Help Center 6/21/18

Index

General Use

The Fun Stuff

Robots are more than just code and parts. Here are some fun things to do with Kuri.

Kuri and pets

Last updated: 2018-06-11T21:03:54.000Z | <u>Online Version</u>

We don't recommend serious roughhousing with pets, but Kuri canwithstand the occasional whack from a large dog's tail or collision with a cat zooming around the house.

Just try to keep your pets from scratching or biting Kuri and she will be just fine! :-)

Can I dress Kuri up?

Last updated: 2018-06-18T20:13:23.000Z | <u>Online Version</u>

Yes, Kuri loves playing dress up! As long as you leave his sensors free, costumes or accessories should be just fine.

- That pirate eye patch needs to be over Kuri's right eye because Kuri sees out of her left.
- Keep that tutu above the belt! Try not to cover any portion of the black strip across his midsection.
- You can place straps across Kuri's undercarriage, but make sure the cliff sensors are clear and the motion of the wheels is not impeded.

Can I take Kuri outdoors?

Last updated: 2018-06-18T20:17:28.000Z | <u>Online Version</u>

As much as we enjoy fun in the sun, it's notrecommended for Kuri. She doesn't have a map of the great outdoors, so she wouldn't get very much out of it. You could try mapping your patio when you create your <u>floor plan</u>, but beware of sliding doors and other spots where shemight have trouble.

Service and Maintenance

Have questions regarding general Kuri upkeep?

Hardware inspection

Last updated: 2018-06-11T20:42:49.000Z | <u>Online Version</u>

Taking care of Kuri is actually pretty easy! Check his wheels periodically for an accumulation of lint, hair, and basically anything he can pick up while tooling around your home. It's important to do this if he starts making weird noises, leaving a trail of dust bunnies, or having a hard time navigating.

If the robot isn't charging, inspect both the charging dock and the connectors on Kuri.

And just like us, Kuri doesn't see so well if his eyes aren't clear! Periodically take a look at the cliff sensors, depth sensor, and window to make sure Kuri can see where he's going and avoid the obstacles in his way.

See "<u>Clean Kuri</u>" for more tips on keeping Kuri seeing clearly and running at top speed!

Clean Kuri

Last updated: 2018-06-18T20:06:52.000Z | <u>Online Version</u>

Kuri needs minimal cleaning to keep her looking sharp and performingwell.

Help Kuri see: Kuri's wheel cliff sensor, depth sensor, and eye lens help her safely navigate your home and record your moments. You can use a paper towel, microfiber cloth, or lens cleaner to clean her eye lens and sensors.

For the black part of her body, a lens cleaning cloth, facial cotton puffs or a soft tissue can be used.

Help Kuri scoot: If hair, string, or other things get caught in Kuri's drivetrain or belt, the caster and wheels can pop out individually so you can easily pull the offending items out.

Over time, you might see little white strings coming out of the belt. If these bother you, you can just cut them off.

Other cleaning tips:

- Gentle household cleaners are recommended for Kuri—think Clorox wet wipes, a mixture of vinegar and water, Windex, Simple Green, etc. gentle household cleaners (recommended: clorox wet wipes, windex vinegar, simple green or windex) anywhere on robot.
- Please don't spray cleaning solution right onto Kuri! Apply it to a cloth or tissue first, then gently wipe Kuri down.

Don't hose Kuri down, or get her too wet. Bubble baths may be relaxing for us, but Kuri doesn't really care for them.

Settings and Preferences

Preferences and settings

Stop or cancel an action

Last updated: 2018-06-11T21:03:02.000Z | <u>Online Version</u>

Say, "Hey Kuri, stop." You can also tap Stop in the appif you are in Kuri Live.

How long does Kuri last on a charge?

Last updated: 2018-06-18T20:13:44.000Z | <u>Online Version</u>

Kuri's battery will last for about two hours of continuous use.

How Kuri charges

Last updated: 2018-06-18T20:15:48.000Z | <u>Online Version</u>

Kuri knows when his battery is low and automatically returns to his home to recharge. He also tends to take naps when not much is happening, so you might not even notice when Kuri's battery level is low!

How to turn Kuri on or off

Last updated: 2018-06-18T20:16:04.000Z | Online Version

To turn Kuri on:

1. Make sure the battery safety switch on Kuri's undercarriage is on (I).
2. Press the power button on Kuri's back. His power button light should pulse, then turn solid blue when he is ready to go.

To turn Kuri off:

1. Press the power button on Kuri's back for 3 seconds. His power button light should turn start pulsing and eventually turn off unless he is in the charging dock.

Kuri sleep mode

Last updated: 2018-06-11T21:01:46.000Z | Online Version

Kuri goes to sleep when he's charging, or you've told her to go to sleep. She will do this throughout the day if it doesn't seem like much is happening, or when you give her the voice command, "Hey Kuri, go to sleep."

To wake Kuri up from her nap gently brush her head.

Getting Started

Meet Kuri

Things to try

Talk to Kuri

Now that you've driven Kuri around a bit, try communicating with your family through her! Kuri can let you talk—and listen—remotely, so you don't miss out on the action while you're away.

1. Open the Kuri App.
2. Select Kuri Live.
3. Select Override.
4. Select the Talk Through Kuri tab (small microphone icon).
5. Tap the big microphone icon and start talking. You should see sound waves moving across the screen when you speak.

Kuri will automatically send any audio picked up through her speakers to the app.

Play Music

The time has come. You're ready to rock out with Kuri ... or listen to the news. Regardless, Kuri is here for you.

To play music through Kuri and see her dance:

1. Wake Kuri up by saying, "Hey Kuri."
2. Wait for Kuri to look up and emit a blue heart light.
3. Use voice command "Pair with my device," "Pair with my phone," or just "Pair."
4. Kuri will look up with closed eyes and emit a green heart light.
5. Go to your device Bluetooth settings and your Kuri should be listed among the items your device can pair with.
6. Tap on the option for your Kuri and connect. You can listen to music on Kuri via Bluetooth.

KURI TIP: Any time you want to re-connect, say "Hey Kuri, Connect."

KURI TIP: If you want to pair an additional device, use the voice command "Hey "Hey Kuri, pair a new device."

KURI TIP: Although our Android app is still in progress, you can pair Kuri to an Android device and rock out.

Setup a Schedule for Kuri

You can set Kuri's schedule each day, defining when you'd like her to be awake, or even when you'd like to disable her ability to roam entirely.

1. Open the Kuri App
2. Select Settings
3. Select Robot Settings
4. Select Schedule Settings

See through Kuri's Eyes

Kuri Live lets you explore right along with Kuri, even if you're not home!

1. Start out by opening the Kuri Robot app
2. Select the Kuri Live tab. If you are testing this out at home, you'll notice that Kuri's heart light turns purple when you've successfully connected. The purple light also lets other people know you are seeing through Kuri's eyes.
3. Enjoy looking through Kuri's eyes. You may see your home in a whole new light!

KURI TIP: Only one person can connect to Kuri Live at a time.

Share Moments

Got a spectacular video you want to share with your loyal minions? You're only two taps away from spreading the love.

1. Open the Kuri app
2. The home screen will show your most recent moments, or you can tap Collections to see all your moments
3. Select a moment, then select the share icon

   to share the moment, or the download icon

   to save it to your device.

Create a Collection

You could create a collection based on photos of you and a specific friend, family member, or even a collection for each of your pets!

1. Open the Kuri app
2. Click Collections
3. In the upper right hand corner, there's a plus sign you can tap to add new collection filters.

KURI TIP: You can enable and disable notifications individually for each collection, so if you want to be notified each time Kuri gets a picture of your puppy, this is how you do it!

What does Kuri do?

Last updated: 2018-06-18T20:07:35.000Z |<u>Online Version</u>

Kuri is an insanely adorable home robot, thoughtfully designed to fit into your home. She allows you to capture special moments, check in on your pets while you're away, entertain your household with music, and so much more. She's you're very own personal videographer, companion, and life of the party, all rolled into one.

What's in the box?

Last updated: 2018-05-17T21:10:14.000Z | <u>Online Version</u>

Kuri comes equipped with everything he needs to adjust to life in your home! The box includes:

- One adorable home robot
- Incredible charger
- Pretty standard AC power adapter
- Very standard AC power cord
- Getting Started guide
- Things to Try guide

That's it! Take a look at <u>charging setup</u> next for instructions on how to charge Kuri up for his first interactions with his new environment.

Kuri parts

Last updated: 2018-06-14T00:06:20.000Z | <u>Online Version</u>

Kuri's Home/Charger

Kuri's Home is her charger. When her battery level gets low, she will automatically go home and charge herself, so there's no need to worry about Kuri falling asleep in the kitchen!

