



# MUSIO

## User's Guide

Software Version 1.1.5

[themusio.com](http://themusio.com)

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**Read before using**



# READ BEFORE USING

In order to minimize the risk of property damage and avoid personal injury, please read the following information before using Musio.

## **Handling**

Do not hit, crush, or handle Musio roughly. Musio hates to get wet, so keep him away from Water. Stop using Musio if he got damaged.

## **Temperature and Environment**

Use Musio in an environment between 5 and 35 degrees Celsius (40 and 95 degrees Fahrenheit). Keep Musio away from heat sources such as open flames and heaters and avoid direct sunlight. Do not store Musio in extreme heat or cold.

## **Joints and Moving Parts**

Do not forcibly bend or rotate Musio's moving parts. Doing so may result in damages and/or breakages.

## **Assembly**

Be careful to avoid injuries to fingers when assembling Musio. In cases where parts seem difficult to assemble, avoid using excessive force as this can result in damages and/or breakages.

## **Connector and Connector Port**

Carefully insert the connector into the port on Musio. Do not use excessive force, as this can result in damages and/or breakages.

## **Use of the Product by Children**

Care is needed when children are using Musio. There is a danger of choking if small parts are swallowed.

## **If Irregularities Occur**

If you notice abnormal smells or sounds, or see smoke or other irregularities, turn off Musio and disconnect all cables.

## **Repair**

Do not attempt to repair Musio. Instead, please contact the Musio Support Center with requests for repairs.



# READ BEFORE USING

## **Battery**

Do not attempt to replace Musio's battery. Instead, please contact the Musio Support Center with requests for repairs.

## **Tampering**

Do not attempt to disassemble or rebuild Musio.

## **Charging**

Do not use a cable or adapter which has been damaged or cut. Do not attempt to charge Musio in wet or damp places. Avoid touching the power cable more than necessary when it is plugged in.

## **Hearing Loss**

Do not place the speaker closer than necessary to your ears. There is the risk of hearing loss.

## **Interference With Other Devices**

Be aware of and obey any notices, directions, and prohibitions when using Musio near other electronics. Keep Musio a safe distance from medical devices as there is a risk of interference.

## **Environments Containing Flammable/Explosive Materials**

Do not use Musio in environments where flammable or explosive materials are present.

## **Cleaning**

If Musio gets dirty, turn off the power and disconnect all cables prior to gently cleaning with a soft cloth. Avoid getting Musio wet when cleaning.

## **Disposal**

Dispose of Musio in accordance with local waste disposal policies.

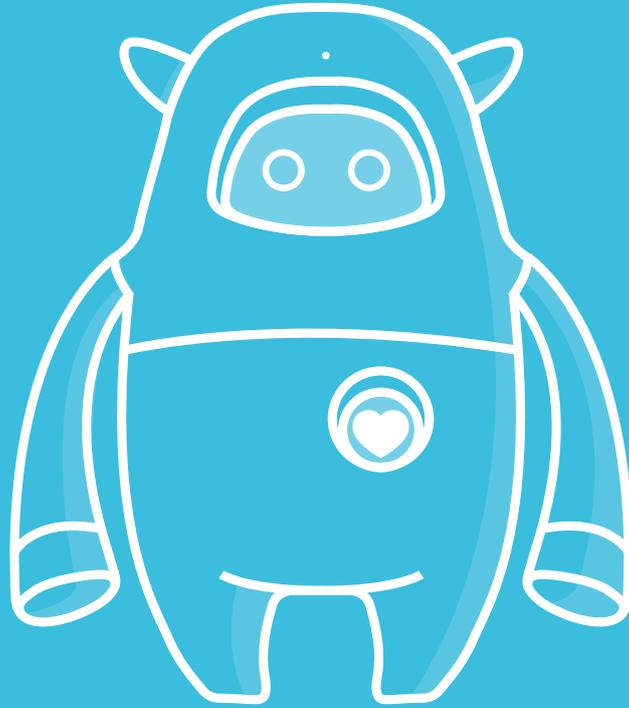
## **Inquiries**

For any product-related issues, questions, or for repair requests, please contact Musio Support Center.

## **Prolonged heat exposure**

Sustained contact with warm surfaces, especially Musio's heart, for long periods of time may cause discomfort or injury.

