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(54) **MOBILE ROBOT FOR
TELECOMMUNICATION**

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See application file for complete search history.

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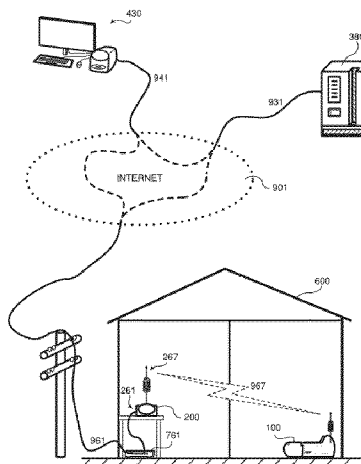
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(57) **ABSTRACT**

A system including a mobile telepresence robot, a telepresence computing device in wireless communication with the robot, and a host computing device in wireless communication with the robot and the telepresence computing device. The host computing device relays User Datagram Protocol traffic between the robot and the telepresence computing device through a firewall.

28 Claims, 26 Drawing Sheets



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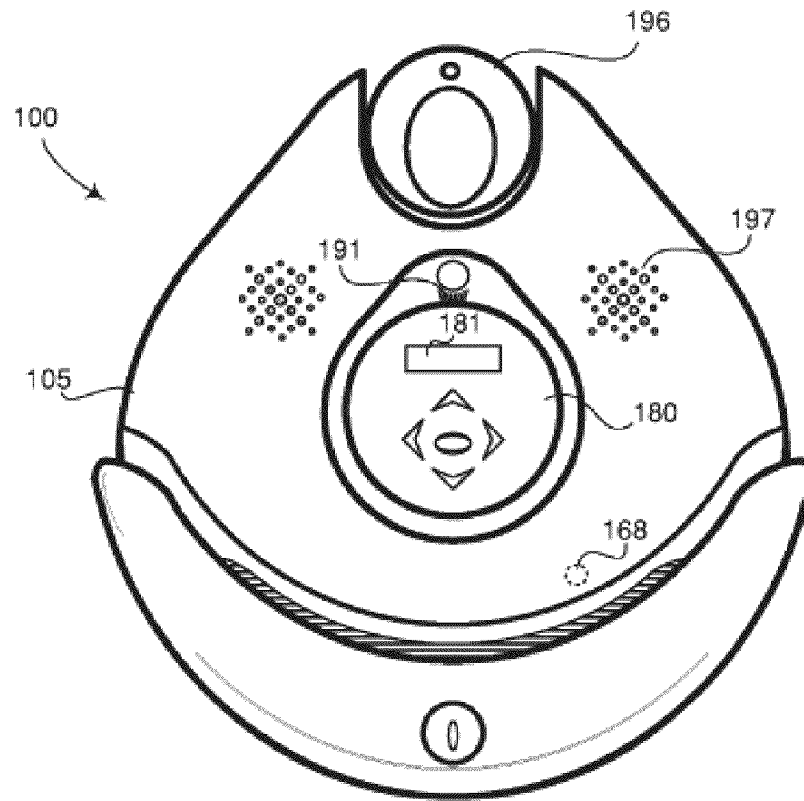


FIGURE 1

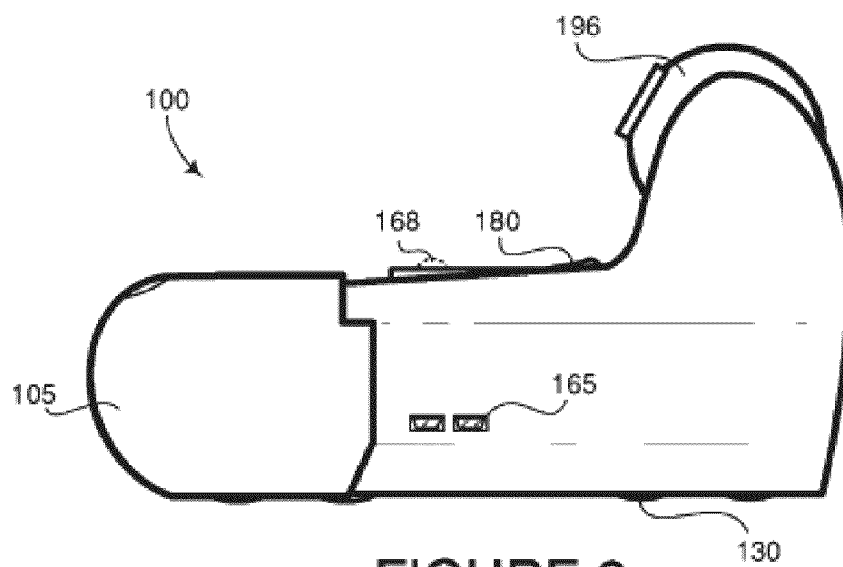


FIGURE 2

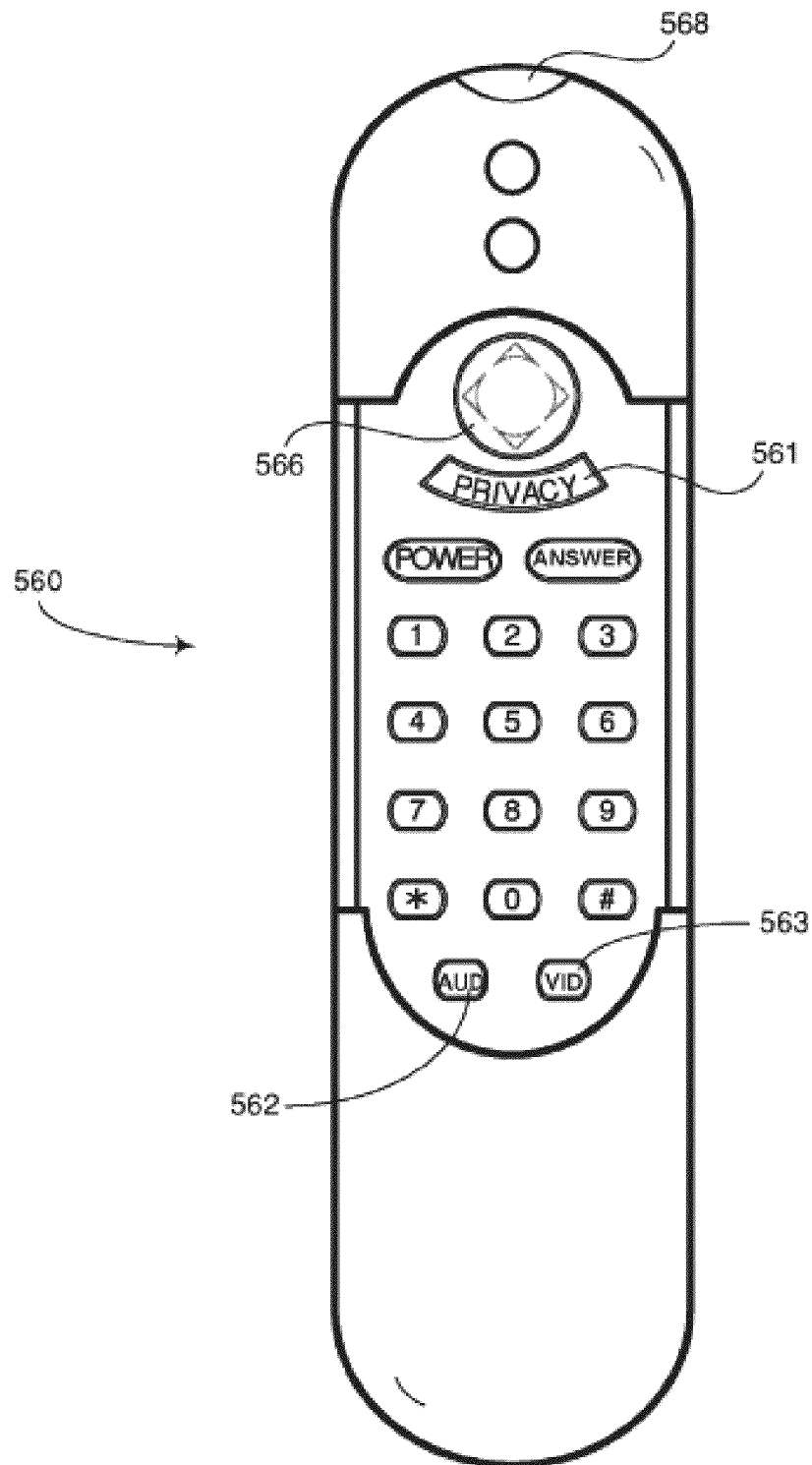


FIGURE 3

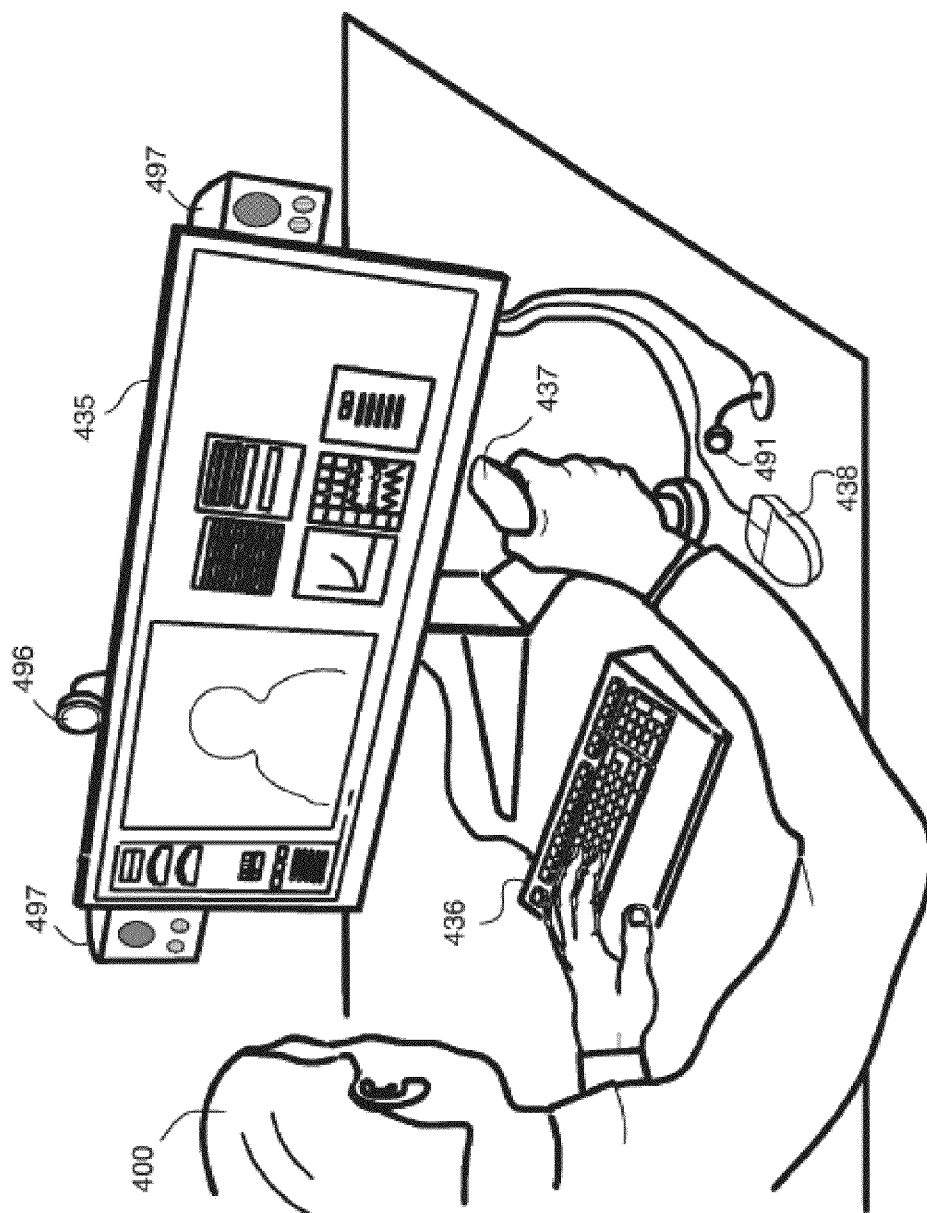
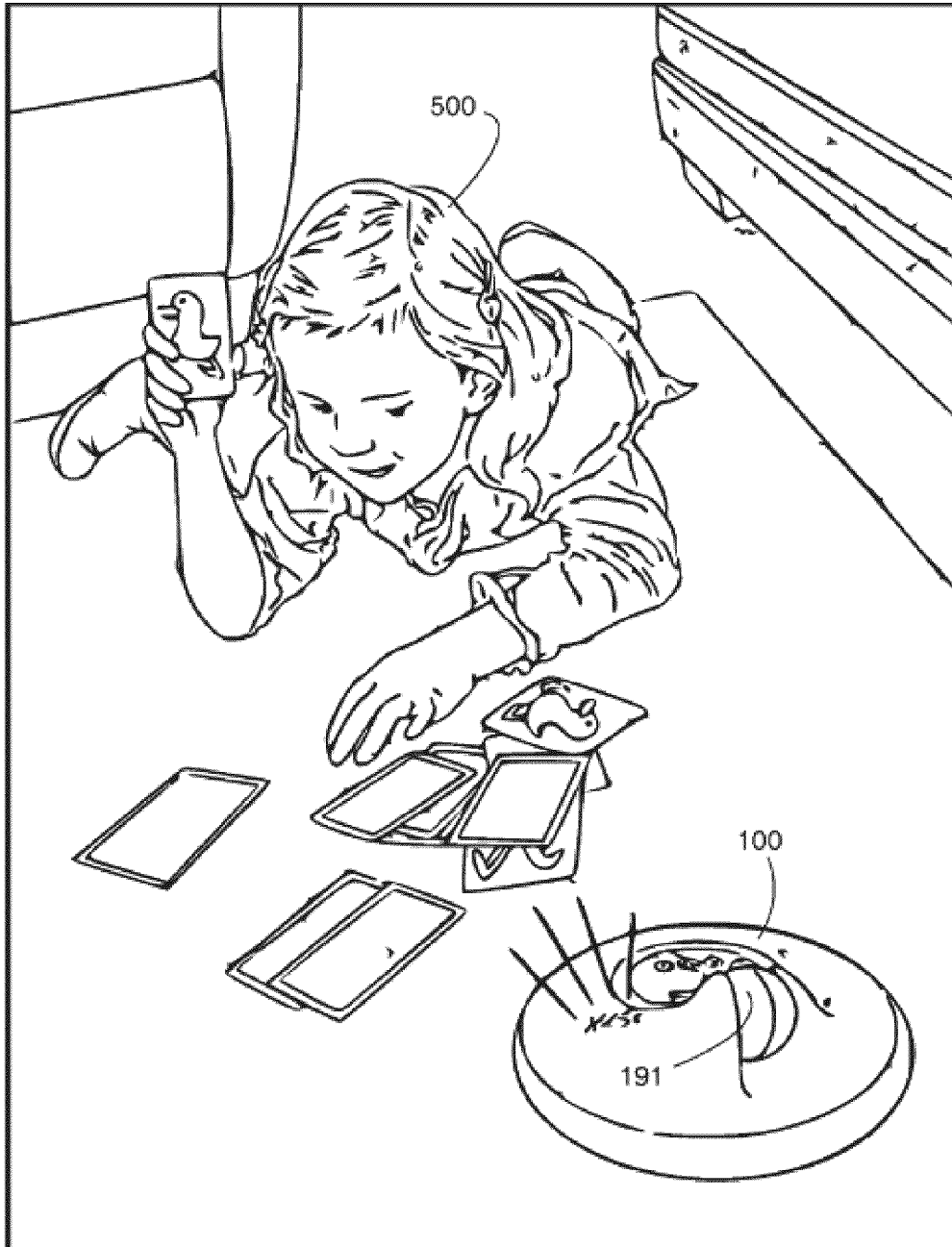


