



The Mobile Robot Company

Knowledge Center — Troubleshooting · 2026-08-04

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

Troubleshooting

Symptom-by-symptom guidance for diagnosing and resolving common J1600 issues, from startup and charging to navigation and connectivity.



Robot Will Not Start

What to check when the J1600 does not power on, including the key switch position, battery charge level, and emergency-stop controls.



Robot Will Not Enter Autonomous Mode

Preconditions the J1600 needs before it switches to autonomous driving, and what to check when the mode change does not happen.



Navigation Problems

What to check when the J1600 hesitates, detours, or cannot reach a destination, including map freshness, blocked routes, and floor conditions.



Mapping Problems

How the J1600 builds and updates its 3D map by manual driving, and what to do when locations are missing or the map is out of date.



Obstacle or Safety-Field Stops

Why the J1600 stops when people or objects enter its 360-degree safety field, what the blue lights mean, and how to resume a stopped task.



Charging Problems

Expected J1600 charge and drain rates, manual versus automatic charging behavior, and what to check when the battery does not charge.



Task and Location Problems

Fixes for missing destinations, unexpected post-delivery behavior, and drop-height confusion when creating tasks on the J1600.



Connectivity Problems

Which J1600 functions work without Wi-Fi, which features depend on connectivity, and how to think about network issues on site.

Robot Will Not Start

Work through these checks in order when the J1600 does not power on or does not respond. If the robot still does not start afterwards, contact support through the channels on [Submit a support request](https://info.mobilerobot.com/support/contact/submit-a-support-request/) (<https://info.mobilerobot.com/support/contact/submit-a-support-request/>).

Check the key switch

The J1600 has a [three-position key switch](https://info.mobilerobot.com/safety-compliance/safety-functions/mode-selection/) (<https://info.mobilerobot.com/safety-compliance/safety-functions/mode-selection/>): power off, manual only, and automatic mode. If the switch is in the power-off position, the robot has no power. Turn the key to the manual or automatic position before expecting any response from the vehicle.

Check the battery charge

The J1600 runs on a [24 V, 200 Ah lithium iron phosphate \(LiFePO4\) battery](https://info.mobilerobot.com/documentation/technical-reference/battery-specifications/) (<https://info.mobilerobot.com/documentation/technical-reference/battery-specifications/>). Even when idle, the battery drains at approximately 2% per hour in standby, so a robot left unplugged for an extended period — a weekend or a holiday — can arrive at a depleted battery.

To recover:

1. Plug in the manual charger, or send the robot to its automatic charging station if one is installed.
2. Allow time to charge. The charging rate is approximately 47 percentage points per hour, so a full charge from empty takes a little over two hours.

See [Charging problems](https://info.mobilerobot.com/support/troubleshooting/charging-problems/) (<https://info.mobilerobot.com/support/troubleshooting/charging-problems/>) if the battery does not charge as expected.

Check the emergency-stop controls

The J1600 has [three emergency-stop buttons](https://info.mobilerobot.com/safety-compliance/safety-overview/emergency-stops-and-manual-takeover/) (<https://info.mobilerobot.com/safety-compliance/safety-overview/emergency-stops-and-manual-takeover/>), and the [tiller position](https://info.mobilerobot.com/safety-compliance/safety-overview/emergency-stops-and-manual-takeover/) (<https://info.mobilerobot.com/safety-compliance/safety-overview/emergency-stops-and-manual-takeover/>).

mobilerobot.com/safety-compliance/safety-functions/tiller-detection/) also acts as an emergency-stop control. Make sure no emergency-stop button is engaged and the tiller is in a normal operating position before trying to start the robot.

 WARNING

Do not open the chassis or attempt electrical repairs yourself. Service and repairs are handled through your service partner — see [Find a service partner](https://info.mobilerobot.com/support/contact/find-a-service-partner/) (<https://info.mobilerobot.com/support/contact/find-a-service-partner/>).

Still not starting

If the key switch, battery, and emergency stops all check out and the robot still does not power on, submit a support request. The on-machine route is normally unavailable if the robot has no power, so use the support portal or contact your service partner directly.

