User Manual

WatchBot Companion – Rapa

2025. 08. 18

Table of Contents

(1) Cover & Introduction

Cover

Introduction

- Product Name : WatchBot Companion - Rapa
- Slogan : Everywhere with You
- Overwiew

WatchBot Companion – Rapa is a personal AI companion that understands emotions and speaks naturally. By analyzing tone, pitch, and word choice, it empathizes with how you feel and provides everyday features—music playback, schedule reminders, and weather updates—through natural conversation. It supports multilingual conversation and real-time translation, making it useful from children's language learning to adults' work and travel communication. It's Plug & Play: just connect to power and start using. With a compact size of 17×10×17cm and a weight of approx. 300g, plus Wi-Fi/Bluetooth and USB-C charging (6–8 hours of use), it truly delivers "Everywhere with You."

(2) Product Overview

Product Features	■ Emotional Companion - Recognizes emotions by analyzing tone, pitch, and word choice. - Shares your joy when you're happy and offers comfort and reassurance when you're sad. - Example command : "Rapa, I'm feeling a bit down today. Comfort me." ■ Language Learning & Multilingual Conversation - Supports multilingual conversations (e.g., English/Korean) and simple translation. - Practice mode for pronunciation and expressions with repeat learning and feedback. - Example command : "Rapa, how do you say 'thank you' in Spanish?" ■ Smart Desk Assistant - Music playback, calendar-linked reminders, timer/reminders. - Current/weekly weather and air-quality updates and other daily information. - Example command : "Rapa, summarize today's schedule." ■ Guidance & Educational Support - Provides location/use guidance and Q&A in stores, exhibitions, and hotels. - Enhances engagement in classrooms/learning centers with quizzes and gamified activities. - Example commands : "Rapa, where is Exhibition Hall A?" / "Start a science quiz."

(3) Before You Start

■ Unboxing Checklist
- Included items : Main unit, USB-C cable (and power adapter*), Quick Start Guide, Warranty card
- Check for any exterior damage/contamination and a broken seal
- Record the serial number on the bottom label (for service & warranty registration)
- Keep the packaging during the initial inspection period (at least 7 days) *Contents may vary by region/model.

■ Placement
- Avoid direct sunlight, high temperature/humidity, heaters or hot appliances (recommended operating temp 0–35 °C)
- Keep a safe distance from water and beverages
- Place the device where the Wi-Fi signal is stable (2.4 GHz preferred)

■ Charging
- Connect the included cable to the USB-C port → use a 5V 2A or higher adapter
- LED : charging (orange blinking) / full (green solid)
- Fully charge before first use (battery protection and initial calibration)

■ App Integration (if needed)
- On your smartphone, scan the QR code to install the app
- Sign up / log in, then allow required permissions (Bluetooth / Microphone / Notifications; Android may also require Location)
- QR code location: [place QR here]

■ Add Device (Pairing & Wi-Fi)
- App → Add device → select Rapa-XXXX → complete Bluetooth pairing
- Home/office Wi-Fi(2.4 GHz) → enter password → Connected
- If connection fails: re-check the password → move closer to the router → try again (see FAQ)

■ Initial Setup (Recommended)
- Profiles & Routines
   : Create user profiles (name / language / favorite music / alert times)
   : Register wake/study/sleep routines (e.g., Weekdays 07:00 wake music, 21:30 sleep mode)

- Privacy & Child Protection
  : Check the mic switch operation; locate Data Delete / Export in the app
  : For child profiles, set night-time conversation limits and
    inappropriate-word filter

- Updates & Diagnostics
  : Check firmware (OTA) in the app to keep it up to date
  : Do not unplug power/cable during an update
  : If an issue occurs, send logs (with consent) and submit them
    to Customer Support

(4) Basic Operations

- ■ Hardware Controls
- Power on/off : Press and hold the power button 2s (on/off) /
- 　　　　　　　　10s (force restart)
- Push-to-talk : Press the power button once → immediate listening mode
- Volume : Use +/– buttons (model-dependent) or say "Volume 50%."

- ■ Voice Activation (Wake Word)
- Say the wake word "Rapa," then your command (e.g., "Rapa, what's the weather today?")
- In noisy places, press push-to-talk once before speaking to improve recognition
- Stop/Cancel : say "Stop," "Cancel," or "Enough."

- ■ LED Indicators (General)
- Blue fast blink : pairing mode · Blue solid: connected
- Orange blink : charging · Green solid: fully charged
- Red blink : low battery · Red solid: mic muted
- Purple blink : updating
※ Patterns may vary slightly by model.