FIGURE 4

**FIGURE 5**

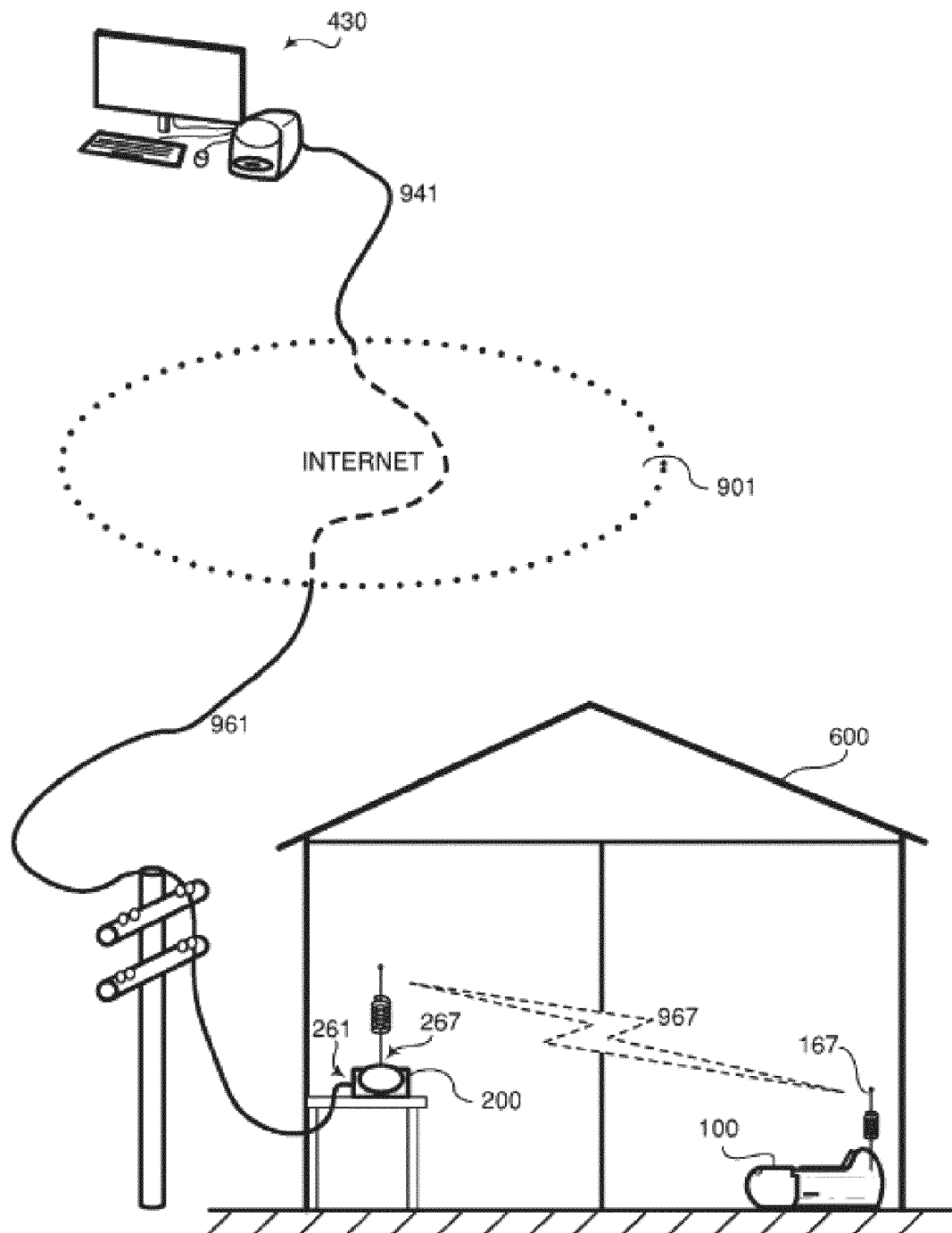


FIGURE 6

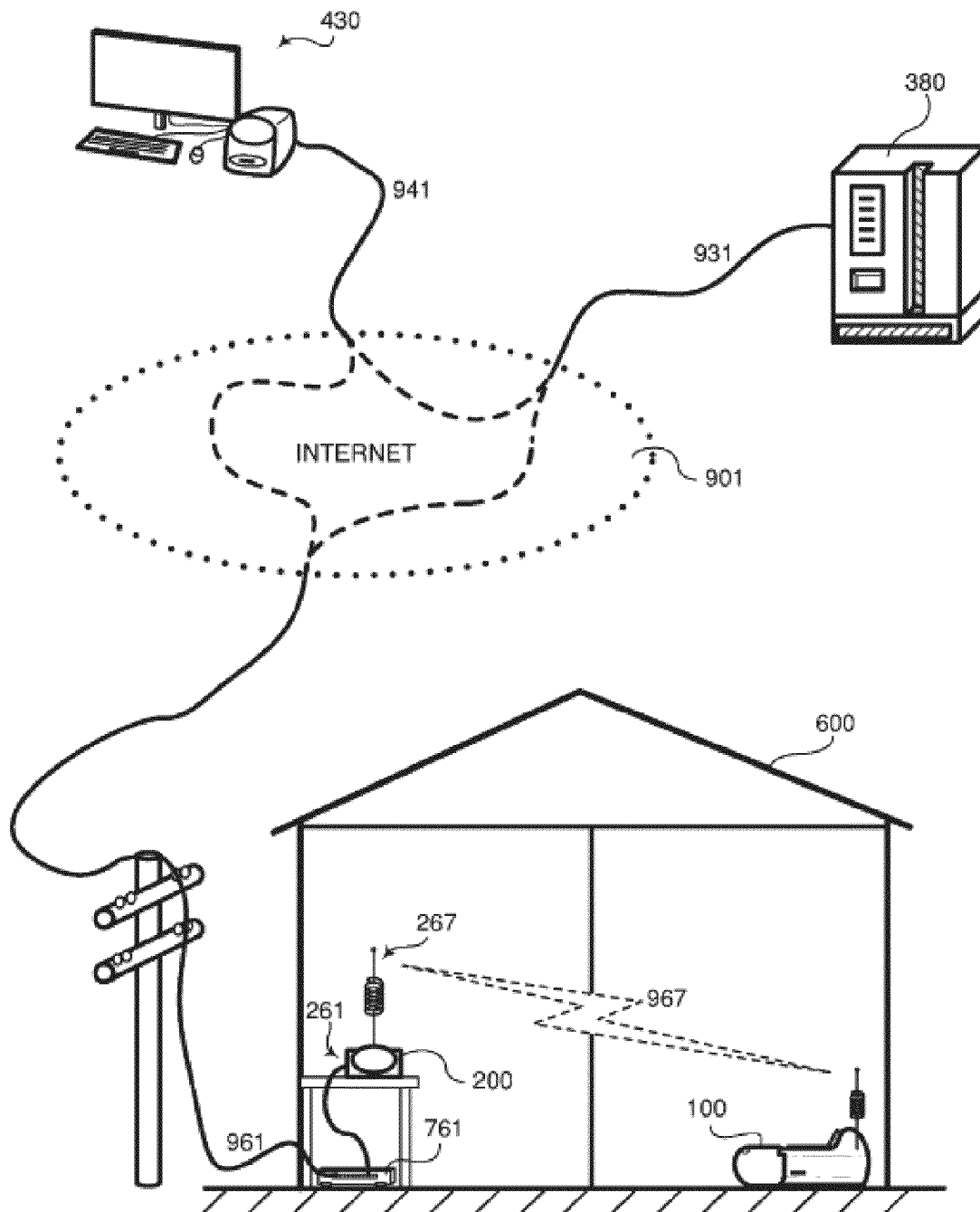


FIGURE 7

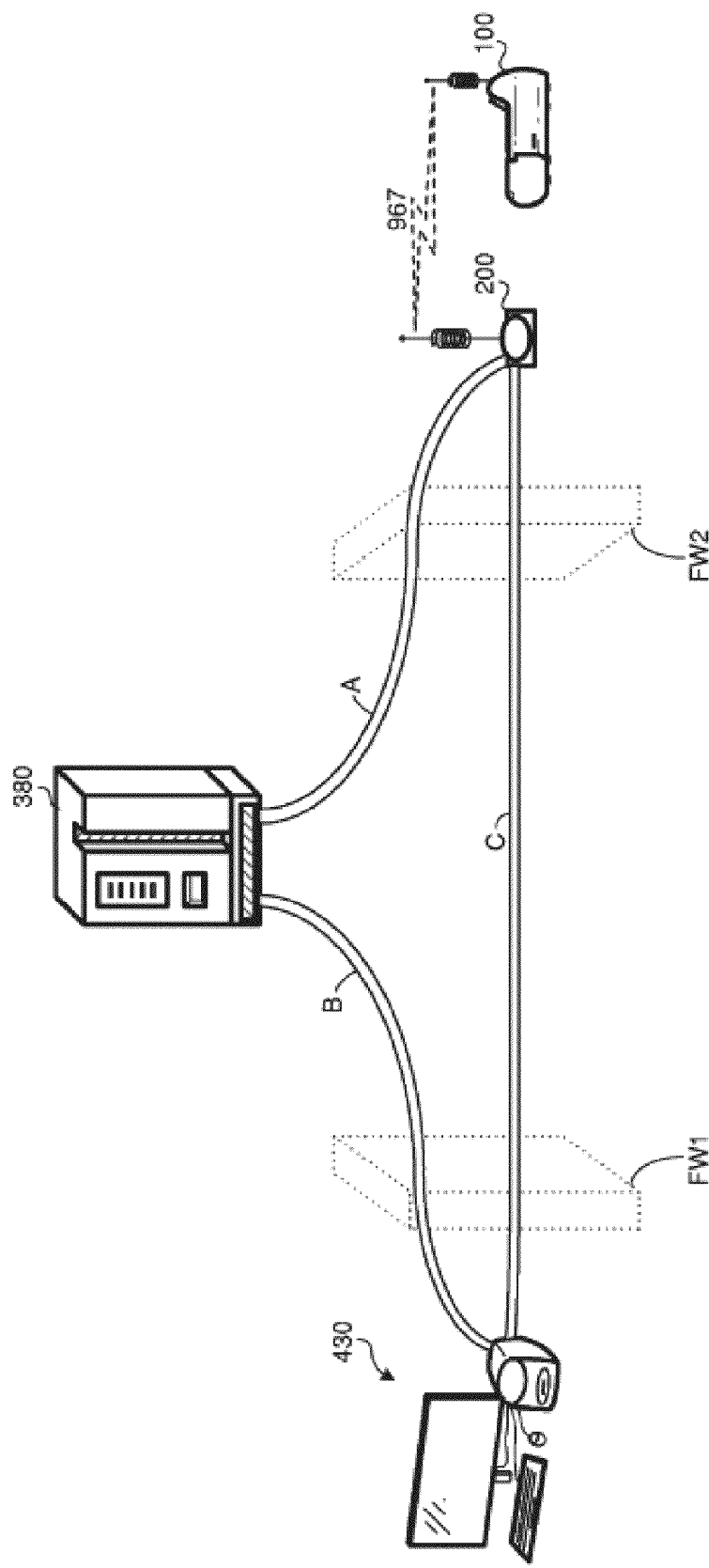


FIGURE 8

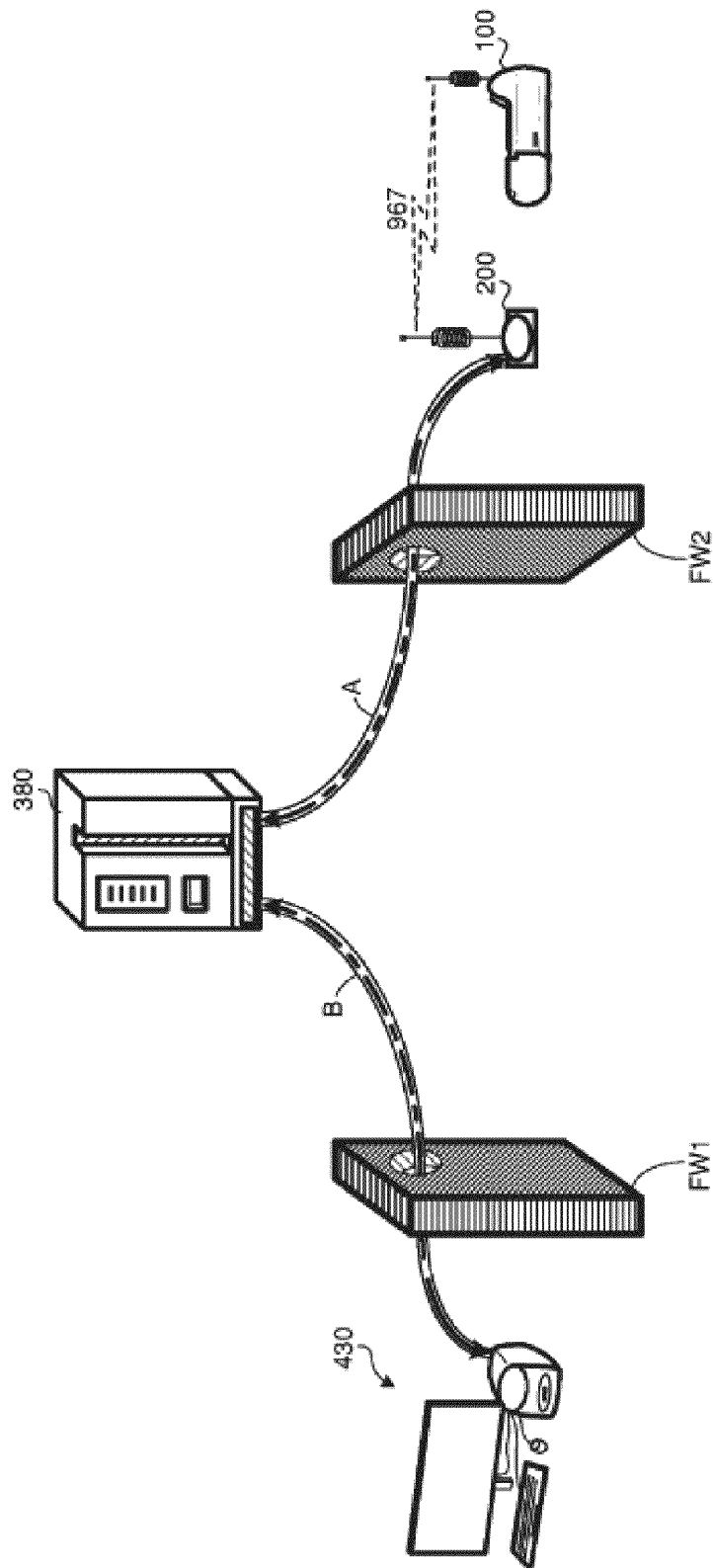


FIGURE 9

