



MANTAROBOT™ TELEME

Robot Application Update Instructions



MantaroBot™

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Table of Contents

1	Updating the Robot Application	4
1.1	Access MantaroBot TeleMe Main Page	4
1.1.1	ACCESS MANTAROBOT TELEME MAIN PAGE from TeleGo Controller:	5
1.1.2	ACCESS MANTAROBOT TELEME MAIN PAGE:.....	5
1.1.3	ACCESS MANTAROBOT TELEME MAIN PAGE from the Controller Application:	9
1.2	Updating the Software.....	10
1.3	Using Manual Software Update.....	13

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Version	Date	Change Summary
1.0	02/21/2014	Initial Customer Release
1.1	03/05/2014	<ul style="list-style-type: none"> - Added information on updating software using TeleGo controller - Added information on Manual Update process
1.2	01/02/2015	<ul style="list-style-type: none"> - Added special instructions regarding upgrading your TeleMe from a Robot Application version 3.5 or lower. - Updated screenshots for changes unrelated to this document - TeleMe Configuration link moved from Robot Settings tab to Controller Settings tab
1.3	04/24/2015	<ul style="list-style-type: none"> - Config mode now accessible by double-pressing push-button on the head.

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NOTE: If you are upgrading a TeleMe with Robot Application version 3.5 or lower, please note there are additional instructions in this document that were not previously required.

NOTE: If the TeleMe is being used in a closed network (e.g. TeleMe can not access external Internet) and an upgrade is required, please contact MantaroBot to first obtain an upgrade package.

1 Updating the Robot Application

To upgrade the Robot Application in your TeleMe there are two major steps. The first is to “Access MantaroBot TeleMe Main Page” webpage described in Section 1.1 and the second is “Updating the Software” described in Section 1.2.

1.1 Access MantaroBot TeleMe Main Page

To update the TeleMe’s software, access the MantaroBot Robot application main web page via a web browser. The main webpage provides status and sub menu links. Accessing the TeleMe’s web pages can be done one of three ways:

First Method: This method is the easiest and is performed using the web-based controller, the [MantaroBot TeleGo Controller](http://www.mantarobot.com/telego) (www.mantarobot.com/telego), to dial into the TeleMe. Follow the steps in Section 1.1.1 “**ACCESS MANTAROBOT TELEME MAIN PAGE from TeleGo Controller**” if the following list of requirements are met:

- The current Robot Application version on your TeleMe must be 2.7 or greater
- A user with administrator privileges must perform the update
- The computer or device used to dial into the TeleMe must be on the same LAN network as the TeleMe (could be connecting via a VPN connection but will require someone local to the TeleMe to reboot it once the update is complete)
- The TeleMe is already configured and ready to accept calls
- The network that the TeleMe is configured for has external internet access

Second Method: This method is performed by having physical access to the TeleMe. This method can also be used if the “Manual Software update process” is required. Follow the steps in Section 1.1.2 “**ACCESS MANTAROBOT TELEME MAIN PAGE**” if the following list of requirements are met:

- A user with administrator privileges must perform the update
- The network that the TeleMe is configured for has external internet access (not required if using Manual Software update process).

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- To use Manual Software update process, the current Robot Application version on your TeleMe must be 2.3 or greater. If your TeleMe has an older version contact MantaroBot support.

Third Method: This method is performed using the desktop controller to dial into the TeleMe. Follow the steps in Section 1.1.3 “**ACCESS MANTAROBOT TELEME MAIN PAGE from the Controller**

Application” if the following list of requirements are met:

- A user with administrator privileges must perform the update
- The Windows computer used to dial into the TeleMe must be on the same LAN network as the TeleMe (could be connecting via a VPN connection but will require someone local to the TeleMe to reboot it once the update is complete)
- The TeleMe is already configured and ready to accept calls
- The network that the TeleMe is configured for has external internet access

1.1.1 ACCESS MANTAROBOT TELEME MAIN PAGE from TeleGo Controller:

1. Using the [MantaroBot TeleGo Controller](#), call the desired TeleMe for upgrading.
2. Click on the ‘Settings’ button and click on ‘TeleMe Configuration’ link (controller settings tab).
3. Go to Section 1.2 “Updating the Software”.