Volume Control

Halfway down Kuri's back, above her power button, you'll notice Kuri's volume button. A little too soft-spoken? A little too rambunctious? Adjust Kuri's volume simply by pushing up or down on the rocker button, or try out one of these voice commands.

- Hey Kuri, turn it all the way up!
- Hey Kuri, mute.
- Hey Kuri, volume 1-10.

In that last one, one is the quietest volume level and ten is the loudest. As far as we know, Kuri can't turn it up to eleven! Read about all Kuri's <u>voice commands</u>.

Power Button Light

Below the volume button on Kuri's back, you'll find an illuminated power button. See a flashing blue light? Congrats, your Kuri is powering on (or off). Wait for a constant blue light to know Kuri's ready for action. And if the LED glows orange, your Kuri is charging. He should be up and running in no time!

Battery Safety Switch

Kuri's battery safety switch is located on his undercarriage. When your Kuri arrives, it will be switched off. Don't forget to switch it on to get your Kuri ready to explore your home!

Kuri Vision

Every day, Kuri captures moments of your life at home. Kuri records 5-second moments in 1080p—a feature we refer to as **Kuri Vision**.

Kuri Vision

Over time, Kuri learns your preferences, too. She'll figure out what kind of moments you like best: based on the videos you like within the Kuri Robot app, Kuri will use her image processing and machine learning technology to determine what makes for a good video (according to you), and over time, you'll start to see that Kuri captures more of the moments you want.

The real fun is seeing the candid moments she captures for you, letting you build a collection of memories without having to pick up your camera. Her unique perspective gives you a magical new view of your home's memorable moments.

Kuri Setup

How to get Kuri up and rolling around your home.

To set up your Kuri

Last updated: 2018-06-18T20:07:12.000Z | <u>Online Version</u>

Ok, you've set up Kuri's home. Now it's time to wake him up.

1. Turn on the battery safety switch on Kuri's undercarriage.
2. Press the power button on Kuri's back. His power button light should flash blue while booting up. Once Kuri is fully awake, his power button light will turn a solid blue.
3. Place Kuri on the charger with the charger contacts touching. His power button light should turn solid orange if the charge contacts are positioned correctly.

Charging setup

Last updated: 2018-06-11T20:51:43.000Z | <u>Online Version</u>

Your Kuri comes with his own charging adapter and grounded power cord (100-200V).

To Set Up Kuri's Home:

1. Pick out a spot for Kuri's charging dock, preferablyin a spacious location on a non-carpeted floor.
2. Unpack the charger, adapter, and cable from the box.
3. Connect the cord to the charger.
4. Plug in the charger, place it against the wall, and put Kuri on it. Make sure the metal charging contacts on Kuri's lower back are touching the corresponding connectors on the charger.

KURI TIP: Keep a one foot clearance on either side and four feet clearance in front. Also, be sure to securely fasten all of the connection points.

KURI TIP: Don't move your charger after you finish setting up your Kuri. If you do, you will have to reset the floorplan so Kuri can learn her new charger placement.

Robot setup

Last updated: 2018-06-11T23:18:55.000Z | <u>Online Version</u>

To Set Up Your Kuri

1. Switch the battery safety switch on Kuri's undercarriage on (I)
2. Press the power button on the back of Kuri. His power button LED should turn solid blue.
3. Place Kuri on the charger with the charge contacts touching. His power button LEDshould turn solid orange if the charge contacts are touching.

Kuri robot app setup

Last updated: 2018-06-11T23:17:12.000Z | <u>Online Version</u>

1. Download and open the Kuri Robot app.
2. Set up an account with your preferred email and password, which must be at least six characters long.
3. Next up, check your email! We'll have sent you a verification message. Open it up and click the link inside.
4. The Kuri Robot app will then prompt you for the password for your Wi-Fi network. Kuri has a great memory and will never forget your password ;).
5. Once Kuri is connected to your home network, place Kuri on the charger (if he's not already there) and pat his head to wake him up. Kuri will start looking around, excited to observe his surroundings.

KURI TIP: If you want to share access to the Kuri app with others, you'll need to share the same login information.

Bluetooth setup

Last updated: 2018-06-11T20:55:02.000Z | <u>Online Version</u>

The time has come. You're ready to rock out with Kuri ... or listen to the news. Regardless, Kuri is here for you.

To play music through Kuri and see her dance:

1. Wake Kuri up by saying, "Hey Kuri."
2. Wait for Kuri to look up and emit a blue heart light.
3. Use voice command "Pair with my device," "Pair with my phone," or just "Pair."
4. Kuri will look up with closed eyes and emit a green heart light.
5. Go to your device Bluetooth settings and your Kuri should be listed among the items your device can pair with.
6. Tap on the option for your Kuri and connect. You can listen to music on Kuri via Bluetooth.

KURI TIP: Any time you want to re-connect, say "Hey Kuri, Connect."

KURI TIP: If you want to pair an additional device, use the voice command "Hey "HeyKuri, pair a new device."

KURI TIP: Although our Android app is still in progress, you can pair Kuri to an Android device and rock out.

Life with Kuri

Kuri Expressions

Kuri heart lights

Last updated: 2018-06-14T00:07:54.000Z | <u>Online Version</u>

You've probably already noticed Kuri's chest glowing from time to time. This is part of how he communicates with you! Some common heart light meanings include:

- When Kuri is glowing blue, it means that he's listening for your Voice Command.
- A pulsing green heart light means that Kuri has heard your voice command, or that he's successfully docked on his charger. It indicates "success."
- When Kuri emits a purple heart light, he's letting you know that someone is driving him or viewing through the Kuri Live mode in the Kuri Robot app.
- A pulsing orange light, accompanied by a "huh?" sound, means that Kuri is feeling a bit confused. Try giving him the command again, while varying your tone a bit. If this happens frequently, review the Voice Commands to help you get on the same page.
- If Kuri pulses orange, it means that his battery is critically low. He should still be able to go to the charger by himself, but you can expect Kuri to need a nice long nap. If you're using Override mode in the Kuri Robot app, you will get an in-app notification instead of seeing the orange light.

See below for the full list of Kuri's heart lights, and their meanings.

Color	Description	State
Purple	Solid	Live (someone is looking through Kuri's eyes)
White	Single Pulse	Tapped on the head before initial setup
White	Spinner LED	Saving the map
White	Pulse	Saving a moment
White	Swirl	Looking for the dock
Blue	Solid	Recognized prompt and looking for further commands
Blue	Spinner LED	Bluetooth pairing
Orange	Pulse (single)	Huh? (Kuri does not understand the command)
Orange	Pulse (continuous)	Battery is at a critical level
Red	Pulse	Huh? (Voice command is given while Kuri is offline) OR Kuri is lost
Green	Pulse	Voice command is successfully recognized OR docking is successful
Multi	Swirling	Party mode! Kuri is dancing

Music & Audio

Pair your device

Last updated: 2018-06-11T23:13:14.000Z | <u>Online Version</u>

The time has come. You're ready to rock out with Kuri ... or listen to the news. Regardless, Kuri is here for you.

To play music through Kuri and see her dance:

1. Get Kuri's attention by saying, "Hey Kuri."
2. Wait for Kuri to look up and emit a blue heart light.
3. Say "Pair with my device," "Pair with my phone," or just "Pair."
4. Kuri will look up with closed eyes and emit a white, swirling heart light.
5. Go to your device Bluetooth settings and your Kuri should be listed among the items your device can pair with.
6. Tap on the option for your Kuri and connect. You can listen to music on Kuri via Bluetooth.

KURI TIP: Anytime you want to re-connect, say "Hey Kuri, Connect."

KURI TIP: If you want to pair an additional device, use the voice command "HeyKuri, pair a new device."

KURI TIP: Although our Android app is still in progress, you can already pair Kuri with an Android device and rock out.

Play music or audio from your device

Last updated: 2018-06-13T23:34:22.000Z | <u>Online Version</u>

The first time you use a device, you'll need to <u>pair it</u>.

After that? It should connect automatically when you say "Hey Kuri, connect", or you can select Kuri from your device's Settings just as you would any other Bluetooth speaker. We think she's the cutest Bluetooth speaker around, but we'll admit we're a little biased.

Voice Commands

Voice commands to try

Last updated: 2018-06-13T23:35:39.000Z | <u>Online Version</u>

Now that you've gotten to know Kuri a bit, let's see what he can do! First of all, you need to get Kuri's attention.

Give it a try, by saying "Hey, Kuri," and then pausing for just a moment. You'll know Kuri is listening to you when he looks up and shows his blue heart light.