- ■ Mode Switching (Common Presets)
- Focus mode : "Rapa, turn on Focus mode" / "Start a 25-minute focus timer."
- Sleep mode : "Rapa, sleep mode" / "Play a lullaby."

- Night mode : "Rapa, turn on Night mode"
                                (lower volume / minimize alerts)
- Exit: "Rapa, turn the mode off," or press once (push-to-talk) and say "Exit mode."

■ Essential Commands (12)
- Help/Stop : "Show help," "Stop/Cancel"
- Emotion/Chat : "I feel a bit down—comfort me," "Tell me a funny story."
- Translation/Learning : "How do you say 'thank you' in Spanish?" "Start English pronunciation practice."
- Music : "Play/Pause/Next song," "Play calm music."
- Schedule/Timer : "Summarize today's schedule," "Reminder at 5 p.m.," "Start a 25-minute focus timer."
- Weather/Daily info : "Will it rain today?" "How's the air quality?"
- Device control : "Set volume to 30%." "Turn mic off/on." "Turn on Night mode."

■ Quick Tips
- You can say "Stop/Cancel" at any time during a command.
- If recognition is poor, use push-to-talk → speak in that order.

(5) Example Use Cases

With Kids

■ Emotional & language play
- Practice expressing feelings; story reading/lullabies; quick quizzes & games
- Expand pronunciation & vocabulary with repeat-after-me
- Example :
"Rapa, I feel sad. Comfort me."
"Rapa, read a rabbit story."
"Start the animal quiz in English."

With Family

■ Family routines & communication
- Dinner/bedtime reminders, multi-profile personalized music/greetings
- Weekend schedule summary; play family quizzes together
- Example :
"Rapa, dinner reminder at 7 p.m."
"Summarize this weekend's schedule."
"Start a family quiz."

With Students

■ Study focus & vocabulary learning
- Focus/Night modes, Pomodoro timer, subject-based word quizzes
- Homework help via dictionary/translation; save key points as notes
- Example :
"Rapa, start a 25-minute focus timer."
"What does 'photosynthesis' mean?"
"English pronunciation practice mode."

While Traveling
■ Break language barriers & find directions - Quick phrase translation/local expressions; nearby place info - Use Outing mode for battery saving and longer use - Example : "Rapa, translate this into Japanese." "How do I get to the museum?" "Turn on Outing mode."
At the Office
■ Smart desk assistant - Meeting/deadline reminders, schedule summaries, weather & air-quality briefings - Create a focused environment with background music & timers - Example : "Rapa, show today's meetings." "Reminder at 12:30 p.m. for lunch." "Do I need an umbrella today?"

(6) Features in Detail

- Emotion Recognition & Responses
- Description: Analyzes voice tone, pitch, and word choice to estimate emotions (joy/sadness/anger/calm) and provides tailored responses.
- Settings: App > Settings > Emotion
  - ▶ Sensitivity: Low / Normal (default) / High
  - ▶ Response style: Encouraging / Calm / Humorous
  - ▶ Auto-empathy replies: On/Off (optional night auto-off)

- Language Learning & Translation
- Description : Multilingual chat, simple translation, pronunciation practice, and quizzes.
- Settings : App > Settings > Language Learning
  - ▶ Choose learning language/level, set pronunciation speed/feedback strength
  - ▶ Select word lists / quiz topics (daily/school/travel, etc.)
- Use : "Rapa, start pronunciation practice," "Teach me travel phrases."

- Music & Sounds
- Description: Streaming/Bluetooth/local playback; sleep & focus sounds.
- Settings: App > Settings > Music
  - ▶ Source : Streaming*, Bluetooth, Local files (*available services may vary by model/region)
  - ▶ EQ / playback volume, sleep fade-out On/Off
  - ▶ Choose white noise / nature sound presets

- Calendar & Reminders
- Description : Calendar integration, daily summaries/reminders, timers.
- Settings: App > Settings > Calendar
  - ▶ Account linking: Google / Apple / Other (*availability may vary)
  - ▶ Alert type: Voice / Sound / LED, Repeat / Snooze
  - ▶ Do Not Disturb (night hours)

- Weather & Daily Info
- Description : Current/weekly forecast, feels-like temperature, air quality.
- Settings : App > Settings > Weather
  - ▶ Location: Auto (current location) / Manual (city)