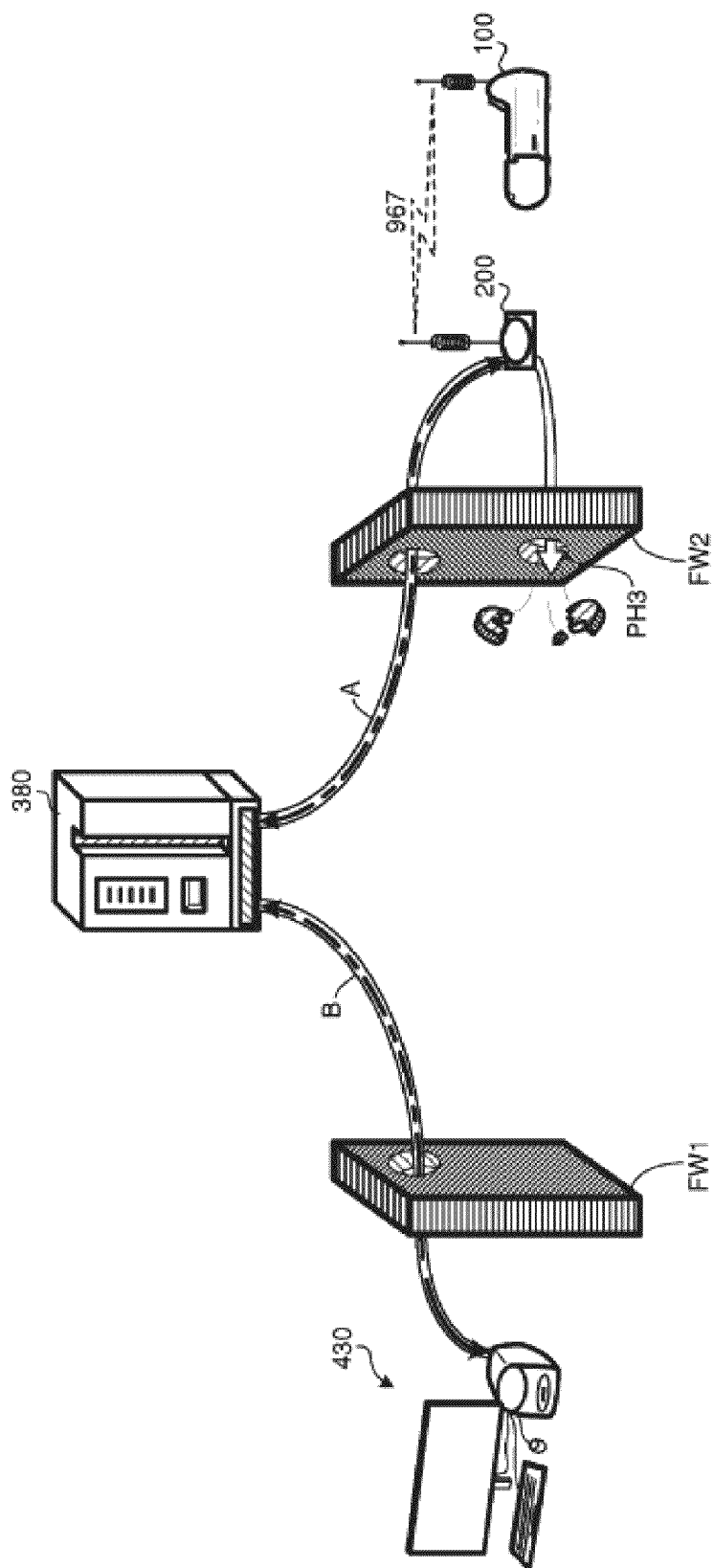


FIGURE 10

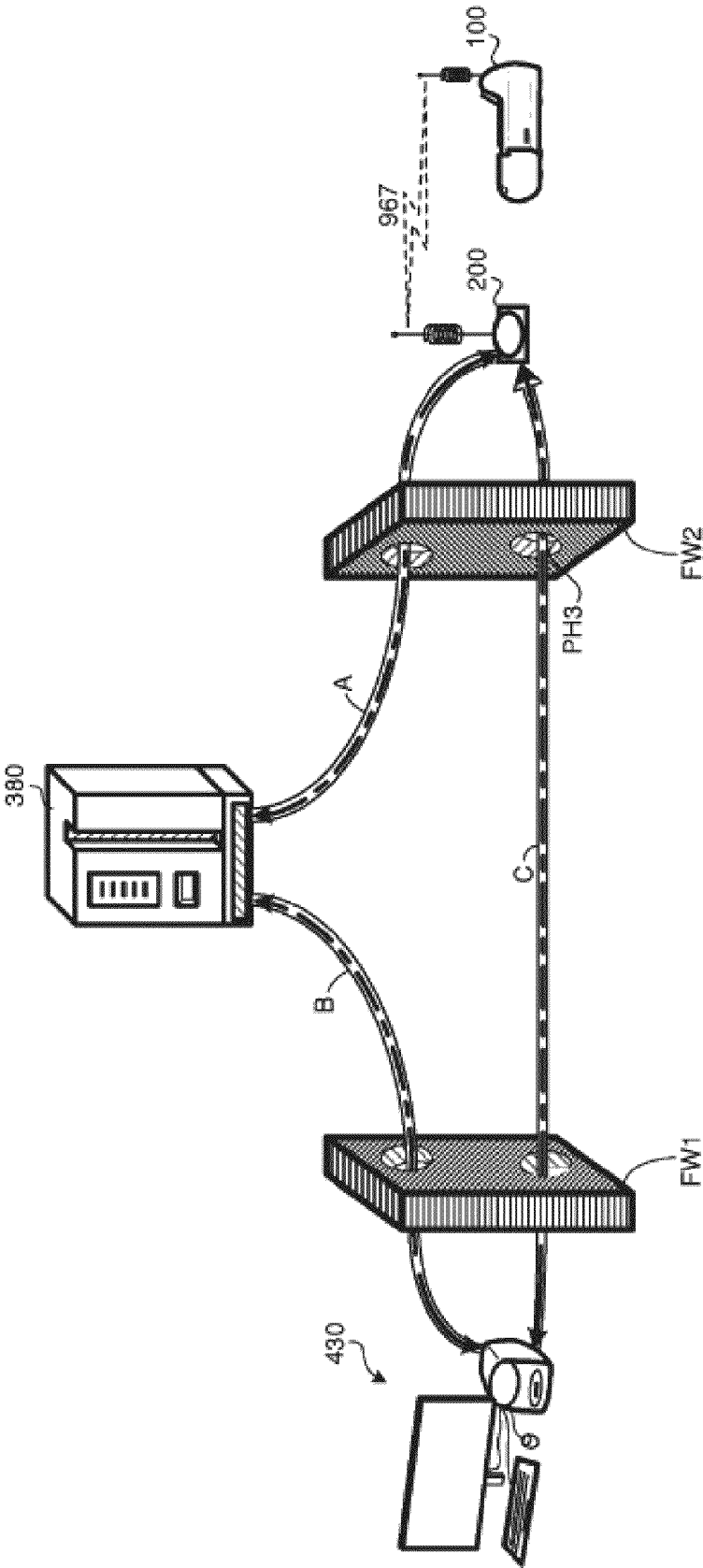


FIGURE 11

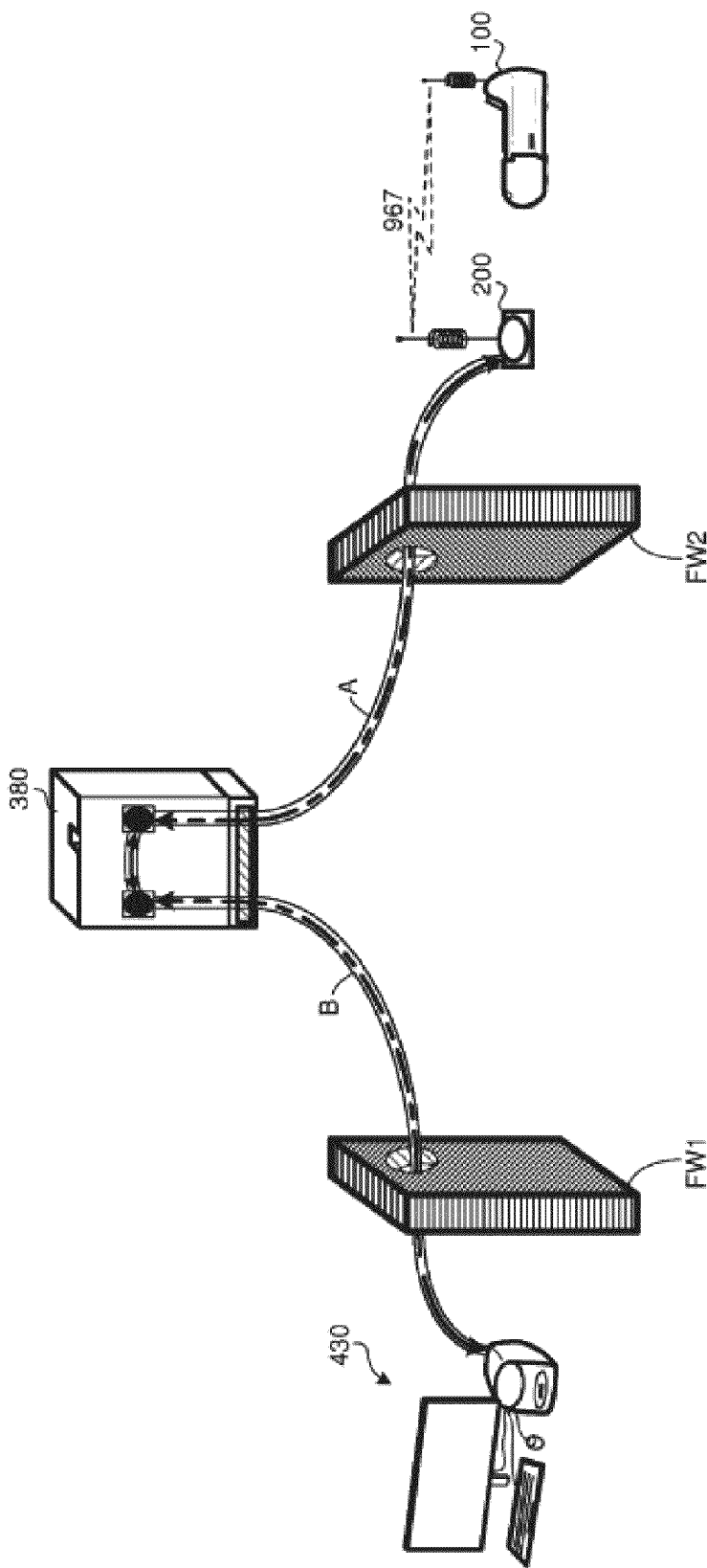


FIGURE 12

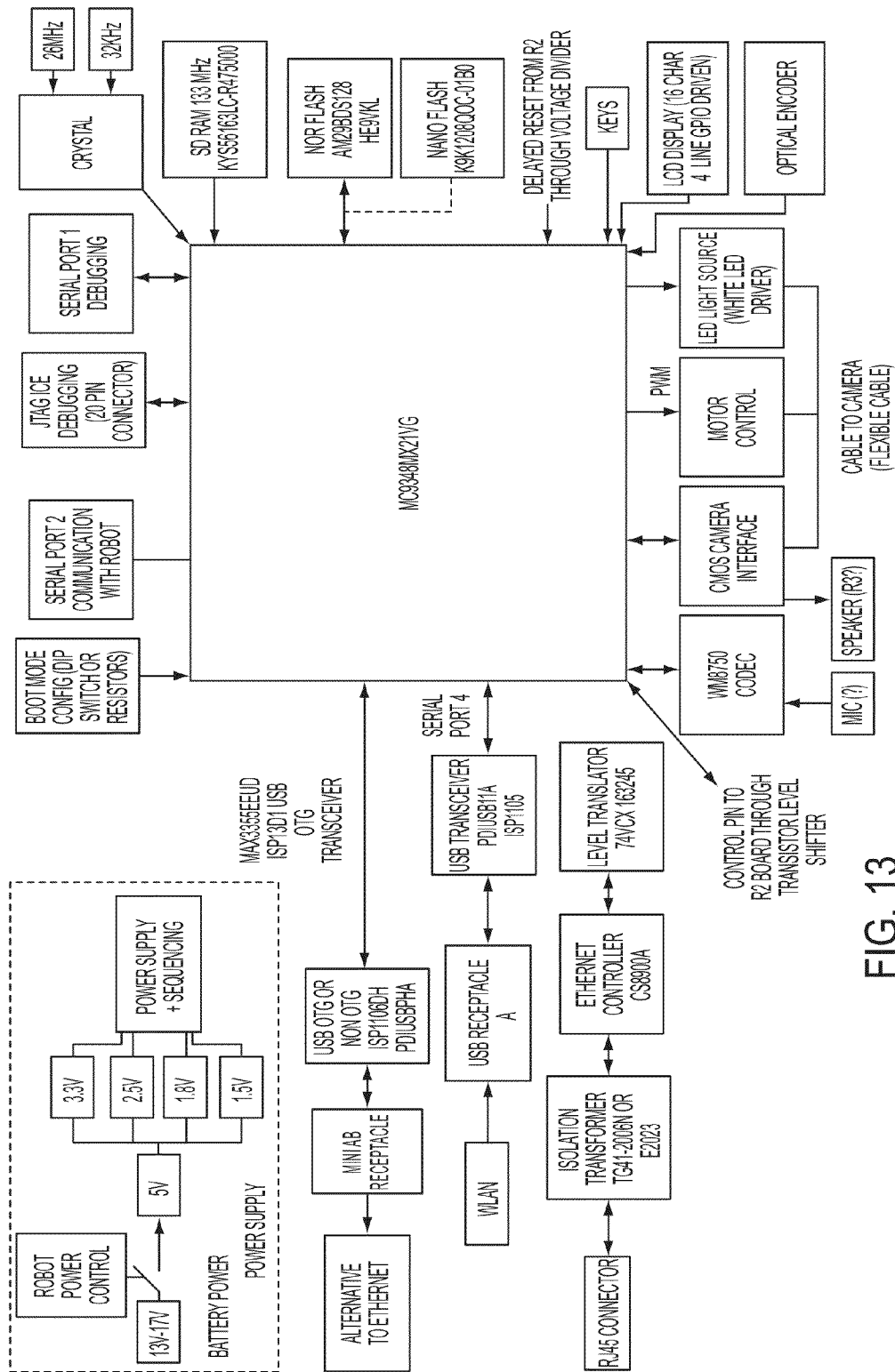


FIG. 13

