SONY
Help Guide

ENTERTAINMENT ROBOT
ERS-1000

This Help Guide is provided to help you when you have issues or questions in the course of your life with aibo.
The information contained in this Help Guide is provided based on the assumption that aibo's system software and the My aibo app are updated to their latest versions.

Locating parts and controls

aibo

- Movable body parts
- Sensing features on aibo's body (Sensors, Cameras, Microphones)
- Features on aibo's body surface (Button, LEDs, Pins)
- Features inside aibo's body (Button, Switch, SIM card slot)

Charging station

Accessories

Getting ready for your life with aibo

Getting the charging station ready

- Where to place the charging station

Setting up the charging station

Turning on/off aibo

Turning on aibo

Putting aibo into sleep mode/turning off aibo

Turning off aibo forcibly in the event of emergency

Setting up aibo (Product registration with your My Sony is completed before delivery)

Setting up aibo (Product registration with your My Sony is not completed before delivery)

Adding a second and subsequent aibo products (Product registration with your My Sony is completed before delivery)

Adding a second and subsequent aibo products (Product registration with your My Sony is not completed before delivery)

Raising aibo

Getting to know aibo

Getting to know aibo better

aibo's desires and emotions

aibo's growth and change

aibo's personality

Checking the status LED for the state of aibo

Interacting with aibo

Picking up and taking aibo to somewhere else

Showing an object to aibo

Talking to aibo

Telling aibo to take a photo

Examples of the phrases that aibo can understand

Touching aibo

Touching aibo

Teaching aibo a trick by moving the front paws

Charging aibo's built-in battery

Charging aibo's built-in battery with the charging station

Charging aibo's built-in battery with the charging stand

Letting aibo charge the built-in battery on its own (Self-charging)

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My aibo app screen for smartphones

- Home screen of the My aibo app for smartphones
- Displaying the aibo menu

My aibo app screen for computers

Setting up aibo

- Setting up aibo (Product registration with your My Sony is completed before delivery)
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Connecting aibo through a Wi-Fi network

- Connecting aibo to the Wi-Fi network for Internet access
- Using the SSID (network name) for Wi-Fi network connection
- Deleting the Wi-Fi settings

Updating aibo's system software

- Checking for latest updates to the system software
- Updating the system software automatically

Restoring aibo to the default state (Initialization)

Notes on use/specifications

Notes on use

About Software

About the Wi-Fi Features and the Specific Absorption Rate (SAR) for aibo

Specifications

Trademarks and copyrights

Transferring/disposing of aibo

- Transferring aibo
- Disposing of aibo

Frequently asked questions/contact information

Frequently asked questions

- What if aibo seems to have an issue?
- What if the status LED flashes in red?
- What if the ear comes off from the body?
- What if the tail comes off from the body?
- Viewing the contract information

Contact information

Warranty card and follow-up services

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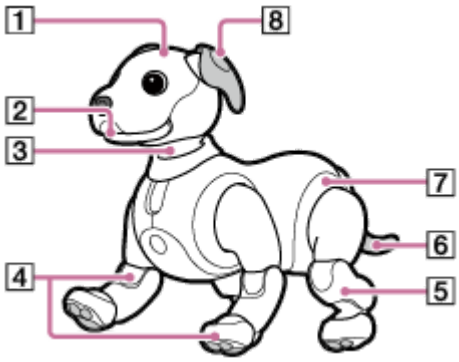
Movable body parts

aibo has a total of 22 joints (technically called 22 degrees of freedom) and these joints allow aibo to show a wide variety of actions to express how it feels or what it wants.



1. Head
2. Mouth
3. Neck
4. Front paws
5. Back paws
6. Tail
7. Waist
8. Ear

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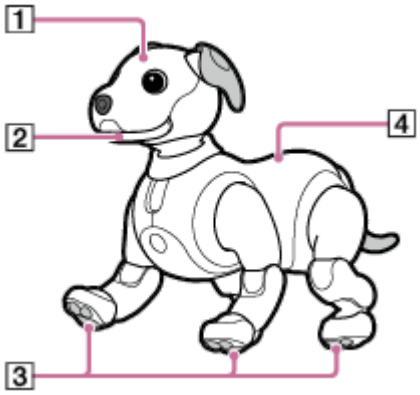
Sensing features on aibo's body (Sensors, Cameras, Microphones)

aibo has the features to determine what is going on around it. These features are equivalent to some of the senses of humans and animals.

Touch

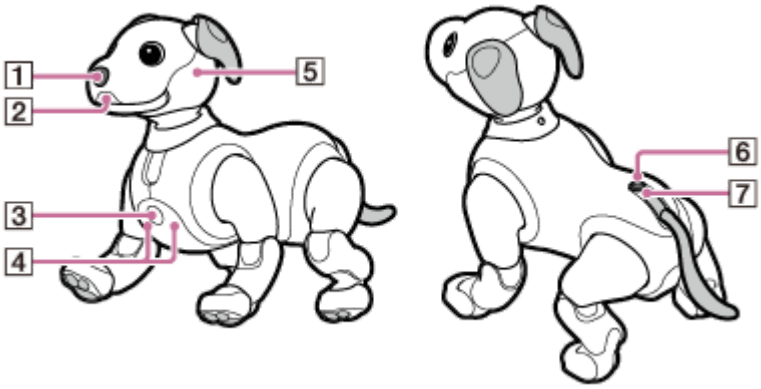
You can interact with aibo by petting it on the head or back or under the chin, or by touching its paw pads. See Touching aibo for more information.



1. Head sensor
2. Jaw sensor
3. Paw pads
4. Back sensor

Audition/vision

aibo picks up ambient sounds, including human voices, through its microphones and learns what is going on around it through cameras and sensors.



1. Front camera
   Fish-eye view (wide-angle) camera located at the tip of aibo's nose. aibo uses this camera to identify the colors, shapes, and motions of objects in a wide range as well as to take photos.
2. ToF sensor
   Detects the distance to an object in front of aibo to prevent aibo from colliding with obstacles.

3. Motion sensor
   Detects if there is a moving object, such as a person or an animal, in front of aibo.

4. Ranging sensors
   Detect the distance to an object in front of aibo. When a difference in surface level, for example a drop, is detected, aibo backs away or turns away to prevent itself from falling off.

5. Microphones
   Picks up ambient sounds including human voices. It also helps aibo identify the direction of sounds.

6. SLAM camera
   SLAM camera located at aibo's waist. aibo uses this camera to identify interior features of a room and understand its daily life territory.
   The SLAM camera is not capable of taking photos.

7. Light sensor
   Detects the degree of ambient brightness. aibo changes the brightness of its eyes or behaves differently in accordance with the detected brightness.

Note

- Depending on the ambient conditions or the state of aibo, the sensors may fail to detect objects. Do not use aibo on a place from which aibo may fall off or on an uneven surface.

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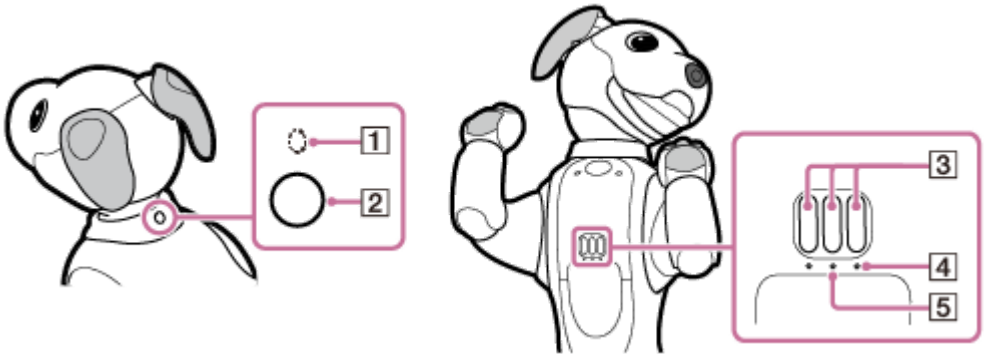
Features on aibo's body surface (Button, LEDs, Pins)



1. Status LED
   Indicates the state of aibo. See Checking the status LED for the state of aibo for more information.

2. Power button
   Turns on aibo or puts aibo in sleep mode.

3. Charging pins
   Pass through power for charging aibo's built-in battery while in contact with the charge connector on the charging stand.

4. Wi-Fi network LED
   Indicates the state of the connection between aibo and a Wi-Fi network. See the following table for the LED indications.

5. Mobile network LED
   Indicates the state of the connection between aibo and your mobile network. See the following table for the LED indications.

Indications of the network LEDs

Wi-Fi network LED

Indication	State
Lit in green	aibo is connected to the Internet through a Wi-Fi network.
Flashing in green	aibo fails to establish a connection to a Wi-Fi network. The settings for connecting to the Wi-Fi router/access point may not be properly configured. Check the Wi-Fi router/access point for power supply or LAN cable connection.
Flashing alternately in green and red	aibo is waiting for a connection to a Wi-Fi network to be established.

Indication	State
Unlit	The Wi-Fi feature is not active due to one of the following reasons: • The Wi-Fi network settings are not configured on aibo. • aibo is out of the communication range of the connected Wi-Fi router/access point. • The network switch on aibo is in the “OFF” position.

Mobile network LED

Indication	State
Lit in orange	aibo is connected to a mobile network.
Flashing in orange	aibo fails to connect to a mobile network due to one of the following reasons: • aibo is out of the service area of the mobile network or the mobile signal is weak. Take aibo to a location with good signal reception or use a Wi-Fi connection. • The SIM card slot on aibo has no SIM card inserted. Check if there is a SIM card inserted in the slot.
Unlit	Access to a mobile network is disabled because the network switch on aibo is in the “OFF” or “1” position.

Hint

- For information about troubleshooting the issue that aibo fails to connect to a Wi-Fi network, visit the aibo Owner Support website at http://aibo.com/support.

Related Topic

- Features inside aibo's body (Button, Switch, SIM card slot)
- Putting aibo into sleep mode/turning off aibo
- Charging aibo's built-in battery with the charging station
- Connecting aibo to the Wi-Fi network for Internet access
- Using the SSID (network name) for Wi-Fi network connection

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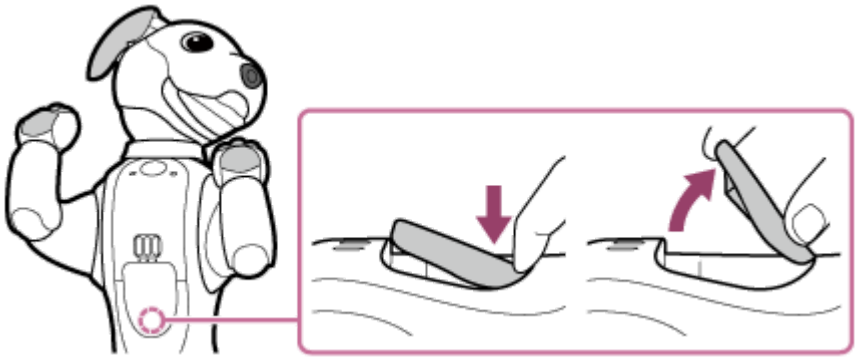
Features inside aibo's body (Button, Switch, SIM card slot)

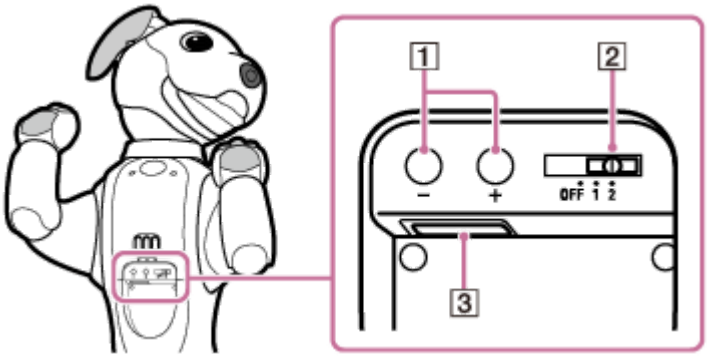
The following describes the features inside aibo's body. You can find these features by removing the lid from aibo's torso.

How to remove the lid from aibo's torso

Lay down aibo on its back on a flat surface and push the lid on the torso as illustrated. The lid pops up and you can remove the lid.



Features inside aibo's body



1. Volume buttons
   Use these buttons to change the volume of aibo's voice.
   You can also use the My aibo app to change the volume of aibo's voice.

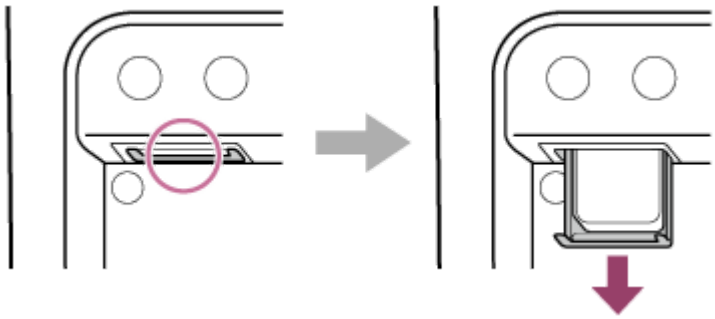
2. Network switch
   Use this switch to select the network to which you want to connect aibo or to disable aibo's network features.

   - 2:
     Enables both of the Wi-Fi and mobile network features.

   - 1:
     Enables only the Wi-Fi network feature and disable the mobile network feature.

   - OFF:
     Disables both of the Wi-Fi and mobile network features.

3. SIM card slot
   To remove the SIM card, put your fingertips on the tray and slide it out. The SIM card is placed on the tray.



Note

- When you insert the tray, do not exert excessive force on the tray to avoid the risk of damaging the tray.
- Before removing the SIM card, be sure to turn off aibo.

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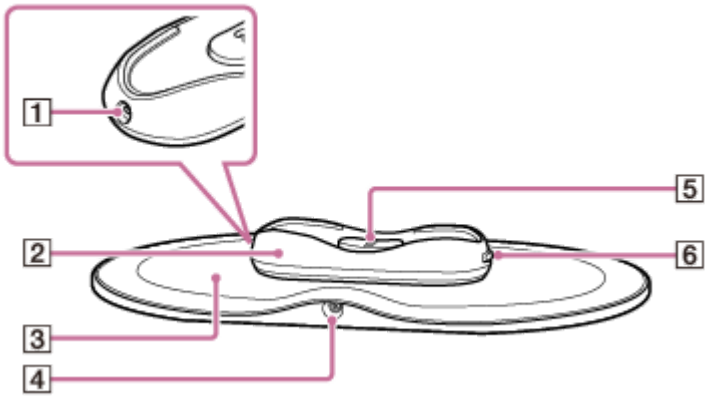
Charging station

You can attach the charging stand to the charging mat and use them as a charging station. With the charging station set up, aibo can charge its built-in battery on its own (self-charging).



