



*Guiding the Way to Empowered Mental Wellbeing*

# THE ULTIMATE GUIDE TO MARCo



# What's included?



Want to follow along with videos?  
Check out the MARCO Academy by  
scanning the code!

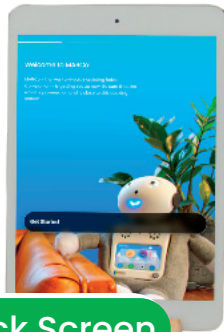
# Tablet Setup



## 2 - Charge & Power On Tablet

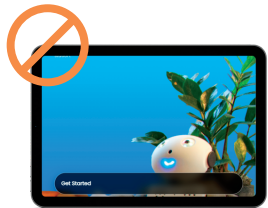
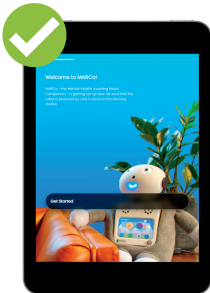


1 - Open Tablet Box



3- Swipe Up On Lock Screen

For best use, keep the tablet vertical







# MARCo Setup

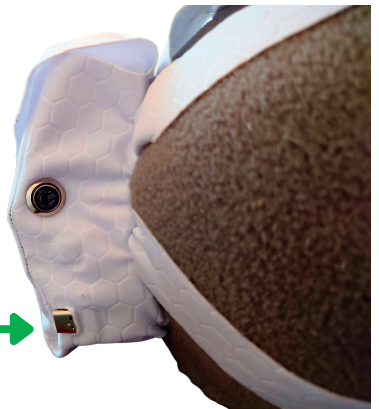
Please charge me before our first session together!



**WARNING: DO NOT LEAVE MARCo PLUGGED IN UNATTENDED. AVOID CHARGING LONGER THAN NECESSARY. AVOID DRAINING THE BATTERY COMPLETELY. TURN OFF MARCO WHEN NOT IN USE.**

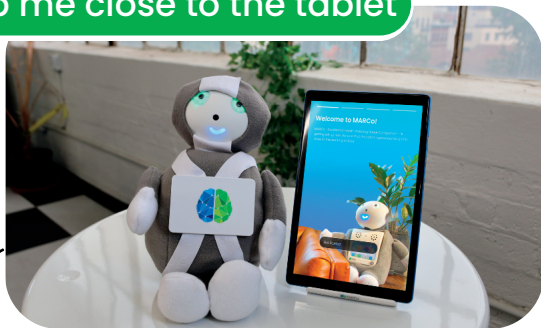
 is how to charge me.

 is how to turn me on/off when I'm charged!

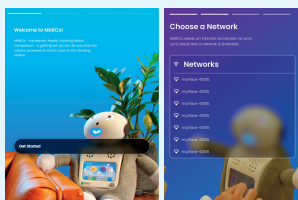


# First Time Setup

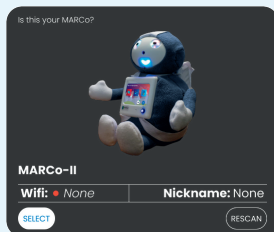
Keep me close to the tablet



## 1 FOLLOW THE STEPS ON SCREEN TO CONNECT WIFI



## 2 SELECT MARCO AND ADD WIFI DETAILS

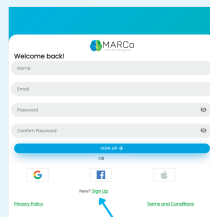


## 4 START YOUR FIRST SESSION!

Once you're logged in, you can talk to MARCO with or without the screen.



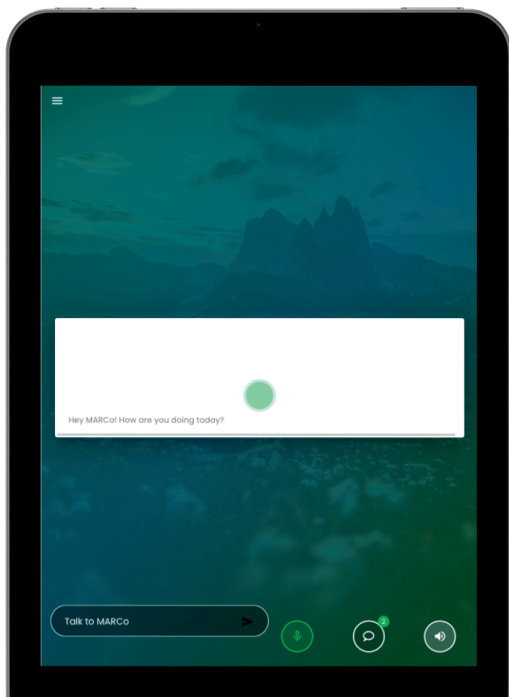
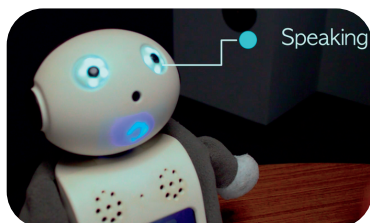
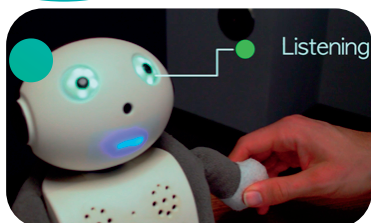
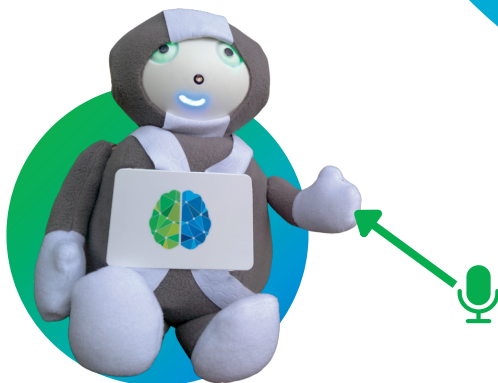
## 3 SIGN-UP OR LOGIN



