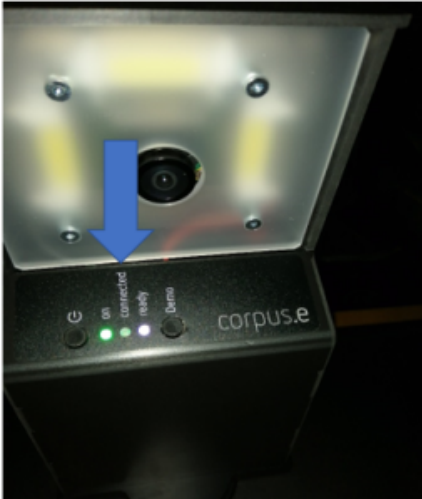


# Mover issues (Software)

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

**If you report a problem to corpus.e please state the serial number which is at the bottom of the Mover**

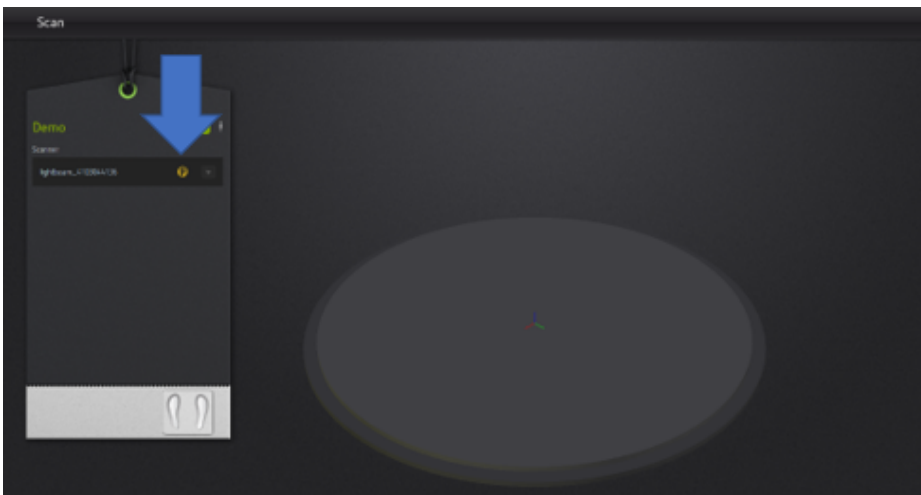
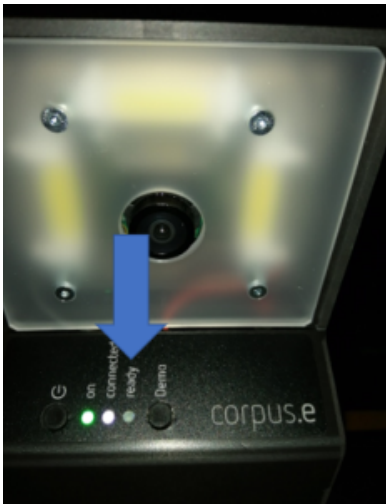
## 1. Connected LED does not light up/ Mover is not shown in shooiq software



### 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 connections of the Computer

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



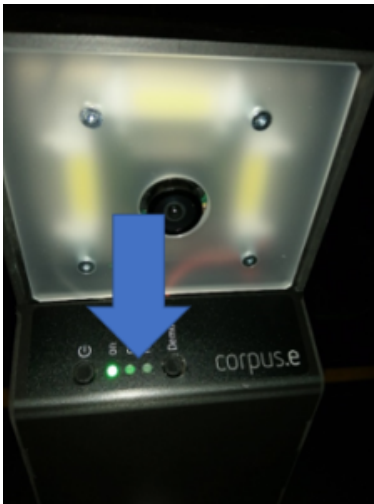
Troubleshoot:

- 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 do 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>