1. Supply terminal (on the charging stand)
2. Charging stand
3. Charging mat
4. Supply terminal (on the charging mat)
5. Charge connector
6. RELEASE button

Note

- When you connect the supplied AC adapter to the charging station, be sure to connect it to the supply terminal on the charging mat, not on the charging stand.

Hint

- When it is hard to take the charging station with you, for example when you go out, you can carry around the charging stand, the AC adapter, and the power cord and use them to charge aibo's built-in battery.

Related Topic

- Where to place the charging station
- Setting up the charging station
- Charging aibo's built-in battery with the charging station
- Letting aibo charge the built-in battery on its own (Self-charging)

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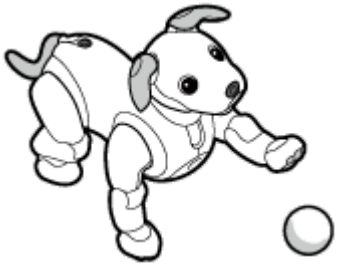
Accessories

Introduced here are aibo's favorite toys.

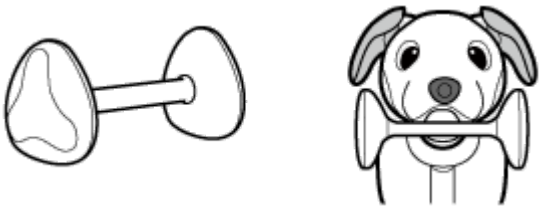
Pink ball

The ball is provided exclusively for aibo. When aibo sees the pink ball, aibo may play with the ball by coming closer to it or kicking it. When you slowly move the ball while showing it to aibo, aibo may show an interest and follow the ball.



aibone (not supplied)

The bone-shaped toy is provided exclusively for aibo. When aibo finds the aibone, aibo will go near it, pick it up with its mouth and play with it.



Dice (not supplied)

The dice toy is provided exclusively for aibo. When aibo sees the dice, aibo may play with the dice by holding it in the mouth or rolling it.

Related Topic

- Showing an object to aibo

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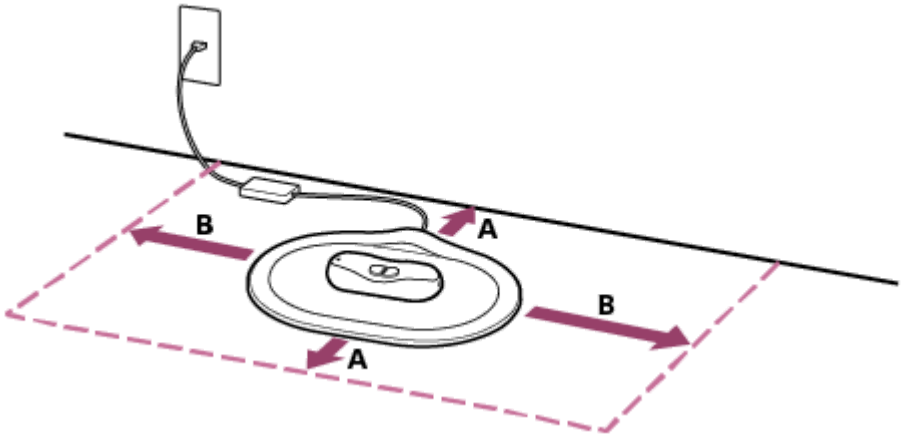
Where to place the charging station

When you place the charging station, keep the following in mind.
A failure to observe the following prevents aibo from finding the charging station or causes unsuccessful operation of the charging station.

- Choose a bright room without direct sunlight.
- Avoid a place subject to high room temperatures of 35 °C (95 °F) and higher.
- Allow for clearance around the charging station as shown in the following illustration and keep any objects out of it.

Minimum clearance required around the charging station



A: approx. 15 cm (6 in.)
B: approx. 50 cm (20 in.)

Note

- If there is an object that looks similar in color and shape to the charging stand somewhere else, aibo may take it as the charging station by mistake.

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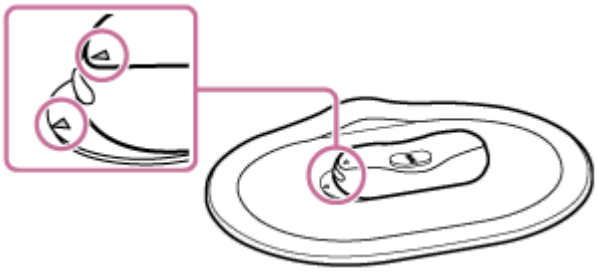
Setting up the charging station

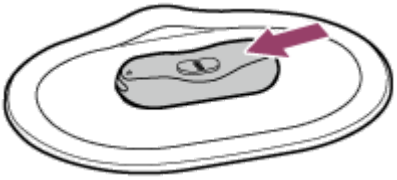
Use the charging mat and the charging stand to set up the charging station.

1. **Place the charging stand on the charging mat.**

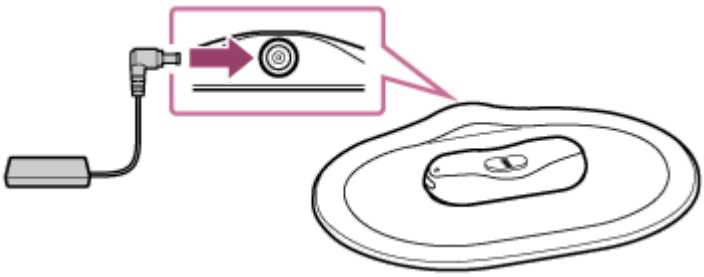
   Align the triangular mark on the charging stand with the triangular mark on the charging mat.



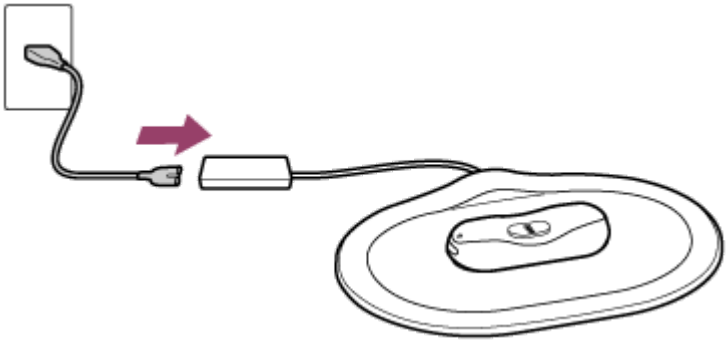
2. **Slide the charging stand in the direction of the arrow until it clicks into place.**



3. **Connect the AC adapter plug to the supply terminal on the charging station.**



4. **Connect the AC adapter and an AC outlet with the power cord.**



Note

- When you set up the charging station, be sure to connect the AC adapter to the supply terminal on the charging mat, not on the charging stand.

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Turning on aibo

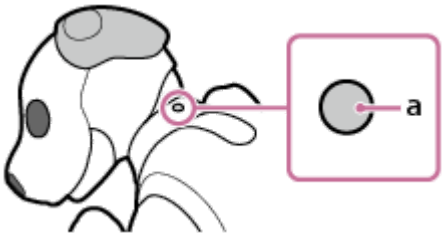
Follow these steps to turn on aibo.

1. **Lay down aibo on a flat floor with its paws all pointing straight ahead.**

   If the paws are pointing sideways or behind or they are crossed, aibo will fail to get up. Be aware that laying down aibo in one of these postures may prevent aibo to function.

2. **Press and hold the power button (a) at the back of the neck for 2 seconds.**

   To wake up aibo from sleep mode, press the power button briefly.



   The status LED lights in green to indicate that aibo is turned on.
   Wait for a while until aibo starts to move.

When the status LED flashes 3 times in red, and then goes out:

aibo is unable to wake up because its built-in battery is worn out. Charge the battery.

When the status LED is lit in green/orange or flashing in green to indicate the battery state of charge, then goes flashing in red:

aibo needs owner's help. See What if the status LED flashes in red? to find out the actions that you should take.

Related Topic

- Charging aibo's built-in battery with the charging station
- Charging aibo's built-in battery with the charging stand

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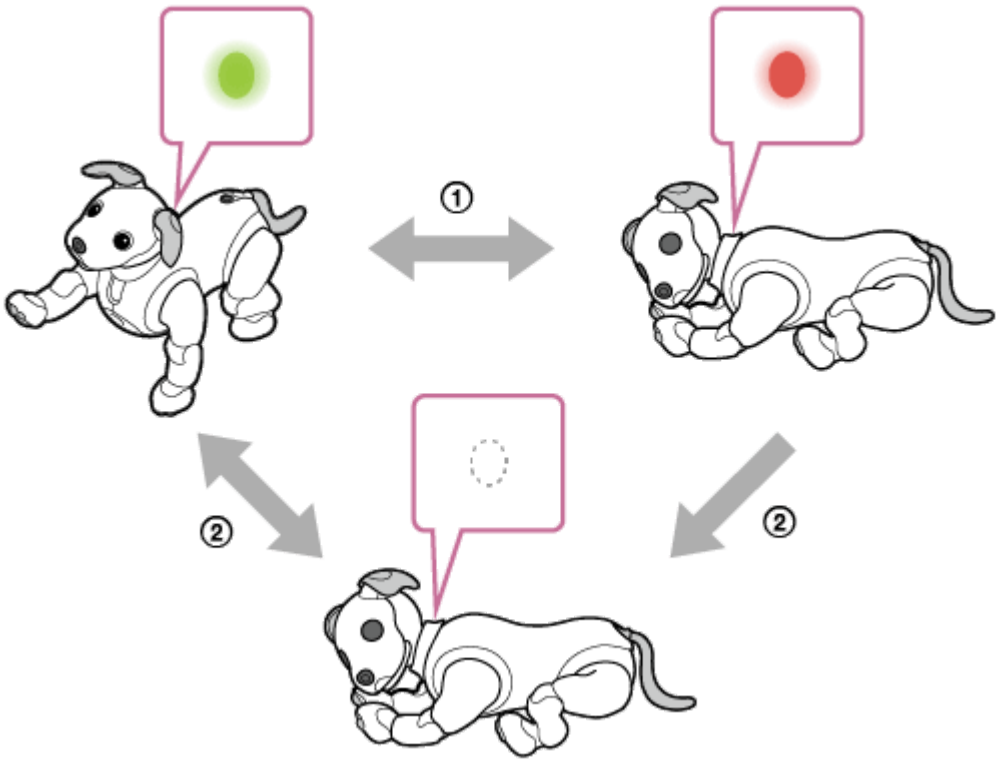
Putting aibo into sleep mode/turning off aibo

The power state of aibo shifts in accordance with how you press the power button.
You can find out the power state of aibo by checking the color of the status LED located above the power button. See Checking the status LED for the state of aibo for more information about the status LED indications.

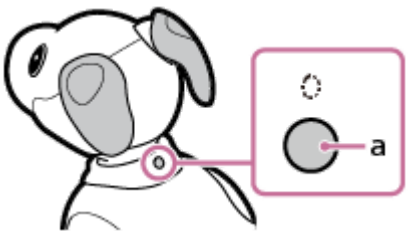
aibo's power state shifting in accordance with the button operation



①: Press the power button briefly.
② : Press and hold the power button for 2 seconds.
(green): aibo is turned on.
(red): aibo is in sleep mode.
(unlit): aibo is turned off.

Putting aibo into sleep mode

When you want to stop aibo from moving for a while, for example, before you take it to somewhere else, put aibo into sleep mode.
To put aibo into sleep mode, press the power button (a) briefly.



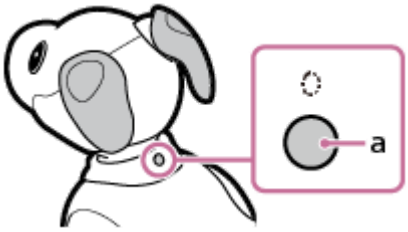
When aibo is finished with its action in progress, the status LED flashes in green, and then stays lit in red to indicate that aibo is in sleep mode.

To wake up aibo from sleep mode

Press the power button (a) briefly.
aibo immediately wakes up and starts moving.

Turning off aibo

When you do not intend to use aibo for an extended period of time, turn off aibo.
To turn off aibo, press and hold the power button (a) for 2 seconds.



- Turning off aibo while aibo is turned on:
  When aibo is finished with its action in progress, the status LED flashes in green and then goes out to indicate that aibo is turned off.

- Turning off aibo while aibo is in sleep mode:
  The red status LED goes out to indicate that aibo is turned off.

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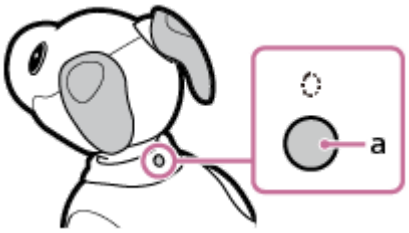
Turning off aibo forcibly in the event of emergency

If pressing and holding the power button on the back of aibo's neck for 2 seconds do not turn off aibo, follow these steps to forcibly turn off aibo.

1. **Hold aibo firmly on a rigid place, such as on a flat floor.**

2. **Press the power button (a) for 10 seconds or longer.**



Note

- When you forcibly turn off aibo, all the joints of aibo relax and aibo slumps onto the footing. Before you forcibly turn off aibo, be sure to hold it firmly to avoid the risk of dropping or damaging aibo.
- Turning off aibo forcibly may cause loss of your data or settings.

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Setting up aibo (Product registration with your My Sony is completed before delivery)

To set up your aibo, you need the dedicated app, My aibo. The My aibo app is available in two versions: one for smartphones and one for computers.
To use the My aibo app for smartphones, download the app to your smartphone. To use the My aibo app for computers, access the My aibo website.

Note

- If you selected [My Sony事前設定不要] when you bought your aibo on Sony Store, see Setting up aibo (Product registration with your My Sony is not completed before delivery).