Robot Will Not Enter Autonomous Mode

The J1600 only drives autonomously when the operator has explicitly handed it a task and [confirmed the mode change](https://info.mobilerobot.com/documentation/getting-started/manual-and-autonomous-modes/) (<https://info.mobilerobot.com/documentation/getting-started/manual-and-autonomous-modes/>). Most failures to enter autonomous mode come down to one of the preconditions below.

Confirm the key switch position

The [three-position key switch](https://info.mobilerobot.com/safety-compliance/safety-functions/mode-selection/) (<https://info.mobilerobot.com/safety-compliance/safety-functions/mode-selection/>), selects power off, manual only, or automatic mode. In the manual-only position the robot never drives itself. Turn the key to the automatic position.

Select a task and confirm it

[Autonomous driving](https://info.mobilerobot.com/documentation/user-guides/autonomous-operation/) (<https://info.mobilerobot.com/documentation/user-guides/autonomous-operation/>), always starts from a task:

1. Create or select a task on the touchscreen, with a saved destination.
2. Execute the task. The robot asks for confirmation to enter automatic mode.
3. Confirm using the physical LED start/resume button. On-screen selection alone does not start autonomous driving.

If the destination you need is not in the list, it has not been saved yet — see [Task and location problems](https://info.mobilerobot.com/support/troubleshooting/task-and-location-problems/) (<https://info.mobilerobot.com/support/troubleshooting/task-and-location-problems/>).

Step clear of the robot

After confirmation, the interface instructs the operator to step away. The robot's 360-degree safety field must be clear before it moves. If you or anyone else is standing inside the protected area — shown by the blue floor lights — the robot will not drive off. See [Obstacle or safety-field stops](https://info.mobilerobot.com/support/troubleshooting/obstacle-or-safety-field-stops/) (<https://info.mobilerobot.com/support/troubleshooting/obstacle-or-safety-field-stops/>).

Release the tiller

Grabbing or moving the tiller is the [takeover mechanism](https://info.mobilerobot.com/safety-compliance/safety-overview/emergency-stops-and-manual-takeover/) that returns the J1600 to manual control, and [tiller-position switches](https://info.mobilerobot.com/safety-compliance/safety-functions/tiller-detection/) are part of the safety system. Make sure the tiller is released and in its normal position when you confirm automatic mode.

Check the floor

Autonomous mode is a [level-floor application](https://info.mobilerobot.com/applications/planning/route-and-floor-suitability/): automatic gradeability is 0%. Slopes, ramps, and dock plates are manual territory. If the task would send the robot up or down a gradient, [drive that portion manually](https://info.mobilerobot.com/documentation/user-guides/manual-operation/) instead.

Still stuck in manual mode

If all preconditions are met and the robot still refuses the mode change, contact support — see [Submit a support request](https://info.mobilerobot.com/support/contact/submit-a-support-request/). For how the mode handover is designed to work, see [Dual mode](https://info.mobilerobot.com/products/j1600/dual-mode/).

Navigation Problems

The J1600 navigates with [3D LiDAR SLAM](https://info.mobilerobot.com/products/j1600/navigation-and-obstacle-avoidance/) (simultaneous localization and mapping) on an industrial NVIDIA Jetson AI computer. It builds and continuously updates a three-dimensional map of the facility while an operator drives it manually, then plans its own routes to saved destinations — without tracks, wires, reflectors, or other building modifications. When navigation misbehaves, check the points below.

The layout has changed

The robot updates its understanding of the environment continuously during manual driving. After a major [layout change](https://info.mobilerobot.com/applications/scenarios/dynamic-route-changes/) — moved racking, new walls, relocated work cells — drive the robot manually through the changed area so it can refresh its map. Everyday changes such as parked pallets and moving people are handled by obstacle avoidance and do not require remapping. See [Mapping problems](https://info.mobilerobot.com/support/troubleshooting/mapping-problems/).

The route is blocked

The J1600 detects obstacles and routes around them in dynamic environments. If a route is fully blocked, [clear the obstruction](https://info.mobilerobot.com/support/troubleshooting/obstacle-or-safety-field-stops/) or take over manually with the tiller — improvising a path through a [crowded floor](https://info.mobilerobot.com/applications/scenarios/operation-in-crowded-environments/) is exactly the kind of judgment the operator keeps in a [dual-mode](https://info.mobilerobot.com/products/j1600/dual-mode/) vehicle.

