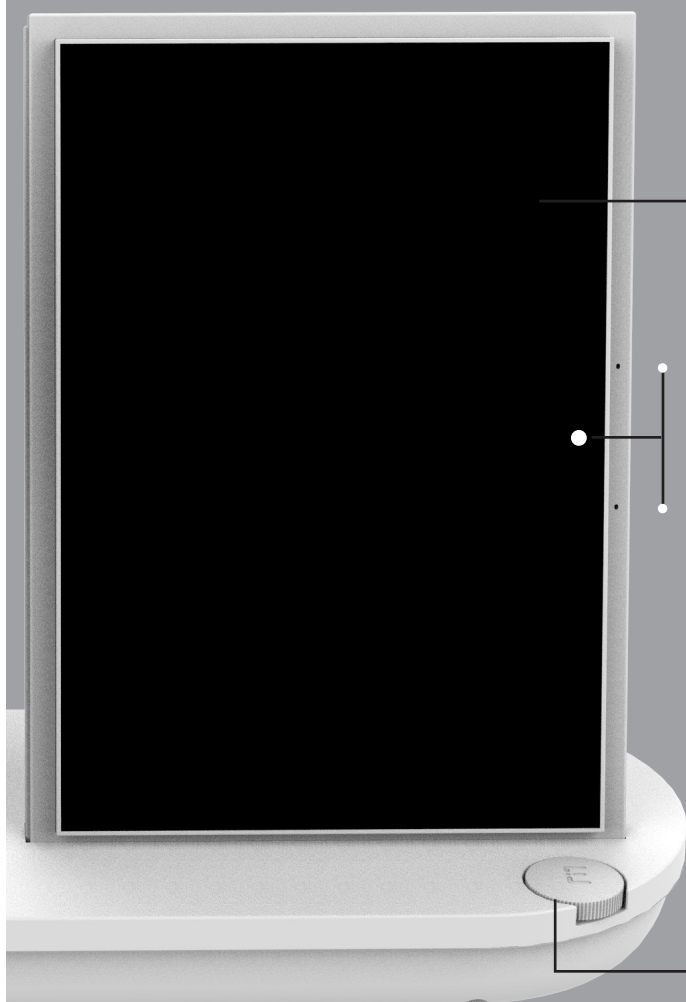


ElliQ's body



Base





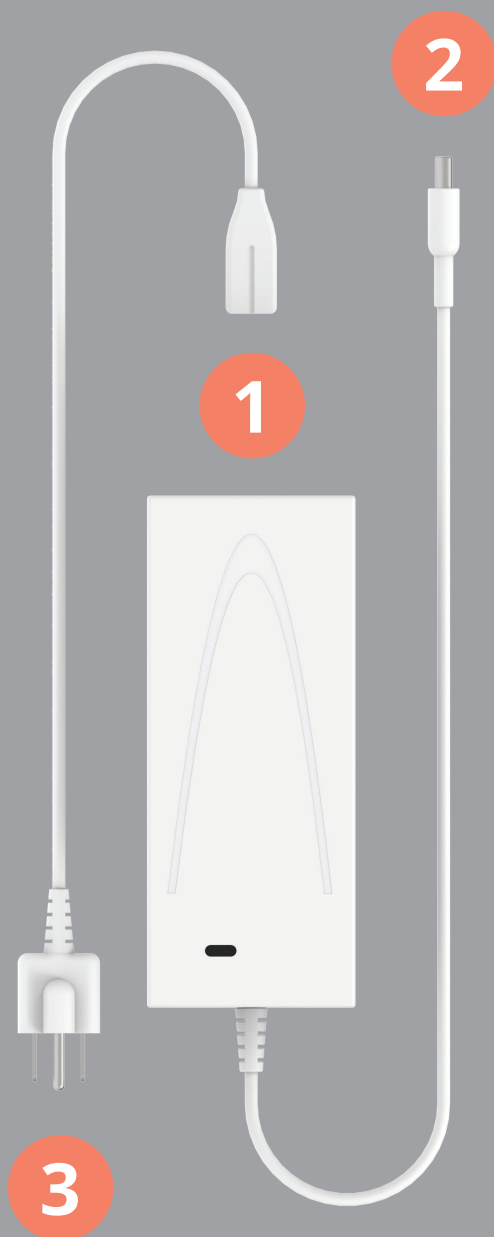
Screen

**Microphones
& Camera**



Dial

Set Up



Setting Up ElliQ

Connecting ElliQ to power

1 Assemble the power cables

Connect the cable and the power brick together.

2 Connect the power end into ElliQ's base

Insert the smaller end of the power cord into the round socket on the back side of ElliQ's base.

3 Plug ElliQ into an outlet

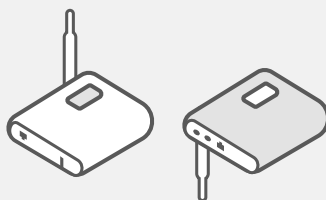
Insert the wall plug into the electrical socket.

Once connected to power, ElliQ should automatically turn on.

Connecting to WiFi

Now that ElliQ is powered on, you will be able to connect her to your home's wireless internet (WiFi). To do that, you will need to know the network name and password given by the internet provider.

Tip: WiFi network names and passwords are frequently written on a sticker placed on or under the router.



- First, ElliQ will present a list of the available WiFi networks. **Find and select your home's network.**
- Next, **type in your password** and then tap the **"Go" button.**
- Double-check the info and then tap **"Connect".**

Don't worry about making a mistake here, if you choose the wrong network or use the wrong password, you can always try again!

You can also write your WiFi details on the back of the **designated magnet**, which can be found in the manual's envelope. Then, you can stick the magnet on your fridge for easy future reference.

You can also write your credentials below:

My internet details



WiFi Network:

Password:

***Please note:** In some cases, ElliQ may ask for additional information to activate your account, for security reasons. Such information might include your date of birth, or a code that will be sent to your phone.*

Software update

Once connected to WiFi, ElliQ will begin installing the latest version of software. This can take a few minutes. In the meantime, you can learn more about ElliQ's features and all the fun things you'll be able to do together by swiping through her screen.