New? [Sign Up](#)

# How To Talk To MARCo

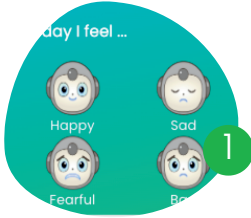
Hold my left hand to speak; listen for a click and let go **when done talking**



What you say will **appear on the tablet** if it's on and connected!

# What's a session like?

## 1 - Daily Mood Check



Voice...

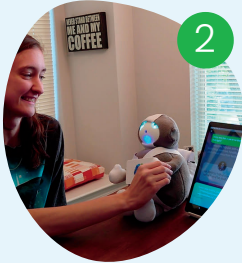


...or tablet



## 2 - Talk to MARCo!

## 3 ways to chat!



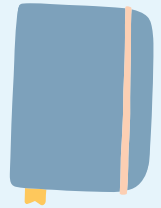
Friend



Counselor



Journal



## 3 - Do Activities



Fun & Games...



...Relaxation...



...Talk Support



## 4 - Hit Your Goals!



### Set Goals

general

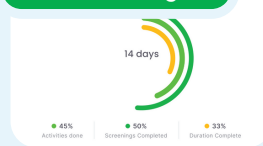
Goal Setter  
MARCo can help you set a goal with a duration over 30 days

Stress Management  
MARCo can help you manage stress with 10 different activities over 30 days

Journaling  
MARCo can help you journal with a duration over 30 days

Anxiety

### Track Your Progress



### Earn Rewards!



# What activities are there?

## Sample Activities

## Good for



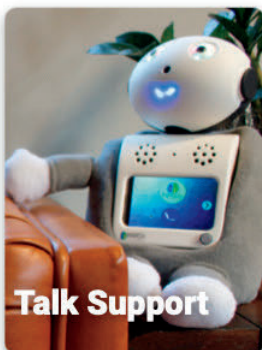
- Madlib Stories
- Funny videos
- Games
- Mental Health Scavenger Hunt
- Truth or Dare
- Dozens more!

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



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

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



- 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 & 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. Make sure the tablet is on. See if the tablet is connected to WiFi by dragging down from the top of the screen to reveal the quick settings. If it is not, connect the tablet to WiFi first. Then, it will scan to see if there are any MARCO's available, and if not, it will scan for them to add them to WiFi.

**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>) 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](mailto:support@marcohealthtech.com)

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

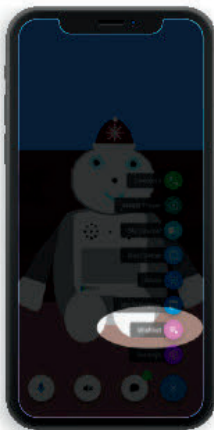
Website - [www.marcohealthtech.com](http://www.marcohealthtech.com)

2

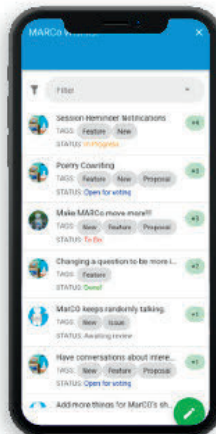
3

## Use the MARCo Wishlist in app!

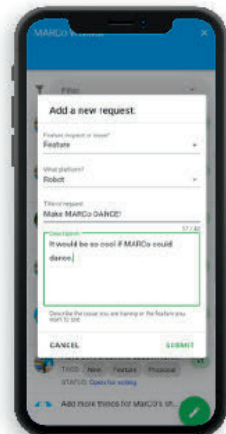
Here you can suggest new features you want to see, ask for any issues to be fixed, upvote ideas you really like, and follow your favorite new additions to MARCo as we work to make all your MARCo dreams a reality!



