

# User Guide

## Mobile Autonomous Robotic Cart 3 Series Model 3470 and Model 3475





### **Congratulations – and thank you!**

MARC is made by the highly experienced team at MūL Technologies™ – manufacturers who want to bring autonomous mobile robots (AMR) that make practical sense to warehousing, manufacturing and logistics companies.

MūL Technologies’ approach to AMR is different: We take commercial off-the-shelf (COTS) components and add minimum custom hardware to create intelligence/movement. MARC is the most cost-effective autonomous material handling solution on the market.

Finally, “the rest of us” have an affordable way to get all the benefits of AMR.

Thanks again – and know we are here for you!

Sincerely,  
The MūL Technologies team.

**PLEASE READ THIS ENTIRE MANUAL BEFORE USING MARC. IT CONTAINS  
CRITICAL INFORMATION ON USING MARC SAFELY AND BEST PRACTICES FOR A  
SUCCESSFUL IMPLEMENTATION.**



MūL Technologies Products are proudly designed and manufactured in the United States.





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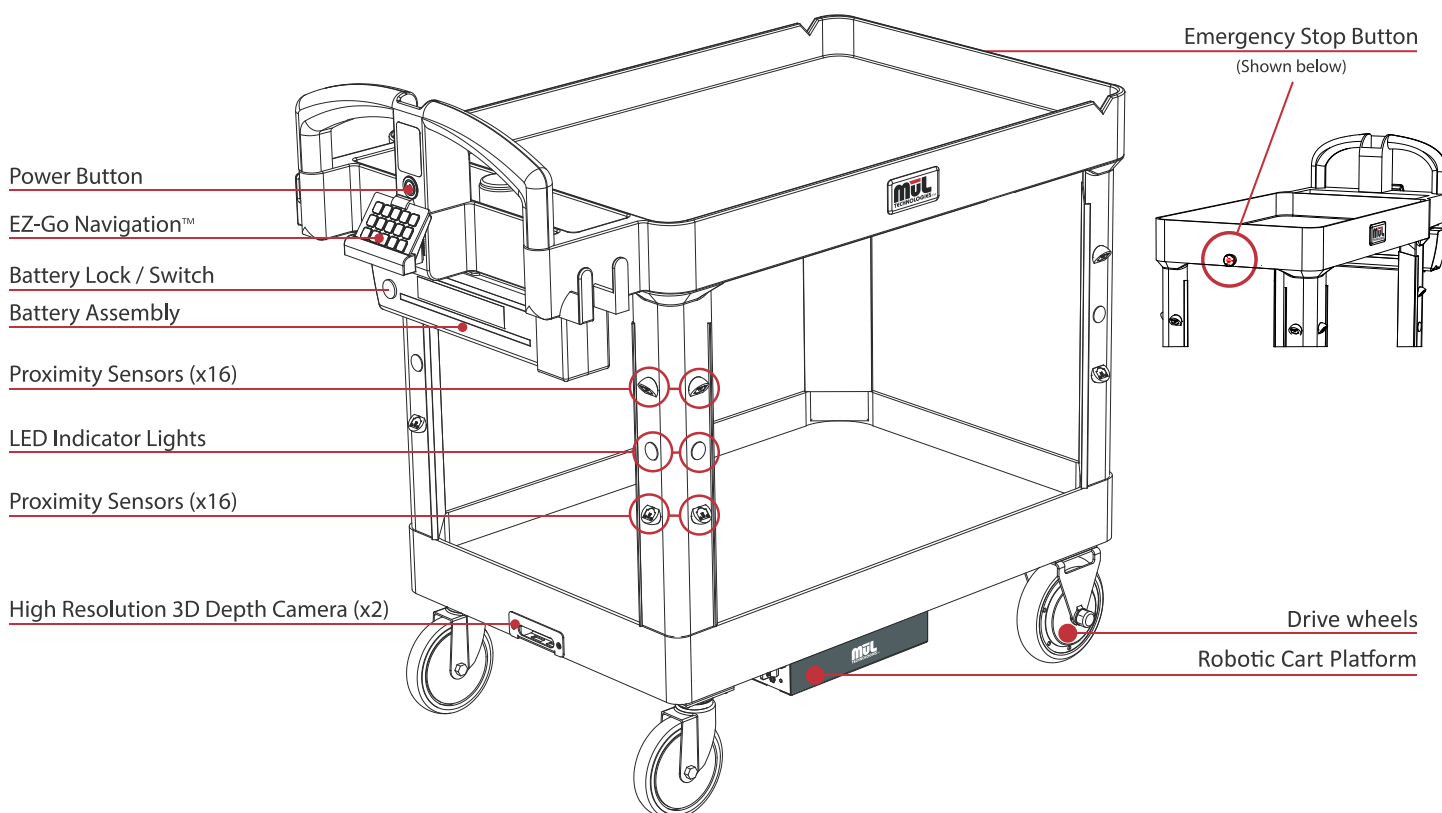
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## Packing list

- MARC 3470 or MARC 3475 (3475 Premium shown)
- Battery (packaged separately) – 2 x 20Ah with Premium models, 1 x 10Ah with Value models
- Battery keys (in battery packaging)
- Battery charger
- User's Guide (this document)
- Quick Start Guide



## System overview (Model 3475 Premium shown)



## Where to find additional resources

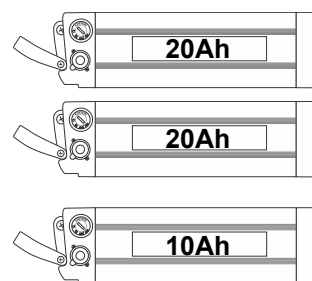
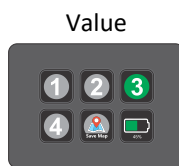
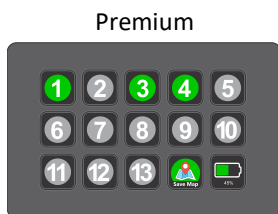
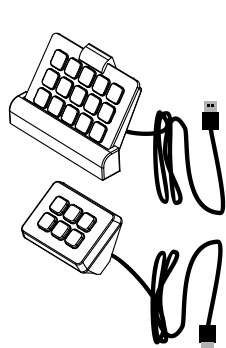
Additional resources for MūL Technologies MARC systems can be found in a variety of places.

Item	Location / description	QR code (if applicable)
Product documentation	<a href="http://www.multechnologies.com/documentation">www.multechnologies.com/documentation</a>	
Contact the MūL Technologies support team	<p>Visit our web site: <a href="http://multechnologies.com">multechnologies.com</a></p> <p>Reach out to the team:  <a href="mailto:support@multechnologies.com">support@multechnologies.com</a> or by phone at 262-242-8830</p> <p>Mailing address:  MūL Technologies 10202 North Enterprise Drive Mequon, WI 53092</p>	
MARC system FAQs	<a href="http://www.multechnologies.com/faq">www.multechnologies.com/faq</a>	
MARC online assistance	<a href="http://www.multechnologies.com/support">www.multechnologies.com/support</a>	

## Overview of available MARC models

MARC AMRs are available in two sizes and at two feature levels. The information below can help you identify which model you have. Some items in the manual are denoted as “Premium only” or “Value only”. Small and large carts are available in either model; there are four models total. The 3470 (small cart) and 3475 (large cart) are each available in Value or Premium models.

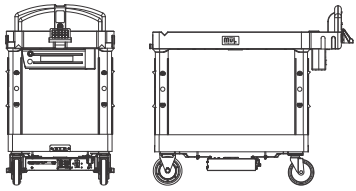
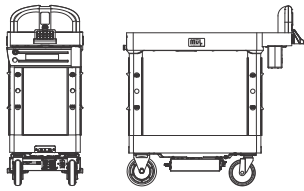
Premium models have the 15-button EZ-Go Navigation System and can have a total of 13 unique destinations programmed at one time. The Value models have a 6-button version of the EZ-Go Navigation System and can store 4 unique destinations. Premium models also include two 20Ah batteries, while value models include one 10Ah battery.



Premium  
20Ah x 2







Value  
10Ah x 1

### Model comparison

	3475 (large cart)		3470 (small cart)	
				
	47L x 25.5W x 42H		41.5L x 17.5W x 41H	
	Premium model	Value model	Premium model	Value model
Set up and use in less than 10 minutes	✓	✓	✓	✓
Operates without WiFi	✓	✓	✓	✓
Active or Fixed Map Mode operation	✓	✓	✓	✓
13-station EZ-Go Navigation system	✓		✓	
4-station EZ-Go Navigation system		✓		✓
Powered manual drive mode	✓		✓	
User adjustable volume	✓		✓	
Two 20Ah batteries included	✓		✓	
Single 10Ah battery included		✓		✓




## How to understand the safety information in this document

The MARC robot has been developed to be simple and safe to use. Please make sure anyone who will be in the area where MARC robots are in operation has read and understands all the safety information before working with or around the autonomous carts.

Symbol	Meaning
	Indicates a potentially hazardous situation that could result in death or severe personal injury if proper precautions are not taken.
	Indicates a situation that could result in personal injury or damage to the equipment if proper precautions are not taken.
	Indicates a situation that could result in property damage if proper precautions are not taken.
	Indicates generally useful information, tips and best practices to assist user with the setup, operation and maintenance of the equipment, including the MARC systems and battery packs.
	Indicates danger of electrical shock. Please use extreme caution when working with lithium ion batteries. Always disconnect power before contacting any electrical components.
	Indicates components with potential for damage from electro-static charges. Always use caution when handling ESD sensitive parts.

# Important safety information



## Table of important safety information

General hazards	
 <p>WARNING</p>	<ul style="list-style-type: none"> <li>• Always maintain a safe distance from MARC when in motion. You risk being hit, run over, or trapped if you do not maintain a safe perimeter during operation.</li> <li>• Human traffic must yield right-of-way to MARC autonomous products.</li> <li>• Ensure proper mounting of loads during use. See <b>Loading the MARC cart safely</b> on page 32.</li> <li>• Danger of personal injury from overturning robot or falling load.</li> <li>• All accessories and loads mounted on top of the robot should be fastened correctly and meet specifications.</li> <li>• Do not drive vehicle irresponsibly.             <ul style="list-style-type: none"> <li>○ There is danger of personal injury and/or damage to the robot.</li> <li>○ The robot should not be driven over edges or in other ways operated irresponsibly.</li> </ul> </li> <li>• Always maintain a minimum 3-foot distance from MARC when robot is in motion.</li> <li>• Do not use the robot to transport people             <ul style="list-style-type: none"> <li>○ There is risk of personal injury and/or damage to the robot.</li> <li>○ This will revoke compliance with the standard <b>EN 1525 Safety for Unmanned Trucks</b>.</li> </ul> </li> </ul>
 <p>CAUTION</p>	<ul style="list-style-type: none"> <li>• Indoor use only             <ul style="list-style-type: none"> <li>○ The robot is made for indoor use only and should never be used outdoor.</li> </ul> </li> <li>• Avoid small objects on the floor in the robot's area.             <ul style="list-style-type: none"> <li>○ There is risk of property damage and/or damage to the robot.</li> <li>○ The robot cannot detect some obstacles at a height of .75" (20 mm) or lower and may run over small objects.</li> </ul> </li> <li>• The robot should not be moved to a different floor of your facility. If you are using MARC on the first floor and transport it to another floor, it will not be able to navigate properly. Always reset the destinations when using on a new level.</li> <li>• The robot will go around objects that are not part of the map, but this may influence the efficiency of the planned route.</li> <li>• The ambient temperature in the robot's environment must be between 5°C / 41°F and 50° C / 122°F for operation of the robot or charging the battery pack.</li> <li>• Avoid exposure of the robot to excessively humid or dry environments.             <ul style="list-style-type: none"> <li>○ The ambient humidity in the robot's environment must be within 0~85% RH (without condensation).</li> </ul> </li> <li>• This equipment is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the MARC. Failure to do so may cause an accident or injury.</li> <li>• Certain reflective objects can confuse the laser system and can cause the product to think there is an object in its way when there is not. These objects can include items with a chrome finish, mirrored surfaces, and other similar objects with a highly reflective finish.</li> </ul>
	<ul style="list-style-type: none"> <li>• Avoid gradients above 5° on the route.             <ul style="list-style-type: none"> <li>○ There is risk of personal injury and/or damage to the robot.</li> <li>○ The surface grade (ramps etc.) cannot exceed 5% as this may cause the robot to skid.</li> </ul> </li> <li>• Only operate on even and dry surface.             <ul style="list-style-type: none"> <li>○ There is risk of personal injury and/or damage to the robot.</li> <li>○ Wet and uneven surfaces may cause the robot to skid.</li> </ul> </li> <li>• Do not overload the robot.             <ul style="list-style-type: none"> <li>○ There is risk of personal injury and/or damage to the robot.</li> <li>○ The maximum payload for MARC:                 <ul style="list-style-type: none"> <li>▪ In autonomous operation: 90 kg or approximately 200 lbs.</li> <li>▪ In manual push mode: 225 kg or approximately 500 lbs.</li> </ul> </li> <li>○ Individual shelves must never be loaded over 110 kg or approximately 250 lbs.</li> </ul> </li> </ul>

- If exceeded, it may cause overturning, falling load and damage to the robot.
- See also **Loading the MARC cart safely** on page 32.
- Turn off the main power and remove battery before attempting any troubleshooting or repair.
- Do not manually push the cart at speeds greater than 1.3M/second (3 MPH) to allow for accurate mapping.
- Do not use the cart to tow or push any other item. For example, do not attach a trailer, broom, or plow to the cart.