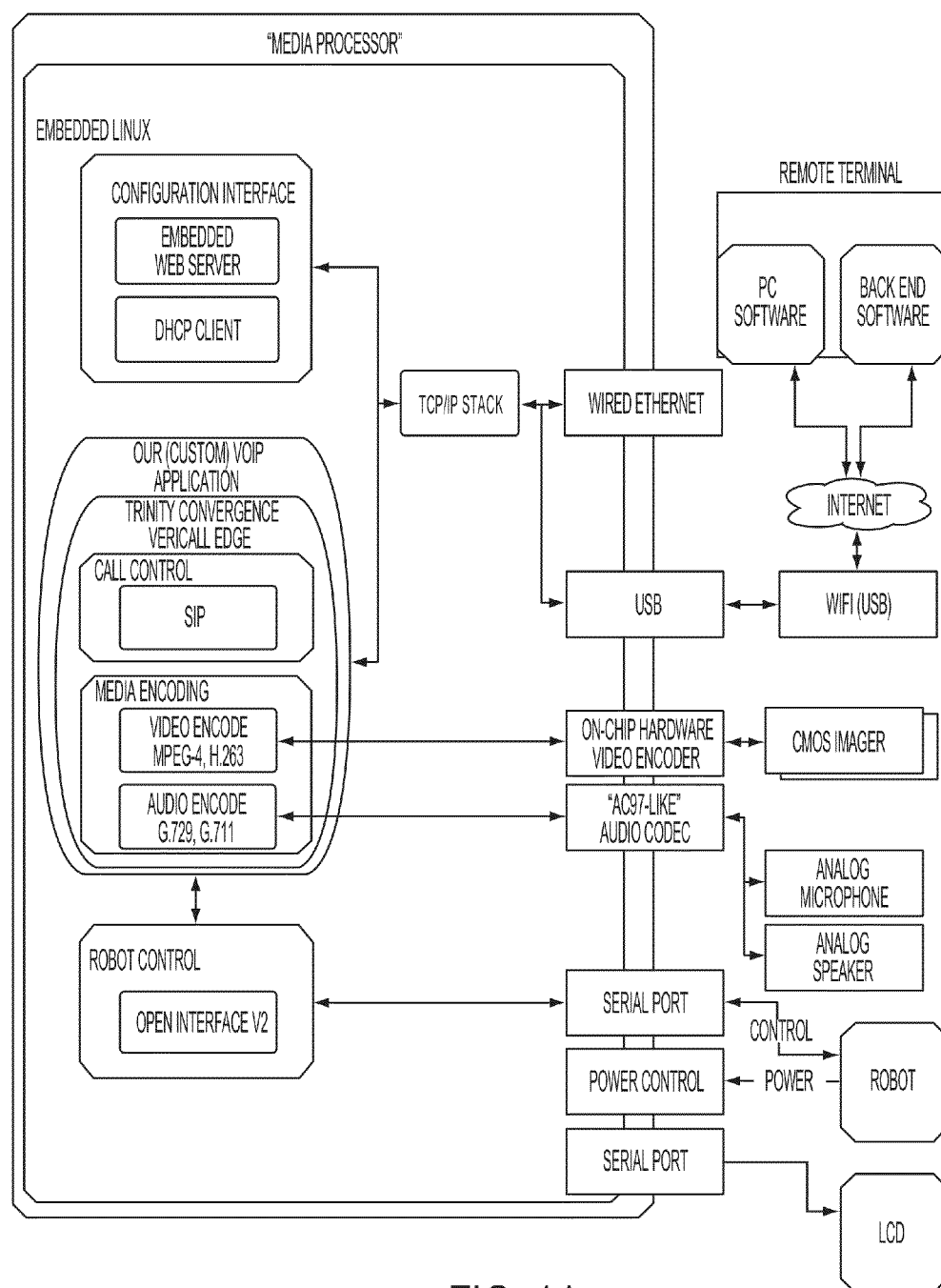


FIG. 14

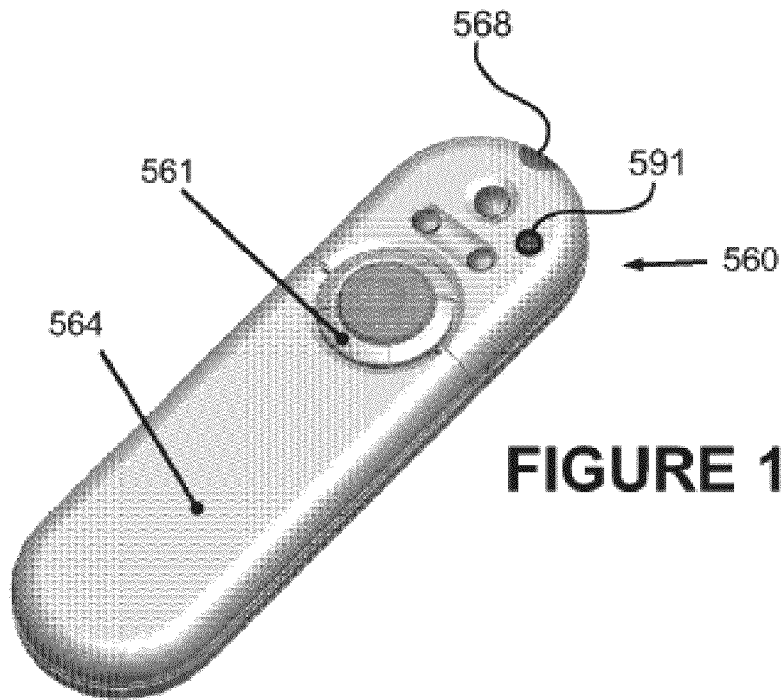


FIGURE 15

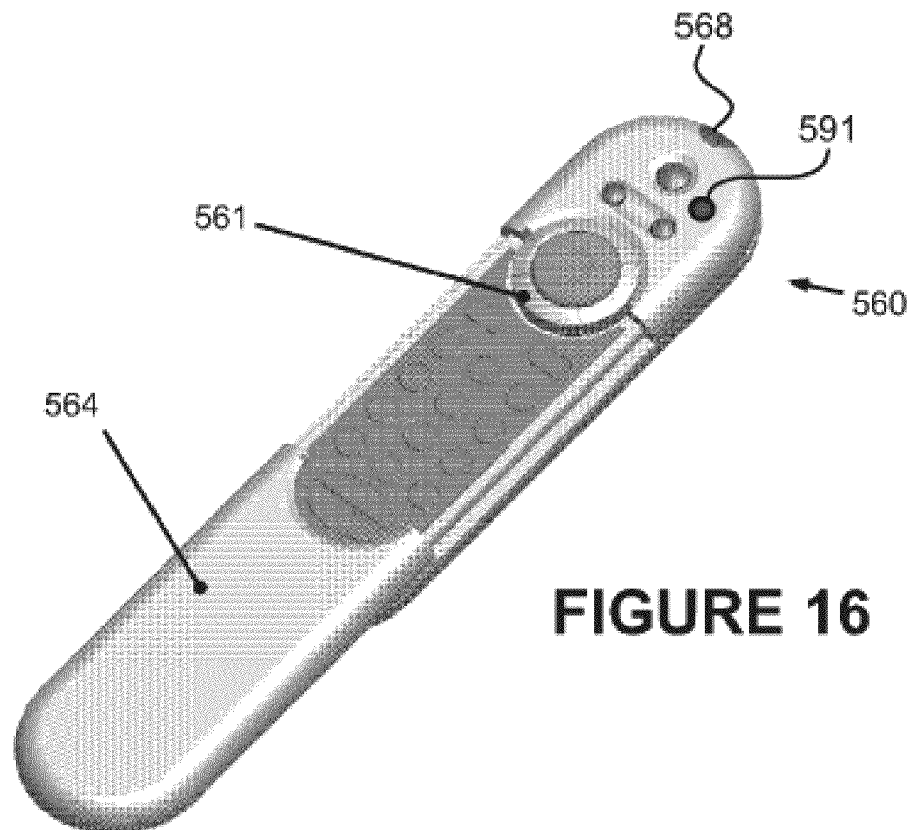


FIGURE 16

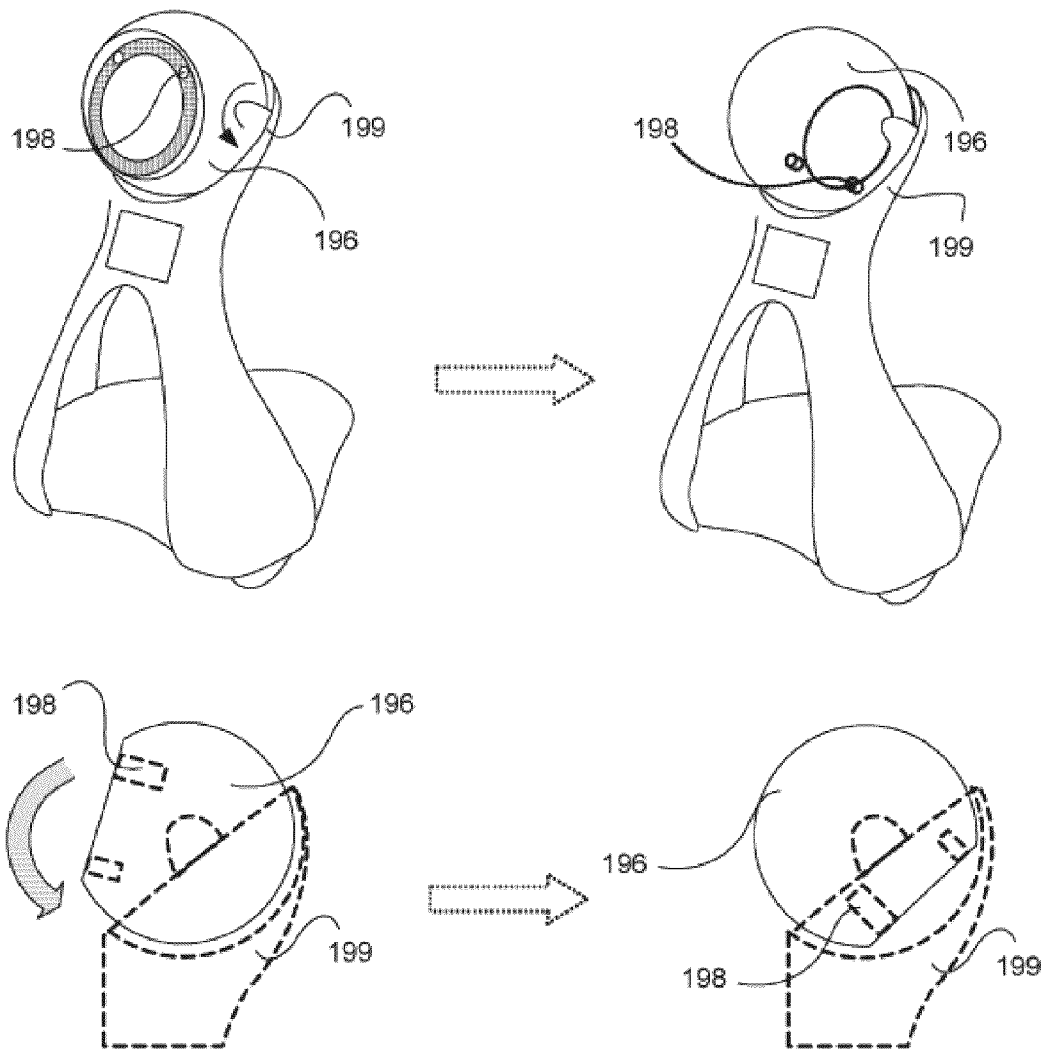
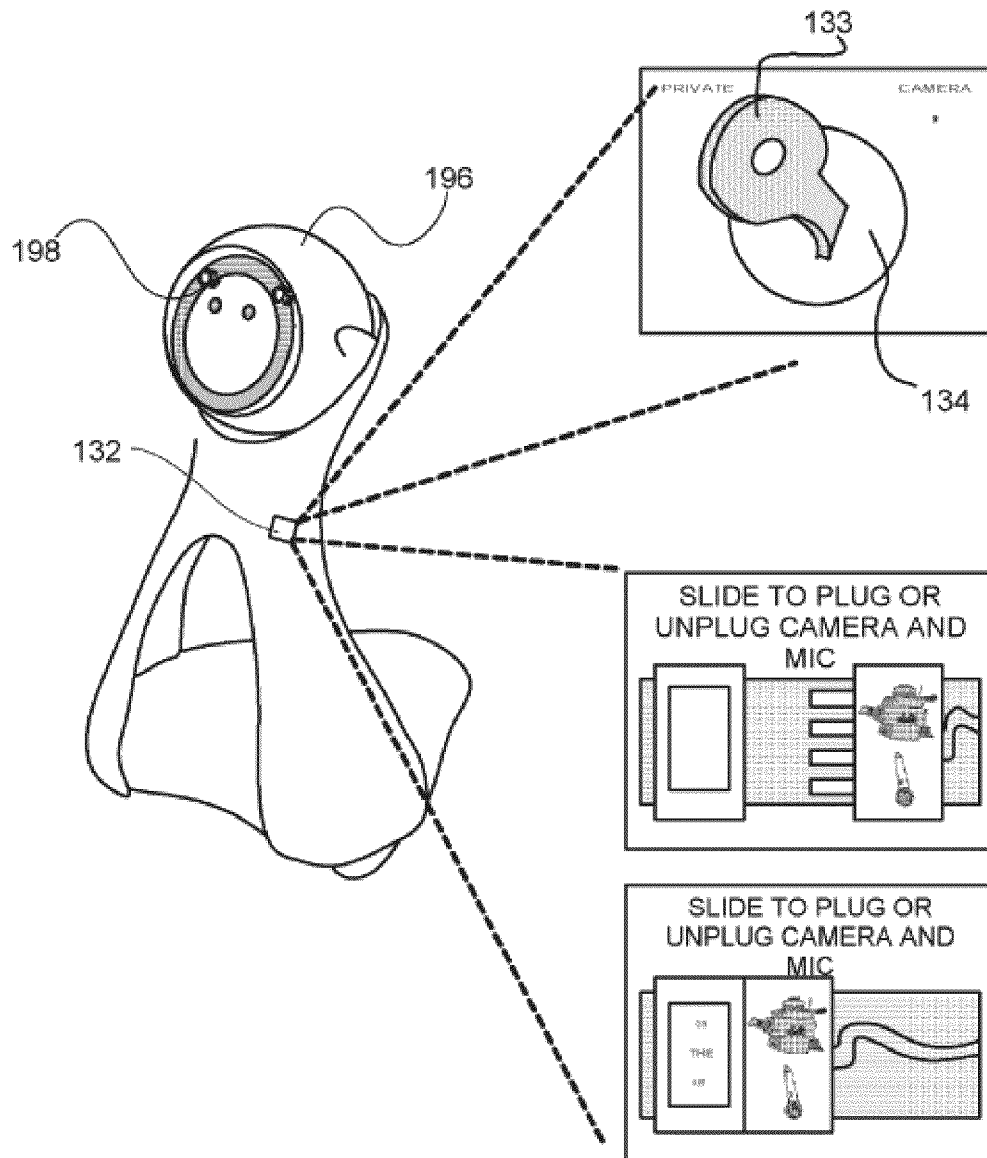