▶ Set morning/after-work briefing times

■ Profiles & Routines
- Description : Family-specific profiles and automated routines
- Settings : App > Profiles / App > Routines
   ▶ Profile : name / language / favorite music / alert times
   ▶ Routine : time / day / event → actions (play music, switch mode, schedule briefing, etc.)
   ▶ Examples : Weekdays 07:00 Wake routine, 21:30 Sleep routine

■ Preset Modes
- Description : Quick bundles that change multiple settings at once
- Switch : by voice ("Rapa, Focus/Sleep/Outing mode") or App > Modes
   ▶ Focus : minimize alerts, 25/5 timer option
   ▶ Sleep : sleep sounds, volume fade, block alerts
   ▶ Outing : battery saving, essential alerts only

■ Privacy & Child Protection
- Settings : App > Settings > Privacy / Child Protection
   ▶ Mic switch guidance; voice record retention (Off / 7 days / 30 days)
   ▶ Delete/Export data (CSV/JSON)
   ▶ Child profile : night-time conversation limit, inappropriate-word filter, app control PIN
   ▶ Notice : Not a medical device; not for diagnosis or treatment

■ Accessibility
- Settings : App > Settings > Accessibility
   ▶ Speech rate / tone / clarity, quick-command mode
   ▶ App captions, large text, high-contrast theme

■ Offline/Local Mode
- Description : Core features work without internet
- Works : timer, Bluetooth/local music, notes, basic mode switching
- Limits : translation / weather / cloud sync resume and update after reconnecting
- Toggle : App > Settings > Network > Offline Mode On/Off

- Integrations & Compatibility
- Settings : App > Connections
  ▶ Wi-Fi (2.4 GHz recommended) / Bluetooth
  ▶ Link/unlink calendar & music service accounts
  ▶ Allow firmware (OTA) auto updates

- WatchBot Platform Integration (optional)
- Description : Receive summarized alerts from connected cameras/sensors
- Settings : App > Integrations > WatchBot
  ▶ Alert types: person detection / abnormal behavior / fire summaries
  ▶ Choose time-window summaries or real-time alerts

- AI Mode Selection (Profiles)
- Location : App > Modes > AI Mode
- Options & Effects
  ▶ Conversation-first : livelier responses, proactive empathy, gentle background sounds
  ▶ Learning-first : prioritize translation/pronunciation/quiz menus; stronger repeat feedback
  ▶ Guide/Kiosk : prioritize place guidance & Q&A, short answers, show privacy banner
  ▶ Privacy-first : do not store voice records by default; minimize auto-empathy replies
  ▶ Child-Safe : night limit & bad-word filter ON by default; apply volume cap

- Usage Tips
- In noisy places, press once (push-to-talk) → speak.
- Test critical alerts : App > Settings > Alerts > Test.
- If problems persist, see Care & Maintenance for reset/log-submission procedures.

(7) Care & Maintenance

Management	■ Software Update (OTA)
	- Path : App > Settings > Update → turn Auto Update ON (recommended)
	- Manual : tap Update now → do not unplug or power off while updating
	- Completion : voice notice or LED (purple blinking, then reboot)
	■ Data Management (Export/Delete)
	- Path : App > Settings > Privacy > Export data
	- Path : App > Settings > Privacy > Delete all
	- Per-user deletion by profile is available
	■ Account / Network Changes
	- Reset Wi-Fi : App > Connections > Wi-Fi → select a new network
	- Sign out / change account : App > Account → sign out, then sign in again
	- Before transfer/disposal : perform a factory reset
	■ Send Logs & Remote Support
	- Path : App > Support > Send logs (after consent)
	- When contacting us, provide serial number / app version / firmware version
	■ Factory Reset / Recovery Mode
	- Path : App > Settings > Reset or press the hardware RESET pin-hole for ~10s
	- Reset erases all profiles/routines/network info
	- For boot failure/boot loops, enter Recovery Mode and install the latest firmware
	■ Security / Compliance
	- Do not disassemble or modify (warranty void if seal is broken)
	- Apply updates regularly to keep security patches current

Maintenance	■ Cleaning / Care - Unplug first; wipe the surface with a dry cloth/lint roller - For stains, use a mild detergent on a damp cloth, then dry completely - Do not wash/immerse; avoid bleach and high heat (e.g., hair dryer) ■ Battery Care - Recommended operating temp 0–35 °C; charge at indoor room temperature - For long-term storage, keep 50–60% charge and recharge monthly - Avoid repeated deep discharge / heat exposure; use a genuine or compliant 5V 2A (or higher) adapter ■ Storage - Store in a cool, ventilated place away from sun/humidity; silica gel recommended - Keep out of reach of children and pets ■ Periodic Checklist - Monthly : check updates; test buttons/LED/mic - Quarterly : test routines/alerts; check battery health - If anything seems abnormal, see FAQ or contact Customer Support ■ Parts / Consumables - For exterior/part replacement, contact Customer Service (no self-disassembly) - Battery replacement must follow the official service procedure ■ Disposal / Recycling - Contains a built-in battery—follow local e-waste/battery collection rules; do not dispose with household waste.