## Lithium-ion battery use, storage and safety

Lithium batteries are power sources with high energy content and are designed to represent the highest possible degree of safety.

	<b>Potential hazards</b>
 <p>WARNING</p>	<p>Lithium-ion battery packs may get hot, explode, or ignite and cause serious injury if they are abused electrically or mechanically.</p> <p>Observe the following precautions when handling using and storing lithium-ion batteries:</p> <ul style="list-style-type: none"> <li>• Never leave power on to battery when not in use.</li> <li>• Never short-circuit or connect loads other than the intended system to the battery.</li> <li>• Do not connect with false polarity.</li> <li>• Do not expose to temperature beyond the specified temperature range or incinerate the battery.</li> <li>• Do not crush, puncture, or disassemble the battery. The battery contains safety and protection devices, which, if damaged, may cause the battery to generate heat, explode or ignite.</li> <li>• Do not allow the battery to get wet.</li> <li>• In the event the battery leaks and the fluid gets into a person's eyes, do not rub the eye. Rinse well with water and immediately seek medical care. If left untreated, the battery fluid could cause damage to the eye.</li> <li>• Use only the original charger, and always follow the instructions from the battery manufacturer.</li> <li>• Disposal: The U.S. Environmental Protection Agency (EPA) does not regulate the disposal of batteries in small quantities. While there are no federal regulations for disposal of lithium-ion batteries, many individual states or localities have established their own guidelines for battery disposal and should be contacted for any disposal guidelines that they may have.</li> </ul>
 <p>CAUTION</p>	<p>Lithium-ion batteries are presently the most commonly used energy storage devices on motorized equipment. Learning how to maintain lithium-ion batteries can not only prolong battery lifetime but also protect your device from potential damage.</p> <ul style="list-style-type: none"> <li>• <b>Charge new batteries</b> It is not necessary to charge over 12 hours when first used. When a device powered by batteries is purchased, sellers will usually tell us the batteries must first be charged 12 hours before using. This is unnecessary. Unlike common Ni-CD or Ni-MH batteries, most lithium-ion batteries are activated before leaving the factory. Due to their low self-discharge, it is unnecessary to charge lithium-ion batteries for such a long cycle when new. Lithium-ion batteries are ready for use when the charger indicates so, and they will reach their best capacity after 3 or 5 charge/discharge cycles.</li> <li>• <b>Use appropriate chargers</b> When choosing a charger, original Mül Technologies chargers are the best choice. A low quality or inappropriately rated battery charger can lead to shorter run times, premature battery failure, or even fire or explosion.</li> <li>• <b>Avoid overcharging</b> Over charging may let the battery's interior rise to a high temperature which is bad for both the battery and the charger. Simply charging to 'full' is good enough and will increase the life of the battery and charger.</li> <li>• <b>Avoid touching metal contacts</b> All contacts on batteries need to be kept clean for best performance. When carrying batteries around, do not let the contacts touch metal objects such as keys; this could cause a short circuit, damaging the battery or potentially resulting in a fire or explosion.</li> <li>• <b>Avoid using often in high or low temperature environments</b> Lithium-ion batteries have optimal working and storage temperatures. If they're continually used in extreme temperature environments, this will negatively affect battery use time and useful life.</li> </ul>

## Intended use of the MARC system

The MūL Technologies MARC autonomous cart products are tools to help optimize efficiency. The MARC system eliminates the steps taken that add no value while working alongside employees. They are not intended to be used in any manner outside the scope of this manual. The below list provides general example use applications. It is limited and should not be considered comprehensive.

All MARC systems are intended to be used in indoor industrial environments where access for the public is restricted.

The MūL Technologies MARC system is designed;

- for indoor use only.
- for use only on solid, stable, non-moving areas. It is not designed for ships, moving vehicles or similar modes of transportation.
- for climate-controlled areas between 41°F and 122°F (5°C and 50°C).
- for use in dry conditions only.
- for use in areas where the floor is free of objects smaller than .75" (20mm) from ground level.
- for use on flat, level, surfaces with less than a 5° gradient.
- to carry only non-liquid materials.
- to carry only non-hazardous materials.
- to operate in areas with at least 24" clearance on both sides for a total width of approximately 6 feet. Aisles or paths with less than 6 foot width may prevent proper path planning and cause MARC to abandon its route.

One of the most important steps in achieving a safe installation of any autonomous robot is to complete a thorough risk assessment. Since every facility presents unique issues and risks, it is critical that the individual or organization that is implementing MūL Technologies MARC automated products complete this assessment based on their own facility.

Considerations for this assessment include in part;

- foot traffic and moving equipment must maintain a minimum 3-foot distance from autonomous MARC products when robot is in motion.
- human traffic must yield right-of-way to MARC autonomous products.
- low hanging objects that are above the sight line of the MARCs should be avoided.
- small items on the floor that may be missed by the MARC sensor system.
- high value items that transported by, or in the area of, MARC products.
- dangerous materials transported by, or in the area of, MARC products.
- placement of ladders, scaffolds, metals carts or similar equipment in the robot's work environment.
- consideration of the general environment for safety issues prior to deploying MARC products.

We recommend that guidelines in ISO 12100, EN 1525, ANSI B56.5 or other relevant standards be used to complete the risk assessment. EN 1525, clause 4 contains a list of significant hazards, hazardous situations and events which can be used as further reference for consideration.

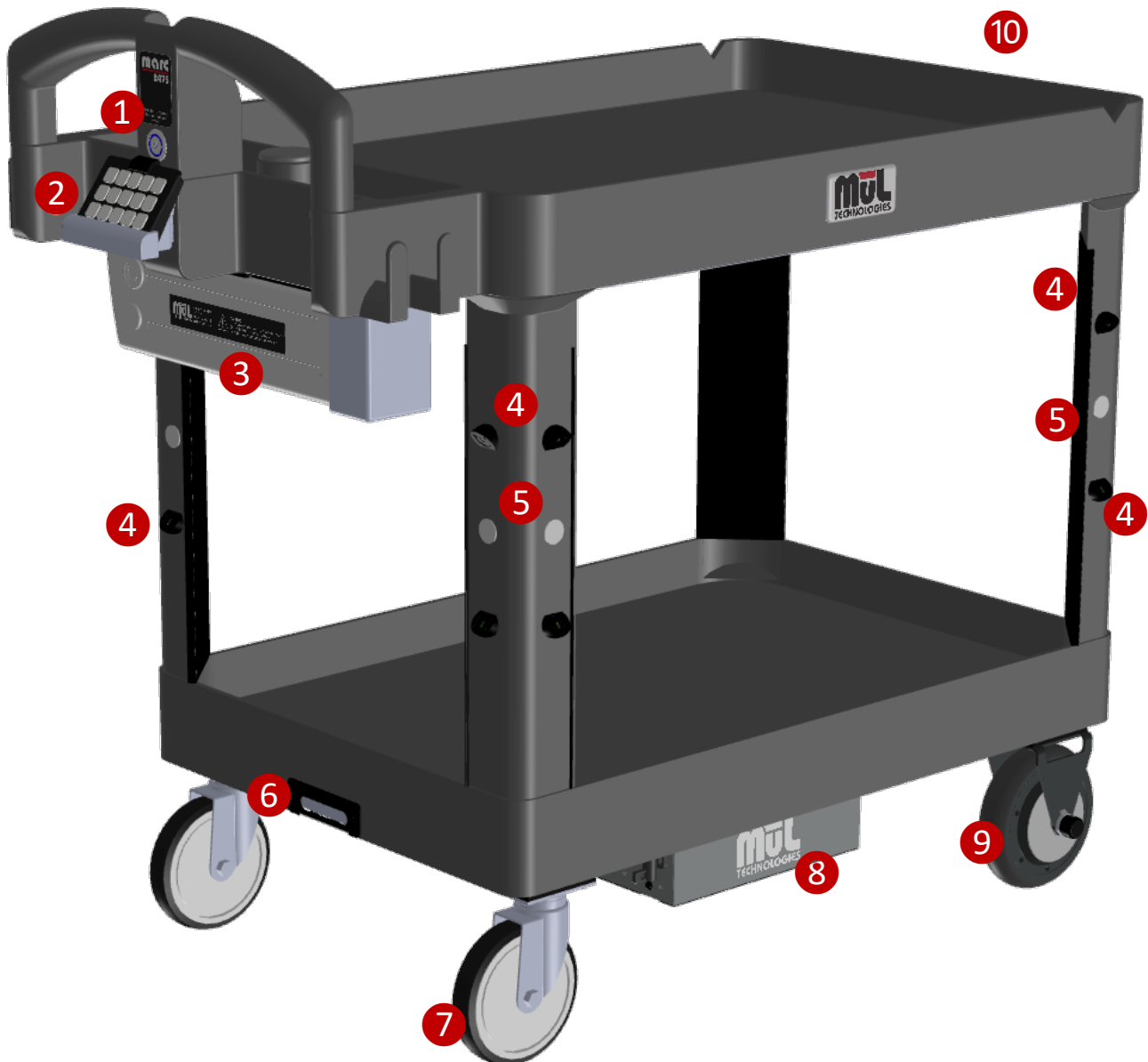
MARC products must not be modified in any way. MūL Technologies will not be responsible for damage caused by products that have been altered or modified in any way.

MūL Technologies cannot be held responsible for any damages caused to MARC products or accessories, or any other equipment due to programming errors or malfunctioning of MARC robots.



