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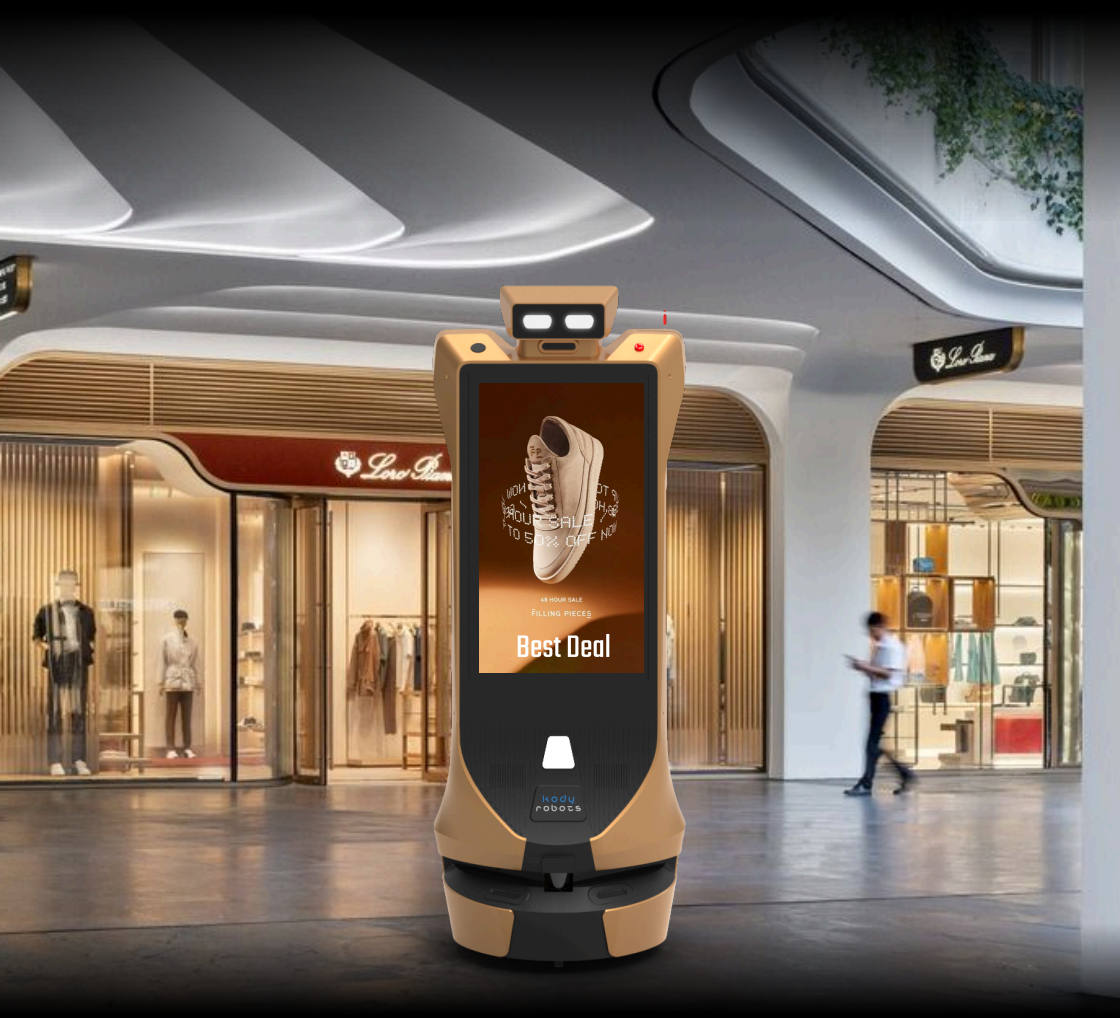
ODIGO

Support & Maintenance

Autonomous Advertising Robot



Maintenance & Troubleshooting

To ensure Odigo performs reliably and safely in live environments, operators must follow routine maintenance practices and know how to respond to common technical issues. This section outlines actionable checks, error handling, and system-level recovery methods.

