

Pepper Frequently Asked Questions for Everyday Use

Does not stand up after switching on.

Please record the length of time Pepper has been switched on. If it has been switched on for more than 30 minutes, you can try to solve the problem by quickly pressing the chest button twice in a row or switching off and restarting. If the above operation fails to solve the problem, you can submit a new service request online (follow Softbank Robotics WeChat public number) or by calling the customer service hotline 400-6391-680.

How to solve the problem if I forgot Pepper's password?

You can submit a technical service request online (by following Softbank Robotics WeChat public number) or by calling the customer service hotline 400-6391-680. After getting a reply to the work order, please send Pepper's head and tablet back to Shanghai for repair.

How to get the headId and bodyId of Pepper?

There are two ways to get them, they are:

Way 1: Pepper's invoice has provided the corresponding Head ID and Body ID.

Way 2: For 2.9 systems, open the Settings app and then the About Robot option to view the Head ID and Body ID on the page. For system below 2.9, open ip address/advanced in the browser and then enter your account and password (default account: nao, default password: nao), and check the FullHeadId and BodyId on the page.

How to get Pepper's ip address?

If Pepper is connected to the network, press the Pepper chest button, Pepper will broadcast the ip address automatically.

When Pepper dances within 1 metre from a person, there is no movement of one arm?

This phenomenon is reasonable because the robot will react accordingly when it detects obstacles within a certain range.

Which camera does Pepper's face detection and FaceID return?

The 2D camera on Pepper's forehead.

Can users downgrade themselves for Pepper?

There are two scenarios:

Case 1: Pepper2.5 high version downgrade to Pepper2.5 low version, for example: Pepper2.5.10 downgrade to 2.5.5, can be downgraded by the user themselves after the user submits a work order downgrade application, and the Softbank Robotics staff opens up Pepper downgrade privileges.

Scenario 2: Pepper 2.9 downgrade to 2.5, you need to submit a work order for downgrade application after the user, and Pepper's head and tablet will be mailed back to the Shanghai maintenance headquarters, and handed over to the Softbank robotics staff to downgrade.

Can Pepper be rooted?

Pepper is not allowed to be rooted for security reasons.

Can I dress Pepper?

Clothing is not supported. Wearing clothes affects the normal use of infrared laser and other equipment, which may cause errors in obstacle avoidance or other potential safety hazards.

Does Pepper support wifi 5G?

Pepper supports wifi working band 802.11 a/b/g/n, so Pepper supports 5G.

Pepper voice cannot be recognised.

You can explain the problem and find technical support to solve it via hotline 400-639-1680, Softbank Robotics WeChat, 售后邮箱support@softbankrobotics.com.cn提交工单.

Pepper The video played by Pepper is quite long, how to make Pepper stop?

On the 2.5 system you can exit the current application by covering the Pepper camera, the steps are as follows: Touch Pepper's head with your hand, cover the head camera for about 3 seconds, when Pepper's eyes flash green, release your hand and Pepper will exit the current application. If the cover time is long, it will hibernate eyes flash purple light and then enter the hibernation mode of bending over, when it bends over, you have to touch the head again to get up.

On 2.9, you can just swipe up to the bottom flat menu bar and tap the home button to put the app in the background.

Does Pepper automatically avoid obstacles on slopes?

Yes, Pepper will automatically avoid obstacles on slopes greater than 5 degrees.

Can Pepper move faster?

From the safety point of view, Pepper is walking to detect the surrounding obstacles and pedestrians from time to time, and then to avoid obstacles. So the current speed is the maximum speed that can be used to ensure safety.

Why does Pepper take longer than 10 minutes to start up?

There are two reasons for this phenomenon:

- Pepper has not been used for a long time.
- Pepper was not closed properly the last time.

Solution: Wait for Pepper to start normally, do not intervene, usually it will start successfully in about 20 minutes. If the start-up time is longer than 30 minutes and still can't start successfully, you can contact Softbank technical support to help solve the problem online (follow Softbank Robotics WeChat public number) or by calling the customer service hotline 4006391680 to submit a service request.

Pepper can be activated when charging with the power cord plugged in. It powers off and shuts down as soon as it is unplugged.

Do not turn on Pepper immediately after plugging it in, wait 30 seconds before turning it on. If you still can't solve the problem, you can contact Softbank technical support to help you solve the problem online (by following the WeChat public number of Softbank Robotics) or by calling the customer service hotline 4006391680 to submit a service request.

What is Pepper's height?

Pepper is approximately 120cm tall.

Where are the Pepper speakers located?

Pepepr has two speakers located in Pepper's ears.

What is the official demo address for Softbank Robotics?

- Softbank Robotics Europe: <https://github.com/aldebaran>
- SoftBank Robotics Labs: <https://github.com/softbankrobotics-labs>
- SoftBank Robotics China: <https://github.com/SoftbankRoboticsChina>

Can Pepper connect to external devices?

Pepper can be connected to external devices that communicate via WiFi and Bluetooth.