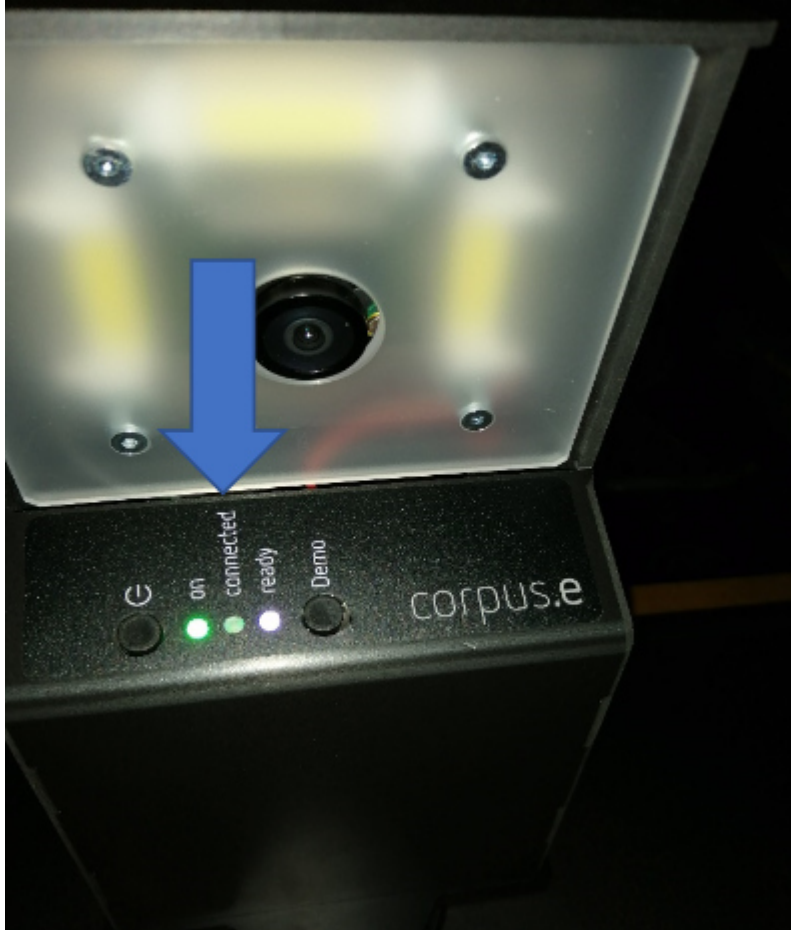


Mover problems:

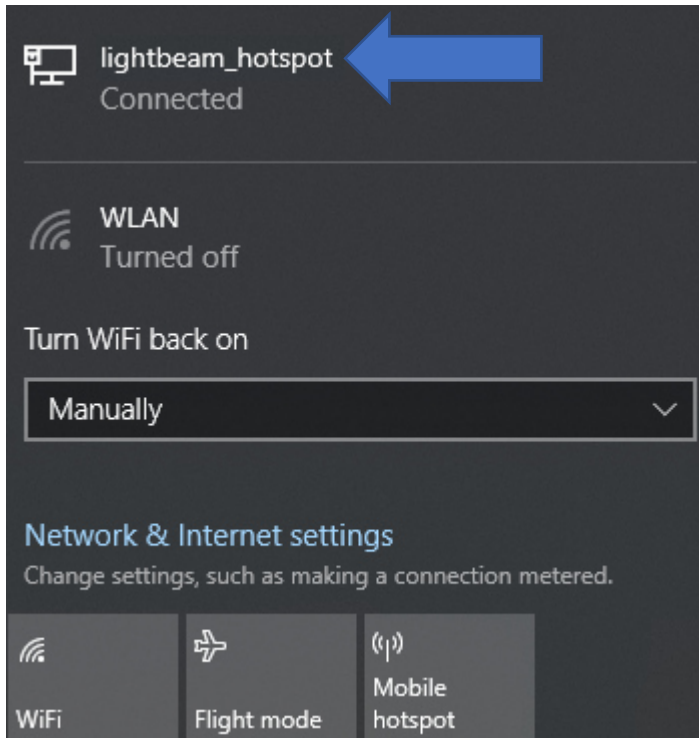
In the event that the Mover is not displayed in the shooiq Software or a scan can not be executed, please follow the troubleshoot:

1. Connected LED does not light up/ Mover is not shown in shooiq software



Troubleshoot:

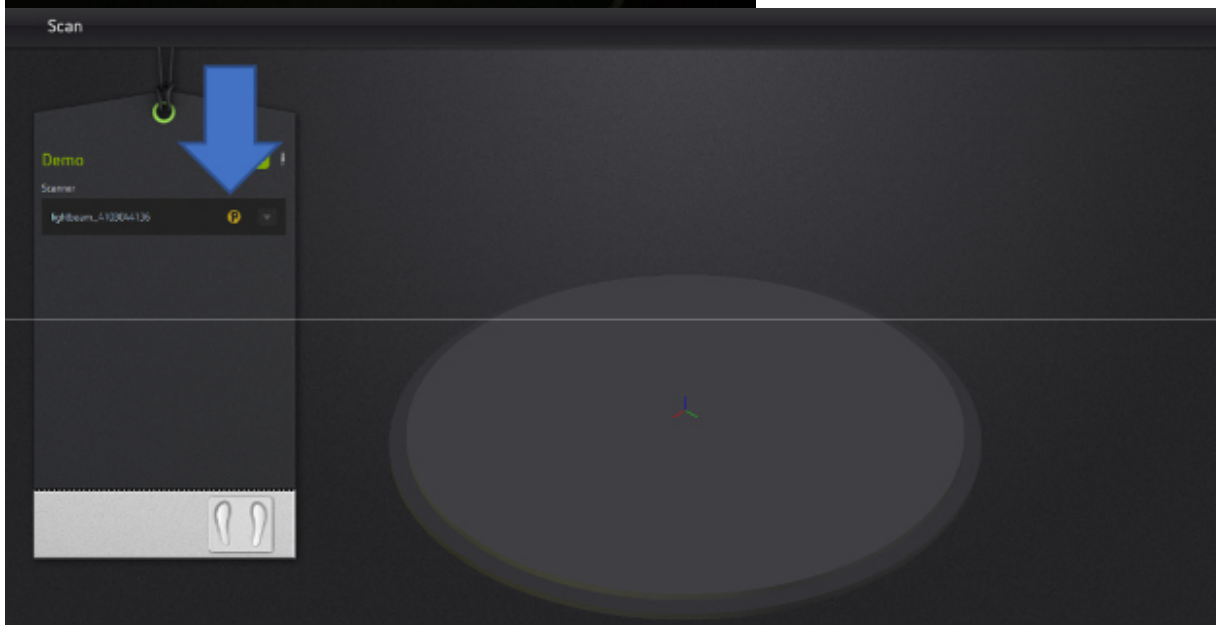
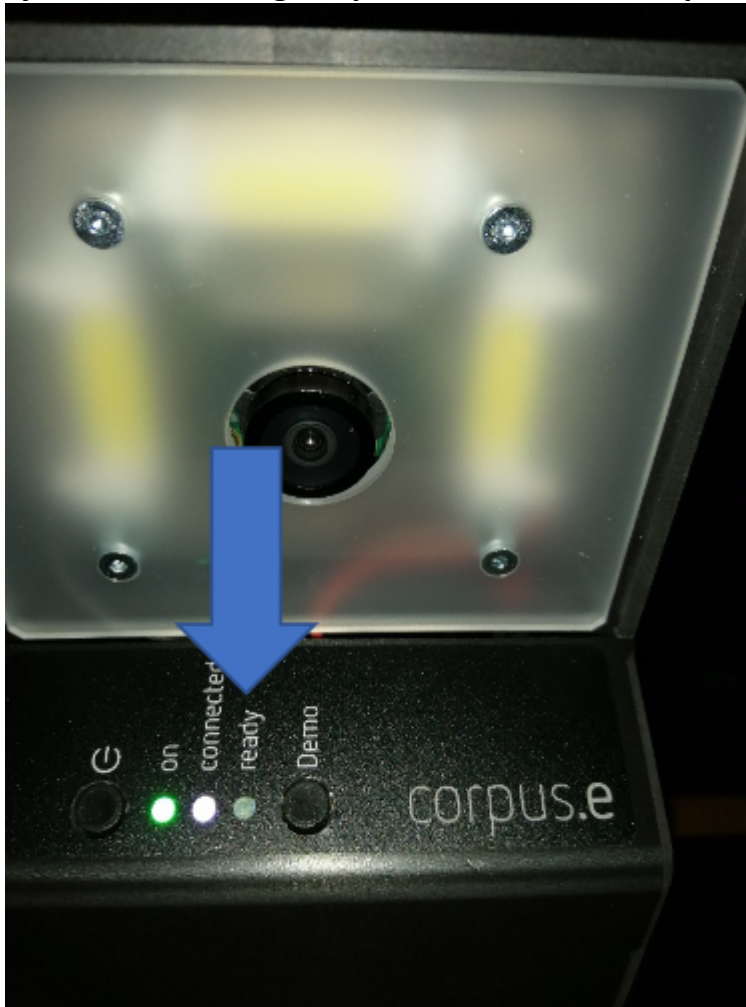
- Verify that the computer is connected to the correct network (lightbeam_hotspot OR VacuumNXT) and has an internet connection