1.1 Daily Maintenance Checklist

Perform the following checks at the **start and end of each operational day:**

Functionality	Description
Battery Level Check	Ensure Odigo is charged to at least 60% before peak hours. Auto-dock if battery is <20%.
Screen Inspection	Confirm the ad panel is on, responsive, and showing the correct content.
LIDAR & Sensor Clean-Up	Wipe front and side LIDAR sensors gently with a microfiber cloth. Dust may affect navigation.
Caster Wheel Check	Rotate the wheels to check for any hair, dirt, or debris that may cause misalignment.
Tray Sanitation	Clean the trays using a food-safe surface disinfectant before meal delivery sessions.
Network Reconnection	If using server mode, verify that the robot is connected to Wi-Fi and DMS.
Error Code Display	Ensure no error codes are flashing on the controller panel. Refer to Appendix A if any appear.

Log these checks in a maintenance sheet if used in multi-shift environments.

1.2 Common Errors and Solutions

Odigo includes built-in error prompts on its controller panel and screen. Below are the most frequently encountered errors and how to resolve them.

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Error: “Navigation Failure”

Cause:

- Route point not reachable
- Obstruction in path
- Floor reflection or poor lighting

Solution:

- Clear obstacles from the route
- Reboot Odigo and retry the route
- If error persists, recalibrate the affected point (See Section 7.4)

Error: “Charging Failed”

Cause:

- Charging station misaligned
- Charging port or base pin not contacting

Solution:

- Manually push Odigo 5–10 cm forward/backward on the dock
- Check for dust or dirt on metal contacts
- Restart charging module from the controller panel

Error: “Motor Overload / Stall Detected”

Cause:

- Weight imbalance
- Wheel obstruction or uneven surface

Solution:

- Move Odigo to an even surface
- Restart and monitor for repeated alerts

Error: “Panel Not Connected” (Ad Display)

Cause:

- Disconnection from AdRemote
- Wi-Fi failure in server mode

Solution:

- Reconnect using pairing QR code (see Section 9.2)
- For server deployments, verify Wi-Fi and server login
- If still offline, restart panel manually

Error: “Sensor Blocked”

Cause:

- LIDAR or obstacle sensor dirty or obstructed

Solution:

- Clean sensors gently with microfiber cloth
- Avoid direct light/glare on sensors
- Restart if issue persists

Note: For unresolved issues, always check the **Error Code List in Appendix A** for additional context and support escalation.

1.3 Repositioning and Recalibration

If O loses orientation, drifts off-route, or fails to return to a known point, follow this guide to **reposition and recalibrate** the system safely.

When to Recalibrate:

- After a major collision or physical relocation
- When Odigo fails to align with route points or charging dock
- If “Position Lost” or “Unable to Navigate” errors appear frequently

Step-by-Step: Repositioning Odigo

01) **Power OFF Odigo.**
Hold the power button until the screen turns off and the lights dim.

02) **Physically Move Robot to a Known Position.**
Place it in front of a mapped reference point (like a dock or labeled stop).

03) **Power ON and Observe Screen.**
Wait for the system to boot and check if the map re-aligns automatically.

If the system recognizes its position, you're done. If not, proceed to recalibration.

Tips:

- Avoid recalibrating near reflective floors or heavy glass.
- Use **Tag-based recalibration** over manual if available—it’s faster and more precise.
- Always save progress before restarting map mode.

1.4 System Updates and Recovery

To ensure stability, compatibility, and access to new features, Odigo's software and control systems must be kept up to date. This section explains how to perform updates, recover the system in case of failure, and reset core modules.

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1.4.1 System Update (OTA)

OTA = Over-the-Air Update (no cable needed)

Steps:

01) Connect Odigo to a **stable Wi-Fi network.**

02) Navigate to the **Dashboard Panel → Settings → System.**

03) Tap **"Check for Updates".**

04) If an update is available, tap **"Download & Install".**

05) Wait for reboot. Do **not power off** during the process.

Updates may include performance enhancements, bug fixes, or new operation modes.

1.4.2 Factory Reset (Use with Caution)

Only use this when instructed by the Falcon Tech Robotics support team.

Warning:

Factory reset will erase:

- All maps, routes, schedules
- Dashboard settings
- Ad panel content and pairings

How to Reset:

- From Dashboard → Admin Settings
- Tap **"Factory Reset"**
- Confirm with password and wait for reboot

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