1.1.2 ACCESS MANTAROBOT TELEME MAIN PAGE:

1. Power ON the MantaroBot TeleMe and wait a few minutes for the LED on the head of the TeleMe to be lit solid on (configured for a WiFi network) or blink fast many times followed by a pause (not configured for a WiFi network)
2. Locate the Configuration Mode switch (push-button switch) near the left motorized wheel and press it one time (applies to only TeleMe). If you have a TeleMe 2 (or TeleMe with newer software) quickly double-press the Power ON/OFF button on the head of the MantaroBot to place it into Configuration Mode. After a few moments, there should be an audible series of beep-tones indicating the button was pressed. The LED will be solid on until either the TeleMe enters Configuration Mode successfully or fails. If the TeleMe enters Configuration Mode successfully the LED will blink (repeating pattern: two blinks and a pause). If it does not, the LED will blink fast many times followed by a pause (same sequence as when TeleMe is powered and has no WiFi connection). If the TeleMe does not go into Configuration Mode, power off the TeleMe and go back to Step 1.

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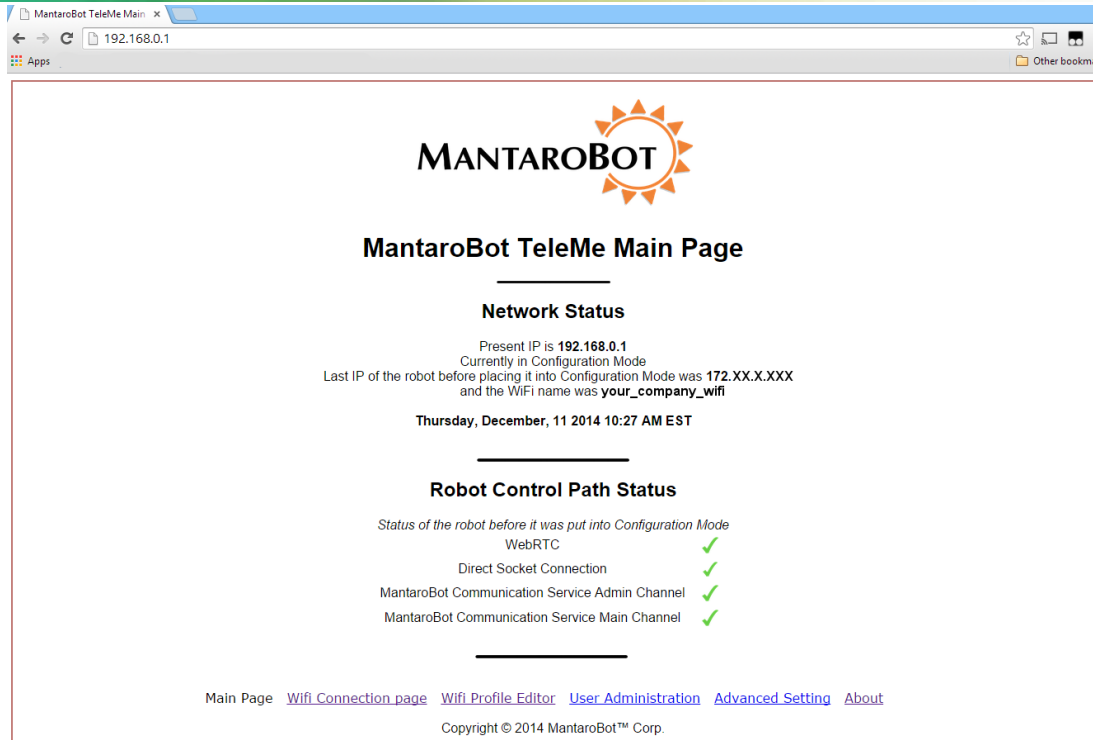
3. Using a WiFi capable tablet, smartphone, or a computer, browse for available wireless connections in your area. *(If you plan to use the manual software update process, the WiFi capable device you use will need to have the update package file that was provided by MantaroBot support.)* Make sure the computer or device's WiFi is enabled, and then look for the connection named "MantaroBot-TeleMe_<#>". The <#> at the end of the name will be the TeleMe device's serial number. Select this connection. It is open/unsecure and requires no password credentials to connect. This is a wireless access point (network) hosted by the TeleMe itself and will be used only temporarily for configuration.
4. Once the WiFi connection is established, open a web browser on the device used in Step 3 above, type <http://192.168.0.1> in the address bar, and hit Enter. The browser will show the MantaroBot TeleMe main page. Note: On this wireless network that is hosted by the TeleMe in Configuration Mode, the above IP address will always be the same.
5. Skip to Section 1.3 if you have obtained an update package file from MantaroBot support and are performing a manual software update process.
6. Write down the IP address of the Last IP address and WiFi network that your TeleMe was connected to as shown below. (Note: Your current version may not display the necessary information below [e.g. the previous WiFi name] but you may already know this information. If you do not, then please use the **FIRST METHOD** or **THIRD METHOD** described in Section 1.1 or contact MantaroBot Support.)