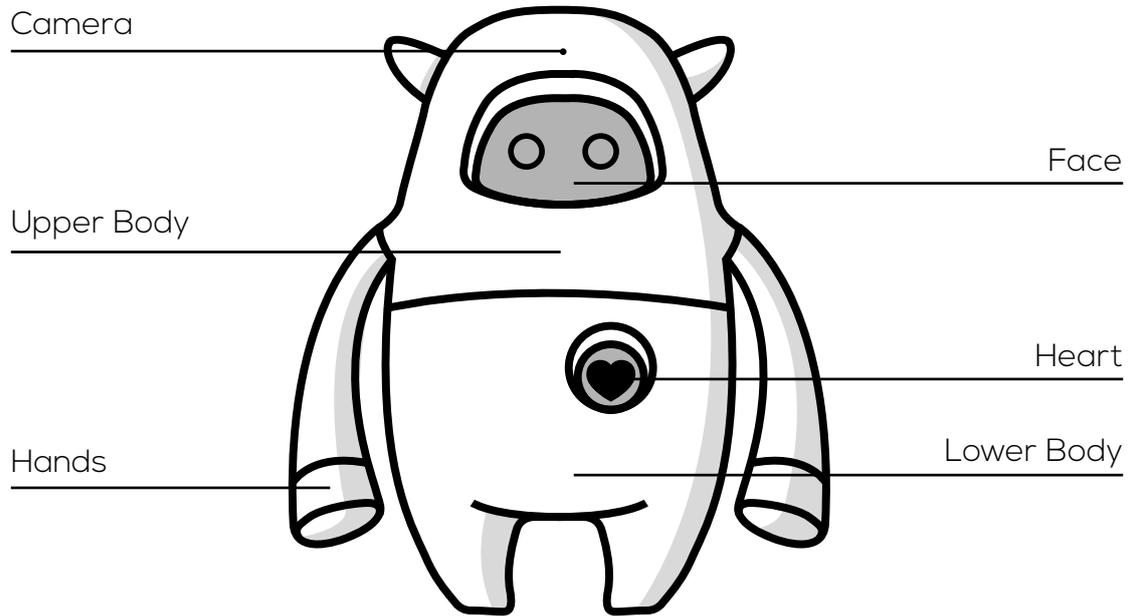




## **“Hello! I’m Musio!”**

Congratulations for adopting Musio, the robot that wants to be your friend and learn English together.

