



The Mobile Robot Company

Knowledge Center — Connectivity Problems · 2026-08-04

<https://info.mobilerobot.com/support/troubleshooting/connectivity-problems>

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/>).