Operation guide(BellaBot)

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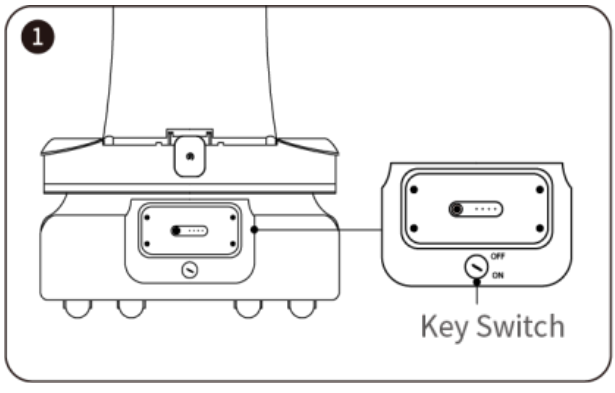
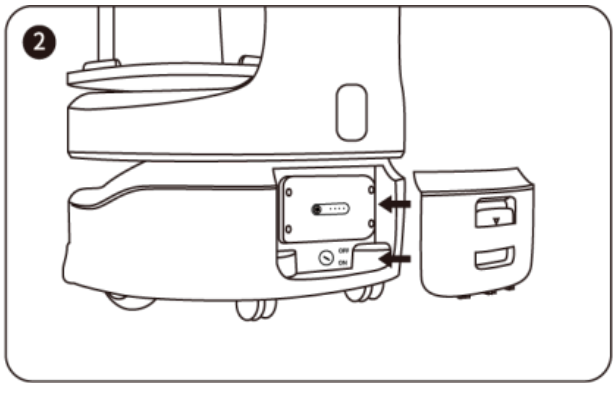
1.Quick Start Guide

1.1Power on

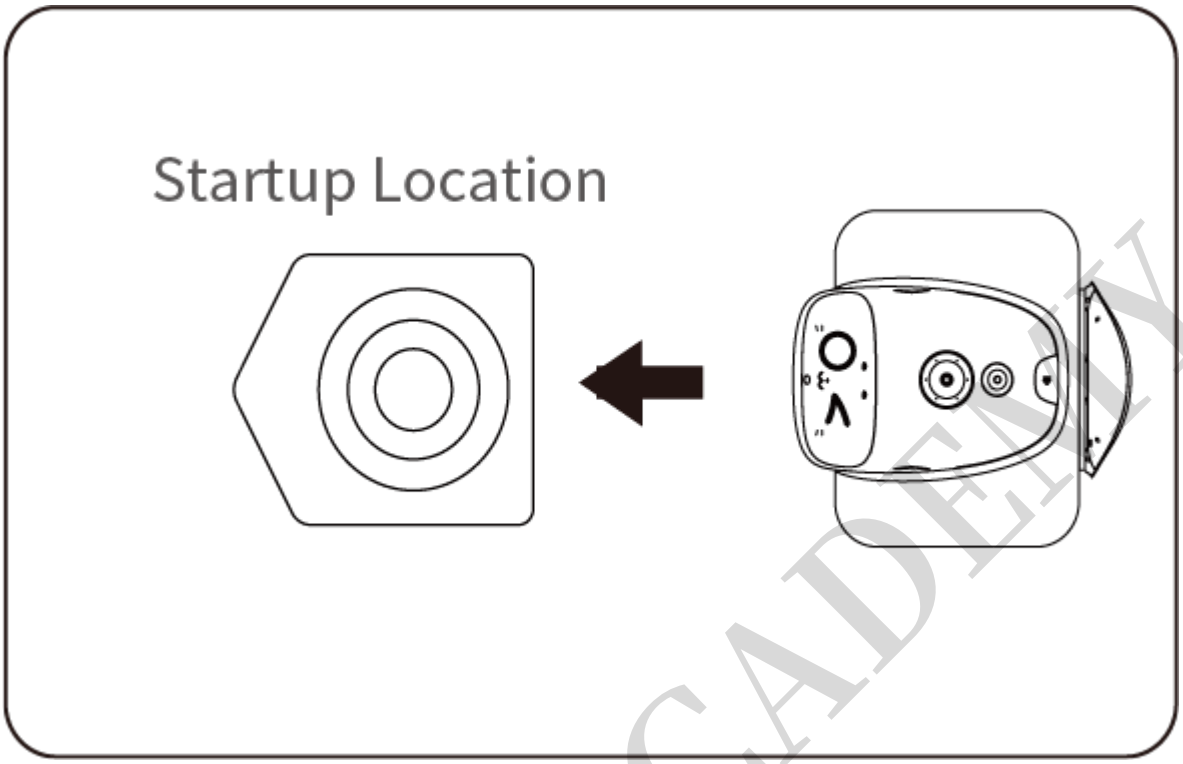
Step 1 Open the battery box and make sure the key switch is turned to ON, then close the battery box.



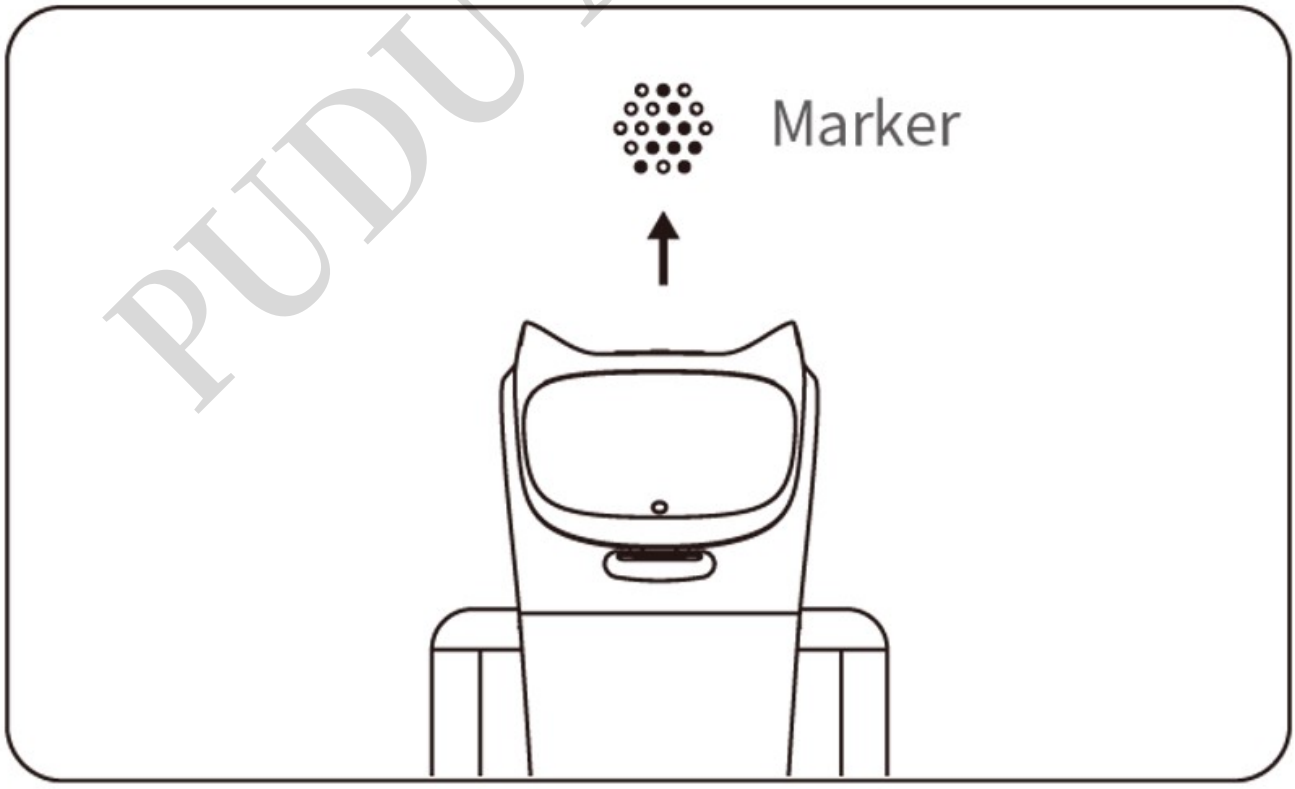


Step 2 Move the robot to the startup location

- If Lidar navigation is used, move the robot to the startup location (make sure that the robot has the correct position and direction at the startup location).



- If visual navigation or Laser and visual integrated SLAM positioning navigation is used, move the robot right below the Marker code.



Step 3 Press and hold the power switch for 1 second.

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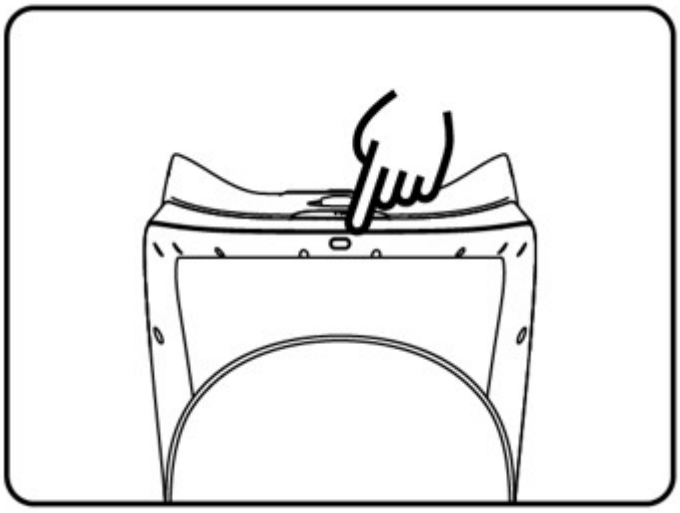
The bottom light strip flashes, and the screen displays boot logo, animation, and Android desktop in turn, indicating that the robot is powered on.



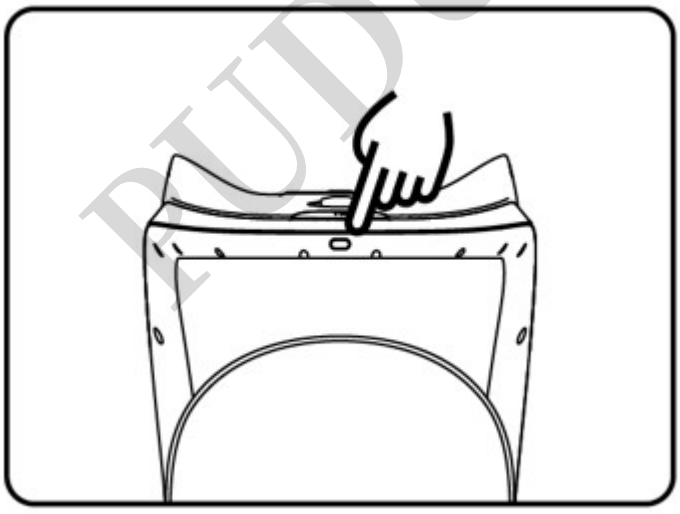
Note

The system will automatically start Pudu App by default after powering on. If not, tap the Pudu App icon on the system desktop to start it.

Step 4 The robot is powered on, let's try it out!

1.2 Power off

Press and hold the power switch for 3 seconds. The bottom light strip and screen will go off, indicating that the robot is powered off.



2. Task Scenarios

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2.1 Product Features

The robot comes with various modes, including Delivery mode, Cruise mode, Direct Delivery mode, Birthday mode, and Guiding mode, to cater to the needs of different scenarios. After powering on the robot, you can select the mode as needed in the screen.

Mode	Description
Delivery mode	The robot delivers food to multiple tables at the same time. After the dishes ordered by different customers are placed on the trays and the table numbers are entered, the robot automatically plans the best routes for delivery. After that, the robot automatically returns to the pick-up position.
Cruise mode	The robot circulates along a predetermined path with self-service drinks, desserts or napkins, and recommends them to customers by voice.
Direct Delivery mode	You can set a table with a certain number or the dish-washing room as the destination. After performing one-way delivery, the robot exits from the current task instead of returning to the pick-up position.
Birthday mode	The robot delivers birthday cakes or gifts to customers, accompanied by customized background music.
Special mode	After selecting this mode, you will be prompted to select the background music. This mode is designed for special occasions such as marriage proposal and expression of blessings, in which the background music can be selected quickly.
Guiding mode	The robot says hello to customers coming into the store and leads them to their tables. Then, it automatically returns to the greeting location.

Note

To ensure a stable and safe operation of the robot, it is recommended that the delivery speed be

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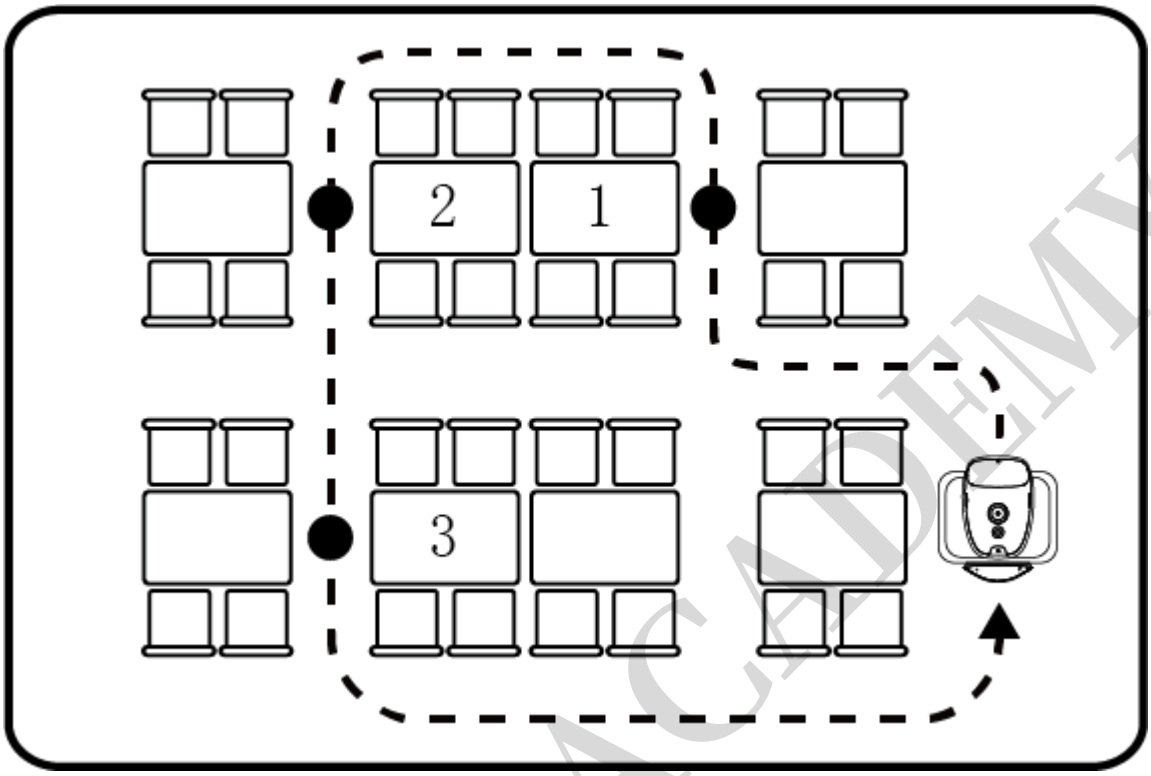
lower than 0.9m/s (2.95 ft/s), and the cruise speed at 0.2m/s (0.66 ft/s) or 0.6m/s (1.97 ft/s).

2.2 Dilivery mode

In the Delivery mode, the robot delivers meals to the designated locations.



Step 1 Tap the menu bar at the pickup location and select **Delivery Mode**.

The Delivery mode interface is displayed.

