



The Mobile Robot Company

Knowledge Center — Task and Location Problems · 2026-08-04

<https://info.mobilerobot.com/support/troubleshooting/task-and-location-problems>

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/>).