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7. Click on the WiFi Connection page tab and select the WiFi network that was last used. You may be asked to enter in your admin username and password when clicking "Connect".
8. Now, reconnect the computer or device used in Step 3 to the same WiFi network the TeleMe was just configured to in Step 6.
9. In a web browser on the above computer or device, enter the IP address noted in step 5 and you should again see the TeleMe Main Web page as shown below. In some cases the IP address of the TeleMe may have changed from what it used last and the web page below will not appear. If that occurs, this method of updating the software will not work. Use the **FIRST METHOD** or **THIRD METHOD** described in Section 1.1.

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MantaroBot TeleMe Main Page

Network Status

Present IP is 172.XX.X.XXX
Presently connected to **your_company_wifi**

Friday, November, 14 2014 01:06 PM EST

Robot Control Path Status

WebRTC	✓
Direct Socket Connection	✓
MantaroBot Communication Service Admin Channel	✓
MantaroBot Communication Service Main Channel	✓

Main Page [Wifi Connection page](#) [Wifi Profile Editor](#) [User Administration](#) [Advanced Setting](#) [About](#)

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10. Go to Section 1.2 “Updating the Software”.

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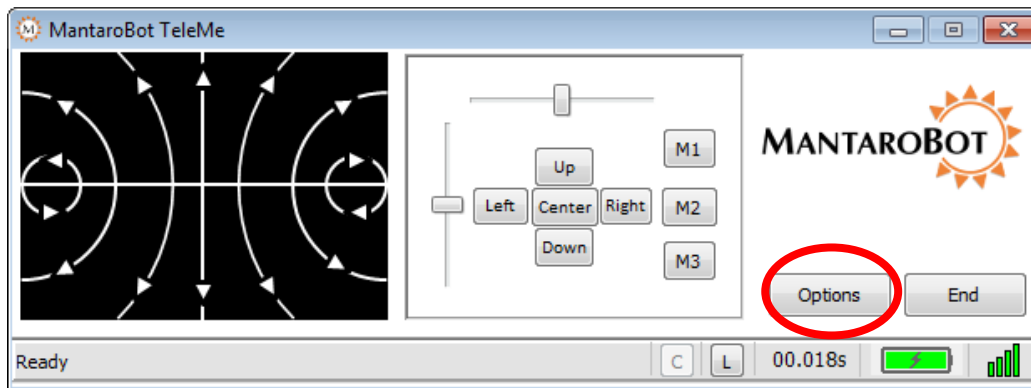
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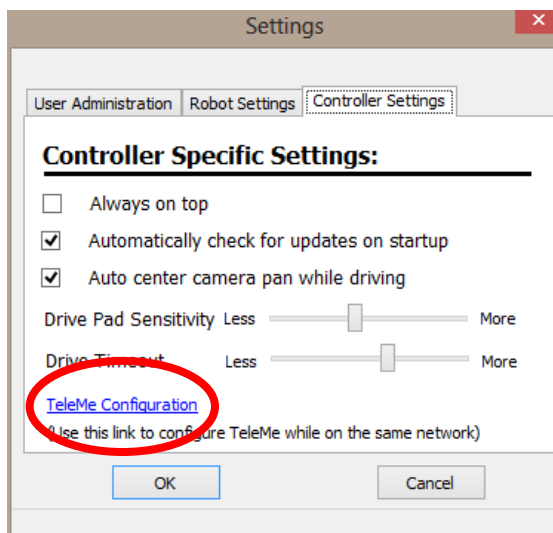
1.1.3 ACCESS MANTAROBOT TELEME MAIN PAGE from the Controller

Application:

1. Using the MantaroBot Controller application, call the desired TeleMe for upgrading. (The user connecting to the TeleMe must have administrator level access and also be on the same LAN network as the TeleMe).
2. Click on the 'Options' button and select 'Robot Settings'.