FIGURE 17

FIGURE 18

**FIGURE 19**

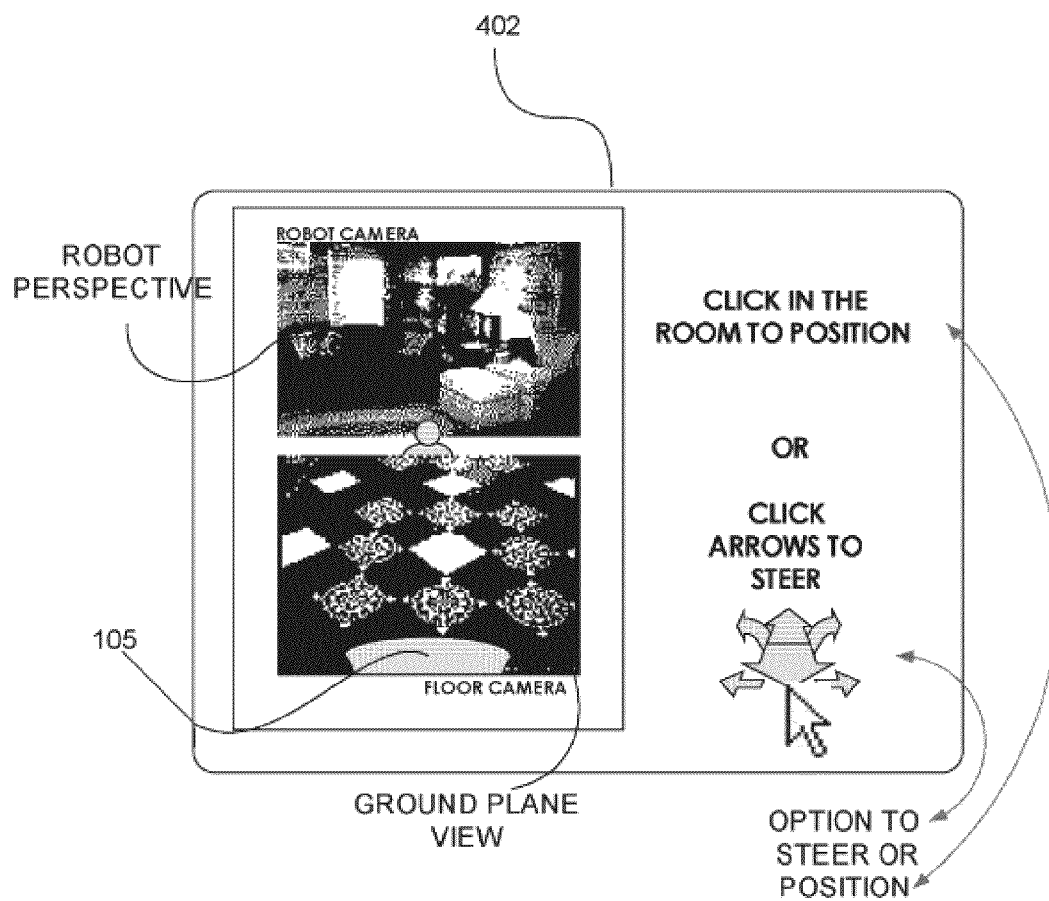


FIGURE 20

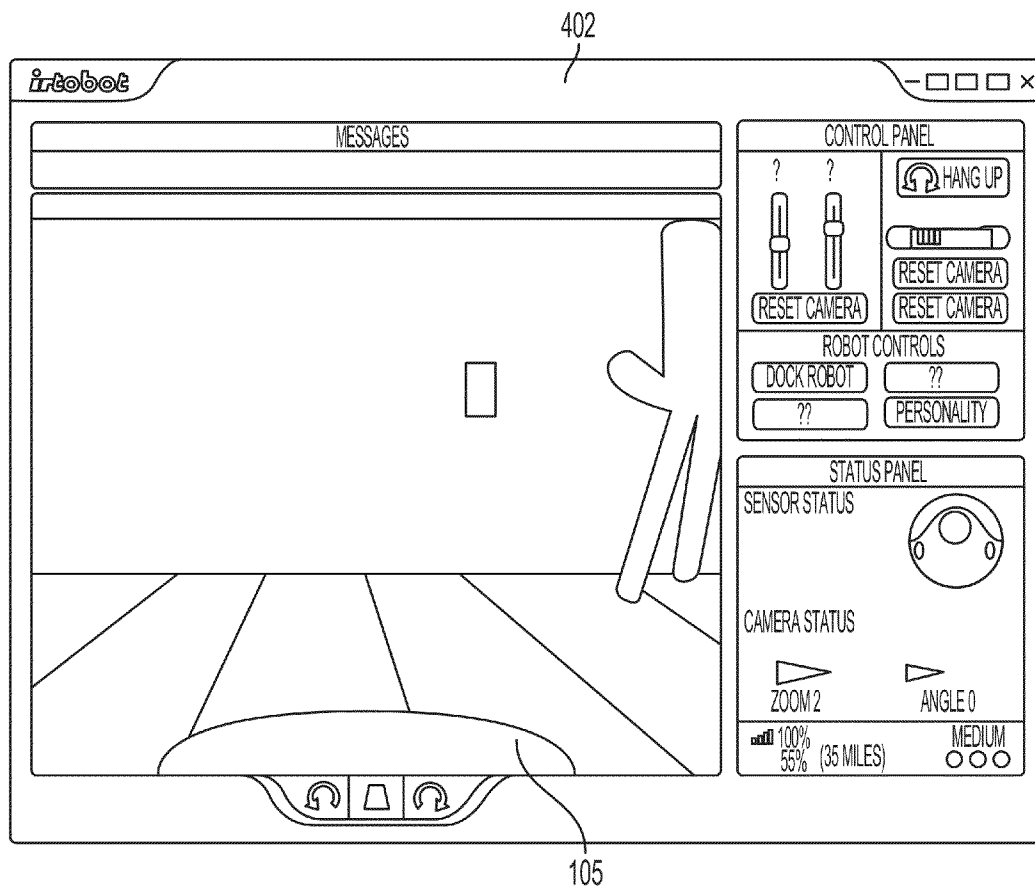


FIG. 21

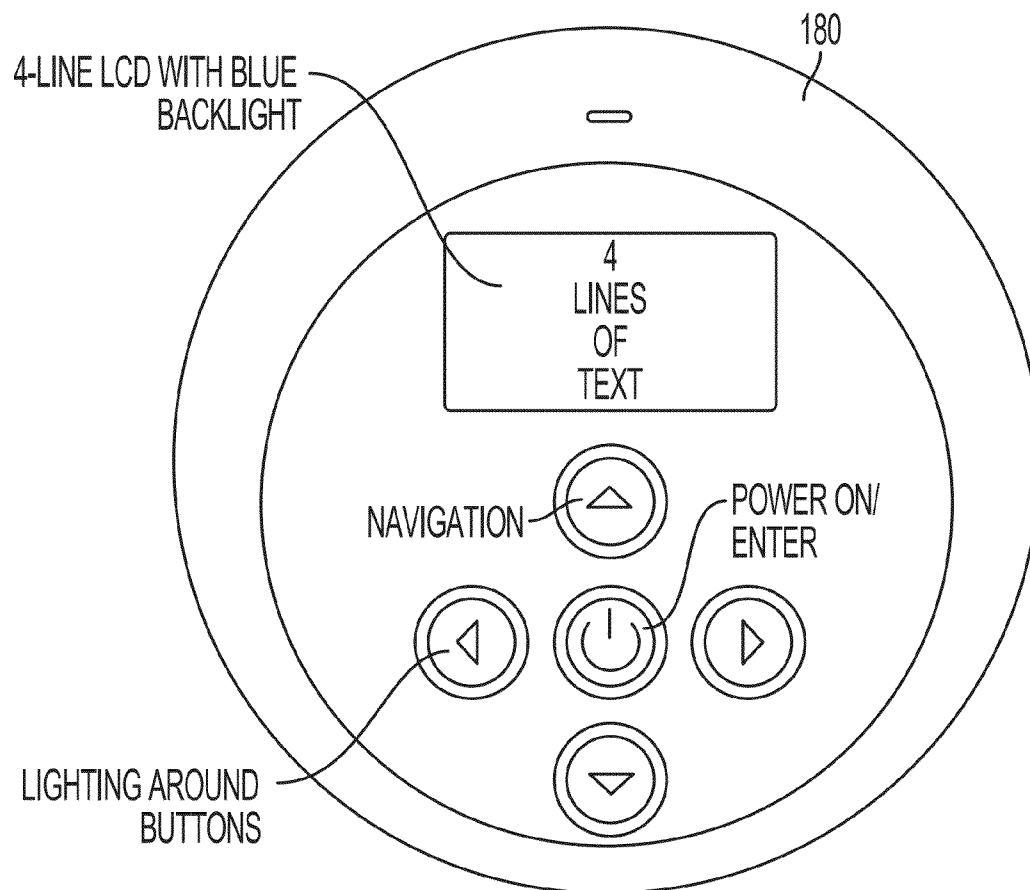


FIG. 22

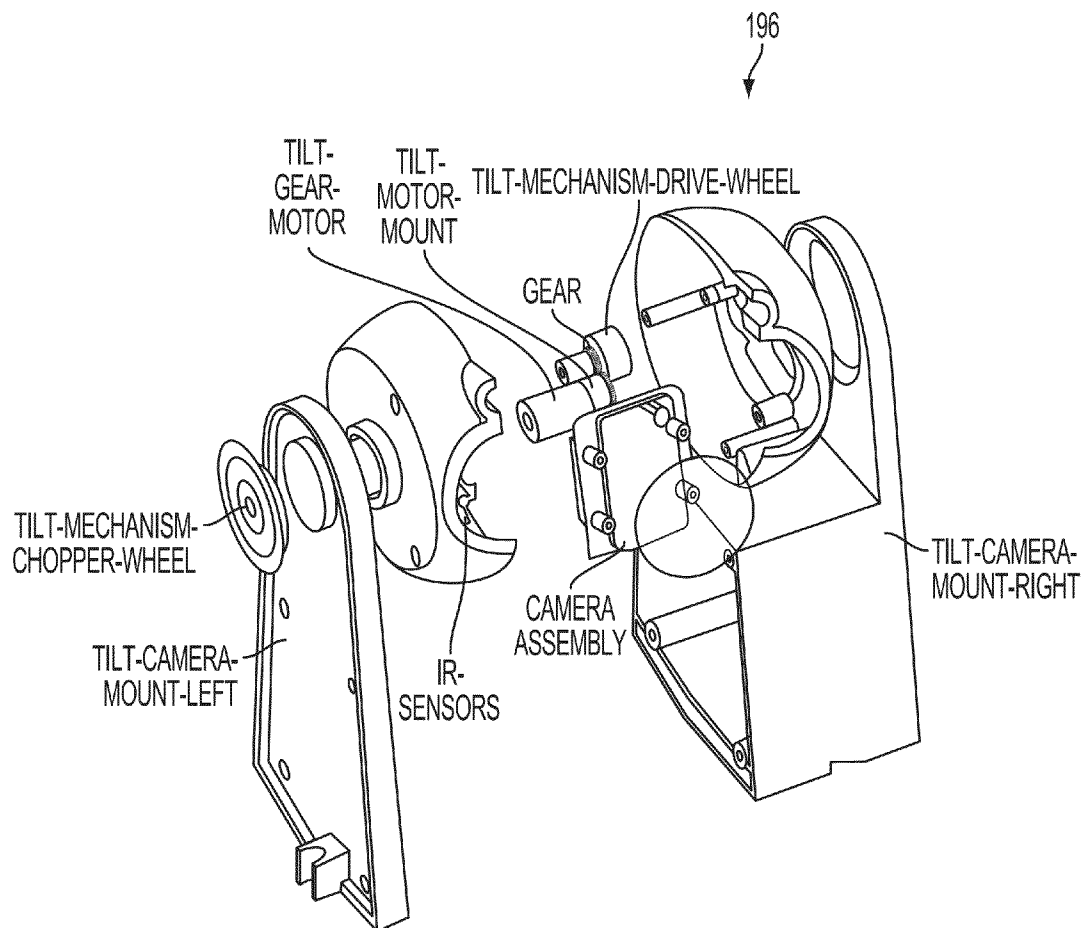


FIG. 23

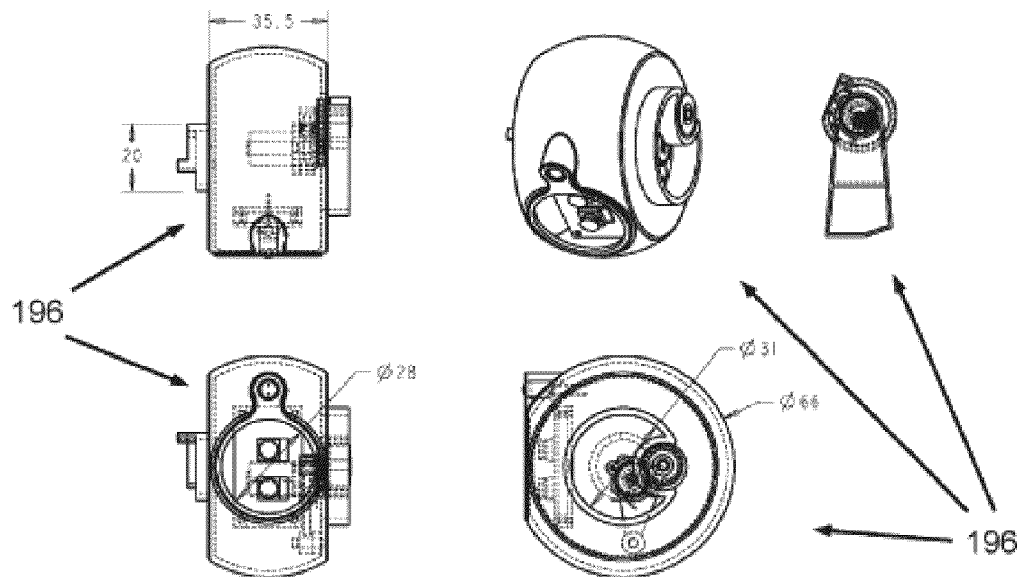


FIGURE 24

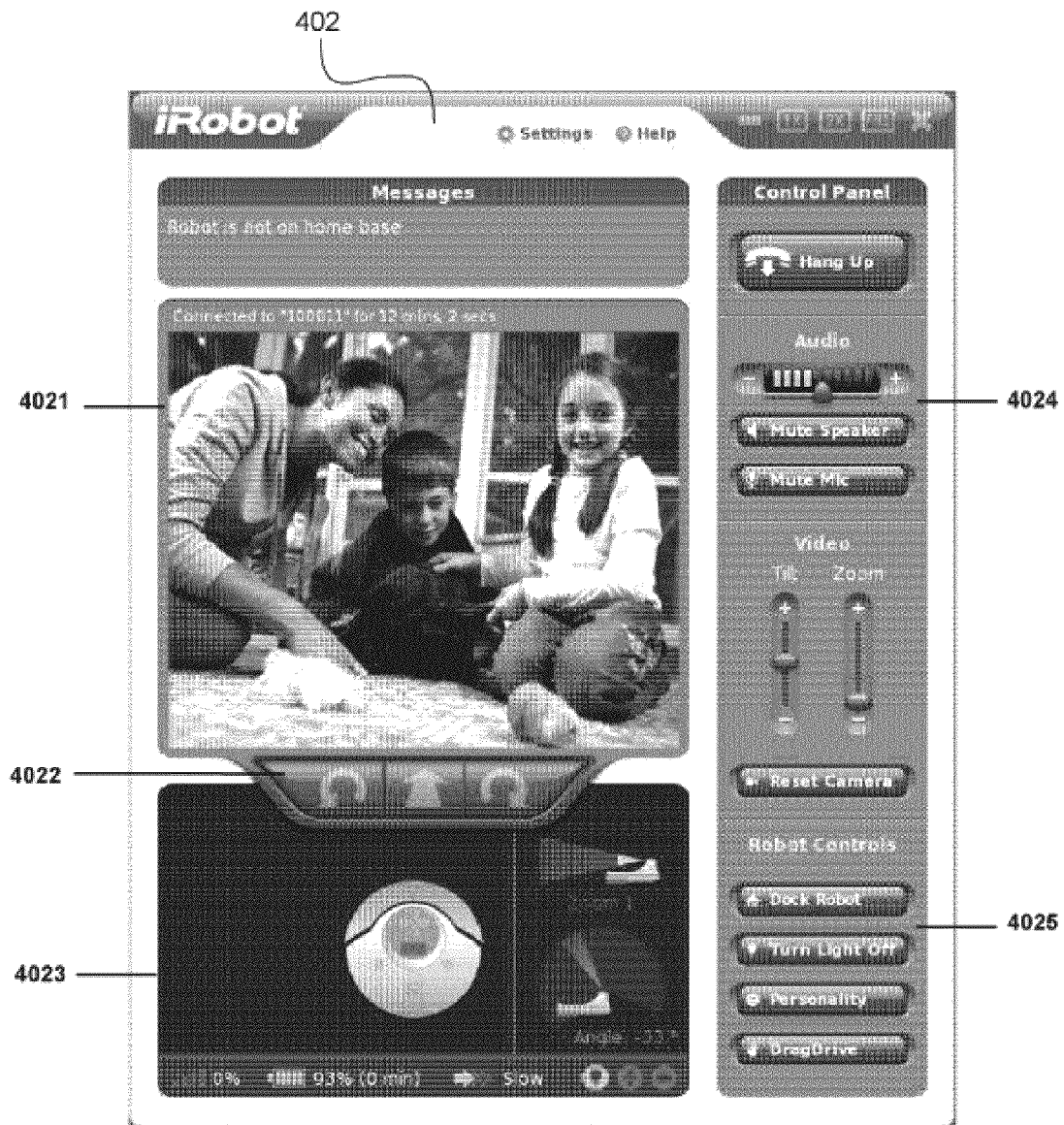
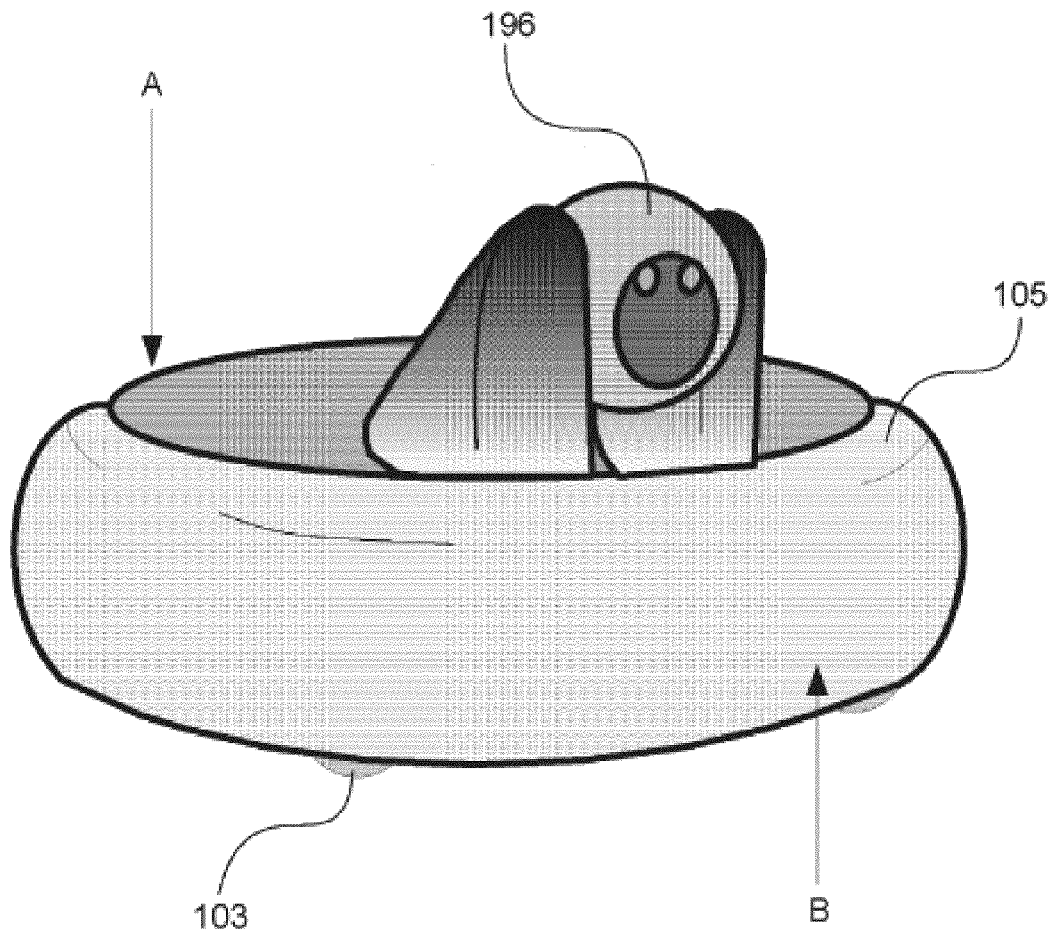
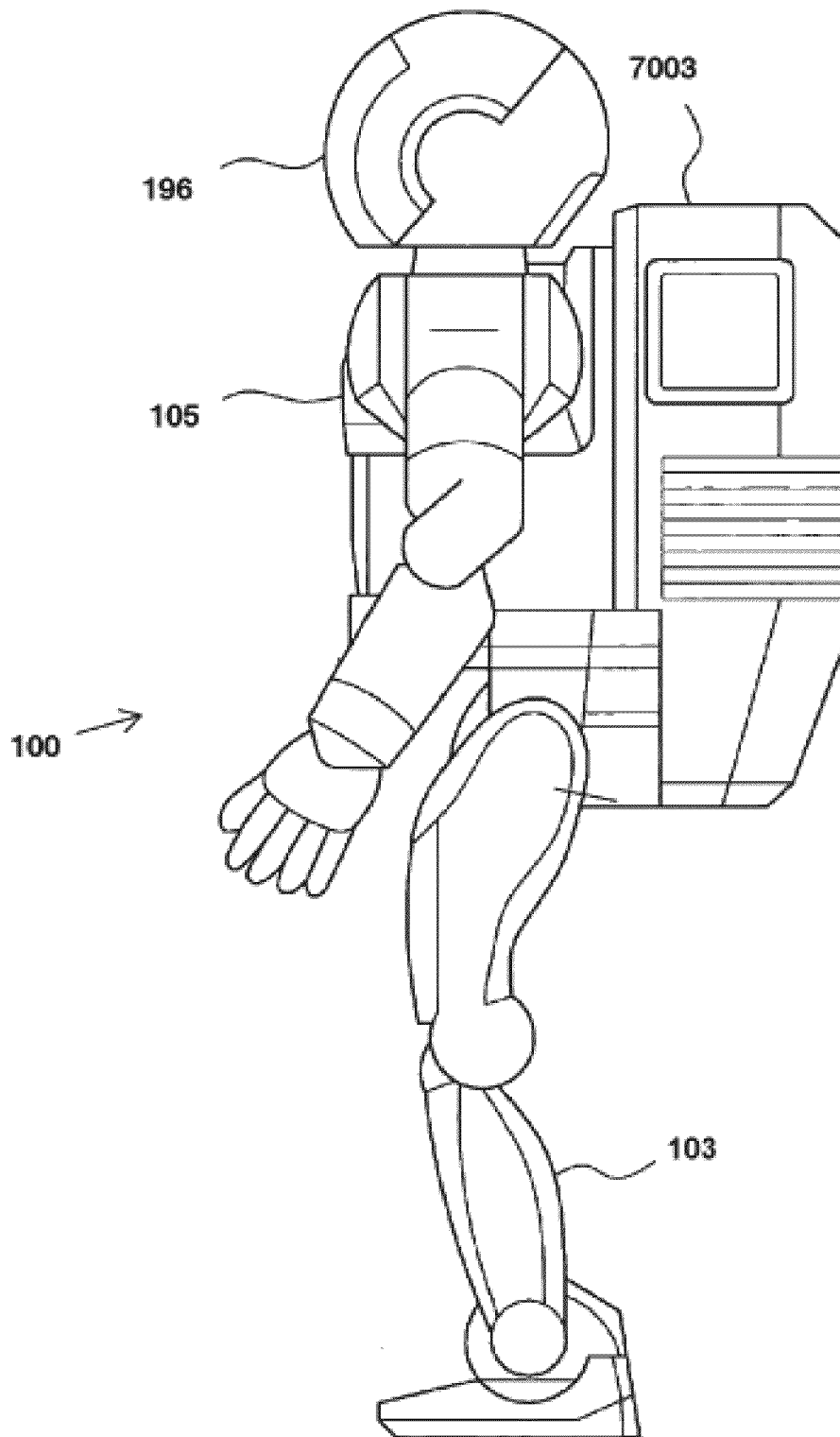