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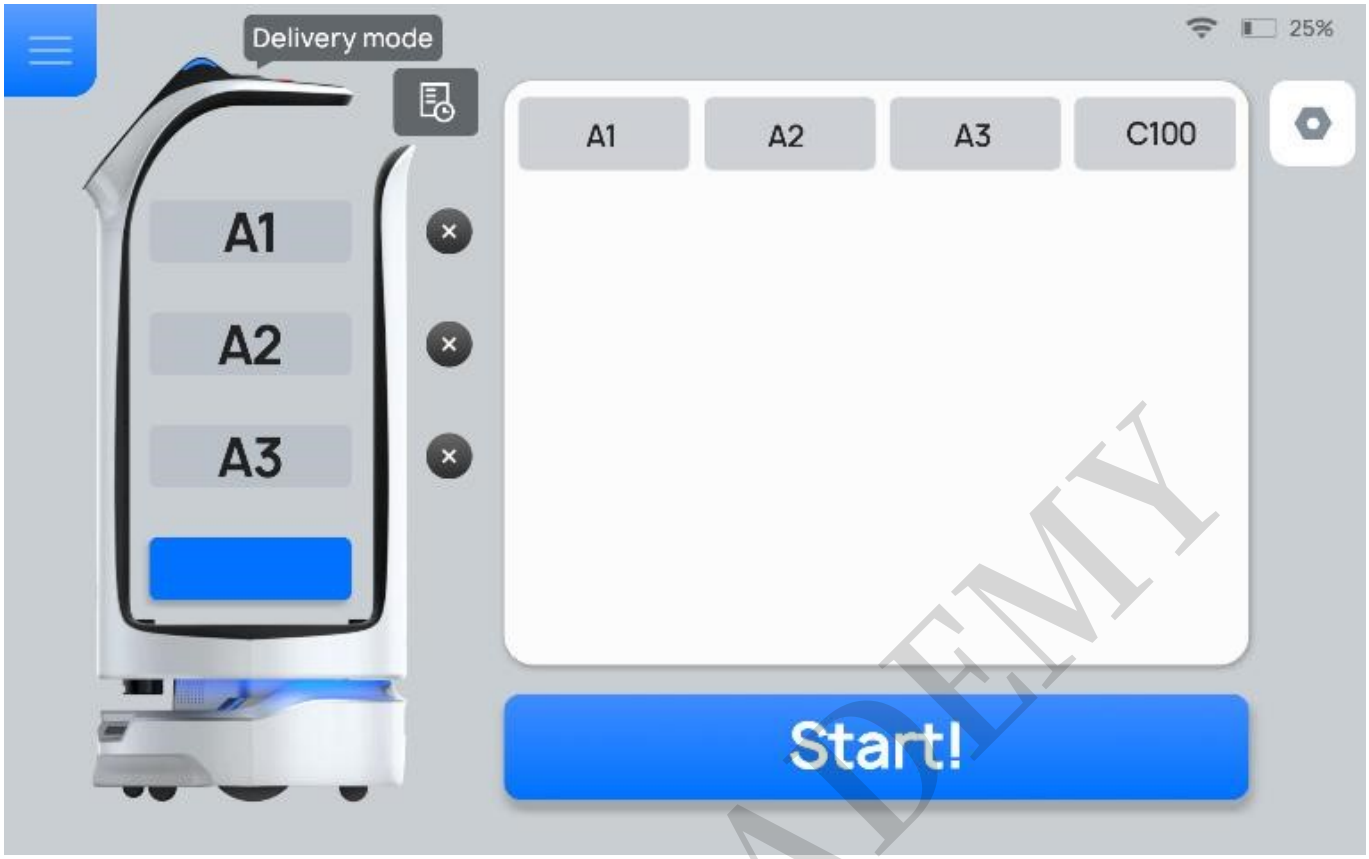
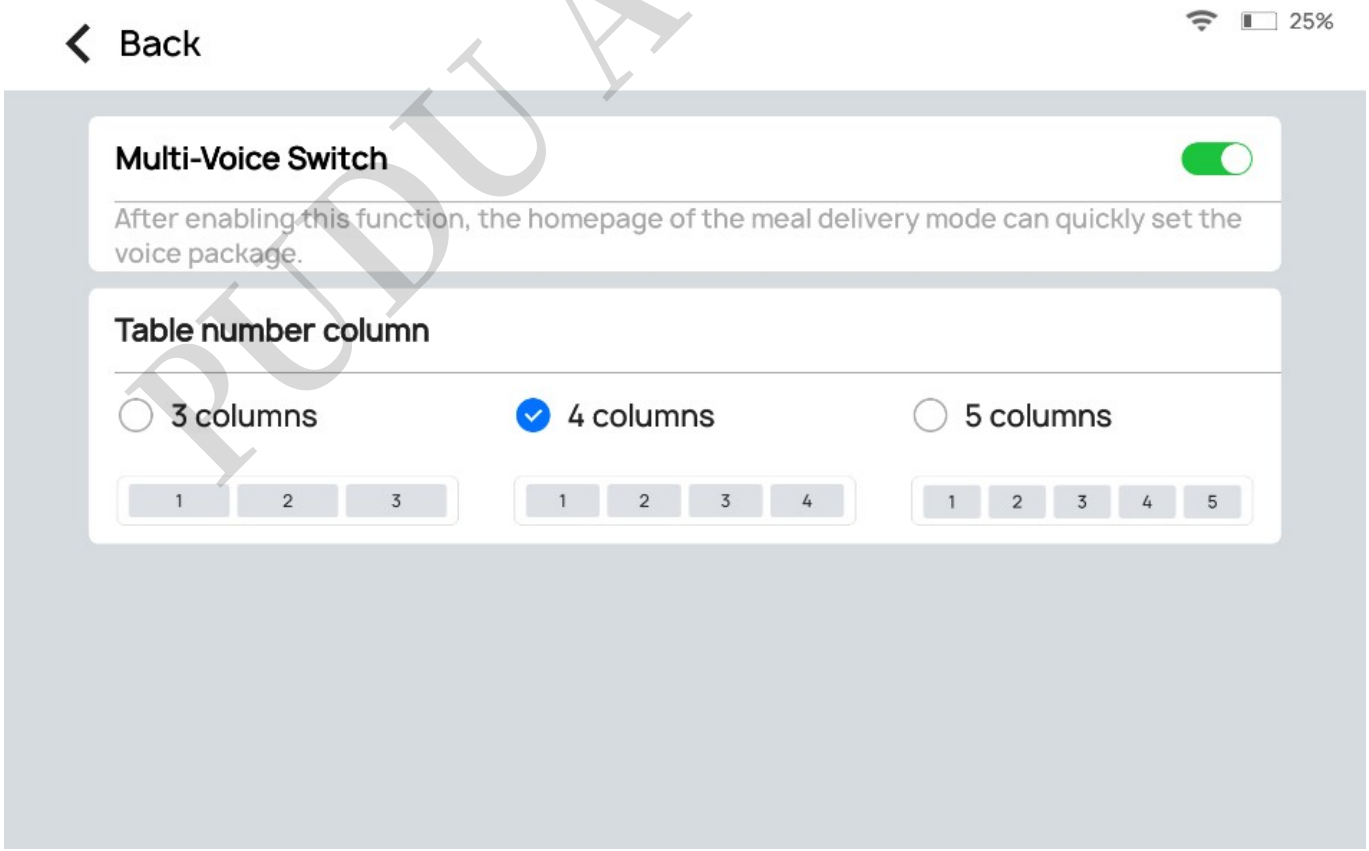


Tap to enter the **Delivery Settings** interface. The Delivery Settings interface and descriptions of the settings are shown below.



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Button	Description
Multi-Voice Switch	Choose whether to enable Multi-Voice Switch. When enabled, you can select voice packets as required. Custom voice file needs to be uploaded to the Pudu Cloud Platform in advance. Please contact technical engineers for details.
Table number column	Select the Table number column displayed on the Delivery Mode interface. • 3 columns • 4 columns • 5 columns

Step 2 Put the dishes on the corresponding tray.

Step 3 Tap the tray on the screen and select the desired table number.

The corresponding tray then displays its table number.

Step 4 After entering the table number, tap **Start!**

The robot arrives at the specified table along the predetermined path.

Step 5 After arriving at the table, the robot provides a voice prompt, with the light strip of the corresponding tray turned on. The waiter then takes the dishes following screen display and voice prompts.

Step 6 After taking the dishes, tap **Done** or the lightning button, and the robot performs its next task.

- If Automatic pick up time is enabled in the Advanced settings interface when the food arrives at the destination and Done is not tapped within the preset automatic pick up time, the robot will automatically complete the task and return to the pickup location.
- To make any modifications during delivery (e.g., modify task, pick up in advance, cancel all, or return), tap the screen or the lightning button on the robot's head to pause the robot before any operation. If Delivery mode protection is enabled in the Advanced settings, a password is required for any further operations. If no operation is performed within the pause time (Non-cruise mode auto resume time of pause), the robot will proceed with its current task. Pause time (Non-cruise mode auto resume time of pause) can be set in the Advanced Settings interface.

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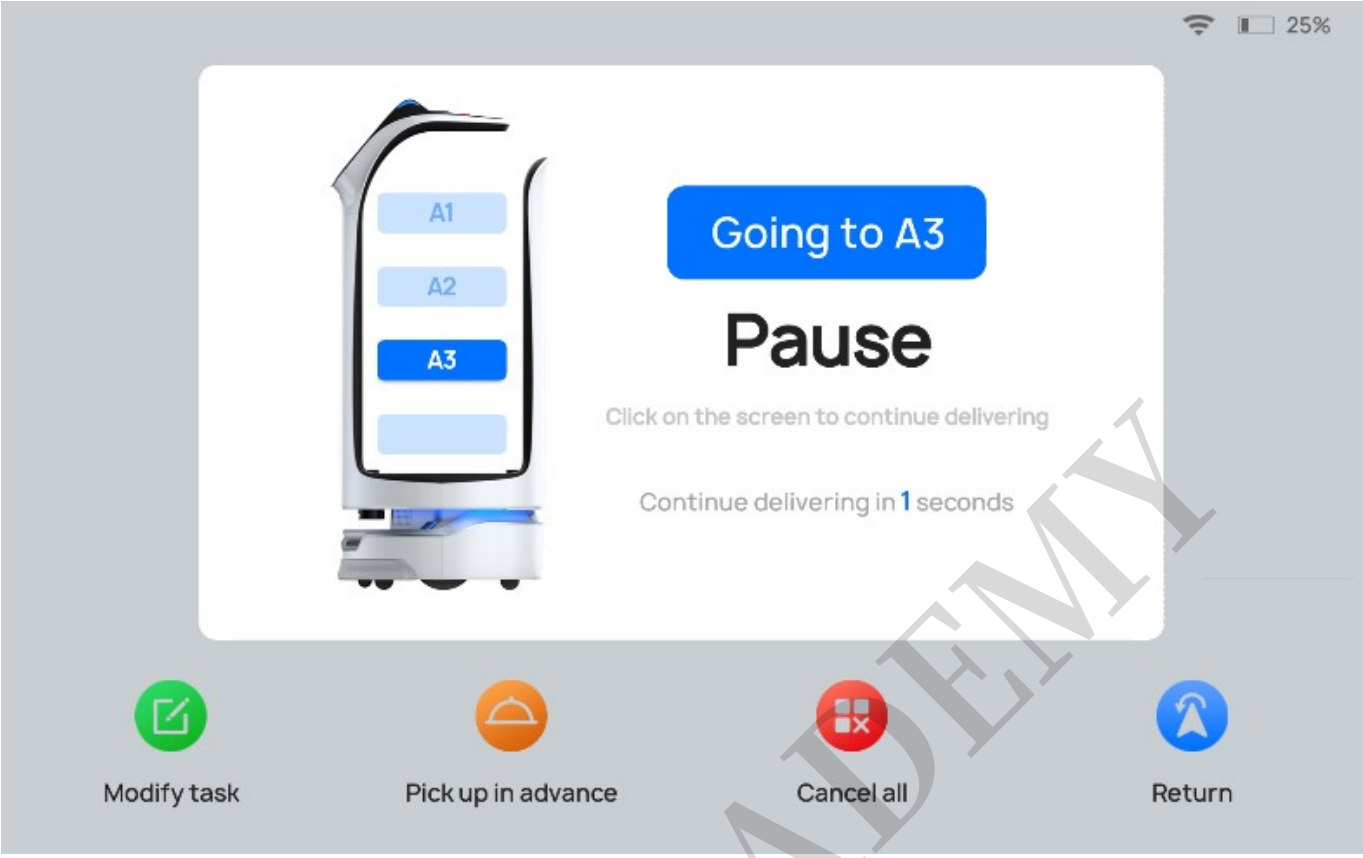

Button	Description
Modify task	Tap to modify the table number of delivery.
Pick up in advance	Tap to pick up the dishes in advance and proceed with the next task.
Cancel all	Tap to cancel all delivery tasks without returning to the pickup location.
Return	Tap to return to the pickup location.

- If Tray Sensor Switch is enabled on the Try Settings page, the corresponding light strip goes out after the dishes are taken. The robot will automatically end the current task after 5 seconds and continue to perform the next one. The function is valid only when a single tray corresponds to a single dish.
- To hold a lucky draw, go to Setting > Interactive function to enable the interactive function and set the lucky draw probabilities. The probabilities should sum up to 1.

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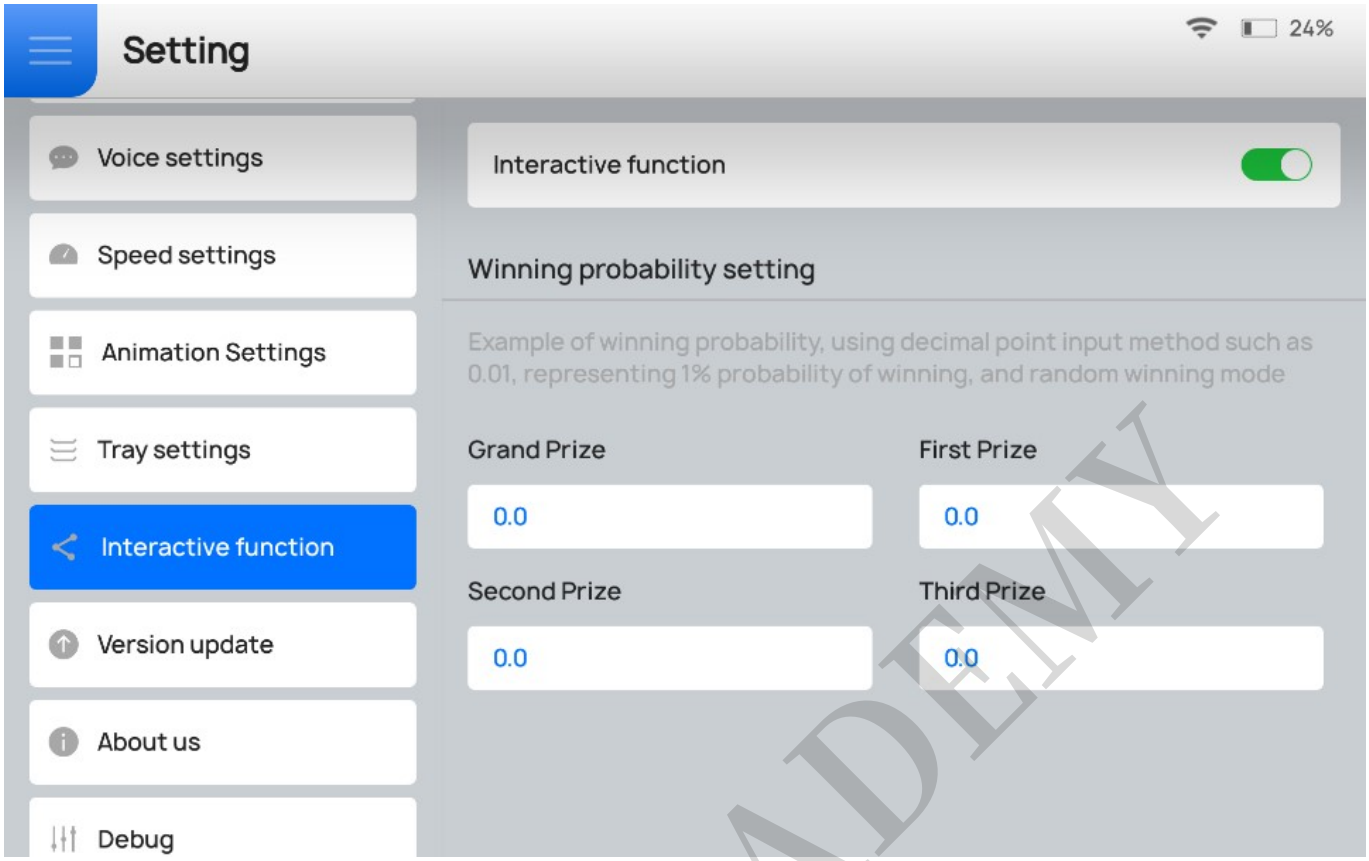

Customers can participate in the lucky draw after the dishes are delivered. The winning customers will be reminded to contact the waiter to redeem their prizes after taking a picture. Tap **Please click this button after taking a picture** for the robot to perform the next task. If the customer doesn't win a prize, the robot will perform the next task after 3 seconds.

2.3 Cruise mode

In the Cruise mode, the robot cruises around a specific large area.

