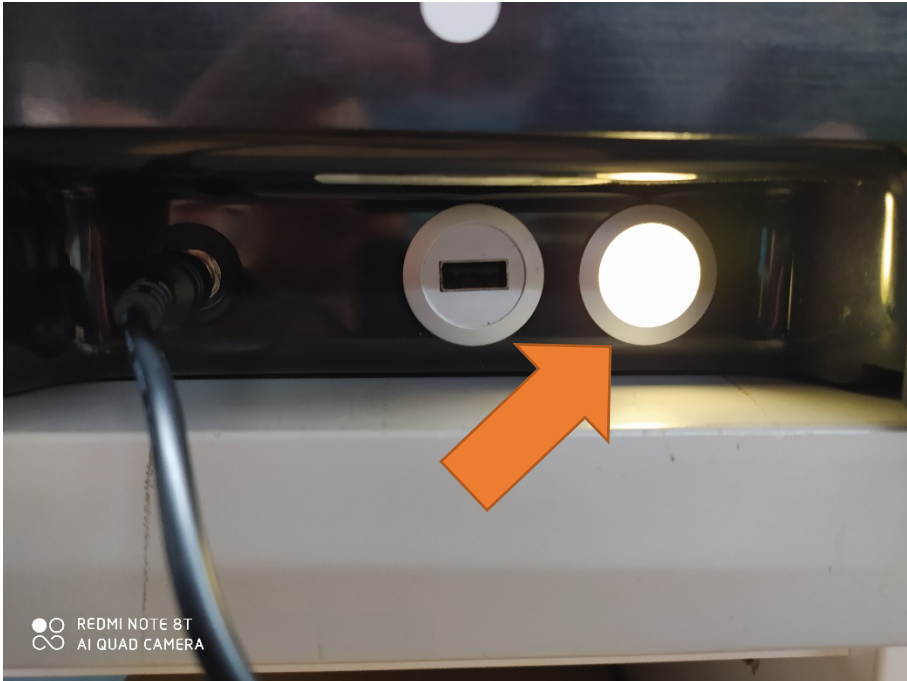


Scanning is only possible if the Mover is properly located at the initial Park-Position.

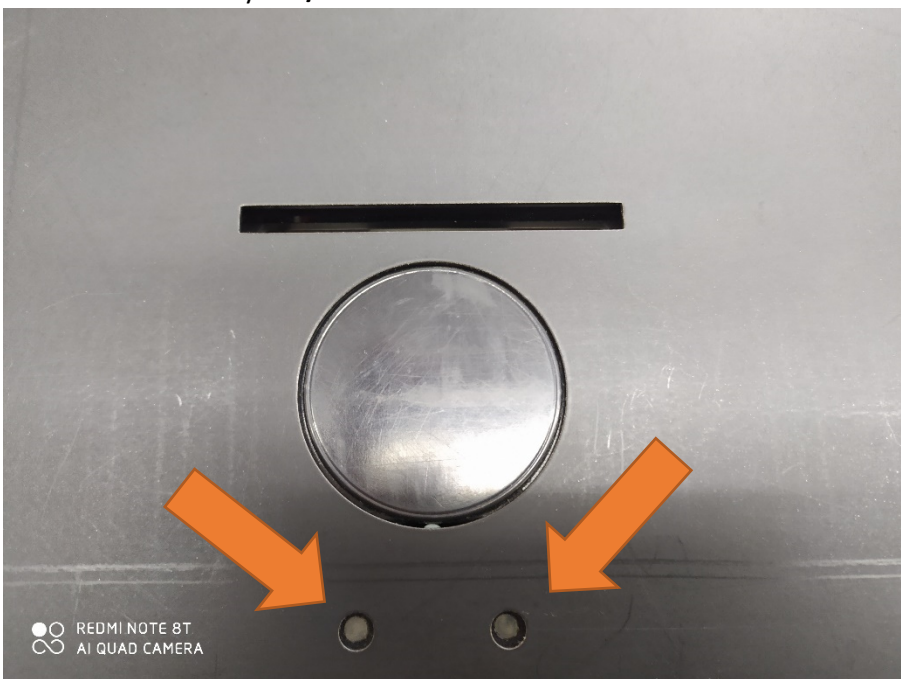
The outer white LED (=the one the right) is active when this Park-Position has been detected successfully.

However if the LED does not light up or if there's an error-message in the software, that the Mover is not correctly positioned for scanning, the following steps may help to fix the problem:

1. First make sure that the Stage/base-plate of the scanner is switched on and the according **LED next to the power button** is active.



2. Check that the **two tiny sensor-openings/holes** at the Park-Position of the Stage are neither soiled nor blocked by **dirt/dust**.



3. Re-Position the Mover manually at the Park-Position by **carefully/slightly moving/pushing** it. Because of the **magnet inside the Stage** should always re-locate and re-align the Mover at the correct position and angle.

<https://box.corpus-e.com/display/faq/Initializing+the+Scanner-Stage>

4. Make sure the stage is on a even, flat bottom
5. The top side of the plate is not bended
6. The top side of the plate is properly screwed
7. No pressure from the surroundings on the plate (e.g. plate is right next to a wall/furniture)

If the problem should persist and the Park-Position still can not be detected reliably, there could be a problem with internal parts of the hardware.

In this case please contact the support of your supplier to discuss the next steps and initiate further checks of the components.