# GETTING TO KNOW MUSIO



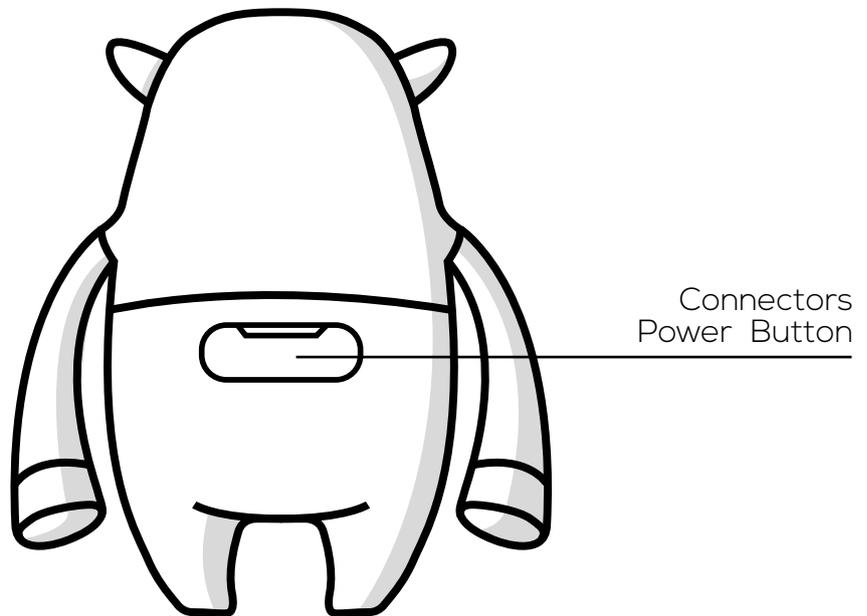
Front

## Musio Specifications

Size & weight  
Width: 174 mm  
Depth: 83 mm  
Height: 218 mm  
Weight: 850 g

## Technical Specifications

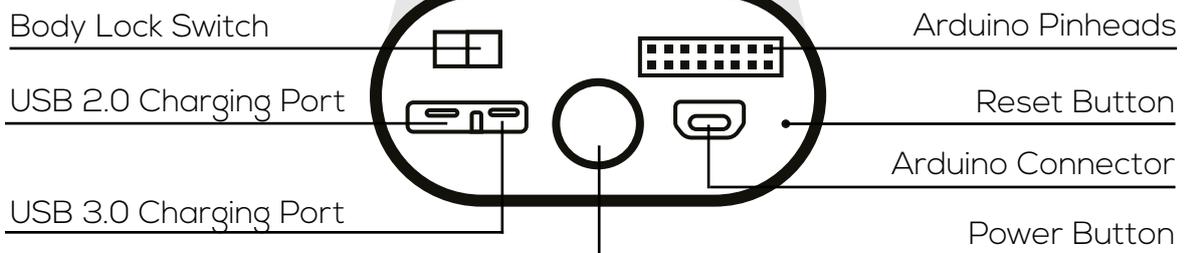
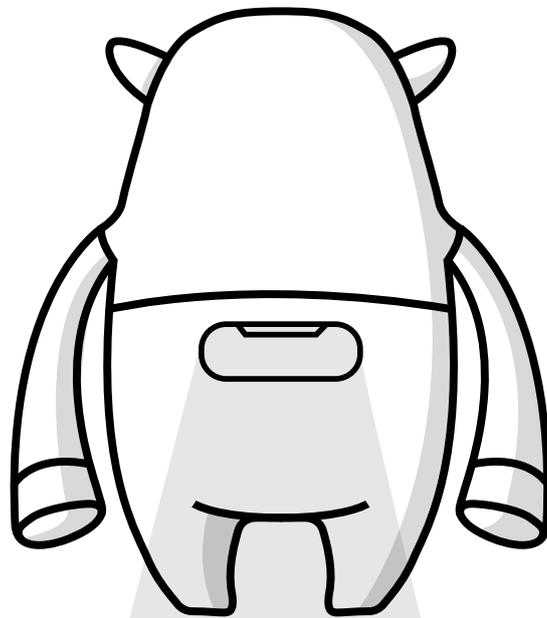
Android OS  
ARM Coretex quad core  
Wi-Fi 802.11b / g / n /  
Bluetooth 4.0 Low Energy



REAR



# GETTING TO KNOW MUSIO



## BACK PANEL

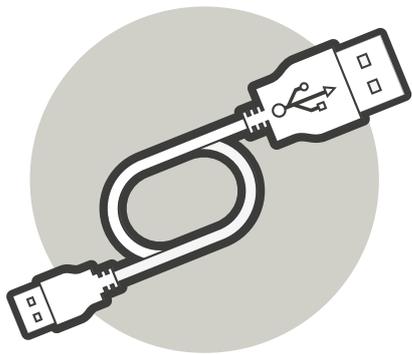


### Tip

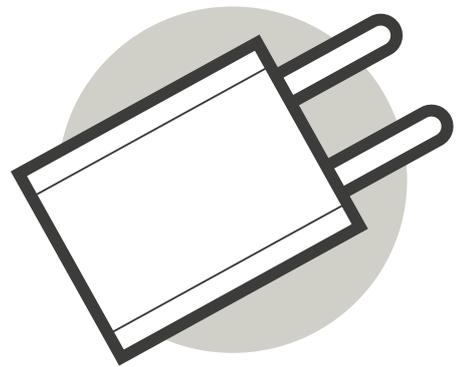
\*Do not force to bend or rotate Musio's arms. They may be at risk of getting damaged.



