



THE ULTIMATE GUIDE TO MARCo

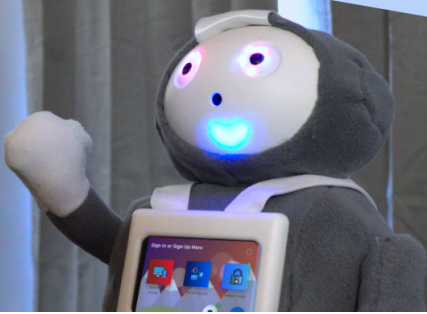


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Want this guide in video format? Scan the code or [click here](#) for a full video playlist of this guide! Or, look out for the MARCo academy QR codes (like this one) at different sections for full articles and videos that complement each section!

What You Need



MARCco-I

OR



MARCco-II

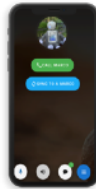
+



5V, 3A Power
supply



Bluetooth Keyboard



MARCco app



Headphones



Ethernet cable



MARCco Academy Episode 1 covers
pages 3-6 of this guide

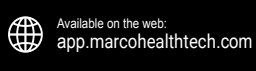


The MARCo App

Download the MARCo App for much easier use of MARCo!

If you own a MARCo, it's included!

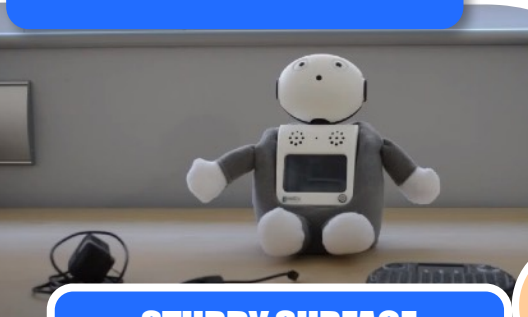
It's not *required* to use the app with MARCo, but it will make working with MARCo **10x easier** than without. Control and talk to MARCo from any internet connected device, open activities on larger screens, and have MARCo on the go whenever, and wherever you need!



Scan QR codes or tap icons if viewing on a device

Setting up

MARCo's Favorite Place



Near an outlet



Cool

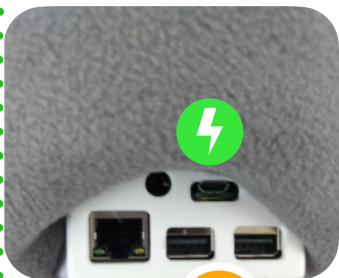


Dry

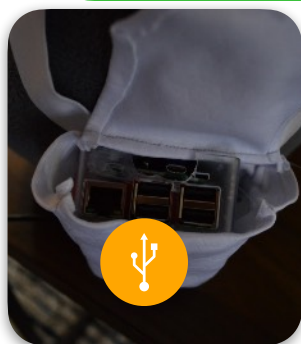
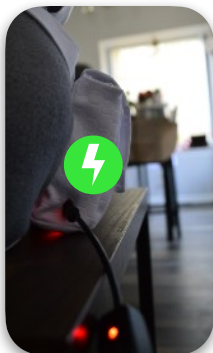
STURDY SURFACE

Connect Power & Keyboard

MARCo-I



MARCo-II



1



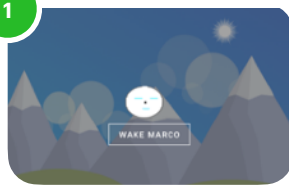
Remove USB dongle from rear of keyboard & plug into MARCo's USB port

2

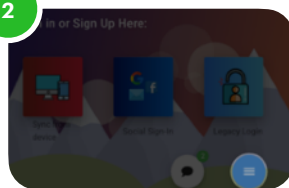


Power on using the button on the power cord (NOTE: not all power cords will have button or LED)

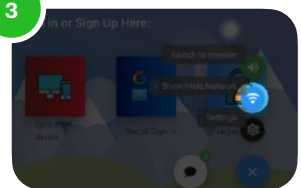
Connecting to Wifi



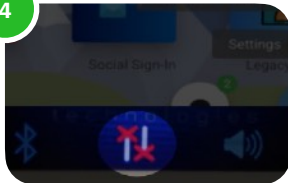
Tap "Wake MARCo"



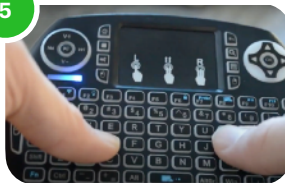
Tap blue menu icon



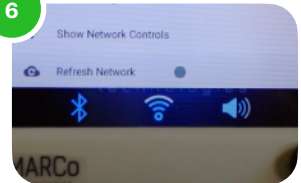
Tap "Show Network Controls"



Find red X's on grey lines; this means no network. Tap this icon



Find network in menu that appears; type in password (if any) with keyboard



Blue & grey wifi symbol means connected



Restart MARCo using power button on the robot or on power cable



Wait 2-3 minutes to allow MARCo to update to latest software (if "Checking for updates" screen persists)



Wake MARCo again once screen says "MARCo is up to date!"