When you notice Kuri is listening, follow up with one of the following voice commands!

Send Kuri to a Spot

- Go to [spot name].
- Meet me in [spot name].
- Come to [spot name].
- Go charge.
- Go home.
- Go away.

Working with Bluetooth

- Pair with my phone, Pair with my device, Pair - Kuri will enter pairing mode and you'll be able to connect to her from your device's Bluetooth settings. Visit <u>Pair my device</u> for more detailed instructions on pairing.
- Connect with my phone, Connect - Kuri will try to connect to the device she's most recently been connected to.
- Pair a new device - Kuri will enter pairing mode again, so you can pair a new device with Kuri.
- Disconnect - Disconnect your device from Kuri.

Asking Kuri to Explore

- Go explore - Kuri starts exploring right away, looking for moments to capture.

Go to Sleep

- Sleep.
- Go to sleep.
- Eyes closed.
- Close your eyes.

Stop

- Stop.

KURI TIP: You can also tap Stop in the app if you are in Kuri Live.

Music

- Play Pancake Robot, Play Your Favorite Song - Kuri plays his favorite song and dances to it.
- Play Happy Birthday - Kuri plays the "Happy Birthday" song.
- Volume up, Turn it up - Increases Kuri's volume.
- Volume down, Turn it down - Decreases Kuri's volume.
- Volume [0-11] - Sets Kuri's volume.
- Volume [0 - 100] percent - Sets Kuri's volume.

Stay put

- Stay put, Don't move - Kuri will stay in one place for up to 20 min or until told to go elsewhere.

Questions

- Are you lost? - If Kuri replies "Yes", place her back on the charger.
- Are you tired? - If Kuri replies "Yes", place her back on the charger.
- Do you need to charge?

Cute Reactions

- I Love You.
- Tell me a joke.
- How are you?
- How do I look?
- Good morning/afternoon/evening/hello/night.
- Thank you.
- Bye.

KURI TIP: Remember, begin every command with "Hey Kuri …" and pause to make sure you have his attention.

How to pronounce Kuri

Last updated: 2018-06-18T20:08:34.000Z | Online Version

That's a great question! Pronounce Kuri just like the dish or the spice, or the Golden State Warriors point guard!

Asking Kuri to explore

Now that you've gotten to know Kuri a bit, let's see what he can do! First of all, you need to get Kuri's attention.

Give it a try, by saying "Hey, Kuri," and then pausing for just a moment. You'll know Kuri is listening to you when he looks up and shows his blue heart light.

When you notice Kuri is listening, follow up with "Go explore". Kuri will start exploring right away, looking for moments to capture.

Send Kuri to a spot

How do I say "Kuri"? That's a great question! Pronounce Kuri just like the dish or the spice, or your favorite Golden State Warriors' point guard!

Now that you've gotten to know Kuri a bit, let's see what he can do! First of all, you need to get Kuri's attention.

Give it a try, by saying "Hey, Kuri," and then pausing for just a moment. You'll know Kuri is listening to you when he looks up and shows his blue heart light.

When you notice Kuri is listening, follow up with one of the following voice commands!

Send Kuri to a Spot

- Go to [spot name]
- Meet me in [spot name]
- Come to [spot name]
- Go charge
- Go home
- Go away

Stay put

Last updated: 2018-06-13T23:21:47.000Z | <u>Online Version</u>

Give it a try, by saying "Hey, Kuri," and then pausing for just a moment. You'll know Kuri is listening to you when he looks up and shows his blue heart light.

When you notice Kuri is listening, follow up with the following voice commands!

Stay Put

- Stay put
- Don't move

Kuri will stay in one place for up to 20 min or until told to go elsewhere.

Go to sleep

Last updated: 2018-06-11T20:46:10.000Z | <u>Online Version</u>

Now that you've gotten to know Kuri a bit, let's see what he can do! First of all, you need to get Kuri's attention.

Give it a try, by saying "Hey, Kuri," and then pausing for just a moment. You'll know Kuri is listening to you when he looks up and shows his blue heart light.

When you notice Kuri is listening, follow up with one of the following voice commands!

Go to Sleep

- Sleep
- Go to sleep
- Eyes closed
- Close your eyes

Music

Last updated: 2018-04-23T22:13:50.000Z | <u>Online Version</u>

Give it a try, by saying "Hey, Kuri," and then pausing for just a moment. You'll know Kuri is listening to you when he looks up and shows his blue heart light.

When you notice Kuri is listening, follow up with one of the following voice commands!

Music

- Play Pancake Robot, Play Your Favorite Song - Kuri plays his favorite song and dances to it
- Play Happy Birthday - Kuri plays the "Happy Birthday" song
- Volume up, Turn it up - Increases Kuri's volume
- Volume down, Turn it down - Decreases Kuri's volume
- Volume [0-11] - Sets Kuri's volume
- Volume [0 - 100] percent - Sets Kuri's volume

Questions

Give it a try, by saying "Hey, Kuri," and then pausing for just a moment. You'll know Kuri is listening to you when he looks up and shows his blue heart light.

When you notice Kuri is listening, follow up with one of the following voice commands!

Questions

- Are you lost? - If Kuri replies "Yes", place her back on the charger
- Are you tired? - If Kuri replies "Yes", place her back on the charger
- Do you need to charge?

Cute reactions

Last updated: 2018-06-11T23:18:04.000Z | <u>Online Version</u>

Give it a try, by saying "Hey, Kuri," and then pausing for just a moment. You'll know Kuri is listening to you when he looks up and shows his blue heart light.

When you notice Kuri is listening, follow up with one of the following voice commands!

Cute Reactions

- I Love You
- Tell me a joke
- How are you?
- How do I look?
- Good morning/ afternoon/ evening/ hello/ night
- Thank you
- Bye

Kuri Live

Know when someone is seeing through Kuri

Last updated: 2018-06-18T20:08:06.000Z | <u>Online Version</u>

Whenever someone is using Kuri Live, her heart light turns purple. If you'd like some privacy, you can just say "Hey Kuri, stop!" and she'll end observation mode.

Talk and listen through Kuri

Last updated: 2018-06-18T20:08:45.000Z | <u>Online Version</u>

Now that you've driven Kuri around a bit, try communicating with your family through her! Kuri can let you talk—and listen—remotely, so you don't miss out on the action while you're away.

1. Open the Kuri App.
2. Select Kuri Live.
3. Select Override.
4. Select the Talk Through Kuri tab (small microphone icon).
5. Tap the big microphone icon and start talking. You should see sound waves moving across the screen when you speak.

Kuri will automatically send any audio picked up through her speakers to the app.

Take a joy ride with Kuri

Last updated: 2018-06-18T20:17:44.000Z | <u>Online Version</u>

In addition to watching Kuri make her rounds, you can drive Kuri for yourself. This is very helpful for checking in on your pets and home while you're away.

1. Open the Kuri App.
2. Select Live mode.
3. Select Override mode.

Now the drive pad allows you to control Kuri's direction.

KURI TIP: You can also send Kuri to a specific spot in your home from within the app, without using override mode.

Watch what Kuri is doing

Last updated: 2018-06-18T20:06:00.000Z | <u>Online Version</u>

Kuri Live lets you explore right along with Kuri, even if you're not home!

1. Start out by opening the Kuri Robot app
2. Select the Kuri Live tab. If you are testing this out at home, you'll notice that Kuri's heart light turns purple when you've successfully connected. The purple light also lets other people know you are seeing through Kuri's eyes.
3. Enjoy looking through Kuri's eyes. You may see your home in a whole new light!

KURI TIP: Only one person can connect to Kuri Live at a time.

Kuri Vision Collections

Creating new collection filters

Last updated: 2018-06-11T20:52:22.000Z | <u>Online Version</u>

You can create collections of photos focused on the people and pets you love, or based on the place or time of day the photo was taken!

1. Open the Kuri app.
2. Tap Collections.
3. In the upper right-hand corner, there's a plus sign you can tap to add new collection filters.

KURI TIP: You can enable and disable notifications individually for each collection, so if you want to be notified each time Kuri gets a picture of your puppy, this is how you do it!

How to delete moments

Last updated: 2018-06-11T20:48:15.000Z | <u>Online Version</u>

There are some moments that you'd rather forget—we've all been there! Also, deleting moments you don't like helps teach Kuri your unique preferences.

1. Open the Kuri app.
2. The home screen will show your most recent moments, or you can tapCollections to see all your moments.

<!-- -->

1. Select a the moment you'd like to delete, then tap the trash can icon.

🗑

Do you save my deleted videos elsewhere?