Preferred travel zones can be defined so the robot favors safer routes through production areas.

The floor is outside specification

Autonomous driving assumes an [indoor, level floor](https://info.mobilerobot.com/applications/planning/route-and-floor-suitability/):

Condition	Limit
Gradeability, automatic mode	0° / 0%
Maximum traversable bump height	25 mm / 1 in
Maximum traversable gap width	20 mm / 0.8 in
Floor flatness/levelness	TR34 FM3 (FF 25 / FL 20)

Slopes and dock plates are handled in [manual mode](https://info.mobilerobot.com/documentation/user-guides/manual-operation/) (<https://info.mobilerobot.com/documentation/user-guides/manual-operation/>), where gradeability is 5% unloaded and 3% at full load.

The environment is outside specification

The J1600 is rated IP21 and operates at 5–40 °C (41–104 °F) with 20–80% non-condensing relative humidity. Cold stores, outdoor yards, and wet areas fall outside the [operating envelope](https://info.mobilerobot.com/documentation/installation/operating-environment-requirements/) (<https://info.mobilerobot.com/documentation/installation/operating-environment-requirements/>). See the full [technical specifications](https://info.mobilerobot.com/products/j1600/technical-specifications/) (<https://info.mobilerobot.com/products/j1600/technical-specifications/>).

Still misbehaving

If navigation problems persist on a compliant floor with a current map, contact support — 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/>).

Mapping Problems

The J1600 [maps by driving](https://info.mobilerobot.com/documentation/getting-started/creating-the-first-map/) (<https://info.mobilerobot.com/documentation/getting-started/creating-the-first-map/>): an operator drives it manually through the facility with the tiller, and the robot continuously learns and updates a three-dimensional model of its environment using [3D LiDAR SLAM](https://info.mobilerobot.com/products/j1600/navigation-and-obstacle-avoidance/) (<https://info.mobilerobot.com/products/j1600/navigation-and-obstacle-avoidance/>). No tracks, wires, reflectors, or building modifications are involved. Most mapping problems are coverage problems.

The robot does not know an area

The robot only knows areas it has been driven through. To extend coverage, drive it manually through every aisle and zone it should later travel autonomously. The 3D LiDAR scans environmental structures at heights of up to 70 m above the vehicle, so large halls are mapped from floor level without extra equipment.

A destination is missing

Destinations are [saved locations](https://info.mobilerobot.com/documentation/user-guides/location-management/) (<https://info.mobilerobot.com/documentation/user-guides/location-management/>), not map annotations made at a desk:

1. Drive the robot manually to the exact drop point.
2. Tap **Save location** on the touchscreen.
3. Name the point — for example "Pallet Bay 1".

There is no software limit on the number of saved locations; the practical limit is your floor space. Saved points can be freely recombined into tasks without teaching every origin-destination pair. See [Task and location problems](https://info.mobilerobot.com/support/troubleshooting/task-and-location-problems/) (<https://info.mobilerobot.com/support/troubleshooting/task-and-location-problems/>).

The map is out of date

After a significant [layout change](https://info.mobilerobot.com/applications/scenarios/dynamic-route-changes/) (<https://info.mobilerobot.com/applications/scenarios/dynamic-route-changes/>), drive the robot manually through the changed area so the map refreshes. Day-to-day clutter does not require this — obstacle avoidance deals with

temporary objects, which is what makes the J1600 suitable for [brownfield sites](https://info.mobilerobot.com/applications/use-cases/brownfield-automation/) (<https://info.mobilerobot.com/applications/use-cases/brownfield-automation/>) and changing layouts.

A location has physically moved

If a [drop point](https://info.mobilerobot.com/documentation/installation/mapping-and-drop-point-setup/) (<https://info.mobilerobot.com/documentation/installation/mapping-and-drop-point-setup/>) moves — a staging area is relocated, a buffer zone shifts — drive to the new position and save it again. Adding or moving a location takes minutes and needs no automation expert.

Still having trouble

If the robot cannot localize or [repeatedly loses its way in a mapped area](https://info.mobilerobot.com/support/troubleshooting/navigation-problems/) (<https://info.mobilerobot.com/support/troubleshooting/navigation-problems/>), contact support — 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/>).