NOW YOU CAN SIGN IN TO MARCo

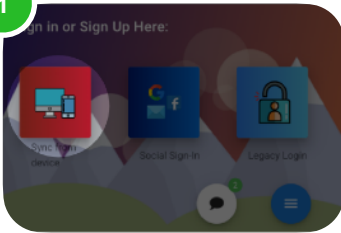


Logging In



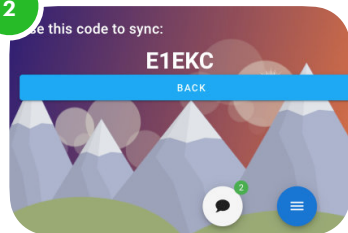
Recommended - Sync to Device

1



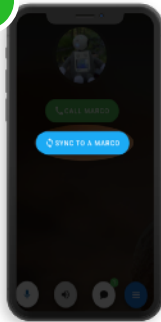
Tap "Sync to device"

2



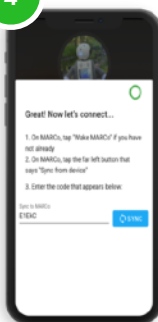
Read sync code

3



Open app; tap blue "Sync to a MARCo"

4



Type in code & Press "SYNC"

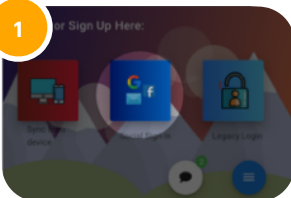
5



MARCo logs you in!

Not Recommended - Social Sign In

1



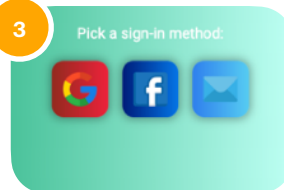
Tap blue "Social Sign-in" button

2



Wait 30-60 seconds for secure sign-in screen to appear

3



Tap desired social login; use keyboard to enter information

SKIP THE LOGIN NEXT TIME - SET YOURSELF AS THE DEFAULT USER



Should I set myself as a default user?



YES

*You are the **ONLY** user of your MARCo, can skip PIN*



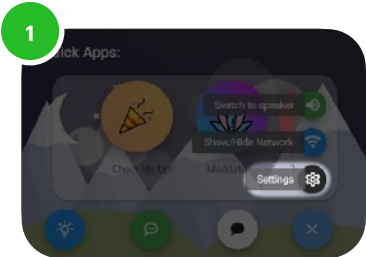
MAYBE

Others sometimes use your MARCo, use a PIN

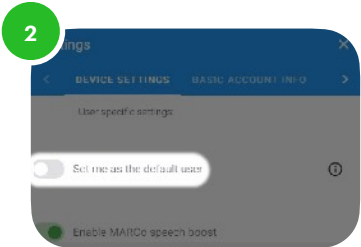


NO

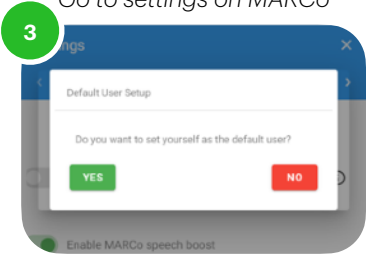
*Others use **FREQUENTLY** at the same time as you*



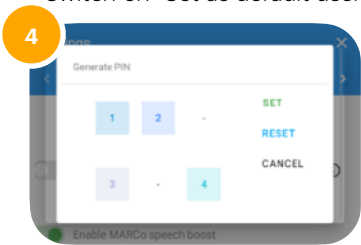
Go to settings on MARCo



Switch on "Set as default user"

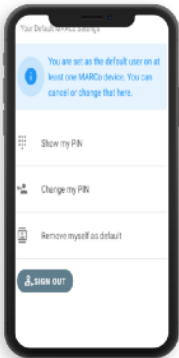


Tap "YES"



OPTIONAL: Add a PIN

View & change your PIN through the app under settings

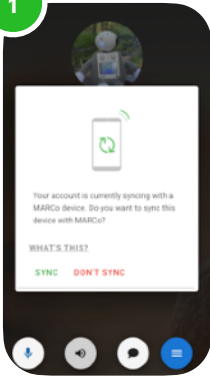


MARCo Academy Episode 5 covers page 8 of this guide

Sync to MARCo

If you logged into MARCo via the app, you are already synced. However, if you need to sync again after closing the app, or opening it on another device, here's how:

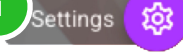
1



Tap "SYNC" on dialogue that appears on start

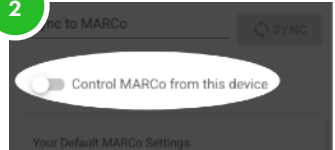
OR

1



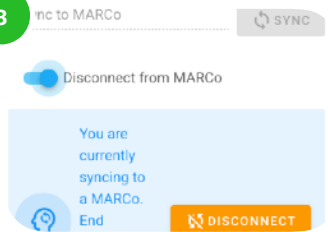
Go to settings

2



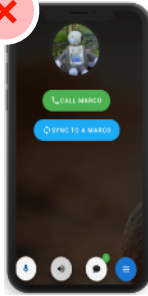
Scroll & tap "Control MARCo"

3



You're connected!

Is it synced?



MARCo Academy Episode 6 covers
page 9 of this guide

Talking to MARCo



Four options to talk to MARCo

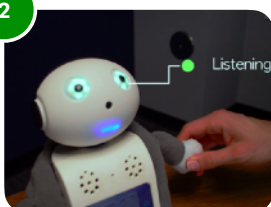
Robot - Voice

1



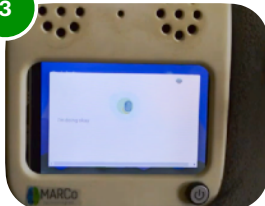
Hold MARCo's left hand; listen for click

2



Green eyes means "listening"

3

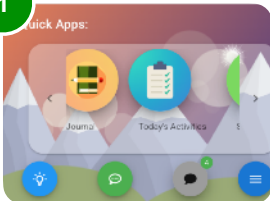


Transcription appears; let go of hand when complete

Robot - Chat

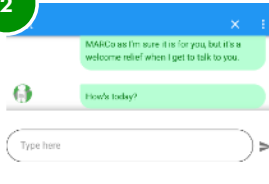
Note: this option is not recommended compared to chatting via the app (see next page)