- Execute the Cloud Connection Test <https://box.corpus-e.com/display/faq/Connection+Test>
- Check if the Mover (lightbeam_XXXXXX) is visible in the wireless network of the Computer



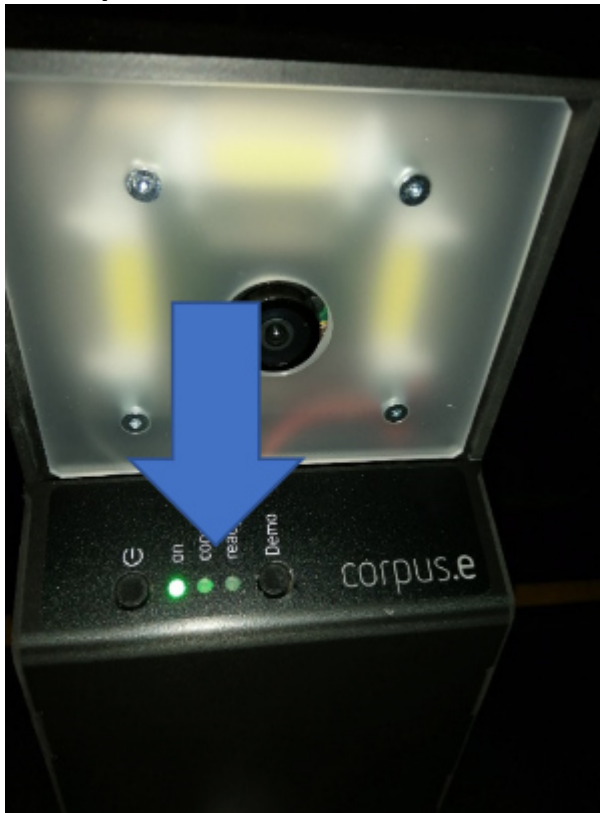
2. Ready LED does not light up/ crossed P in shooiq Software



Troubleshoot:

- Follow the step-by-step guide in the following Link:
<https://box.corpus-e.com/pages/viewpage.action?pageId=74743868>
- The power cable/LED of the Stage must be connected/lights up

3. Ready LED and Connected LED does not light up/Mover not visible in shooiq software



Troubleshoot:

- Execute troubleshoot for 1 and 2 => If both steps are not successful and only the "ON" LED shows up the SD card of the Mover is defect and needs to be replaced

<https://box.corpus-e.com/display/faq/Mover+microSD+Card>