## MARC 3475 features overview

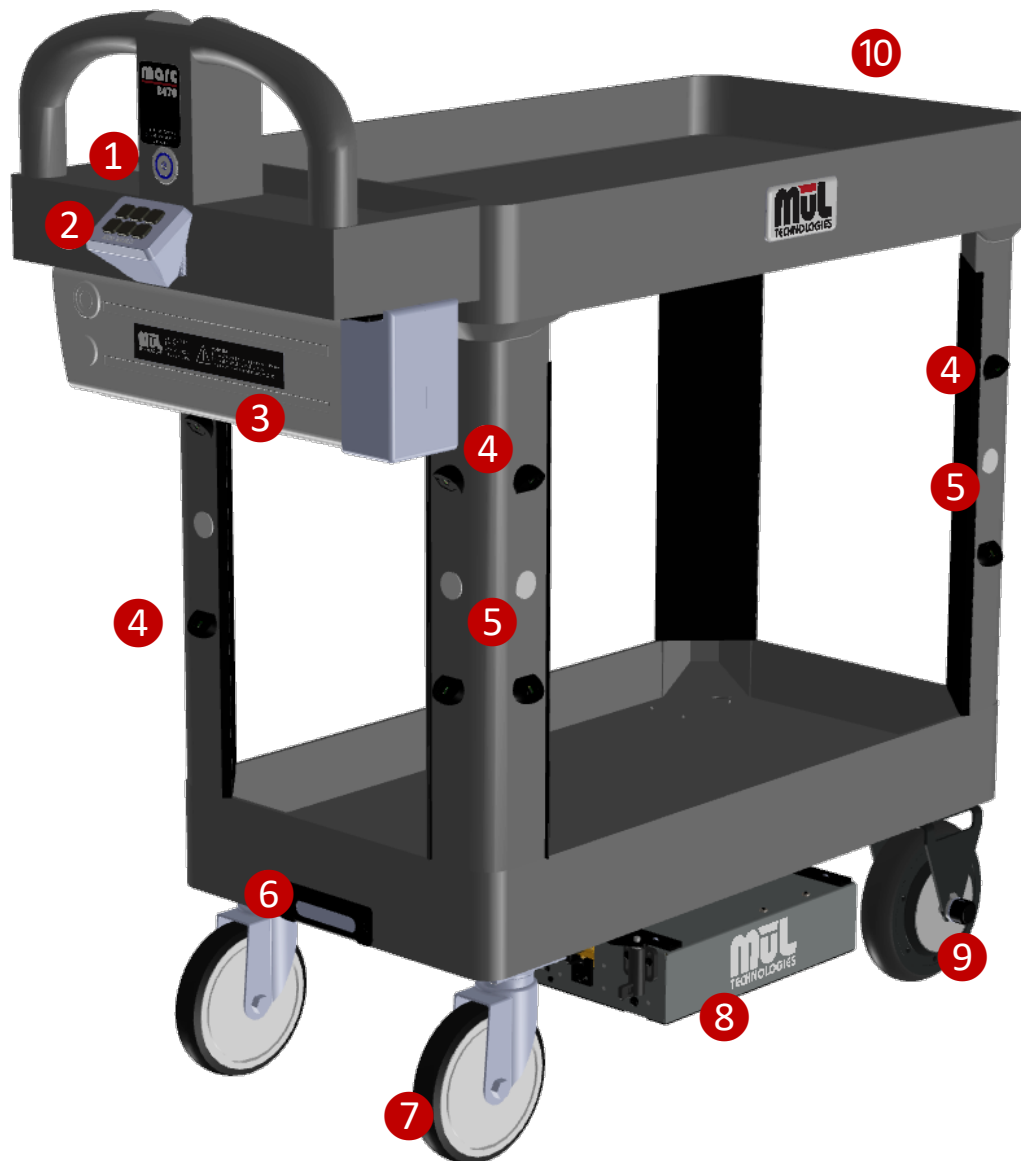
The MARC robots have been developed with simplicity in mind.



#	Feature
1	Power button (also serves as emergency power-off button)
2	15-button EZ-Go Navigation panel (Premium) (shown) -or- 6-button EZ-Go Navigation panel (Value)
3	Battery assembly (including ON/OFF key switch)
4	Proximity sensors (16 total, 4 each side)
5	LED status indicators (8 total, 2 each side)
6	High resolution 3D depth camera (2 total – front and rear)
7	Free turning rear wheels
8	RCP (Robotic Cart Platform) module
9	Drive wheels
10	Emergency stop button (on front of cart – not shown in image)

## MARC 3470 features overview

The MARC robots have been developed with simplicity in mind.

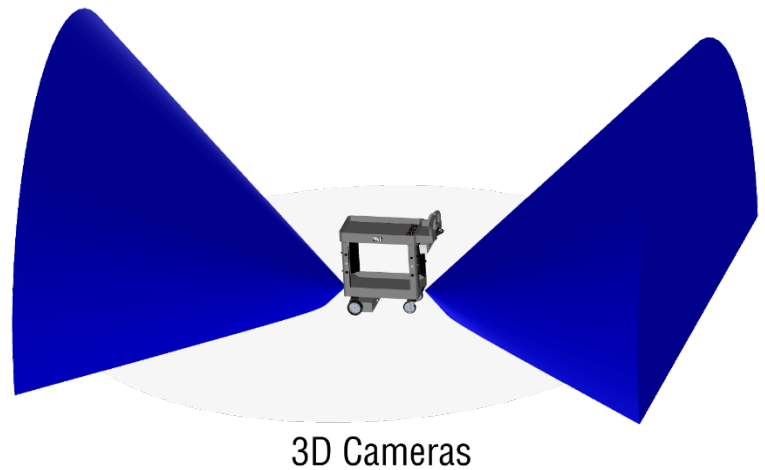


#	Feature
1	Power button (also serves as emergency power-off button)
2	6-button EZ-Go Navigation panel (Value) (shown) -or- 15-button EZ-Go Navigation panel (Premium)
3	Battery assembly (including ON/OFF key switch)
4	Proximity sensors (16 total, 4 each side)
5	LED status indicators (8 total, 2 each side)
6	High resolution 3D depth camera (2 total – front and rear)
7	Free turning rear wheels
8	RCP (Robotic Cart Platform) module
9	Drive wheels
10	Emergency stop button (on front of cart – not shown in image)

# System and sensor overview

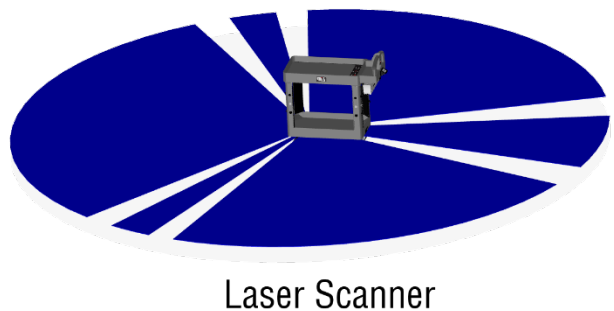
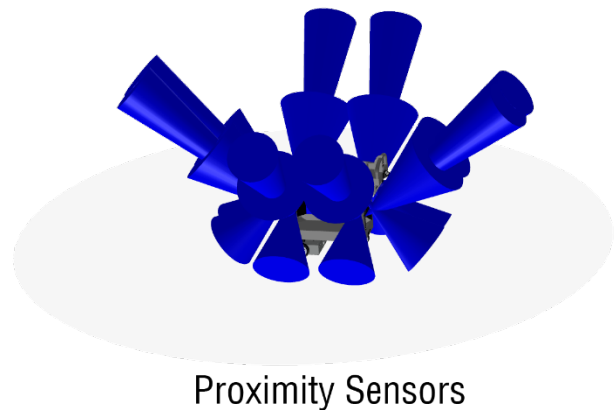
## Combination of 3D cameras, lasers and proximity sensors create a complete view

- Two high resolution 3D depth cameras allow MARC to build accurate maps, see at extreme angles, and operate safely.
- LIDAR scans the environment in real-time to build a completely independent map that is used to navigate through an ever-changing facility.
- 16 proximity sensors create an anti-collision system with 360° view of the area near the cart.
- Internal 3-axis digital gyroscope combined with a 3-axis accelerometer for measuring tilt, acceleration, and shock.



## Sensor parameters

- LIDAR scans 360° at 8000 samples per second measuring at a distance of 12m with 1° angular resolution and 2mm distance resolution.
- 16 proximity sensors with 1mm sensing distance resolution.
- 3D camera with up to  $1280 \times 720$  active stereo depth resolution at up to 90 fps sees the environment.
- Active IR stereo depth technology with a field of view of  $87^\circ \pm 3^\circ \times 58^\circ \pm 1^\circ \times 95^\circ \pm 3^\circ$  senses obstacles.

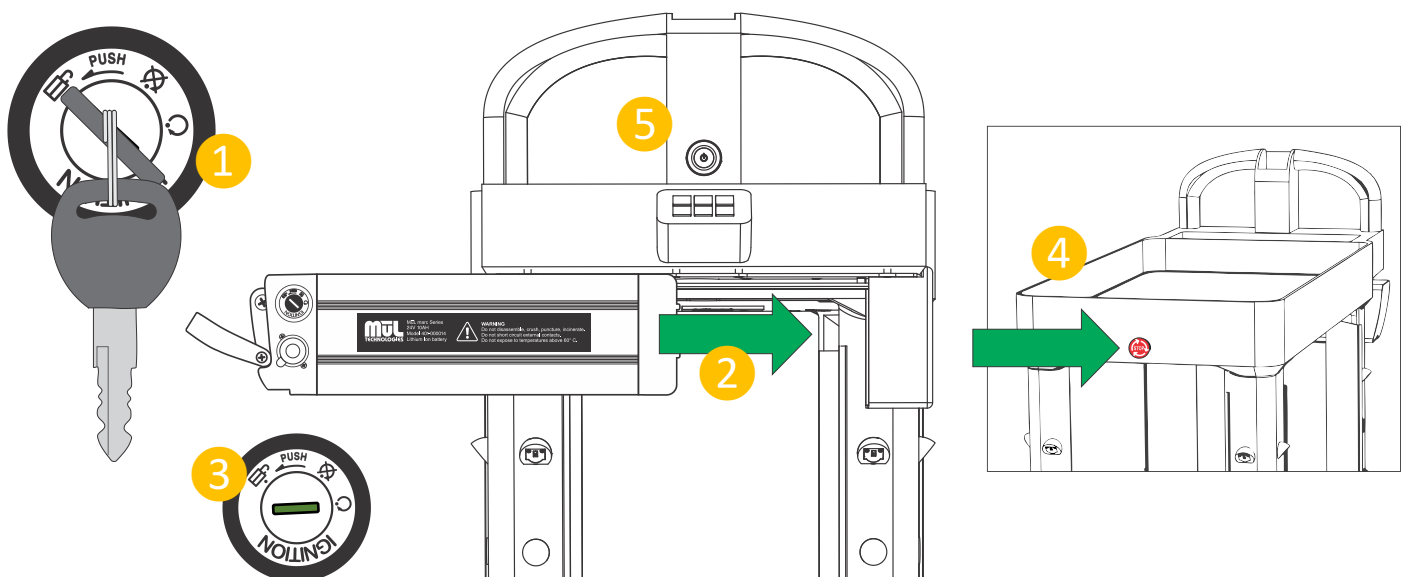
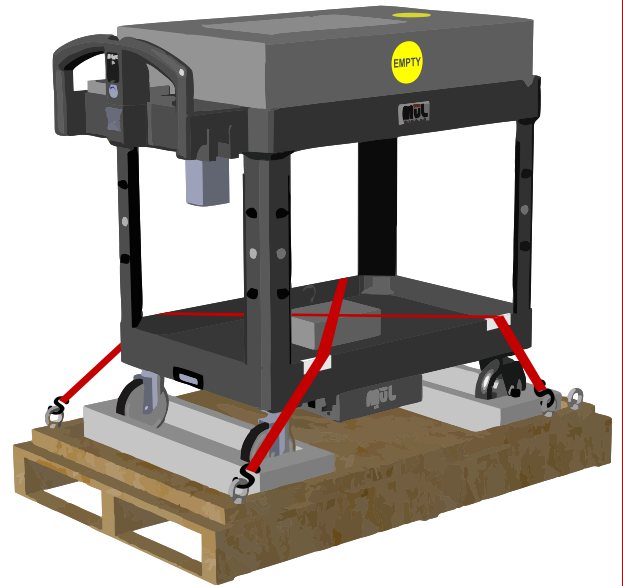


## Unpacking and getting started


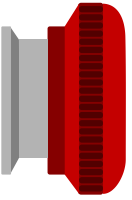
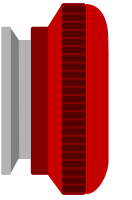


Retain all of the original shipping materials for the MARC system. These materials have been custom made to ship MARC units and are the best option for any future shipping needs of the MARC system to avoid damages during shipment.

1. Place the unit on flat, solid surface with space to move around the package.
2. Cut the plastic straps holding the top corrugated box and discard.
3. Using two people, lift the box top upward and remove.
4. Loosen and remove the 2 ratcheting straps holding the MARC unit to the pallet.
5. Using two people, lift the MARC system upward and remove from pallet.
6. Unbox the battery (boxed separately), making sure to remove the keys from the packaging.
  - Battery may need to be charged before use, please see **Charging the batteries** on page 29.
  - Insert key and verify the battery is in the unlocked position (#1 below).
  - Slide the battery onto the rails on the MARC system battery holder (#2) and push till engaged.
  - Turn the key to the “On” position (#3).
    - This will lock the battery in place and offer power to the MARC.
    - To move from unlocked position to “Locked with power off” position, it is important to push the key inward slightly and then release slowly while turning the key to the next position.
  - For additional information, see **Inserting the battery pack in the MARC system** on page 31.




