



The Mobile Robot Company

Knowledge Center — Training · 2026-08-04

<https://info.mobilerobot.com/category/training>

Training

Training paths for J1600 operators and service technicians, plus the company's video tutorials.



Operator Training

How J1600 operators are trained — about 30 minutes for an existing pallet-jack operator, with on-device tutorials and structured training during commissioning.



Technician Training

How J1600 service technicians are trained — partner field-service technicians hold current product training, backed by a two-day workshop and unlimited remote support.



Training Videos

Short public videos that show how to operate the J1600 — adding drop locations, creating tasks, charging, and common task patterns.

Operator Training

The J1600 is built so that an existing electric-pallet-jack operator needs about **30 minutes of training** to use it. No code, no configuration screens — operation happens through the tiller and a [15-inch multi-touch display](https://info.mobilerobot.com/documentation/technical-reference/interface-specifications/) (<https://info.mobilerobot.com/documentation/technical-reference/interface-specifications/>).

What an operator learns

- [driving manually with the tiller](https://info.mobilerobot.com/documentation/user-guides/manual-operation/) (<https://info.mobilerobot.com/documentation/user-guides/manual-operation/>), which handles like a conventional walk-behind electric pallet jack;
- [saving locations](https://info.mobilerobot.com/documentation/getting-started/saving-the-first-location/) (<https://info.mobilerobot.com/documentation/getting-started/saving-the-first-location/>) by driving to a point and tapping **Save location**;
- creating tasks: choosing a destination and what the robot does after the drop;
- [confirming autonomous mode](https://info.mobilerobot.com/documentation/user-guides/autonomous-operation/) (<https://info.mobilerobot.com/documentation/user-guides/autonomous-operation/>) with the physical start/resume button and stepping clear;
- taking over at any time by grabbing the tiller, and using the stop controls.

At [demonstrations](https://info.mobilerobot.com/products/buying-and-deployment/request-a-demonstration/) (<https://info.mobilerobot.com/products/buying-and-deployment/request-a-demonstration/>), a first-time user is typically able to send the robot on an autonomous task within roughly 15 minutes. See the [J1600 overview](https://info.mobilerobot.com/products/j1600/overview/) (<https://info.mobilerobot.com/products/j1600/overview/>) for the full workflow.

Self-paced learning

An operator tutorial is available on the device itself and online. Short video walk-throughs cover the most common procedures — see [Training videos](https://info.mobilerobot.com/support/training/training-videos/) (<https://info.mobilerobot.com/support/training/training-videos/>).

Training during commissioning

If you purchase the [installation and commissioning package](https://info.mobilerobot.com/products/buying-and-deployment/installation-and-commissioning/) (<https://info.mobilerobot.com/products/buying-and-deployment/installation-and-commissioning/>), operator training is built

into the five-day program:

- **Day 2:** group training for all operators, plus individual hands-on practice for up to six operators.
- **Days 3–4:** additional operator training as needed, alongside performance monitoring and on-site support.

Training during a trial

A [two-week paid trial](https://info.mobilerobot.com/products/buying-and-deployment/two-week-trial/) (https://info.mobilerobot.com/products/buying-and-deployment/two-week-trial/) includes one full day of on-site deployment and training support, so trial operators start with the same fundamentals.

Safety expectations

[Operators keep specific responsibilities](https://info.mobilerobot.com/documentation/user-guides/operator-manual/) (https://info.mobilerobot.com/documentation/user-guides/operator-manual/) in a [dual-mode](https://info.mobilerobot.com/products/j1600/dual-mode/) (https://info.mobilerobot.com/products/j1600/dual-mode/) vehicle: judging loads, confirming the mode change, and stepping clear before autonomous travel. See [How J1600 safety works](https://info.mobilerobot.com/safety-compliance/safety-overview/how-j1600-safety-works/) (https://info.mobilerobot.com/safety-compliance/safety-overview/how-j1600-safety-works/).

Technician Training

Service on the J1600 is performed by trained field-service technicians employed by service partners. This page describes how that training is organized.