3. The Configuration web pages of the TeleMe can now be accessed by clicking on the "TeleMe Configuration" link. This will launch the web browser on your computer.



4. Go to Section 1.2 "Updating the Software".

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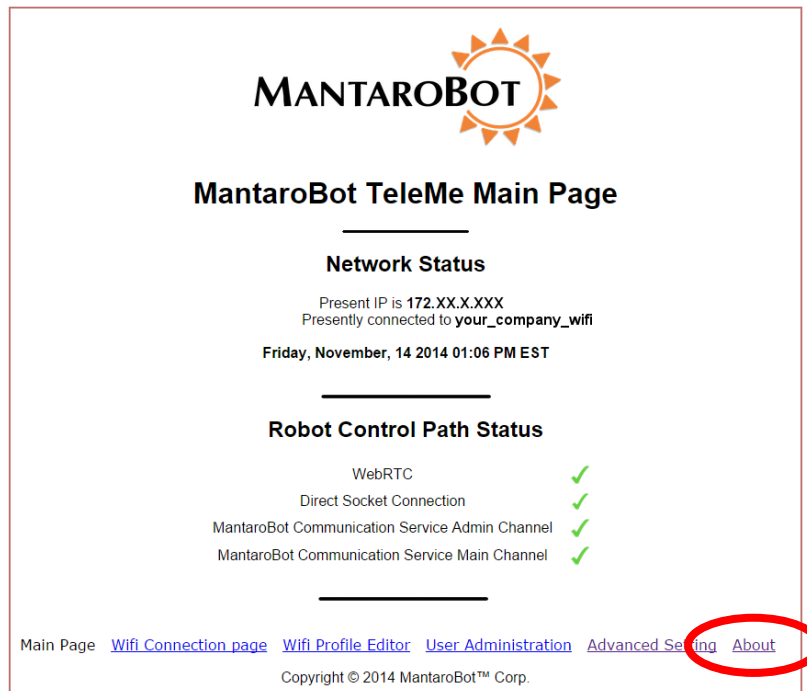
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1.2 Updating the Software


After using one of the methods described in the previous section, your web browser window should look like similar to the one below.

1. Click on the “About” link to access the About sub menu.



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2. In the web page that appears, click on the “Check for updates” link. If the TeleMe already has the latest version, a notification window will pop up stating this.



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Robot Info

MantaroBot Serial Number: mantarobottleme35
Robot Application Version: 2.9
Firmware Version: 0C
Hardware Revision: 0D
MantaroBot Hardware Serial Number: 35

Accessories

Motorized Pan - Present
Laser Pointer - Present
Multiple Wifi Radio - Absent

[MantaroBot support site](#)
[Check for updates](#)
[Manual Software Update](#)

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3. If a newer version of the software is available, a new link will be presented to “Download and Install Updates” as shown below. When the link is clicked the software will be downloaded and installed automatically. You may be asked to enter in your admin username and password.
(NOTE: If you are upgrading from version 3.5 or lower, skip to step 4). Once the software has successfully installed a message will appear in your browser. Once the software has been upgraded turn the TeleMe power off and then back on using the push button on the device holder. The Robot Application in your TeleMe is now updated. STOP HERE!



Robot Info

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MantaroBot Hardware Serial Number: 35

Accessories

Motorized Pan - Present
Laser Pointer - Present
Multiple Wifi Radio - Absent

[MantaroBot support site](#)
[Check for updates](#)
[Download and Install Updates](#)
[Manual Software Update](#)