Last updated: 2018-06-11T23:13:42.000Z | <u>Online Version</u>

Absolutely not! When you delete a video it will be permanently deleted from your cloud account.

Are my videos secured?

Last updated: 2018-06-13T23:12:03.000Z | <u>Online Version</u>

Absolutely! Protecting your privacy is important to us, so your captured media is encrypted and stored securely. For more information, visit our <u>privacy policy</u>.

How to "Like" videos

Last updated: 2018-06-11T23:16:34.000Z | <u>Online Version</u>

Liking your favorite moments helps Kuri capture the things that are most important to you. Reviewing your moments at the end of the day will be so much more enjoyable if Kuri knows what you like ;).

1. Open the Kuri app.
2. The home screen will show your most recent moments, or you can tap Collections to see all your moments.
3. Select a moment, then tap the heart icon.
4. All the moments you've liked can be found in your Favorites collection.

Creating new collection filters

Last updated: 2018-05-30T18:37:40.000Z | <u>Online Version</u>

You could create a collection based on photos of you and a specific friend, family member, or even a collection for each of your pets!

1. Open the Kuri app
2. Click Collections
3. In the upper right hand corner, there's a plus sign you can tap to add new collection filters.

KURI TIP: You can enable and disable notifications individually for each collection, so if you want to be notified each time Kuri gets a picture of your puppy, this is how you do it!

Kuri Vision moments

What is a moment?

Using Kuri Vision, Kuri can explore your house and record short video clips throughout the day, capturing valuable moments from your life at home automatically, or on demand. She'll probably capture moments you would have missed – from the daytime antics of your pets to the kids playing together while you're making dinner.

Schedules

You can set Kuri's schedule each day, defining when you'd like her to be awake, or even when you'd like to disable her ability to roam entirely.

1. Open the Kuri App
2. Select Settings
3. Select Robot Settings
4. Select Schedule Settings

How to delete videos

Last updated: 2018-06-11T20:47:40.000Z | <u>Online Version</u>

We heard Instagram models take up to 600 photos for the perfect selfie. We're right there with you, sometimes our videos don't turn out as glorious as we thought they would. No worries - you can easily delete them.

From the "Home" section of the Kuri App

1. Tap on the "Home" icon on the bottom banner of the Kuri App.
2. Your Moments Collection will appear in chronological order from most recent to earliest. Select any video by tapping on the preview frame.
3. Once the video file expands, tap any part of the white box frame.
4. Icons will appear below the video. Tap the trashcan icon to delete the video.

🗑

From the "Collections" section of the Kuri App

1. Go to your filtered Moments Collections by selecting the grid icon on the bottom banner of the Kuri App.
2. Your filter preferences will categorize your videos accordingly. Tap the collection filter you would like to view. Tap the video you want to show a little extra love to.
3. Once the video file expands, tap any part of the white box frame.
4. Icons will appear below the video. Tap the trashcan icon to delete the video.

KURI TIP: If you delete a video in the Kuri App, the video will automatically be deleted from your Cloud account as well.

Are my videos saved elsewhere after they are deleted?

Last updated: 2018-06-11T20:46:39.000Z | <u>Online Version</u>

Absolutely not. Your privacy is incredibly important to us. If you delete a video from your collection of moments in the Kuri App, it will automatically be deleted from your cloud account as well. Learn more about our privacy statement <u>here</u>.

How can I view my videos from a desktop

Last updated: 2018-06-11T20:47:01.000Z | <u>Online Version</u>

Sadly, at this time, you can't. But the future is vast and unknown.

How to send a video to someone

Last updated: 2018-06-11T20:47:21.000Z | <u>Online Version</u>

1. Select the photo that you would like to share.
2. Tap the share icon beneath the photo

   ⬆️

   . Your phone will provide you with varying options to either text or email your video. Select your preferred method of delivery.

How to share or download a moment

Last updated: 2018-06-11T20:48:34.000Z | <ins>Online Version</ins>

Got a spectacular video you want to share with your loyal minions? You're only two taps away from spreading the love.

1. Open the Kuri app
2. The home screen will show your most recent moments, or you can tap Collections to see all your moments
3. Select a moment, then select the share icon

   ⬆️

   to share the moment, or the download icon

   ☁️

   to save it to your device.

Floor Plan

How do I save and delete spots?

Last updated: 2018-06-13T23:25:02.000Z | <ins>Online Version</ins>

To create a new spot:

1. Open the Kuri App.
2. Select Live mode.
3. Select Override mode.
4. Drive Kuri to the new spot.
5. Select "+Current Spot" to add a new spot.

KURI TIP: Use the "Floor Plan" button in the bottomright corner to view the spots you've created so far.

KURI TIP: You can also add new spots while driving Kuri in<ins>Override Mode.</ins>

If Kuri isn't ending up where you expected him to, you may need to delete your original spot and make a new one. Follow these steps:

1. Open the Kuri App.
2. Go to Settings.
3. Go to Robot Settings.
4. Select Edit Floor Plan.
5. Select the spot you need to delete.
6. Hit the trash can icon. There is no need to remap after deleting a Spot, just hit the back button and you're all set.
7. Follow the steps for creating a new spot above.

KURI TIP: What are no-go zones? Once you've set up your floor plan, you may find areas in specific rooms that you'd rather Kuri avoid. For instance, the corner where you keep the litter box, or your modern dinette set if she's always running into the chairs. No-go zones allow you to tell Kuri to avoid these trouble spots, without changing your whole floor plan.

1. Open the Kuri App.
2. Select Robot Settings.
3. Select No Go Zones.
4. Take a look at your floor plan, and outline each area you'd like her to avoid.

KURI TIP: In order to move the box after you have drawn it, hold and drag the corners of the dotted box

How do I make my floor plan?

Last updated: 2018-06-11T20:57:47.000Z | <u>Online Version</u>

1. After the initial setup is complete, Kuri will move off her charger and turn left and right to start exploring her new home.

   KURI TIP: Make sure Kuri's box is out of the way before you start the Home Tour!
2. Using the directional arrows during the Home Tour, start driving around to allow her to learn the layout of her new home.

1. Drive her around each room, following along the walls and outlining any furniture you'd like her to avoid.
2. At the end of the Home Tour, drive Kuri back to face her charger. Once she sees it she'll take the reins and get herself situated.

   KURI TIP: If Kuri can't get onto the charger on her own, you can manually drive or even push her onto her dock, so long as you make sure her contacts end up touching the charger contacts.

3. Once Kuri returns home, "Review Floor Plan" will appear on the Kuri App screen. It may take a few minutes for the Floor Plan to load but patience is always rewarded :).
4. If you are pleased with Kuri's Floor Plan, select the "Looks Good" option. If not, select the "Go Back to Tour" option to continue mapping your home until you're satisfied.
5. Once your new Plan is saved, Kuri will start exploring on her own. When she sees something great, she'll start capturing <u>moments,</u> so take a look at her video stream to follow the action.

   KURI TIP: If there are private or uninteresting areas of your home you'd rather Kuri not explore, like your laundry room, bedroom, or the bathrooms, mark the entire room as a <u>no-go zone</u> so Kuri knows to steer clear.

KURI TIP: Your floor plan may not look like something out of an architect's office, because Kuri maps around obstacles like your furniture. So there could be a big empty rectangle in the middle of your bedroom (that's the bed!), but the general shape of the room should be fairly close to reality. If it isn't, have Kuri explore the room again.

What are spots?

Last updated: 2018-06-11T23:11:45.000Z | <u>Online Version</u>

Spots mark specific locations in your home, so Kuri knows where the action happens. When you ask him to meet you in the living room, for instance, he'll head to the spot you created there.

What's a floor plan?

Last updated: 2018-06-11T21:00:27.000Z | <u>Online Version</u>

The floor plan is the map Kuri makes of your home. It helps Kuri get her bearings, so she can be ready to capture <u>Kuri Vision moments</u> while you're busy enjoying your home life.

Troubleshooting

Reset

Manual factory reset

Last updated: 2018-06-19T18:54:59.000Z | <u>Online Version</u>

WARNING! This reset should only be performed if you're attempting to wipe your data from Kuri and return her to an original out-of-the-box state. If you're having errors connecting to Kuri, or odd Kuri behavior, try <u>restarting her</u> instead. If you're getting a "Kuri is Offline" message from the app, try<u>updating Kuri's Wi-Fi settings</u>.

If you've already used the "Reset and Remove from Account" option in the Kuri app, but for some reason, Kuri was offline and didn't receive the message, we'll need to do a manual factory reset. You'll know this is needed if Kuri still remembers your floor plan and responds to voice commands after the app.

