



# Troubleshooting:

## Top 10 Issues

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# Troubleshooting

## 1. Unable to scan QR Code

### ?

### Problem

QR code cannot be scanned by the app

### ?

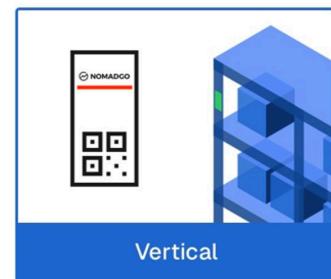
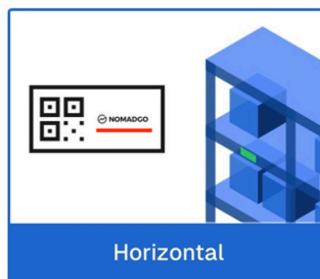
### Possible Causes

- Location not set up correctly or QR Code replaced.
- QR Code label damaged, smudged, torn, or hard to read.
- Device not positioned correctly.

### ✗

### Fix

- Confirm the location is set up in **Manage Locations**. If deleted and recreated, print a new QR Code label.
- Ensure the QR Code is legible and in good condition.
- Hold the device close – 6 inches or less – and parallel to the QR Code, with the on-screen rectangle aimed at it.
- Make sure **NomadGo** is upright and readable on the label.



## 2. Product Not Counting

### ?

### Problem

A product isn't being recognized or added during scanning.

### ?

### Possible Causes

- Product not included in inventory.
- Product Label missing or unreadable.
- Stored incorrectly (labels hidden, items mixed, not shelved properly).
- Not part of the current quick list.

### ✗

### Fix

- Review Inventory Basics:
  - ✓ Labels visible
  - ✓ Items upright
  - ✓ One SKU per row
- Tap **Add Item** and search. If it doesn't appear, it's not eligible for counting.
  - **If it appears:** tap Select, aim the viewfinder, and tap Drop Item. Adjust with **- + paddles** on either side of the screen.
- If the item requires a label, confirm every row of product has its own Product Label (e.g., cups, lids).
- Check into a quick list or scan a quick list label to see if product is listed.

## 3. Wrong Product Identified

### ? Problem

The app recognizes a product incorrectly.

### Q Possible Causes

- a. Labels not visible or item stored incorrectly.
- b. Mixed product types in one row.

### X Fix

- Tap the on-screen green bubble to retry identification.
- Follow Inventory Basics:
  - ✓ Labels visible
  - ✓ Items upright
  - ✓ One SKU per row
- Aim the crosshairs and use **Edit Item** (above right paddle).
- Stacking cases of different types is allowed if rows stay consistent.

## 4. Inaccurate Count:

### ? Problem

Count is higher or lower than actual quantity.

### Q Possible Causes

- ✗ Incorrect shelf depth measurement.
- Unseen gaps affecting shelf depth.
- Products not stored per Inventory Basics.

### X Fix

- Tap the green bubble to refresh the item and let the app re-scan.
- Re-check into the location to reset camera focus.
- Re-measure depth with a measuring tape.
- **⚠ Include door depth for enclosed spaces.**
- Account for rear-overhanging products or backers.
- Store items upright, pushed to back, and in rows.
- Adjust quantities manually with **- + paddles** if needed.

## 5. Unwanted Product Counts

### ? Problem

Unintentional or undesired auto-counting.

### Q Possible Causes

- Product not intended to be counted by the NomadGo App.
- Product already counted, or camera viewing overlapping locations caused duplicates.

### X Fix

- Aim the crosshairs, tap and hold the ● bubble, then select  **Delete** in the popup to remove the item from your count.
- Tap item again to re-enable counting if needed.

## 6. Product Labels Won't Scan

### ? Problem

Labels aren't working or misplaced in the app.

### Q Possible Causes

- Not enough labels for each row.
- Labels damaged, smudged, or not visible.

### X Fix

- Print additional **Product Labels** for each row.
- Confirm labels are clean and legible.
- To scan: hold the device parallel, aim crosshairs, adjust distance until focused.

## 7. Scanning Space is Misaligned

### ? Problem

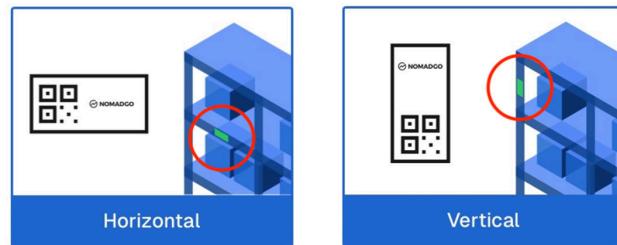
Visuals appear skewed, off-shelf, or duplicated.

### Q Possible Causes

- Poor location check-in.
- QR Code placement/orientation incorrect.

### X Fix

- Re-check into location.
- Place QR Code at accessible height and centered.
- Orientation matters: Check how the QR Code is set in **Manage Locations → Location Details**:
  - Landscape = Horizontal
  - Portrait = Vertical
- Hold device parallel and level when scanning.



## 8. Incomplete Job

### ? Problem

Job submitted before all locations/products counted.

### Q Possible Causes

- User exited or submitted too early.

### X Fix

- Monitor progress in the **Location Menu**.
- If submitting early, confirm choice when prompted.



**Delete Job Data** and redo the entire inventory job (previous job will be overwritten).

## 9. Location Recount

### ? Problem

Job submitted before all locations/products counted.

### Q Possible Causes

- User exited or submitted too early.

### X Fix

- During scan: select  **Reset Location** (on-screen, upper left red arrow) to erase counts.
- Changes after completion: recheck into a location to erase and redo counts.
-  If QR Code is rescanned, counts reset — don't worry, just repeat the count.

## 10. Connectivity Issues

### ? Problem

Connectivity or updates fail during a job.

### Q Possible Causes

- Device not on Wi-Fi at job start.
- Updates not downloaded.

### X Fix

-  Ensure device is connected to Wi-Fi before starting.
- In  **Settings**, confirm all updates are downloaded.
- Once updates are complete, jobs can run offline.  
 **Reconnect before submitting results.**