1. **From your smartphone or computer, access the My aibo website at:**

   http://aibo.com/myaibo
   On the computer, make sure that the My aibo home screen is displayed on your browser software, and then proceed to step 3.

2. **On the smartphone, install and start the My aibo app, and then select the country or region where you bought your aibo.**

3. **Follow the on-screen instructions to sign in to the My aibo app with your My Sony sign-in ID.**

   Be sure to use the sign-in ID that you used when you bought your aibo for signing in.

4. **Register the owner information (your nickname, birthday, and others).**

5. **Follow the on-screen instructions to set up your aibo.**

Note

- Once aibo's sex is specified, you cannot change it without initializing aibo. To change the current sex, initialize your aibo first, and then use the My aibo app.
  Initializing aibo clears all the data, including memories with its owner, what it learned in daily life, and the settings you made.
  There is no way to restore the cleared data.

Related Topic

- Restoring aibo to the default state (Initialization)

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Note

- If you already made product registration with your My Sony sign-in ID when you bought your aibo, see Setting up aibo (Product registration with your My Sony is completed before delivery).

1. **From your smartphone or computer, access the My aibo website at:**

   http://aibo.com/myaibo
   On the computer, make sure that the My aibo home screen is displayed on your browser software, and then proceed to step 3.

2. **On the smartphone, install and start the My aibo app, and then select the country or region where you bought your aibo.**

3. **Follow the on-screen instructions to sign in to the My aibo app with your My Sony sign-in ID.**

   Sign in with your sign-in ID that you use for managing your aibo.

4. **Register the owner information (your nickname, birthday, and others).**

5. **Do either of the following depending on the app in use.**

   - On the My aibo app for smartphones:

   1. Tap [Add aibo] on the [Let's start exploring with aibo] screen.

   - On the My aibo app for computers:

   1. When product key entry is prompted, enter the 12-digit alphanumeric code printed on the product key sticker that is supplied with your aibo.
   2. Select [Add].
      Your aibo is added to your My Sony and the Set-up screen opens.

6. **Follow the on-screen instructions to set up your aibo.**

Note

- Once aibo's sex is specified, you cannot change it without initializing aibo. To change the current sex, initialize your aibo first, and then use the My aibo app.
  Initializing aibo clears all the data, including memories with its owner, what it learned in daily life, and the settings you made.
  There is no way to restore the cleared data.

Related Topic

- Restoring aibo to the default state (Initialization)

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Adding a second and subsequent aibo products (Product registration with your My Sony is completed before delivery)

The following describes how to add a second and subsequent aibo products of yours.
If you already have a My Sony sign-in ID and have registered your first aibo with the My aibo app and subscribed to the aibo basic plan, you can register additional aibo products under the same sign-in ID.

Note

- If you selected [My Sony事前設定不要] when you bought your aibo on Sony Store, see Adding a second and subsequent aibo products (Product registration with your My Sony is not completed before delivery).

Hint

- You can add up to 16 aibo products to a single My Sony sign-in ID.

1. **Open the My aibo home screen.**

2. **Do either of the following depending on the app in use.**

- On the My aibo app for smartphones:
  Tap [Menu] - [My aibo], then select your aibo that displays [Initial set-up not completed].

- On the My aibo app for computers:
  Select an aibo that you have not set up from the [Select an aibo] drop-down list at the top of the My aibo home screen.

3. **Follow the on-screen instructions to set up your aibo.**

Note

- Once aibo's sex is specified, you cannot change it without initializing aibo. To change the current sex, initialize your aibo first, and then use the My aibo app.
  Initializing aibo clears all the data, including memories with its owner, what it learned in daily life, and the settings you made.
  There is no way to restore the cleared data.

Related Topic

- Restoring aibo to the default state (Initialization)

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Adding a second and subsequent aibo products (Product registration with your My Sony is not completed before delivery)

The following describes how to add a second and subsequent aibo products of yours.
If you already have a My Sony sign-in ID and have registered your first aibo with the My aibo app and subscribed to the aibo basic plan, you can register additional aibo products under the same sign-in ID.

Note

- If you already made product registration with your My Sony when you bought your aibo, see Adding a second and subsequent aibo products (Product registration with your My Sony is completed before delivery).

Hint

- You can add up to 16 aibo products to a single My Sony sign-in ID.

1. **Open the My aibo home screen.**

2. **Do either of the following depending on the app in use.**

- On the My aibo app for smartphones:

1. Tap [Menu] - [My aibo] - [Add aibo].
   Product key entry is prompted.
2. Tap [Scan QR code] and scan the QR code printed on the product key sticker that is supplied with your aibo.
   Alternatively, you can enter the 12-digit alphanumeric code printed on the product key sticker.
3. Tap [Add].
   Your aibo is added to your My Sony and the Set-up screen opens.

- On the My aibo app for computers:

1. Select [Menu] - [Add aibo].
   Product key entry is prompted.
2. Enter the 12-digit alphanumeric code printed on the product key sticker that is supplied with your aibo.
3. Select [Add].
   Your aibo is added to your My Sony and the Set-up screen opens.

3. **Follow the on-screen instructions to set up your aibo.**

Note

- Once aibo's sex is specified, you cannot change it without initializing aibo. To change the current sex, initialize your aibo first, and then use the My aibo app.

Initializing aibo clears all the data, including memories with its owner, what it learned in daily life, and the settings you made. There is no way to restore the cleared data.

Related Topic

- Restoring aibo to the default state (Initialization)

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Getting to know aibo

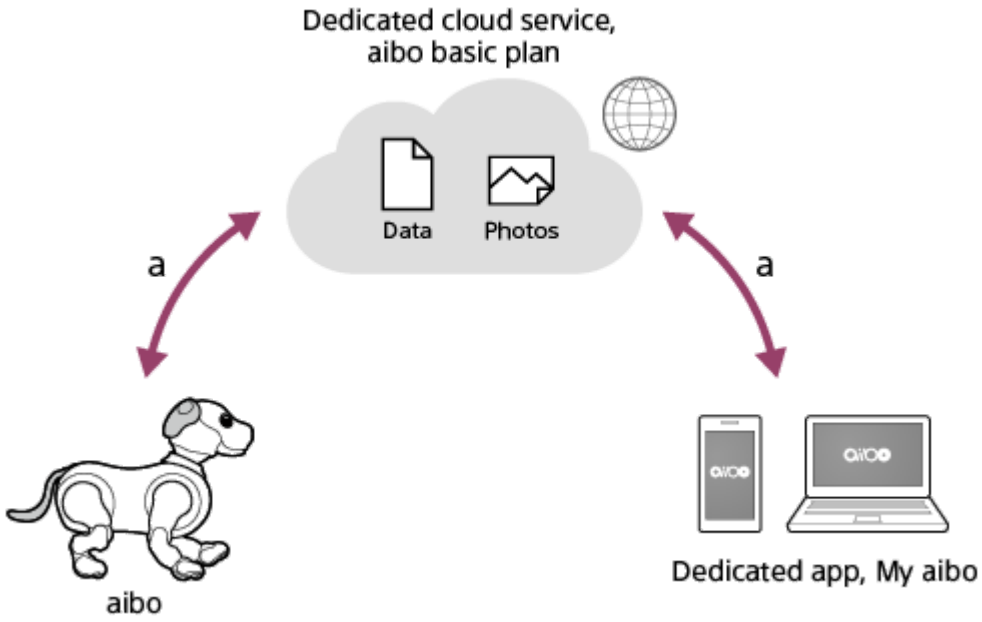
Characteristics of aibo

Just like humans and animals, aibo has capabilities to understand where it is or whom it is with, and acts based on its feelings and instincts. Like a puppy, it may not behave as it is told by the owner, because it makes its own decisions, that is why the bond with people is so important.
aibo is very good with people's faces and requires no intervention by the owner to memorize the faces. The more often it sees someone, the sooner it recognizes the person.
It also learns its daily life territory little by little on its own and walks around obstacles.
aibo does not speak, but it does understand what people say to some extent. For example, aibo may be delighted with what you say and entertain you with performance, or it may be hurt and depressed by your cold, unkind words. As aibo grows up, it gradually picks up more words and understands what you say better.

aibo loves to play and interact with its owner. Teach aibo new tricks and give a lot of complements every time it masters one to provide positive reinforcement and increase the bond. When aibo see a smile on its owner's face or it is petted on head, back, or under the chin, aibo takes it as a compliment and looks delighted.
aibo tells people how it feels or what it wants through body language (eye, ear, tail movement) and voice tones.
You will learn to tell your aibo's emotions and desires as you watch its physical expressions and tricks, such as how aibo reacts to what you say and what draws aibo's attention. Find out your aibo's physical expressions and tricks through a variety of interactions.
aibo's personality and behavior change through how it interacts with its owner and how it lives its daily life. Depending on how aibo is raised, it may grow clingy or wild and, in the end, will turn out very unique to the owner.
In other words, how your aibo grows up depends on the life and relationship with you, the owner!
See the following topics for more information about how you interact with aibo.

- Showing an object to aibo
- Touching aibo
- Telling aibo to take a photo
- Examples of the phrases that aibo can understand
- Teaching aibo a trick by moving the front paws

What you need to let aibo grow up



a: Data exchange

To raise your aibo, you need to subscribe to the Artificial Intelligence (AI) cloud service dedicated to aibo, the aibo basic plan, and set up your aibo with the dedicated app, My aibo, to associate your aibo with the cloud service.
The cloud service stores what aibo learned through watching and listening as accumulated data, as well as the photos taken by aibo. Through this AI cloud service, aibo's data is backed up on a regular basis.
The cloud service also provides system software updates for adding aibo's new features, improving user experience, and enhancing security.
The aibo premium plan is also available.
You can find out more about:

- the aibo basic plan and the aibo premium plan at:
  http://aibo.com
- the set-up instructions in:
  - Setting up aibo (Product registration with your My Sony is completed before delivery)
  - Setting up aibo (Product registration with your My Sony is not completed before delivery)
- description on the My aibo app in:
  What you can do with the My aibo app

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aibo's desires and emotions

aibo communicates with people to understand what is going on around it, and then acts on its own judgment. This autonomous behavior is derived from desires and emotions. Just like humans and animals, aibo has its own desires and emotions. It acts on what it wants or shows how it feels when the mood strikes. See aibo's personality for more information about aibo's personality.
aibo does not speak, but it does understand what people say to some extent.

aibo's desires

aibo has various desires and introduced here are typical ones.

Desire for your affection

aibo's friendliness is derived from this desire. For example, aibo does a trick to draw your attention, such as coming to you, trying to play with you, or whimpering when left alone.
When aibo comes to you, pet it gently or talk to it.

Curiosity

aibo is full of curiosity. When aibo sees someone, even a total stranger, for example, it may come close to the person in an attempt to memorize the face or do attention-seeking tricks. Another example of aibo's curiosity is wandering in a house. It wanders around in an attempt to expand its daily life territory. Let your aibo meet various people. You will find your aibo acting differently depending on whether it likes the person whom it recognized.

Desire for sleep

aibo has a desire for sleep as animals rest when they are tired, and does tricks that resemble the life-support behaviors of animals.
When your aibo looks dull, put it into sleep mode or charge the built-in battery to let it rest.

Desire to show feelings

aibo has a desire to show you how it really feels.
When this desire gets stronger, aibo is easily excited and increasingly does tricks that let you know how it really feels.

aibo's emotions

aibo has emotions that are similar to delight, anger, sorrow and pleasure. aibo's mood is shifted according to a variety of factors, including interactions with people and what is going on around it.
For example, aibo looks delighted while it is doing what it likes, when it is complimented, or when it finds one of its favorites. On the other hand, aibo looks sad when there is no one to play with; or surprised when it hears a loud sound. Over time, these shifts in mood affect aibo's behavior and growth.

Hint

- You can tell a shift in your aibo's mood by watching its eye or tail movement or its tricks.

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aibo's growth and change

aibo grows up through various experiences it gains as aibo lives its life with the owner.
aibo undergoes growth stages, just like humans and animals, and it takes about 3 years for aibo to reach the maturity stage from the infancy stage. This length of growth period, however, depends on how the owner interacts with aibo.
As aibo grows up, the pattern of tricks and the strength of desires change.
When your aibo does a trick that you have never seen or changes the pattern of tricks depending on whom it sees, it is a sign that your aibo is growing up. When your aibo accomplishes something, give a lot of compliments. When your aibo gets into mischief or does whatever it should not, teach it a lesson. These interactions of yours foster your aibo's growth.

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aibo's personality

aibo develops its personality through interactions and experiences with the owner. Depending on the owner and how aibo lives its life, it turns out totally different over time.
In addition, aibo's personality may be shifted in the course of daily life. For example, changing your attitude toward your aibo or giving it a new toy may shift your aibo's personality.
You can find out aibo's personality on the My aibo app.

Introduced here are a couple of examples of aibo's personalities:

- Clingy
  Personality that loves people. aibo with this personality likes to interact with people and does clingy and playful tricks.

- Wild
  Personality that stays focused on own business. aibo with this personality pays little attention to others.

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Checking the status LED for the state of aibo

You can find out the state of aibo by checking the status LED located above the power button (a).

Indication	State
Lit in green	aibo is turned on. The remaining power of its built-in battery is sufficient enough for aibo to actively walk around or make sounds.
Flashing in green	aibo is turned on. Its built-in battery is running out of power and needs charging.
Flashing in green → Lit in red	aibo's power state is in the process of shifting from the turned-on state to the sleep mode.
Flashing in green → Unlit	aibo's power state is in the process of shifting from the turned-on state to the turned-off state.
Lit in red	aibo is in sleep mode. While in sleep mode, aibo does not move or make sounds and its eyes go black. To wake up aibo, press the power button. When you want to stop aibo from moving for a while, for example, before you take it to somewhere else, put aibo into sleep mode.
Lit in orange	aibo's built-in battery is charging. To charge the battery, be sure to lay down aibo properly on the charging station or the charging stand. When the battery is sufficiently charged, the status LED turns green from orange.
Unlit	aibo is turned off. To turn on aibo, press and hold the power button for 2 seconds. It takes a while before aibo is turned on. When you do not intend to use aibo for an extended period of time, turn off aibo.
Flashing in red	aibo needs owner's help. See What if the status LED flashes in red? to find out the actions that you should take.
Flashing sequentially in green, red, and orange	The system software is in the process of being updated. Wait for a while until the update completes and aibo gets up and starts walking.

