

# Hugo Consumer Test Questionnaire

HUGO REBATE PROGRAM FOR PRE-LAUNCH

\* Required

1. Email address \*

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2. Name \*

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3. Age

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4. S/N of your Hugo robot(shown on the bottom) \*

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5. Your Paypal account (For sending rebate) \*

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6. Phone Brand and Model(i.e. iPhone 6S, Galaxy S8) \*

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7. Operating system(i.e. iOS10, Android 8.0 (Oreo)) \*

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**After using this product, please answer the following 2 questions:**

8. 1.On a scale of 0 to 10, how likely would you be to recommend this product to a friend? \*

*Mark only one oval.*

	1	2	3	4	5	6	7	8	9	10	
Least Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Most Likely

9. 2.If you would have returned for cost reason – what would you accept as a reasonable price for Hugo? \*

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### Please answer the following:

10. **1.Please comment on the product packaging - design, materials, product presentation, ease of product removal, etc... \***

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11. **2.Please read the included quick start guide. Do you consider it to be adequate? Please note any items you believe should be included? \***

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12. **3.Was the App easy to find on the App / Play Store? \***

*Mark only one oval.*

- Difficult
- Neutral
- Easy
- Other: \_\_\_\_\_

13. **4.Was app installation and account set-up simple? Please describe any issues. \***

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14. **5.How quickly did you receive the set-up confirmation e-mail? \***

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15. **6.Did wifi set-up work as expected or did you have to use the QR code for set-up? Please describe any issues during wifi set-up. i.e. 2.4GHz vs 5GHz wifi? \***

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16. 7. Did you previously have an Amazon Alexa Account? \*

Mark only one oval.

- Yes
- No
- Other: \_\_\_\_\_

17. 8. Was the registration to Amazon Alexa simple and easy to understand? \*

Mark only one oval.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

18. 9. Was it easy to find the Hubble Hugo skill and was this set-up process simple and successful? Please describe. \*

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19. 10. Was it clear in the app how to access the video feed? \*

Mark only one oval.

- Clear
- Neutral
- Unclear
- Other: \_\_\_\_\_

20. 11. Please rate the video quality \*

Mark only one oval.

1	2	3	4	
The Worst	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> The Best

21. 12. Please pan and tilt the camera. Did the camera move as expected? Please describe – i.e. any delay / lag. \*

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22. **13. Please use Talk Back and rate sound quality of this feature \***

*Mark only one oval.*

1      2      3      4

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The Worst               The Best

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23. **14. Please use the app to take a photo / video. Did this work as expected? Was the photo / video quality meet your expectations? \***

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### 15. Please set up and use Face recognition

24. **a. Was this registration process clear and easy to understand in the app? \***

*Mark only one oval.*

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

25. **b. How many photos did you take to register? \***

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26. **c. Did you use the Face Detection and Tracking feature? \***

*Mark only one oval.*

- Yes
- No

27. **d. Did this work as expected?**

*Mark only one oval.*

1      2      3      4

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Strongly Disagree               Strongly Agree

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28. **16. Please use the Vol +/- and Mute touch buttons on Hugo. Were these responsive and did they work as expected for you? \***

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29. **17. Did Hugo wake up properly when saying "Alexa"? \***

*Mark only one oval.*

- Yes
- No

30. **18. Did the voice recognition / activation meet your expectations? Please describe any difficulty or any specific words that were problematic. \***

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31. **19. Did voice recognition / activation work from a distance – greater than 10 feet away? \***

*Mark only one oval.*

- Yes
- No

32. **20. Play a lullaby or song on Hugo and rate the sound quality \***

*Mark only one oval.*

1      2      3      4

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The Worst               The Best

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33. **21. Try adjusting the volume using Alexa command Volume (1....10). Did it work as expected? Please describe any issues. \***

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34. **22. Try using Hubble Hugo skills thru Alexa. Did this work as expected? Please describe any issues. \***

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35. **23. After registering a face, try "Alexa, ask Hubble to take a photo of (name you entered for face recognition). Did this work as expected? Please describe any issues. \***

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36. **24. Did you set Hugo to Mute to disable Alexa. Did it close the eyelid? Any problems un-muting Hugo? Please describe any issues. \***

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37. **25. Are there any voice controlled functions you would like to see added? \***

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38. **26. Did you use Hugo for baby monitoring? \***

*Mark only one oval.*

- Yes  
 No

39. **27. Would you consider this product to be a baby monitor? \***

*Mark only one oval.*

- Yes  
 No  
 Maybe

**40. 28. Please describe likes / dislikes of Hugo \***

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