

## Most Frequently Asked Questions

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### SOFTWARE ISSUES

#### ***What is the user ID and password:***

- The system start-up user ID and password are for both the same: "admin" and See software manual how to personalize it.

#### ***There is no communication and system shows IP address error messages:***

- Check IP address of your laptop as well as of the controller.
- In case of more than one controller, check if IP setting of each of them is different. See also software manual how to proceed.
- Check (230V )power supply to operating desk

Communication is correct if the communication icon is rotating.

#### ***Position counter or position table has RED background:***

- Current position is outside of limit switch settings, move hook manually to return within the defined operating zone, change software limit settings.

#### ***Hoist bar graphs are not shown on Movement page:***

- Check if in corresponding Cue all objects (hoists or groups) are assigned and patched with correct hoist from hoist table

#### ***GO button doesn't appear on the Movement page:***

- Check if positions of corresponding Cue are not in RED, and check if all objects (hoists or groups) are defined as unique.

#### ***Hoist position counter doesn't move:***

- Connect hoist with another channel and move hoist Up / Down in local mode to locate the nature of the problem.
- Check intermediary cabling and wiring on hoist