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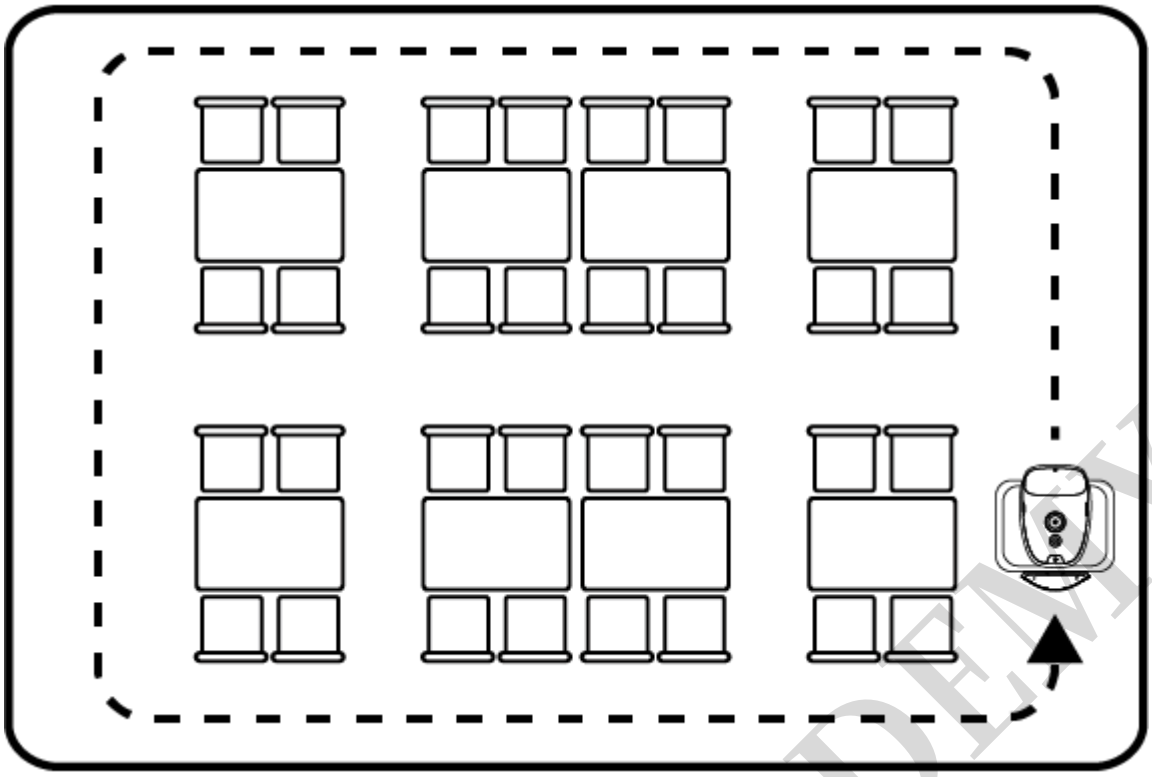
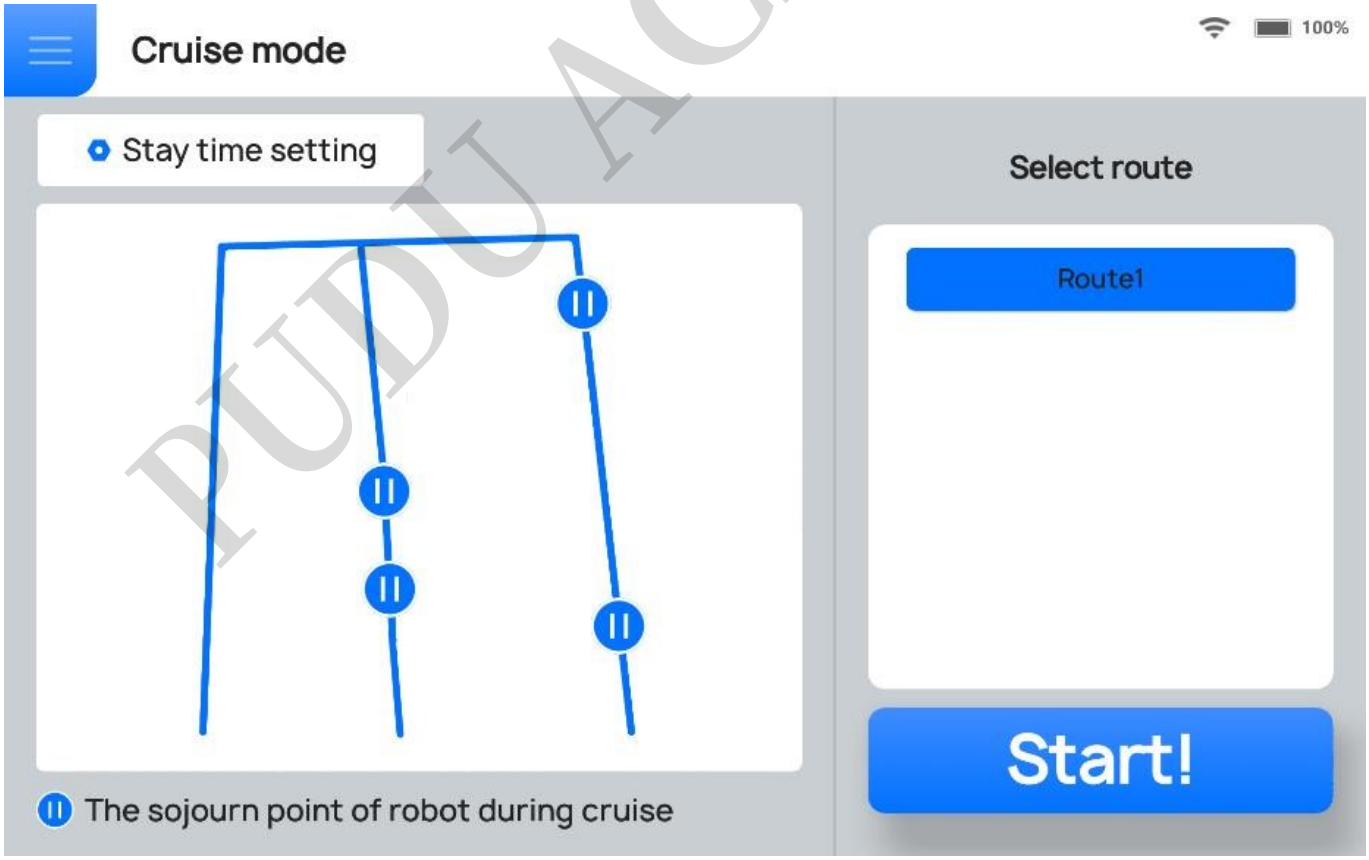


Step 1 Tap the menu bar at the pickup location and select **Cruise Mode**.

The **Cruise Mode** interface is shown below. The cruise route is shown in blue on the map.



If there are stay locations on the route, the user can also set **On-screen text for stay location**, **Time of stay**, **Voice Customization Settings**, etc.

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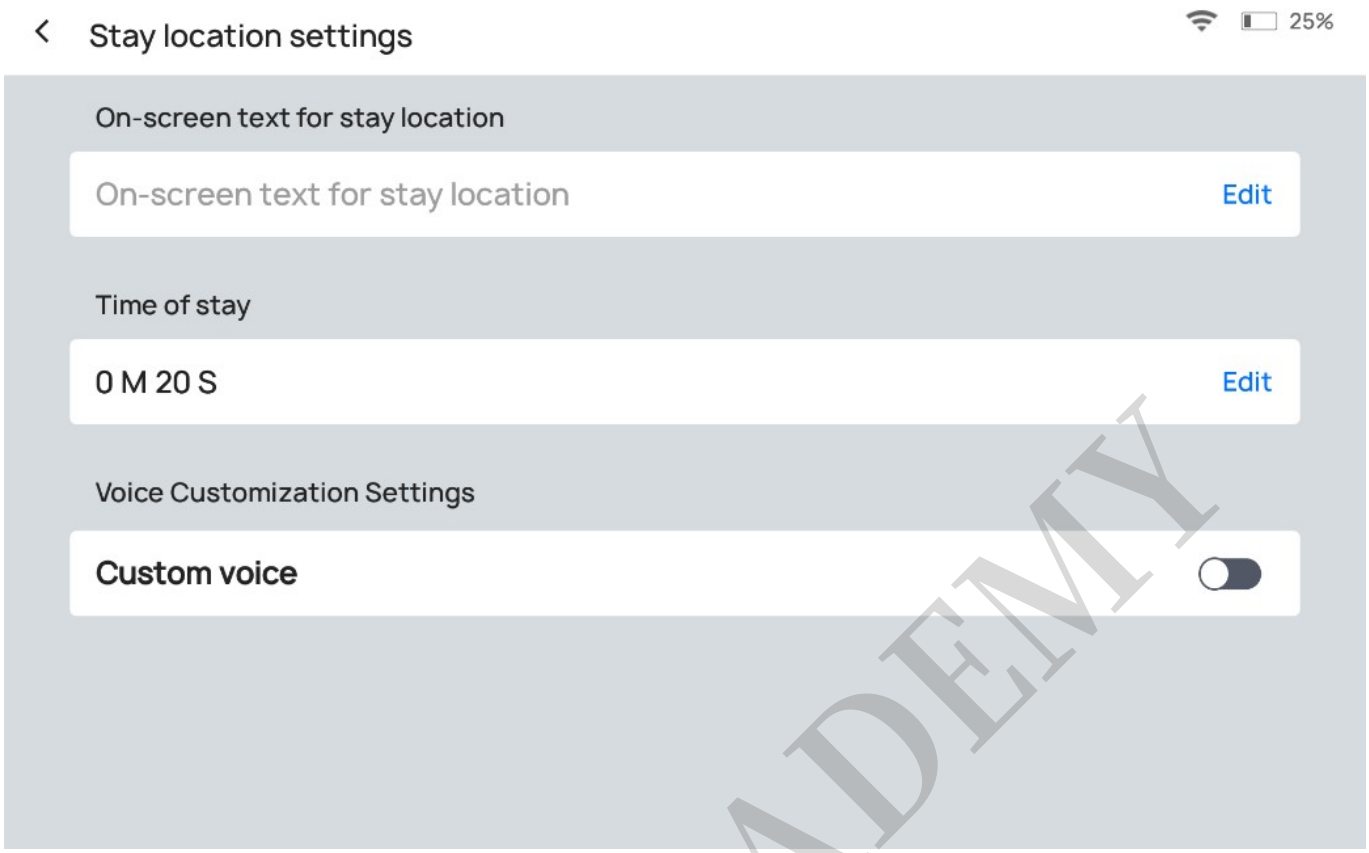

Button	Description
On-screen text for stay location	Set the scrollable text displayed on the screen at stay locations during cruise.
Time of stay	Set the Stay time at stay locations during cruise
Custom voice	Choose whether to enable Custom voice for the voice broadcast at stay locations.

Step 2 Select the desired cruise route and tap **Start!**

The robot then begins to circulate along the Cruise Route.

- To pick up dishes, tap the screen or the lightning button. If no operation is performed within the pause time (Cruise mode auto resume time of pause), the robot will proceed with its current task. Pause time (Cruise mode auto resume time of pause) can be set in the Advanced Settings interface.
- Tap the screen or the lightning button, then tap Cancel cruise and enter the password to exit the Cruise mode. Please contact Pudu's technical support for the password.

2.4 Guiding Mode

In the Guiding mode, the robot acts as a receptionist, greeting customers at the door and guiding them to their tables.

Step 1 Select **Guiding Mode** at the greeting point.

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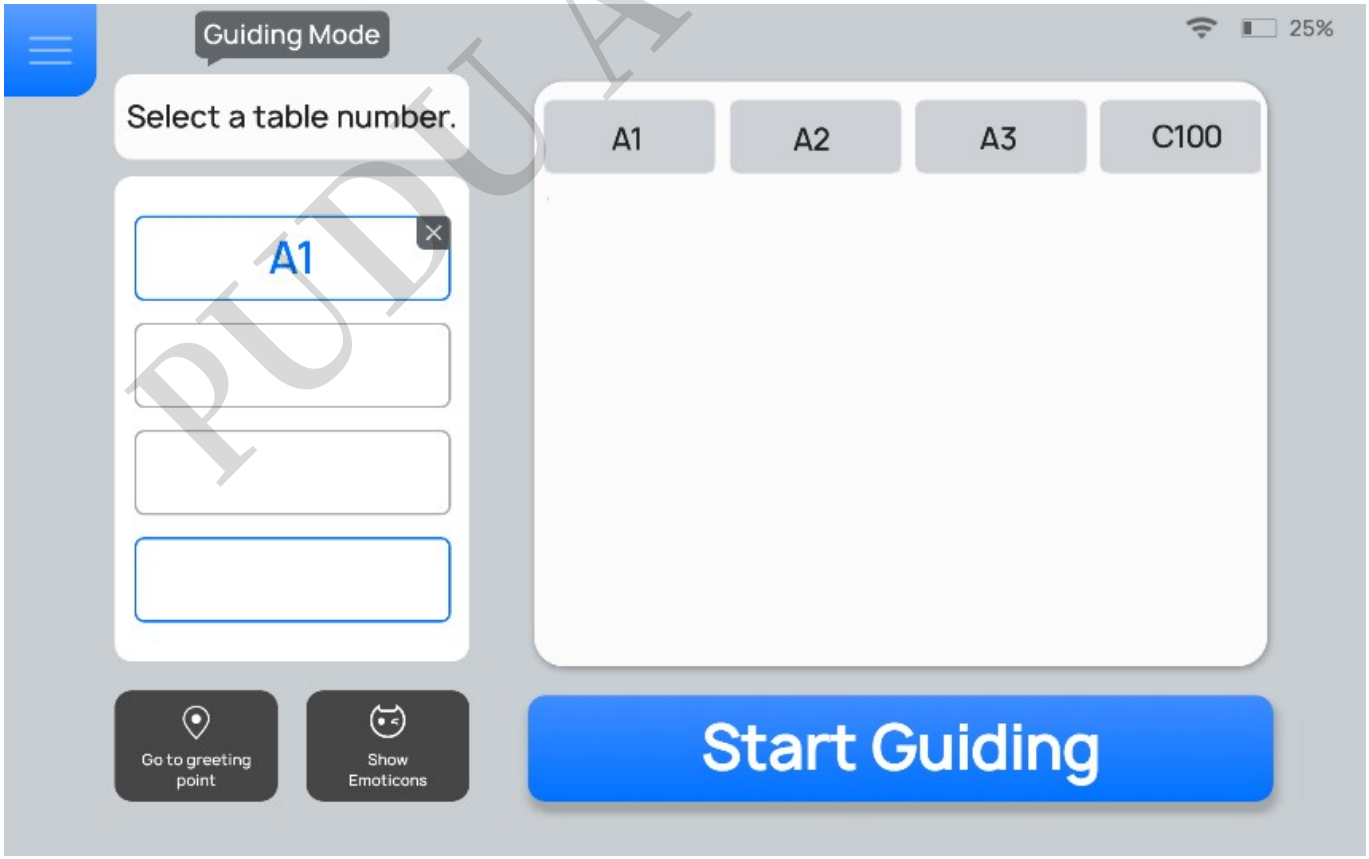
Step 2 Select the desired table number and tap **Start Guiding**.

The robot will then lead the customers to the desired table.



Button	Description
Go to greeting point	Tap the button and the robot goes directly to the greeting point.
Show Emoticons	Tap the button to enter the voice wake-up interface. There are two ways to interact with the robot. • Touch its head or ears, the robot will show cute emoticons and give voice feedback. • Say "Bella, Bella" to talk with the robot.

Note

If the robot is displaying the voice wake-up interface, its motor is locked, and the user cannot move the robot at this time.

Step 3 Tap **Done** or the lightning button after the robot reaches the desired table.

The robot returns to the greeting point.

If **Done** is not tapped within the **Auto complete time of guiding** after the guiding is completed, the robot will automatically complete the task and return to the greeting location. **Auto complete time of guiding** can be set in the **Advanced Settings** interface.

To cancel the task or return to the greeting point during guiding, tap the screen or the lightning button on the robot head to pause the robot before any operation. If Guiding mode protection is enabled in the Advanced settings, a password is required for any further operations. Please contact our technical engineers for the password. If no operation is performed within the pause time (Non cruise mode auto resume time of pause), the robot will proceed with its current task. Pause time (Non cruise mode auto resume time of pause) can be set in the Advanced Settings interface.

2.5 Direct Delivery Mode

In the Direct Delivery mode, the robot performs a single delivery operation and automatically exits the task after delivery.

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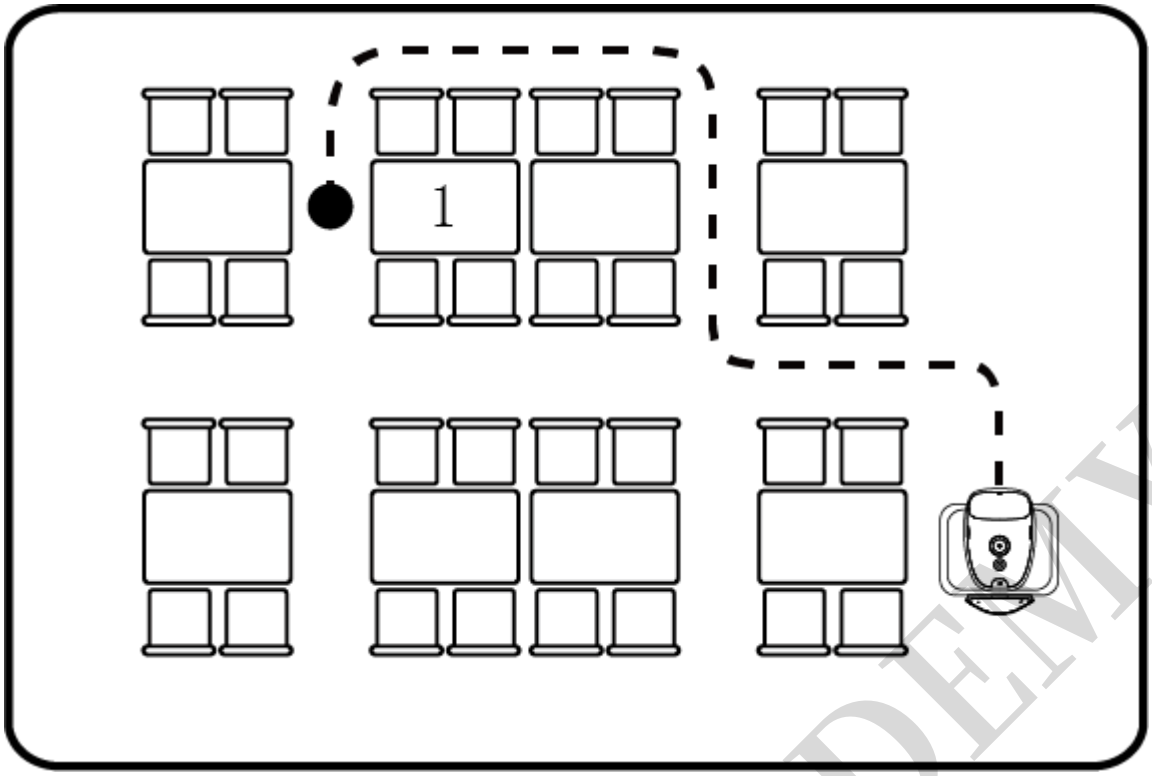
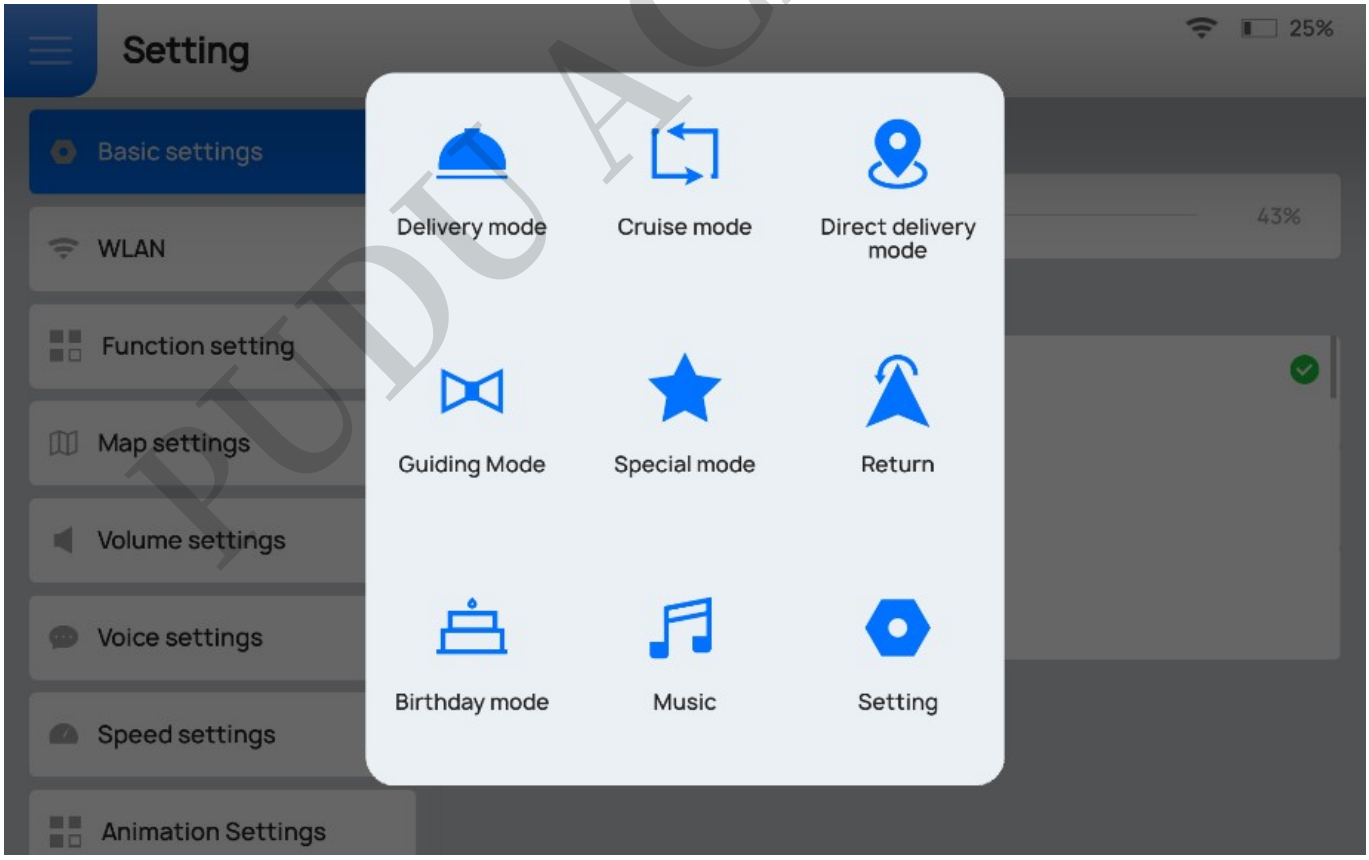


Take food delivery as an example. The operating procedures are as follows.

