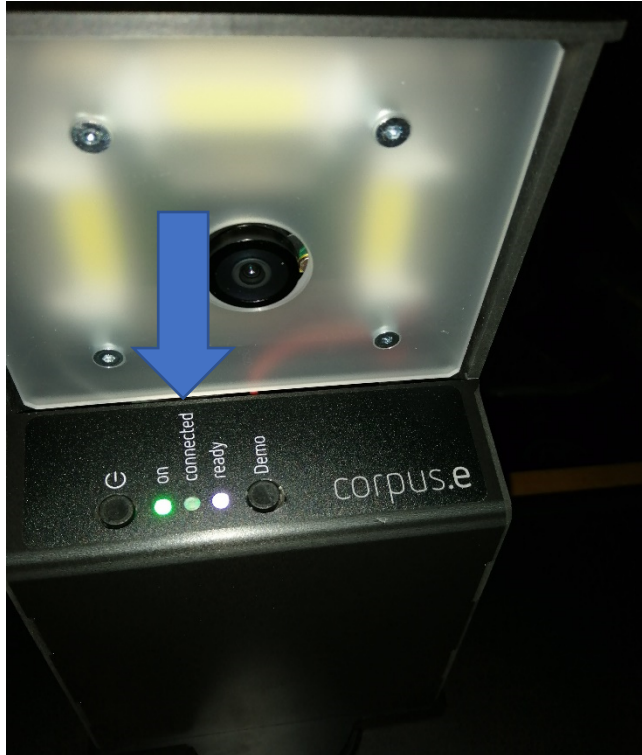## Mover problems:

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

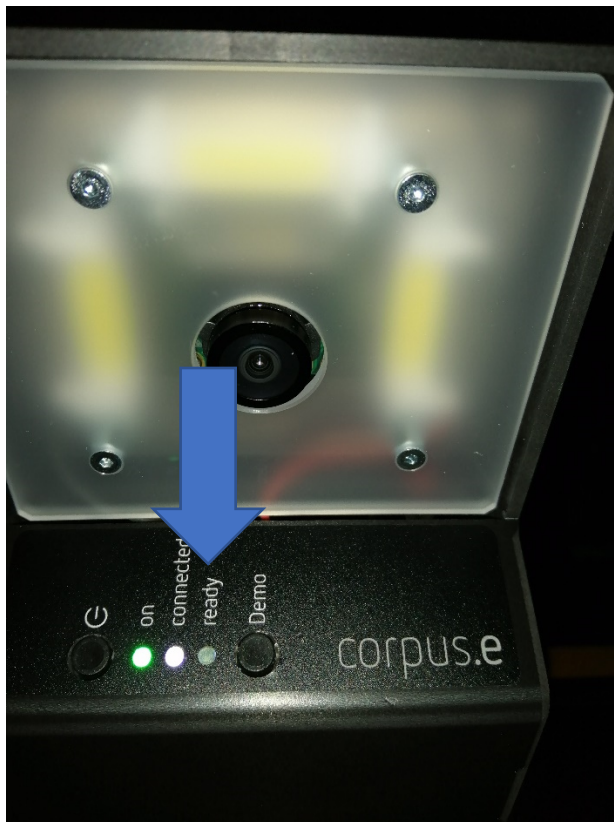1. **Connected LED does not light up/ Mover is not shown in shooiq software**

<u>Troubleshoot:</u>

- Verify that the computer is connected to the correct wireless 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
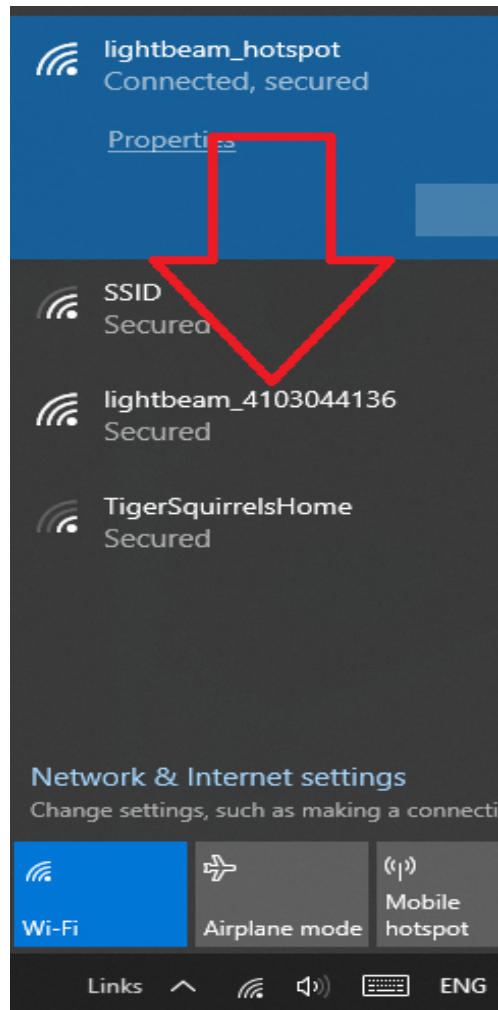
<u>In case the Mover cannot be found, a reconfiguration can help</u>

- select the Mover among the Wireless LAN connections
- Password "wireless"
- Connection to the Mover should now be established
- enter http://lightbeam.config or 192.168.99.1 in the browser window
- choose SSID „lightbeam_hotspot"
- Password „pEr16fect2fiT"
- wait until connetion is established, check password if necessary
- if applicable restart the Mover

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 connetcted/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