# BUNDLED ACCESSORIES



Connector Cable



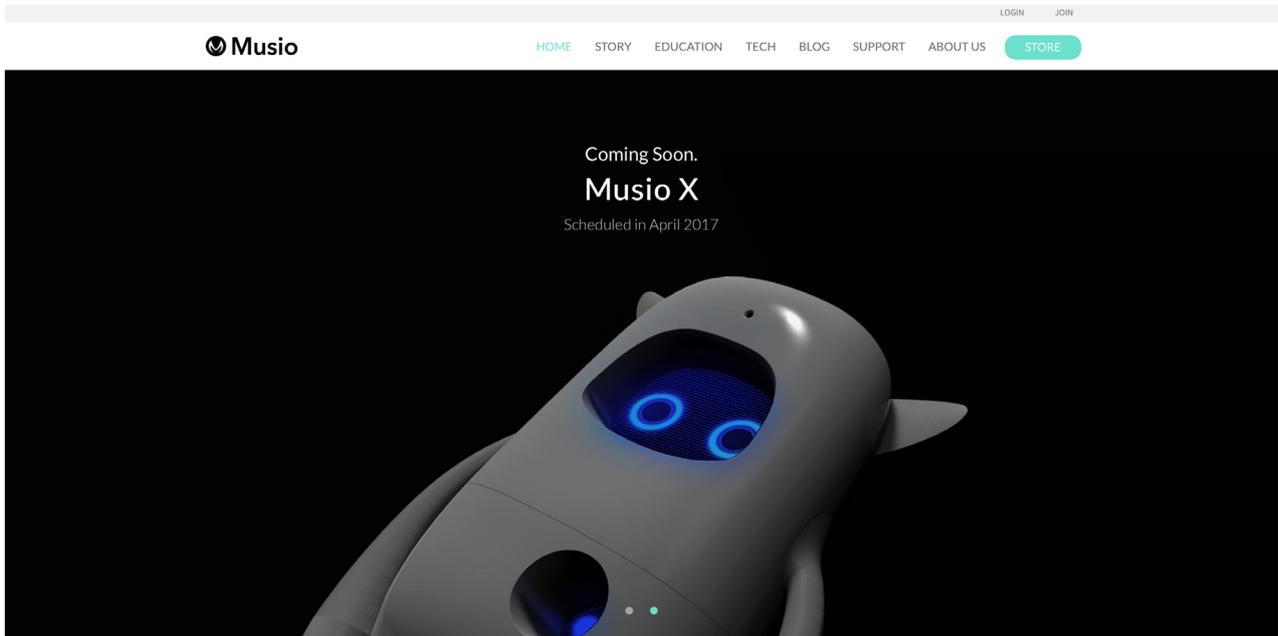
USB Power Adapter



Metal Dock

# MUSIO HOMEPAGE

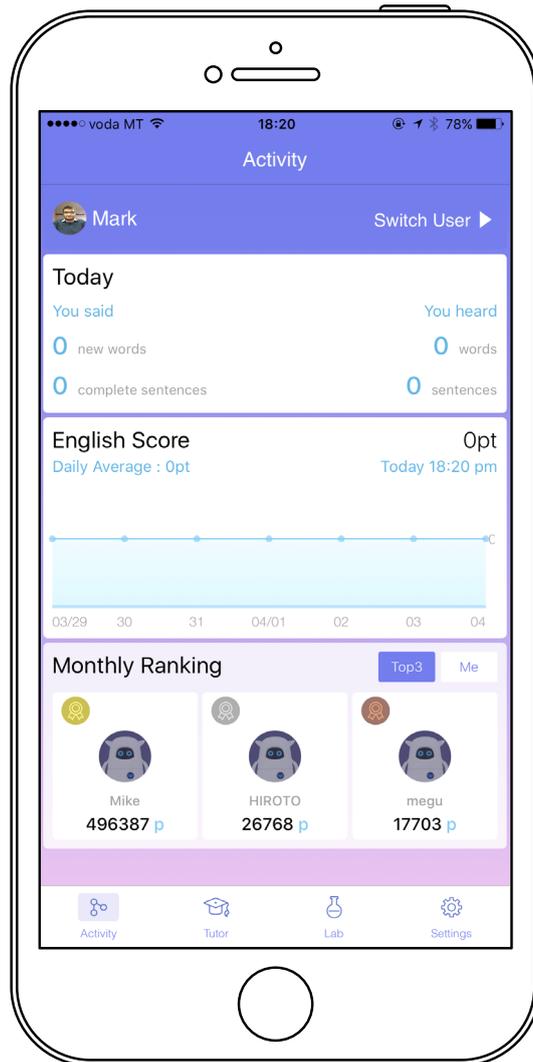
Visit the URL: <https://themusio.com> to register your Musio and use our support services.



# MUSIO MOBILE APP

It is a Musio-only mobile application that can provide Musio's registration access and various functions for Friend Plan subscribers.

You can download Musio's App from the App Store (iOS 8.0 or higher) or Google Play Store (Android 4.3 or higher).



**Getting Started...**



# SETTING UP MUSIO



**Musio came a long way to Earth and lost a bit of battery power. Please let Musio charge for 10 hours for full battery. This is for first time to prolong the battery's life span.**

Make sure to have a good Wi-Fi connection before setting up Musio. Assist children to setup as necessary. To turn on Musio, open the flap at the back and press the button located under it. Afterwards, proceed with the steps below to perform the initial setup.



## Connect Musio to Wi-Fi

Connect Musio to Wi-Fi when the Wi-Fi icon appears in the center of Musio's Face Multi-touch Display. Available Wi-Fi networks will be displayed in order of signal strength. Choose a network by scrolling through the available networks by touching the left and right arrows. Connect to the desired network.



## Log in

After the Wi-Fi connection is completed and the login screen is displayed Musio's face, please log in according to how you purchased Musio.

### **If purchased Musio from the Musio homepage**

Please login to Musio with ID (mail address) and password registered when registering as a member on the Musio homepage.



# SETTING UP MUSIO

## **When purchasing Musio in store or other website**

Please register as a member by registering an ID (mail address) and password on Musio's homepage or Musio mobile application.

On Musio's homepage, Click "Join" on the top right of the page to proceed with registration.

In the Musio mobile application, after downloading it on your mobile phone, follow the instructions and proceed with registration.