1. Make sure Kuri is powered on.
2. Hold down the power button on Kuri's backside and the volume + button at the same time.
3. Hold both down for 5 seconds.

If this is successful, you should hear Kuri emit a power down sound, close her eyes, and go to sleep. While this is happening, Kuri's power light will be pulsing. The process isn't complete until the light stops pulsing and turns solid, you can now power Kuri off using the <u>battery power switch</u>. Your Kuri is reset and ready to be introduced to a new home.

Battery power switch

There is a battery switch located on Kuri's undercarriage. To do a power cycle, turn this switch off, wait a few seconds, then turn it back on.

KURI TIP: If you are transporting Kuri, or need to power her down for an extended period, make sure you turn her off using the power button first, then use the battery switch on Kuri's undercarriage.

How to restart Kuri

Sometimes we all need a fresh start, Kuri included.

1. Hold the power button on Kuri's back down for 3 seconds, until you hear Kuri going to sleep.

1. Release the power button. The power button light will pulse while Kuri is powering down. When it stops pulsing, the robot is off.

Press the power button again to turn Kuri back on.

KURI TIP: If Kuri is on the charger, the light won't turn off, so just wait a few seconds before restarting.

KURI TIP: This method does not put you at risk for data loss, so it should be your preferred method for powering Kuri down and restarting her.

I'm selling or giving away my robot

Last updated: 2018-06-19T16:46:48.000Z | <u>Online Version</u>

Simple enough! Follow the directions for performing a <u>factory reset</u> and you'll be good to go.

How do I save my data before I reset Kuri?

Last updated: 2018-06-18T20:13:07.000Z | <u>Online Version</u>

If Kuri is connected to Wi-Fi, your data is backed up automatically. If you want to save your account but wipe your robot, check in the app that all your moments are there. If they are, it means your data is protected.

I need to wipe my robot or do a manual factory reset

Last updated: 2018-06-19T18:44:40.000Z | <u>Online Version</u>

If you want to reset Kuri to factory settings, first make sure that Kuri is awake and connected to the internet, and that your Kuri Robot app is logged in.

KURI TIP: If Kuri is connected to Wi-Fi, your data is backed up automatically. If you want to save your account but return your Kuri to factory settings, check in the app that all your moments are there. If they are, it means your data is protected.

KURI TIP: If you are permanently removing Kuri from your account—if you want to sell or rehome her, for instance—<u>save any moments that are important to you</u> before you follow the steps below.

1. Open the Kuri Robot app.
2. Go to Settings.
3. Go to Robot Settings.
4. Press Reset and Remove from Account.

Kuri will be removed from your account, and the robot will wipe all of its data. It will be restored to factory settings.

KURI TIP: If you reset your robot while he was offline, you may need to perform a <u>manual factory reset</u> in order to fully delete Kuri from your account.

Account

How do I finish the authentication process?

Last updated: 2018-06-11T21:04:45.000Z | Online Version

If you're trying to log in andyour two-factor authentication code has expired, tap "request new code."

I forgot which email I used to create my account

Last updated: 2018-06-11T21:14:22.000Z | Online Version

You'll need to submit an online support request here, or by emailing support@heykuri.com.

How do I register my account?

Last updated: 2018-06-11T21:05:06.000Z | Online Version

When you first open the Kuri app, you'll see ascreen where you can log in, or create a new account. To create a new account:

1. Enter your first and last name, the email address you'd like to have associated with the account, and your password.
2. Tap the "Sign Up" button.
3. Check your email for a verification message.
4. Click the link in that email to verify your account.
5. Return to the app.
6. Enter your code to enable two-factor authentication, or tap "Skip" if you don't want to use this feature.

KURI TIP: Two-factor authentication is more secure, but it requires you to enter a verification code every time you log in.

Help, I'm locked out of my account

Last updated: 2018-06-11T23:05:31.000Z | <u>Online Version</u>

You can reach our team of support folks <u>here</u>, or by emailing support@heykuri.com.

Requesting a password reset

Last updated: 2018-06-11T23:05:47.000Z | <u>Online Version</u>

To reset your password:

1. Open the Kuri App.
2. Go to Settings.
3. Open your account by tapping your name and email address you used to register.
4. Tap Change Password.

Bluetooth Audio

I'm playing music from my device but don't hear anything through Kuri

Last updated: 2018-06-18T20:18:42.000Z | <u>Online Version</u>

It's time to get the party started and you have no beats? Trythese steps:

- Double check that Kuri's volume is turned up. You can find the volume control on Kuri's back, adjacent to the power button.
- Double check that your device is actually outputting to Bluetooth.
- Double check the volume settings on your phone.

Kuri won't pair with phone or tablet?

Last updated: 2018-06-11T20:54:52.000Z | <u>Online Version</u>

If you don't see Kuri listed on your list of Bluetooth devices, double check that she is ready to pair. After you give the voice command, "Hey Kuri," She should be looking up at you like she's listening, and her heart light should be shining blue. Try repeating her wake phrase while varying the pitch, cadence, or volume of your voice, until you get her attention. After the blue heart light appears, continue the voice command by saying "pair" or "pair with my device." While Kuri is pairing, you should see a swirling white heart light.

Visit <u>Bluetooth Setup</u> for more detailed instructions.

KURI TIP: If you want to pair an additional device, use the voice command "Hey Kuri, pair a new device."

KURI TIP: If you've paired more than one device to Kuri, or if you want to pair a new device, know that Kuri will look for the most recent device first.

Kuri won't connect to my phone or tablet after initial pairing

Last updated: 2018-06-11T21:05:37.000Z | <u>Online Version</u>

If this is the case, you might have gone out of Kuri's range, or he might have connected to another device. Give him the voice command "Hey Kuri, connect to my device" or try reconnecting with your phone's Bluetooth connection menu.

Voice Commands

Kuri doesn't understand what I'm saying

Last updated: 2018-06-13T23:57:10.000Z | Online Version

Make sure that you are using the wake phrase, "Hey Kuri," and waiting for the blue heart light to come on before you tell him what you want, what you really really want. Here are more tips for communicating with Kuri.

There was a delay when talking to Kuri

Last updated: 2018-06-18T20:12:34.000Z | Online Version

If Kuri seems quite slow to respond, there could be a few issues at play.

- It's possible that there's a problem with your Wi-Fi connection, or the internet could be down entirely.
- If Kuri doesn't understand what you want her to do, she could take a while to respond because she is listening for something she *does* understand.

KURI TIP: Try saying the command again, changing your cadence slightly.

Kuri won't do what I ask him to do

Last updated: 2018-06-13T23:27:26.000Z | <u>Online Version</u>

A few things could be at play here. If Kuri doesn't understand what you've said, or where you want him to go, he will let you know with a pulsing orange heart light and a confused sound.

If you issue a voice command while Kuri is offline, he makes a confused sound and pulses a red heart light twice.

Kuri might also shake his head no if someone else is controlling him with<u>Override Mode</u>. You'll see a purple heart light if this is the case. If you'd like him to stop, just say "Hey Kuri, stop." Then you can issue your own command.

Kuri doesn't hear "Hey Kuri"

Last updated: 2018-06-11T21:06:24.000Z | <u>Online Version</u>

If there's a lot going on in your environment, Kuri might have a hard time hearing your commands. These tips may help you connect with her:

- Try moving to a quieter environment before issuing commands.
- It may be tempting, but don't try to get right up in Kuri's face and shout. She listens best at a normal volume, with you standing about 4-6 feet away from her.
- If Kuri is moving aimlessly, try patting her on the head to get her to stop everything and start over.

Moments

Change when Kuri goes to take videos

Last updated: 2018-06-18T20:12:16.000Z | <u>Online Version</u>

You can set Kuri's schedule each day, defining when you'd like her to be awake, or even when you'd like to disable her ability to roam entirely.

1. Open the Kuri App.
2. Select Settings.
3. Select Robot Settings.
4. Select Schedule Settings.

Tell Kuri to go take videos now

Last updated: 2018-06-18T20:02:09.000Z | <u>Online Version</u>

If the party is hopping or the puppy is pulling out all the adorable tricks, you can put Kuri to work capturing moments on demand:

- Hey Kuri, go explore.
- Hey Kuri, take a video or take a picture.

KURI TIP: You can also record Moments straight from the Kuri App, using<u>Kuri Live</u> or <u>Override Mode</u>.

Tell Kuri to stop taking videos right now

Last updated: 2018-06-18T20:12:03.000Z | <u>Online Version</u>

We get it—some moments are best kept private. If you need some space, try some of the following:

- Hey Kuri, go home.
- Hey Kuri, close your eyes.
- Hey Kuri, stop.