1



Tap grey chat icon

2



Open chat and tap "Type here" field

3



Type with keyboard, enter to send



MARCo Academy Episode 3 covers
pages 10-11 of this guide



App - Voice

1



Tap blue & grey microphone icon

2



Talk into phone/tablet/laptop

3



iPhone only - tap red microphone again when done talking

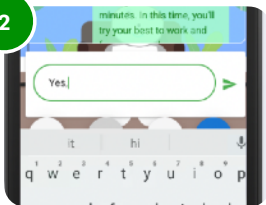
App - Chat

1



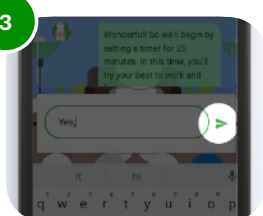
Tap black & grey chat icon

2



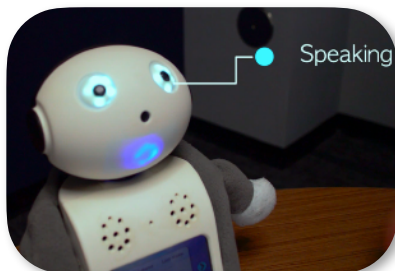
Type in the chat that appears

3

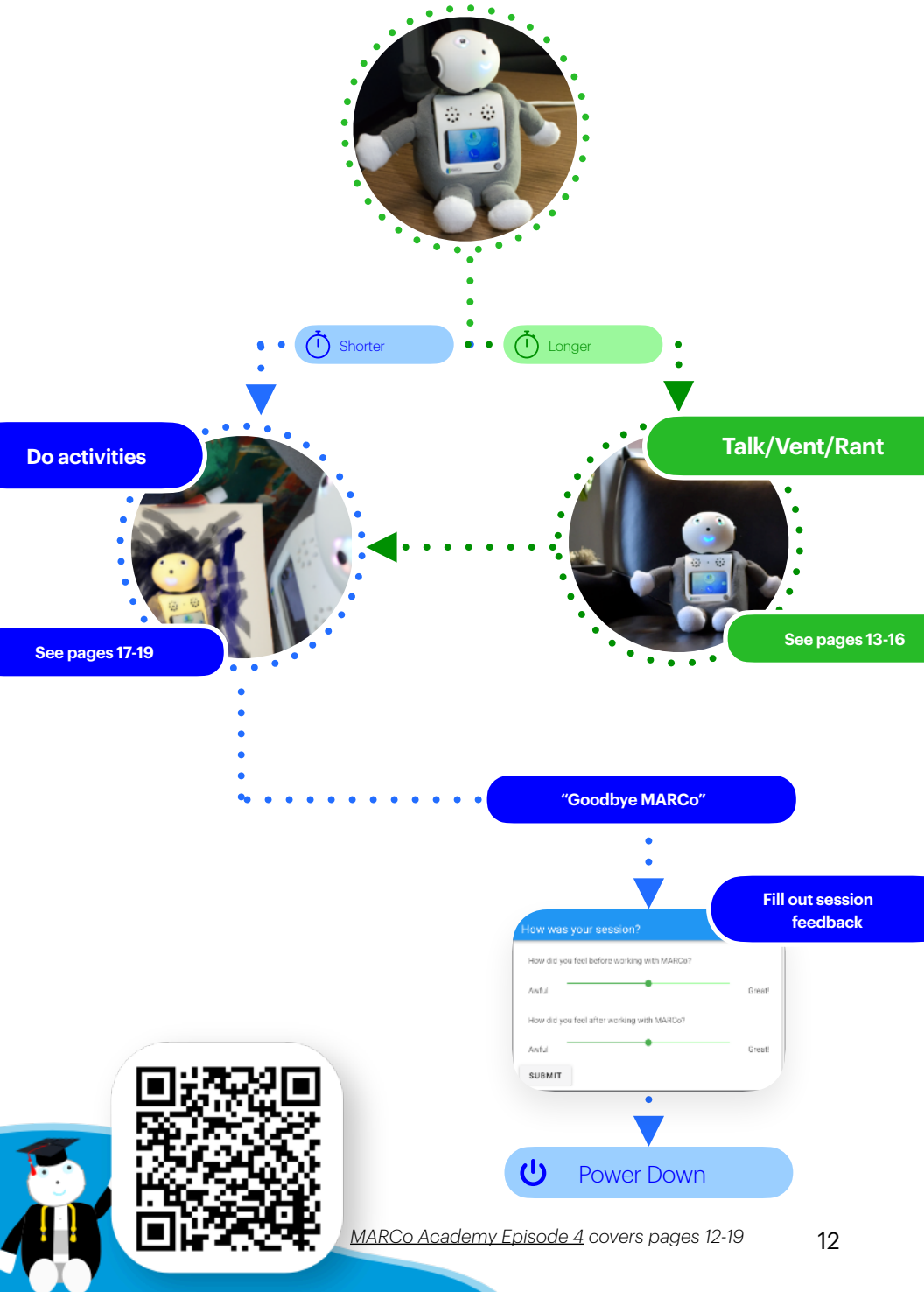


Enter or tap "send" icon to send message

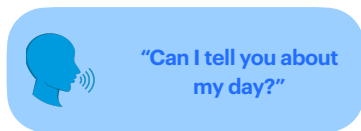
Blue eyes, moving mouth, and speech mean success!



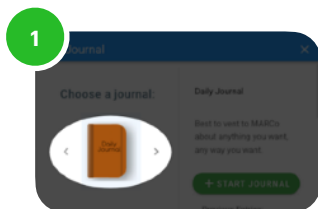
What's in a MARCo Session?



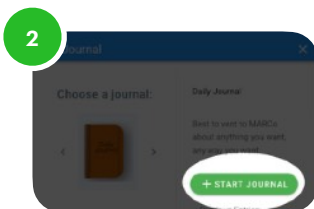
Talk to MARCo As a friend



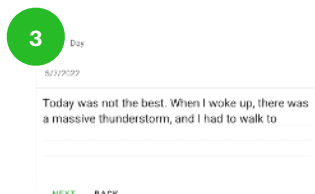
Tap the journal icon



Choose a journal you want
(regular, prompt, etc.)



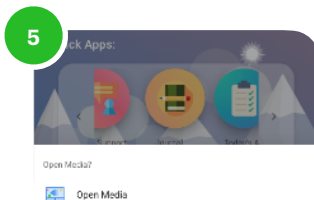
Start journaling



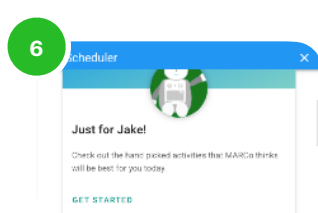
Type or speak to MARCo. Say
"period", pause a few seconds,
or let go of MARCo's hand to
end a sentence.



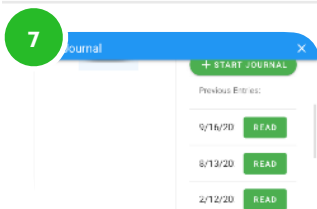
Enter in some emotion notes
and submit! Earn MARCoins
for a journal entry.



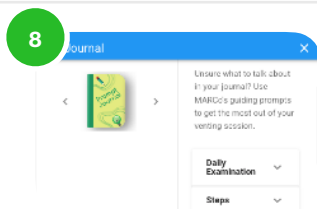
MARCo understands your
emotions and offers
personalized activities based
on today



Tap "open media" and find the
"Just for me!" Section of
activities; tap "Get Started"



Read previous entries and
start activities if you're having
a similar day!