- Verify the Emergency Stop button (#4 above left) is not engaged. This can be found at the front of the cart (the end away from the handle). Turn the button in the direction of the arrows to reset – the button will pop out when disengaged.

	<p>The emergency stop button is located on the end of the cart opposite the handle. This button is used to shut the MARC cart off immediately when activated.</p>
 Normal operation   Power disconnected	<p>The emergency stop button is activated when pushed inward. The upper image on the left shows the button from the side when in a normal state. The lower image shows the button in an activated, or off state.</p> <p>The cart will not operate with the emergency stop button activated.</p>

- Press the power button (#5) on the handle of the MARC system. If the cart does not power up, double check the emergency stop button.

**Note that boot time is 2-3 minutes** and is complete when the audio cue “Cart ready” is heard and the indicator LEDs are pulsing green.

- You are ready to use MARC!** Please read and understand this manual before use – while operation is simple, it is important to understand how MARC works. Continue next page to program your first locations.

	<p>The MARC system should not be moved while it is starting up. The cart is ready for use when the cart announces, “Cart ready” and the LED indicators illuminate in a pulsing green pattern.</p>
	<p>As a best practice, move the cart to the first location you wish to program before powering up. This will reduce the amount of unnecessary mapping the system saves, since the mapping is constant while on.</p>
	<p>For additional tips on using the MARC, see section <b>What to expect during normal operation</b> on page 24.</p>
	<p>Each end has an emergency power-off option – the front has the red emergency stop button and rear the has the power button which also immediately powers down the MARC unit.</p>
	<p>Note that any time the MARC system is powered off in Active Map Mode, it will need to be reprogrammed. For information on operating modes, see <b>Operating modes: Active and Fixed</b> on page 21.</p>

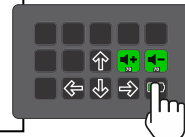
## Programming your first destinations

Now that you're ready to roll, let's give MARC a try!

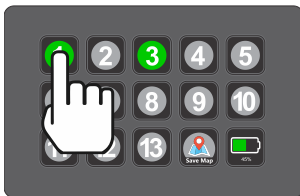
1. If cart is booted up and ready, go to step 5.
2. Turn the key switch to ON position.
3. Press power button. If the cart does not power up, verify the emergency stop button is not engaged and disengage if needed (rotate clockwise with arrows until it pops out).
4. Wait for MARC to boot up, approximately 2-3 minutes.
  - Cart is ready when audio cue "Cart ready" is heard and indicator LEDs are pulsing green.
5. Using the handle, manually push the cart to the first location you want to program as a destination.
  - Wherever MARC is physically located will be the destination when a button is programmed.
  - Speed between locations can be a normal walking speed (up to 1.3 m/second or 3MPH) though a slower speed is better.
  - Start and end points should be a minimum of 1m (3 feet) from stationary objects.
6. Press and hold any un-programmed station key (grey) for 3 seconds until you hear the double-beep sound.
  - In this example, we used "3." Station button will turn green, indicating programming completed.



TIP: If you see the manual mode arrow keys, press the battery level button to return to programmable station buttons.



7. Using the handle, manually push the cart to a second location you wish to program as a destination.
8. Press and hold any un-programmed station key (grey) for 3 seconds until you hear the double-beep sound.
  - Use any unused station key 1-13 (in this example, we used "1").



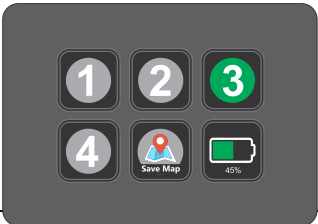
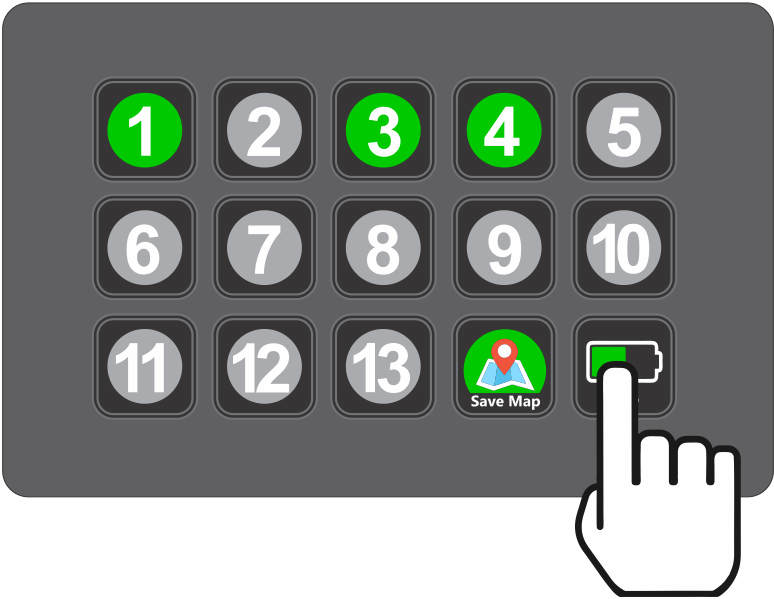
That's it! You have programmed MARC for 2 destinations in Active Map Mode and can put him to work. Press the station button for each programmed key (in our example 1 and 3), and MARC will travel to the location programmed for that button.


Additional tips:

- In Active Map Mode, MARC does not retain information when powered down.
- This describes Active Map Mode. You can also use MARC in Fixed Map Mode if you plan to use MARC in a specific area. See **Operating modes: Active and Fixed** on page 21 for more information.
- You can add a new destination at any time using any additional un-programmed station button.
- MARC will prioritize the path you took when programming but may find and take alternate routes within its map.
- You can *re-program* any station button by moving the cart to a new destination and pressing a pre-programmed button (green) for 3 seconds and the current location replaces the previous destination.
- You can also remove a destination from a button without programming a new one. Hold the programmed button (green) 6 seconds until you hear a triple-beep. The button will turn grey and will not be associated with a destination.
- You can also move your MARC system to any additional, non-programmed locations (for example, to get inventory items from shelves), and then tap one of the pre-programmed buttons to send MARC to that location.

For detailed information on using the EZ-Go Navigation panel, see **Premium (15-button) EZ-Go Navigation system overview** on page 19.








Premium (15-button) EZ-Go Navigation system overview













INFO

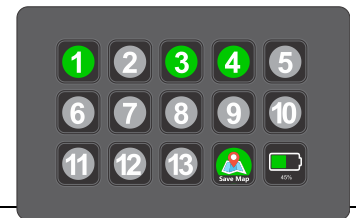
Your MARC system may have a 6-button navigation system. See next section for overview.

	Station buttons 1-13 display in grey when they are <i>not</i> programmed for a specific destination. Press and hold a grey button until you hear the double-beep indication (approximately 3 seconds) to program that station with the unit’s current location. The button will then turn green indicating it is programmed.
	Station buttons 1-13 display in green when they are programmed for a specific destination. Tap these buttons to send the unit to its destination designated for the specific number pressed.
	<b>CLEARING:</b> If you wish to clear a set location for a station button, press and hold the button for more than 6 seconds but less than 10 seconds until you hear the triple-beep indication. When released, the button will return to a grey color.  <b>REPROGRAMMING:</b> If you wish to set a programmed button to its current location, press and hold the button for approximately 3 seconds until you hear the double-beep indication.
	Under normal operating conditions, the bottom right button is reserved to display the battery’s current charge status. This button also allows users to switch between the first and second screens.
 	The Save Map button is used to save the currently mapped area and used to indicate the current map status. The button appears grey if there is currently not a saved map (Active Map Mode) and green when a map is saved (Fixed Map Mode). To erase the currently saved map, press the map button for 6 seconds but less than 10 seconds until you hear the triple-beep tone. The button will turn grey, indicating the map has been erased. When a map is not saved (Active Map Mode), turning the cart off or rebooting will cause the currently mapped area to be deleted from the system. See <b>Operating modes: Active and Fixed</b> on page 22 for more information.
 	The volume buttons are available on Premium models only. The volume (+) button increases the volume in increments of 10%, and the volume (–) button decreases volume in increments of 10%. When in the main screen showing the programmed location buttons, tap the battery level button on the lower right to access the second screen with the volume adjustment buttons.

	A yellow check engine symbol indicates there is an urgent issue with the cart. It is still possible to operate the cart, but the issue should be addressed as soon as possible. For more information, see <b>Troubleshooting</b> on page 37. Press the battery level indicator button to return to the main screen.
	A red check engine symbol indicates there is a critical issue with the cart. Autonomous mode and powered manual drive mode are both disabled when there is a critical issue. For more see <b>Troubleshooting</b> on page 37.
   	<p>Powered manual drive keys allow the user to operate the cart manually. The buttons will move the cart in the direction shown when pressed. <b>Use caution, as during manual movements the safety features of the cart are disabled.</b> When in the main screen showing the programmed station buttons, tap the battery level button on the lower right to access the second screen with the volume adjustment buttons. For more information on using manual movement, please see <b>Powered manual movement mode (Premium models only)</b> on page 26.</p> <div data-bbox="245 615 342 726">  <p><b>DANGER</b></p> </div> <p><b>NOTE: All safety features are disabled while using the powered manual movement mode.</b> Operator is responsible for safe movement of the MARC in <i>any</i> manual movement mode. Great care must be taken while using powered manual movement mode.</p>
 INFO	Tapping any button during movement will cancel the route. If you tap the wrong location, for example, you can immediately press any key to abandon the route and then press the correct location button.



## Value (6-button) EZ-Go Navigation system overview



Your MARC system may have a 12-button navigation system. See overview in previous section.

	Station buttons 1-4 display in grey when they are <i>not</i> programmed for a specific destination. Press and hold a grey button until you hear the double-beep indication (approximately 3 seconds) to program that destination with the unit's current location. The button will then turn green indicating it is programmed.
	Station buttons 1-4 display in green when they are programmed for a specific destination. Tap these buttons to send the unit to its destination designated for the specific number pressed.
	<b>CLEARING:</b> If you wish to clear a set location for a station button, press and hold the button for more than 6 seconds but less than 10 seconds until you hear the triple-beep indication. When released, the button will return to a grey color.
	<b>REPROGRAMMING:</b> If you wish to set a programmed button to its current location, press and hold the button for approximately 3 seconds until you hear the double-beep indication.
	Under normal operating conditions, the bottom right button is reserved to display the battery's current charge status. This button also allows users to switch between the first and second screens.
 	The Save Map button is used to save the currently mapped area and to indicate the current map status. The button appears grey if there is currently not a saved map (Active Map Mode), and green when a map is saved (Fixed Map Mode). To erase the currently saved map, press the map button for 6 seconds but less than 10 seconds until you hear the triple-beep tone. The button will turn grey, indicating the map has been erased. When a map is not saved (Active Map Mode), turning the cart off or rebooting will cause the currently mapped area to be deleted from the system. See <b>Operating modes: Active and Fixed</b> on page 22 for more information.
	A yellow check engine symbol indicates there is an urgent issue with the cart. It is still possible to operate the cart, but the issue should be addressed as soon as possible. For more see <b>Troubleshooting</b> on page 37. Press the battery level indicator button to return to the main screen.
	A red check engine symbol indicates there is a critical issue with the cart. Autonomous mode and powered manual mode are both disabled when there is a critical issue. For more see <b>Troubleshooting</b> on page 37.
	Tapping any button during movement will cancel the route. If you tap the wrong station, for example, you can immediately press any key to abandon the route and then press the correct station button.

## Operating modes: Active and Fixed

MARC carts operate in two distinct modes. It is important to understand the differences between these modes to ensure the most value for your unique scenario. Below is a comparison chart, followed by an overview of each mode.

Depending on how you plan to use each MARC, you have options to most efficiently leverage the benefits of automation that will help save you the most time possible. Each mode of operation is described below.

### Active Map Mode Overview

While in Active Map Mode, all areas the MARC unit travels through will be added to its internal map. This means there are no 'predefined' areas where the unit is required to operate within.

In Active Map Mode, MARC units will not remember mapped areas when they are powered down. This includes during a battery swap. To save the map, the Save Map button should be used, which then puts MARC into the Fixed Map Mode.

### Fixed Map Mode Overview

Fixed Map Mode is the most efficient option when you plan to use MARC in a consistent area and can leverage the saved map for that area.