FIGURE 25

**FIGURE 26**

**FIGURE 27**

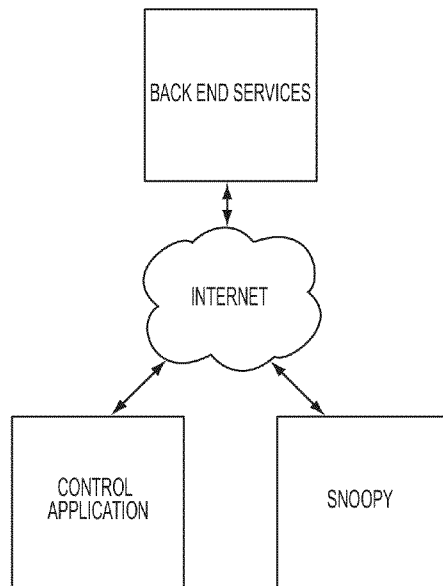


FIG. 28

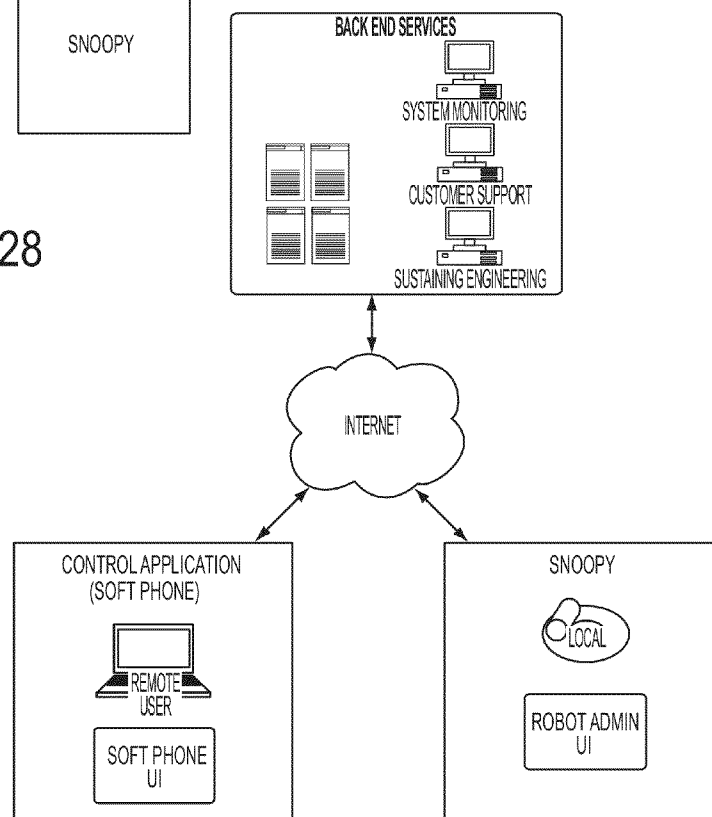


FIG. 29

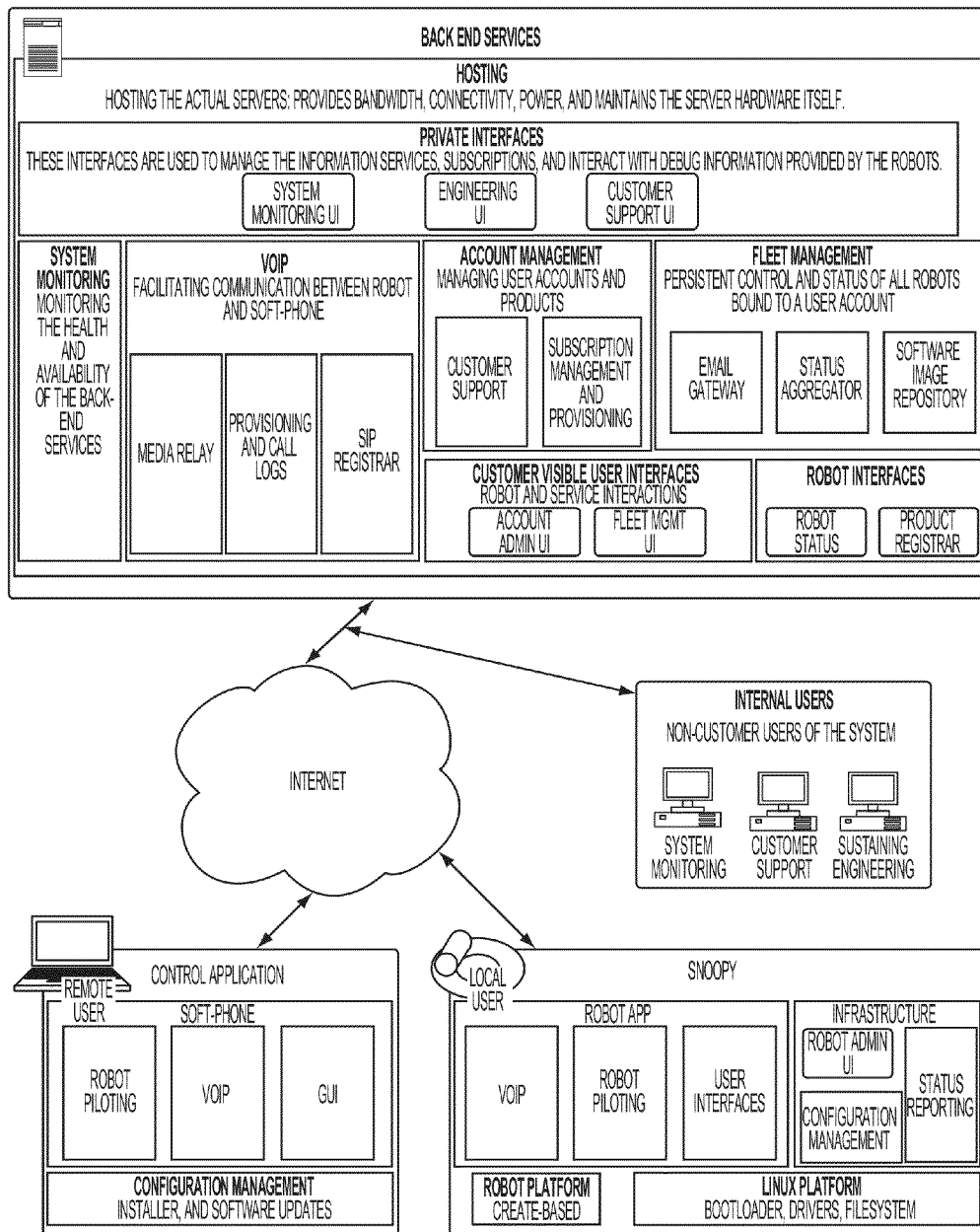


FIG. 30

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MOBILE ROBOT FOR TELECOMMUNICATION

CROSS REFERENCE TO RELATED APPLICATIONS

This U.S. patent application is a continuation of, and claims priority under 35 U.S.C. §120 from, U.S. patent application Ser. No. 13/562,315, filed on Jul. 31, 2012, which is a continuation of U.S. patent application Ser. No. 11/862,197, filed on Sep. 27, 2007 (now U.S. Pat. No. 8,265,793), which claims priority under 35 U.S.C. §119(e) to U.S. Provisional Patent Application 60/974,404, filed on Sep. 21, 2007, and U.S. Provisional Patent Application No. 60/895,740, filed Mar. 20, 2007. The disclosures of these prior applications are considered part of the disclosure of this application and are hereby incorporated by reference in their entireties.

The entire contents of U.S. Patent Application Publication 2007/0198128 to ZIEGLER, published Aug. 23, 2007, and of International Patent Application Publication WO 2007/041295 A2 to CROSS, published Apr. 12, 2007, are hereby incorporated by reference in their entireties.

TECHNICAL FIELD

This disclosure relates to mobile robots for telecommunications.

BACKGROUND

Robots have been used for facilitating videoconferencing and remote communication. For example, U.S. Pat. No. 7,123,285 to SMITH (the entire contents of which are incorporated herein by reference) relates to a system including a robot having a swiveling video monitor, a speaker and a microphone, and a remote terminal unit having a microphone and a camera. In accordance with SMITH, a user at the remote terminal unit can operate the robot while voice and video signals are sent to the robot to be output on the robot's speaker and video monitor. The swiveling video monitor of the robot in SMITH can also be operated via the remote terminal unit.

In U.S. Patent Application Publication 2006/0082642 to WANG, published Apr. 20, 2006 (the entire contents of which are incorporated herein by reference), a robot is used for two-way mobile teleconferencing between the robot and a remote control station. The remote control station of WANG communicates with the robot through a network, receiving video input from a camera on the robot, and the user at the remote control station can move the robot using the remote control station.

As another example, robots have also been used for companionship and remote care giving. A mobile robot capable of facilitating telecommunication between a remote caregiver and a person in a home or other location, inter alia, is disclosed in US Patent Application Publication 2007/0192910 to VU, published Aug. 16, 2007 (which is incorporated herein by reference).

In order for the remote user to operate a mobile robot located in a home, building, or other location (such locations herein referred to as "premises") distant from the remote user's location, a communicative channel is provided therebetween. Typically, at the premises where the mobile robot is located, there may be public telecommunication service connections that may be used as the communicative channel; such as, for example, the public switched telephone network ("PSTN"), cable television ("cable"), satellite television ("satellite"), and/or campus wireless Ethernet sendees ("Wi-

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Fi"). At the remote user's location, which may be a home, an office, or a hotel, inter alia, there may be similar connectivity. Alternatively, the remote user may have access to mobile telephone-type service (such as GSM, COMA, 3G, or the like) over which Internet communication is provided. Thus, one approach for connecting a remote terminal to a mobile robot is via an Internet protocol using universal datagram packet (UDP), transmission control protocol (TCP), and/or internet protocol (IP).

However, because many homes having a broadband connection to the Internet utilize a firewall or a network address translation system (hereinafter, "NAT")—collectively referred to as a "firewall" hereinafter—difficulties can occur when the remote terminal attempts to connect to the mobile robot. One such difficulty arises because many firewalls prevent direct, connections initiated by Internet hosts not protected by the firewall (hereinafter, "outside hosts") to reach hosts located behind (i.e., protected by) the firewall (hereinafter, a "firewalled host"). Therefore, when the mobile robot is a firewalled host that is sequestered from incoming Internet connections originating beyond the firewall, it may not be possible for the remote terminal to initiate a direct connection with the mobile robot.

STUN and TURN are technologies that enable some incoming Internet connection initiation requests to "traverse" the firewall or NAT and successfully connect to firewalled hosts (see, for example, US Patent Application Publication 2007/0076729 A1 to TAKEDA, published Apr. 5, 2007; 2006/0209794 to BAE, published Sep. 21, 2006; and US Patent Application Publication 2007/0189311 A1 to KIM, published Aug. 16, 2007, each of which are incorporated herein by reference). Nonetheless, even employing STUN and/or TURN, some kinds of incoming connection attempts may fail to reach firewalled hosts in certain kinds of network arrangements using a firewall or NAT.

For these reasons, among other, there has remained significant unmet demand for connecting a remote terminal to a mobile robot at a home or other such premises.

SUMMARY

In view of the above, as well as other considerations, presently provided is a mobile robot for performing telecommunication and remote observation, inter alia. The mobile robot may include at least one sensor and a privacy controller for preventing operation of the sensor when the local user causes the robot to operate in a privacy mode. The sensor may include a camera and/or a microphone, for example. The mobile robot may further include a wireless network interface for communicating with a base station, and a communication controller for transmitting and receiving audio and/or video data, in which the communication controller controls the mobile robot so as to prevent transmission of data from the sensor when the mobile robot operates in the privacy mode.

The mobile robot may also be usable with an RC unit for operating the mobile robot locally via a wireless signal transmitted to the mobile robot. In accordance with another aspect, a robot system may include a base station and a mobile robot, the base station including a base station wireless transceiver for communicating with the mobile robot via a local wireless connection and a premises Internet connection for interfacing with the Internet, the mobile robot including a robot wireless transceiver capable of communicating with the base station via the local wireless connection.

The present teachings provide a remote control unit configured to wirelessly control a mobile robot moving through an environment and having a robot camera. The remote con-

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trol unit comprises a privacy button operable by a local user and configured to engage a privacy mode of the mobile robot, and a wireless transmitter configured to emit a wireless control signal to the mobile robot based on input from a keypad of the RC unit. The wireless control signal is configured to cause the robot camera to block the field of view of the robot camera such that the environment of the mobile robot is obscured when the privacy mode of the mobile robot is engaged.

The present teachings also provide a remote control unit configured to wirelessly control a mobile robot moving through an environment and having a robot camera. The remote control unit comprises an input device operable by a local user and configured to engage a privacy mode of the mobile robot, and a transmitter configured to emit a control signal to the mobile robot based on input from the input device of the remote control unit. The control signal is configured to cause the robot camera to change position to block the field of view of the robot camera such that the environment of the mobile robot is obscured when the privacy mode of the mobile robot is engaged.

The present teachings further provide a method of controlling a mobile robot having a robot camera comprises receiving an input at an input device of a remote control unit to engage a privacy mode of the mobile robot, emitting a control signal from the input device to engage the privacy mode, and, in response to receiving the emitted control signal to engage the privacy mode, moving the robot camera into a conspicuously disabled orientation.

The details of one or more implementations of the disclosure are set forth in the accompanying drawings and the description below. Other aspects, features, and advantages will be apparent from the description and drawings, and from the claims.

DESCRIPTION OF DRAWINGS

FIG. 1 is a plan view of a mobile robot.

FIG. 2 is a profile view of the mobile robot shown in FIG. 1.

FIG. 3 is a plan view of an RC unit.

FIG. 4 is a perspective view of a remote user terminal.

FIG. 5 is a perspective view of a mobile robot facilitating telecommunication with a local user.

FIG. 6 is an illustrative diagram of a robot telecommunication system using peer-to-peer VoIP connection between a remote terminal and a mobile robot.

FIG. 7 is an illustrative diagram of a robot telecommunication system using peer-to-peer VoIP connection between a remote terminal and a mobile robot facilitated by an Internet server.

FIG. 8 is a schematic diagram of a robot telecommunication system using direct peer-to-peer VoIP connections.

FIG. 9 is a schematic diagram of a robot telecommunication system using peer-to-peer VoIP connections, where the remote terminal and the mobile robot are both behind separate NATs.

FIG. 10 is a schematic diagram of a robot telecommunication system using peer-to-peer VoIP connections, where the base station is opening a pinhole in the base station's NAT.

FIG. 11 is a schematic diagram of the robot telecommunication system using peer-to-peer VoIP connections shown in FIG. 10, where the remote terminal connects to the base station through the pinhole opened in the base station's NAT.

FIG. 12 is a schematic diagram of a robot telecommunication system using an Internet server operating as a relay server for a VoIP connection between the remote terminal and the mobile robot.

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FIG. 13 is a schematic diagram of an example component organization of a mobile robot.

FIG. 14 is a schematic diagram of a software organization of a mobile robot.

FIG. 15 is a perspective view of an RC unit having a sliding cover in the closed position.

FIG. 16 is a perspective view of the RC unit of FIG. 15, having a sliding cover in the open position.

FIG. 17 is a perspective view of a robot camera in an active position.

FIG. 18 is a perspective view of the robot camera of FIG. 17, in a disabled position.

FIG. 19 is a partially exploded detail view of a mobile robot having a lock-and-key mechanism for toggling privacy mode, and a slidable privacy mechanism for preventing transmission of telecommunication data.

FIG. 20 is a diagram illustrating a first example user interface for controlling a mobile robot.

FIG. 21 is a diagram illustrating a second example user interface for controlling a mobile robot.

FIG. 22 is a perspective view of an example on-board user interface of a mobile robot.

FIG. 23 is a partial cutaway exploded view of a robot camera having a motorized tilt and zoom mechanism operable by a remote user.

FIG. 24 is a series of isometric diagrams of the robot camera of FIG. 23.

FIG. 25 is a screen shot of a remote user interface for using a mobile telecommunication robot.

FIG. 26 is a perspective view of a mobile robot having a rotatable, reversible robot camera.

FIG. 27 is a profile view of a mobile robot having an example alternative drive system including bipedal legs.

FIG. 28 is a schematic diagram illustrating a network component organization of a mobile telecommunication robot service.

FIG. 29 is another schematic diagram illustrating a network component organization of a mobile telecommunication robot service.

FIG. 30 is a schematic diagram illustrating a software component organization of a mobile telecommunication robot system.

Like reference symbols in the various drawings indicate like elements.

DETAILED DESCRIPTION

In accordance with a first example implementation, as illustrated in FIGS. 4, 5 and 6, a robot telecommunication system is provided including a mobile robot 100 at local premises 600 and a remote terminal 430 at a remote location, in which a remote user 400 can operate the mobile robot 100 using the remote terminal 430. The remote location may be located beyond at least one minute's walk from the mobile robot 100, in accordance with one example implementation; or, the remote location may be located at least 100 meters away from the mobile robot 100, in accordance with another implementation. Alternatively, the remote location may in fact be located quite near the mobile robot 100, in terms of physical distance—even within the same home or building, or the same room—in accordance with another example implementation.

Referring to FIGS. 1 and 2 to illustrate an example implementation, the mobile robot 100 includes one or more telecommunication sensors, such as a robot microphone 193 for inputting voice or sound data, or a camera 191 for inputting image data. The sound data or image data originating from the

robot's telecommunication sensors is referred to herein as "local telecommunication data." Preferably, the mobile robot **100** also includes one or more telecommunication output devices, such as a speaker **194** for outputting voice or sound data received from the remote terminal, or a liquid crystal display screen ("LCD") **181** for displaying image data received from the remote terminal **430**. The sound or image data received from the remote terminal **430** is referred to herein as "remote telecommunication data."

The mobile robot may have a chassis **105** (also referred to herein as a main body) including a docking connector for interfacing with a base station or recharging station (also referred to herein as a "docking station"), and a user interface disposed on the chassis for interacting with a local user. Furthermore, the mobile robot **100** includes a drive system **130** for propelling and steering the mobile robot **100** in accordance with user input. In accordance with at least one example implementation, the mobile robot **100** may further include features similar to any of those discussed in ZIEGLER, VU, or SMITH, as well as any of the robots discussed below in reference to the other incorporated documents, such as with respect to the drive system, chassis, form factor, electronics, and/or other aspects.

In at least one implementation, as illustrated in FIG. 6, the robot system includes a base station **200** located at the local premises **600** within communicative range of the mobile robot **100**, such as in a room **611A** of a home. The base station **200** communicates with the Internet **901** via a premises Internet connection **961**, such as a digital subscriber line ("DSL") or cable modem, and communicates with the mobile robot **100** using a local wireless connection **967** via a base station wireless transceiver **267**. The local wireless connection **967** may include a radio-frequency ("RF") data network protocol such as wireless Ethernet ("Wi-Fi") conforming to IEEE 802.11a, 802.11b, IEEE 802.11g, IEEE 802.11n, or other suitable standard, for example (see, for example, "Standard for Information Technology-Telecommunications and information exchange between systems-Local and metropolitan area networks-Specific Requirements-Part 11: Wireless LAN Medium Access Control (MAC) and Physical Layer (PHY)," published by IEEE, 1999, which is incorporated herein by reference.) The mobile robot **100** in this example correspondingly includes a robot wireless transceiver **167** for communicating with the base station **200**.

The mobile robot **100** may also include a tether port **165** for connecting to the base station **200** using a wire or cable. The mobile robot **100** may additionally include software for enabling the local user **500** to set configurable features of the mobile robot **100**, such as during an initial set-up phase when the mobile robot **100** is first used. In accordance with one example implementation, the tether port **165** includes an RJ45 port for connecting to the base station **200** using an Ethernet cable (e.g., unshielded twisted pair, "UTP"). In accordance with an alternative example, the tether port **165** includes a universal serial bus ("USB") port; and in another example implementation, an IEEE 1394-compatible port. The mobile robot **200** receives an IP address using DHCP and may be accessed using the HTTP protocol on a local network via the base station **200** and the tether port **165**, in accordance with at least one example implementation.

As an advantage, during initial setup or subsequent re-setup, security settings (WEP or RADIUS security codes, passwords, or the like) or other parameters for enabling the mobile robot **100** to communicate with the base station **200** via the local wireless connection **967** can be established using

the wired tether port connection to the base station **200**, and potential frustrations of wireless network setup may be alleviated.

