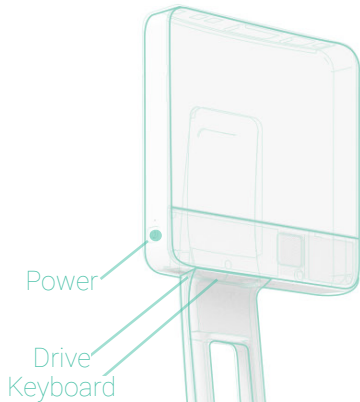


Beam+ SSD ReImaging

Please read the instructions below prior to performing any troubleshooting using the rescue USB drive provided.

Required Tools

- Symptomatic Beam® Presence System (fully charged)
- Rescue USB Drive (Provided within)
- USB Keyboard (Provided with initial Beam delivery)



1. Connect your Beam to its charging dock.
2. Power down the Beam by pressing the power button at the side of the Beam's head (hold if necessary).
3. Insert the USB drive into one of two available USB ports under the Beam's face.
4. Connect the USB keyboard to the alternative USB port.
5. Power on the Beam by pressing the power button at the side of the Beam's head (Do not hold).
 - a. **Immediately** begin pressing the F7 key repeatedly until the blue boot prompt appears.
 - b. Press the down arrow key to highlight *VendorCoProductCode*.
 - c. Press Enter to initiate the rescue process.
6. During the system rescue process:
 - a. Please ignore all messages throughout the rescue progress.
 - b. Rescue time is estimated between 2-5 minutes depending on the system error.
7. Rescue Complete:
 - a. When the "Success" message appears, power down the Beam by pressing and holding the power button for 6 seconds.
 - b. Remove the USB disk and keyboard.
 - c. The Beam will reboot independently after approximately 5 minutes.

Rescue Instructions

1. Reconnect the USB keyboard.
2. Follow the onscreen instructions to select a language.
3. Proceed with WiFi setup:
 - a. Select a network and enter credentials.
 - b. Remove keyboard to continue.
4. The configuration process should stop at "Connecting" and offer a pairing key.
 - a. Email your pairing key to your dedicated support representative or support@beam-robots.com.

Reconfigure and Pair

Additional Support

If at any point, the recovery process does not follow the expected sequence, begin again at step 1. For additional assistance, email support@beam-robots.com.