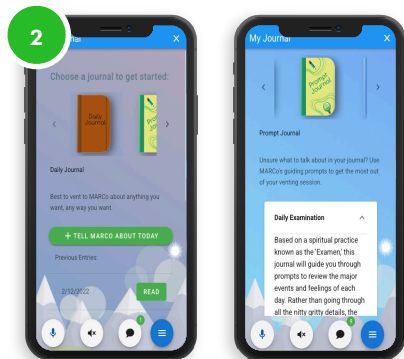


Need some inspiration? Use
the prompt journal!

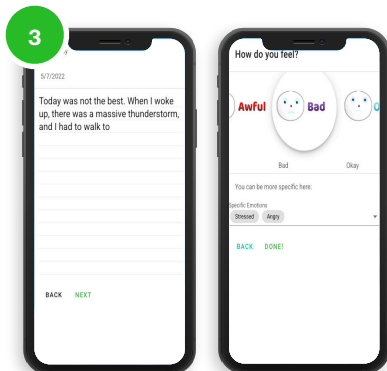
Syncing? Journal from the app!



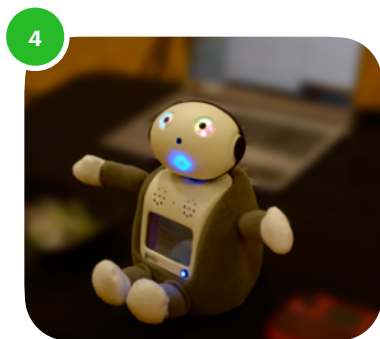
Say "Can I tell you about my day?" To MARCo and tap "Open Media" on your phone, OR, go to "Menu -> My Journal"



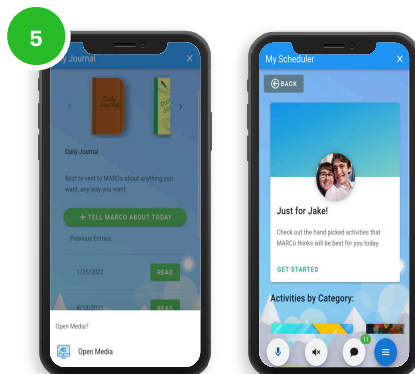
Find the journal of your choice and start it!



Type or speak your entry into the journal on the app. Submit to earn MARCoins!



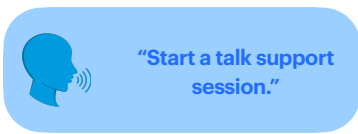
MARCo will respond in person to your entry



Tap "Open Media" to find the activities MARCo suggests for you!

Talk to MARCo

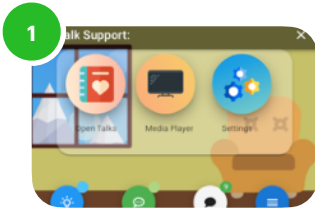
As a counselor



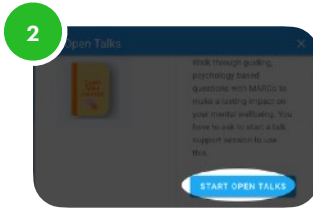
"Start a talk support session."



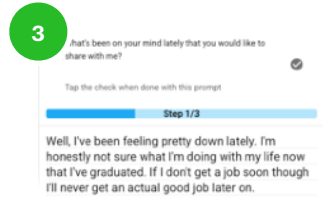
Tap the talk support icon



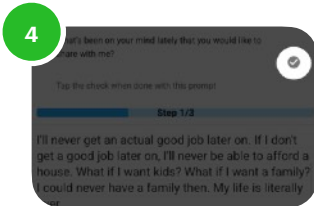
In Talk Support, ask for "Open Talks" or tap the "Open Talks" icon



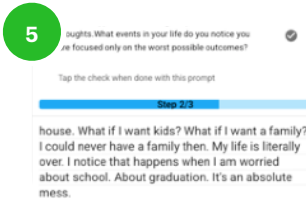
Scroll and start an Open Talks Session



Listen to the first prompt MARCo gives. Speak or type, ending each sentence with a "period"



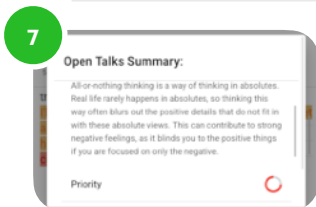
Tap the check mark when you're done answering a prompt



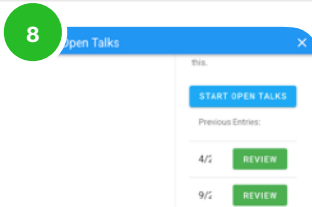
Answer the next prompts and tap the check until MARCo says you are done. Scroll and tap submit