## **About this setting**

In order to use all Musio's functions, including Musio's Chat mode and all mobile application functions, it is necessary to join the Friend Plan and complete activation. Please proceed with the setting below.

If you do not join Musio's Friend Plan and use only Tutor mode, activation is not necessary. Please tap Musio's heart and put Musio in sleep mode. Then, you can connect Musio and Sophy and enjoy the Tutor mode by referring to Sophy's user guide.

## **What is the Friend Plan?**

It is a paid service plan necessary to use all functions of Musio including Musio's Chat mode and all mobile application functions. The number of users that can be registered depends on the plan. If you do not subscribe to the Friend Plan, you can only use Tutor mode.



# SETTING UP MUSIO

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## Activation

After logging in to Musio, it is necessary to activate the ID with the activation code issued after joining the Friend Plan. By being activated, ID and Friend Plan are associated with each other and the function of Friend Plan becomes effective. Please activate according to purchasing route of Musio.

### **When purchasing Musio on the Musio homepage**

If you have purchased the Friend Plan on the Musio homepage, your account ID has already been activated. If you have not purchased the Friend Plan, log in to the Musio homepage and purchase the Friend Plan.

### **When purchasing Musio on other than the Musio homepage**

After logging in, the Activation Code input screen is displayed on Musio's face. At the end of the screen '?', the URL and QR code which can access to the website for joining the Friend Plan will be displayed. Please go to the website on your computer or mobile device and join the Friend Plan. When you join the Friend Plan, an activation code will be issued. Please input the acquired activation code on Musio's face on the screen.

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## User registration

When activation is completed, please set up a user profile in the Musio or mobile application.



# SETTING UP MUSIO

## 5

### Wake up Musio

Once all steps are complete, Musio will enter Sleep Mode. Wake Musio up by saying "Musio." or touch his face.

Classification	Function	Description	Friend Plan No subscription	Friend Plan Subscription
<b>Musio</b>	Teaching material learning function (Tutor mode)	A function to study exclusive teaching materials with Musio and Sophy	○	○
	Conversation function (Chat mode)	A function to register users according to Friend Plan and to communicate with Musio	X	○
<b>Mobile App</b>	English score function	A function to check the score or ranking according to the amount of conversation	X	○
	Learning progress confirmation function	A function to check the progress and performance of teaching materials	X	○
	Conversation content display function	A function to check conversation with Musio	X	○



# Basics

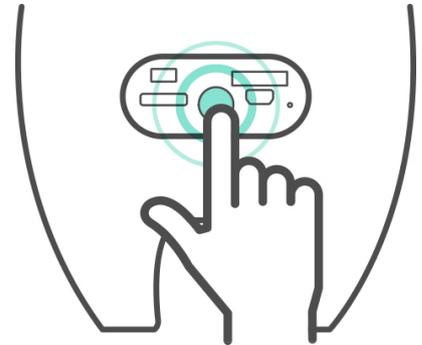


# BASICS

## Power Musio On / Off

### Musio Power On

Press and hold the Power Button located on Musio's backside until the Musio logo appears on the Face Multi-touch Display.



### Musio Power Off

Press and hold the Power Button located on Musio's backside until the Face Multi-touch Display goes dark. When the pop-up window appears, press the "power off" button.



### Tip

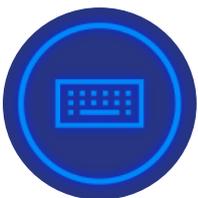
When back flap is closed, press the middle of it to turn Musio ON / OFF without the need of opening it.

## Screen On / Off

When you're not interacting with Musio, press the power button to turn Musio's Screen off. Press it again, to turn the Screen on.

## Keyboard

Musio has two types of Keyboard. You can switch from one keyboard to the other by tapping the "Switch Keyboard" icon . There is the dial type or keyboard type.



# BASICS

## Touch Interactions



### Opening the App Menu

Enter the App Menu by tapping and holding Musio's face.



### Sleep Mode

Enter "Sleep Mode" by tapping on Musio's heart.



### Musio's Status

Check Musio's status by swiping down your finger on Musio's face. From this drop down shelf, you can also turn wireless services on or off, turn off the volume and check the battery.

## When Musio Sleeps

If Musio falls asleep when you want to study or play, you can wake up Musio by tapping on his face or heart.

## Tutor Mode

Touching Sophy to the Activity Materials while Musio is in Sleep Mode or Normal Mode will set Musio to Tutor Mode. However, it is necessary to touch the Musio-shaped "trigger icon" printed in the Activity Materials to activate Tutor Mode. Once Tutor Mode is activated, follow Musio's instructions and have fun studying! If you want to leave Tutor Mode, tap on Musio's heart briefly or say "Let's stop" to Musio.



