UNITED ROBOTICS GROUP
the CobiotX company

QUICK GUIDE

uServe

Service robot for serving and clearing

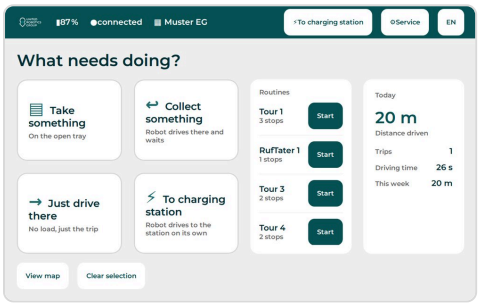
Version V1-0 · 11.09.2026 · software uGo 1.0.8 / Kiosk 1.0.3 · for operators at the robot

1 Switching on and ready

1. Switch on the main switch underneath the robot. Two beeps confirm it.
2. Press the round silver power button above the chassis. A beep confirms the start.
3. Wait until the home screen **What needs doing?** appears.

HOW YOU KNOW THE ROBOT IS READY

The bar along the top carries three items: battery level as a percentage, **connected**, and the name of the loaded map. With all three in place the robot accepts jobs. If it says **no connection**, see overleaf.



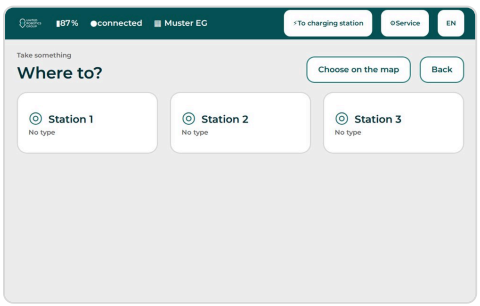
The home screen. On the left battery, connection and the loaded map; on the right the shortcut to the charging station.

2 Starting a journey

1. Choose the job: **Take something**, **Collect something**, **Just drive there** or **To charging station**.
2. Choose the destination. The robot shows the stations of the loaded map. Alternatively **Choose on the map**.
3. Load the robot – see point 3.
4. Confirm. The robot sets off.

YOU KNOW IT WORKED WHEN

the journey page appears: **On the way to** with the destination name, progress as a percentage, **Distance left** and **Time left**.



Once the job is chosen, uGo shows the stations of the loaded map.

3 Loading

- Place the trays on the levels of the tray tower. Distance between levels: 200 mm.
- Maximum payload: 40 kg for the whole unit.
- Do not transport liquids in open containers.
- Keep a clear radius of 30 cm around every station.

4 Arrival and unloading

1. At the destination the robot halts and waits.
2. If the screen shows the face, touch the screen. The controls come back. The robot has not crashed, it is only looking.
3. Take the load off.
4. Issue the next job, or send the robot to the charging station.

5 Back and charging

- When the battery runs low, the robot drives to the charging station by itself.
- To send it there: the **To charging station** tile or the button at the top right, then **Drive to the charging station now**.
- The page shows the battery level and the name of the station.

Indicator light on the station

- **Blue** – The charging station is starting up.
- **Red** – Switched on, the robot is not docked.
- **Green** – The robot is docked and charging.

Reading the bar along the top

What the bar says	What it means
87 % · connected · Muster EG	Battery level, connection to the chassis and the name of the loaded map. If it says **no connection**: overleaf, point 8.
Fault	Appears only while a message is pending, and leads to the fault page.
To charging station	Sends the robot to the charging station.
Service	Technician page, service password only. Overleaf, point 7.
EN	Switch the language of the screen.

6 Pause and emergency stop

PAUSE – FOR ANYTHING THAT IS NOT AN EMERGENCY

Pause on the journey page brings the robot to a controlled halt and keeps the destination. **Resume** takes the journey up again, **Cancel** ends the job.

EMERGENCY STOP – IN AN EMERGENCY ONLY

The red button on top of the robot. It stops the robot at once; the wheels are then released and the job is discarded. The screen reports **EMERGENCY STOP PRESSED — robot halted**. To release it, turn the button in the direction of the printed arrows. The emergency stop never needs a password.

AFTER PUSHING THE ROBOT IN EMERGENCY STOP

If the robot was pushed while in the emergency stop state, it no longer knows for certain where it is. It reports this on the screen. It is located again on the technician page, which is a job for technical service.

7 Never

- **Never push or pull the robot while it is switched on.** If it is driving, press **Pause** first. If it has stopped in the wrong place, end the job first and only then push it back onto its route.
- **Never load beyond the maximum payload.** Do not transport liquids in open containers. Do not place anything underneath the chassis and do not cover the sensors.
- **Never change settings without the service password.** The **Service** button leads to the technician page. It is protected by the service password because maps can be overwritten and driving commands issued there. It is not needed in normal operation.

WHO CAN HELP

United Robotics Group GmbH
An der Riede 2 · 28816 Stuhr
health@unitedrobotics.group

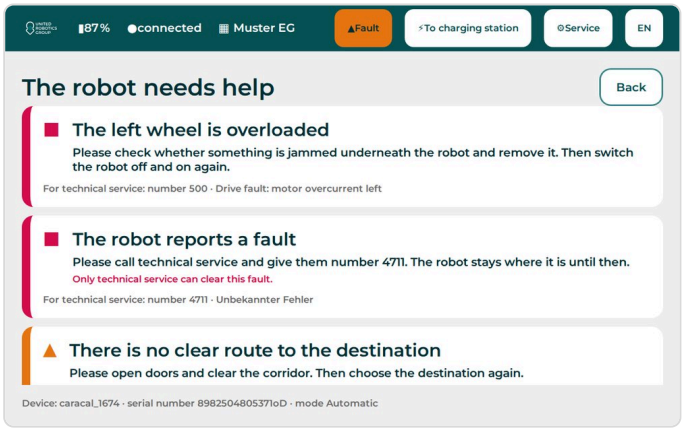
This quick guide does not replace the user manual. The V2-0 manual sits in the unit file in the uSuite, always in its current edition.

8 Five messages, one action

Message on the screen	The one right action
There is no clear route to the destination	Open doors and clear the corridor. Then choose the destination again.
The left wheel is overloaded	Check whether something is jammed underneath the robot and remove it. Then switch the robot off and on again.
EMERGENCY STOP PRESSED — robot halted	Turn the red button out in the direction of the arrows. Only then does the robot accept jobs again.
No connection to the robot	Do nothing – the app keeps trying. If it takes longer: is the robot standing still and switched on? Is the emergency stop pressed? If neither helps, call technical service.
The robot reports a fault (with a number)	Call technical service and give them the number shown. Only technical service can clear this fault.

IF THE MESSAGE STAYS

If a message is still there after the second attempt, it belongs in a case in the uSuite or with service. Have ready: model, serial number, the wording on the screen, the time, building and floor.



The fault page names every message in plain language and says what to do. The number at the foot of each entry is the number for technical service.