Obstacle or Safety-Field Stops

A J1600 that stops during [an autonomous task](https://info.mobilerobot.com/documentation/user-guides/autonomous-operation/) is usually doing its job. The vehicle carries a 360-degree protective field, monitored by two 2D safety LiDAR scanners and an independent safety controller, and it stops when a person or object enters that field. This page explains the behavior and how to get moving again.

How the safety field behaves

- The protective field surrounds the vehicle and supports both forward and reverse autonomous travel.
- The field is [speed-dependent](https://info.mobilerobot.com/safety-compliance/safety-functions/safety-field-adjustment/): it expands as travel speed increases.
- Blue light strips project the current protected area onto the floor. White lights indicate manual mode.
- [Person detection](https://info.mobilerobot.com/safety-compliance/safety-functions/person-detection/) and [braking](https://info.mobilerobot.com/safety-compliance/safety-functions/braking/) are certified safety functions within the layered safety architecture. For the design, see [How J1600 safety works](https://info.mobilerobot.com/safety-compliance/safety-overview/how-j1600-safety-works/).

Resuming after a stop

1. Clear the safety field — step out of the protected area and remove any obstruction.
2. Press the LED start/resume button to continue the task.

The robot also [avoids obstacles](https://info.mobilerobot.com/products/j1600/navigation-and-obstacle-avoidance/) on its own: where a path exists, it routes around objects and people rather than stopping. A full stop typically means the field itself was breached or [no clear route remained](https://info.mobilerobot.com/support/troubleshooting/navigation-problems/).

Frequent stops on a route

If a route triggers constant stops:

- Reduce congestion on the route, or define preferred travel zones so the robot favors calmer paths through production areas.
- For [genuinely crowded areas](https://info.mobilerobot.com/applications/scenarios/operation-in-crowded-environments/) (https://info.mobilerobot.com/applications/scenarios/operation-in-crowded-environments/), — an overflowing receiving zone at truck arrival, for example — take over with the tiller and drive the congested portion manually. Immediate manual takeover is a core part of [dual mode](https://info.mobilerobot.com/products/j1600/dual-mode/) (https://info.mobilerobot.com/products/j1600/dual-mode/).

Other stop controls

Stops can also come from deliberate controls rather than the safety field:

- [three emergency-stop buttons](https://info.mobilerobot.com/safety-compliance/safety-overview/emergency-stops-and-manual-takeover/) (https://info.mobilerobot.com/safety-compliance/safety-overview/emergency-stops-and-manual-takeover/);
- the belly button on the tiller, which stops the vehicle and reverses it away from the operator;
- grabbing or moving the tiller, which returns the robot to manual control;
- [tiller-position switches](https://info.mobilerobot.com/safety-compliance/safety-functions/tiller-detection/) (https://info.mobilerobot.com/safety-compliance/safety-functions/tiller-detection/), which act as emergency-stop and manual-control inputs.

Check whether one of these was activated before assuming a fault.

When it is not safety behavior

If the robot stops with a clear field, no engaged stop control, and a valid route, contact support — 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/).

Charging Problems

The J1600 uses a [24 V, 200 Ah lithium iron phosphate \(LiFePO4\) battery](https://info.mobilerobot.com/documentation/technical-reference/battery-specifications/) and supports [two charging methods](https://info.mobilerobot.com/documentation/user-guides/charging/): manual plug-in charging and an optional automatic charging station. Before treating charging behavior as a fault, compare it with the expected rates below.

Expected rates

Behavior	Rate
Charging	approximately 47 percentage points per hour
Drain, driving fully loaded	approximately 13% per hour
Drain, driving unloaded	approximately 12% per hour
Drain, standby	approximately 2% per hour

Runtime exceeds eight hours in a typical duty cycle. The drain rates imply roughly 7.7 hours of continuous fully loaded driving or 8.3 hours unloaded, but these are calculated figures, not guaranteed runtimes — standby time, lifting, duty cycle, battery reserve, and operating conditions all affect the result.

A battery that loses around 2% per hour while the robot sits idle is behaving normally, not leaking charge. A robot parked unplugged over a weekend can reasonably arrive at a low battery — see [Robot will not start](https://info.mobilerobot.com/support/troubleshooting/robot-will-not-start/).