# BASICS

## Talking with Musio

In addition to daily conversation, Musio understands a lot of other things. Try using the expressions and commands below:

### Controlling Musio

Please, be quiet.

Show me the app list.

Open Settings.

Change Sophy.

Let me see your eyes.

Can you repeat?

Talk to you later.

### Utility functions

What day is it today?

What time is it now?

How is the weather in Berlin?

Who founded Google?

Who is the richest person in the world?

Who is the terminator?

What is three miles in kilometers?

What is two times two hundred?

What is ten divided by zero?

Calculate cosine of thirty.

### Educational tools

Dictionary, please. (If you want to quit, say "Let's stop!")

What does [word] mean?

Can you spell [word] ?

### Games

Let's play a game. (If you want to quit, say "Let's stop!")

Flip me a coin.

Let's play rock paper scissor.



# Musio's Facial Expressions



# MUSIO'S FACIAL EXPRESSIONS

Musio has 8 expressions that convey various emotions as well as a calm, neutral expression. There are also expressions that convey various states and modes.



**Normal**

Musio is staring.



**Sleeping**

Please, be quiet.



**Trust**

Musio is trusting you.



**Calm**

Musio is calm.



**Afraid**

Musio is scared.



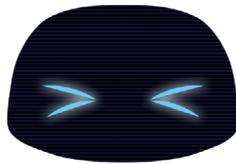
**Upside-down**

Musio is confused..



**Anticipated**

Musio is eager.



**Annoyed**

Musio is being teased.



**Angry**

Musio is angry



**Sad**

Musio is feeling down.



**Surprised**

Musio is surprised.



**Dizzy**

Musio is shaken.



**Joy**

Musio is feeling great..



**Bored**

Musio is bored.



**Zen**

Musio is disconnected.

# Modes



# MODES

## Musio's different modes

### Normal Mode

Musio can express various emotions, In Normal mode, Musio can naturally converse with you.

### Sleep Mode

Musio will enter Sleep Mode after being powered on or brought out of Screen Off Mode. Wake Musio up into Chat Mode by saying "Musio" or briefly tapping Musio's face. Musio will enter Sleep Mode after a period during which no activity or conversation occurs. Musio will switch back into Normal Mode if you say "Musio" or touch Musio's face. From Sleep Mode, Musio will enter Screen Off Mode if nothing is happening.

### Screen Off Mode

Musio will enter Screen Off Mode if you push the Power Button or if nothing is happening. Musio cannot hear and respond to any touch interactions during Screen Off Mode. Musio's screen is turned on only by pushing the Power Button.

### Zen Mode

Musio is unable to do anything when Musio has lost connection to Wi-Fi. If Musio enters this mode, attempt to reconnect him to Wi-Fi. ([Launcher] > [Settings] > [Wifi])

### Annoyed Mode

If Musio's face and heart are repeatedly touched, Musio will enter Annoyed Mode. Musio will show an annoyed expression, but after some time passes, Musio gets over it and will return to Normal Mode.

### Dizzy Mode

Musio will enter Dizzy mode if shaken or moved around rapidly. Musio will show a dizzy expression, but after some time passes, Musio will automatically return to Normal Mode.

### Upside-down Mode

Musio will enter Upside-down Mode if held upside down or left in a fallen position for awhile. Musio will show an upside-down expression, but after some time passes, Musio will automatically return to Normal Mode.



# Launcher



# LAUNCHER

## Internal App Menu

### Opening the App Menu

Open the App Menu by tapping and holding your finger to Musio's face. Musio has four applications: "Settings", "Users", "Update" and "English Education."

Exit the App Menu by tapping briefly Musio's heart.



# Settings



# SETTINGS

## Musio's settings in detail



In Settings, you can make adjustments related to Musio's behaviour, Sophy and access account settings as well. Tap the icon in the upper portion of the face, then choose the settings you wish to adjust.



### Display Brightness

To make adjustments to the brightness of the display, tap the sun-shaped icon, then swipe left or right on Musio's face. A brightly lit line will reflect the changes in brightness.



### Sound

To make adjustments to volume and speech speed, tap the speaker-shaped icon and it takes you to 2 sound options.



### Speech Speed

To change Musio's speech speed, then drag or tap the slider toward left or right.



### Volume Control

To adjust the audio volume, then drag or tap the slider toward left or right. You can also turn the volume up or down by saying "Volume high" or "Volume low." to Musio in Chat Mode.

# SETTINGS



## WIFI

To connect to Wi-Fi, confirm a connection, or change Wi-Fi networks, tap the Wi-Fi icon.