(8) Troubleshooting (FAQ)

■ When the power won't turn on

- Basic checks

1. Charge : Connect via USB-C → use a 5V 2A (or higher) adapter;
    charge for 10+ minutes.

2. LED : Orange blinking = charging / No LED = try another cable/adapter,
    then retry.

3. Force restart : Hold the power button for 10 seconds.

4. Temperature : Try within 0–35 °C (32–95 °F). Low/high-temp protection may block
    power-on.

5. Port/cable : Remove debris from the USB-C port; check for damage; cross-test
    with a different cable.

- Still not working? Record the serial number and contact Customer Support with
photos/video (button actions, LED state).

■ Wi-Fi connection fails

- Quick checks

1. Make sure it's 2.4 GHz Wi-Fi (no 5 GHz / public captive portal /
    WPA2-Enterprise).

2. Re-enter the password (case/special chars), retry within 2 m of the router.

3. App permissions / switches
    ▶ Android: allow Location (needed for Bluetooth scan).
    ▶ iOS: allow Bluetooth / Local Network.

4. Reboot the router (unplug 10 s → plug in) and wait 2 minutes before
    reconnecting.
      - App / device settings

5. App → Connections > Wi-Fi → Forget the old network → Add again.

6. If SSID is hidden, enter it manually.

7. Router security WPA2-Personal (AES) is recommended; if MAC filtering is on, add
    the device MAC.

8. Turn Automatic date/time ON (time mismatch can cause auth failures).
    - Hints by symptom
      ▶ "Connected, no internet" → Change router DNS (e.g., 8.8.8.8), then retry.
      ▶ Repeated "Wrong password" → Delete the device from the router's saved list,
                        then reconnect.
    - If still failing: App → Support > Send logs, then contact us.

■ When voice recognition doesn't work

- Basics

1. Check mic switch = ON (OFF = red LED solid).

2. Speak clearly 0.5–1 m in front; in noise, press push-to-talk once, then speak.

3. Disable Mute/Do-Not-Disturb/Night (or say "Turn off Night mode").

4. Test commands: "Rapa, can you hear me now?" / "Rapa, volume 50%."

   - Adjust settings

5. App → Settings > Emotion → Sensitivity: Normal → High.

6. In Profile, verify voice language / age group (Child profile recommended for kids).

7. Update firmware/app (App → Settings > Update).

   - Still not recognized? Reboot (power 10 s). If it persists, send logs and contact support.

■ Translation errors (wrong/failed translations)

- Check network/mode : turn Off Offline Mode

                         (App → Settings > Network > Offline Mode Off).

- Re-select source/target languages (App → Settings > Language Learning).

- Shorten sentences; split long sentences and avoid heavy proper-noun chunks.

- Slow down your speech and reduce background noise.

- Note : Unavailable languages/dialects may show lower accuracy.

- If it keeps happening, send logs with the exact phrases/time of error.

■ Bluetooth / pairing fails (device not found in app)

1. Force-restart (power 10 s) → wait 60 s, then scan again.

2. On the phone, Bluetooth OFF→ON; clear device cache

   (iOS: Forget This Device, Android: Remove pairing).

3. App → Add device → select Rapa-XXXX again.

4. Still nothing? RESET (pin-hole 10 s) → redo initial setup.

■ OTA update fails / stops

1. Ensure battery > 30% or keep connected to power, then retry.

2. Stabilize Wi-Fi (move closer to router) → App → Settings > Update > Update now.

3. If LED is stuck purple blinking, force-restart (power 10 s) → try OTA again.

4. If it repeatedly fails, send logs and include network/router model info.

■ No sound (music/alerts silent)

1. Check volume/mute/Night mode; e.g., "Volume 70%," "Turn off Night mode."

2. In the app, disconnect any auto-connected Bluetooth speaker.

3. If only certain sounds are silent, App → Settings > Alerts

   → check voice/sound types.