Manual charging

[Manual charging](https://info.mobilerobot.com/products/chargers-and-accessories/manual-charger/) works like a conventional electric pallet jack: plug in the charger during a break or whenever the machine is idle. If the robot does not charge, verify that the charger is connected at both ends and powered.

Automatic charging does not happen

[Automatic charging](https://info.mobilerobot.com/applications/scenarios/automatic-charging/) (<https://info.mobilerobot.com/applications/scenarios/automatic-charging/>) is an optional, advanced automation capability that requires the automatic charger. When it works, the robot drives to the station, positions itself at the charger, and a charging interface extends to the vehicle's charging plates — enabling opportunity charging whenever the robot is not busy.

If the robot never charges itself, check that:

- an [automatic charger](https://info.mobilerobot.com/products/chargers-and-accessories/automatic-charger/) (<https://info.mobilerobot.com/products/chargers-and-accessories/automatic-charger/>) was actually purchased — the manual charger does not support self-docking;
- [the station was set up](https://info.mobilerobot.com/documentation/installation/charger-installation/) (<https://info.mobilerobot.com/documentation/installation/charger-installation/>) and commissioned. When bought with the installation and commissioning package, automatic-charging setup is part of Day 1 on site.

Unresolved charging faults

For a charger that stays dead, a battery that will not accept charge, or a robot that fails to dock despite a commissioned station, contact support — 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/>).

WARNING

Do not open the battery compartment or service the charger yourself. Battery and charger service goes through [your service partner](https://info.mobilerobot.com/support/contact/find-a-service-partner/) (<https://info.mobilerobot.com/support/contact/find-a-service-partner/>).

Task and Location Problems

Tasks on the J1600 are built from [saved locations](https://info.mobilerobot.com/documentation/user-guides/location-management/) and a chosen post-delivery behavior, all from the touchscreen. Most task problems trace back to how the task was created rather than to a fault.

A destination is not in the list

Only saved locations appear as destinations. To add one, [drive the robot manually to the point, tap **Save location**, and name it](https://info.mobilerobot.com/documentation/getting-started/saving-the-first-location/). There is no software limit on the number of saved locations. See [Mapping problems](https://info.mobilerobot.com/support/troubleshooting/mapping-problems/) for coverage and re-saving moved locations.

The robot will not drop at height

This is by design. Autonomous pallet delivery is at floor level. Picking and dropping at heights up to 1,600 mm (63 in) is a manual capability, performed by the operator with the tiller. If a task seems to need an elevated autonomous drop, restructure it so the robot delivers at floor level and an operator handles any elevated placement.

The robot will not pick up a pallet by itself

Also by design: pallet pickup is always manual. [The operator judges pallet condition, load stability, and fork placement](https://info.mobilerobot.com/safety-compliance/safe-deployment/operator-responsibilities/), then hands the transport portion to the robot. See [Dual mode](https://info.mobilerobot.com/products/j1600/dual-mode/) for the reasoning.

The robot does the wrong thing after delivering

What happens after the drop is part of the task definition. When creating a task you choose among the [post-delivery behaviors](https://info.mobilerobot.com/documentation/user-guides/task-management/): return to the origin or operator, go to another saved point or

to parking, or stop and wait at the destination. If the robot waits when you expected it back, check which option the task uses — the common patterns are:

- **Boomerang** (<https://info.mobilerobot.com/applications/scenarios/deliver-and-return/>) — deliver and return to origin.
- **Simple ABC** (<https://info.mobilerobot.com/applications/scenarios/a-to-b-to-c-transport/>) — deliver from A to B, then travel to C.
- **Drop and wait** (<https://info.mobilerobot.com/applications/scenarios/deliver-and-wait/>) — deliver and remain at the destination.
- **Deliver and park** (<https://info.mobilerobot.com/applications/scenarios/deliver-and-park/>) — deliver, then proceed to a parking location.

Come-to-me does not work

[Calling the robot to you](https://info.mobilerobot.com/applications/scenarios/come-to-me/) (<https://info.mobilerobot.com/applications/scenarios/come-to-me/>) through a mobile app or web interface is an advanced automation function. If it is unavailable, your robot may be running the [Standard software](https://info.mobilerobot.com/products/software/standard-software/) (<https://info.mobilerobot.com/products/software/standard-software/>); ask your partner about the Advanced software. See [Software upgrade entitlements](https://info.mobilerobot.com/support/service-warranty/software-upgrade-entitlements/) (<https://info.mobilerobot.com/support/service-warranty/software-upgrade-entitlements/>).

