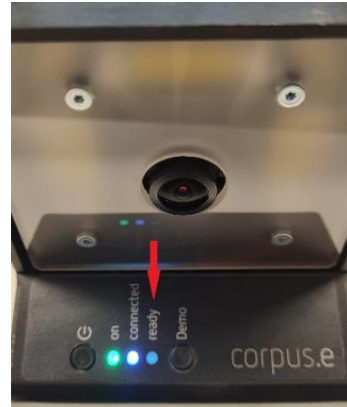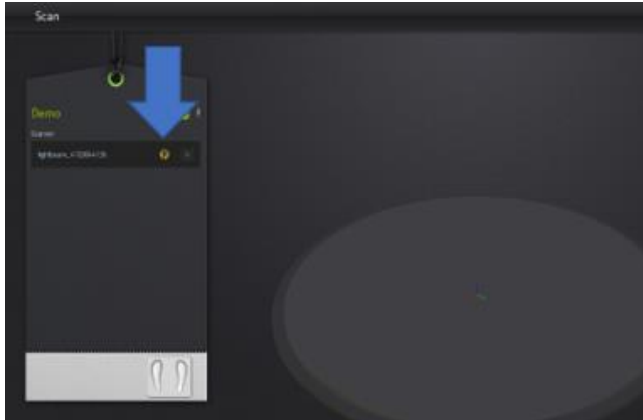# Scan Problem – Parking Position not detected

Description: Scanning is not possible. The scan button is greyed out and a crossed out appears in the scan tab as well as the READY LED on the Mover is not lighting
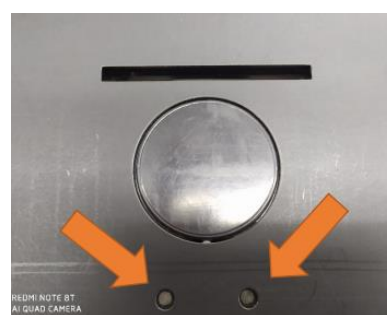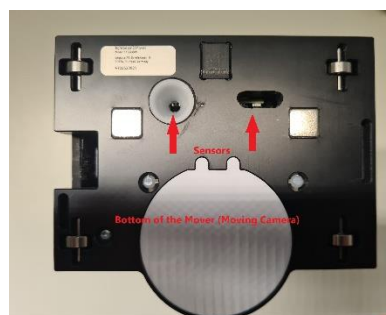

Troubleshooting:

- Check the power supply of the stage. The Power LED next to the power socket of the platform should lighting.

- Make sure no dust or dirt is blocking the sensors of the Mover or Stage

- Re-position the magnets inside the stage into the correct position by following these steps:

    - Ensure that both the Stage and the Mover are switched off.
    - Switch on the mover ->The **left green LED** indicates an active **power supply**

- It is now **crucial to wait** for the software of the Mover to establish its **network connection** ->The **white LED in the middle** will light up, as soon as the communication with the corpus.e server was successful.
- Next make sure that the Mover is located at least close to the Park-Position or on the usual circular path during scanning.
- Finally switch the Stage on again: If the Mover should not be detected in the required Park-Position the Stage will start a rotation of the internal magnet in order to "*catch*" the mover and **transport it back** to the Park-Position
- At the end of this rotation the magnet will stop itself and thus the Mover at the Park-Position -> The **outer white LED** will indicate exactly this.

- Re-position the Mover manually by slightly pushing it in the parking position
- Make sure the stage is on a flat surface, the top side of the plate is not bended and the plate is properly screwed. There should be no pressure from the surroundings on the plate (e.g. from a mounting or furniture)