There's no sound on the videos

Last updated: 2018-06-11T21:08:36.000Z | <u>Online Version</u>

That's because Kuri is a great listener, but she doesn't actually record sound!

How to retrieve a deleted video?

Last updated: 2018-06-11T21:07:43.000Z | <u>Online Version</u>

Actually, you can't! Once a moment has been deleted, it's gone for good! So think before you delete.

Floor Plan

Kuri looks a little lost

Last updated: 2018-06-13T23:59:30.000Z | <u>Online Version</u>

Even with the best of floor plans, it's easy to get a bit turned around from time to time. If Kuri seems to be wandering aimlessly, or if you notice a pulsing red heart light, there are a few things you can do to help her find her way home.

1. Ask Kuri what's wrong. You can just say, "Hey Kuri, are you lost?" If she nods yes, pick her up and place her back on the charger.
2. If she doesn't respond, make sure you are connected to the internet and review how to <u>talk to Kuri</u>.
3. If she's getting lost frequently, think about any changes you've made to your environment since the last time you did your floor plan. Did you replace a big piece of furniture? Did you move Kuri's charger? You might need to <u>redo your floor plan</u>.

KURI TIP: If Kuri isn't exploring and taking moments like he used to, he might be getting lost.

KURI TIP: If you find Kuri putting it in reverse all the time, he might be backing up because he's confused by dark shiny surfaces or patches of bright sunlight.

I want to add new rooms or spots to my floor plan

Last updated: 2018-06-13T23:25:31.000Z | Online Version

If you're happy with your floorplan overall, you can add new rooms or spots to help Kuri better navigate your space.

1. Open the Kuri App.
2. Select Robot Settings.
3. Select Edit Floor Plan.
4. Select Update Floor Plan.

KURI TIP: You can also add new spots by selecting "Add Current Spot" while using Override Mode.

KURI TIP: If you are adding a new room and a new spot at the same time, add the room first.

I don't like my floor plan and want to redo it

Last updated: 2018-06-11T21:09:06.000Z | Online Version

Resetting your floor plan because you aren't happy with it, or because you changed up the furniture is pretty easy.

1. Open the Kuri App.
2. Select Robot Settings.
3. Select Reset Floor Plan.
4. Follow the directions to create a new floor plan.

Kuri keeps running into things

Last updated: 2018-06-11T20:56:24.000Z | <u>Online Version</u>

Depending on your style, Kuri might have a hard time avoiding certain pieces of furniture. If it's happening on a regular basis, you can just set up a <u>no-go zone</u> over the offending object.

I need to tell Kuri to avoid certain areas

Last updated: 2018-06-18T20:16:44.000Z | <u>Online Version</u>

Once you've set up your <u>floor plan</u>, you may find areas in specific rooms that you'd rather Kuri avoid. For instance, the corner where you keep the litter box, or your modern dinette set if she's always running into the chairs. No-go zones allow you to tell Kuri to avoid these trouble spots without changing your whole floor plan.

1. Open the Kuri App.
2. Select Robot Settings.
3. Select No Go Zones.
4. Take a look at your floor plan, and draw a square in the area you'd like her to avoid.

KURI TIP: In order to move the box after you have drawn it, hold and drag the corners of the dotted box

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Kuri Robot app

How do I get to override mode?

Last updated: 2018-06-11T21:00:44.000Z | Online Version

Override mode allows you to take Kuri for a joyride, so you can drive her to a specific spot in the home, communicate with members of your household, or even take a video on demand!

1. Go to Kuri Live.
2. Tap Override in the top right corner.
3. When the driving controls pop up, take Kuri for a spin.

I'm getting too many notifications

Last updated: 2018-06-11T21:10:08.000Z | Online Version

We get it. No one wants to be inundated by notifications.

To turn off notifications for collections you're less interested in:

1. Open the Kuri app.
2. Select 'Settings.'
3. Select 'Notifications.'
4. Unselect the collections you are no longer interested in.

Nobody can hear me when I talk through Kuri

Last updated: 2018-06-18T20:17:10.000Z | <u>Online Version</u>

If this happens, you might be muted in the app.Go to the 'Talk through Kuri' tab by tapping on the small microphone icon. You should see sound waves that change based on your volume. If you don't, go ahead and tap the big microphone button to get on the air!"

KURI TIP: It's possible her volume is turned down. Look for the volume button on Kuri's back, and turn it up until people can hear you speaking through Kuri.

The app froze or won't open

Last updated: 2018-06-11T21:10:25.000Z | <u>Online Version</u>

If the Kuri app freezes, or won't start up, it's time to restart the app. Just force close and reopen it, and you should be on your way.

I don't see any moments that Kuri's captured

Last updated: 2018-06-18T20:16:21.000Z | <u>Online Version</u>

If you can't see any moments, it's possible that there's a problem with Kuri's Wi-Fi connection.

- Go to <u>Kuri Live</u>, and try to see through Kuri's eyes.
- If it doesn't successfully connect, Kuri is offline.
- Go to Robot Settings and select "Update Wi-Fi" to make sure she's connected to the right network.

KURI TIP: You have to be close to Kuri to update his Wi-Fi connection, as this is done via Bluetooth.

Kuri app requirements

Last updated: 2018-06-11T21:10:40.000Z | <u>Online Version</u>

Apple:
Is your iPhone less than 5 years old? Then you should be good!

- iOS 10 and above
- iPhone SE and later
- iPad Air and later

Android

- Android 6 (Marshmallow) and above

Wifi Issues

Kuri is offline and having trouble connecting

Last updated: 2018-06-19T18:47:59.000Z | <u>Online Version</u>

Don't fret! If Kuri is having trouble connecting to Wi-Fi, we need to give him a helping hand by updating his Wi-Fi settings.

1. Open up the Kuri App.
2. Tap the Settings icon in the bottom right corner.
3. Tap Robot Settings.
4. Tap Update Wi-Fi.

If your Kuri is having connectivity issues, usually indicated by a "Kuri is Offline" message in the app when attempting to access Kuri Live, this should do the trick. If not, you'll want to reach out to our friendly neighborhood robot support team at support@heykuri.com.

Does Kuri support mesh networks?

Last updated: 2018-06-18T20:10:43.000Z | <u>Online Version</u>

Kuri loves mesh networks! We aren't testing every type on the market, but Kuri generally plays well with others—including mesh networks.

Help, I can't connect to wi-fi

Last updated: 2018-06-11T20:45:22.000Z | <u>Online Version</u>

Kuri acts as a regular Wi-Fi device and will be susceptible to interference from other Wi-Fi devices. This can also occur if you're in a Wi-Fi dead spot in your home. Try moving Kuri closer to your router and reconnecting.

Why is Kuri so slow to respond?

Last updated: 2018-06-18T20:11:29.000Z | <u>Online Version</u>

You could be in a location in your home with a weak Wi-Fi signal. Try moving Kuri to a location closer to your router, then repeat your voice command again. If this happens frequently, you might look into getting a signal booster for your Wi-Fi.

KURI TIP: If you see a red light pulse twice after a voice command, Kuri might have lost her internet connection.

What network types doesn't Kuri support?

Last updated: 2018-06-18T20:11:07.000Z | <u>Online Version</u>

Kuri does not support hidden networks, where the SSID is not advertised, because he needs to be able to find the network to connect to it. He also doesn't support enterprise networks requiring login and password to connect.

Wifi Basics

Basic wi-fi requirements

Last updated: 2018-06-11T21:12:47.000Z | <u>Online Version</u>

Kuri's network requirements are pretty basic. She's designed to work with a typical home network setup. She'll need Wi-Fi to operate, and that coverage should extend wherever you want Kuri to go. So if there are known "dead spots" in your house, they will probably be an issue for Kuri as well. Basically, if your laptop and phone work on your home network, Kuri should do just fine. At a minimum, yours should include:

- A relatively modern Wi-Fi router (802.11 b/g/n)

- 2.4 or 5 GHz networks
- 0.5 Mbps upload bandwidth

For optimum performance, we recommend at least 3 Mbps of upload bandwidth.

Can I connect to Kuri when I'm away from the house?

Last updated: 2018-06-18T20:10:25.000Z | Online Version

Absolutely!

1. Start out by opening the Kuri Robot app.
2. Select the Kuri Live tab. If you are testing this out at home, you'll notice that Kuri's heart light turns purple when you've successfully connected. The purple light also lets other people know you are seeing through Kuri's eyes.
3. Enjoy looking through Kuri's eyes. You may see your home in a whole new light!