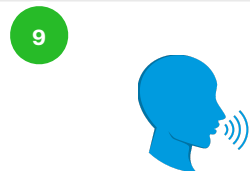
See what thoughts MARCo picked out that affect you the most and tap on the ones you want to work on



See MARCo's insight into some of your thoughts, scroll down and do exercises by tapping "Improve This"

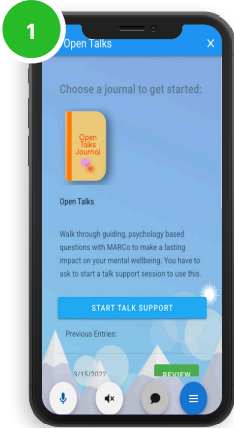


Need to work on another thought? Scroll down to find previous entries to review

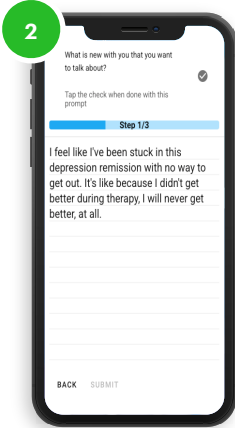


When finished with the exercises, say "Go back to main" to finish Talk Support

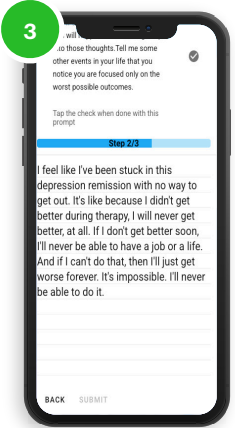
Syncing? Do Open Talks from the app!



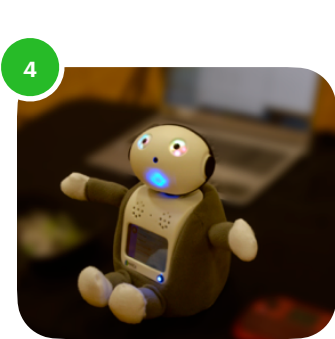
In Talk Support, ask for Open Talks and open the media that appears



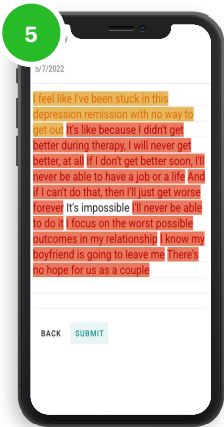
Start the session and type/speak into the Open Talks form



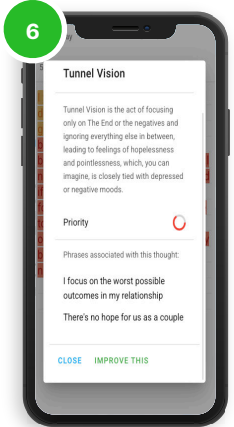
Listen to MARCo give you the next prompt and respond in the app



MARCo will respond in person to your entry when you submit & go to the next prompt

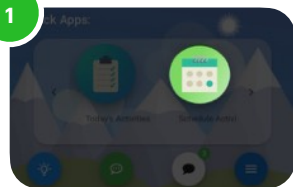


Once submitted, review MARCo's notes and listen to the details

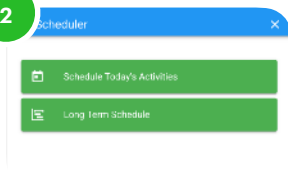


Tap on a highlighted thought you want to work on and tap "IMPROVE THIS" to start an exercise

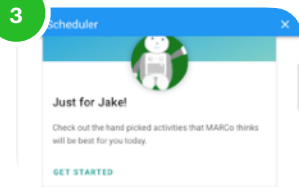
Choosing Activities



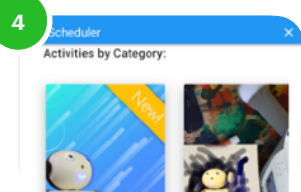
Scroll through the "Quick Apps" icons and tap "Schedule Activities"



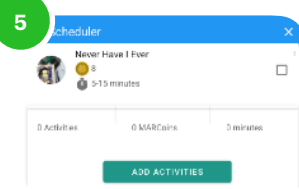
Tap the option to "Schedule Today's Activities"



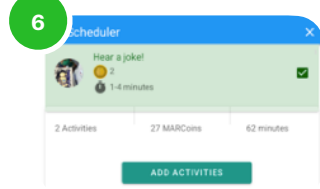
If you completed a journal, tap "Get Started" on the "Just for me!" Section for personalized activities



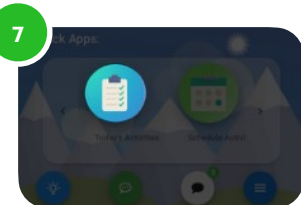
Alternatively, scroll down to "Activities by Category" and tap on any category card