While in Fixed Map Mode, MARC units must be kept in their mapped area. If they are removed from a known mapped area, the "Out of mapped area" audio cue will be heard.

Once MARC is in Fixed Map Mode, the map will become saved permanently (until an "Erase Map" process is executed). Additionally, the unit must now stay in the currently mapped area, or the message "Out of mapped area" will be heard and the cart will need to be returned to the mapped area for use. Optionally, the map can be erased, returning the MARC unit to Active Map Mode. In this case, the mapping process must be redone.

### Mode Comparison Chart

	Active Map Mode	Fixed Map Mode
Ability to save map		X
Ability to retain map on power-off		X
Quickly use cart in varied areas – shared usage	X	X
MARC can only be used in mapped area		X

## Using MARC in Active Map Mode

MARC defaults to Active Map Mode from the factory. Active Map Mode will remain in effect until the Save Map button is used to save a map. This results in the mode of operation moving from Active Map Mode to Fixed Map Mode.

### **Adding a new destination while in Active Map Mode.**

- Simply add the desired destination to an unused station button or reprogram an existing station button. Press the desired station button until you hear the double-beep confirmation tone.

### **Saving a map (move to Fixed Map Mode)**

- Press and hold the Save Map button until you hear the double-beep confirmation tone. MARC will also announce "Map Saved". It may take several minutes to save the map. If you press a button during saving process, an audio cue will prompt "Saving map."

**Once you save a current map, you will be in Fixed Map Mode.**

## Using MARC in Fixed Map Mode

### **Adding a new destination while in Fixed Map Mode.**

- If the desired destination is within the area that has been mapped, you can simply add it to an unused station button or reprogram an existing station button. Press the desired station button till you hear the double-beep confirmation tone.
- To add a new point outside of the existing map, MARC will need to be reprogrammed by erasing the map and remapping the area to include all desired locations.

### **Moving MARC outside of mapped area in Fixed Map Mode.**

- If MARC units are moved outside of the mapped area, the announcement "Outside mapped area" will be heard repeatedly until MARC is back in the existing mapped area.
- If MARC is moved outside of its mapped area while off, the announcement "Outside mapped area" will be heard repeatedly until MARC is back in the existing mapped area while MARC is in a ready state.
- Once MARC is moved back into the existing mapped area, it will become operational and the announcement "Outside mapped area" will no longer be heard.

## What to expect during normal operation and general use tips

MARC products were designed to take extremely complex technology and make it simple. The simplicity allows users to easily and quickly engage the use of these carts and speed adoption. This will help the MARC products offer an ROI at a much quicker pace.

Here are some things to expect during normal operation and best practices.

- The cart will show white LEDs in the direction it is travelling (similar to headlights) and red LEDs in the opposite direction (similar to taillights). Once the cart has arrived at a destination, the LEDs return to pulse green.
- In environments that change often you may find Active Map Mode will perform better as in this mode the mapped area is continuously updating.
- MARC units are capable of navigating through some narrow passageways, but it is recommended that the minimum width of open space along the entire programmed path be at least 6 feet.
- The cart may speed up and slow down frequently when travelling between destinations. This is normal behavior as the mapping and route planning software is continuously looking for the best possible route. The cart may also back up, rotate and/or turn around during normal operation.
- The cart will prioritize the path that was used during programming. If you have an area that you prefer the cart to avoid, do not use that path during the mapping (programming) process.
- If the cart is sent on an incline of more than 10°, the tilt sensor will automatically stop motion and wait for user intervention. This is by design and is a safety feature. An over-tilt red check engine light will be displayed until the user moves the cart back to a flat surface.
- The cart has been programmed to come within 1 meter of the destination. Within the 1m arrival, orientation of the cart may be different than when it was sent.
- If the cart cannot reach its destination and is prevented from progressing anywhere in its path for more than 45 seconds, the cart will indicate that it has abandoned its route. The cart will announce “Route abandoned” and the indicator LEDs will pulse orange. The audible announcement will repeat every 30 seconds until the condition is resolved by the operator. The numbered station button will flash indicating the desired destination.
- If the battery is low, the cart will indicate the current levels as follows:
  - For battery voltages below 20%, it will say “Battery low” and will repeat this message every 30 seconds.
  - For battery voltages below 10% the indicator LEDs will cycle between red, green and blue and the cart will continue to announce “Battery low.” Note that other indication colors and sequences will not be shown when the critical battery status is reached.
  - In both battery warning states, the cart can still be used. When the battery is completely discharged, the cart will shut down completely.
  - Pressing the battery button for more than 3 seconds will silence the battery low audio cues.
  - When the MARC system is powered down in Active Map Mode, destination and mapping information will be lost. Rebooting MARC in Active Map Mode, including after changing the battery, will require remapping and saved destinations to be reprogrammed.
- The cart will generally not explore unknown areas. However, you may find the cart will take a path to a destination you were not expecting. If during the scanning of your facility the cart senses an alternative path that has been mapped is shorter, it may take that path.
- When multiple MARC units are in the same area, you may notice they occasionally interact strangely. This is normal behavior since both are considered dynamic obstacles and are trying to avoid each other in a safe manner.

## Best practices and general tips for smooth operation

MARC products were designed to take extremely complex technology and make it simple.

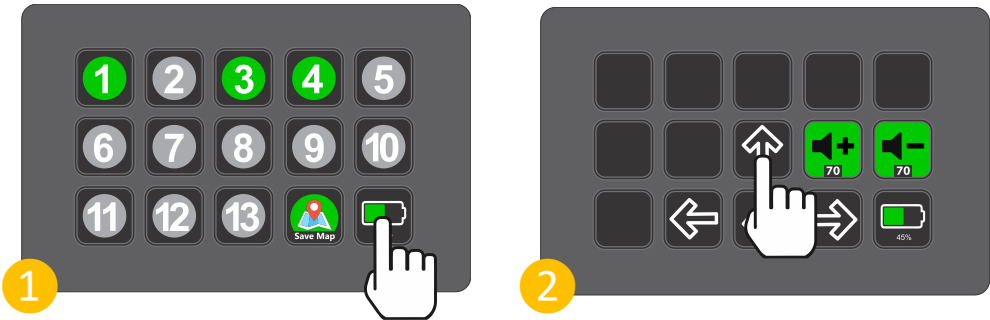
### Mapping tips:

- When mapping a new area (Active Map Mode), it is beneficial to 'close the loop' and return to the same point mapping began. This allows for a more accurate map. MARC's software will be able to reference that initial point to straighten any areas that may have shifted during the mapping process.
- When initially mapping an area (Active Map Mode) and planning to save the map (Fixed Map Mode) for use in a single area, it is best not to have temporary objects in the area. Once the map is saved, those temporary items will be part of the permanent map. This may include, but not limited to, pallets of good, parked or stationary forklifts, moveable staircases, similar large items, and people walking near the cart.
- When in Active Map Mode, be sure not to push MARC at speeds greater than 1.5m/sec (5mph) to avoid gaps in the map creation.
- When pushing the cart in Active Map Mode, only push from the handle side. Pushing from other sides can cause lower sensor visibility and result in a poor quality map.
- When setting destinations, position the cart at least 1m (3 feet) away from any obstacle. This will generally prevent an abandoned route when returning to that destination.

### General tips:

- If you are using MARC in a specific area (in Fixed Map Mode), it is important not to move MARC outside of that area. You may want to include a 'parking spot' for MARC in the initial mapping to have a consistent place to put MARC when temporarily not in use.
- The area where MARC units are stored should have fixed objects nearby. Since the carts need to recognize where they are, or if the environment has changed while the cart was turned off or rebooted, it may become confused.
- When transporting heavy payloads, the cart may coast a short distance while coming to a stop.
- In large open areas the cart may become disorientated. This may present itself as abandoned route or the cart pausing. Returning the cart to an area with distinct obstacles will allow the cart to orientate itself.
  - Well defined areas include multiple distinct fixed objects, for example an inner walled corner or permanent shelving. More fixed objects will result in better results.
  - In order to match and navigate a mapped area, the cart will need to identify objects nearby. It may require less than 10 feet (3 meters) of distance between the cart and multiple fixed objects to properly orient itself. Large, open areas do not provide sufficient data to recognize its surroundings.

Powered manual movement mode (Premium models only)



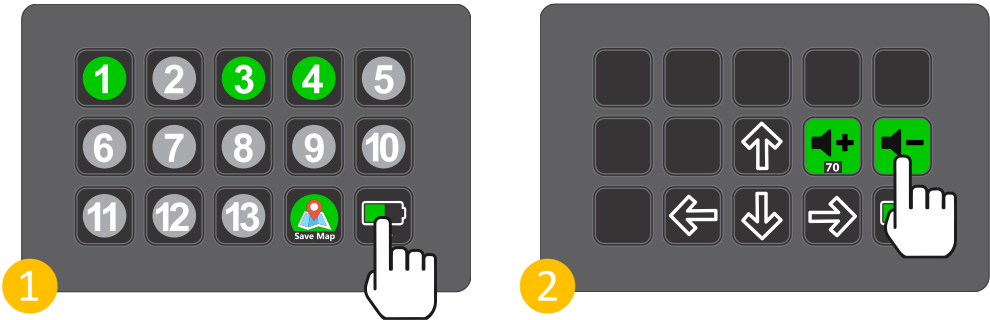
All safety features are disabled while using the powered manual movement mode. Operator is responsible for safe movement of the MARC in powered manual movement mode. Great care must be taken while using powered manual movement mode.

Powered Manual Movement mode allows the user to control the cart motion manually if needed. To enter this mode, press the battery level indicator button (1) from the main screen.

	Pressing the left arrow turns the MARC toward the left until the key is released.
	Pressing the up arrow key moves the cart forward (away) until the key is released.
	Pressing the right arrow turns the MARC toward the right until the key is released.
	Pressing the down arrow key moves the cart backward (toward) until the key is released.
	It is acceptable to press either a forward or reverse arrow key simultaneously with either a left or right arrow key to move the cart at various angles.
	Pressing the battery level indicator while in powered manual mode returns the MARC to the default screen.

The sequential beep tones will sound during manual mode. These can be ignored while operating the cart via the arrow keys.

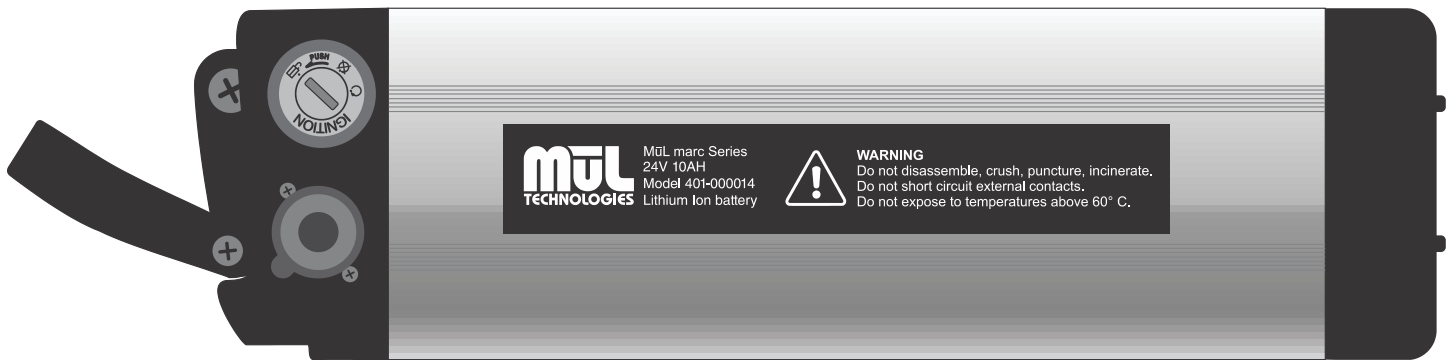
Adjusting the volume (Premium models only)



On Premium models, users can control the cart volume for audio cues. To access the volume adjustments, press the battery level indicator button (1) from the main screen.

	Tap the volume (+) button to increase the volume. The current volume level is indicated in small text at the bottom of the button. Volume indicators are in percentages and increase in 10% increments with each tap.
	Tap the volume (-) button to decrease the volume. The current volume level is indicated in small text at the bottom of the button. Volume indicators are in percentages and decrease in 10% increments with each tap.
	Volume adjustment function is only available on the Premium models of the MARC 3470 and MARC 3475 utilizing the 15-button EZ-Go Navigation System.

