

→ Welcome Guide



Get Ready to Welcome Astro to Your Home



Astro is designed to give you and the members of your household a delightful experience. A robot for home monitoring with a personality and a combination of utility and fun, Astro will assist you, entertain you, help you support your aging loved ones, and be a part of your life.

This guide will help you prepare your home for Astro with a few tips to help set up go smoothly.



BEFORE YOU START

If you do not have the Astro app yet, go to the iOS or Android app store and download it. Although you can download and install the Astro app at any point throughout the setup process, we recommend doing it just before you start.



WHERE SHOULD ASTRO LIVE?

Deciding the best part of the house for Astro to be as useful as possible is the next step. Astro can't go up or down stairs, and supports one floorplan only. It can manage different flooring types and transitions up to 1 3/8" (3.5cm). Therefore, it's a good idea to look around your home and decide the best place for Astro. Consider features like home monitoring, and the ability to bring Alexa to you when choosing a location that will work best for Astro.



WHERE SHOULD I PLACE THE CHARGER?

Once you decide where Astro will reside, it is time to select a good location for the charger. The charger template included in the Welcome Kit can help you find the perfect location without having to carry the charger around. The charger needs to be on the same floor level where you want Astro to move around. Ideally, it should be placed against a wall in an easily accessible flat, clean surface, near a power outlet, and away from main hallways or paths. Astro will decide autonomously when it should go to the charger to charge its battery, or you can send Astro to the charger by saying "Astro, go to the charger". **Tip:** If you complete setup, and later decide there's a better location for the charger, move the charger to the new location, then ask Astro to follow you there. Stand next to the charger and say "Astro, come here" to get it close, then say "Astro, here is your charger", and it will locate the charger and test it out. From then on Astro will charge in the new location.



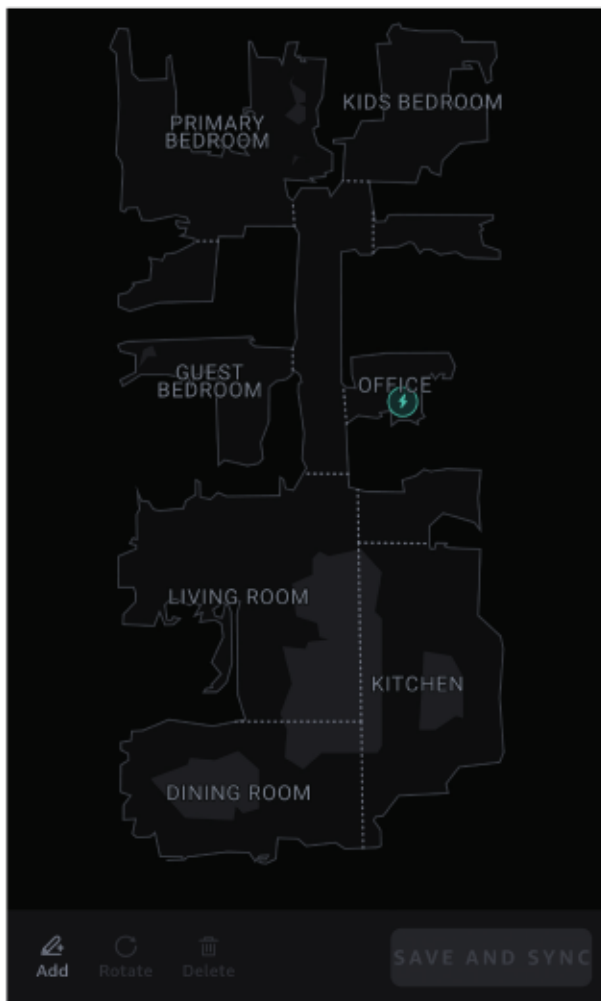
CLEAR PATHS AND FLOORS BEFORE EXPLORING

At the exploration phase of setup, it is best to remove any non-fixed, non-furniture obstacles from floors so that Astro can learn all the potential paths through the home. It is also important to clear away all the small obstacles on the floor that are shorter than 1 3/8" such as cables, cords, books, slippers, clothing, etc., to ensure that Astro does not drag a cable or cord, bounce over a shoe, or get stuck on the foot of an ironing board. To make your home more Astro-friendly, tuck away cables and keep floors clear of items that you wouldn't want Astro to run over.