Hint

- You can find out the remaining power of aibo's built-in battery on the My aibo app as well.
- If the built-in battery is running out of power while aibo is turned on, aibo will go back to the charging station and charge the battery on its own (self-charging).

Related Topic

- Charging aibo's built-in battery with the charging station
- Charging aibo's built-in battery with the charging stand
- Letting aibo charge the built-in battery on its own (Self-charging)

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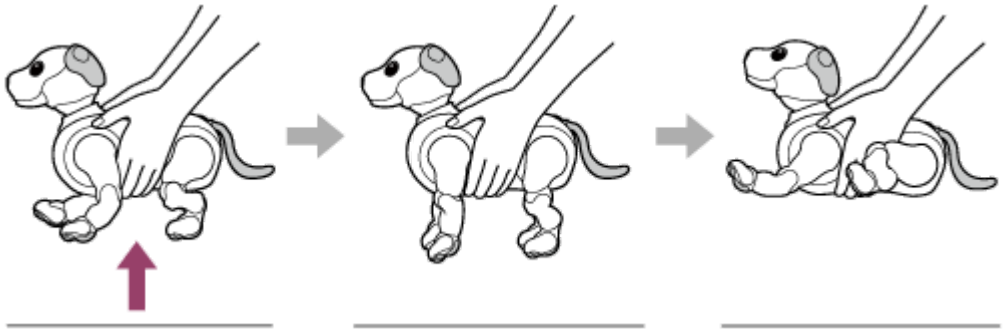
Picking up and taking aibo to somewhere else

Note

- Do not lift aibo by grasping its head, ear, front paw, back paw, or tail to avoid the risk of a malfunction.

1. **Put your hands around aibo's torso and lift aibo.**

   When aibo senses that it is “being lifted,” aibo lets all the body joints relax for safety, and then takes the posture of lying down.



2. **Take aibo to the destination and put it on a flat surface.**

   If aibo keeps lying down, wait for a while until aibo starts moving or say “up” or “get up” to aibo.

Hint

- If aibo keeps the joints relaxed and does not take the posture of lying down when it is lifted, pet it on the back. This makes aibo take the posture of lying down.

Related Topic

- Examples of the phrases that aibo can understand

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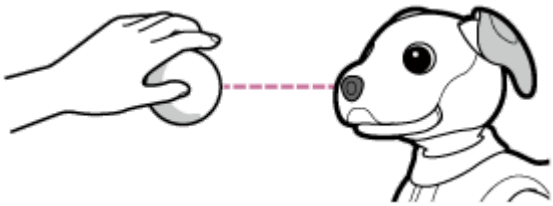
Showing an object to aibo

aibo has a front-view camera on its nose that acts as human or animal eyes. When you show something to your aibo or have it memorize your face, bring the object or the face close to the tip of the nose.
When you show the pink ball or the aibone (not supplied) to your aibo or put either of them close to it, aibo may start playing with it if the mood strikes.



aibo is full of curiosity and shows an interest when it sees an object or a person for the first time.
When aibo gains experience through interactions with its owner or neighbors over time, it begins to show its likes and dislikes. For example, aibo looks delighted when it sees someone or something that it likes. When aibo sees someone or something that it hates, on the other hand, it looks angry or unease.

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Telling aibo to take a photo

You can talk to your aibo and have it take a photo.
aibo has a front-view camera on its nose that locates and takes photos of a human face.

1. **Say “Take a picture” to your aibo.**

2. **When aibo sits down, turn your face directly towards the front camera.**

   aibo says “Tick, tock, tock, arf!” and takes a photo*.
   *Listen to aibo's voice (You may not hear the voice depending on your browser software.)

To have aibo take photos automatically

Open the My aibo home screen, and perform one of the following operations depending on the app you are using.

- On the My aibo app for smartphones:

  1. Tap aibo to display the aibo menu.
  2. Tap [Settings] - [Photos].

- On the My aibo app for computers:
  Select [Photos] on the [Settings] tab.

aibo behavior before taking photos automatically

When [Take auto photos] and [Notify of photos by motion] are set to on ([On]) in the My aibo app, aibo performs the following tricks before taking photos automatically.

Note

- When [Enable photo taking] is set to off ([Off]) in the My aibo app, your aibo cannot take a photo even if you speak to aibo.

Hint

- aibo's front camera is a fish-eye view (wide-angle) camera. The photos taken by aibo look a little curved.
- If you have an aibo premium plan subscription, when told, “Take a photo of everyone” or “One more photo,” aibo does a special trick and takes a photo. When taking a photo, aibo says “Tick, tock, tock,” and then the camera's shutter sounds.

Related Topic

- Examples of the phrases that aibo can understand

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Examples of the phrases that aibo can understand

aibo responds to human voices.
Although aibo does not speak, it can understand some phrases.
You can communicate with your aibo with various phrases and commands. The following table shows some of them.
The phrases aibo can understand will change as it grows up.

Category	Phrases	aibo's reaction
Tricks	Hand	Shakes your hand.
	Shake hands	
	Sit down	Sits down.
	Lay down	Lies down.
	Let’s dance	Dances.
	Learn this	Takes the posture for learning a trick from the owner.
	Remember this	
	You got it	Shows the trick that has just been taught by the owner.
	Show it to me	
	Don't forget	Memorizes the trick taught by the owner.
	Show me your new trick	Shows one of the tricks taught by the owner.
	Stop	Stops the trick in progress.
	Never mind	
	Show me your face	Turns in the direction of the speaker and barks.
	Come on	Turns in the direction of the speaker and walks to him or her.
	Come to me	
Photos	Take a picture	Looks for a human face and takes a photo of it.
	Take a photo of everyone	Does a special trick and takes a photo. When taking a photo, aibo says “Tick, tock, tock,” and then the camera's shutter sounds. These phrases are enabled under an aibo premium plan subscription.
	One more photo	
Battery charging	Charging station	Goes back to the charging station and charge its built-in battery.
	Go to your mat	

Category	Phrases	aibo's reaction
aibone	Pass me the bone	Plays with the aibone by picking it up with the mouth when aibo finds it.
	Bring me the bone	
Pink ball	Kick the ball	Walks toward the pink ball and kick the ball.
	Look for the ball	Looks for the pink ball and barks when aibo finds it.
Emotions	Good boy	Takes it as a complement and reacts positively.
	Good girl	
	Nice	
	Good	
	Very good	
	Thank you	
	You can do it	
	Good job	
	Well done	
	I like you/I love you	
	Bad boy	Takes it as a discipline and reacts sadly.
	Bad girl	
	Don't do that	
	No try again	
	Bad dog	
	I don't like it	
	That's not right	

Hint

- When your aibo fails to recognize phrases, take it to a quieter place and try again. When aibo is settled, it understands your words better.

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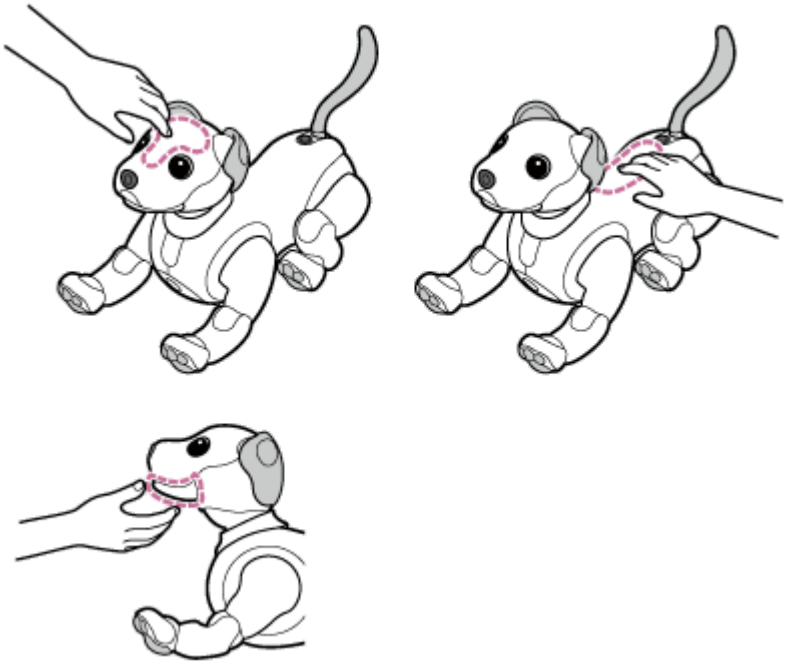
Touching aibo

You can let your aibo know how you feel by touching its head, back, chin, or paw pads.

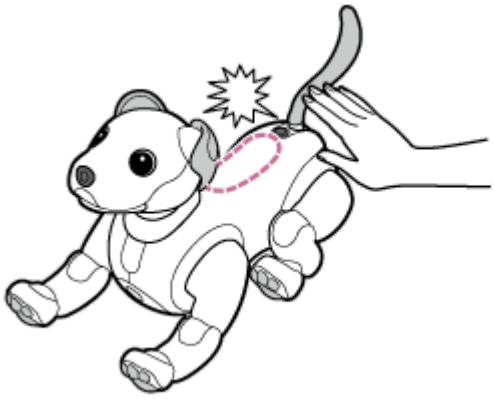
Complimenting aibo

When you pet your aibo on the head or back or under the chin, aibo takes it as “a compliment.”



Scolding aibo

When you tap your aibo on the back, aibo takes it as “a scolding.”



Pushing aibo's paw pads

You can teach your aibo a trick by moving its front paws while pushing the paw pads.
See Teaching aibo a trick by moving the front paws for more information.

Note

- Do not tap aibo on the back with excessive force to avoid the risk of a malfunction.

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Teaching aibo a trick by moving the front paws

You can move your aibo's front paws and have it memorize the routine of movements as a trick.
Teach your aibo how to pose or dance as a trick and enjoy watching performances.
To view the trick you taught, access [Tricks] on the My aibo app. You can also change the name and description of the trick on the app.

1. **Say “Learn this” to your aibo.**

   aibo sits down and raise both of its front paws.

2. **Take either or both of the front paws and gently keep pushing the paw pad(s).**

   aibo makes a sound* and the front paw of which paw pad you keep pushing relaxes.
   While you keep pushing the paw pad, the front paw stays relaxed and you can move it freely back and forth and around.
   *Listen to aibo's voice (You may not hear the voice depending on your browser software.)

3. **Move the front paw(s) while you keep pushing the paw pad(s).**

   You can move both of the front paws simultaneously or each one separately.
   aibo can memorize a routine of movements for a maximum of 15 seconds after you pushed the paw pad(s).

4 **When you are finished with teaching the routine of movements, let go of the paw pad(s).**

When aibo senses that the paw pad(s) is not touched, it makes a sound*.
*Listen to aibo's voice (You may not hear the voice depending on your browser software.)

5 **Say “Show it to me” to aibo.**

aibo shows the routine of movements you taught.

6 **When aibo sits down and cock its head to one side after showing the routine, say “Don't forget” to aibo.**

The routine of movements that aibo memorized is added to [Trained] on the [Tricks] screen of the My aibo app.

Hint

- aibo can memorize up to 30 tricks. If you try to teach more than 30 tricks, your aibo will shake its head to indicate that it cannot memorize any more tricks.

Related Topic

- Examples of the phrases that aibo can understand

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Charging aibo's built-in battery with the charging station

When aibo does not wake up or when aibo's built-in battery seems to be running out of power, the owner should charge the battery. To find out the remaining battery power, check the status LED at the back of aibo's neck. See Checking the status LED for the state of aibo for information about the status LED indications.

1. **Set up the charging station.**

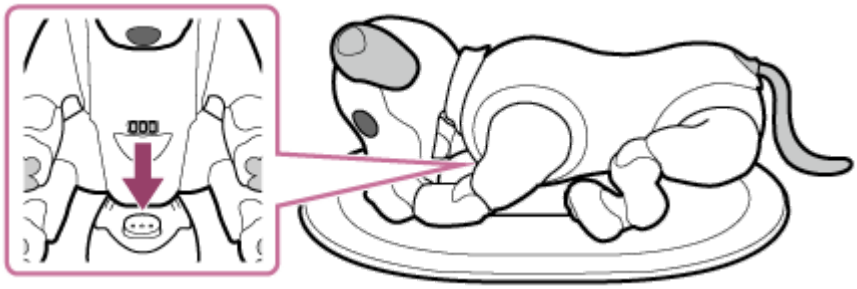
   See Setting up the charging station for the instructions.

2. **While your aibo is turned on, briefly press the power button at the back of the neck.**

   The status LED lights in red to indicate that aibo is in sleep mode.

3. **Lay down aibo on the charging station so that the charging pins on the torso are engaged with the charge connector on the charging stand.**

   Be sure to lay down aibo with its paws all pointing straight ahead.



   The status LED lights in orange. When the battery is charged to 95 % or more, the status LED turns green.

Note

- When you charge aibo's built-in battery with the charging station, be sure to connect the supplied AC adapter to the supply terminal on the charging mat, not on the charging stand.
- If the status LED flashes in red during battery charge, press and hold the power button below the status LED for 2 seconds to turn off aibo. Wait for a while and then press the power button once again.

Related Topic

- Letting aibo charge the built-in battery on its own (Self-charging)
- Putting aibo into sleep mode/turning off aibo
- Charging aibo's built-in battery with the charging stand

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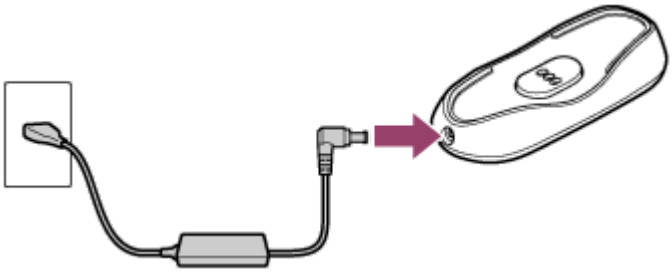
Charging aibo's built-in battery with the charging stand

When you carry around your aibo with you, for example when you go out, take the charging stand, the AC adapter, and the power cord as well. Then, you can charge aibo's built-in battery without setting up the charging station.