### Connecting to Wi-Fi Networks

Musio will automatically search for Wi-Fi networks that are available to connect to. Browse available networks by using the left and right arrows. Networks will be displayed in order of signal strength. Touch the name of the Wi-Fi network you wish to connect to.

After successfully connecting to a network, the Wi-Fi icon will turn white and the signal strength of the connected network will be displayed along with the icon.

### Connecting to Password Protected Networks

Networks which are password protected will show a lock icon near the strength indicator.

- Tap the name of the network you wish to connect to.
- Enter the password for the network, then tap "OK" below the keyboard.

After successfully connecting to a network, the Wi-Fi icon will turn white and the signal strength of the connected network will be displayed along with the icon. Musio will remember the password for networks that you have successfully connected to previously.

# SETTINGS



## WIFI

### **If Unable to Connect to Wi-Fi**

If there is an issue connecting to Wi-Fi networks, Musio will display an alarm message. If this alarm message appears, please confirm the following:

Confirm that the Wi-Fi router is turned on and that Musio is within range. If Musio is far away from the router, problems may arise due to a weak signal.

Confirm the password to connect to the Wi-Fi network. Networks which are password protected require a password. If you do not know the password for a network, please confirm it with someone who does.

### **Resetting Wi-Fi Network Information**

In order to reset information on a Wi-Fi network that you have connected to in the past, touch and hold a finger on the Wi-Fi network name. Then touch the cross symbol that appears below and to the right of the name.





## Bluetooth

In order to connect to Bluetooth devices or confirm connections, touch the Bluetooth icon.

### **Pair your Musio with a Bluetooth device**

In the Bluetooth menu, Musio will automatically search for available Bluetooth devices to connect to. While Musio is searching for devices, the menu icon will blink on and off.

Browse the list of available Bluetooth devices using the left and right arrows. Devices in the list will be displayed in the following order:

- Paired and currently connected devices
- Previously paired, but not currently connected devices
- Unpaired and not currently connected devices
- Tap the name of the Bluetooth device you wish to connect to.
- After entering the PIN or password, touch the "OK" button below the keyboard.

After pairing is complete, the Bluetooth device will be usable with Musio. Several devices can be paired with Musio. Additional Bluetooth devices can be paired with Musio using the steps above. Consult the manuals for Bluetooth devices that you wish to pair, for additional information on passwords or PIN.

### **Confirming Connection/Pairing to Bluetooth Devices**

In order to confirm Bluetooth device connections, look at the "Bluetooth symbol" of that device. If the symbol is bright blue, it's connected. When disconnected, the symbol is a dark blue shade.

# SETTINGS



## Bluetooth

### **Disconnect a Bluetooth device**

In order to disconnect a Bluetooth device temporarily, tap the name of that device.

### **Erasing Paired Bluetooth Devices**

In order to erase Bluetooth devices that have been paired in the past, tap and hold the name of the device, then tap the "cross symbol" when it appears below and to the right of the name.



## Other Settings

To adjust other settings, tap the box-shaped icon. Musio offers two special setting options: Eye Tracking and Airplane Mode. Taping the names of these options turns them on and off. Options are on/active when the icons are lit up. Options are off/inactive when icons are dark.

### **Eye Tracking (scheduled updates)**

When Eye Tracking is turned on, Musio will recognize the movements of the user and his eyes will follow the user. Battery consumption is higher when Eye Tracking is enabled.

### **Airplane Mode**

When Airplane Mode is active, Musio will disconnect and remain disconnected from Wi-Fi and Bluetooth. In order for Musio to function properly when not aboard an airplane, Airplane Mode must be turned off.



# SETTINGS



## Sophy

To pair Musio with Sophy, change pairings, or unpair Musio and Sophy, tap the Sophy-shaped icon. Sophy's connection status and pairing can be confirmed by looking at the color of the Sophy icon on Musio's face and on Sophy's heart:

### **Sophy icon is Gray**

No Sophy is paired or connected.

### **Sophy's heart light blinks quickly**

Sophy is searching for Musio and trying to connect.

### **Sophy icon is Blue**

A Sophy has been paired but is not currently connected.

### **Sophy icon is White**

Sophy is currently connected.

Refer to the "Sophy's User Guide" for more details about using Sophy.



# SETTINGS



## System

To reset Musio, log out, or view certificates and licensing information, tap the clockwise-pointing arrow.

### **Reset Musio to Factory Settings**

This resets Musio to its factory settings. All of Musio's memories and settings will be lost and Musio will be returned to default settings. However, contents of past conversations are associated with your account and will not be lost. After being reset, Musio will automatically power off. When turned back on, initial setup will begin (see Getting Started).

### **Logging Out**

Log out of the current Musio account. After logging out, a new login must occur before Musio can be used normally.