CHECK WIFI SETTINGS AND CONNECTIVITY

Astro needs wifi internet connectivity to be able to understand your commands and perform tasks like live view, or music playback. Ensure you have good coverage across the areas where you would like Astro work, and be sure to set up Astro on your primary wifi network, as guest networks typically do not seamlessly support moving devices such as Astro.



HOW TO HELP ASTRO PERFORM A SUCCESSFUL EXPLORATION

Astro will explore your home independently. Here are a few steps you can take to help it succeed:

- Astro loves to explore. Once started, let Astro roam freely until it returns to the charger and displays "Exploration Complete" on its screen. Interruptions will make it have to start over, extending the process.
- Give Astro space while it is exploring. To move accurately around the house, Astro will create a map. During exploration, Astro needs to be able to scan all areas without obstacles, including people and pets. Please avoid standing in doorways, hallways, or passages between furniture while Astro is exploring so that it doesn't confuse you with a fixed obstacle and include you in the map Astro creates.
- Check the map. After exploration and home tour are complete, check the map in the Astro app and make sure that it shows every room that you taught Astro, and that the map extends to all the areas you want Astro to go. If not, see the Navigation Troubleshooting Guide on the next page. When the map is ready, you will be able to send Astro to any named room, viewpoint, or spot in the map with a tap.

Exploration Troubleshooting Guide

Astro is part of the Day 1 Editions program, bringing our newest and most ambitious technology to customers and there are certain home characteristics that may cause issues with set up. The troubleshooting guide below includes tips in the event that set up or exploration does not complete successfully.

DO YOU HAVE MIRRORS OR GLASS WINDOWS/DOORS THAT EXTEND ALL THE WAY TO THE FLOOR OR HAVE A NARROW FRAME?

Mirrors, glass walls, glass doors, and picture windows that extend within 1 3/8" of the floor may lead to mapping issues. If you have any of these features (e.g., mirrored closet doors),

and exploration failed, partially cover the mirror or glass with the included clingers (recommended), as shown in the picture above and try exploration again. Apply the clingers or a 4" strip of painter's tape across the width of the mirror/glass about 6" off the floor leaving no gaps larger than 20". Alternatively, you can use any object taller than 1 3/8" that you have on hand such as pillows or books) to make it easier for Astro to see the mirror/glass. Once exploration is complete, clingers/obstacles/tape can be removed.





DO YOU HAVE FLEXIBLE RUGS WITHOUT STICKY BACKING?

If you have area rugs that are flexible and/or slip easily on the floor, Astro may catch and drag the edge or twist the rug during turns. This may result in Astro getting stuck with the rug bunched up underneath its wheels.

DO YOU HAVE GLASS COFFEE TABLES OR ACRYLIC/TRANSPARENT FURNITURE?

If Astro does not detect a glass coffee table or another type of glass furniture when exploring your home, try blocking off the furniture or covering it with a cloth such as a beach towel or tablecloth to make it visible to Astro. Once this is done, retry exploration.

IS YOUR FLOORPLAN LARGER THAN 3,500 SQ. FT.?