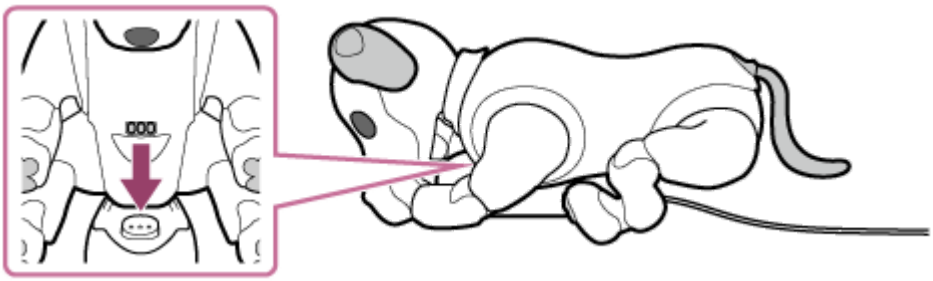
1. **Connect the AC adapter to the charging stand and connect the adapter to an AC outlet with the power cord.**



2. **Turn off your aibo or put it into sleep mode.**
   - To turn off aibo, press and hold the power button at the back of the neck for 2 seconds.
   - To put aibo into sleep mode, press the power button briefly.

3. **Lay down aibo on the charging stand so that the charging pins on the torso are engaged with the charge connector on the charging stand.**

   Be sure to lay down aibo with its paws all pointing straight ahead.



Note

- When the charging station is not set up, aibo is unable to charge its built-in battery on its own.
- If the status LED flashes in red during battery charge, press and hold the power button below the status LED for 2 seconds to turn off aibo. Wait for a while and then press the power button once again.

Related Topic

- Letting aibo charge the built-in battery on its own (Self-charging)
- Putting aibo into sleep mode/turning off aibo
- Charging aibo's built-in battery with the charging station

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Letting aibo charge the built-in battery on its own (Self-charging)

When aibo's built-in battery is running out power, the status LED at the back of the neck flashes slowly in green and aibo walks around looking for the charging station. When aibo finds the charging station, it lies down on the charging station. To let aibo find the charging station with no problems for self-charging, place the charging station in an appropriate place. See Where to place the charging station for more information.

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What you can do with the My aibo app

The My aibo app is the application dedicated to aibo. It is provided to help you enjoy your life with aibo more comfortably. By registering your account with your My Sony sign-in ID, you can take advantage of a wide variety of features that enrich your life with aibo.

Note

- It is presupposed that aibo is being used by the person who signs into the My aibo app with his or her My Sony sign-in ID, including while using this feature. For more details about My Sony, please read [My Sony Terms of Service].
  https://www.sony.jp/msc/entry/terms.html

Managing aibo

You can specify the name of your aibo, select the volume of its voice, or view its personality or current state (wireless communications, remaining battery power). If you have two or more aibo products, select your desired one to manage. You can also view the photos taken by your aibo or download them to your smartphone or computer.

Customizing aibo

You can change the eye color of your aibo or the sound of its voice. You can also have your aibo memorize tricks or make it forget the tricks.

Updating system software

You can check for latest updates to the system software or change the update method (automatic or manual update) on the Settings screen of the My aibo app.
It is recommended that you keep the system software updated to the latest version. See the following topics for more information.

- Checking for latest updates to the system software
- Updating the system software automatically

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Home screen of the My aibo app for smartphones

The following describes the screen of the My aibo app installed on your smartphone.

1. Menu
   You can view the following information.

   - Account information: You can view your account information.
   - My aibo: You can view your registered aibo or register additional aibo products.
   - Department store: You can redeem your coins for aibo's food and fashion items.
   - Wallet: You can check your coin balance or purchase coins.
   - Party: You can enjoy exclusive event experiences.
   - App settings: You can view the My aibo app settings and related information.

- Buy now: You can purchase aibo, accessories, and related products.
- Life with aibo: You can find information to help you enjoy life with your aibo.
- Linkable apps: You can expand your aibo's possibilities by connecting aibo with various apps and services.
- Support: You can access contact information for inquiries about aibo.

2. Notifications
   You can view the latest updates about aibo and important announcements from Sony.
3. Error message
   An error message is displayed when aibo requires assistance or action is needed.
4. Home
   You can view the My aibo home screen.
5. Memories
   You can view the aibo's diary and daily activity records.

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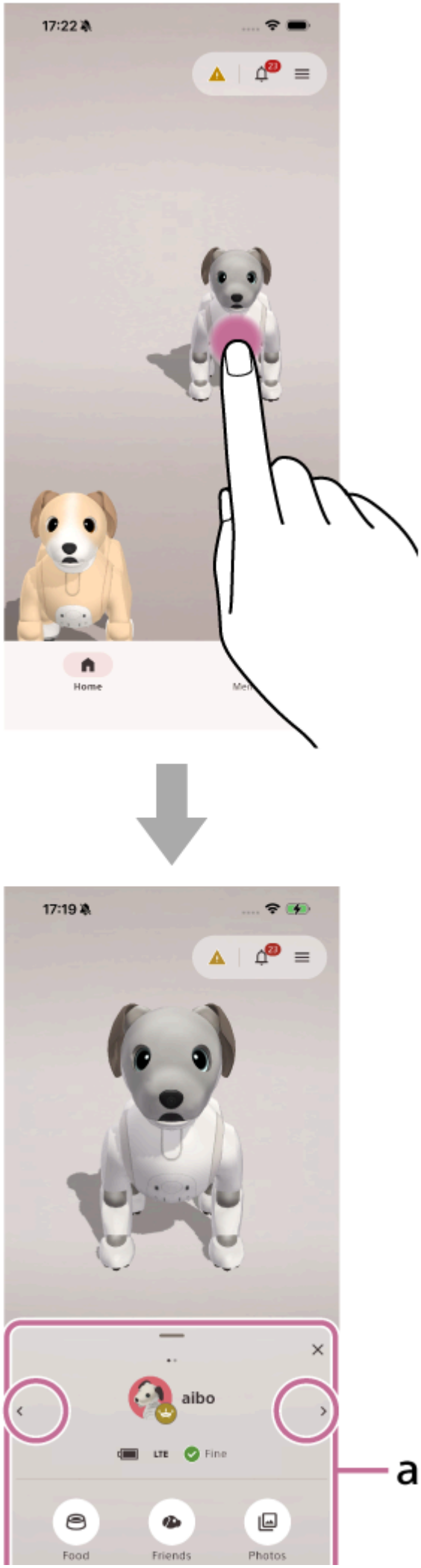
Displaying the aibo menu

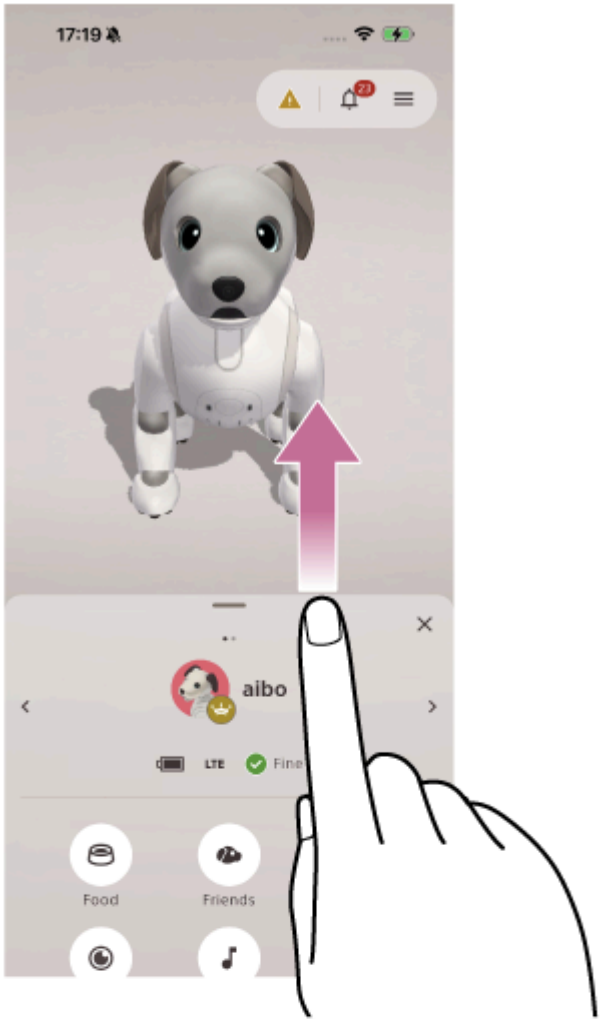
1. **Tap aibo on the home screen.**

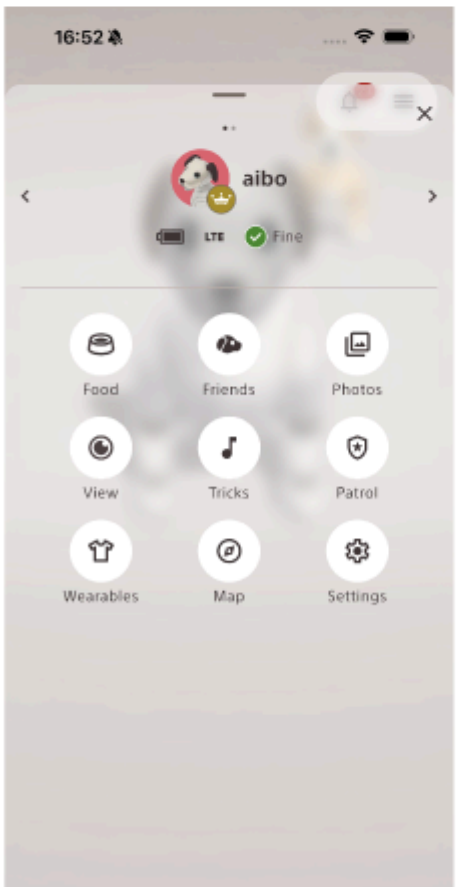
   Part (a) of the aibo menu is displayed at the bottom of the screen.
   If multiple aibo products are registered, tap the left or right arrow icon to switch the displayed aibo.


17:22
Home
17:19
aibo
LTE
Fine
Food
Friends
Photos
a

2 **Swipe up on the aibo menu area.**

The full aibo menu is displayed.


17:19
aibo
LTE
Fine
Food
Friends


16:52
aibo
LTE
Fine
Food
Friends
Photos
View
Tricks
Patrol
Wearables
Map
Settings

aibo menu

1. aibo profile
   You can view information such as the battery level and network connection status of your registered aibo.

2. aibo menu

   - Food: You can enjoy digital food together with your aibo.
   - Friends: You can connect and interact with other aibo.
   - Photos: You can view photos taken by your aibo.
   - View: You can view live video from your aibo.
   - Tricks: You can view the tricks your aibo has learned and ask aibo to perform them instantly.
   - Patrol: You can have your aibo patrol your home.
   - Wearables: You can customize your aibo's fashion with digital collars, headwear, and outfits.
   - Map: You can view a map of the room created by your aibo.
   - Settings: You can check various settings such as Wi-Fi, system update status, and subscription information.

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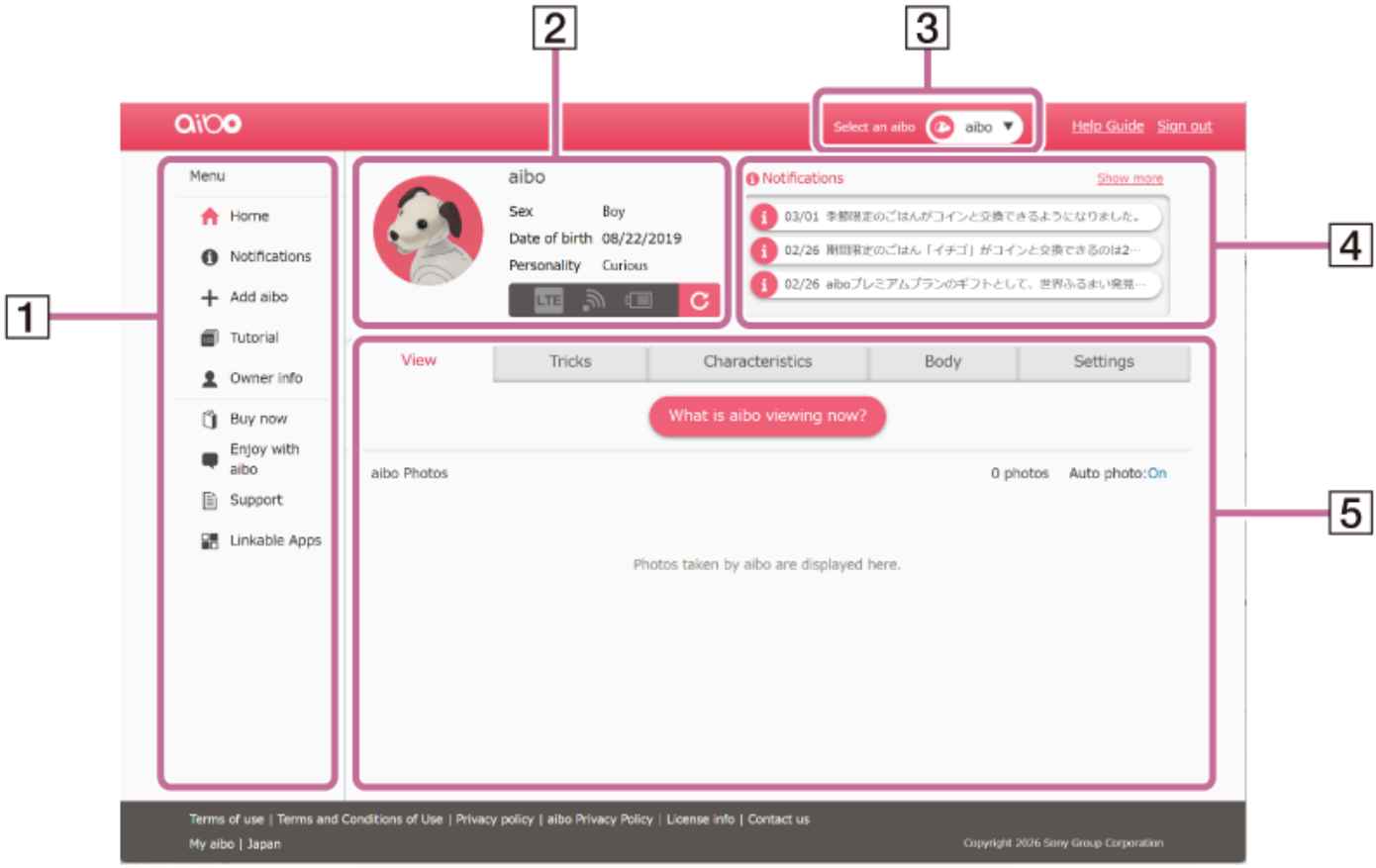
My aibo app screen for computers

The following describes the home screen of the My aibo app for computers.