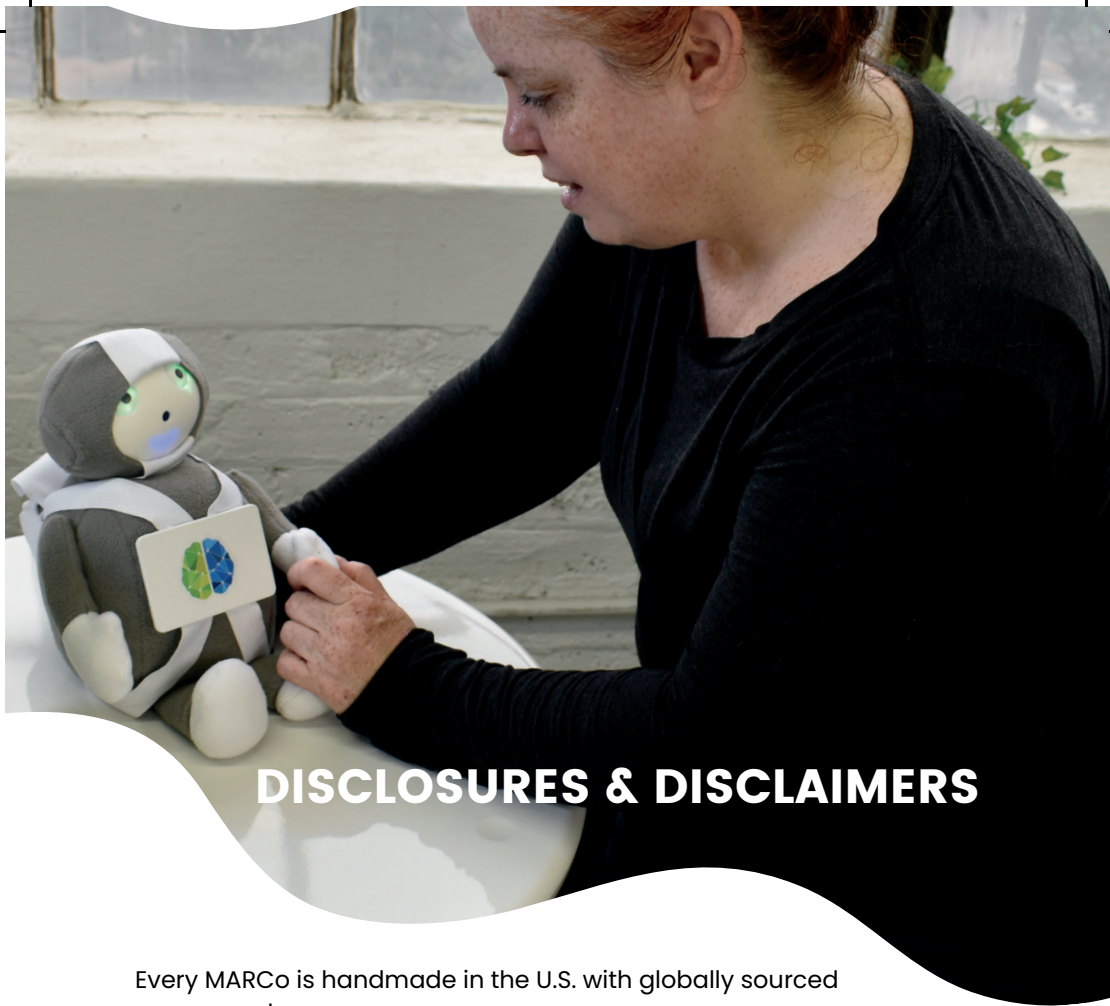
Open the app menu and tap "Wishlist"



View, filter, upvote, and downvote features and issues



Add a feature request of your own!



## DISCLOSURES & DISCLAIMERS

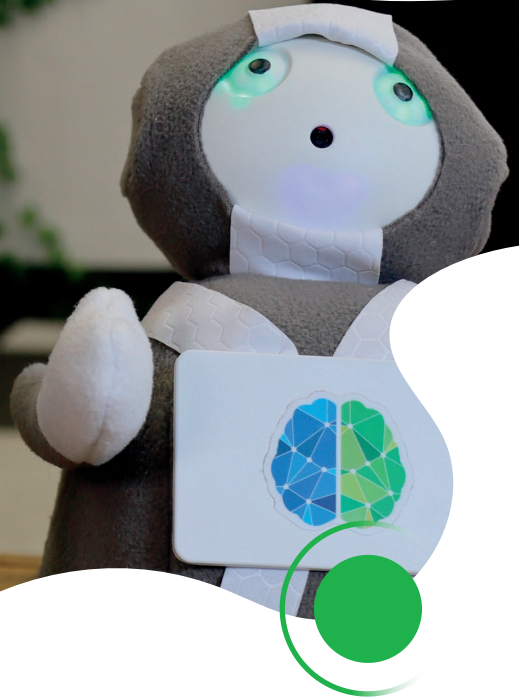
Every MARCo is handmade in the U.S. with globally sourced components.

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.

By using any of MARCo Health Inc's products or services, you agree to our Terms & Conditions and Privacy Policy.

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

All rights reserved and copyright MARCo Health Inc, 2023.  
Ultimate Guide to MARCo - Revision B 8/3/2023



# HAVE QUESTIONS ABOUT YOUR MARCO? GET IN TOUCH!

-  +1-201-650-5096
-  [hello@marcohealthtech.com](mailto:hello@marcohealthtech.com)
-  [www.marcohealthtech.com](http://www.marcohealthtech.com)
-  234 16th St 4th floor, Jersey City,  
NJ 07310