Who is trained

Partners in the distribution network employ field-service technicians and keep their product training current — it is one of the standing expectations of a service partner. Customers do not service the robot themselves; even the [Advanced software upgrade](https://info.mobilerobot.com/products/software/advanced-software/) (<https://info.mobilerobot.com/products/software/advanced-software/>) is installed at the factory or by a partner, never by the customer.

How partner technicians are trained

New partners receive a **two-day sales and service training workshop** from The Mobile Robot Company as part of partner onboarding. After the workshop, partners have **unlimited remote support** from the company's technical team, plus on-site deployment-support days for early installations. Further support days can be purchased when needed.

Each partner also appoints an internal product **Champion** — the resident expert and main technical contact for that partner.

What this means for customers

When a technician arrives on site, the work is backed by the company's parts supply, software, and technical support. See [On-site support](https://info.mobilerobot.com/support/service-warranty/on-site-support/) (<https://info.mobilerobot.com/support/service-warranty/on-site-support/>) for how visits are arranged and priced, and [Find a service partner](https://info.mobilerobot.com/support/contact/find-a-service-partner/) (<https://info.mobilerobot.com/support/contact/find-a-service-partner/>) to get connected with a trained partner.

Organizations interested in [becoming a partner](https://info.mobilerobot.com/partners/program/why-partner-with-us/) (<https://info.mobilerobot.com/partners/program/why-partner-with-us/>) can start at the [partner section](https://info.mobilerobot.com/category/partners/) (<https://info.mobilerobot.com/category/partners/>).



Training Videos

The Mobile Robot Company publishes [short public videos](https://info.mobilerobot.com/newsroom/videos/full-video-library/) (<https://info.mobilerobot.com/newsroom/videos/full-video-library/>) that double as training material. The most instructional ones are listed below; each takes a few minutes and pairs well with the hands-on basics in [Operator training](https://info.mobilerobot.com/support/training/operator-training/) (<https://info.mobilerobot.com/support/training/operator-training/>).

How-to tutorials

Video	What it shows
How to add a drop location and create tasks (https://www.youtube.com/watch?v=OGiOVtdKbk8)	Drive manually to the drop point, tap Save Location, name it, create a task, choose the post-drop behavior, execute, confirm automatic mode, and step back.
How to charge your robot (https://www.youtube.com/watch?v=l6GJ07Kbi4Y)	Manual plug-in charging during a break, and how the optional automatic charger docks the robot for opportunity charging.

Understanding operation

Video	What it shows
What is dual mode (https://www.youtube.com/watch?v=MgmWCbdoge8)	Manual pallet-jack operation plus automatic mode: pick up manually, choose the drop location, press the go button, step away.
The most common task (https://www.youtube.com/watch?v=b0a0QWWNlws)	Manual pick, autonomous delivery, drop, and return — plus the three standard post-drop options and what the blue light means.
How many pallet locations can I have (https://www.youtube.com/watch?v=RZEsjQgnBvk)	There is no software limit on saved locations; the practical limit is warehouse space.
Extra capabilities of the dual-mode J1600 (https://www.youtube.com/watch?v=HKGv7uzNxIw)	Using manual judgment for sensitive or unstable loads and confined maneuvering, then handing the long transport leg to autonomous mode.
Can anyone automate a pallet move in minutes? (https://www.youtube.com/watch?v=PHBLT4XyvyI)	A first-time user drives the J1600, saves a location, creates a drop-and-return task, and confirms automatic mode.

Support and evaluation

Video	What it shows
How to get help with a technical issue (https://www.youtube.com/watch?v=2Q5NFYGSmhA)	The on-machine Help/Support menu and QR code for sending a technical request, and the three service packages.
From trial to proof of concept (https://www.youtube.com/watch?v=FI0_kXSPRrQ)	Testing in the Copenhagen demo area versus running a proof of concept at your own plant.

For written versions of these procedures, see the [How-To Guides](https://info.mobilerobot.com/documentation/user-guides/how-to-guides/) (<https://info.mobilerobot.com/documentation/user-guides/how-to-guides/>) in the [documentation section](https://info.mobilerobot.com/category/documentation/) (<https://info.mobilerobot.com/category/documentation/>). For support channels, see [Submit a support request](https://info.mobilerobot.com/support/contact/submit-a-support-request/) (<https://info.mobilerobot.com/support/contact/submit-a-support-request/>).