Step 1 Tap the menu bar at the pickup location and select **Direct delivery mode**.



Step 2 Place the dishes on the first tray and select the desired table number.

The tray then displays its table number.

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Note

Only one destination can be selected in the Direct Delivery mode.

Step 3 Tap Start!

The robot arrives at the desired table along the predetermined path.

Step 4 After the task is completed, tap the menu bar and select **Return** or perform the next task.

The robot performs the task along the predetermined path.

To make any modifications during direct delivery (e.g., modify task, pick up in advance, cancel all, or return), tap the screen or the lightning button on the robot's head to pause the robot before any operation. If no operation is performed within the pause time (Non cruise mode auto resume time of pause), the robot will proceed with its current task. Pause time (Non cruise mode auto resume time of pause) can be set in the Advanced Settings interface.

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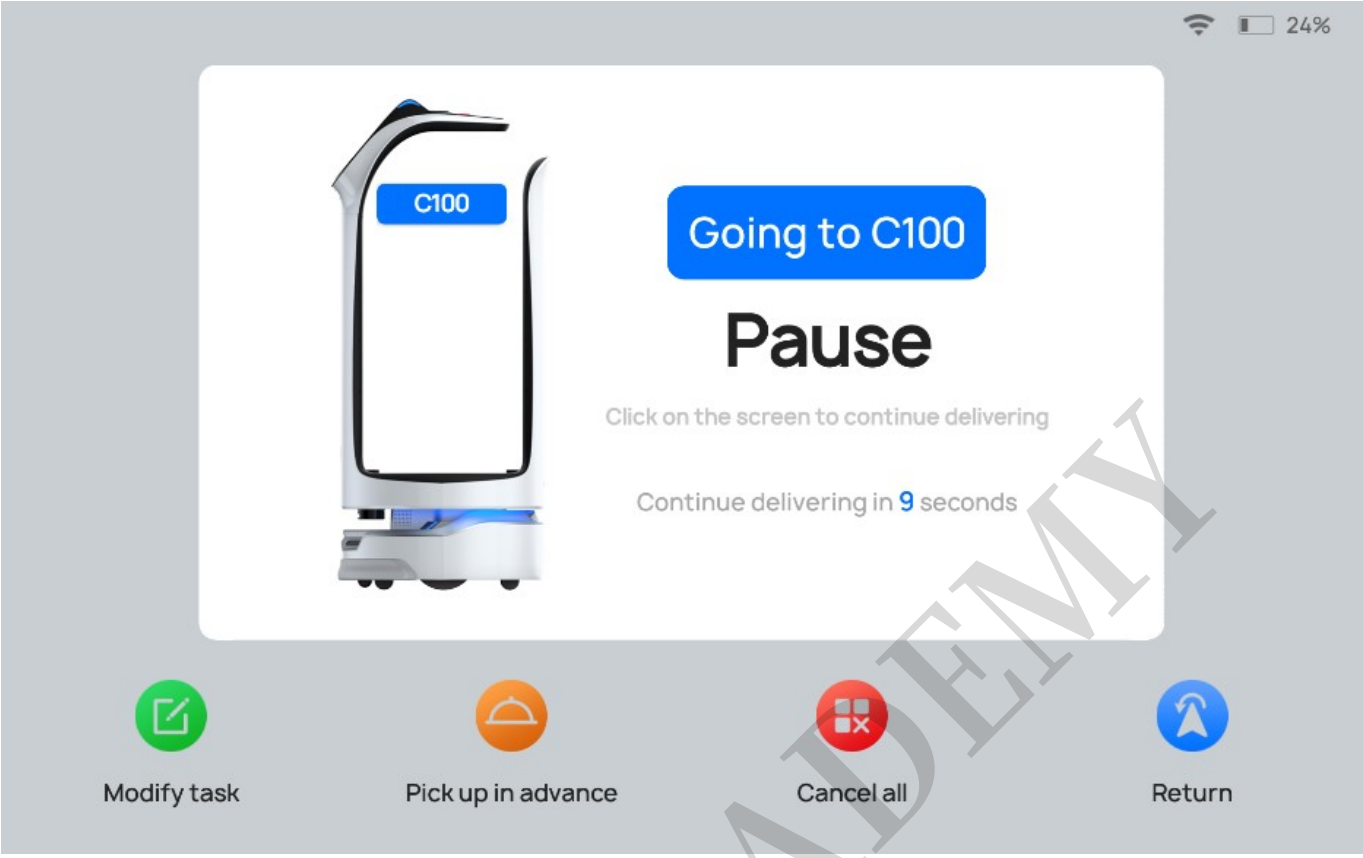

Button	Description
Modify task	Tap to modify the delivery destination.
Pick up in advance	Tap to pick up the dishes in advance and automatically exit the task.
Cancel all	Tap to cancel the delivery task without returning to the pickup location.
Return	Tap to return to the pickup location.

2.6 Birthday Mode

In the Birthday mode, the robot delivers gifts and plays birthday songs for customers who celebrate their birthdays.

Step 1 Tap the menu bar at the pickup location and select **Birthday mode**.

The Birthday mode interface is displayed.

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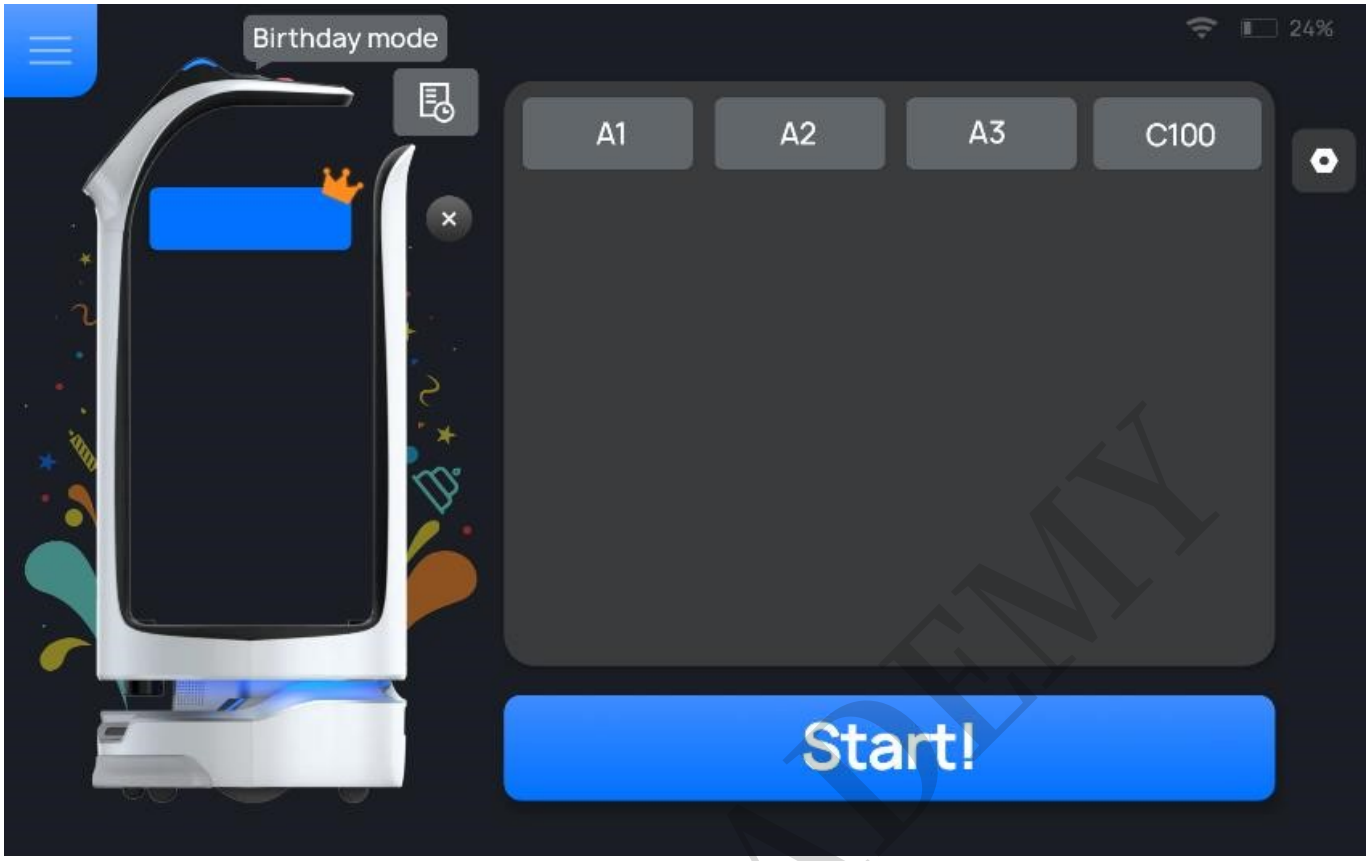
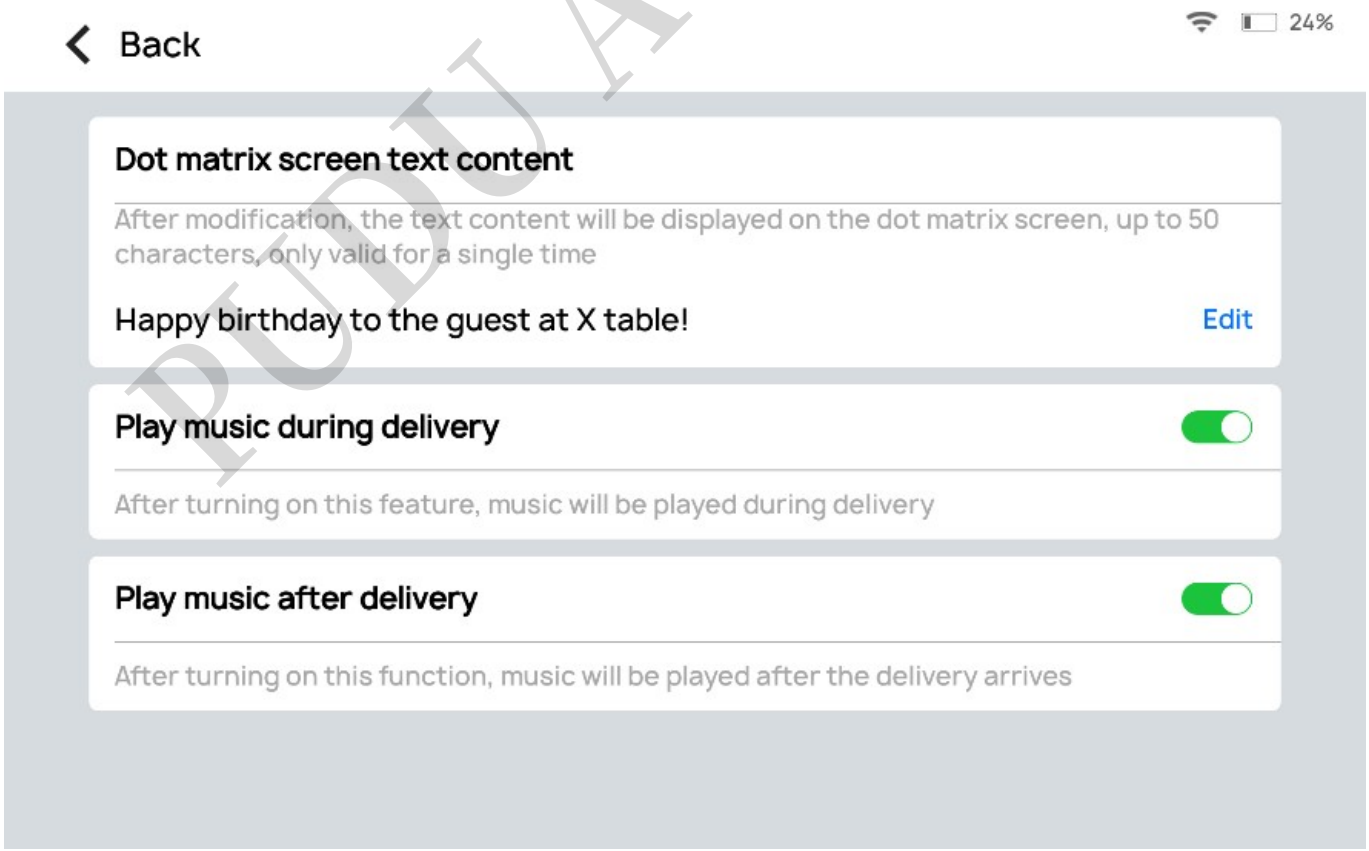


Tap to enter the **Birthday Settings** interface. The Birthday Settings interface and descriptions of the settings are shown below.



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Button	Description
Dot matrix screen text content	Set Dot matrix screen text. A maximum of 50 characters can be added, which is only valid in the current task
Play music during delivery	Choose whether to enable Play music during delivery. When enable, the selected music will be played during delivery. If no music is available, you may add music in the **Music > List editing > Birthday playlist** interface.
Play music after delivery	Choose whether to enable Play music after delivery. When enable, the selected music will be played after delivery. If no music is available, you may import music in the **Music > List editing > Birthday playlist** interface.

Step 2 Place the gifts on the first tray and select the desired table number.

The tray then displays its table number.

Note

Only a single table number can be selected in the Birthday mode.

Step 3 Tap Start!

The robot arrives at the desired table along the predetermined path, and plays songs in the set playlist for Birthday mode.

Step 4 Tap **Done** or the lightning button after the task is completed.

The robot returns to the pickup location.

To make any modifications during the delivery of birthday gifts (e.g., modify task, pick up in advance, cancel all, or return), tap the screen or the lightning button on the robot's head to pause the robot before any operation. If no operation is performed within the pause time (Non cruise mode auto resume time of pause), the robot will proceed with its current task. Pause time (Non cruise mode auto resume time of pause) can be set in the Advanced Settings interface.

