# eQart Support FAQ

Why cant I reset the safety?

o   There are several different causes for the safety not to reset, follow these steps to find the cause:

   - o   **STEP 1.** Make sure that no E-Stop is pushed in.
   - o   **STEP 2.** Check if the Laser scanner detects any objects by checking if the top left LED is green (OSSD 1/2).

   If the scanner is triggered:
   - ➢   Make sure there is no object blocking the scanners.
   - ➢   Clean the sensor window to avoid dust build-up.

   - o   **STEP 3**. In the Tablet, go back into the main menu and the back to the Cockpit view to reset the connection.
   - o   **STEP 4.** In the Cockpit view, press the magnifying glass in the top right of the screen to check connection with the eQart.
   - o   **STEP 5.** Restart the eQart.
   - o   **STEP 6.** If the issue persist, contact eQart support.
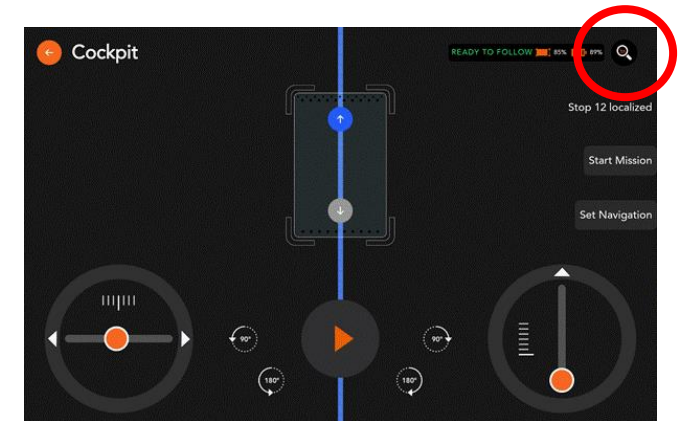
Why is the eQart not able to complete the Map recording?

o There is a number of potential causes why the eQart cant record the tape layout.

    o **STEP 1.** First always check the eQart Mapping Guide to check if you have followed all the rules.

    Common issues are:

    ➢ Incomplete Junction, when splitting the line always make a full junction with 3 entries. Only use tape colour in the junction.

    ➢ To small radiuses in junctions or corners, make corners more than 1,5 m.

    ➢ All end points in the layout need a RFID-tag and the RFID-stations need at least 30 cm of red tape before and after the tag, a total of 60 cm.

    ➢ Starting the Map recording at the wrong position, start in the loop for a circular path and at one of the end stations for a simple path.

    o **STEP 2.** Make sure that the tape line is clean and the eQart is able to run uninterrupted.

    o **STEP 3.** Make a sketch or take photos of the map and contact eQart support.

CIRCULAR PATH   **SIMPLE PATH**