## Using MARC battery packs

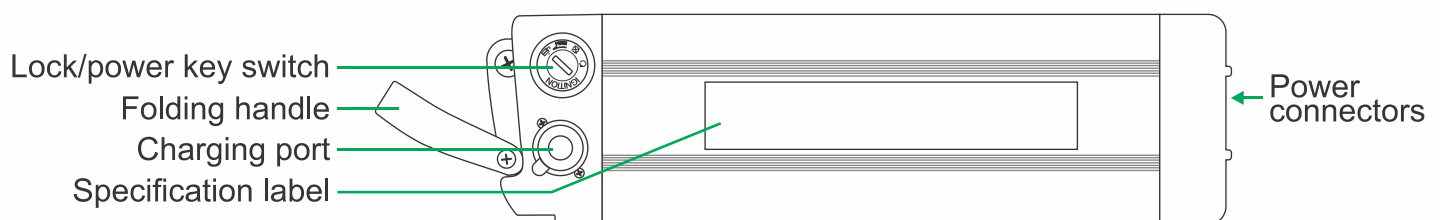


WARNING

Lithium-ion battery packs may get hot, explode or ignite and cause serious injury if they are abused electrically or mechanically.

Observe the following precautions when handling using and storing lithium-ion batteries:

- Never leave power on to battery when not in use.
- Never short-circuit or connect loads other than the intended system to the battery.
- Do not connect with false polarity.
- Do not expose to temperature beyond the specified temperature range or incinerate the battery.
- Do not crush, puncture or disassemble the battery. The battery contains safety and protection devices, which, if damaged, may cause the battery to generate heat, explode or ignite.
- Do not allow the battery to get wet.
- In the event the battery leaks and the fluid gets into a person's eyes, do not rub the eye. Rinse well with water and immediately seek medical care. If left untreated, the battery fluid could cause damage to the eye.
- Use only the original charger and always follow the instructions from the battery manufacturer.



WARNING

To prevent possible damage, use only use genuine Mül Technologies batteries and chargers. Using batteries other than Mül Technologies approved batteries could result in dangerous situations and cause injury or fire. Always use caution when working with batteries.

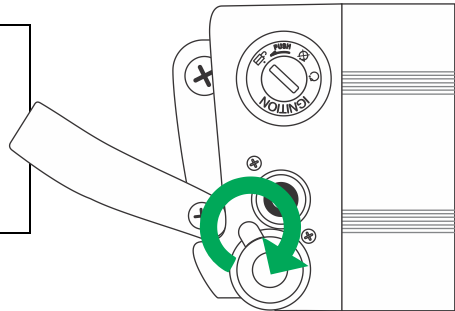


## Charging the batteries

MūL Technologies battery packs and chargers are designed for use in the MARC products exclusively. The battery packs are designed to offer many hours of service and have a charging life of over 800 cycles.

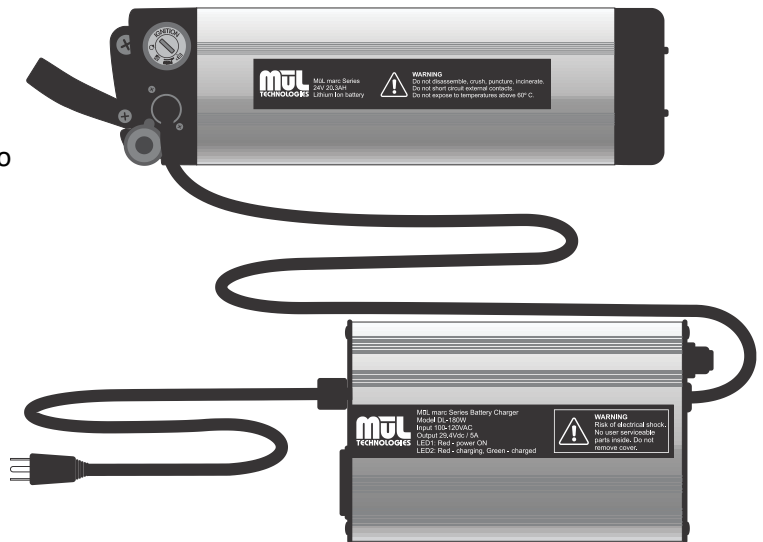


The charging port cover rotates to open. Lifting the cover too high may result in damage. When accessing the port, be sure to lift the cover gently and rotate the port cover clockwise to allow charging cable to be inserted as shown at right.



### Charging procedure:

1. Verify the charger is not plugged into a wall outlet.
2. Place battery and charger on flat, stable non-flammable surface.
3. Ensure battery is in the OFF position with the key removed.
4. Gently lift and turn the charging access port cover to expose the charging port.
5. Insert the MūL Technologies battery charger connector into the charging port.
6. Plug the charger into a standard wall outlet.
7. Charging is complete when the green LED indicator is on solid.
8. Unplug the charger from the A/C outlet.
9. Remove the charger cord from the battery.
10. Reinstall battery into MARC system.



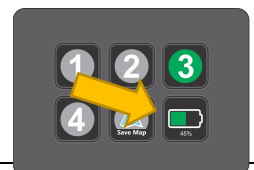
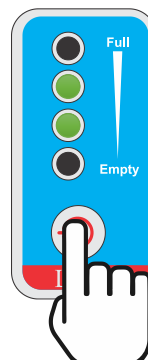
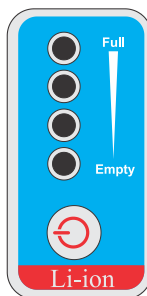
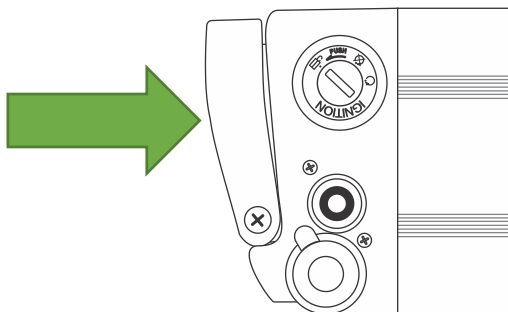
The battery can be charged while installed in the MARC system. You must ensure that the same steps are followed in order and verify the battery's keys have been removed.

Always plug the charger cable into the battery port before plugging the charger into an A/C outlet to avoid risk of damage to battery and charger.

### Checking a battery's charge level:

The battery charge level indicator can be found on the exposed end of the MūL Technologies MARC battery when installed in MARC.






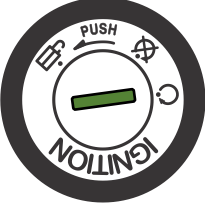

To check if a battery is charged, press the button with the power symbol. While depressed, the charge LEDs will light on the power scale and indicate the battery's current charge level.



While MARC is powered up, the battery status is also shown on the EZ-Go Navigation panel.

## Locking and unlocking battery packs

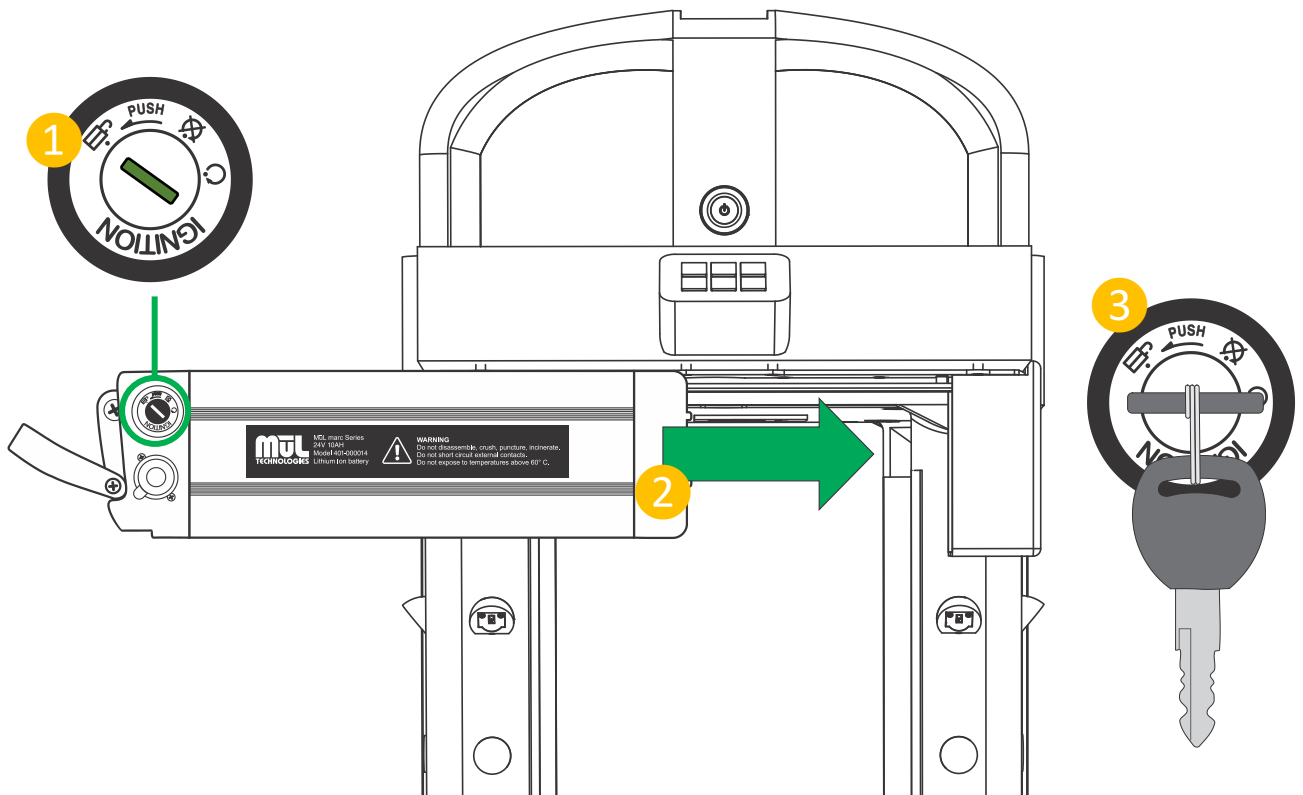
Using the keyed battery switch:


	Indicates the battery pack is ready for removal or insertion. No power is supplied in this position and the battery slides freely into the battery bracket.
Unlocked 	<b>NOTE:</b> To move from unlocked position to “Locked with power off” position, it is important to push the key inward and then release slowly while turning the key to the next position.
NOTE: Push key in 	NOTE: To move from unlocked position to “Locked but off” position, it is important to push the key inward and release as the key moves to the next position.
	Battery is inserted and secured in position but is not supplying power. This is the mode the cart can be stored during longer durations of non-use.
Locked, but off 	
	Battery is inserted and secured in position and is supplying power to the system. This is the normal setting during use.
Locked and on 	