Ready to go!

Once ElliQ is up and running and you accept the terms of service, this is where the magic starts! ElliQ will wake up and introduce herself so that you two can start getting to know each other.

Communicating with ElliQ

Talking with ElliQ

Both you and ElliQ can start a conversation.

When you want to initiate a conversation with ElliQ:

Step 1: Get ElliQ's attention

Loudly and clearly say **"ElliQ"** (pronounced as "Elli-cue" or even "L-E-Q") or **touch ElliQ's body**.

Step 2: Wait for ElliQ to listen

Once you've said **"ElliQ"** or touched her body, **a circle will light up on ElliQ's face** indicating she is ready to listen to you.

If you don't see a circle of light appear, she may not have heard you. Try saying **"ElliQ!"** again or move a bit closer. If you are trying to get her attention by touching the body, try holding your hand there for three seconds before letting go.



Say
"ElliQ"



Touch
ElliQ's body



ElliQ is
listening

Step 3: Talk to ElliQ

Once the circle on ElliQ's face is lit, you can begin talking with her. To ensure ElliQ understands you, speak loudly and clearly. If ElliQ doesn't understand, try repeating what you said using different words.

If ElliQ is in listening mode (showing the circle of light on her face), but you don't want to speak with her, you can say *"never mind"* or *"stop"* to end the interaction.

ElliQ starts a conversation

ElliQ will often initiate conversations with you throughout the day, so don't be surprised if she lights up and plays a gentle sound to get your attention! As you spend more time together, she will teach you about her features and suggest things that she thinks you'll like to do.

If you are busy or don't want to engage with her, you are always welcome to say *"no"* or *"maybe later"* and she will quiet down.