1. Menu

- Home: You can view the My aibo home screen.
- Notifications: You can check updates about your aibo and announcements from Sony.
- Add aibo: You can register a new aibo.
- Tutorial: You can view instructions on how to interact with your aibo.
- Owner info: You can view and edit the owner's nickname and birthday settings.
- Buy now: You can view information about services and goods for aibo.
- Enjoy with aibo: You can visit a webpage that provides information to help you enjoy life with your aibo.
- Support: You can access contact information for inquiries about aibo.
- Linkable Apps: You can expand your aibo's possibilities by connecting aibo with various apps and services.

2. aibo's profile
   You can view information such as the sex, personality, and battery level of your registered aibo.

3. Select an aibo
   If you have registered two or more aibo products, you can switch aibo displayed in the My aibo app.

4. Notifications
   You can view the latest updates about your aibo and important announcements from Sony.

5. Tab

   - View: You can view photos taken by your aibo and live video from your aibo.
   - Tricks: You can enjoy tricks together with your aibo.
   - Characteristics: You can select and set your aibo's eye color and sound type.
   - Body: You can check your aibo's health status.
   - Settings: You can check various settings such as Wi-Fi, system update status, and subscription information.

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Setting up aibo (Product registration with your My Sony is completed before delivery)

To set up your aibo, you need the dedicated app, My aibo. The My aibo app is available in two versions: one for smartphones and one for computers.
To use the My aibo app for smartphones, download the app to your smartphone. To use the My aibo app for computers, access the My aibo website.

Note

- If you selected [My Sony事前設定不要] when you bought your aibo on Sony Store, see Setting up aibo (Product registration with your My Sony is not completed before delivery).

1. **From your smartphone or computer, access the My aibo website at:**

   http://aibo.com/myaibo
   On the computer, make sure that the My aibo home screen is displayed on your browser software, and then proceed to step 3.

2. **On the smartphone, install and start the My aibo app, and then select the country or region where you bought your aibo.**

3. **Follow the on-screen instructions to sign in to the My aibo app with your My Sony sign-in ID.**

   Be sure to use the sign-in ID that you used when you bought your aibo for signing in.

4. **Register the owner information (your nickname, birthday, and others).**

5. **Follow the on-screen instructions to set up your aibo.**

Note

- Once aibo's sex is specified, you cannot change it without initializing aibo. To change the current sex, initialize your aibo first, and then use the My aibo app.
  Initializing aibo clears all the data, including memories with its owner, what it learned in daily life, and the settings you made.
  There is no way to restore the cleared data.

Related Topic

- Restoring aibo to the default state (Initialization)

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Setting up aibo (Product registration with your My Sony is not completed before delivery)

To set up your aibo, you need the dedicated app, My aibo. The My aibo app is available in two versions: one for smartphones and one for computers.
To use the My aibo app for smartphones, download the app to your smartphone. To use the My aibo app for computers, access the My aibo website.

Note

- If you already made product registration with your My Sony sign-in ID when you bought your aibo, see Setting up aibo (Product registration with your My Sony is completed before delivery).

1. **From your smartphone or computer, access the My aibo website at:**

   http://aibo.com/myaibo
   On the computer, make sure that the My aibo home screen is displayed on your browser software, and then proceed to step 3.

2. **On the smartphone, install and start the My aibo app, and then select the country or region where you bought your aibo.**

3. **Follow the on-screen instructions to sign in to the My aibo app with your My Sony sign-in ID.**

   Sign in with your sign-in ID that you use for managing your aibo.

4. **Register the owner information (your nickname, birthday, and others).**

5. **Do either of the following depending on the app in use.**

   - On the My aibo app for smartphones:

   1. Tap [Add aibo] on the [Let's start exploring with aibo] screen.

   - On the My aibo app for computers:

   1. When product key entry is prompted, enter the 12-digit alphanumeric code printed on the product key sticker that is supplied with your aibo.
   2. Select [Add].
      Your aibo is added to your My Sony and the Set-up screen opens.

6. **Follow the on-screen instructions to set up your aibo.**

Note

- Once aibo's sex is specified, you cannot change it without initializing aibo. To change the current sex, initialize your aibo first, and then use the My aibo app.
  Initializing aibo clears all the data, including memories with its owner, what it learned in daily life, and the settings you made.
  There is no way to restore the cleared data.

Related Topic

- Restoring aibo to the default state (Initialization)

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Adding a second and subsequent aibo products (Product registration with your My Sony is completed before delivery)

The following describes how to add a second and subsequent aibo products of yours.
If you already have a My Sony sign-in ID and have registered your first aibo with the My aibo app and subscribed to the aibo basic plan, you can register additional aibo products under the same sign-in ID.

Note

- If you selected [My Sony事前設定不要] when you bought your aibo on Sony Store, see Adding a second and subsequent aibo products (Product registration with your My Sony is not completed before delivery).

Hint

- You can add up to 16 aibo products to a single My Sony sign-in ID.

1. **Open the My aibo home screen.**

2. **Do either of the following depending on the app in use.**

- On the My aibo app for smartphones:
  Tap [Menu] - [My aibo], then select your aibo that displays [Initial set-up not completed].

- On the My aibo app for computers:
  Select an aibo that you have not set up from the [Select an aibo] drop-down list at the top of the My aibo home screen.

3. **Follow the on-screen instructions to set up your aibo.**

Note

- Once aibo's sex is specified, you cannot change it without initializing aibo. To change the current sex, initialize your aibo first, and then use the My aibo app.
  Initializing aibo clears all the data, including memories with its owner, what it learned in daily life, and the settings you made.
  There is no way to restore the cleared data.

Related Topic

- Restoring aibo to the default state (Initialization)

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ENTERTAINMENT ROBOT
ERS-1000

Adding a second and subsequent aibo products (Product registration with your My Sony is not completed before delivery)

The following describes how to add a second and subsequent aibo products of yours.
If you already have a My Sony sign-in ID and have registered your first aibo with the My aibo app and subscribed to the aibo basic plan, you can register additional aibo products under the same sign-in ID.

Note

- If you already made product registration with your My Sony when you bought your aibo, see Adding a second and subsequent aibo products (Product registration with your My Sony is completed before delivery).

Hint

- You can add up to 16 aibo products to a single My Sony sign-in ID.

1. **Open the My aibo home screen.**

2. **Do either of the following depending on the app in use.**

- On the My aibo app for smartphones:

1. Tap [Menu] - [My aibo] - [Add aibo].
   Product key entry is prompted.
2. Tap [Scan QR code] and scan the QR code printed on the product key sticker that is supplied with your aibo.
   Alternatively, you can enter the 12-digit alphanumeric code printed on the product key sticker.
3. Tap [Add].
   Your aibo is added to your My Sony and the Set-up screen opens.

- On the My aibo app for computers:

1. Select [Menu] - [Add aibo].
   Product key entry is prompted.
2. Enter the 12-digit alphanumeric code printed on the product key sticker that is supplied with your aibo.
3. Select [Add].
   Your aibo is added to your My Sony and the Set-up screen opens.

3. **Follow the on-screen instructions to set up your aibo.**

Note

- Once aibo's sex is specified, you cannot change it without initializing aibo. To change the current sex, initialize your aibo first, and then use the My aibo app.

Initializing aibo clears all the data, including memories with its owner, what it learned in daily life, and the settings you made. There is no way to restore the cleared data.

Related Topic

- Restoring aibo to the default state (Initialization)

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Connecting aibo to the Wi-Fi network for Internet access

Internet connection through a Wi-Fi network is needed to automatically update aibo's system software. Updates to the system software add new features to aibo, improve user experience, or enhance information security.
To ensure that your life with aibo is kept up to date, it is recommended that you connect your aibo to the Internet through your Wi-Fi network.

Note

- While the network switch located behind the lid on aibo's torso is in the “OFF” position, aibo is not capable of connecting to any network. Make sure that the network switch is in the “2” position.
- When your Wi-Fi router/access point is configured in stealth mode or the WEP encryption method is used for the security settings, the name of your Wi-Fi router/access point is not included in the network list. Change the Wi-Fi router/access point settings.
- If your aibo cannot use the mobile network, configure the Wi-Fi settings using a QR code.
  When using the smartphone app, the screen automatically switches to the Wi-Fi setup screen using a QR code.
  When using the computer app, select [Select Wi-Fi network] to switch to the Wi-Fi setup screen using a QR code.
  While a QR code scan is in progress, aibo sits down and repeats saying “Tick, tock, tock, ...” for one minute*. To cancel the QR code scan, say “Stop” to aibo.
  *Listen to aibo's voice (You may not hear the voice depending on your browser software.)

Hint

- For information about troubleshooting the issue that aibo fails to connect to a Wi-Fi network, visit the aibo Owner Support website at http://aibo.com/support.

Related Topic

- Features inside aibo's body (Button, Switch, SIM card slot)
- Checking for latest updates to the system software
- Updating the system software automatically

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Using the SSID (network name) for Wi-Fi network connection

You can select the SSID (network name) of your Wi-Fi router/access point and connect your aibo to your Wi-Fi network.

Before you do the following, make sure:

- You can access the Internet through your Wi-Fi network.
- You take a note of the following information about your Wi-Fi router/access point.
  - SSID*1
  - Password*2

*1 "SSID" is the name used to identify a particular Wi-Fi router/access point. It may also be described as the "network name."
*2 "Password" may also be described as the "encryption key," "security key," "network key," or "KEY."

If you do not recall the SSID of your Wi-Fi router/access point, refer to the supplied document; or ask the person who made your Wi-Fi network settings or the manufacture of your Wi-Fi router/access point. You may find the SSID printed on the label on your Wi-Fi router/access point.

1. **Open the My aibo home screen.**
2. **Do either of the following depending on the app in use.**

   - On the My aibo app for smartphones:

   1. Tap aibo to display the aibo menu.
   2. Tap [Settings] - [Wi-Fi].

   - On the My aibo app for computers:

   1. Select [Wi-Fi settings] on the [Settings] tab.

3. **Select the SSID (network name) of your Wi-Fi router/access point from the list.**
4. **Follow the on-screen instructions to enter the password for connecting to your Wi-Fi network.**

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Deleting the Wi-Fi settings

You can delete the SSID from the Wi-Fi settings, for example, when you no longer use a Wi-Fi router/access point with the registered SSID.

1. **Open the My aibo home screen.**

2. **Do either of the following depending on the app in use.**

- On the My aibo app for smartphones:

1. Tap aibo to display the aibo menu.
2. Tap [Settings] - [Wi-Fi].
3. Select the SSID (network name) of your desired Wi-Fi router/access point from the list.
4. Select [Delete setting].

- On the My aibo app for computers:

1. Select [Wi-Fi settings] on the [Settings] tab.
2. Select the SSID (network name) of your desired Wi-Fi router/access point from the list.
3. Select [Delete setting].

To delete the Wi-Fi settings altogether

Perform one of the following operations depending on the app you are using.

- On the My aibo app for smartphones: After step 2 -2, select [Delete all Wi-Fi settings] from the menu icon (⋮) in the upper-right corner.
- On the My aibo app for computers: After step 2 -1, select [Delete all Wi-Fi settings].

Once you deleted the Wi-Fi settings altogether, you need to have aibo scan the QR code and make Wi-Fi settings all over again. Follow the on-screen instructions.

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Checking for latest updates to the system software

You can check latest updates to the system software on the My aibo app.

1. **Open the My aibo home screen.**

2. **Do either of the following depending on the app in use.**

   - On the My aibo app for smartphones:

   1. Tap aibo to display the aibo menu.
   2. Tap [Settings] - [System] - [Check for updates].

   - On the My aibo app for computers:

   1. Select [System updates] on the [Settings] tab.

3. **To immediately download the latest updates to the system software, follow the on-screen instructions and select [Update] or [Agree and start].**

   The system software is automatically updated while aibo is charging its built-in battery on its own.

4. **Wait until aibo gets up and starts walking.**

   While the update is in progress, aibo's status LED flashes sequentially in green, red, and orange.
   When the status LED stops flashing and aibo gets up and starts walking, it means that the update is complete.

Note

- Once the system software is updated, there is no way to restore the system software to the previous version.
- If you turn off your aibo while an update of the system software is in progress, it will abort the update and may cause aibo unable to function properly or at all. Do not turn off your aibo before its status LED stops flashing and aibo gets up and starts walking.

Related Topic

- Updating the system software automatically

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Updating the system software automatically

You can have your aibo's system software automatically updated to the latest version.
To ensure your life with aibo that is kept up to date, it is recommended that you enable aibo's Auto update feature. To have the system software automatically updated, however, you need to keep your aibo connected to your Wi-Fi network.
Connect your aibo to your Wi-Fi network and follow these steps to enable the Auto update feature.

Note

- While aibo is connected to the Internet through a mobile network, the system software must be updated manually even if the Auto update feature is enabled. For details, see Checking for latest updates to the system software.

1. **Open the My aibo home screen.**

2. **Do either of the following depending on the app in use.**

   The system software is automatically updated while aibo is charging its built-in battery on its own.

   - On the My aibo app for smartphones:

   1. Tap aibo to display the aibo menu.
   2. Tap [Settings] - [System] - [Auto update].

   - On the My aibo app for computers:

   1. Select [System updates] - [Auto update] - [Automatically] on the [Settings] tab.

3. **Wait until aibo gets up and starts walking.**

   While the update is in progress, aibo's status LED flashes sequentially in green, red, and orange.
   When the status LED stops flashing and aibo gets up and starts walking, it means that the update is complete.

Note

- Once the system software is updated, there is no way to restore the system software to the previous version.
- If you turn off your aibo while an update of the system software is in progress, it will abort the update and may cause aibo unable to function properly or at all. Do not turn off your aibo before its status LED stops flashing and aibo gets up and starts walking.

Related Topic

- Connecting aibo to the Wi-Fi network for Internet access
- Using the SSID (network name) for Wi-Fi network connection
- Checking for latest updates to the system software

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Restoring aibo to the default state (Initialization)

You can initialize your aibo and restore it to the state when aibo was delivered to your home.