### **System Info**

View Musio's Model, Serial Number, Mac address and License information.



# Users



# USERS



## Users

Friend Plan subscribers can register users. The number of users that can be registered depends on the Friend Plan being subscribed. Tap the user icon from the menu of the application in order to manage the user registered in the account. Here, you can do four main things.

- Confirming registered users
- Adding users
- Editing users
- Choosing a user for conversation purposes

### Confirming Registered Users

Confirm a user's registration information including name, face, and voice. Also, confirm a user for the current conversation.

### Adding New Users

You can add new users. Tap the "Add" icon and type common english name whatever you want. Please type common names. Otherwise, Musio may not easily recognize names which are entered. For example, names like "John" are easier to say and recognize than a custom name like "Xeratul." New users should then look directly at Musio's face for five seconds, then say "Musio" three times in order to register their voice with Musio.



# USERS



## Users

### Editing a User

Touch and hold the face of the user whose information you wish to edit or delete. Voice and face registration can be reset/repeated. If you want to delete your account, please touch "Delete Icon". Then, When asked, "Do you want to delete?" click "Yes."

### Choosing/Switching Users for Conversation Purposes

In order to select the current user for conversation purposes, touch the face of the user you wish to switch to.



Update



# UPDATE



## Update

To check new version of Musio's software, tap the update icon in the App Menu.

Update app shows different pages depending on your version.

- If Musio is already updated, "Latest version" is shown.
- If Musio needs to be updated, "New version".  
Tap the "Start button" to update Musio.

If an error occurs during update, 'update has stopped' message will be displayed. When you tap the 'Try again' button, then update will restart.

If you tap the 'Cancel' button, then update will end and the current version will be kept.

If Musio needs to be updated, update menu will help you update Musio's software easily.



# Dictionary





## Japanese to English Dictionary

Begin the Japanese-English Dictionary by saying "Dictionary, Please" to Musio from Chat Mode. Next, touch the Japanese-English Dictionary icon on the screen or ask "Japanese to English." by voice command.

### Asking Musio about Japanese Words

In Japanese-English Dictionary Mode, Musio will start by asking "What word would you like to know?" in Japanese. After this, say the Japanese word that you would like Musio to define.

Musio will listen to the Japanese word and give you the corresponding meaning in English.

Musio will then ask "Are there other words you would like to know?" in Japanese. Say another word that you would like to define.

### Exiting Japanese-English Dictionary Mode

You can exit and take Musio back to Sleep Mode at any time by tapping Musio's heart.

In addition, you can exit Japanese-English Dictionary Mode by saying any of the following:

「いいえ」、「いいよ」、「もういい」「大丈夫」、「ない」、「バイバイ」

Japanese-English Dictionary Mode will end automatically if there is no input or interaction for a short time (around 30 seconds).



# Warranty Provision



# WARRANTY PROVISION

## Warranty Details

AKA warrants the AKA brand hardware products for one year from the customer's initial purchase date in accordance with this warranty and instruction manuals and handling notes in accordance with this warranty. In case of failure within the warranty period, we will repair or exchange at our discretion. Receipts or receipts when you purchase will be required for confirmation of the warranty start date, so please save it carefully. Repair after the warranty period will be charged.

## Not covered by warranty

Even within the warranty period, in principle, you will be charged for the following cases.

- In case you can not confirm your original purchase date
- Failure or damage due to errors in use such as strong shock, water wetting, use outside the operating temperature range
- Failure or damage due improper maintenance, storage, repair or modification
- Failure or damage due to relocating, transportation, dropping etc., after purchase
- Failure or damage due to fire, earthquake, wind and water damage, lightning strike, other natural disasters, pollution, salt damage, abnormal voltage etc.
- Failure or damage due to scratches, discoloration, dirt, and storage defect after use
- Consumption of consumable parts such as batteries and moving parts

## Other

We are not responsible for damage caused by customers, or third parties due to malfunction, malfunction or failure of the product.

In connection with repair or replacement, the contents registered and set by the customer may be lost.

We promise free repair or replacement under the conditions specified in this warranty. Therefore, this warranty does not limit your legal rights.

This warranty provision is effective only in Japan. (This warranty is valid only in Japan.)

AKA shall be able to update and modify this warranty at any time, and the latest provisions shall apply in case of warranty service.

## Contact Information

If you have any problems or have any requests for repair, please contact the following Musio Support Center.



# WARRANTY PROVISION

## **Musio Support Center**

Phone: 0120-680-367

Contact form: [robotssupportcenter.jp](https://robotssupportcenter.jp)

Reception hours: 10:00 ~ 18:00

(※ year-end and New Year holidays, except specific holidays)