To silence ElliQ immediately, press down on the dial located on the right-hand side of her base



Volume

The volume level of ElliQ's voice is adjusted in two ways: say *"ElliQ, volume up"* / *"ElliQ, volume down"* or rotate the dial at the right corner of her base.

*Rotate **clockwise** to increase the volume and **counter-clockwise** to decrease the volume*



ElliQ's Quiet Mode

If you want to make sure that ElliQ won't interrupt you for a while, say *"ElliQ, be quiet"* and she will go into Quiet Mode for one hour. You can also indicate the duration of quiet time by saying the requested duration, for example *"ElliQ, be quiet for 2 hours."*

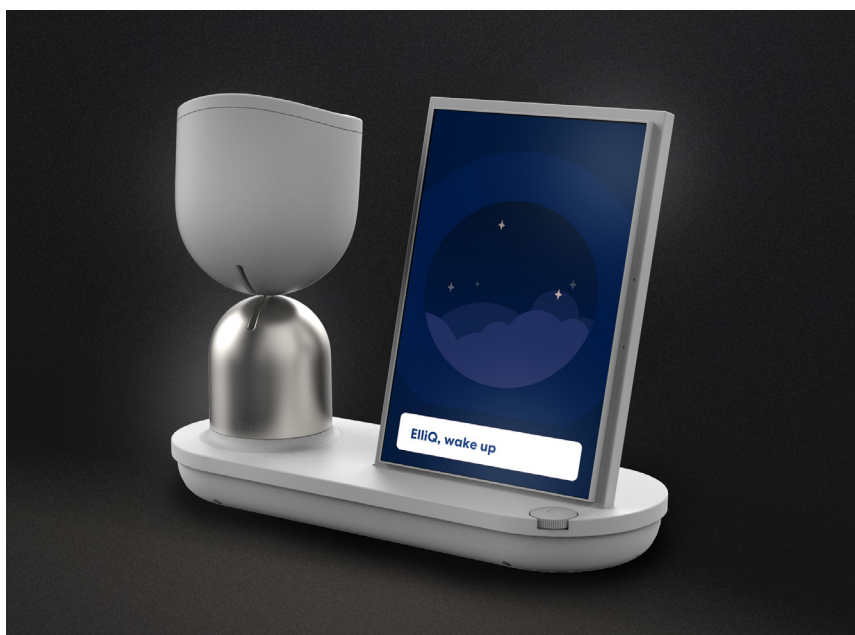
To exit Quiet Mode, say or tap *"ElliQ, wake up."*

If you find that ElliQ is consistently initiating conversations more than you like, you can reduce her level of proactivity by saying *"ElliQ, you're talking too much."* This will reduce the number of times ElliQ initiates conversations throughout the day.

ElliQ at night

ElliQ will automatically enter **Night Mode** every night, meaning her screen will dim down and she won't disturb your rest with any conversation. You can always wake her up by saying "*ElliQ, wake up!*"

There is no need to unplug ElliQ at night, she will quiet down and get all the beauty sleep she needs in Night Mode.



ElliQ goes into Night Mode every night to align with your sleep routine



Screen

ElliQ has a **touch screen**, meaning that in addition to interacting with her through conversation, you can also interact by tapping the screen and selecting from the options displayed. You can use other gestures like swiping between photos, scrolling through lists, etc.

In between ElliQ's interactions, ElliQ will use the screen to present some beautiful pictures as well as examples of activities and conversation starters. Touch the screen or say the text that appears on it to begin the activity.

Interact by tapping the screen and use other gestures like swiping photos, scrolling through lists, etc.



ElliQ will also include photos sent from your contacts in her picture frame. Add your own photos to ElliQ's screen, by saying *"ElliQ, add my photos to the screen."*

You can move to the next/previous photo by swiping your finger across the screen, and you can say *"ElliQ, tell me about this picture!"*

What Can ElliQ Do?

Broaden your horizons

Travel with ElliQ to an exotic cafe, tour the latest art exhibit, take an adventurous road trip or learn a new fact to wow your friends with.