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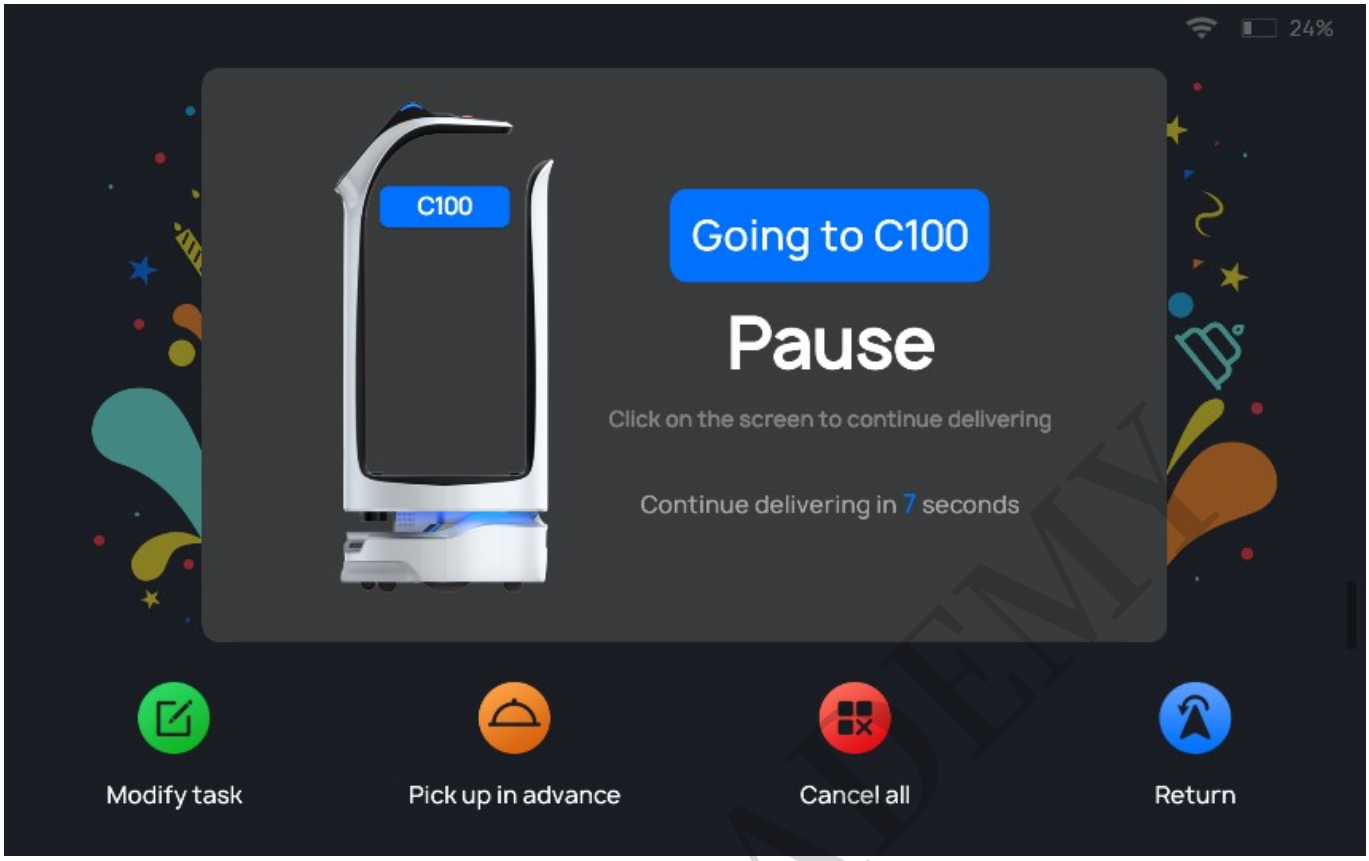

Button	Description
Modify task	Tap to modify the table number of delivery.
Pick up in advance	Tap to pick up the dishes in advance and return to the pickup location.
Cancel all	Tap to cancel the delivery task without returning to the pickup location.
Return	Tap to return to the pickup location.

2.7 Special Mode

In the Special mode, the robot delivers dishes and plays music in special scenarios.

Step 1 Tap the menu bar at the pickup location and select **Special mode**.

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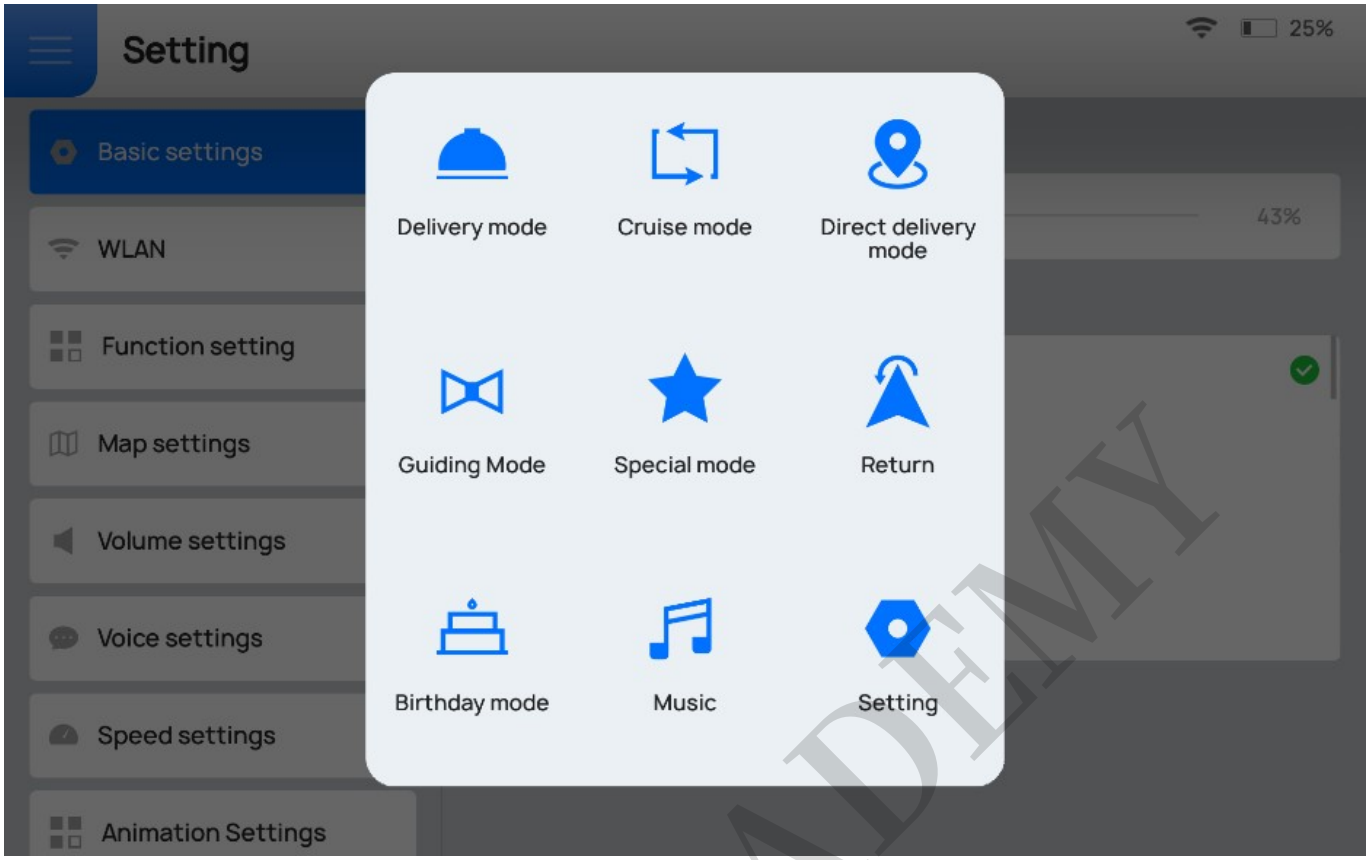
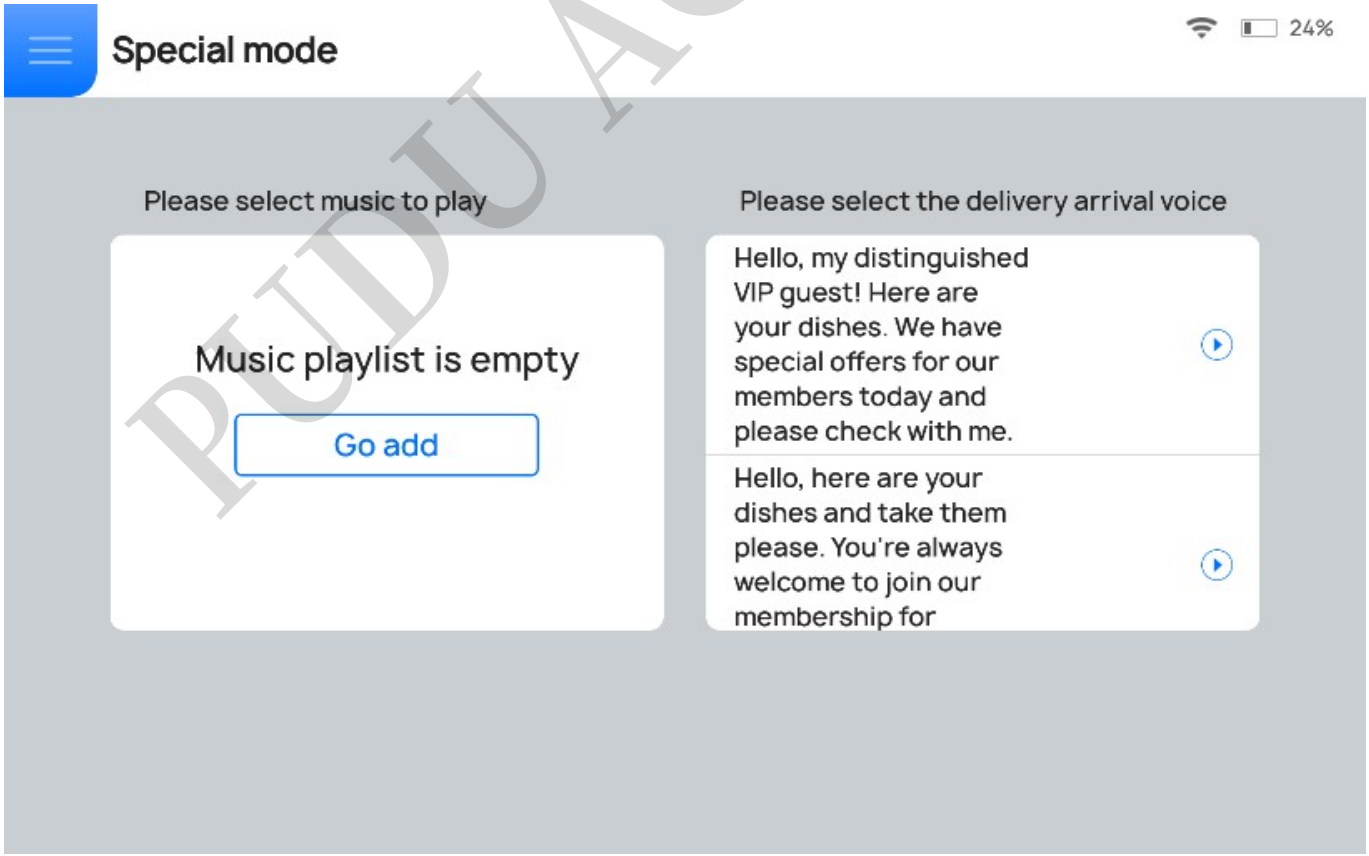


Step 2 Select the background music for this service and the voice reminder on arrival, and then tap **OK**.



If you need to select a customized delivery arrival voice, please customize voice in the **Setting > Voice settings > Special mode arrival voice** interface.

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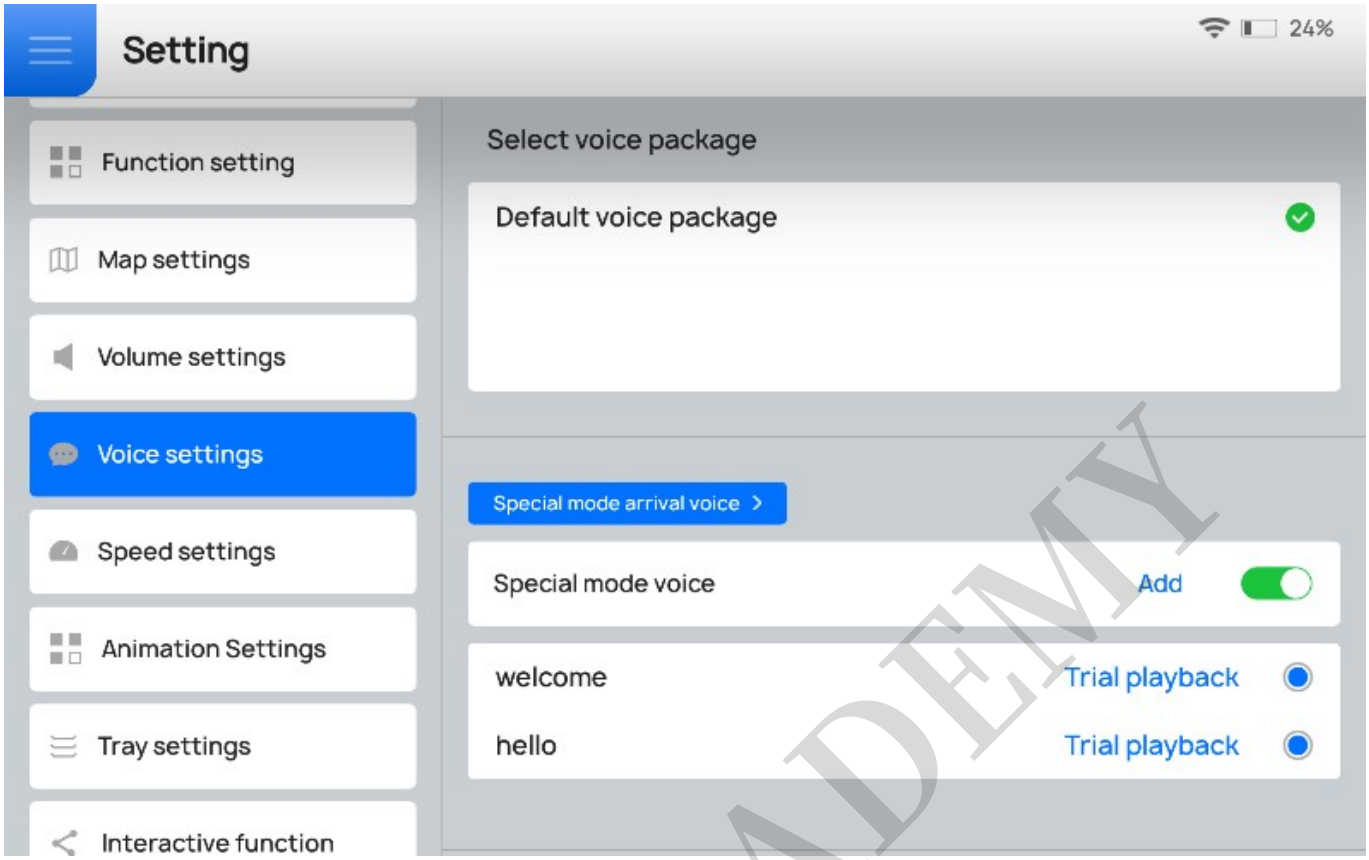

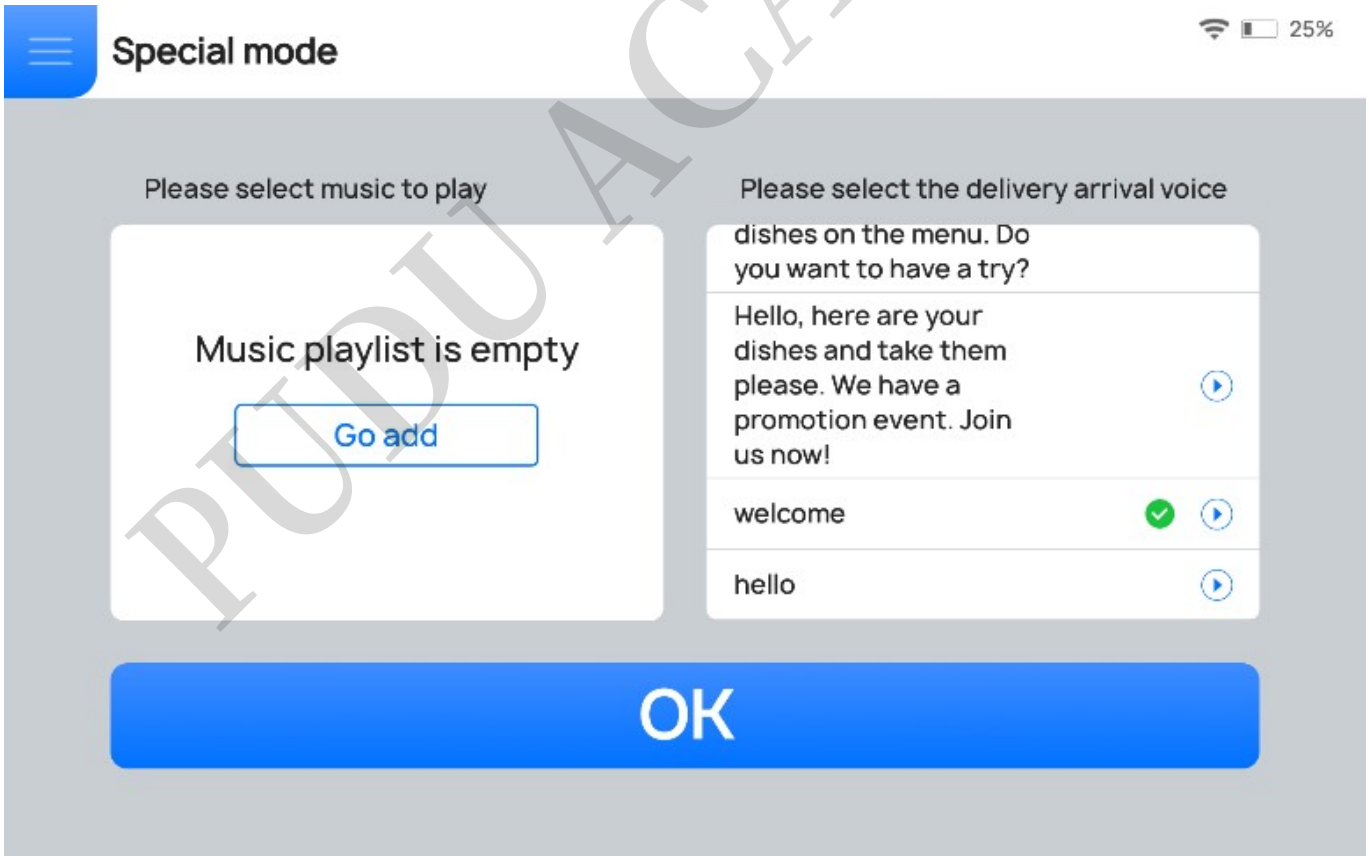

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Step 3 Place the gifts or dishes on the tray.

Step 4 Tap the tray with gifts or dishes, and then select the desired table number.