The load itself is the problem

The J1600 requires an [open-base carrier with no bottom deck board](https://info.mobilerobot.com/products/j1600/pallet-and-load-compatibility/) (<https://info.mobilerobot.com/products/j1600/pallet-and-load-compatibility/>), within a 1,250 x 1,250 mm footprint (including overhang) and a load height of up to 1,700 mm from the floor, at up to 1,600 kg. A task that fails with a specific pallet type may be a compatibility issue rather than a task issue — see the [technical specifications](https://info.mobilerobot.com/products/j1600/technical-specifications/) (<https://info.mobilerobot.com/products/j1600/technical-specifications/>).

Unresolved task problems

If tasks fail despite correct locations and settings, contact support — 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/>).

Connectivity Problems

The J1600 is designed so that basic operation does not depend on a network. If you are troubleshooting a network issue, the first question is whether the affected function actually needs connectivity.

What works without Wi-Fi

[Wi-Fi is optional for basic use](https://info.mobilerobot.com/documentation/installation/network-and-wi-fi-requirements/) (<https://info.mobilerobot.com/documentation/installation/network-and-wi-fi-requirements/>). The out-of-the-box workflow — manual driving, mapping by driving, saving locations, creating and running tasks from the touchscreen, autonomous delivery — requires neither Wi-Fi nor any mandatory [warehouse-management-system \(WMS\)](https://info.mobilerobot.com/applications/results/lower-integration-complexity/), [fleet-manager](https://info.mobilerobot.com/applications/results/lower-integration-complexity/), or [IT integration](https://info.mobilerobot.com/applications/results/lower-integration-complexity/) (<https://info.mobilerobot.com/applications/results/lower-integration-complexity/>). A network outage does not stop a robot running standard [teach-and-repeat](https://info.mobilerobot.com/documentation/concepts/teach-and-repeat/) (<https://info.mobilerobot.com/documentation/concepts/teach-and-repeat/>) tasks.

What depends on connectivity

Connectivity comes into play with the advanced capabilities:

- **[Come-to-me](https://info.mobilerobot.com/applications/scenarios/come-to-me/)** (<https://info.mobilerobot.com/applications/scenarios/come-to-me/>) — calling the robot through a mobile app or web interface.
- **[VDA 5050](https://info.mobilerobot.com/documentation/concepts/vda-5050-explained/)** (<https://info.mobilerobot.com/documentation/concepts/vda-5050-explained/>), **fleet management** — operating the J1600 under a compatible multi-vendor fleet layer.
- **[REST API integrations](https://info.mobilerobot.com/documentation/technical-integration/rest-api-documentation/)** (<https://info.mobilerobot.com/documentation/technical-integration/rest-api-documentation/>) — connecting the robot to other software or equipment.
- **[Fleet Manager](https://info.mobilerobot.com/products/software/fleet-manager/)** (<https://info.mobilerobot.com/products/software/fleet-manager/>) — orchestrating multiple robots.

These belong to the [Advanced software](https://info.mobilerobot.com/products/software/advanced-software/) (<https://info.mobilerobot.com/products/software/advanced-software/>); see [Software upgrade entitlements](https://info.mobilerobot.com/support/service-warranty/software-upgrade-entitlements/) (<https://info.mobilerobot.com/support/service-warranty/software-upgrade-entitlements/>). If fleet coordination or app-based calls

stop working while on-screen tasks run normally, investigate the site network and the fleet or integration layer rather than the robot's basic functions.

Wi-Fi during commissioning

Connecting the robot to Wi-Fi is optional and, when wanted, is part of Day 1 of the installation and commissioning package.

Getting help

Remote support is easier to deliver when the robot can be reached, but a support request never requires the robot to be online — the support portal and [your service partner](https://info.mobilerobot.com/support/contact/find-a-service-partner/) (<https://info.mobilerobot.com/support/contact/find-a-service-partner/>) are always available. 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/>).