1. **Open the My aibo home screen.**

2. **Do either of the following depending on the app in use.**

   - On the My aibo app for smartphones:

   1. Tap aibo to display the aibo menu.
   2. Tap [Settings] - [System] - [Initialize aibo] - [Next].

   - On the My aibo app for computers:

   1. Select [Initialize aibo] on the [Settings] tab.

3. **Select [Initialize].**

   Initialization takes a while. When initialization is complete, your aibo automatically restarts itself.

Note

- While aibo is in the process of restarting itself, do not turn off aibo. Wait until aibo is turned on and starts moving.
- Initializing aibo clears all the data, including memories with its owner, what it learned in daily life, and the settings you made. There is no way to restore the cleared data.
- Initializing aibo does not restore the system software to the previous version.

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Notes on use

On handling aibo

- Do not use aibo outdoors to avoid ingress of water or foreign matters. Such ingress may cause a malfunction of aibo.
- Do not use aibo on a hard floor, such as a concrete or asphalt floor, to avoid the risk of scratching aibo or its malfunction.
- Do not use aibo on a slippery floor or a shag carpet. aibo may fail to sit up or move forward. It is recommended that you use aibo on a wooden floor or a carpet with short threads.
- Do not exert excessive force on aibo to prevent its activities.
- Keep aibo's movable parts free of anything that can restrict their movements, such as a sticker or a ribbon.
- Do not lubricate aibo’s movable parts.
- Do not allow a strong physical impact (e.g. dropping aibo) or exert excessive force (e.g. putting a heavy object on aibo) on aibo to avoid the risk of malfunction.
- aibo’s operating temperature range is from 5 °C to 35 °C (41 °F to 95 °F). Use of aibo in an extremely cold or hot place where the temperature falls below or exceeds the range may cause a malfunction of aibo.
- Do not leave aibo in a place subject to excessive dust or cigarette smoke.
- Do not leave aibo in a place subject to extremely high/low temperatures or high humidity. The interior temperature of a closed vehicle parked under the blazing sun or in summertime rises considerably high. Leaving aibo in such a vehicle may cause deformation of aibo or its malfunction.
- aibo's network features are solely applicable to the networks in Japan. Depending on the country or region, restrictions are imposed on use of radio waves. Use of aibo’s network features in such countries or regions may result in a violation of law.
- aibo’s sensor may malfunction when subject to intensive direct sunlight, such as by the window in daytime.
- Protect aibo’s cameras and sensors from being scratched or soiled with dust and fingerprints. Scratches or soil residues on their surface can cause aibo's detection capabilities to deteriorate.
- If residues of dust or fingerprints are found on aibo’s camera or sensor covers, do not touch them with bare hands. Instead, blow them off with a commercially available blower or wipe them off with a soft cloth.
- Do not use aibo on a place where aibo might fall off, surrounded by obstacles, or within reach of small children. By falling or colliding, aibo may damage your property, cause a physical injury, or aibo may malfunction. Please be advised that Sony assumes no liability for any damage or loss that you may suffer as a result of such a fall or collision.

Moisture condensation

If aibo is brought directly from a cold place to a warm place, moisture may condense inside or on the surface of it and cause a malfunction of aibo. If moisture condensation has occurred, leave aibo without turning on the power.

Heat generation

- aibo and the supplied AC adapter may generate heat while they are in use. Heat generation is caused by the operation of internal electric circuits or the electric current that flows during battery charge and does not indicate a malfunction. The amount of heat generated by aibo depends on its activity.
- When aibo or the supplied AC adapter is extremely hot to the touch when compared to its usual state, press and hold the power button at the back of the neck for 2 seconds to turn off aibo. Unplug the power cord of the AC adapter from the AC outlet. Then, visit the aibo Owner Support website and see the troubleshooting information.

On handling the charging station

- To let aibo charge its battery on its own on the charging station (self-charging) and get up from there, do not place objects, which may disturb aibo's activities, around the charging station. See Where to place the charging station for more information.
- Do not touch the charge connector with bare hands to avoid causing a bad contact.
- Do not exert force on the charging station, for example, by putting your hand or elbow on it.
- Do not step on or kick the charging station.
- Do not exert a strong physical impact on the charging station or drop the station.
- Do not leave the charging station in a place subject to abnormally high temperatures, such as inside a closed vehicle parked under the blazing sun, to avoid the risk of deformation or a malfunction of the charging station.
- Do not allow the charging station to be exposed to water.
- For more information about the charging station, see the following topics:
  - Charging station
  - Where to place the charging station
  - Setting up the charging station

On charging the battery of aibo

- Charge the battery under the condition where the ambient temperature is within the range from 5 °C to 35 °C (41 °F to 95 °F). If the temperature is out of this range, the battery may not be fully charged.
- While you are charging the battery or using aibo, aibo's body temperature may rise. This, however, does not indicate a malfunction of aibo.
- Even if you do not intend to use aibo for an extended period of time, charge the battery every 6 months to keep it from deteriorating.
- If aibo has not been used for an extended period of time, it may take more time to charge the battery.
- If the battery power wears out in about a half of its standard battery life, the battery life may be coming to an end. For replacing the battery, visit the aibo Owner Support website and see the information about battery replacement.

On handling the AC adapter

- Use the supplied AC adapter with the charging station. Use of any AC adapter other than the supplied one will cause a malfunction of aibo.
- For connecting the AC adapter to a power source, use an AC outlet that is easy to access. When there is an issue with the operation of aibo, immediately unplug the power cord from the AC outlet to cut the power supply.

- The supplied AC adapter is exclusively designed for use in Japan. Do not use the adapter in any other countries or regions, or with any other voltages.
- Do not connect the AC adapter to an electronic voltage transformer designed for travelers to avoid the risk of heat generation or a malfunction of the adapter.
- When you leave home, for example, for vacation and do not intend to use the supplied AC adapter for an extended period of time, unplug the power cord from the AC outlet.
- The supplied power cord is exclusively designed for aibo’s charging station. It should not be used with any other electric devices.

Notes on the Auto photo/streaming feature of aibo

- Use the Auto photo/streaming feature in compliance with the moral standards.
- Taking photos of others and/or making such photos open to the public may result in a violation of privacy or portrait rights. Before you take photos of others, be sure to obtain their consent.

On handling the SIM card

- The SIM card in aibo is solely provided for use with aibo. Do not use it with any other products.
- When you removed the SIM card from aibo, be sure not to misplace it and watch over small children to prevent them from swallowing the card.
- For removing the SIM card, see Features inside aibo's body (Button, Switch, SIM card slot).

On cleaning

- When aibo or the charging station is soiled with small particles and dust, gently wipe them off with a dry, soft cloth.
- Do not use any volatile agent, such as alcohol or paint thinner, to avoid damaging the finish.

On Wi-Fi communication

Please be advised that you are expected to pay any necessary costs for connecting aibo to a Wi-Fi network.

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About Software

Information about aibo's system software

By updating the system software, you can add new features to aibo, improve user experience of aibo, and enhance security of aibo. Please use the dedicated app, My aibo, to keep your aibo updated.

Information about the third-party software

The entertainment robot, aibo contains the software that includes software components publicly available as the source code or as free software or its derivative granted for use under the license agreement imposed by the software right holder other than Sony Group Corporation (hereinafter referred to as "third-party software"). To use any third-party software, you are bind to comply with its license agreement. The license agreement of each third-party software is provided on the website at the following URL. You are advised to visit this website and read each and every license agreement.
http://oss.sony.net/License/ERS-1000/
Some of the third-party software is applicable to GNU General Public License (GPL) or GNU Lesser General Public License (LGPL) described on the website at the above URL. With compliance to the GPL/LGPL conditions, you are entitled to obtain, alter, and distribute the software code of such software. The software code of each of such software is provided on the website at the following URL. To download the software code, access the website and select "ERS-1000."
http://www.sony.net/Products/Linux/
Please be advised that no answer will be provided by Sony to the inquiry concerning the contents of the software code.

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ENTERTAINMENT ROBOT
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About the Wi-Fi Features and the Specific Absorption Rate (SAR) for aibo

Notes on using the Wi-Fi features

aibo uses the 2.4GHz frequency range. The 2.4GHz frequency range is used for operation by industrial/scientific/medical devices including microwave ovens, as well as by other homogeneous wireless stations, radio stations for mobile identification that require a license and are often used for in-plant production lines, specified low power radio stations that do not require a license, and amateur radio stations (hereinafter collectively referred to as “other wireless stations”).

1. Before you start using your aibo, make sure that there are no “other wireless stations” in operation nearby.
2. If there is radio interference between your aibo and “other wireless stations,” immediately change the location where you use your aibo or perform the following.
   - Slide the network switch on aibo’s torso to “OFF.”
   - Press and hold the power button at the back of aibo’s neck for 2 seconds to turn off aibo.
3. When you have any questions or need assistance, contact the aibo Owner Support.

2.4: Indicates the radio equipment that uses the 2,400 MHz frequency range.
FH/XX/DS/OF: Indicates that the modulation method is FH-SS, random, DS-SS, or OFDM.
4: Indicates that the expected interference distance is 40 m or shorter.
8: Indicates that the expected interference distance is 80 m or shorter.
: Indicates that all frequency ranges from 2,400 MHz to 2483.5 MHz are used and the frequency range used by mobile object identification devices cannot be avoided.
: Indicates that all frequency ranges from 2,400 MHz to 2483.5 MHz are used and the frequency range used by mobile object identification devices can be avoided.

Notes on the wireless LAN

Sony assumes no liability for any damage or loss that you may suffer as a result of unauthorized access or use of the connection target data stored on aibo arising from loss or theft of aibo.

About security of the wireless LAN products in use

- To avoid hacking, access from a malicious party, and other vulnerability attacks, be sure to use a secure wireless LAN.
- It is critical that you make security settings for the wireless LAN.
- Sony assumes no liability for any damage as a result of the security issues arising from your neglect of security measures or your unavoidable circumstances for using the wireless LAN.

About the Specific Absorption Rate (SAR) for aibo

aibo ERS-1000 Series is in compliance with the government technical standards concerning the rate of radio-frequency energy absorption by the human body and the international guidelines for human protection from radio-frequency energy exposure.
aibo is designed to comply with the exposure limit recommended by the government technical standards* concerning the rate of radio-frequency energy absorption by the human body and the international guidelines equivalent to these technical standards. These international guidelines are formulated by the International Commission on Non-Ionizing Radiation Protection (ICNIRP) that works together with the World Health Organization (WHO), and the exposure limits given in the guidelines cover the safety rates that are sufficient enough for all users regardless of their ages and health conditions. The government technical standards and the international guidelines define these limits as the Specific Absorption Rates (SAR) that indicate the average amount of radio-frequency energy absorbed by the human body. The SAR limit for aibo is 2.0 W/kg and the maximum SAR value of aibo measured by pressing aibo tightly against the human body is 0.887 W/kg. This value may slightly vary depending on the individual aibo product but the SAR limit for aibo is not exceeded in any case. In addition, as aibo is designed to output the minimum energy needed for communication with the nearest mobile base station, the SAR value typically decreases. In general, the closer the base station is located, the less energy aibo outputs.
The WHO states that many studies have been conducted over 20 years to evaluate if mobile phones produce potential risks to human health. No alleged consequences on health by use of mobile phones have been established to date.
For more information, please visit the World Health Organization website.
World Health Organization website:
https://www.who.int/news-room/fact-sheets/detail/electromagnetic-fields-and-public-health-mobile-phones
For more information about the SAR, please visit the following websites.
Ministry of Internal Affairs and Communications:
http://www.tele.soumu.go.jp/j/sys/ele/index.htm
Association of Radio Industries and Businesses:
http://www.arib-emf.org/index02.html

* The technical standards are defined in the Ordinance on Radio Law (Article 14-2 radio equipment).

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Specifications

aibo

Movable parts	• Head: 3 degrees of freedom • Mouth: 1 degree of freedom • Neck: 1 degree of freedom • Waist: 1 degree of freedom • Front paws/Back paws (4): 3 degrees of freedom • Ears (2): 1 degree of freedom • Tail: 2 degrees of freedom (22 degrees of freedom in total)
Buttons and switch	• Power button • Volume button (+, -) • Network switch
LEDs	• Status LED • Network LED
Displays	OLED (eyes) (2)
Cameras	• Front camera (1) • SLAM camera (1)
Terminals	• Charging pins • SIM card slot
Sound	• Speaker • Microphones (4)

Sensors	• 6 axis detection systems (head, torso) (2) (3 axis gyro/3 axis acceleration) • Motion sensor • Ranging sensors (2) • ToF sensor • Light sensor • Head sensor (Capacitive type touch sensor) • Jaw sensor (Capacitive type touch sensor) • Back sensor (Pressure sensitive/capacitive type touch sensor) • Paw pads (4)
Power consumption	Approx. 14 W (in standard mode operation)
Battery life	Approx. 120 minutes (in standard mode operation)
Dimensions (w/h/d)	Approx. 180 x 293 x 305 mm (7.1 x 11.5 x 12.0 in.) (not including the protruded parts)
Mass	Approx. 2.2 kg (77.6 oz)
Operating temperature	5 °C - 35 °C (41 °F - 95 °F)
Communication system	• Mobile network communication feature (Data transmission): LTE • Wi-Fi: IEEE 802.11b/g/n

Charging station (Charging stand, Charging mat)

Power supply	19.5 V DC
Output voltage	19.5 V DC: 2.3 A (for charging aibo)
Charging time	Approx. 3 hours*
Dimensions (w/h/d)	• Charging stand: Approx. 171 x 29 x 74 mm (6.7 x 1.1 x 2.9 in.) • Charging mat: Approx. 392 x 24 x 284 mm (15.4 x 0.9 x 11.2 in.)
Mass	• Charging stand: Approx. 101 g (3.6 oz) • Charging mat: Approx. 466 g (16.4 oz)
Operating temperature	5 °C - 35 °C (41 °F - 95 °F)

* The charging time may vary depending on the condition, such as the activity of aibo or the ambient temperature.

AC adapter

Input	100 - 240 V AC (100 V AC for the power cord) 50 - 60 Hz, 1.2 A
Output	19.5 V DC, 2.3 A
Operating temperature	5 °C - 35 °C (41 °F - 95 °F) (temperature gradient of 10 °C (50 °F)/hour or less)
Dimensions (w/h/d)	Approx. 92 x 41 x 27 mm (3.6 x 1.6 x 1.1 in.)
Mass	Approx. 165 g (5.8 oz)
Connection cord length	Power cord: Approx. 1 m (39.4 in.)