Step 5 After entering the table number, tap **Start!**

Step 6 Tap **Done** after the task is completed.

The robot returns to the pickup location.

To make any modifications during delivery (e.g., modify task, pick up in advance, cancel all, or return), tap the screen or the lightning button on the robot's head to pause the robot before any operation. If no operation is performed within the pause time (Non cruise mode auto resume time of pause), the robot will proceed with its current task. Pause time (Non cruise mode auto resume time of pause) can be set in the Advanced Settings interface.

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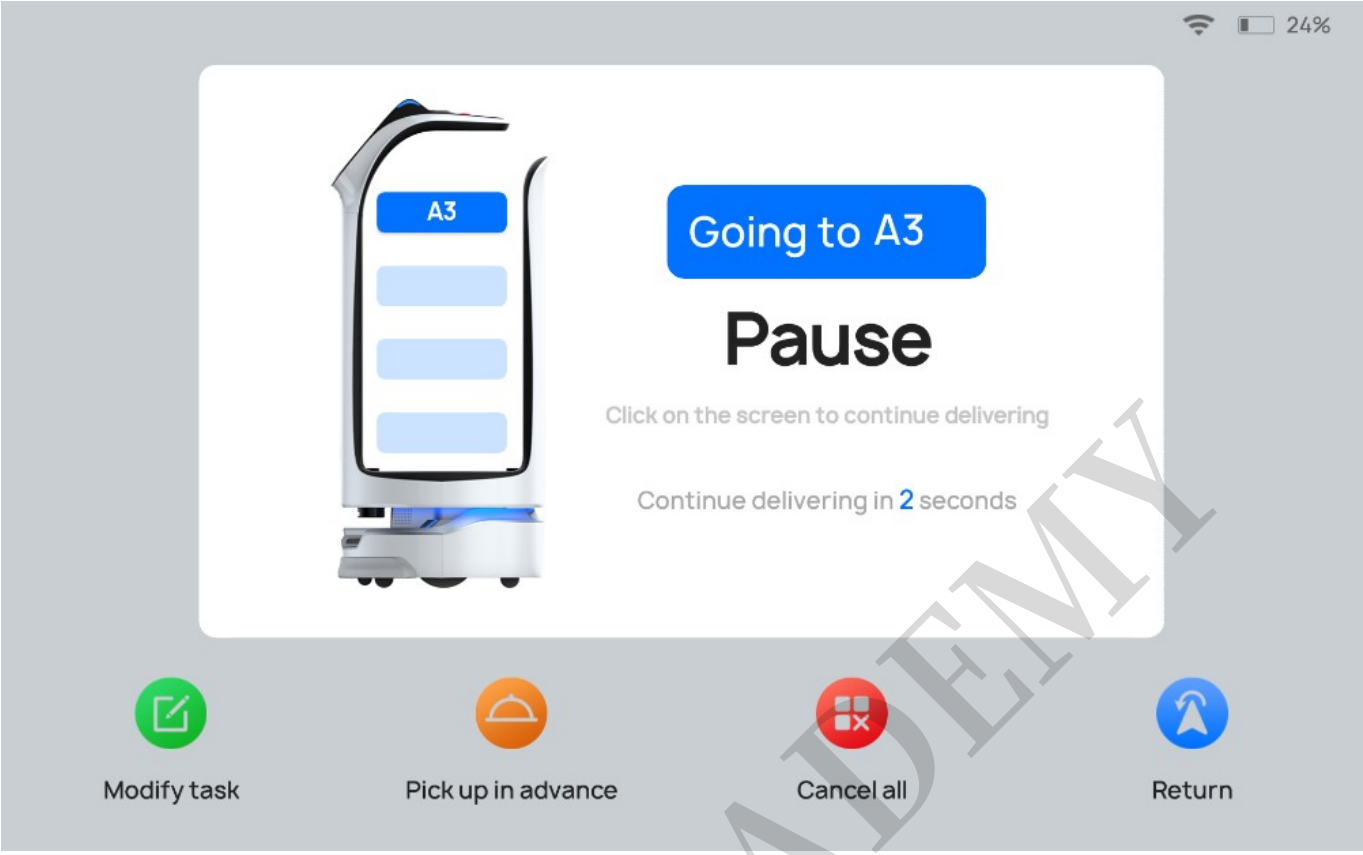

Button	Description
Modify task	Tap to modify the table number of delivery.
Button	Description
Pick up in advance	Tap to pick up the dishes in advance and proceed with the next task.
Cancel all	Tap to cancel all delivery tasks without returning to the pickup location.
Return	Tap to return to the pickup location.

3. Settings

Settings	Description
Basic settings	Set screen brightness and language.
WLAN	Set up the network connection. The robot cannot upgrade or perform voice interaction without a network connection.
Function setting	Choose whether to display robot functions on the main interface according to the actual scenario. All functions are displayed on the main interface by default.
Map settings	Switch between maps and select the pickup location in the corresponding map.
Volume settings	Adjust the music volume, voice volume, and key tone volume.

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Settings	Description
Voice settings	Replace the voice packet, customize the voice announcements in different modes, enable Full voice broadcast after food delivery. If **Full voice broadcast after food delivery** is enabled, after arriving at the destination, the robot will play the voice broadcast first and then display **Done**.
Speed settings	Set the speed of the robot in different modes. Speed range: 0.1m/s-1.2m/s (0.33ft/s-3.93ft/s)
Animation settings	• Choose whether to enable Screen animation. The user can enable Screen animation in different modes as required. • Choose whether to set the content for the dot matrix screen. The user can set the content for the dot matrix screen as required. Enter up to 50 characters for auto-scrolling play. Currently, the function is only available for the Cruise mode, Return mode, and Guiding mode.
Tray settings	Set Tray Sensor Switch, Tray Error Reminder, Edit Tray, etc.
Settings	Description
Interactive function	Set lucky draw. After the interactive function is enabled, customers can participate in lucky draws during the robot's delivery process. The interactive function is only valid in Delivery mode, Birthday mode, and Special mode.
Software update	Check if the current version of the software is the latest. If not, you can download the latest version and upgrade the software. Please keep the battery level above 20% to ensure a successful upgrade.
About us	Displays company service information, such as official website, robot operation guide, etc.
Debug	Debugging robot parameters (for technical engineers only). Pudu shall not be held responsible for any accident caused by unauthorized operation.
Advanced settings	Enable Single-table multi-layer, Distribution parameter settings, etc. The Advanced settings are used for advanced operations of the robot. Please contact technical engineers for details. Pudu shall not be held responsible for any accident caused by unauthorized operation.

3.1 Map Settings

Multiple maps can be installed for BellaBot to operate in different scenarios when paths change. After a new map is selected, BellaBot will automatically synchronize table numbers, docking locations, and settings. Choose the map according to the actual scenario, and select the pickup location for the robot.

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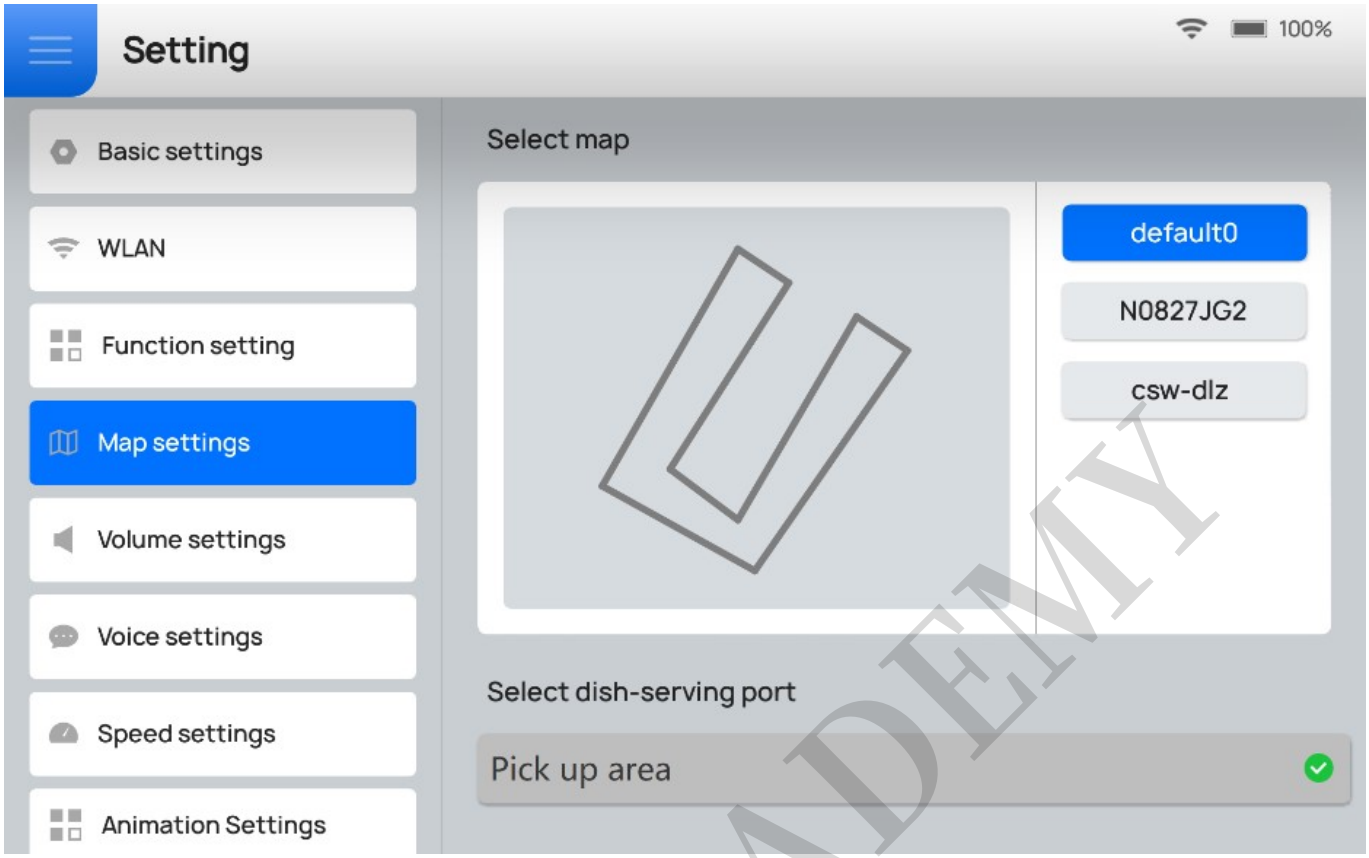

3.2 Voice Settings

3.2.1 Voice Packet Replacement

If the default voice packets in the system cannot meet user requirements, the user can customize the voice packets. Please contact technical engineers for details. Perform the following to replace the customized voice packet.

Step 1 Check supported voice packets and download the selected voice packet.

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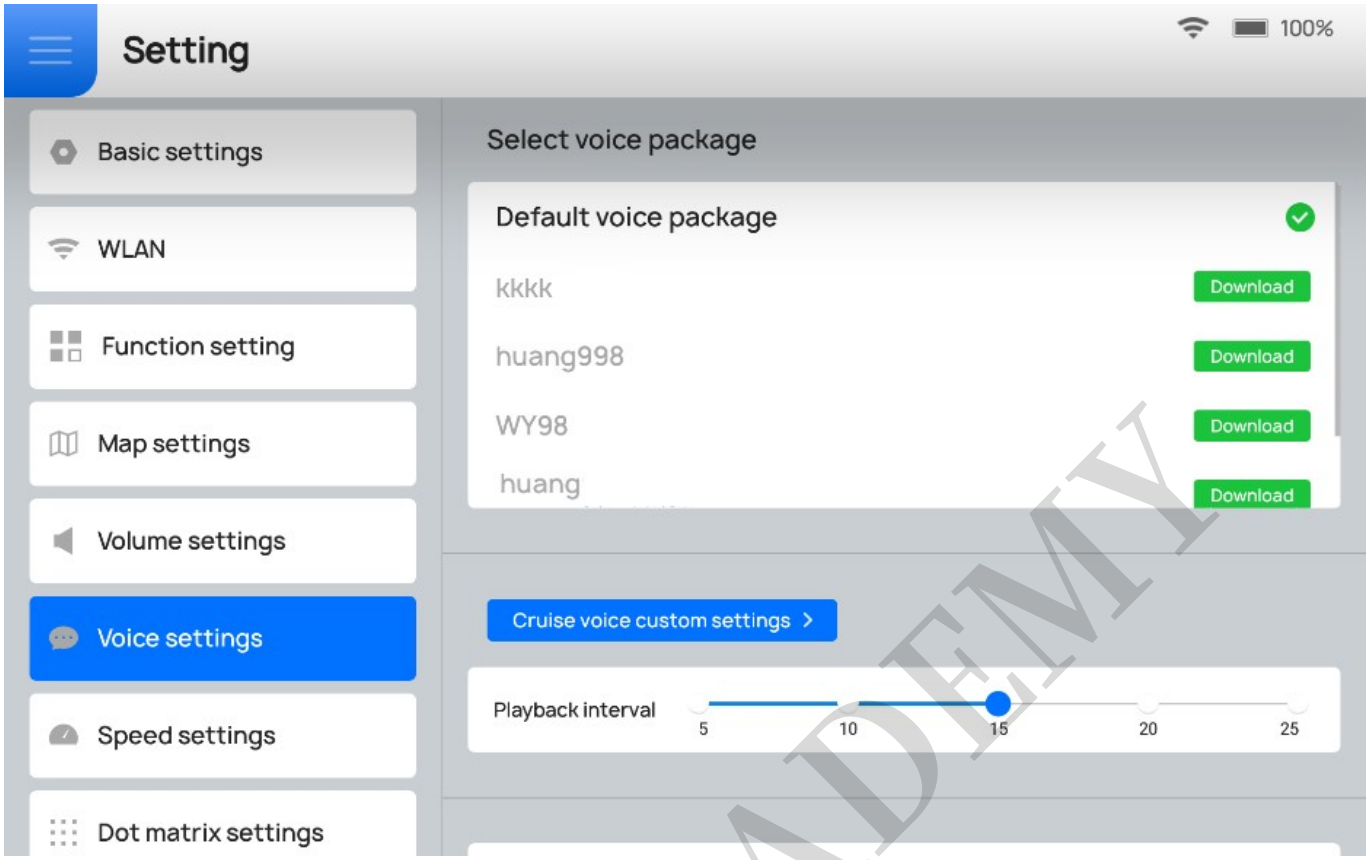

Step 2 Replace with the downloaded voice packet.

If you wish to remove a voice packet, tap and hold the voice packet to delete it.

3.2.2 Voice Customization

The user can customize the voice broadcast in different modes.

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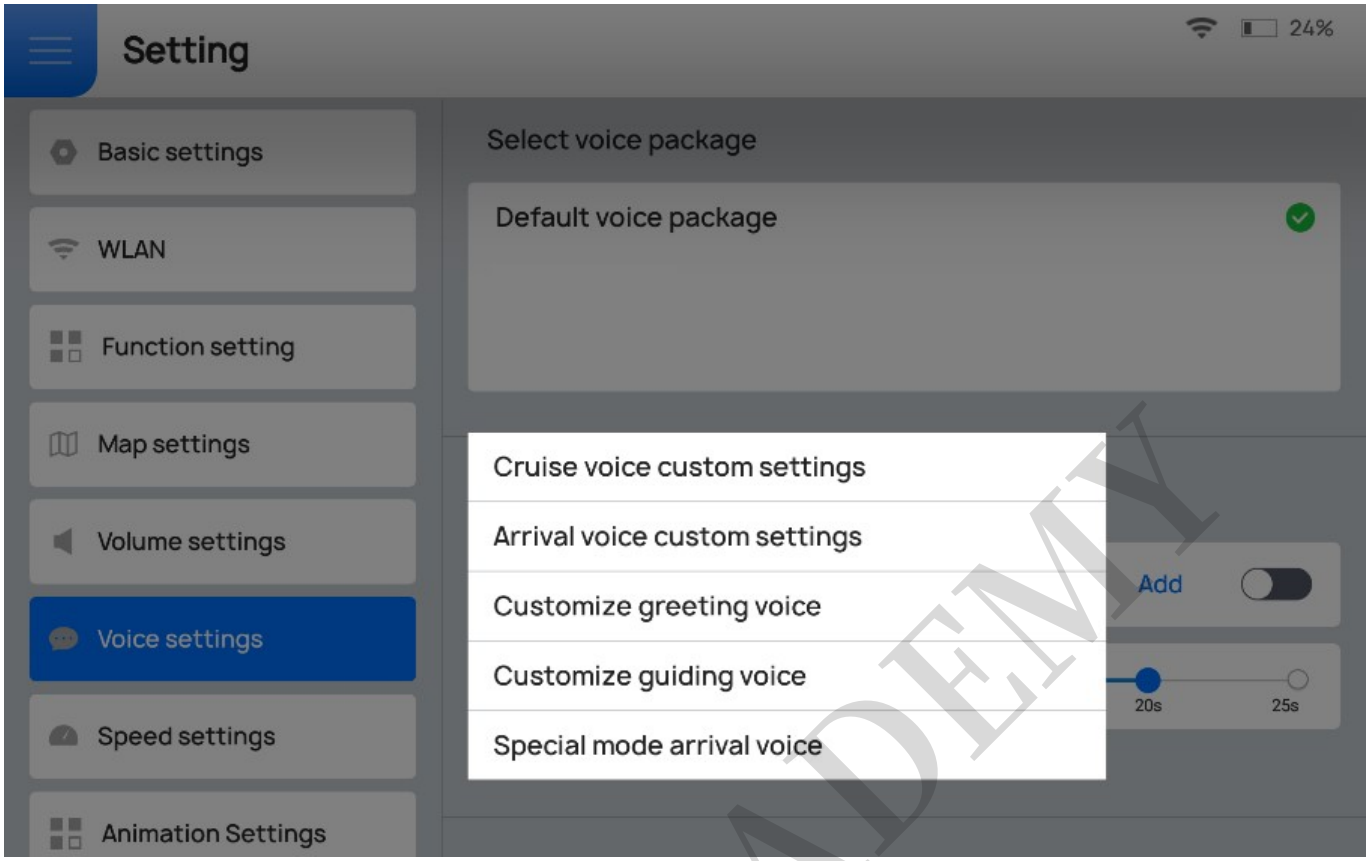

- After the user selects the custom voice broadcast, the robot no longer plays the default voice or customized voice packets.
- A maximum of 5 voices and 50 characters per voice can be added.
- In the Delivery mode, only one voice broadcast can be selected at a time. In the

Cruise mode or the Guiding mode, multiple voice broadcasts can be selected for random playback. In the Special mode, multiple voices can be selected, but the voice to be played should be selected on the Special Mode interface.