In accordance with another example implementation, as illustrated in FIG. 22, the mobile robot **100** may include an on-board user interface **180** including an LED or LCD display **181** (which may include a seven-segment display, or a four-line character-based LCD display, as non-limiting examples), and an input device such as a keypad, as illustrated in FIG. 1. Initial setup of the mobile robot **100**, such as establishing behavioral settings or wireless network parameters, inter alia, may be carried out by the local user **500** using the on-board user interface **180**, without needing to use a personal computer, for example.

FIG. 4 illustrates a remote terminal **430** including a PC having a remote microphone **491** for inputting remote telecommunication data to be sent to the mobile robot **100** and a remote speaker **497** for outputting local telecommunication data received from the mobile robot **100**. The remote terminal **430** may also include additional input hardware such as a remote camera and/or additional output hardware such as a remote display **435** (e.g., a computer monitor) for use with telecommunication. The remote terminal communicates with the Internet **901** through a remote terminal Internet connection (such as, for example, cable modem, DSL transceiver, PPP over PSTN, Wi-Fi, T1, COMA, or GSM).

In addition to telecommunication data, the remote terminal **430** includes robot control input devices such as a keyboard **436**, joystick **437**, and/or mouse **438**. The remote display **435** can display robot control data, such as robot telemetry, battery status, and the like. By manipulating the robot control input devices **436**, **437**, the remote user **400** causes the remote terminal **430** to transmit a robot control signal to the base station **200** via the Internet **901**. The robot control signal may include commands instructing the mobile robot **100** to turn, to move forward, to cause a manipulator or effector to operate (e.g., such as commanding a robotic arm to grasp an object, or commanding a robot camera-aiming mechanism to change the viewing angle of the robot camera **196**), or to perform other actions in accordance with remote user input.

The base station **200** may include a base station controller, such as a microprocessor or microcontroller, for intermediating and processing data exchanged between the remote terminal **430** and the mobile robot **100**. The base station **200** receives the local telecommunication data sent from the mobile robot **100** via the local wireless connection **967**. If the local telecommunication data is already encoded in accordance with a suitable protocol, the base station **200** may forward the local telecommunication without additional processing. Otherwise, if the local telecommunication data is not yet encoded, or is encoded in a format incompatible with the remote terminal **430**, the base station **200** may then encode it using an appropriate media protocol (such as MPEG, WAV, AVI, Ogg Vorbis/Ogg Theora, etc.) and forward the encoded local telecommunication data to the remote terminal **430** over the Internet **901**. Similarly, the base station **200** may receive remote telecommunication data from the remote terminal **430** via the premises Internet connection **961**, perform decoding if the received data is not in a format or protocol compatible with the mobile robot **100**, and then forward the remote telecommunication data to the mobile robot **100** using the local wireless connection **967**.

Voice-over-IP ("VoIP") refers to technologies and standards for transmitting media (such as sound and/or video, inter alia) over data networks using Internet protocols. Examples of VoIP protocols include SKYPE®, VONAGE®, SIP, and ITU H.323 (see, for example, US Patent Application

Publication 2007/0153801A1 to SUNG, published Jul. 5, 2007, which is incorporated herein by reference). In some VoIP implementations (such as SKYPE® and VONAGE®, among others), Internet-based VoIP terminals (such as personal computers—"PCs"—running VoIP software and having appropriate hardware such as a microphone and speaker, and/or a camera and video display; as well as VoIP-specific equipment such as SIP telephones) are assigned ENUM- or DUNDi-compatible telephone numbers, and can receive incoming telephone calls even from non-VoIP telephones operating on the PSTN. See, for example, the discussion of SKYPE® set forth in US Patent Application Publication 2007/0159979 to BUTLER, published Jul. 12, 2007, the entire contents of which are incorporated herein by reference.

The local and remote telecommunication data may be encoded and exchanged using a VoIP protocol. For example, the mobile robot **100** and the remote terminal **430** may encode the local telecommunication data using a CODEC according to the Session Initiation Protocol ("SIP"; see, for example, RFC3261 published by the Internet Engineering Task Force). Alternatively, any other VoIP standard suitable for establishing connections and encoding data for exchange between Internet-connected telecommunication devices may be used, such as H.323 and/or related standards.

In addition, the robot control signal generated as a result of robot control input from the remote user **400** may also be encoded (or "piggybacked") using the same VoIP standard that is used to exchange the local and remote telecommunication data. In accordance with one example implementation, the remote terminal **430** may include a PC executing software for telecommunication in accordance with the SIP standard. While the remote telecommunication data generated from the remote microphone **491** and/or the remote camera are encoded using a CODEC (e.g., MPEG or WAY) and transported over the Internet **901** to the base station **200** and relayed to the mobile robot **100** as a first Real-Time Transport Protocol (RTP) data stream, the robot control signals input from the keyboard **436** and/or joystick **437** may also be transmitted using the same SIP session as a second RTP data stream, simultaneously.

As discussed, firewall or NAT devices can obstruct incoming Internet connection initiation requests and prevent them from reaching a firewalled host. However, NAT or firewall traversal may be accomplished for some VoIP protocols by opening a "pinhole" (also referred to as "hole-punch") port in the NAT or firewall. Typically, a VoIP session—such as an SIP stream—can then be "tunneled" through the NAT pinhole to reach the firewalled host. However, in some circumstances, a separate pinhole must be opened for each protocol or session that will be sent through the NAT or firewall; and in some cases, the number or type of pinholes that may be opened in the NAT or firewall may be limited. Accordingly, it can be advantageous to encode both the telecommunication data and the robot control signal using a common SIP session that is tunneled through a firewall pinhole. Or, as one alternative example implementation using the H.323 protocol, the remote telecommunication data may be encoded using a CODEC in accordance with a suitable standard (such as H.261, H.263, or H.264, inter alia) and transported to the mobile robot **100** over a first "channel" within the H.323 session; while a second H.323 channel is opened within the same H.323 session to transport the robot control signal.

As a further advantage, the remote user **400** may connect to the mobile robot **100** at the local premises **600** by simply calling a telephone number associated therewith, using a VoIP device such as a SIP phone or a PC, without having to necessarily use a specialized software application. Once the call

connection IS established using the VoIP protocol, both the robot control signal and the telecommunication data can be exchanged with the mobile robot **100** via one common VoIP session, as an example.

FIGS. **20** and **21** illustrate example user interfaces for display on a remote terminal **430**. In FIG. **20**, the user interface includes a video window for displaying the local video data received from the robot camera of the mobile robot **100**, and a navigation input area for enabling the remote user **400** to control steering and mobility of the mobile robot **100** by clicking on arrows corresponding to directions. As illustrated in FIG. **21**, the video window may include a navigation reference, such as a portion of the chassis **105** of the mobile robot **100**, within the viewing area displayed in the video window. As a benefit, the remote user can ascertain size and perspective for judging speed of motion and/or potential obstacles when navigating the mobile robot **100**.

FIG. **3** illustrates an infrared local control wand, herein referred to as an "RC unit" **560**, for enabling a local user **500** (see FIG. **5**) to control the mobile robot **100** locally. The RC unit **560** may include a form factor and features for enabling the local user **500** to hold the RC unit **560** in his or her hand and operate one or more buttons **561**, **562**, **563** or other input mechanisms (such as pressure-sensing pads, a directional keypad **566**, a joystick, or a touch-sensitive LCD screen, as non-limiting examples). A local control signal **968** is generated by the RC unit **560** based on the input from the local user **500** and transmitted to the mobile robot **100**. In one example implementation, the RC unit **560** includes an RC transmitter **568** such as a light-emitting diode that emits light in the infrared spectrum ("infrared LED"), and which transmits the local control signal **968** encoded as a pattern of pulses of infrared light. The mobile robot **100** may include a corresponding local control receiver **168** (such as an infrared light sensor) for receiving the local control signal **968**. As example alternatives, the RC transmitter **568** may include a radio-frequency transmitter and/or antenna, or an LED that emits light in the visible spectrum, inter alia. In accordance with one example implementation, the RC transmitter **568** includes a wireless transmitter that functions within the local user's line-of-sight.

The RC unit **560** may include a privacy button **561** for initiating a privacy mode of the mobile robot **100**, and also may include an audio mute button **562** and a video mute button **563** for disabling audio or video telecommunication, respectively. When the mobile robot **100** receives a local control signal **968** indicating that the privacy button **561** has been operated, the mobile robot initiates the privacy mode by causing the robot camera **196** to move into a conspicuously disabled orientation, for example, and also by disabling the robot microphone **191** (see, for example, FIGS. **17** and **18**). In one example implementation, the mobile robot **100** may also disable the speaker **197** when the privacy button **561** is operated. In another example implementation, the mobile robot **100** may not disable the robot microphone **191**, but instead prevent any data generated by the robot microphone **191** from being transmitted to the remote terminal **430**. The mobile robot may include a second robot camera for example. In accordance with at least one example implementation, as illustrated in FIGS. **17** and **18**, the mobile robot may include a wide angle camera **196** for viewing a wide field around the mobile robot, and a narrow angle (or infrared) camera **198** for viewing a focused area around the mobile robot. The user may toggle the view between the wide angle camera **196** and the narrow angle camera **198**, for example; or, the user interface may display data from both the wide and narrow angle cameras, as one alternative example.

The RC unit **560** may also enable the local user **500** to navigate the mobile robot **100** by operating a navigation control mechanism **566**. Furthermore, the RC unit **560** may include a “call out” button to initiate outgoing telecommunication connections from the mobile robot **100**. In one implementation, when a telecommunication session (e.g., a phone call) has ended, but the local user does not hit the “privacy” button within a particular span of time, then the mobile robot **100** automatically enters the privacy mode.

In one embodiment, as illustrated in FIGS. **3**, **15** and **16**, the RC unit, includes a sliding cover **564** that can slide between an open position and a closed position. As shown in FIGS. **15** and **16**, the privacy button **564** may be disposed in a location such that, and/or the sliding cover **564** may have a shape such that, the privacy button **564** remains exposed and/or operable by a user when the sliding cover **564** is open and also when the sliding cover **564** is closed. As an advantage, the user can quickly operate the privacy button **561** to engage the mobile robot’s privacy mode even when the sliding cover **564** RC unit **560** is closed.

The mobile robot **100** may include a telecommunication processor having a microprocessor and a data store for storing robot control software (for example, a Pentium III processor and system board connected with SDRAM, a flash EEPROM, a hard disk drive, or other storage technology). The telecommunication processor may execute telecommunication software for encoding and decoding the VoIP protocol, and may also communicate with a robot system controller (such as, for a non-limiting example, a Roomba R2 controller) via an on-board link (such as an RS232-compatible serial line or USB or an IEEE-1394 connection), in which the system controller performs control of the drive system **130** and other actuators, for example. Also, the telecommunication processor may receive the remote telecommunication data and the robot control signal via the robot wireless transceiver **167**, and additionally may receive the local control signal **968** via the local control receiver **168**. FIG. **13** illustrates a component organization of a mobile robot in accordance with one example implementation.

When there is conflict between the commands issued by the remote user **400** and the local user **500**, the telecommunication processor may arbitrate between the two users by selecting which commands to suppress based on a rule set or priority allocation, for example.

In accordance with at least one example implementation, the telecommunication processor preferentially selects robot control commands from the local user **500** (and discards or ignores robot control commands from the remote user **400**) when there is conflict between the local user’s commands and the remote user’s commands. For example, when the remote user **400** commands the mobile robot **100** to turn right but the local user **500** commands the mobile robot **100** to turn left, the mobile robot **100** would turn left—i.e., obeying the local user’s command while ignoring the remote user’s command. Alternatively, the telecommunication processor may instead always select the robot control commands from the remote user **400**. As another alternative implementation, the mobile robot **100** may permit operation of the privacy button **561** on the RC unit **560** to always override any conflicting command received from the remote terminal **430**. As a result, apprehension or privacy concerns on the part of potential users of the robot system may be relieved.

In addition, when the audio mute button **562** is operated on the RC unit **560**, the mobile robot **100** may then disable local audio data from being transmitted, while permitting local video data to be communicated to the remote terminal **430**. Also, when the video mute button **563** is operated on the RC

unit **560**, the mobile robot **100** may prevent local video data from being transmitted, while permitting local audio data to be sent to the remote terminal **430**.

FIG. **6** illustrates a robot telecommunication system using a peer-to-peer (“P2P”) VoIP protocol, in which the base station **200** and the remote terminal **430** are connected to the Internet **901** and both have unique, globally-accessible IP addresses, without a firewall or NAT interposed between the base station **200** or remote terminal **430**. In this example implementation, when the remote user **400** operates the remote terminal **430** to connect to the mobile robot **100**, the remote terminal initiates a VoIP session with the base station **200** on whichever port is typically used by the VoIP protocol. The telecommunication data may be sent via the directly established VoIP session. Furthermore, the robot control signal from the remote terminal **430** may “piggyback” on the VoIP session; or alternatively, it may instead be transmitted on a second port or separate, unrelated data stream.

Although networks in which each Internet-connected host is associated with a unique, globally accessible IP address have grown less common, particularly in home networks, this network configuration nonetheless may function in accordance with the present example. As shown schematically in FIG. **8**, direct IP connections are possible between the remote terminal **430** and the base station **200** over link C.

FIG. **7** illustrates another example implementation of a robot telecommunication system, in which a P2P-type VoIP system is used that includes at least one Internet server **380** having a globally accessible IP address. In this example, it is not necessary for the remote terminal **430** or the base station **200** to have a unique, globally-accessible IP address; rather, the remote terminal **430** may be directly connected to the Internet, or may be behind a “cone” NAT; and the base station **200** is connected through a “cone”-type NAT router **761**. The NAT router **761** has two IP addresses: the first is a unique, globally accessible IP address used to communicate with Internet hosts via the local premises Internet connection **961**, and the second is a non-globally accessible “private” IP address (such as, for example, 192.168.0.1). The NAT router **761** may in turn assign a non-globally accessible private IP address to the base station **200** using DHCP (alternatively, the base station may have a pre-established private IP address). When the base station **200** transmits IP packets addressed to an Internet host while using the NAT router **761** as an IP gateway, the NAT router **761** re-transmits the base station’s outgoing IP packets to the Internet **901** using the NAT router’s own unique, globally accessible IP address. For this reason, from the perspective of Internet hosts that are unaware of the base station’s NAT status, the base station **200** has an apparent IP address that is the same as the IP address of the NAT router **761**.

As illustrated in FIG. **9**, both the remote terminal **430** and also the base station **200** maintain separate connections B, A with the Internet server **380**, through respective firewalls FW1 and FW2, that were originally initiated from the respective hosts (since it is not possible for the Internet server **380** to initiate a connection to firewalled hosts such as the base station **200** or remote terminal **430** in this example). When the remote user **400** wants to connect to the mobile robot **100**, the remote terminal **430** notifies the Internet server **380** via connection B. When the remote terminal **430** and the base station **200** connect to the Internet server **380**, the Internet server **380** may determine the nature of any NAT or firewall status for the hosts (using, e.g., STUN, TURN, or another suitable method for network examination) and determine each connecting host’s apparent IP address. The Internet server **380** then notifies the base station **200** via connection A that the remote

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terminal **430** requests to connect to the base station **200**, also informing the base station **200** of the remote terminal's apparent global IP address.

FIG. **14** illustrates a possible software organization of a mobile robot system in accordance with at least one example implementation. The VoIP protocol and integration of the remote telecom data signal and the robot control signal into a single VoIP data stream may be performed using a software product such as, for example, VeriCall Edge (see, for example, U.S. Pat. No. 6,985,480 to BROWN, issued Jan. 10, 2006, which is incorporated herein by reference). The robot system may include a media processor, for example.

The base station **200** then opens pinhole PH3 on a particular UDP port of the base station's NAT by sending an outgoing connection packet to the remote terminal's apparent IP address, as shown in FIG. **10**. As illustrated in FIG. **11**, the remote terminal **430** then connects to the base station **200** by establishing connection C through the pinhole PH3.

In some network arrangements—such as when a symmetric NAT is interposed between the remote terminal **430** and the base station **200**—it may not be possible to determine which apparent IP address or port the remote terminal **430** will have, and therefore it may not be possible for the base station **200** to open an appropriate pinhole through which the remote terminal **430** can connect. Nonetheless, it may be possible for the remote terminal **430** and the base station **200** to communicate over the P2P VoIP protocol by employing a relay or TURN server.

In accordance with the exemplary implementation shown in FIG. **12**, the Internet server **380** functions as a relay server to enable VoIP data to be exchanged between the remote terminal **430** and the base station **200**. In this example implementation, the Internet server **380** first determines the NAT status of the remote terminal **430** and the base station **200** when they first connect to the Internet server **380**. The Internet server **380** then determines an optimal connection strategy and coordinates the hosts to effect the VoIP connection.

As one example, when the Internet server **380** determines that the remote terminal **430** and the base station **200** are both behind “cone” NATs, the Internet server **380** may determine that the optimal connection strategy is for the base station **200** to open a pinhole (e.g., PH3 shown in FIG. **11**) and for the remote terminal **430** to connect through the pinhole. Alternatively, if the Internet server **380** detects a symmetric NAT between the remote terminal **430** and the base station **200**, it may determine that use of a relay or TURN server is necessary.

Then, for example, in an implementation using a SKYPE® network, the Internet server **380** may designate a “super node” (e.g., a node that is not behind a NAT or firewall) for the hosts to use as a relay server. As illustrated in FIG. **12**, the Internet server **380** itself may also function as a relay server, for example (alternatively, the relay server may be another Internet host separate from the Internet server **380**). When communicating via a relay server, there need not be any direct connection between the remote terminal **430** and the base station **200**.

