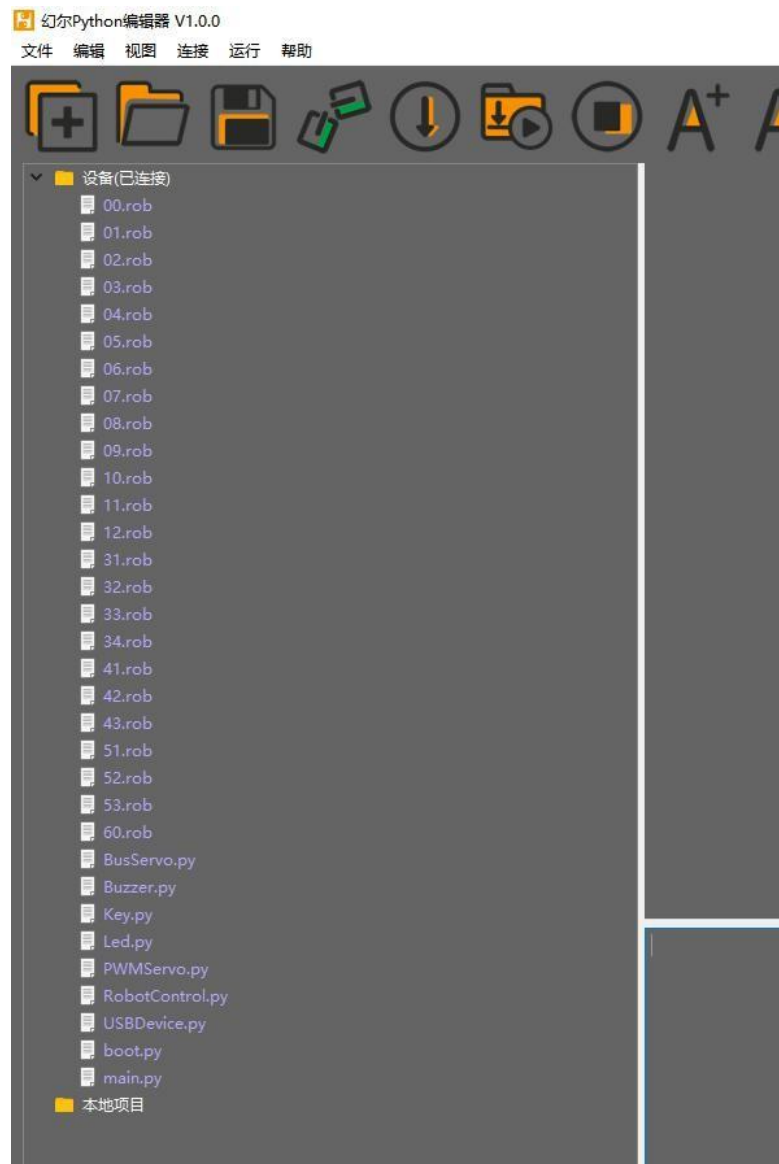# Frequent Asked Questions

Q1：Why does PS2 handle fail to control the robotic arm?

A: You can check the problem as following steps:

User who purchased unassembled one need to check whether the underlying program is burned successfully. After burning is completed, the underlying program should contain the following files:



1) Check weather the two indicators of PS2 handle are on o not. The red light is the power indicator and the green light is the signal indicator. When the handle is switched on, the red light keeps on, and the green one is flashing to search for signal.

2) If only one light is on, press "Mode" button. If both lights are off, press "Start" button. If there is still no respond after pressing buttons, you change batteries and have another try.



3) If the indicators is normal, and the PS2 handle still cannot control the robotic arm, you need to check the handle receiver at this time. Generally, in normal status, if you press any buttons on PS2 handle, and then the LED2 flashes, it means that the PS2 handle can communicate with the robotic arm, vice verse.

Q2: What if I fail to connect mobile app?

A2: You can troubleshoot the problem as following steps:

 1) Make sure that the Android system is 8.0 or above and iOS system is above 9.0.

 2) Please confirm whether Bluetooth and GPS service are enabled.

 3) Bluetooth should be connected in app. Please do not connect Bluetooth through phone setting.

Q3: The robotic arm can be switched on after being connected to computer, but why can't it be controlled?

A3:  The voltage of computer port is 5V so that it can be turned on after supplying power through USB port (5V). However, in order to ensure that the device can be controlled normally, you must use the provided adaptor (7.5V) to supply power to avoid affecting the driving effect due to insufficient voltage.

Q4: Why does the servo flash blue?

A4: The flashing blue light means that the servo angle is set beyond the normal range, but the light prompt doesn't affect the normal usage.

Since the servo has not driving force when powering on at the very first beginning, it can be manually rotated to any angle. When the servo is rotated beyond the angle range, the blue light will flash. It only serves as a reminder and does not affect the normal operation control.

Q5: Why do we fail to controlled when the servo flashes red?

A4: The servo is flashing red light for one, two or all of these reasons: overheat, high voltage, low voltage or blocking. When the red light flashes, the malfunctioning servo cannot be controlled.

1)  Check whether the servo is supplied power with the provided 7.5V adaptor. If use USB cable to supply power alone, it will lead to insufficient voltage.

2)  Check if the servo is hot. If it is hot, you need to power off the robotic arm immediately and contact our customer service.

The heating of servo is generally caused by blocking. Blocking means that the

output shaft of the servo is artificially or mechanically hindered from rotating normally. The internal current of servo will increase by more than 7times due to block,and then the temperature will rise sharply, which may burn out the servo.

3) Check whether the wiring is in poor contact. If servo wire is in poor contact, it will cause unstable voltage, and the red light may flash at this situation.

Q6: Why we cannot use mouse to control?

A6: Mouse connection can be recognized automatically. In this case, please check whether mouse receiver or mouse can be used normally or whether its sensitivity is normal.

In addition, please check whether servo rotates to the extreme angle (The servo cannot be controlled after reaching a certain angle). Under this circumstance, you can use PC software to set "Reset servo". Please do not keep rotating servo at this time to avoid damage caused by blocking.

Q7:Why we fail to execute offline running?

A7: Please check whether the action group file is downloaded correctly into No.100 action group. The operation method refers to "3. xArm ESP32 PC software and action programming -> Lesson 5 Offline running"

Q8：Why the action created by app fail to save and the prompt pops up?

A8: Please check whether the services are enabled in app. If it is not, you need to enable services before operating.

Q9: Why does the Python editor fail to be connected?

A9: When use Python editor for the first time, the driver of CP210 needs to be downloaded and installed in software interface "Help-> Install driver".

After the installation is completed, you can view the port number with CP210 in "Control panel-> Device manger".

Check whether the port is occupied. If PC software is connected, please disconnect the port or close PC software, and then try again.