## Inserting the battery pack in the MARC system

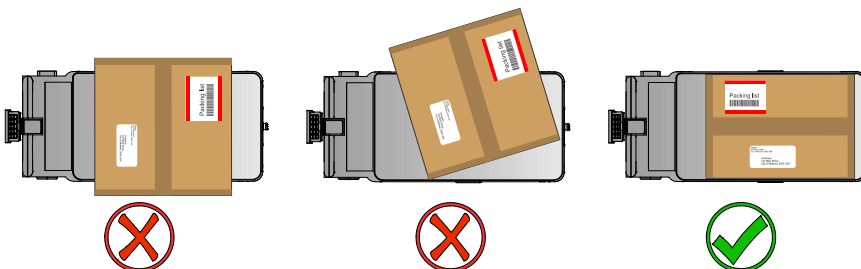
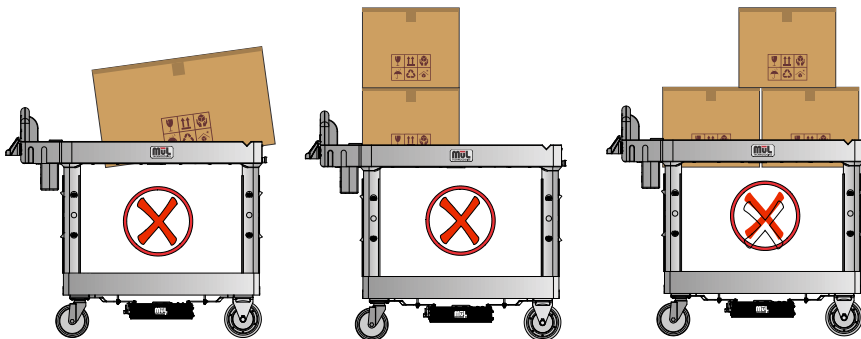
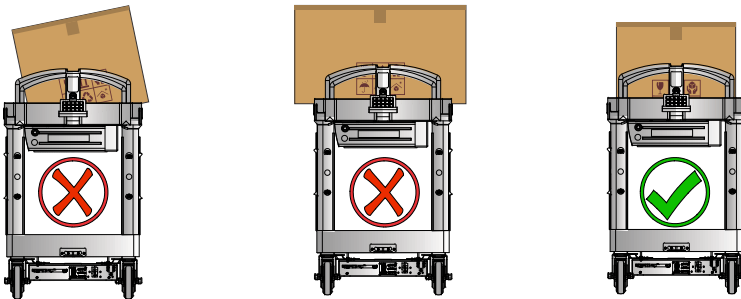
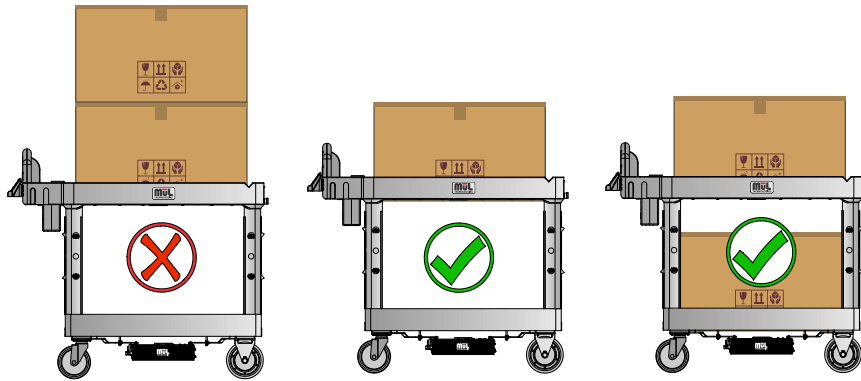
To insert a battery pack into the MARC unit, follow these steps:

- Make sure battery is charged. You can check this by pressing the button on the battery level indicator.
  - See **Charging the batteries** on page 29.
- Ensure the key switch is in the unlocked position. (1 in figure below).
- Guide the battery slots to the battery rail on the MARC system and slide in (2).
- Slide battery until the power connectors are snug.
- Flip the foldable handle upward.
- Turn the key to locked position, being sure to press key in and slowly release it as you turn it.
  - If you are going to use the cart immediately, insert and turn the key to powered **ON** position (3), and press cart power button to boot up the cart. This process takes 2-3 minutes and ends with an announcement, “Cart ready” and LEDs pulsing green.
  - Leaving the key in the locked-but-off position is appropriate for storage.



 INFO	Batteries should not be stored in very hot or very cold conditions, or to be subject to conditions of high moisture. They also should not be stored in a fully discharged state.
	Store your battery between 15 °C (59 °F) and 25 °C (77 °F) in a dry area.
	If your battery pack is not in use for an extended period of time, it is imperative that you charge the battery pack before storage and then charge the battery pack once a month to prevent deterioration.

## Loading the MARC cart safely



### Important loading guidelines:

- Total load should not exceed:
  - 220 pounds / 100 kilograms during autonomous operation.
  - 500 pounds / 225 kilograms during powered manual push mode.
- Total load should never exceed 250 pounds / 115 kilograms per shelf.
- Tall loads may strike low hanging objects above or become unstable and tip.
- Load height should not exceed 70 cm / 27 inches above surface of top shelf.
- Loads must not overhang the edges of shelf surface in any direction.
- Do not transport items that have the potential to roll or shift during cart movement.
- Always load cart with heaviest load away from handle (toward drive wheels).
- Do not transport hazardous materials.
- Do not transport open liquids.
- Avoid top-heavy loading. Place heavier loads on the bottom shelf.

## Table of LED indicator cues
























	Pulsing green	Ready to accept commands (also lights when MARC arrives at destination).
 + 		Normal movement – Pulsing white means the cart is heading toward you (headlight) while a pulsing red mean the cart is moving away from you (taillight).
	Pulsing orange	Impedance to movement; path blocked, route abandoned. Audio cue “route abandoned” will also be heard repeatedly.
	Pulsing purple	Failed Sensor – single leg shows failed sensor pair.
	Flashing red	Red check engine light, indicating a major failure. Intervention required.
	Solid green	Command Received.
	Solid yellow	System is booting up. Also used to indicate yellow check engine light is active during operation.
	Solid white	MARC is calculating a route.
		Cycling of red-green-blue indicates critical battery charge level (includes audible warnings as well).

Table of audio indicator cues

	Beep	Button tap confirmation (<2 sec). This sound is confirmation every time a button is pressed.
	Double beep	Medium button hold confirmation (2-6 sec) indicating station button programming was successful. The button will also turn green. A double beep tone also indicates that a map has been saved.
	Triple beep	Long button hold confirmation (9+ seconds) indicating removal of current programming of station button. The button will turn grey. A triple beep tone also indicates that a map has been deleted.
	"Cart ready"	This audio cue indicates the MARC system has completed the startup sequence and is ready for use.
	"Calculating"	This audio cue indicates the route is being planned and movement will begin momentarily.
	"Arrived"	Cart has arrived at the destination.
	"Out of mapped area"	MARC is in Fixed Map Mode and is not in the mapped area. Cart must be returned to mapped area, or the map must be erased and MARC reprogrammed for use elsewhere.
	"Entering mapped area"	MARC is in Fixed Map Mode and has now been pushed into a previously mapped area.
	"Cannot set destination here"	MARC is in Fixed Map Mode and has been moved out of its mapped area. Destinations cannot be set outside the mapped area.
	"Route abandoned"	Cart was unable to reach the destination. Generally this would be caused by an object blocking MARC from reaching its destination.
	"Route canceled"	A button was pressed by the operator (cancel process) while the cart was moving toward a destination. Accidentally double tapping a button can sometimes cause this to happen. In this case, a destination button must be pressed a second time. If a check engine light has been detected during a route, this can also result in the "Route canceled" cue without user intervention. This will then display the cause of the trouble light.
	"Battery low"	Battery charge level is low (repeats in 30 second intervals). Critical battery level also includes LED lights alternating colors (red, green, blue).
	Triple "multi-tone" beep	Obstacle in path or recalculating route to destination.

## Cleaning the MARC system

MARC systems are made from an extremely durable polypropylene material that will not leak, rust, chip, dent or peel, and will maintain a professional appearance for many years. The RCP unit (drive system) is made from very thick, strong powder coated steel enclosure to ensure protection of the electronics.



There are sensitive electronic components in the MARC systems.

- Make sure to disconnect and remove the battery pack prior to cleaning.
- Never submerge any part of the MARC system.
- Never spray liquids directly at any parts of the MARC system.
- Never use harsh chemicals to clean any parts of the cart.
- Never spray cleaner directly onto the EZ-Go Navigation panel. Instead, spray a small amount of mild cleaner onto a rag or towel, then gently wipe the surface of the button area with the moist cloth.

Here are some general tips for cleaning your MARC products:

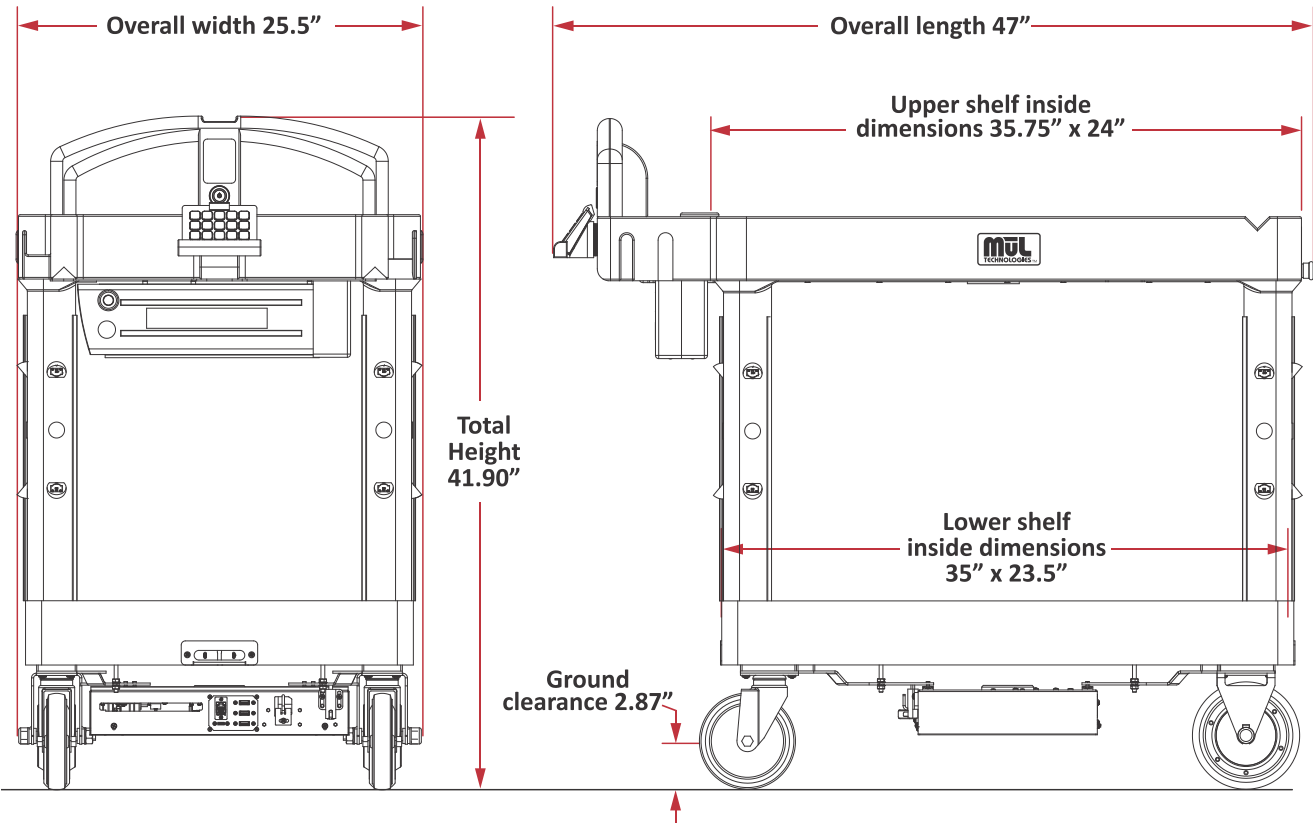
- The MARC system is not waterproof and should not be sprayed directly or submerged.
- If using a household or industrial cleaner, be sure to test a small area to verify it does not damage the polypropylene material.
- Spray or dip a cloth into the cleaner and wipe the cart with a damp (not wet) cloth.
- For stubborn stains, consider using Mr. Clean Magic Eraser or similar product.
- If the drive wheels of the MARC come in contact with liquids or any slippery materials, clean the wheels to ensure MARC will have sufficient traction for the surface it operates on.
- The cameras and proximity sensors may accumulate dust and should be cleaned on a regular basis.