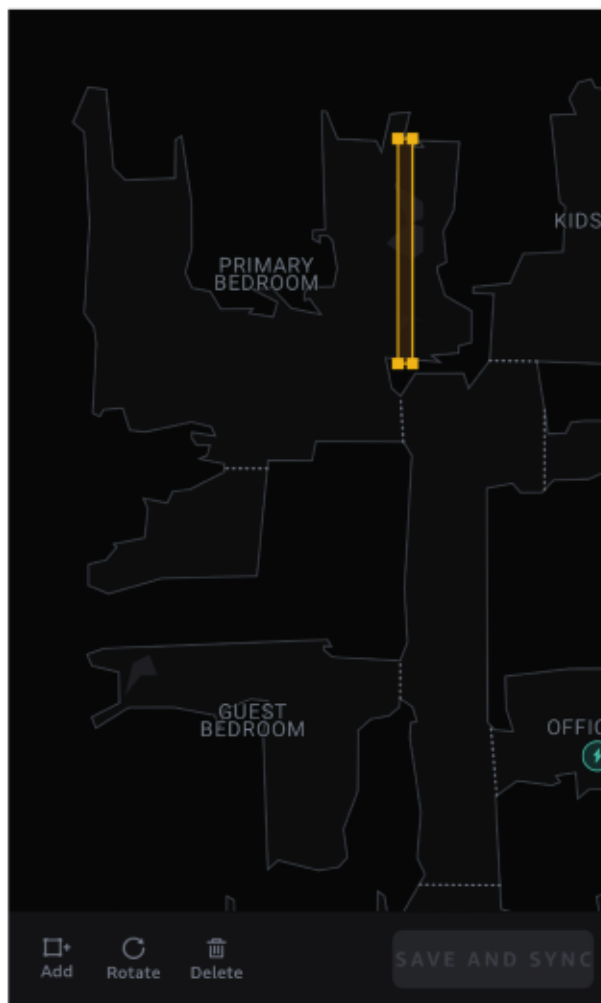
At the moment, the maximum map size that Astro can handle is around 3,500 sq. ft. To help Astro, we suggest limiting the area where Astro will explore to 3,500 sq. ft. or less.

Navigation Troubleshooting Guide

If Astro is having trouble navigating areas of your home, makes multiple sudden stops, or is not able to find the best path to go from one location to another, it may be related to one of the causes below that is easily solved by adding an out of bounds zone to the map.

If Astro has trouble finding its path near a ceiling-to-floor mirror or glass door/window, it may be that Astro may have mistakenly included space behind the glass/mirror that is not there. To help Astro create an accurate map, add an out of bounds zone, or an area that limits where Astro is allowed to go, to the map (directions below) enveloping the position of the mirror/glass to create a virtual obstacle that Astro will avoid. You can set up out of bounds zones in the Astro app once Astro has explored your home and saved the map.

If Astro happens to bump against transparent chairs or glass tables, or has trouble negotiating a passage (e.g., getting caught on flexible rugs), you can help Astro avoid them by setting out of bounds zones around those objects.