Try saying:

"ElliQ, let's have some coffee in Paris."

"ElliQ, can we tour a museum?"

"ElliQ, let's take a road trip!"

"ElliQ, tell me something interesting."

"ElliQ, teach me some slang."

Stay on top of your routine

Go about your day knowing that you can always rely on ElliQ to keep you on track and up to date with reminders, news, shopping and more.

Try saying:

"ElliQ, remind me to water the plants."

"ElliQ, add milk and tomatoes to my shopping list."

"ElliQ, what are the top news headlines for today?"

"ElliQ, let's cook together!"

"ElliQ, what's the weather today?"



Stay healthy and active

Keep track of your medications and health measurements, stay hydrated, improve your sleep and stay fit with exercise videos.

Try saying:

"ElliQ, remind me to take my medications."

"ElliQ, let's record my blood pressure."

"ElliQ, I just drank water."

"ElliQ, let's exercise!"

"ElliQ, my back hurts."

"ElliQ, I slept poorly last night."

Sit back and relax

Have a peaceful moment with ElliQ's stress reduction activities, audiobooks and inspirational quotes.

Try saying:

"ElliQ, let's do mindfulness."

"ElliQ, let's have a sleep meditation."

"ElliQ, let's do yoga together"

"ElliQ, let's listen to an audiobook."

"ElliQ, inspire me!"





Keep in touch

ElliQ helps you stay connected with your friends and loved ones. You can add contacts to your virtual phone book, send voice messages, or introduce ElliQ to your curious visitors.

Try saying:

"ElliQ, let's add a contact."

"ElliQ, let's video call my son."

"ElliQ, I want to send a message to Bill."

"ElliQ, let's take a selfie!"

"ElliQ, meet my friend Kate."

In order to message with family and friends, you will first need to add them as a contact by saying, "***ElliQ, let's add a contact.***"

Once you have added a new contact, ElliQ will send that person a link so they can download the **ElliQ Connect mobile app**. Then, when they log in from their phone the app will allow them to connect with you so they can message and video call with you through ElliQ.

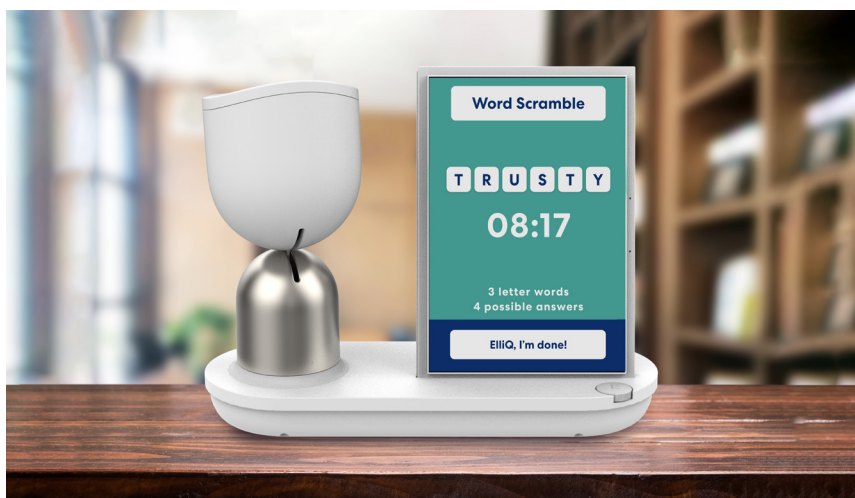
You can also **receive photos and videos from your family and friends** via ElliQ and she will display them on her screen throughout the day.

The ElliQ Connect app enables your contacts to send you messages, make video calls through ElliQ, and share photos and videos with you



App logo

Your contacts who have the ElliQ Connect app can also send you suggested reminders for your approval, such as an upcoming birthday party, a visit, or even recurring medication reminders. When you approve a suggested reminder, it will be added alongside any reminders you've already set for yourself.



