Environmental Guidelines
- Do not place Pepper in direct sunlight or in front of a window.
- Do not shine a spotlight on Pepper.
- Do not place Pepper outside. Pepper is designed for indoor use only.
- Do not place Pepper on carpet, or near or on steps and slopes.
- Place Pepper in a quiet area for optimal voice recognition performance.
- Ensure that there is at least 4 feet (120 centimeters) of unobstructed space on all sides.
- Ensure that there are no obstacles within 6.5 feet (2 meters) in front of Pepper, as Pepper may recognize any obstacles within this range as a human.
- Do not place Pepper in a humid environment.
- Do not expose Pepper to water.
- Keep Pepper in a place with a stable temperature between 50°F–77°F (10°C–25°C).

Providing Context
Most users will be unsure of how to interact with Pepper. To help facilitate interactions with Pepper, we suggest having the following:
- A triangular sticker, to be placed on the floor, to indicate where Pepper should be placed.
- A set of footprints, approximately 1 foot in length, to be placed on the floor within 3 feet in front of Pepper. This lets the user know where to stand when interacting with Pepper.
- A backdrop, to be placed about 3 feet behind Pepper. This can include basic information on how to interact with Pepper and your company's logo.

Daily Maintenance
You should check the following 2 to 3 times per day:
- Check that Pepper reacts when it sees someone.
- Check that the shoulder LEDs are not blinking.
- Check that the tablet is responding to touch inputs.

If you encounter any errors, please refer to your user manual for troubleshooting tips.

Network Connection
Ensure that Pepper has a strong and stable network connection for best performance.
These are the suggested connectivity requirements:
- Ethernet: 1xRJ45 - 10/100/1000 base T
- Wifi: IEEE 802.11 a/b/g/n
- Security: 64/128 bit: WEP, WPA/WPA2

Other Guidelines
- Open the charging flap if you do not want Pepper to move around but still want to use it.
- Do not touch Pepper's fingers. Pepper's fingers are the most fragile and break easily.
- Do not move Pepper when it is not in rest mode.

Promoter Best Practices Reference Sheet