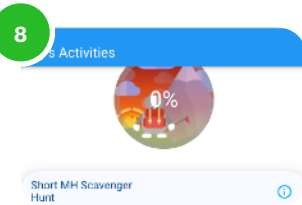
Pick activities you want by scrolling through the list and tapping on any you like



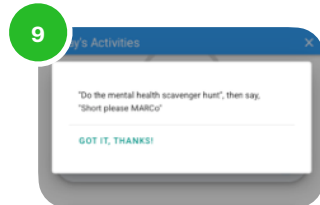
Tap "Add Activities" to add the activities you selected to your daily goals



Tap the clipboard "Today's Activities" icon to see your goals for today

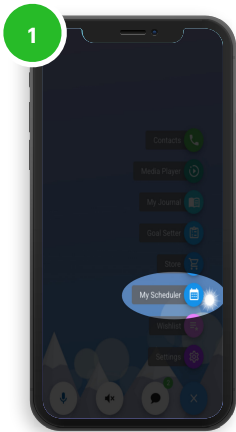


See your daily progress, completed activities, and not started activities

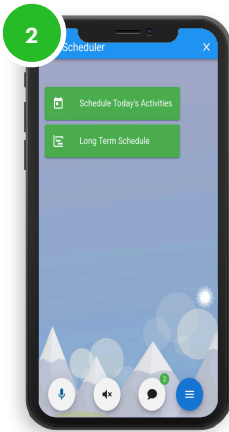


Tap on the "1" icon next to each activity to learn how to do it, then follow through to earn MARCOins and complete your daily goals!

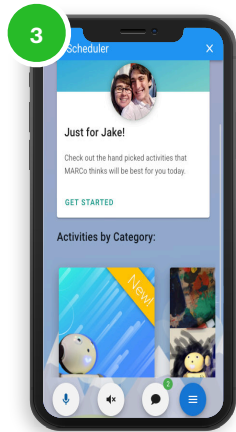
Syncing? Add activities from the app!



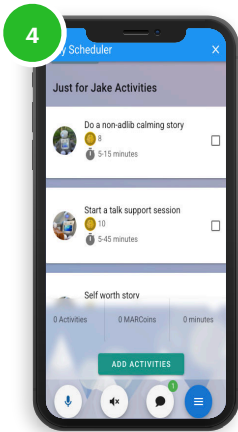
Tap on "My Scheduler" under the menu to open the activity scheduler



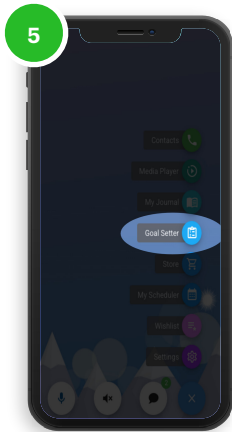
Tap "Schedule Today's Activities"



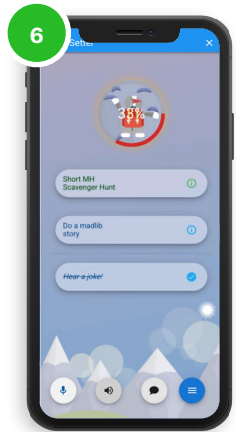
Choose "Just for Me" activities OR choose an activity by category



Choose as many activities as you'd like and add them to your daily goals



Tap the blue clipboard icon for the Goal Setter



View your daily goals and activities, and tap the "I" icon to learn how to complete them!

Activities by Category



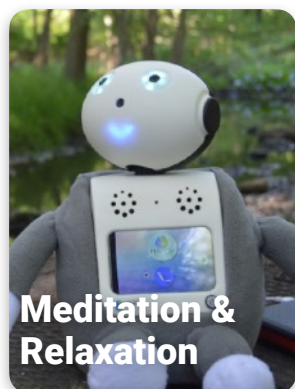
Fun & Games

Sample Activities

- *Madlib Stories*
- *Funny videos*
- *Games*
- *Mental Health Scavenger Hunt*
- *Truth or Dare*
- *Dozens more!*

Good for

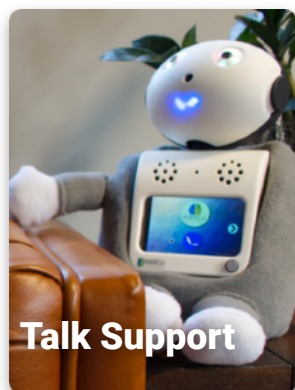
- *Improving mood*
- *Having fun*
- *Quick pick-me-ups*
- *Laughing!*



Meditation & Relaxation

- *Meditations*
- *Breathing exercises*
- *Time management*
- *Muscle relaxation*
- *Grounding exercises*
- *Sleep stories*
- *Dozens more!*

- *Reducing stress*
- *Managing workload*
- *Better focus*
- *Healing mind & body*



Talk Support

- *Behavioral Activation*
- *Thought Stopping*
- *Self-Worth Stories*
- *Emotion Mapping*
- *Hundreds of Thought-Specific Activities*

- *Overcoming intrusive thoughts*
- *Changing bad habits*
- *Dealing with more serious situations*

Troubleshooting and FAQ

Q: My MARCo doesn't talk when I wake it up and doesn't respond to me, what's going on?