KURI TIP: Only one person can connect to Kuri Live at a time.

Can I connect to multiple networks in my house?

Last updated: 2018-06-11T21:13:23.000Z | Online Version

Yes, Kuri can handle that, but not simultaneously.

1. Start out by opening the Kuri Robot app.
2. Tap Settings.
3. Tap Robot Settings.
4. Tap Update Wi-Fi.
5. Connect Kuri to the desired network.
6. Repeat for additional networks.

There's no limit to the number of networks Kuri can remember!

Kuri the Adorable Home Robot

Wait till you see this ;)

Kuri romojis to try

Last updated: 2018-06-11T23:19:13.000Z | <u>Online Version</u>

Begin every command with "Hey Kuri …"

You'll know Kuri is listening to you when he looks up and shows his blue heart light. When you notice Kuri is listening, follow up with one of the following voice commands!

Cute Reactions

- I Love You
- Tell me a joke
- Bang, bang!
- How are you?
- How do I look?
- Good morning/afternoon/evening/hello/night
- Thank you
- Bye

Privacy and Security

Security

Privacy policy

Last updated: 2018-06-11T20:47:58.000Z | <u>Online Version</u>

PRIVACY STATEMENT FOR KURI DEVICE AND SERVICE

Robert Bosch Start-up Platform LLC, Series 1, dba Mayfield Robotics ("Mayfield Robotics," "we," "our," or "us"), the creators of the personal robot Kuri, is committed to protecting your privacy.

This Privacy Statement applies to information collected through the operation of your Kuri personal robot (together with all installed software, "Kuri"), including through the Kuri mobile application and software (the "App") and all related software, hardware, documentation, and hosted services (collectively with Kuri and the App, the "Service").

For additional information about how we collect, use, store, process, transfer, and disclose information in connection with our websites, including, without limitation, www.heykuri.com (our "Website"), and e-commerce services, please review our Website Privacy Policy.

By using your Kuri and the Service, you signify that you have read, understood, and agree to our collection, storage, use, and disclosure of your personal information as described in this Privacy Statement for Kuri Device and Service and our Terms of Service.

1. WHAT INFORMATION DOES THE SERVICE COLLECT AND HOW DO WE USE IT?

We collect information when you register, connect, and use the Service. We will use all the information we collect to operate, maintain, and provide to you the features and functionality of the Service, to communicate with you, to monitor and improve the Service and business, and to help us develop new products and services.

The categories of personal information we collect may include:

● Setup and profile information. When you register Kuri and set up your user account, we ask for personal information, which may include your name, phone number, email address, and other contact information, as well as information about your home and family. We use this information to create your account, to communicate with you, and to provide the Service.

● Video, image, and audio information. Your Kuri will collect, record, and process video and audio recordings, subject to your configuration and privacy settings, which are transmitted to the Service. We process this information to respond to your voice commands, analyze information to detect certain events or activities, and provide you email or in-app alerts and communications. This information is collected, processed, and retained so that you may access these recordings from your App or otherwise through the Service.

PLEASE NOTE: You are responsible for ensuring that your use of Kuri and the Service complies with all applicable laws in your jurisdiction, including laws relating to data privacy. For example, you may be required to notify visitors that you use Kuri to collect video, image, and audio data within your home. You confirm that your use of Kuri and the Service will not infringe on the data privacy rights of other individuals.

● Kuri Usage and Environmental Information. We collect information about your Kuri, such as the device identifier, battery life, and Kuri usage history, information about the actions you take to control your Kuri through the Service interface, and your settings and preferences. We also collect information through Kuri device sensors, such as location mapping and obstacle detection. We use this information to collect and analyze statistics and usage data, diagnose and fix technology problems, enhance device performance, and improve your experience.

2. ADDITIONAL INFORMATION AUTOMATICALLY COLLECTED THROUGH THE SERVICE

When you connect Kuri to the internet and/or access the Service through the App, we automatically collect certain types of information about how you access and use the Service as well as information about the tablet, smartphone or other mobile device(s) you use to access the Service through the App. This information may be combined with other personal information we collect directly.

The information collected automatically can include:

● Information about the tablet, smartphone or other device(s) you use to connect to the Service through the App, such as your IP address, browser type, internet or mobile service provider, platform type, device type/model/manufacturer, operating system, date and time stamp, a unique ID that allows us to uniquely identify your browser, mobile device, or account (including, for example, a persistent device identifier or an Ad ID), and other such information. We use this information to provide personalized content and

information, to perform analytics and detect usage patterns of the Service, to diagnose and fix technology problems, to detect or prevent fraud or other harmful activities, and to otherwise plan for and enhance the Service.

● Location information. We collect information about your location. If you provide the App access to location services on your device, we may collect location data through WiFi, wireless network triangulation, or other methods. We may also approximate your location based on your IP address. We use your location information to personalize the Service, to enhance your user experience, to perform analytics and better understand our users, and to improve the effectiveness of the Service, product sales, advertising, and customer service.

● Wi-Fi and Bluetooth information. We will ask for your Wi-Fi network name and password to connect your Kuri to the Service. We save this information so that you can access and control your Kuri through your mobile device, and so Kuri can connect with our servers to send and process information and to receive and download software updates. We also collect Bluetooth information to connect Kuri to your Bluetooth-enabled devices.

Please see our Website Privacy Policy to learn more about information we collect when you visit the Website.

3. HOW WE USE THE INFORMATION WE COLLECT

We use the information collected to provide, develop, and improve our products and services, diagnose and fix technology problems, respond to customer service requests, and otherwise enhance your user experience. We may use information to contact you and to make recommendations to you about products we think you may be interested in, or to ask you to participate in research or surveys about your experience with Kuri and the Service. We may use information in aggregate or in non-identified form to compile analytics, conduct research, and enhance and improve our technology, products, and services.

We may use third party service providers to perform some or all of these functions. These service providers are restricted from sharing your information in any form which may reasonably identify a specific individual or Kuri, except as necessary to perform their services for us.

4. HOW WE SHARE YOUR INFORMATION COLLECTED THROUGH KURI AND THE SERVICE

We may share your personal information with the following parties:

● Our affiliates and companies in the same group of companies as us: Our affiliates and subsidiaries (i.e., any organization or brand we own or control) or our ultimate holding company (i.e., any organization that owns or controls us) and any subsidiaries it owns. These companies may use your personal information in the same way as we can under this Privacy Statement.

● Third parties at your request. You may choose to share your information with your friends through email, text, or on various social media networks. For example, you may wish to share video content captured by your Kuri with your friends.

● Third party services you authorize. In the future, we may provide the option to connect with third party services through Kuri. If you choose to connect your Kuri to a third-party service, you authorize us to share information with that service and to collect information that service shares with us. Your information will also be subject to that third party's privacy policy and terms of service.

● Service providers and advisors: Third party vendors and other service providers that perform services for us, on our behalf, which may include the collection and processing of information collected through your Kuri and Service.

● Purchasers and third parties in connection with a business transaction. Personal information may be disclosed to third parties in connection with a Mayfield Robotics-related transaction, such as a merger, sale of Mayfield Robotics assets or shares, reorganization, financing, change of control, or acquisition of all or a portion of our business by another Mayfield Robotics or third party, or in the event of a bankruptcy or related or similar proceedings; and

● Law enforcement, regulators, and other parties for legal reasons. Third parties, as required by law or subpoena, or if we reasonably believe that such action is necessary to (a) comply with the law and the reasonable requests of law enforcement; (b) to enforce our Terms of Service or to protect the security or integrity of our Service; and/or (c) to exercise or protect the rights, property, or personal safety of Mayfield Robotics, our visitors, or others.

We may also share information with others in an aggregated or de-identified form that does not reasonably identify you directly as an individual.

5. YOUR CHOICES AND CONTROL OVER YOUR INFORMATION

Profile and data sharing settings. You may update certain of your profile information in the App settings.

Email preferences. You can stop receiving promotional email communications from us by clicking on the unsubscribe link provided in such communications. We make every effort to promptly process all unsubscribe requests. You may not opt out of service-related communications (e.g., account verification, transactional communications, changes/updates to features of the Service, or technical and security notices).

Modifying or deleting your information. If you have any questions about reviewing, modifying, or deleting your information, you can contact us directly at support@heykuri.com. We may not be able to modify or delete your information in all circumstances. For example, if information has been aggregated or is otherwise non-identified or not associated with your account or your Kuri, or information we are required to maintain for legal or business record-keeping purposes.

Location data: You may control location tracking by adjusting your location services settings in the App settings. We may continue to approximate your location based on your device IP address when you access the Service.

