

## FAQs

**Q1:** Why does the wireless handle control operation not respond?

**Ans:** Check the reasons below:

- 1) Check the condition of two indicators. Red is power supply indicator and the green is single indicator. Turn on the wireless handle, the red light will be on and the green light flashes for searching for signal.



- 2) If only one light is on, press the Mode key. If neither light is on, press the Start key. If there is no response after pressing the key, please change the battery and try it again.



3) If the indicator status is normal and still cannot be controlled, let's check the handle receiver. When the indicator status is normal, press any button of the handle, and if the LED2 light on the control board flashes, it means that the handle and the control board can communicate. If it does not flash, it means no communication.

**Q2:** What should I do if fail to connect robotic arm with APP?

**Ans:** Check the reasons below:

- 1) Please make sure that the Android system is 8.0 and above, and the Apple system is 9.0 and above.
- 2) Please confirm whether the Bluetooth and GPS positioning of the mobile phone is turned on, and whether the APP has obtained positioning permission.
- 3) For smart phone control, please connect the Bluetooth in APP instead of phone settings.

**Q3:** Why the robotic arm keep "beep" when connected to computer?

**Ans:** This has to be judged and dealt with in two cases.

- 1) Continuous "di-di-di" beeps. When the power supply is lower than 6.4v, the controller will start the low voltage alarm function, which is because the computer USB interface is only 5V. If you connect only with the USB cable, the robotic arm will alarm.

Please connect with the provided 7.5V power adapter first and then operate it.

2) Quick "di-di" two beep. If the serial port of the control panel receives an incorrect command, it will make the sound promptly. The communication command of the control panel needs to be sent according to the provisions of the communication protocol attached to the data. If the format does not match the protocol, the control An error alarm will appear after the board is received.

**Q4:** Why cannot control the robotic arm when servos flash in red?

**Ans:** Over temperature, high pressure, low pressure and locked rotation will cause the servo to flash red. When the red light is flashing, the servos cannot be controlled.

- 1) Please charge the robotic arm with provided 7.5V adapter. Only use the cable for power supply, it will cause low voltage.
- 2) Check whether the servo is hot. You need to power off the robotic arm immediately if the servo is hot.
- 3) Check the wiring of the connection. If the servo wire has a bad connection, the red light may flash.

**Q5:** Why can't it run in offline running mode?

**Ans:** Please check whether the action group file is downloaded to the action group number 100. For more details please go to the folder “3. xArm 1S PC Software and APP Learning/Lesson 5 Offline Running”.