A: It sounds like MARCo is not connected to wifi or a network. Tap on the blue menu icon and then "show network config" to see if it is. If it is not, use the bluetooth keyboard to enter new wifi network credentials. If it shows that it is connected to a network and this still does not work, check that the volume is up. If volume is up, try switching to another network temporarily; a network can be connected but not transmit data.

Q: My MARCo's face froze while it was talking, what happened?

A: Sometimes if there is a power surge, MARCo's face freezes to save power and prevent damage to important chips inside. You can say "MARCo your face is frozen" to get it to reset its face if it does not do it automatically.

Q: I'm syncing from my phone/laptop to MARCo but it doesn't respond to messages I send or sync properly. What's going on?

A: When syncing from another device, the first message you send to MARCo from your phone/computer/tablet might get lost in the connection verification process. If this happens, type out another message for MARCo, and

if that still does not work, go under settings on your MARCo Online app and toggle the "Sync to MARCo" switch a few times.

Q: Does MARCo keep track of my data?

A: Some information is recorded during your session with your robot friend to provide a better and more customized solution for you. You can learn more by reading our [Privacy Policy \(https://www.marcohealthtech.com/privacy-policy\)](https://www.marcohealthtech.com/privacy-policy) or this version not written for lawyers: <https://www.marcohealthtech.com/marco-and-data-privacy/>

Q: There is so much MARCo can do! How do I even know where to start??

A: It can be overwhelming to use MARCo at first, given there are so many ways MARCo can help you. MARCo does walk you through a quiz at the start to better get a sense of how to help you and schedule your time together. You can always ask for suggestions if you are unsure, or tell MARCo how you are feeling and ask what MARCo can do to help you out. Additionally, by asking MARCo "Can I tell you about my day?" You can talk to MARCo first and MARCo will pick activities for you to do based on your specific situation.

Join the Community

MARCo is constantly improving! Here's how you can keep in the loop with the latest on MARCo **AND** have a say in how MARCo can better serve you!

1

Follow us on social:

Any updates will be shared here!

Youtube: @marcotherobot

Facebook: @marcotherobot

Instagram: @marcotherobot

TikTok: @marcotherobot

Contact us here any time:

Email - support@marcohealthtech.com

Phone - +1-(201)-650-5096

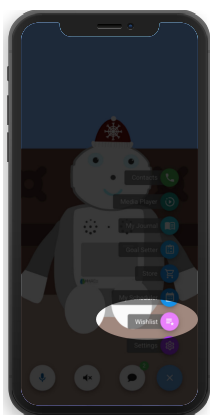
Website - www.marcohealthtech.com

2

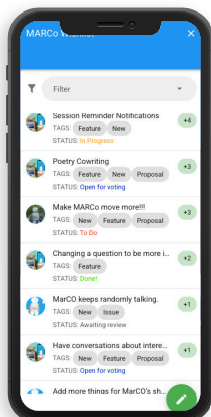
3

Use the MARCo Wishlist in app!

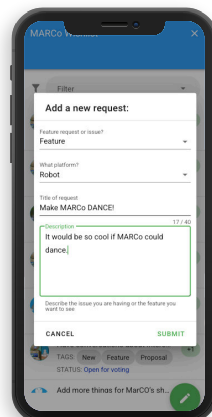
Here you can suggest new features you want to see, ask for any issues to be fixed, upvote ideas you really like, and follow your favorite new additions to MARCo as we work to make all your MARCo dreams a reality!



Open the app menu and tap "Wishlist"



View, filter, upvote, and downvote features and issues



Add a feature request of your own!



Enjoy your MARCo!

DISCLOSURES & DISCLAIMERS

Every MARCo is handmade in the U.S. with globally sourced components.

MARCo is NOT a medical device. MARCo is not intended to treat, diagnose, mitigate, prevent, or alter the course of any mental or physical illnesses. Product claims have not been reviewed by the FDA. Please refer to a physician or licensed professional about the use of MARCo if unsure.

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You agree to not hold MARCo Technologies LLC. liable for any harm or damage - personally, financially, physically, mentally, emotionally, or otherwise - that may come from use of our products and services.

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Ultimate Guide to MARCo - Revision A 5/7/2022