4. If still silent after reboot, clean the speaker grille; then contact support.

- ■ Battery drains quickly

1. Turn on Outing / Power-save (App → Modes > Outing).
2. Reduce LED brightness/alert frequency/background music time.
3. Reconnect unstable Wi-Fi (poor signal increases power draw).
4. If abnormal drain continues, send logs and request a battery check.

- ■ Overheating / hot-to-touch warning

1. Keep environment 0–35 °C; move away from sun/heat sources.
2. Stop heavy tasks (updates / max-volume playback) → cool down 10 min.
3. If the warning persists, power off, let it cool completely, then reuse; if it recurs, contact support.

- ■ WatchBot integration alerts don't arrive (optional feature)

1. App → Integrations > WatchBot → confirm login/token is valid.
2. Check alert types (person/abnormal/fire) and time-window vs real-time settings.
3. Allow smartphone notification permissions (including system settings).
4. If the linked device had time/network issues, restore and retry.

- ■ When a factory reset is required

1. – Method A: App → Settings > Reset
2. – Method B: Hardware RESET (pin-hole 10 s) → initial setup screen
※ Reset erases all profiles/routines/network info.

- ■ When contacting Customer Support (required info)

1. Serial number (bottom label), app/firmware version, time of issue, LED/screen/sound state
2. In the app, run Support > Send logs and include the ticket number in your message.

(9) Product Specifications

■ Main Unit
- Model : WatchBot Companion – Rapa
- Dimensions / Weight : 17 × 10 × 17 cm, approx. 300 g
- Colors : Sky Blue / Pink (pastel tones)
- Exterior : Soft plush (fabric) outer shell; internal plastic housing

■ Power / Battery
- Power / Charging : USB-C, 5V 2A adapter recommended
- Usage time : Approx. 6–8 hours (varies by volume and network conditions)
- Charging time : Approx. 2–3 hours from empty
              (with recommended adapter)
- Battery : Built-in lithium-ion
          (rated capacity per product label; may vary by model)

■ Audio & Microphone
- Speaker : Built-in full-range speaker (clear-sound design)
- Microphone : High-sensitivity voice mic (front-facing pickup optimized)
- Sound modes : Music / Lullaby / White Noise / Focus sounds

■ Connectivity
- Wi-Fi : IEEE 802.11 b/g/n (2.4 GHz)
- Bluetooth : 5.x (pairing / audio / app integration)
- App compatibility : iOS / Android (Rapa Companion app)

■ Supported Languages
- Default : Korean, English
- Additional : Multilingual conversation & simple translation supported
          (language packs may vary by region/model; downloadable in app)

■ Input & Indicators
- Hardware : Power button, volume +/- (model-dependent),
          physical mic switch
- LED status : Power / Pairing / Charging / Updating / Mic mute
          (color patterns—see Chapter 4)

- Environmental Ratings
- Operating temp / humidity : 0–35 °C, 10–80% RH (non-condensing)
- Storage temp : −10–45 °C

- Package Contents
- Main unit, USB-C cable (and power adapter*), Quick Start Guide, Warranty card
*Adapter in box may vary by region/model.

- Safety & Certifications
- EMC/Safety : KC / CE / FCC (per launch country)
- Environmental : RoHS compliant
- Notice : Not a medical device; not for diagnosis or treatment

- Power Consumption (Reference)
- Idle / light use : approx. 5–7 W
- Music / max volume : approx. 7–10 W (varies with environment)

(10) Safety Precautions

- Children's Safe Use
- Recommended age : 3+. Infants and toddlers must use under adult supervision.
- Keep cables out of children's reach to avoid strangulation/choking risks.
- Do not let children chew the product or cables
  (risk of electric shock/contamination).
- Do not drop or throw the product (internal battery damage, fire hazard).
- Do not disassemble or modify the product
  (warranty void if the seal is broken).

- High-Temperature / Humid Environments
- Operating : 0–35 °C · Storage : −10–45 °C · Humidity : 10–80% RH (non-condensing).
- Do not use/store near direct sunlight, heaters, open flame, or microwave

ovens.

- Not waterproof. Do not use in bathrooms, rain, or high-humidity places.
- If liquid is spilled : power off immediately, dry completely before use, and never charge while wet.
- Use/charge on a hard, ventilated surface
 (do not charge under blankets/cushions).