6. HOW WE STORE AND PROTECT YOUR INFORMATION

Data storage and transfer. The Service is intended only for use in the United States and you may not be able to access the Service from a location outside the United States. Your information collected through our Service will be stored and processed in the United States or any other country in which Mayfield Robotics or its affiliates or service providers maintain facilities.

Keeping your information safe. Security of your information is very important to us, and we have put in place safeguards to preserve the integrity and security of information we collect and that we share with our service providers. However, no security system is impenetrable, and we cannot guarantee the security of our systems 100%. You use the Service at your own risk. In the event that any information under our control is compromised as a result of a breach of security, we will take reasonable steps to investigate the situation and, where appropriate, notify those individuals whose information may have been compromised, in accordance with any applicable laws and regulations.

7. CHILDREN'S PRIVACY

Mayfield Robotics does not knowingly collect or solicit any information from anyone under the age of thirteen (13) through the Service. In the event that we learn that we have inadvertently collected personal information from a child under the age of thirteen (13), we will delete that information as quickly as possible. If you believe that we might have any information from a child under thirteen (13), please contact us at support@heykuri.com.

8. YOUR CALIFORNIA PRIVACY RIGHTS

If you are a California resident, California Civil Code Section 1798.83 permits you to request information regarding the disclosure of personal information to third parties for their direct marketing purposes during the immediately preceding calendar year. You may make one request each year by emailing support@heykuri.com or writing to us at 400 Convention Way, Redwood City, California 94063.

9. LINKS TO OTHER WEBSITES AND SERVICES

The Service may contain links to and from third party websites of our business partners, advertisers, and social media sites, and our users may post links to third party websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for their policies. We strongly recommend that you read their privacy policies and terms and conditions of use to understand how they collect, use, and share information. We are not responsible for the privacy practices or the content on the websites of third party sites.

10. HOW TO CONTACT US

If you have any questions about this Privacy Statement, please contact customer service by emailing support@heykuri.com.

11. CHANGES TO OUR PRIVACY STATEMENT

We may modify or update this Privacy Statement from time to time to reflect the changes in our business and practices, and you should review this page periodically. We will update the "last modified" date at the bottom of this page when we post changes to this Policy. If you object to any changes, you may close your account. Continuing to use our Service after we publish changes to this Privacy Statement means that you are consenting to the changes.

This privacy statement was last modified on December 20, 2017.

Effective date: December 20, 2017.

What happens to my deleted moments?

Last updated: 2018-06-11T23:09:50.000Z | <u>Online Version</u>

Once you delete a moment, it will be permanently deleted from your cloud account. Recovery isn't possible, so be careful when deciding which moments to delete!

Are my videos protected?

Last updated: 2018-06-11T23:10:05.000Z | <u>Online Version</u>

Absolutely! Your privacy is important to us so your videos are protected with 256-bit AES encryption.

Can my robot be hacked?

Last updated: 2018-06-11T23:10:21.000Z | <u>Online Version</u>

While no hardware manufacturer or software developer can answer this question with a definitive "No!", we are taking every measure possible to protect your privacy and prevent unauthorized access to your account and robot.

First of all, only Kuri can access her own media. So even if a nefarious, moustache-twirling supervillain had physical access to your Kuri, they wouldn't be able to view your moments or take control of your machine.

There are no known vulnerabilities that allow your robot to be accessed remotely. Our over-the-air update mechanism is protected, and your Wi-Fi credentials and Moments are encrypted.

Camera Privacy

How do I know if someone is using Kuri to spy on me?

Last updated: 2018-06-18T20:18:03.000Z | <u>Online Version</u>

When the purple heart light is on, that means someone is using Kuri Live. If you would prefer not to be seen in that moment, just say "Hey Kuri, Stop."

All communications between the robot and the cloud are encrypted, so unauthorized access to your Kuri Live stream is highly unlikely.

How will I know when Kuri is watching me?

Last updated: 2018-06-18T20:09:43.000Z | <u>Online Version</u>

Anytime Kuri is capturing a moment she flashes a white heart light and makes a sound.

Voice Privacy

How does Kuri know I'm speaking to her?

Last updated: 2018-06-18T20:01:42.000Z | <u>Online Version</u>

Kuri listens for her wake phrase, "Hey Kuri." After that she knows you're talking to her,she'll start paying attention. Once she hears a <u>voice command</u> she'll head out to complete her mission!

Does she transcribe everything I say somewhere?

Last updated: 2018-06-11T23:11:09.000Z | <u>Online Version</u>

Nope. Kuri doesn't pay attention unless he hears "Hey Kuri" first, and he keeps no record of the voice commands he receives.

Does Kuri listen to everything I say?

Last updated: 2018-06-18T20:09:04.000Z | <u>Online Version</u>

Her microphones are always active so she can always hear her wake phrase, "Hey Kuri," but she isn't actively paying attention unless she hears her wake phrase first.

Orders and Accounts

Account

Have a question about your account, you've come to the right place, let us be accountable for your account...

How do I log in?

Last updated: 2018-06-11T23:06:11.000Z | <u>Online Version</u>

To login to your account:

1. Open the Kuri Robot app.
2. Enter the email address associated with the account.
3. Enter the password you created during registration.
4. If prompted, enter the two-factor authentication code sent via text to the main phone number associated with the account.

How do I finish the two step authentication process?

Last updated: 2018-06-11T21:13:50.000Z | <u>Online Version</u>

If you're trying to log in and your two-factor authentication code has expired, tap "request new code."

How do I create an account?

Last updated: 2018-06-11T20:53:12.000Z | <u>Online Version</u>

When you first open the Kuri Robot app, you'll see ascreen where you can log in, or create a new account. To create a new account:

1. Enter your first and last name, the email address you'd like to have associated with the account, and your password.
2. Tap the "Sign Up" button.
3. Check your email for a verification message.
4. Click the link in that email to verify your account.
5. Return to the app.
6. Enter your code to enable two-factor authentication, or tap "Skip" if you don't want to use this feature.

KURI TIP: Two-factor authentication is more secure, but it requires you to enter a verification code every time you log in.

Shipping

The first Kuri was delivered by a stork. It's more efficient these days.

Can you ship to a P.O. Box or APO/ FPO address?

Last updated: 2018-06-14T00:03:31.000Z | <u>Online Version</u>

Unfortunately, not at this time.

Can I have my order shipped to a friend who resides in the US and ask them to ship it to me internationally?

Last updated: 2018-06-11T20:39:36.000Z | <u>Online Version</u>

We highly advise against doing so. Kuri will not be able to function abroad at all since he will need to be connected to a US-based network. Additionally, privacy laws differ from country to country which we need to comply with before we can send Kuri to see the world.

As much as we'd love Kuri to be in more homes around the world, we just want to make sure we do it right and make sure you (and everyone else) is happy when Kuri arrives.

Are you accepting international orders?

Last updated: 2018-06-11T23:06:31.000Z | <u>Online Version</u>

We do want Kuri to see the world but, unfortunately, she's not quite ready to do so yet. Kuri will not be able to function internationally since he will need to be connected to a US-based network. Also, due to constraints that vary from country to country, we would need to comply with them before we can send Kuri to see the world.

Pre-order

Have questions about purchasing? Look no further.

Does the price include taxes and shipping and handling?

Last updated: 2018-06-11T23:07:32.000Z | Online Version

The price does not include taxes or shipping and handling fees. Once we are ready to ship your Kuri, we will send you another notification to collect your final payment which will include taxes and shipping and handling fees.

How can I make changes to my order?

Last updated: 2018-06-11T23:08:08.000Z | Online Version

Fret not! Send a message to our Kuri Experience team at support@heykuri.com and they can help you make the necessary changes.

Can I cancel my preorder?

Last updated: 2018-06-11T23:07:47.000Z | Online Version

We all change our minds sometimes. We offer a full refund of your pre-order at any time up to your ship date. Reach out to our Kuri Experience team with your transaction ID and they would be happy to help you.

I didn't receive an order confirmation email, what do I do?

Last updated: 2018-06-11T23:08:37.000Z | Online Version

Our Kuri Experience team is really into detective shows, so they will certainly find a way to track down your order! Just send them a message at support@heykuri.com.

How will you collect the remaining balance?

Last updated: 2018-06-11T23:09:00.000Z | Online Version

We will send you another email notification to collect the remaining balance while re-confirming your shipping address.

How much does Kuri cost?

Last updated: 2018-06-18T20:10:03.000Z | Online Version

Reserve your Kuri for $899 USD through our site. We only require a downpayment of $100 USD, and the remaining balance of $799 USD plus taxes and shipping and handling fees will be due once we are ready to ship your Kuri.