Poor quality of service (“QoS”) may affect the ability of the remote user **400** to effectively control the mobile robot **100** and/or to conduct effective telecommunication with the local user **500**. Accordingly, the Internet server **380** may measure and/or monitor QoS of the VoIP connection between the remote terminal **430** and the mobile robot **100**, and may select relay servers (or connection strategy recommendations) based on the QoS metric. For example, when the VoIP protocol being used is SIP, the Internet server **380** may measure QoS using the RTCP protocol. If the QoS is determined to be

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poor, then the Internet server **380** may notify the remote terminal **430** and the base station **200** to attempt to connect via a different relay server or to attempt a different connection strategy.

FIG. **26** shows an example implementation of a mobile robot **100** having a rotatable robot camera **196** mounted on a turret, in which the robot camera **196** is rotatable from a forward-facing position (the forward direction of the chassis **105** being indicated by the arrow “A”) to a rear-facing position (the rear direction of the chassis **105** being indicated by the arrow “B”). In accordance with at least one implementation, the rotatable robot camera **196** is operable even when rotated to the rear-facing position (see FIG. **26**).

When the mobile robot **100** having this type of robot camera **196** is recharging or connected to a base station **200**, the mobile robot **100** may typically be oriented such that the front end “A” of the chassis **105** faces a wall or is obstructed from rotating the chassis **105**. Yet the mobile robot **100** can still enable a remote user **400** to receive local image data from the rotatable robot camera **196**, as illustrated in FIG. **26**, by rotating the robot camera **196** so as to face the rearward direction “B”.

In accordance with one example implementation, when the robot camera **196** flips by 180 degrees so as to switch between the forward-facing and rearward-facing directions, the mobile robot **100** automatically adjusts the output signal to compensate for the flipped view of the robot camera **196**.

As shown in FIGS. **23** and **24**, the rotatable robot camera **196** may include a tilt mechanism, including a tilt gear motor and gears for adjusting the angular position of the robot camera **196**.

FIG. **27** illustrates an example implementation of a mobile robot **100**, in which the mobile robot **100** has a walking-type mobility platform **103**. The walking type mobility platform **103** may include a bipedal leg-type drive system (see, for example, US Patent Application Publication 2006/0249314 to TAKEN AKA, published Nov. 9, 2006, US Patent Application Publication 2005/0151496 to FURUTA, published Jul. 14, 2005, and US Patent Application Publication 2004/0027086 to OGAWA, published Feb. 12, 2004, each of which are incorporated herein by reference). Alternatively, the drive system may include a tread track-type mobility platform (such as used with the iRobot® PackBot®, as a non-limiting example), an insect-leg-type mobility platform, or any other mobility platform suitable for propelling the mobile robot **100**. Also, the mobile robot **100** may include a component housing **7003** to contain the telecommunication processor, the wireless network transceiver, or other components.

FIG. **19** illustrates a robot camera **196** that can be placed into the privacy mode using a key **133** inserted into a **134**, in which turning the key **133** toggles the position of the robot camera **196** from enabled mode to the privacy mode. When the robot camera **196** is in the privacy mode position, the backstop **199** (see FIGS. **17** and **18**) obstructs the view of the robot camera **196**. Further, the privacy position of the robot camera **196** provides visible assurance to users that the robot camera **196** cannot send out visual observation of the mobile robot's surroundings.

FIG. **25** illustrates an example implementation of a remote user interface **402** provided to the remote user **400** at the remote terminal **430**. In the remote user interface **402** is a camera window **4021** which shows the real-time video data sent from the robot camera **196**. Clickable navigation icons **4022** permit the remote user **400** to navigate the mobile robot **100** by placing the screen cursor onto an icon representing a desired direction of turning (or straight ahead) and then clicking the mouse **438**, for example. A robot control panel **4025**

includes buttons for sending a robot control signal to control various robot functions, while the telecommunication windows **4024** includes indicators of current call status and also icons for controlling the initiation, termination, etc., of the telecommunication functionality of the mobile robot **100**. A robot status window **4023** indicates the mode of operation (viewing angle, currently selected camera, etc.) of the robot camera **196**.

In accordance with one example implementation, the mobile robot **100** may include a rotatable robot camera **196** that can rotate.

Software Component Organization

As one example of a telecommunication robot system, a mobile robot **100** and a remote terminal **430** (e.g., soft-phone) communicate over the Internet **901**. To facilitate a reasonable user experience for the remote user **400**, a back-end infrastructure is provided; such as the Internet-connected server **380**, which performs matchmaking, facilitates NAT traversal and ties customer and account management to the existing customer relationship management services. In addition, the back-end infrastructure introduces product subscriptions, remote robot user interfaces, persistent robot history, and online software releases.

In accordance with at least one example implementation, the back-end infrastructure: provides a SIP registry for all robots and users, providing a location-free global address space for easier calling; facilitates firewall traversal such that users are not required to endure home networking configuration; allows owners to interact with online customer support by tying the SIP domain and product registration to iRobot's existing customer support infrastructure; acts as a gateway for extended product status, such as "robot stuck" messages and call history inappropriate or impossible to communicate directly by the robot; hosts software images (and release notes) for the product; and provides an environment to stage and deploy these and other new sendees enabled by a remote presence in the home. The following discussion relates to the example component organizations illustrated in FIGS. **28** and **29**.

In FIGS. **28** and **29**, a conceptual view is provided of the system based on the three software platforms: "Snoopy;" "Control Application;" and "Back End Services." The "Control Application," or soft-phone is a software application that a customer (such as the remote user **400**) installs on a PC (such as the remote terminal **430**) to interact with his or her mobile robot **100** directly. This may include, for example, a binary application for Windows XP, bundled with the product. The "Snoopy" block refers to the software components of the mobile robot **100**, executed on the telecommunication processor. This may include robot control software, a VoIP application, device drivers, and/or an embedded Linux software environment. The mobile robot **100** may also include an embedded web server and web interface used to configure the mobile robot **100** (e.g., via the tether interface **165**).

The "Back End Services" run on one or more servers in a hosted environment, in accordance with one example implementation. These servers (e.g., the Internet server **380**) introduce additional interfaces for maintaining the software services bundled with the product. The back-end infrastructure simplifies address lookups, facilitates firewall traversal, and adds remote robot monitoring capabilities. Internally, the infrastructure also provides customer and account management and service performance information. The following are examples of back end services in accordance with at least one implementation:

Private Interfaces

Private interfaces are used internally or by our vendors to diagnose and manage mobile robots **100** in the field and the back-end infrastructure itself.

System Monitoring UI

It is assumed that all software components will provide mechanisms for service health monitoring. An associated user interface will be used by our hosting provider to maintain the infrastructure. The software may include monitoring functionality such as SNMP agents. The data may be aggregated into a single user interface or dashboard that can be used by the hosting vendor to maintain the servers. In addition, remote access to this information may be provided.

Engineering UI

Product development teams may interact with an Engineering UI service to determine appropriate over-subscription ratios and understand customer usage patterns.

Customer Support UI

This user interface may be used by customer support when diagnosing robot and/or networking issues. This user interface may include service level status, robot status, VoIP status, and subscription account information.

System Monitoring

This information is used by the hosting provider to gauge system health. This information is rendered into the "System Monitoring UI." For example, a network accessible syslog server, SNMP monitor, or similar software monitoring/logging system may be provided.

Media Relay

As discussed above with regard to the Internet server **380**, the server **380** may function to perform relaying of UDP traffic (e.g., VoIP datagrams) between the remote terminal **430** and the mobile robot **100**, allowing communication through firewalls. As one non-limiting example, a software product such as MediaProxy may be executed on the server **380** to provide this functionality, and may report its status via SOAP/XML or other suitable system.

Provisioning and Call Logs

In accordance with one non-limiting example implementation, a mobile robot **100** may be marketed with two bundled messaging accounts. In addition, additional users may be associated with an account such that multiple family members can each have their own soft-phone installation (for example, the functionality may be provided by executing a software product such as NGN-Pro for provisioning and/or CDRTool for call records, inter alia). This information may also be correlated to an existing customer database schema.

SIP Registrar

The directory sendee for robot and soft-phone phone numbers. As a benefit, the user may be shielded from technical complexities such as IP addresses and/or hostnames. As a non-limiting example, such functionality may be provided by executing a software product such as OpenSER to maintain an SIP domain.

Customer Support

Customer support may enable restricted access to subscription account information in order to troubleshoot messaging and account issues.

Subscription Management

Users may be enabled to self-manage (pay, cancel) their own messaging accounts.

Email Gateway

May be used to notify users of scheduled downtime. For example, when triggered by the status aggregator, this gateway may automatically notify the corresponding e-mail

address with troubleshooting and/or intervention requests. This gateway may also be used to notify users of service-related issues.

Status Aggregator

This application may receive periodic status updates from the mobile robot **100**, and uses this information to populate a database for use by customer support and the fleet manager UI. Can provide interoperability with existing infrastructure such that robot status (e.g., battery voltage) can be seen via, for example, a web-based fleet management interface.

Software Image Repository

Software updates will be hosted by our infrastructure. This will be used by customers to update robot, media board, and soft phone software. Robot Interfaces may be provided as HTTP-based interfaces for robot to back-end communication;

Robot Status

The mobile robot **100** may use this secure link to receive status updates for robots in the field. The application decodes and publishes status to persistent storage (e.g., a relational database) for use by the various user interfaces.

Product Registrar

The product registrar receives configuration information from the mobile robot **100** when a robot owner configures his or her mobile robot **100** and messaging account. This CGI application decodes and pushes this data to the other services to register a subscription, and provision a SIP address, for example. The CGI application may update a global customer record with product and subscription information, for example.

Robot Administrator UI

This is a web-based user interface used for initial configuration and occasional administration. This interface may be limited to the local user, but does display basic status. For example, the interface may be provided by an embedded webserver (running a suitable http server such as, e.g., `thttpd`) on the telecommunication processor of the mobile robot **100**.

Example Use Scenarios

The following are brief example use scenarios:

A. Out of Box Experience

Initial experience for a new customer:

1. User configures mobile robot **100** using Account Admin UI served by the mobile robot **100**, using his/her global iRobot account credentials.

2. User submits form on the mobile robot **100**, which then relays portions of the data to the Product Registrar.

3. Product Registrar validates customer account, registers the mobile robot **100** and binds a subscription to it.

4. Product Registrar provisions accounts for the mobile robot **100** and soft-phone (e.g., the remote terminal **430**) with SIP Registrar.

5. Product Registrar returns success to Robot Admin on the mobile robot **100**.

6. Robot Admin indicates success to user, and has Configuration Management notify the Robot Application of the configuration changes.

7. User installs soft-phone and dials first call to the robot.

8. The soft-phone VoIP stack contacts the SIP registrar, which validates the soft-phone and returns the address information of the robot.

9. The soft-phone VoIP stack contacts the robot application and establishes a call.

10. Audio and video begins streaming between robot and soft-phone. These streams pass through the Media Relay.

11. Provisioning and Call Logs logs the call (but not the data).

B. Account Provisioning

User wants to register another account for her husband:

1. User logs into Account Admin UI and adds another SIP number and password to the robot subscription.

2. Information is forwarded to SIP Registrar.

3. Later, husband downloads soft-phone installer from Software Image Repository and installs on his desktop.

4. Husband uses the new SIP credentials to login to Snoopy. He has to enter PIN number as given to him by user (this information is not stored by iRobot).

C. Robot Stuck

The mobile robot **100** gets stuck and cannot find its way back to the base station/dock **200**:

1. Robot Platform decides it has tried too long to find the dock. It notifies Robot App, which spawns a message using the robot's Status Reporting module.

2. Status Reporting sends HTTP POST to Robot Status module on back-end.

3. Robot Status updates database.

4. The database update triggers an Email Gateway to notify the main user.

5. Email Gateway looks up the paired email account from the Customer Support module and sends a message to that user: "Robot could not find dock, please login and drive to dock."

D. Robot Diagnostics and Customer Support

Mobile robot **100** has failed—it could not reach the dock or base station **200** and has since lost power, and the user missed the email notifications from the mobile robot **100**:

1. Remote user **400** tries calling the mobile robot **100**, but fails.

2. The remote user **400** contacts customer support (via web, soft-phone, or telephone, as non-limiting examples).

3. Customer support contact opens Customer Support UI and enters global account login for remote user **400**.

4. Customer support queries Subscription Management and Provisioning for subscription status. Subscription is valid.

5. Customer support queries Provisioning and Call Logs to examine call records. No unusual loss of networking or error codes detected.

6. Customer support queries Status Aggregator and finds stuck, and power down messages from the mobile robot **100**.

7. Customer support instructs the remote user **400** about the failure and logs the call.

8. Customer calls home and has mobile robot **100** put on dock.

Although various exemplary implementations have been discussed hereinabove, the claimed subject is not limited necessarily thereto. Rather, the claimed subject matter relates to the features of the accompanying claims and their equivalents.

What is claimed is:

1. A system comprising:

a mobile telepresence robot at a first location;

a telepresence computing device at a second location different from the first location and in wireless communication with the robot through a firewall interposed between the mobile telepresence robot and the telepresence computing device; and

a host computing device at a third location different from the first and second locations, the computing device in wireless communication with the robot and the telepresence computing device, the host computing device relaying User Datagram Protocol traffic between the robot and the telepresence computing device through the firewall;

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wherein the mobile telepresence robot opens a pinhole on a User Datagram Protocol port of the firewall in response to a request for a communication connection between the telepresence computing device and the mobile telepresence robot.

2. The system of claim 1, wherein the User Datagram Protocol traffic comprises Voice-over-Internet Protocol datagrams.

3. The system of claim 1, wherein the host computing device:

receives periodic status updates from the robot; and stores the status updates in non-transitory storage.

4. The system of claim 3, wherein the host computing device decodes the status updates before storing the status updates in a non-transitory storage.

5. The system of claim 3, wherein the host computing device sends a customer support message to the telepresence computing device in response to a received status update.

6. The system of claim 3, wherein the host computing device diagnoses a robot operating or networking issue based on a received status update.

7. The system of claim 3, wherein the host computing device displays a fleet management interface providing service, health, or operating data related to the robot.

8. The system of claim 1, wherein the host computing device receives configuration information from the robot in response to user configuration of the robot or a messaging account associated with the robot.

9. The system of claim 8, wherein the host computing device provisions a session initiation protocol address using the configuration information.

10. The system of claim 8, wherein the host computing device decodes the configuration information and pushes the decoded configuration information to one or more services in communication with the host computing device.

11. The system of claim 8, wherein the host computing device decodes the configuration information and updates a customer record stored in non-transitory storage.

12. The system of claim 1, wherein the mobile telepresence robot opens the pinhole on the User Datagram Protocol port of the firewall by sending a data packet to an apparent Internet Protocol address associated with the telepresence computing device.

13. The system of claim 1, wherein the telepresence computing device establishes a communication connection with the mobile telepresence robot through the pinhole.

14. A method comprising:

receiving, in non-transitory storage, configuration information from a mobile telepresence robot;

updating, using a computer processor, a user account stored in the non-transitory storage using the configuration information;

provisioning, using the computer processor, a session initiation protocol address using the configuration information;

receiving, at the computer processor, a Voice-over-Internet Protocol datagram from a remote computing device, the Voice-over-Internet Protocol datagram including a request for establishing a communication connection between the remote computing device and the mobile telepresence robot; and

instantiating, at the computer processor, a communication connection between the remote computing device and the robot by opening a pinhole on a User Datagram Protocol port of a firewall interposed between the mobile telepresence robot and the remote computing device.

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15. The method of claim 14, further comprising decoding the configuration information using the computer processor.

16. The method of claim 14, further comprising sending a confirmation message from the computer processor to the robot after successfully provisioning the session initiation protocol address.

17. The method of claim 14, further comprising validating the remote computing device before instantiating the communication connection.

18. The method of claim 14, further comprising receiving periodic status updates at the computer processor from the robot and storing the status updates in the non-transitory storage.

19. The method of claim 14, further comprising sending a customer support message from the computer processor to the remote computing device in response to a received status update.

20. The method of claim 14, further comprising diagnosing a robot operating or networking issue based on a received status update.

21. The method of claim 14, further comprising displaying a fleet management interface providing service, health, or operating data related to the robot.

22. The method of claim 14, further comprising sending a data packet to an apparent Internet Protocol address associated with the telepresence computing device.

23. A system providing communication connectivity between a mobile telepresence robot and a telepresence computing device, both in communication with the system, the system comprising non-transitory storage and one or more computer processors executing:

a hosting service;

a system monitoring service receiving periodic status updates from the robot and storing the status updates in the non-transitory storage;

an account management service receiving account information from the robot or the telepresence computing device and updating a user account stored in the non-transitory storage using the configuration information; and

a communications service configured to:

receive configuration information from the robot and provisioning a session initiation protocol address using the configuration information;

receive a Voice-over-Internet Protocol datagram from the telepresence computing device, the Voice-over-Internet Protocol datagram including a request for establishing a communication connection between the telepresence computing device and the mobile telepresence robot; and

instantiate a communication connection between the remote computing device and the robot by opening a pinhole on a User Datagram Protocol port of a firewall interposed between the mobile telepresence robot and the remote computing device.

24. The system of claim 23, wherein the system monitoring service decodes the status updates before storing the status updates in a non-transitory storage.

25. The system of claim 23, wherein the system monitoring service diagnoses a robot operating or networking issue based on a received status update.

26. The system of claim 23, wherein the system monitoring service sends an email to a user email address associated with the user account providing a status of the robot.

27. The system of claim 23, wherein the one or more computer processors execute a fleet management service, the fleet management service displaying an interface providing

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service, health, or operating data related to the robot based on status updates received from the robot.
28. The system of claim 27, wherein the fleet management service provides persistent control and status of all robots associated with the user account.

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