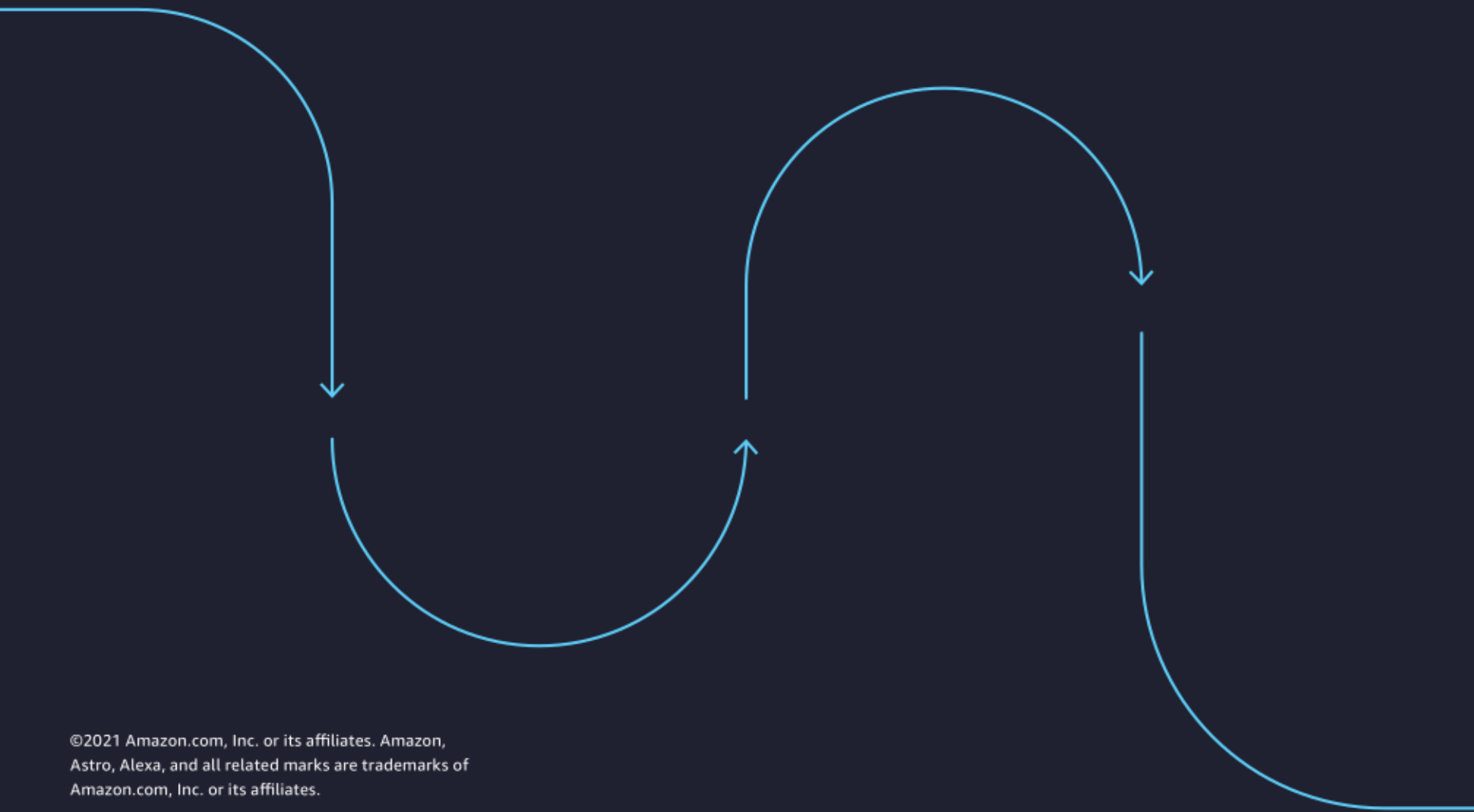
To setup an out of bounds zone in the Astro app:

1. Identify the location for the out of bounds zone (e.g., where the mirror is located). It may help to have Astro follow you to the area so you can see where Astro is in the map to help identify where the zone should go.
2. Go to the Live View tab, tap the Map button, and then expand it to go full screen. Tap the top right menu button, select Edit Map, then select the Out of Bounds tool at the bottom of the screen. Pinch to zoom in on the mirror/glass area.
3. Tap Add to add an out of bounds zone. By default, the zone is centered on the screen. Once added, additional controls become available.
4. Drag any corner of the zone (1 finger or 2 finger pinch), to change the shape until it fits the location identified in step 1.
5. Once the shape matches the location, tap Save and Sync to save the zone. An orange area will now be visible in the map.



**WHAT CAN I DO IF THE ROOMS OR MAPS
IN THE ASTRO APP ARE INACCURATE?**

If there are missing rooms or room names, or the map looks warped or otherwise different from your actual home floorplan, Astro may have had navigation difficulties when exploring. The most common way to resolve these issues is to delete the map using the Astro app (this will also delete the rooms), then set up the map again. To set up the map again, take Astro back to the charger if not already there, then go to Settings > Map Setup and follow the instructions for Charger Setup, Exploration and Home Tour. For more details, please check the help information online at www.amazon.com/astrosupport.



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