- If you wish to remove a custom voice, tap and hold to delete it.
- When customizing the voices for the Cruise mode, Greeting mode, or Guiding mode, the user can also set the interval for the voices.

The following describes how to add a custom voice, taking Cruise Mode as an example:

Step 1 Select Cruise voice custom settings in the Voice settings interface.

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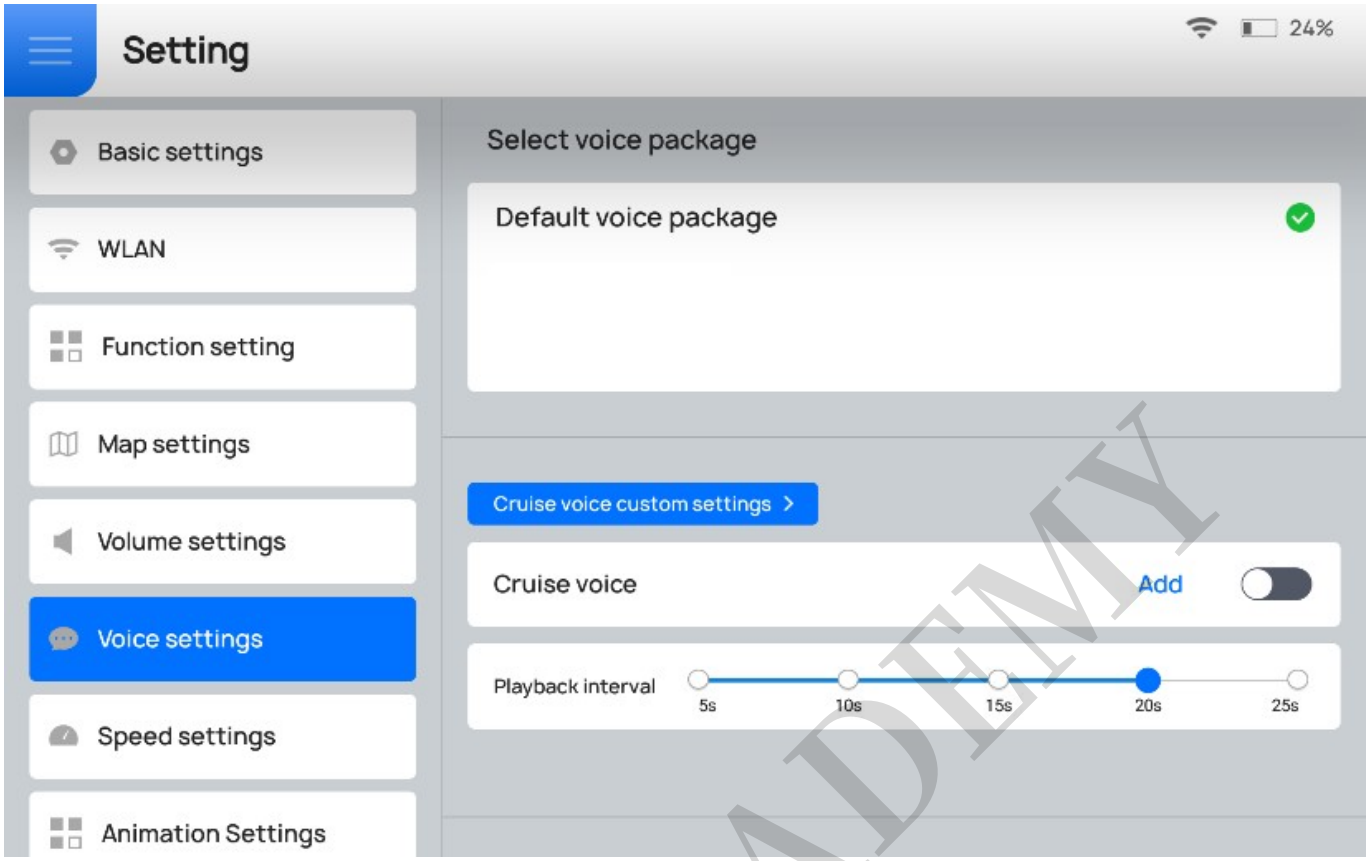

Step 2 Enable **Cruise voice** in the Cruise voice bar and tap **Add**.

The voice text editing window pops up.

Step 3 Enter the voice text to be played in the voice text editing window and tap **OK** to generate a custom voice.

Step 4 Select the generated voice to be played in the Cruise mode.

If multiple voices are added, you can select more than one of them to be played randomly during cruise.

3.3 Tray Settings

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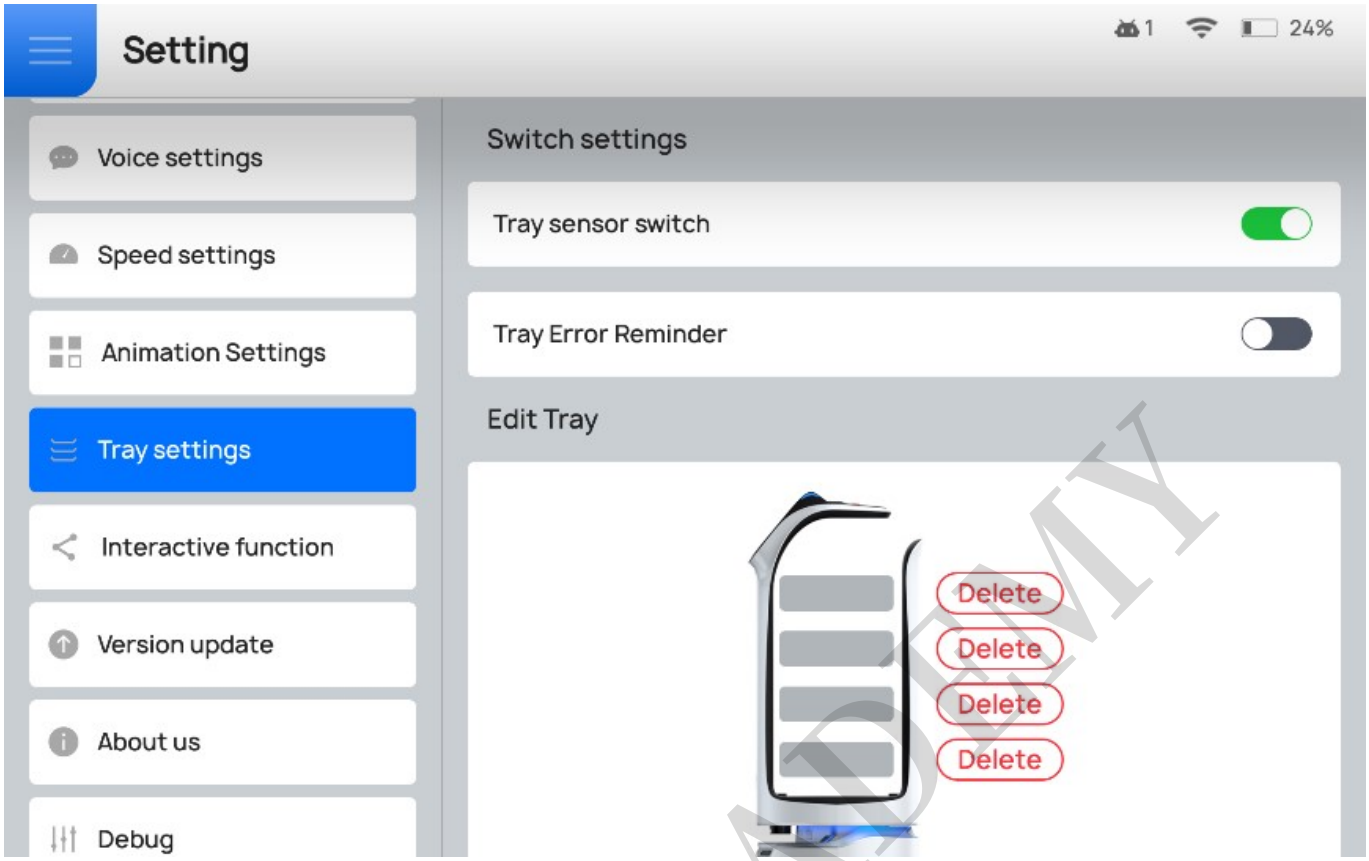

Function	Description
Tray sensor switch	Choose whether to enable tray settings If enabled, the corresponding light strip goes out after the dishes are taken. The robot automatically completes the current task after 5 seconds and continue to perform the next one. The function is valid only when a single tray corresponds to a single dish. The interactive function and the Tray settings cannot be enabled at the same time. Otherwise, the lucky draw will be invalid.
Tray Error Reminder	Choose whether to enable Tray Error Reminder If enabled, the robot gives voice reminders when the dishes are taken by mistake. The voice reminder supports English and Chinese only.
Edit Tray	BellaBot has 4 layers of trays in total. If one of the trays is removed in the actual usage, the corresponding tray number should be deleted in the interface to avoid any delivery errors.

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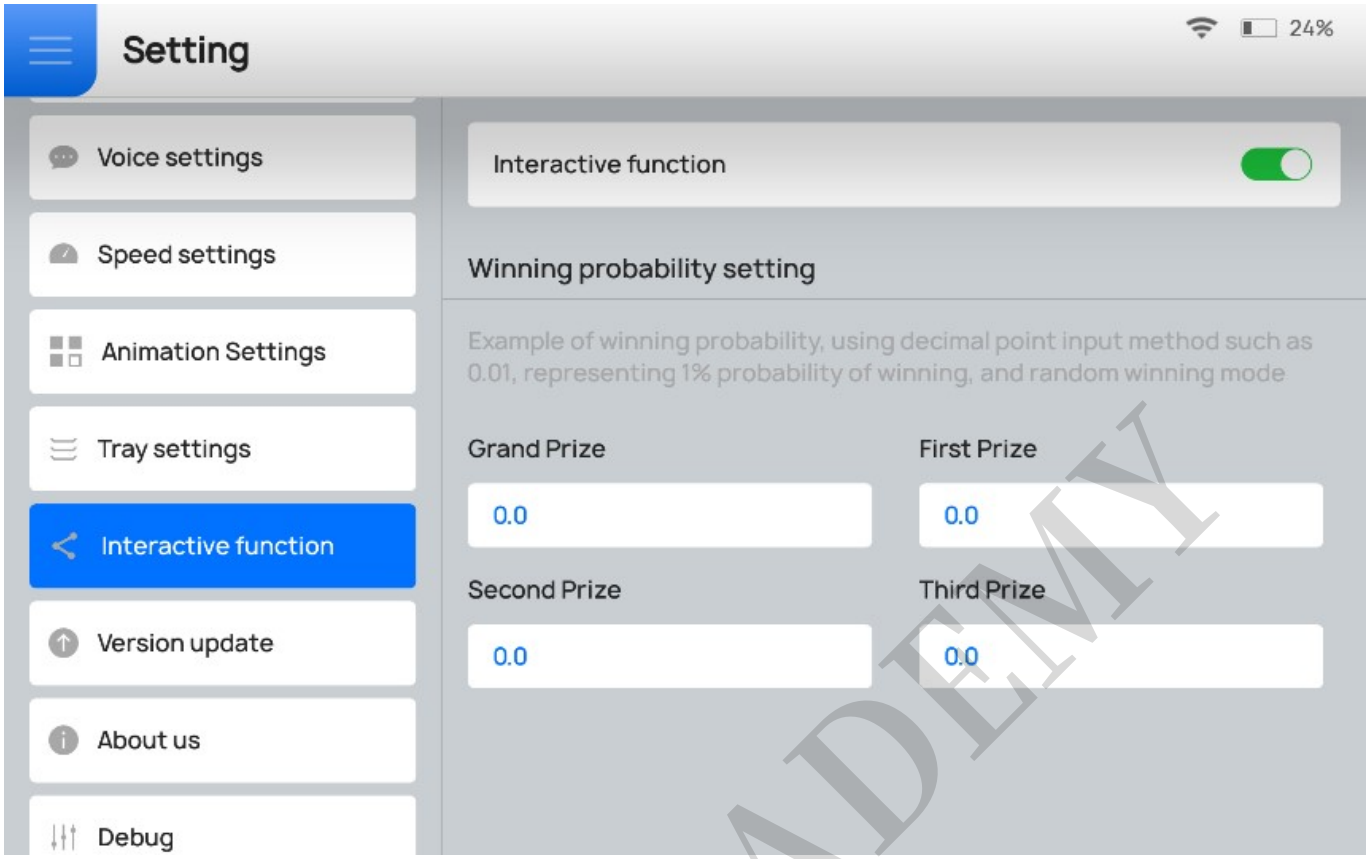
This function cannot be used when the tray is holding goblets, objects entirely made of glass, or objects lower than 5 cm (0.16 in).

3.4 Interactive Function

Users can set up lucky draws on this screen. After the interactive function is enabled, customers can participate in lucky draws during the robot's delivery process.

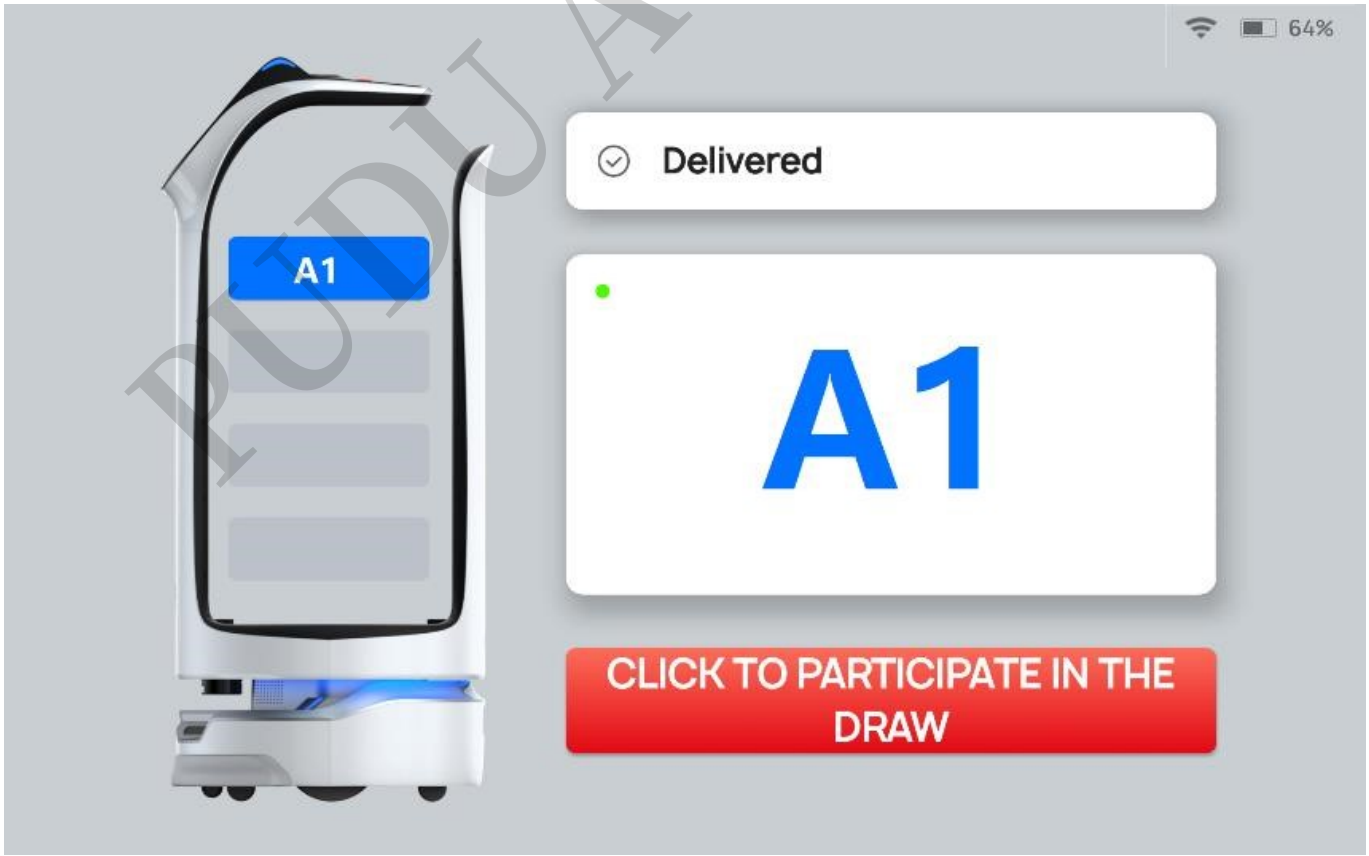
The interactive function is only valid in Delivery mode, Birthday mode, and Special mode.

Step 1 Turn on the Interactive function.



Step 2 Set the probabilities in decimals between 0 and 1. The probabilities should sum up to 1.

Step 3 After the dishes are delivered, customers can tap for a lucky draw.