■ Charger Use

- Use a certified adapter 5V ≥ 2A and genuine/approved accessories.
- During charging, avoid hot/poorly ventilated areas and flammable surfaces.
- Replace the cable/connector immediately if bent, damaged, or discolored.
- Keep metal objects (clips, accessories) away from the USB-C port.
- Avoid leaving on charge for many hours or pressing on the device while charging (battery wear).
- If you notice smell/smoke/excessive heat, unplug at once and stop using; contact support.

■ Battery Safety

- Do not disassemble, crush, puncture, or throw into fire; do not immerse in water.
- For long-term storage, keep 50–60% charge and recharge monthly.
- If swelling, leakage, or unusual odor occurs, stop using and contact official service.
- Battery replacement must follow the official service procedure
 (no self-replacement).

■ Wireless / Medical Notice

- Follow local rules in airports, airplanes, and hospitals
 (turn OFF or use Offline Mode when required).
- Keep 15 cm (6 in) away from pacemakers and consult your physician
 if needed.
- Comply with regional radio regulations (2.4 GHz band).

■ Hearing / Volume Safety

- Do not play audio at maximum volume for extended periods near the ear.
- Avoid loud playback during sleep; use Sleep/Night modes and volume limits.

■ Cleaning & Storage
- Unplug, then wipe with a dry cloth or lint roller.
- For stains, use a small amount of mild detergent on a damp cloth and
  dry completely (no alcohol/benzene/acetone).
- Store away from sun and humidity in a cool, ventilated place;
  silica gel recommended.

■ Recycling / Disposal
- Contains a built-in battery. Do not discard with household waste.
- Follow local e-waste/battery collection guidelines.

■ Legal Notices
- This product is not a medical device and is not intended for diagnosis or
  treatment.
- Apply regular updates to maintain safety and security.
- Specifications and features may change without notice
  (differences by region/model may exist).

(11) Warranty & Customer Support

Warranty Period	■ Standard warranty : 1 year from the purchase date (main unit & electronic parts). ■ Battery warranty : 6 months or 200 charge cycles, whichever comes first. ■ DOA (dead-on-arrival) replacement: If a defect is confirmed within 7 days of receipt, the product will be replaced with a new unit. ■ Exclusions / Chargeable cases - Customer damage (impact, moisture, disassembly/modification, use of non-certified chargers, etc.) - Force majeure (disaster, fire, abnormal voltage), removal/damage of warranty label/serial number - Normal wear/consumables (cable, exterior contamination, scratches) ■ Proof required : Purchase receipt (or order record) and serial number.
Service (RMA) Procedure	① Self-check : Review the manual/FAQ → try reboot/update/reconnect. ② Submit a request : App → Support → Contact us or call the Customer Center. ▶ Provide : serial number, purchase date, symptom summary, LED status, and photos/videos; send logs via the app. ③ RMA issuance : After review you'll receive an RMA number and return address (repair vs. exchange will be determined). ④ Packing & shipping ▶ Pack the main unit with protective material; do not include cable/adapter unless requested. ▶ Delete personal data and remove any locks (factory reset if agreed). ▶ Write the RMA number on the shipping label. ⑤ Inspection / quotation: ▶ In-warranty : free repair or exchange. ▶ Out-of-warranty : work proceeds only after you approve the estimate.

	⑥ Repair & return 　▶ Typical turnaround 5–7 business days; parts are covered for 90 days after repair (repeat issues receive priority). ⑦ Shipping policy: 　▶In-warranty round-trip shipping is covered by the manufacturer (including DOA). 　▶Out-of-warranty or exchange/return after 7 days: shipping paid by customer.
Customer Center	■ Email : rxoworld0225@rxoworld.com ■ Phone : 062-222-1002 (Mon–Fri 09:00–18:00 KST) ■ Fax : 062-222-1003 ■ Online : App → Support → Contact us / Send logs ■ Address (shipping / walk-in) : 4F-8, 6-ro, Dosicheomdan Industrial Complex, Nam-gu, Gwangju, Republic of Korea ■ Response target: First reply within 1 business day; progress updates via email/app notifications. ■ Before contacting us (checklist): 　▶ App/firmware updated? Power/charging OK? Wi-Fi (2.4 GHz) quality OK? 　▶ Time of issue, environment, steps to reproduce, actions already tried (FAQ item). 　▶ Attach photos/video (buttons/LED, error messages/screens).
Personal Data & Logs Notice	■ During service, device logs/error snapshots may be collected and used only for diagnosis and repair, then deleted within 30 days. ■ Please back up your data. Deleting personal data before repair/exchange is the user's responsibility.