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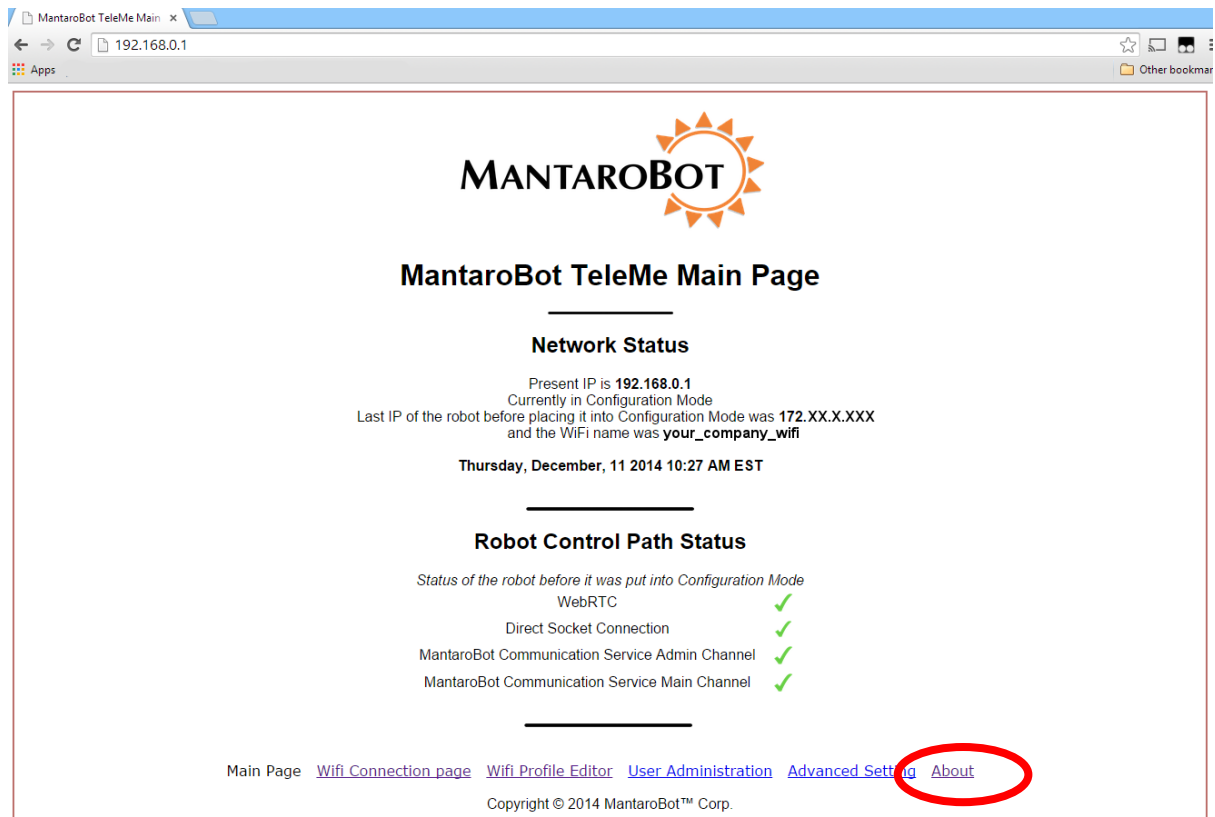
4. After the TeleMe completes this initial partial update, it will automatically reboot and end up with a solid green LED on the holder.
5. Now, rerun steps 1, 2, and 3 (without skipping to Step 4) in this section to complete the update. Depending on your internet connection speed, this step could take 30 minutes or longer.

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1.3 Using Manual Software Update

At this point your web-browser window should look similar to the one below.

1. Click on the “About” link to access the About sub menu.




2. Click on the “Manual Software Update” link as shown in the picture on the following page. You may be asked to enter in your admin username and password. If your current Robot Application version is 2.3 through 2.8, the “Manual Software Update” link will not be shown. Instead, point your web browser to the following address: <http://192.168.0.1/update.php> and you will see the page listed in Step 3 on the following page.

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- Click on 'Choose File' and point to the location of the update package. Enter the MD5 Signature provided by MantaroBot support and click 'Update'.



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MantaroBot Software Update Page

Choose a file to upload: No file chosen
 MD5 Signature of the File:

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4. **(NOTE: If you are upgrading from version 3.5 or lower, skip to step 6).** Once the software has successfully installed a message will appear in your browser. Once the software has been upgraded turn the TeleMe power off and then back on using the push button on the device holder. If you were doing the upgrade remotely using a VPN connection, you will have to get someone local to the TeleMe to power it off and on. The Robot Application in your TeleMe is now updated.
5. You may need to configure the TeleMe for a WiFi network in your facility if this has not already been done before. Refer to the full TeleMe User Guide for more information. STOP HERE!
6. After the TeleMe completes this initial partial update, it will automatically reboot and end up with a solid green LED on the holder.
7. Now, rerun steps 1, 2, 3, 4 (without skipping to Step 6), and 5 in this section to complete the update.

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