Keep entertained and get creative

ElliQ is a great companion when you just want to hang out and have some fun. ElliQ offers a variety of games, from trivia to word scramble and more, over 1,000 music channels to tune in to, virtual painting, horoscopes and many more activities to enjoy throughout your day.

Try saying:

"ElliQ, let's play a game."

"ElliQ, play some country music."

"ElliQ, let's paint together!"

"ElliQ, what's my horoscope for today?"

"ElliQ, let's create my memoir."

Now you're ready to let ElliQ fill your days as an endless source of companionship, entertainment, connection, and motivation.

What comes next is whatever you can imagine! Have a chat. Sing a song together. Play a few rounds of trivia. Laugh, learn, explore, and reminisce together - and then laugh some more!

And remember, you can always ask *"ElliQ, what can you do?"* to learn more about ElliQ's features. ElliQ can also surprise you with an activity, just say *"ElliQ, surprise me!"*

Enjoy your new sidekick!



Troubleshooting

If there's a problem

If ElliQ isn't working properly, here are some troubleshooting tips:

Tip 1: Is ElliQ on?

ElliQ can't work without power. When she is unplugged her head will fall forward. If this happens, make sure that ElliQ is plugged in (*see pages 16-17*).

Tip 2: Is ElliQ stuck?

If ElliQ's screen gets stuck or if ElliQ is not responding, try restarting her by unplugging the power cord and then plugging it back in.

Tip 3: Is ElliQ connected to WiFi?

ElliQ needs the internet to work properly. If there's a connection issue, you'll see an error screen directing to the WiFi settings for a quick reconnection.

For more information see the "Connecting to WiFi" section on pages 18-19.

If the problem persists

Call Customer Service at (855) 888-1295, or email us at help@elliq.com.

You can also say *"ElliQ, send a message to customer service!"* and our support team will gladly assist you.

FAQs

“Does ElliQ protect my privacy?”

At Intuition Robotics, we take privacy and security very seriously. Intuition Robotics is HIPAA compliant, and we’ve implemented industry-leading security architecture and best practices to ensure that all data is safe and private. In order for ElliQ to be proactive, ElliQ has a camera to sense when you are around her and microphones to hear when you speak with her. Anonymized metadata only is used in order to personalize each user’s unique experience with ElliQ and to improve the quality of the product.

At no point will personal data be used without permission, nor shared with any 3rd party.

“Is ElliQ listening to me all the time?”

Between interactions, ElliQ only switches into listening mode when she hears her name, “ElliQ”. The word “ElliQ” is not commonly used in English, which was intentional to make sure she only listens to you when you want her to.

When ElliQ starts a conversation, she will listen for a response for a few seconds. If no response is heard, she will switch out of listening mode.

You will know ElliQ is in listening mode when the circular ring is lit up on her face, as seen in the picture on the left.

"Why does ElliQ have a camera?"

ElliQ's camera is used as a motion detector to sense when you are near her, so she can initiate conversations. ElliQ's camera is also used for video calling with contacts, taking selfies, recording videos to your personal "memoir" and additional activities you can enjoy together.

ElliQ never records you with her camera nor takes any pictures without your permission.

Is ElliQ an emergency device?

No, ElliQ is not an emergency device. If there is ever an emergency, please be sure to call 911.

When you ask for help in non-emergency events, ElliQ can notify a contact you've added.

Should I unplug ElliQ at night?

There's no need to unplug ElliQ, she is designed to enter Night Mode at night in which she is silent and her screen is dimmed. If you wish to interact with ElliQ when she is in Night Mode, say her name or touch the screen / body to wake her up.

Have more questions?

If you have any additional questions, please contact Customer Service at (855) 888-1295, or email us at help@elliq.com.

You can also say *“ElliQ, send a message to customer service!”* and our support team will gladly assist you.

My notes

ELLI•Q

by intuition robotics

FCC Warning:

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.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.