Supplied accessories

- SIM card (inserted in aibo)
- Charging station* (ERA-1001)
  * Referred to when the charging stand is attached to the charging mat.
- AC adapter
- Power cord
- Pink ball
- Starting your life with aibo™
- For your safety
- A set of paper documents, including the warranty card

Design and specifications are subject to change without notice.

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- QR Code is a registered trademark of DENSO WAVE INCORPORATED.
- System and/or product names mentioned in this document are, in general, registered trademarks or trademarks of their respective developers and the “™” and “®” marks are omitted in the text.
  Furthermore, any copyrights not explicitly mentioned in this document are the property of their respective owners.

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Transferring aibo

Before you transfer your aibo, be sure to initialize it with the My aibo app. See Restoring aibo to the default state (Initialization) for the instructions.
The rights to use the aibo basic plan and the aibo Support Care are not transferrable. They must have expired before you transfer your aibo. Please read the information about your rights and contract using the My aibo app.
See Viewing the contract information for the instructions.

Note

- Transferring your aibo to a third party without initialization may cause unauthorized viewing and/or use of your personal data by the third party. Sony assumes no liability for any damage or loss that you may suffer as a result of unauthorized viewing and/or use of the undeleted data by the third party.

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ERS-1000

Disposing of aibo

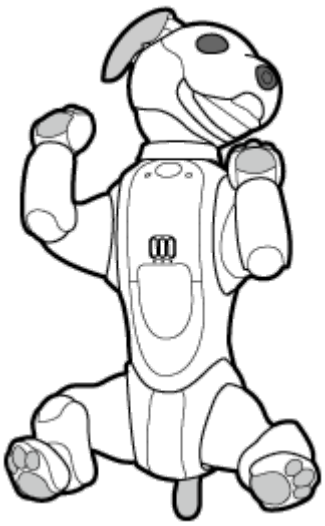
Before disposing of your aibo, be sure to remove the built-in battery pack by following these steps.

Note

- Unless you wish to dispose of your aibo, do not remove any screws. If disassembly is considered as unreasonable by Sony, no replacement or repair services will be provided.
- To remove the battery pack, you need a T5 Torx screwdriver. Be sure to have it ready in advance.

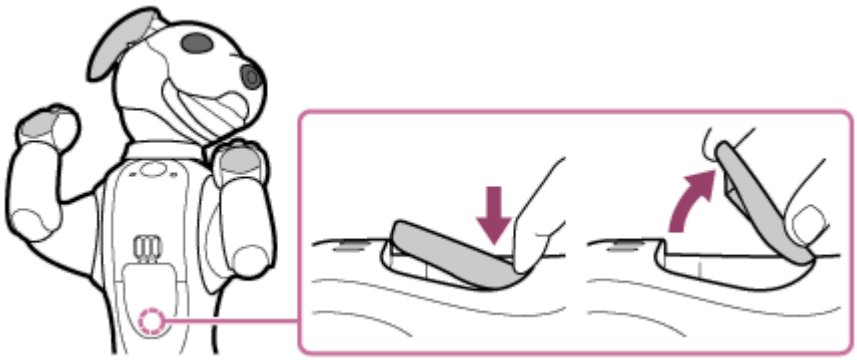
1. **Press and hold the power button at the back of aibo's neck for 2 seconds to turn off aibo.**

2. **Lay down aibo on its back on a flat surface.**

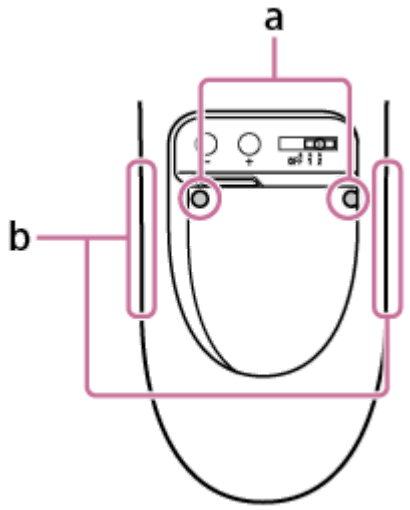


3. **Remove the lid from aibo's torso.**

   When you push the lid on the torso as illustrated, the lid pops up and you can remove the lid.

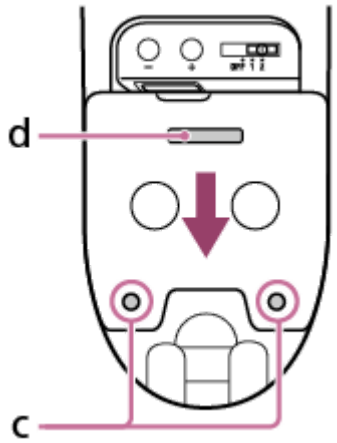


4. **Remove the top two Torx screws (a), put your fingernails into the side gaps (b), and then raise up the outer covering to take it off.**

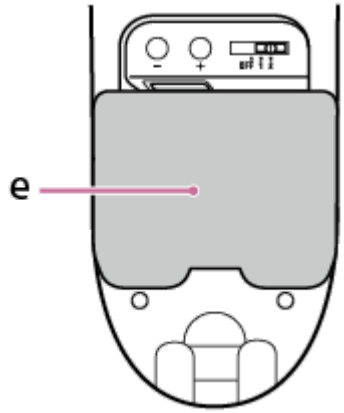


5 **Remove the bottom two Torx screws (c) and then the battery compartment cover.**

Put your fingertip onto the rectangular projection (d) on the battery compartment cover and slide off the cover in the direction of the arrow.



6 **Remove the battery pack (e).**



About handling the battery

The built-in battery of aibo can be recycled. When you wish to dispose of your aibo, remove the battery, cover the metal parts by the insulation tape such as the cellophane tape, and then take the battery to one of the recycling partners.
For information about collecting/recycling the battery and the recycling partners, visit the Japan Portable Rechargeable Battery Recycling Center (JBRC) website at http://www.jbrc.com/.

Note

- When you remove the battery, choose a place that is out of reach of small children to prevent them from accidentally swallowing parts, such as screws.
- Unless you wish to dispose of your aibo, do not remove any screws. If disassembly is considered as unreasonable by Sony, no replacement or repair services will be provided.

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What if aibo seems to have an issue?

When aibo seems having an issue (for example, aibo does not move or walk, or aibo's joints relax), follow these steps:

1. **Briefly press the power button at the back of aibo's neck.**

   The status LED above the power button lights in red to indicate that aibo is in sleep mode.

2. **Press the power button briefly once again.**

   aibo is turned on and starts moving.

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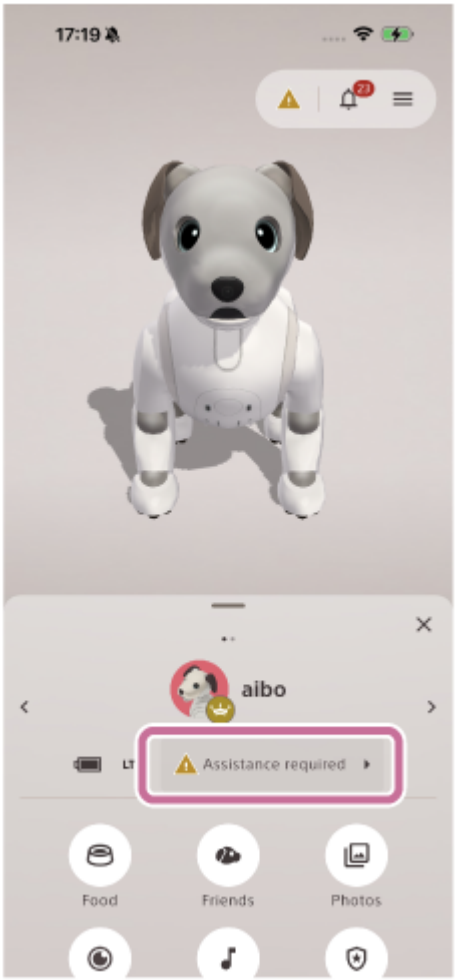
What if the status LED flashes in red?

When the status LED on the back of aibo's neck is lit in green/orange or flashing in green to indicate the battery state of charge, then goes flashing in red, aibo needs owner's help.
Do either of the following depending on the app in use to find out the actions that you should take.

On the My aibo app for smartphones

1. Tap aibo to display the aibo menu on the My aibo app home screen.

2. Tap the status icon (✕ ／ ⚠ ／ ⓘ) on the aibo profile.



On the My aibo app for computers

Open the My aibo home screen and select the [Body] tab.

Flashing once in red

Restart your aibo

Press and hold the power button for 2 seconds to turn aibo off, and then press and hold the power button for 2 seconds again to start aibo.

Flashing twice in red

Your aibo's joints has been kept from operating

For your safety and to protect aibo, some or all of your aibo's joints has been kept from operating. Wait for a while, or press the power button to put aibo into sleep mode. After the status LED lights up red and aibo goes into sleep mode, place aibo on a flat surface with its front paws and back paws folded forward as shown in the picture. Then, press the power button.

Flashing three times in red

Your aibo is in an improper position

It is difficult for aibo to stand up from its current position. Place aibo on a flat surface with its front paws and back paws folded forward as shown in the picture, and then press the power button. After the status LED lights up red and your aibo goes into sleep mode, press the power button again.

Flashing four times in red

Network error

A network error has occurred. Check the network connection. You can check whether the problem is the server on the Notifications page. If you're using Wi-Fi, move close to the access point, and check whether the access point is connected to the Internet. If you're using use a cellular connection (LTE), make sure the SIM card is firmly seated in the SIM slot. If you are in a place with poor cellular network reception (such as a basement), either use Wi-Fi or move to a location with better cellular reception.

Flashing five times in red

An error has occurred with aibo's sensors

Some sensors may not work properly. If aibo's body is dirty, please clean with a soft cloth. If you've put stickers on your aibo, please remove them. If your aibo is wearing clothes, please remove them. If your aibo seems stuck exploring the same area, move your aibo to a place without obstacles immediately around him or her, or blow any dust off of the ranging sensors using a blower or can of compressed air.

Flashing six times in red

Some tricks are not available

Some tricks are not available because your aibo's motor has become too hot. Once the motor cools down, the tricks will become available again.

Flashing seven times in red

Cannot connect to the server

You can confirm server issues on the Notifications page.

Flashing eight times in red

Your aibo has stopped working

Your aibo has stopped working because it has gotten too hot.Please wait for its temperature to decrease.Your aibo will restart automatically when it has returned to a safe temperature.

Flashing nine times in red

It's time to replace the battery

Your aibo's battery is approaching the end of its life. Contact customer support about having the battery replaced.

Flashing ten times in red

aibo is too hot to charge

Charging is not possible because your aibo has become too hot. Your aibo will temporarily stop working. Once aibo cools down, charging will start. When charging completes, your aibo will start automatically.

Flashing eleven times in red

Failed to update the system software

Wait a little while, press and hold the power button for 2 seconds to turn aibo off, and then press and hold the power button for 2 seconds again to start aibo.

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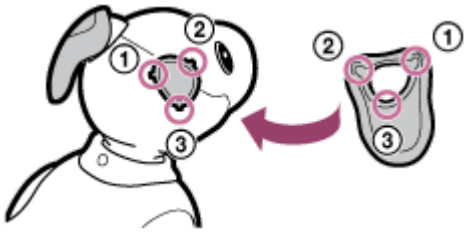
What if the ear comes off from the body?

When aibo's ear comes off from the body, follow these steps to put it back on.

1. **Find out how you should hold the detached ear in order to attach it in the right orientation as the shape of aibo's ear.**

2. **Align the three projections on aibo's head with the three receptacle grooves on the detached ear, and then push in the ear.**



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What if the tail comes off from the body?

When aibo's tail comes off from the body, follow these steps to put it back on.

1. **Find out how you should hold the detached tail in order to attach it in the right orientation as the shape of aibo's tail.**

2. **Put the detached tail to the protruded base component, and then push the tail toward aibo's body to let the component go into the receptacle hole of the tail.**

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Viewing the contract information

Follow these steps to view the contract information.

1. **Open the My aibo home screen.**

2. **Do either of the following depending on the app in use.**

   - On the My aibo app for smartphones:

   1. Tap aibo to display the aibo menu.
   2. Tap [Settings] - [Other] - [Contract].

   - On the My aibo app for computers:

   1. Select [Contract] on the [Settings] tab.

3. **Follow the on-screen instructions to view the contract information.**

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Contact information

Latest support information

Find out the latest support information including the frequently asked questions on the aibo Owner Support website at:
http://aibo.com/support

aibo Owner Support

When you do not find the troubleshooting information concerning your issue on the above website, contact the aibo Owner Support by e-mail or telephone.

- E-mail contact
  Select [aibo Owner Support] on the above website and then the e-mail contact.
- Telephone contact
  - Toll free:
    0120-30-2629
  - From mobile phones, PHS phones, and some IP phones:
    050-3754-9632

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Warranty card and follow-up services

Please read

No data compensation is provided.

In the event that your data is not recorded and thus unavailable for retrieval due to some reasons, such as a malfunction of aibo or a communication error, please be advised that Sony assumes no liability for compensating lost data.

Warranty card is solely valid in Japan.

This aibo is designed based on the specifications applicable in Japan. Please be advised that on-site follow-up services and other costs concerning accidents and/or malfunctions of aibo happened in overseas are not covered by the warranty.

Warranty card

- Your aibo is supplied with the warranty card.
- Make sure that all the necessary information is correctly written on the warranty card, and then securely store the card.
- The warranty period is 30 days from the date of your purchase.

Follow-up services

When your aibo has an issue:

Search for the information about troubleshooting the issue on the aibo Owner Support website at:
http://aibo.com/support

If your aibo still has the issue:

Contact the aibo Owner Support. You will be asked to give your My Sony sign-in ID.

About repair

- Repair services after expiration of the warranty period will be provided at your own expense if capabilities can be maintained by repair work.
- Sony provides off-site repair services for aibo. You need all the packing materials, including the package box, used at the time of your purchase to send your aibo for repair. Please securely store them all.
  For the packing instructions, visit the aibo Owner Support website.
- Sony may reproduce or reuse the parts replaced to repair aibo and will not return the replaced parts.

About the spare parts retention period

Sony maintains supplies of functional repair parts (parts essential to maintain capabilities of products) for the entertainment robot for a period of 7 years after discontinuation of the product. Product repair is only available within this spare parts retention period.

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