If a customer wins a prize, he or she will be reminded to contact the waiter to redeem the prize after taking a picture. Tap **Please click this button after taking a picture** for the robot to perform the

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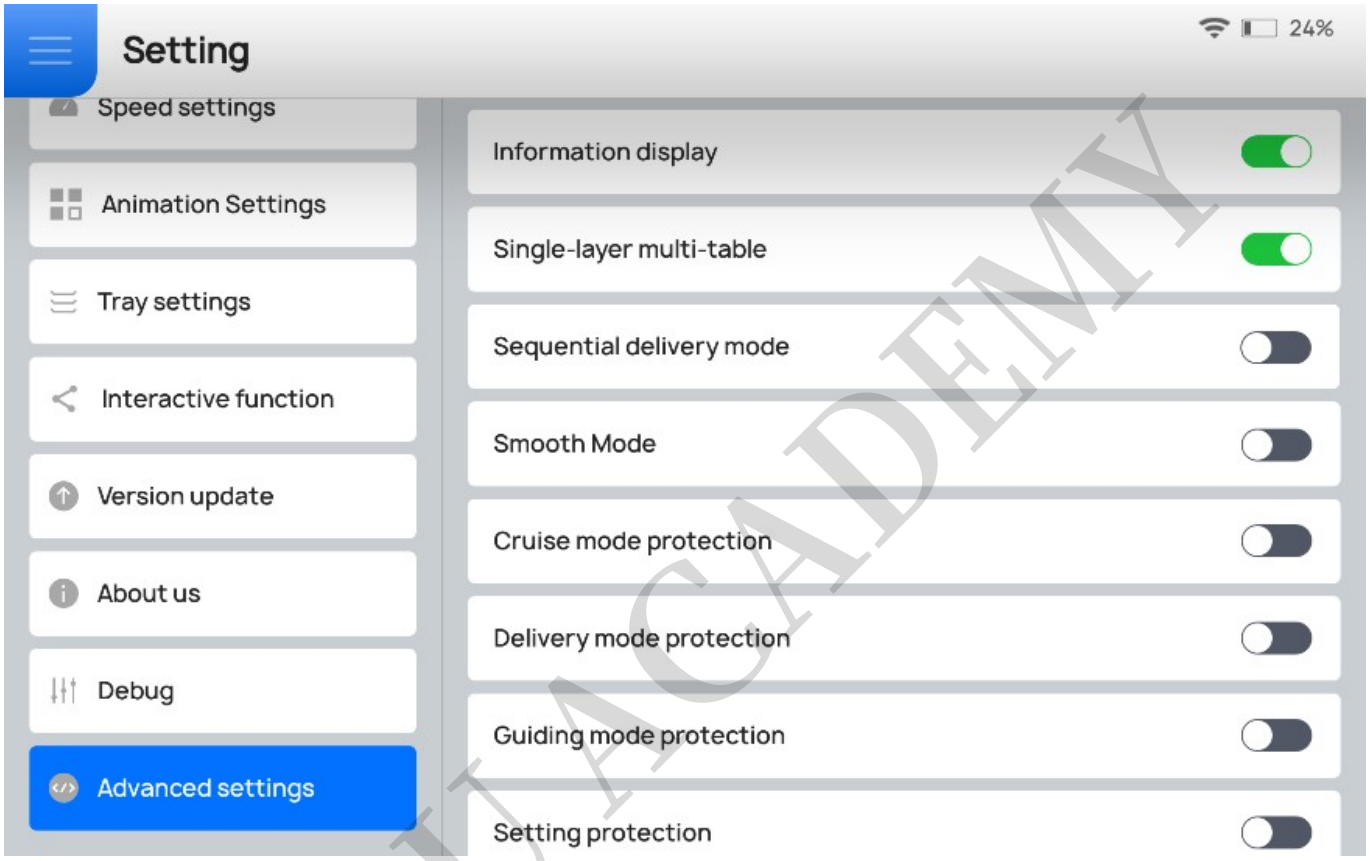
next task. If the customer doesn't win a prize, the robot will perform the next task after 3 seconds.

3.5 Advanced Settings

The Advanced settings are used for advanced operations of the robot. Please contact technical engineers for details. Functions supported by Advanced settings are shown below.



Function	Description
Information display	Choose whether to enable Information display If not, the **Setting > About us** menu will be hidden.
Single-layer multi-table	Choose whether to enable Single-layer multi-table function If enabled, multiple table numbers can be set for a single layer of tray. Up to 20 table numbers can be set for a single tray. Single-layer multi-table function is only valid in Delivery mode, Cruise mode, and Special mode.
Sequential delivery mode	Choose whether to enable sequential delivery mode If not, the robot delivers dishes according to the optimal path planning. If enabled, the robot delivers dishes to tables according to the preset sequence.
Smooth Mode	Choose whether to enable Smooth Mode Smooth Mode is mainly used to deliver dishes with a small amount of soup. If enabled, the interface will show the Smooth mode option. • Enable once: Smooth Mode is only valid in the current task and will be disabled by default after the task is completed. • Enable permanently: Smooth Mode is enabled by default on the Task interface. • Repeat last: If enabled, the status of the Smooth mode in the current task remains the same as in the previous task. That is, if the Smooth mode is enabled in the previous task, it is enabled by default in the current task.

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Function	Description
Cruise mode protection	Choose whether to enable Cruise mode protection If enabled, a password is required to exit the Cruise mode. Please contact Pudu's technical support for the password. If not, the robot exits the Cruise mode directly.
Delivery mode protection	Choose whether to enable Delivery mode protection. If enabled, a password is required for any further operations (e.g., cancel task, modify task, or return) during delivery. Please contact our technical engineers for the password. If disabled, the operations (e.g., cancel task, modify task, or return) can be performed directly during delivery.

Function	Description
Guiding mode protection	Choose whether to enable Guiding mode protection. If enabled, a password is required for any further operations (e.g., cancel task or return to the greeting location) during guiding. Please contact our technical engineers for the password. If disabled, the operations (e.g., cancel task or return to the greeting location) can be performed directly during guiding.
Setting protection	Choose whether to enable Setting protection. If enabled, a password is required for any further operations on the Setting interface. Please contact our technical engineers for the password. If disabled, the Setting interface can be entered directly.
Repeat the previous task	Choose whether to enable repeating the last task. The function can be enabled when the robot delivers to the same destination every time. The function is only available in Delivery mode and Special mode.
Distribution parameter settings	Set the time in different modes. • Automatic pick up time: If Done is not tapped within the set time after the robot arrives at the destination, the robot will automatically complete the current task and proceed with the next one. Currently, the function is only valid in the Delivery mode and Special mode. The time ranges from 1 to 600 seconds and is defaulted to 180 seconds. • Auto complete time of guiding: If Done is not tapped within the set time after the guiding is completed, the robot will automatically complete the task and return to the greeting location. The time ranges from 1 to 30 seconds and is defaulted to 15 seconds. • Cycle broadcast time of delivery arrival: The interval of the cycled voice broadcast after the robot arrives at the destination in the Delivery mode. The robot stops the voice broadcast when the delivery is complete. The time ranges from 1 to 30 seconds and is defaulted to 15 seconds. • Non cruise resume time of pause: The time for the robot to automatically resume work after a pause in a non-Cruise mode. That is, if no operation is performed within the set time

Function	Description
	when the robot pauses, the robot automatically resumes work. The time ranges from 5 to 600 seconds and is defaulted to 10 seconds. • Cruise mode auto resume time of pause: The time for the robot to automatically resume work after a pause in the Cruise mode. That is, if no operation is performed within the set time when the robot pauses, the robot automatically resumes work. The time ranges from 5 to 600 seconds and is defaulted to 10 seconds. The interactive function and the automatic pickup cannot be enabled at the same time. Otherwise, the lucky draw will be invalid.
Delivery speed	Set Delivery speed, Cruise speed, Return speed, and Guiding speed. Higher speeds are supported in advanced functions: 1.0m/s (3.28 ft/s), 1.1m/s (3.91 ft/s), 1.2m/s (3.94 ft/s).

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Function	Description
Robot API	Choose whether to enable Robot API. If Robot API is enabled, the robot can work with the PuduBeeper, as well as support a third-party system.
Table Number Input Method	Select table number input methods: • Enter upon smart search • Enter upon selecting table number
Battery protection settings	To avoid over-discharge or slow charging, the user can set the battery protection level for the robot, i.e., set the reserved battery level. When the actual battery level drops below the reserved battery level, the robot cannot be used. If the battery level is below 30%, the function will not be available.
Braking Level	Specify braking level for emergency stop Levels Level 1: Emergency stop and start, with the shortest braking distance during emergency stop. Level 2: Suitable for light and medium load with smooth braking Level 3: Suitable for heavy load with smooth braking
Reset	Choose whether to restore the robot to factory settings. Doing so will delete contents such as the downloaded music, custom voice packets, and maps. Please proceed with caution.
Function	Description
	If the battery level is below 10%, the operation cannot be performed.

4. Music Functions

In the **Music** interface, users can control the playing of music, set music for different modes, and manage music files.

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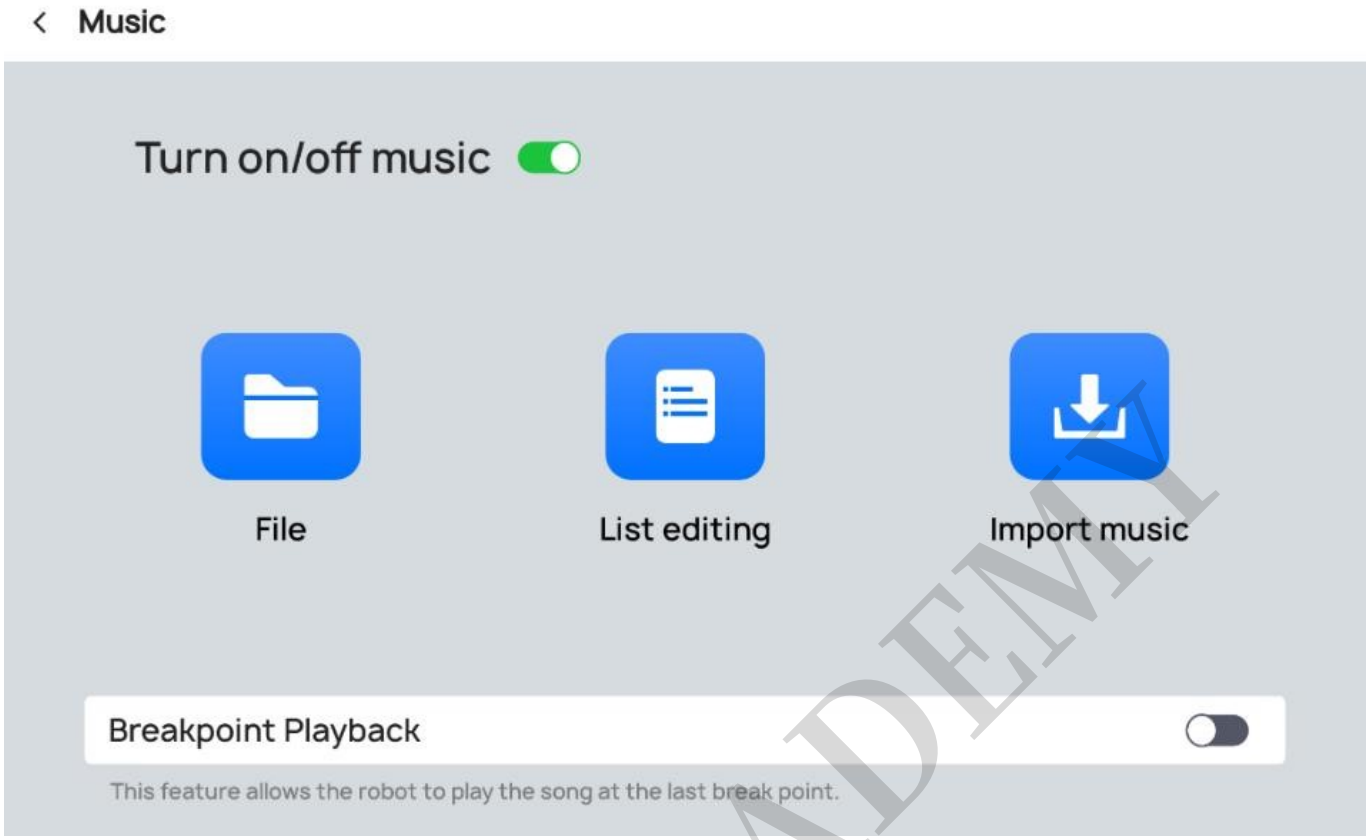
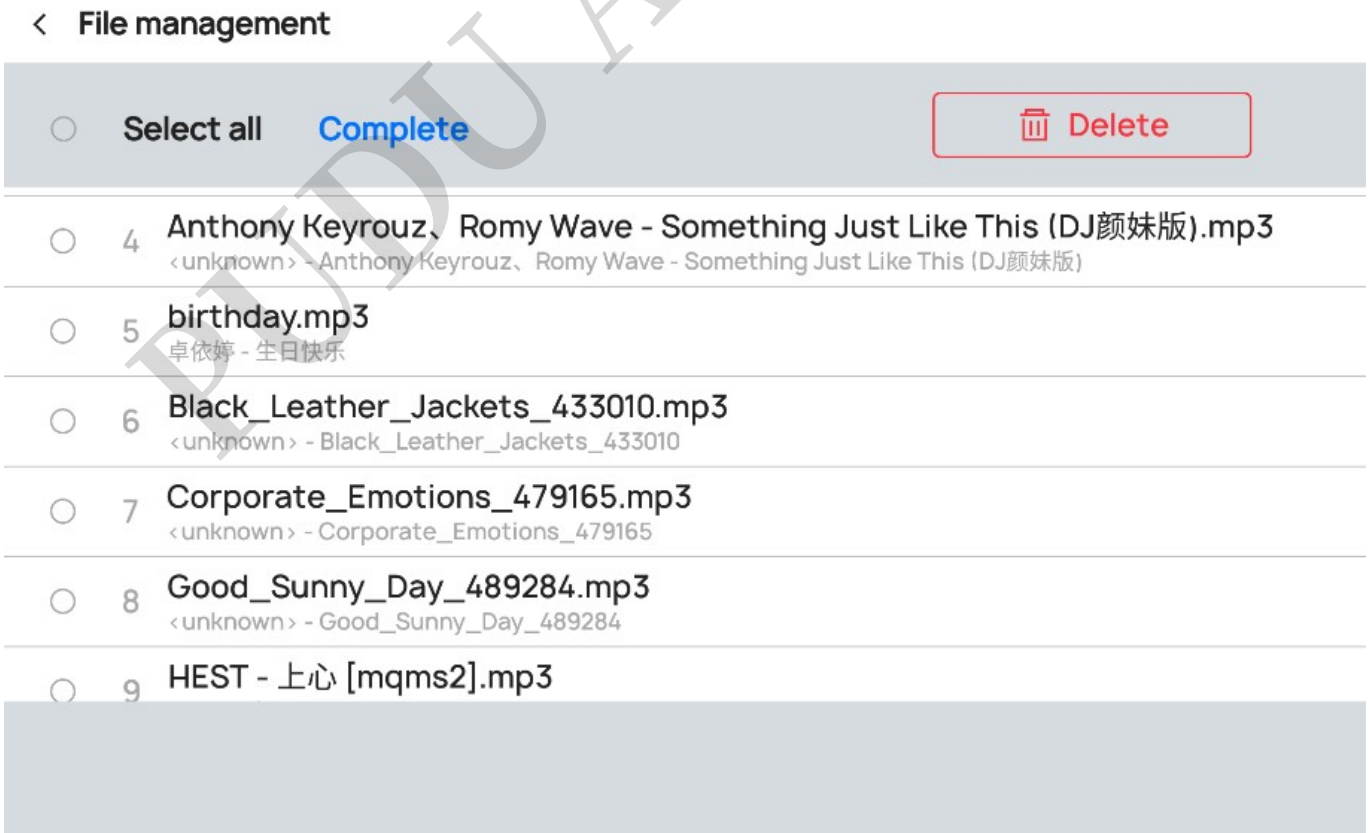


- Slide the music switch to control the playing of music.
- File management is used to manage the music files imported to the robot. Tap Edit to delete selected music files.



- List editing: Select List editing to view the music set for different modes. Tap the list of modes to view, add, or delete music files for different modes.

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- Import music: After the robot and the mobile phone are connected to the same WiFi connection, music files can be uploaded directly with a scan. Supported music file formats include mp3, wav, flac, aac, pcm, wma, and ape.

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5. Voice Interaction Descriptions

When the robot is stationary, you can use wake-up voice to activate voice interaction with the robot. Please ensure that the robot is connected to a network before waking up by voice.

Note

If the robot is displaying the voice wake-up interface, its motor is locked, and the user cannot move the robot at this time.

- Method 1: Say "Bella, Bella" to the robot, and the robot will talk with you.
- Method 2: Stand in front of the robot, the robot will take the initiative to talk with you.

6. Touch Interaction Descriptions

When the robot is stationary, touch its head or ears to activate touch interaction.

- The robot behaves in a friendly and pleasant manner at the first touch and plays voice.
- Continue touching the robot will trigger further pleasant expressions and voices.
- Multiple consecutive touches may trigger unpleasant expressions and voices.
- An angry expression and voice will be triggered if the robot is touched when it’s already unpleasant.

7. Docking Instructions

BellaBot supports three docking modes. In actual scenarios where multiple robots cooperate, users can select any docking mode during mapping. This section only covers the description of the three docking modes. For details about mapping, please contact our technical engineers.

Three docking modes:

- One-to-one Docking mode: Each robot has its fixed pickup location (docking location).
- Free Docking mode: Set multiple pickup locations (docking locations) for the robot to dock by priority, i.e., the robot chooses the nearest pickup location for docking.

Waiting mode: Set temporary docking location. When the robot has no task and there's no vacancy at the pickup locations (docking locations), the robot docks at the temporary docking location. Once a vacancy appears at a pickup location (docking location), the robot automatically goes there for docking.

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