Cleaning the sensors and cameras:

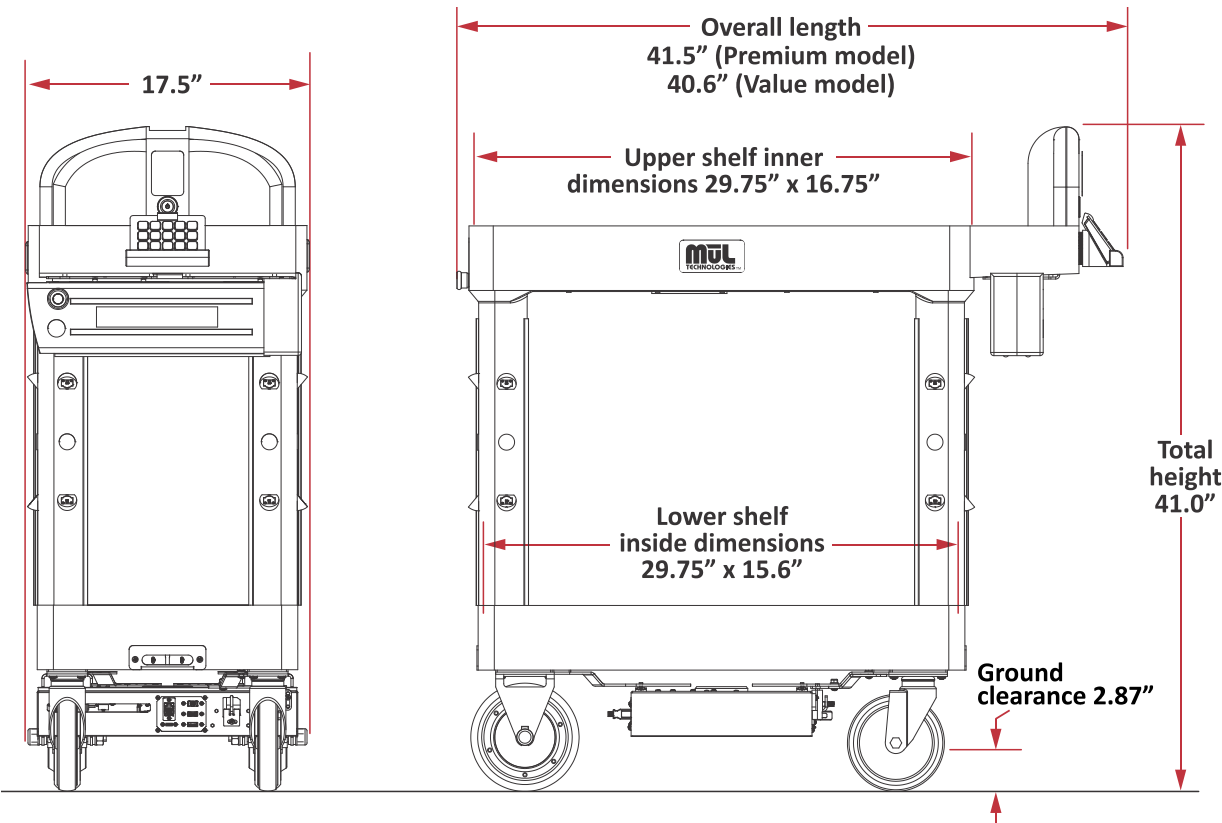
- Air is the best non-contact method for cleaning dust and debris from the sensor and camera surfaces.
- A clean, soft, lint-free cloth can be used to gently wipe sensor and camera surfaces.
- Chemical cleaners should not be used on electronic components or plastic mounting structures.

# MARC system dimensions

## MARC 3475 (large cart) dimensions





## MARC 3470 (small cart) dimensions



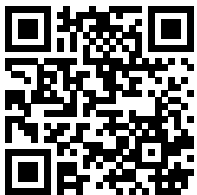


## Troubleshooting

Problem	Things to try
After rebooting MARC, my preprogrammed destinations are gone, and the buttons appear grey.	In Active Map Mode, this is by design; the MARC system does not retain maps or locations when powered down. Since programming is extremely easy, simply manually push the MARC on the next route and reprogram the destinations. Note this includes powering down to change the battery. If you need the map and destinations to be saved, consider Fixed Map Mode. See <b>Operating modes: Active and Fixed</b> on page 22.
Cart will not power up when power button is pressed.	Verify the emergency stop button located on the front of the cart is not engaged. Disengage button by turning in direction indicated by arrows until the button ‘pops out’.
	Verify battery is inserted correctly and the key is in the “locked and on” position. See detailed information on using the battery properly in section <b>Inserting the battery</b> on page 31.
	Verify your battery has a charge by pressing the charge indicator on the end of the battery. For detailed information, see section <b>Charging the batteries</b> on page 29.
<p>Red check engine light is illuminated.</p> 	<p>The red check engine light indicates a critical issue with the MARC system. The cart will cease to operate until the issue is resolved. In the event there are multiple check engine lights, you can press the check engine button to cycle through them for review.</p> <p>Things that can cause the red light include:</p> <ul style="list-style-type: none"> <li>- Safety system inoperable</li> <li>- Cable disconnected below cart</li> <li>- Tilted cart</li> </ul> <p>Possible resolutions:</p> <ul style="list-style-type: none"> <li>- Reboot MARC system to see if indicator light is cleared.</li> <li>- Make sure the cart is on a level surface.</li> <li>- If it does not clear on reboot, please contact the MūL Technologies team for assistance at (262) 242-8830 or <a href="mailto:support@multechnologies.com">support@multechnologies.com</a>.</li> </ul>
<p>Yellow check engine light is illuminated.</p> 	<p>A yellow check engine light indicates an urgent issue with the MARC system. The cart will continue to operate, but the issue indicated needs to be addressed. In the event there are multiple check engine lights, you can press the check engine button to cycle through them for review.</p> <p>Things that can cause the yellow light include:</p> <ul style="list-style-type: none"> <li>- Indicator LEDs disconnected or not functioning</li> <li>- Sensor blocked or unresponsive</li> <li>- Speaker not connected or malfunctioning</li> <li>- Battery system not communicating properly with system</li> <li>- Access point is not connected or malfunctioning</li> </ul> <p>Possible resolutions:</p> <ul style="list-style-type: none"> <li>- Reboot MARC system to see if indicator light is cleared.</li> <li>- If it does not clear on reboot, please contact the MūL Technologies team for assistance at (262) 242-8830 or <a href="mailto:support@multechnologies.com">support@multechnologies.com</a>.</li> </ul>

Cart stops and there are no indicator LEDs flashing or sounds.	Make sure the emergency stop button has not been pressed. If it has, reset it by twisting in direction shown by arrows. Verify your battery pack has sufficient charge. The cart may have encountered a large bump that set off the tilt sensor.
Pressed a station button but the cart did not move.	Verify the destination key you pressed has been set. Verify the destination is more than 1m away from the current location of the cart. Verify a red check engine light is not displayed. Verify the cart has an open path towards the destination. Verify you pressed the destination key for less than 2 seconds.
Cart did not reach the destination and announces, "Route Abandoned."	The cart will stop when it is within ~1m of the programmed destination. Verify the destination is not blocked by obstacles and the path is open enough for the cart to navigate to the final destination. This condition can potentially occur anywhere along the defined path of the cart. If you encounter several instances of abandoned routes, it is possible that a cart reboot may solve the issue.
One of my set destinations is not correct.	Make sure that the cart has completely booted up. After you hear, "Cart Ready," the cart will accurately set a destination. Make sure when you set a destination while the cart is not moving. Make sure only one station button is pressed at a time to set a location.
I hear a noise coming from the cart while it is not moving.	If the cart is in the process of moving, it may be calculating the path for it to follow. It may also be moving a small amount as it adjusts the orientation of the cart. During these times it is normal for the cart to be make a slight noise.
Cart seems confused or disoriented and cannot find destinations.	It is possible that the map software can 'shift' the map if the cart wheels slipped or were moving when the cart was still. This can cause the map to become disoriented. MARC is designed to be used on a flat, dry surface. It is also important not to move MARC units sideways or too quickly, as this may cause the wheels to slip. If the map shifted, the cart should be powered down and restarted. Please note that the destination points will need to be reprogrammed.

For the latest troubleshooting information, visit <https://www.multechnologies.com/support> or scan this QR code:



You can always contact the MūL Technologies team via email or phone to get assistance in resolving an issue.

[support@multechnologies.com](mailto:support@multechnologies.com) or (262) 242-8830, option 2.

## Check Engine light codes

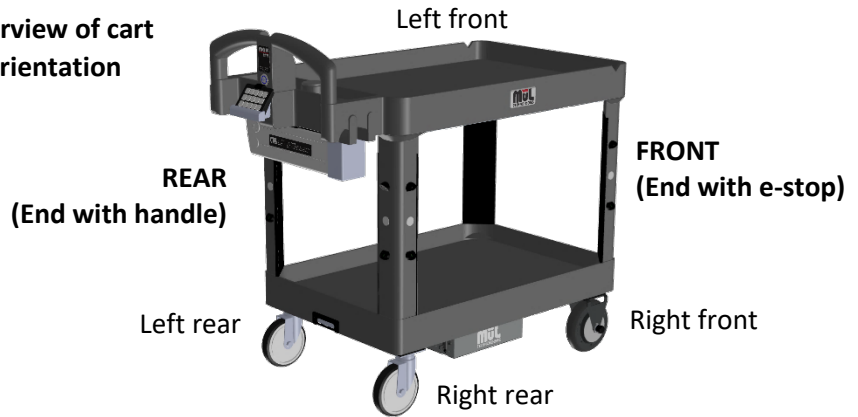
RED check engine light:



YELLOW check engine light:



### Overview of cart orientation



### Yellow Check Engine light codes:

Code	Meaning	Comments
Acce	Access point missing.	The MARC unit will perform during normal operations, but the software update procedure will not function.
Ligh	LEDs missing.	The cart will operate normally but will not communicate direction or other status via the LED indicator lights.
Batt	Battery pack missing.	The battery pack is not communicating its status to the mainboard. The battery can still be checked using the physical button on the battery itself. Please see section titled Using MARC battery packs.
Spea	Speaker missing.	The cart will operate normally but will not communicate status via the audio cues.
Dist	Proximity Sensor missing.	The proximity sensors are used to identify objects that close to the MARC unit, and thus are critical to safe operation. This code indicates that one or more sensors are not responding.

### Red Check Engine light codes:

Code	Meaning	Comments
Moto	BLDC or Encoders missing.	The drive motor or encoder is not responding and is not operational.
Came	Camera missing.	Front or rear high-definition depth camera is not responding.
Digi	Digital board missing.	The main communication board of MARC is not responding.
Imu	IMU missing.	The inertial measurement unit is used to prevent MARC from tipping and is required for safe operation but is not responding.
Lida	LIDAR missing.	The laser measurement system is a critical part of MARC's ability to 'see' the world. It is also critical to the map-creation process.
HMI	Software issue.	The software has an issue. Please reach out to support for more information and troubleshooting assistance.

## Updating the MARC software



Though it is possible that the update process can be successful using a variety of wireless devices, it is highly recommended that a Windows based laptop is used. Chrome or Microsoft Edge browsers also offer the best experience.



If you have been instructed to update the software on your MARC system, here is the step-by-step process.

1. Obtain the update package from MūL Technologies for your MARC.
2. Power on your MARC.
3. Verify your battery pack is at least 25% charged.
4. Note the serial number of your MARC (found on the label attached to the metal enclosure of the robotic cart platform of your MARC).
5. With a wireless computing device (e.g. laptop) and while within range (10 feet) of MARC, connect to your MARC's wireless network.
  - SSID will be MARCsetupXXXXX where XXXXX is your MARC's last five digits of the serial number.
  - Password is the same as the SSID used above.
6. Verify you have successfully connected to your MARC's wireless network.
7. Open a browser and go to <http://192.168.100.10>
8. You will see the version of your MARC's software displayed along with an input box for entering in a password and a button labeled Admin.
9. Enter in the password: **AdminMARC** and click the **Admin** button.

Version: 1.0.7

Password AdminMARC

Admin

10. You will see a new message as shown below on the screen.
11. Click on the **Choose File** button.

Flash Update

Choose File No file chosen

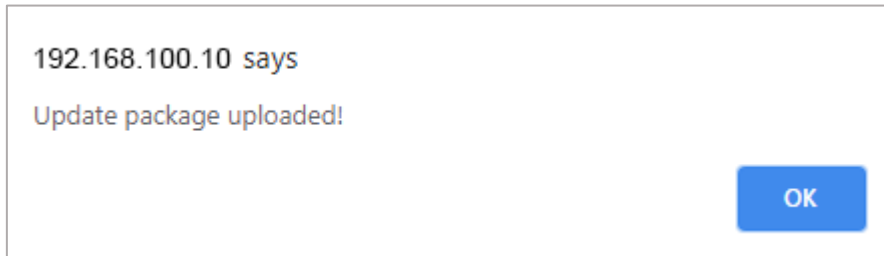
Flash Update

12. A file explorer window will pop up. Select the update package file you previously obtained from MūL Technologies and wait till you see the message “**Update package uploaded.**” This will take at least 5 minutes to upload.

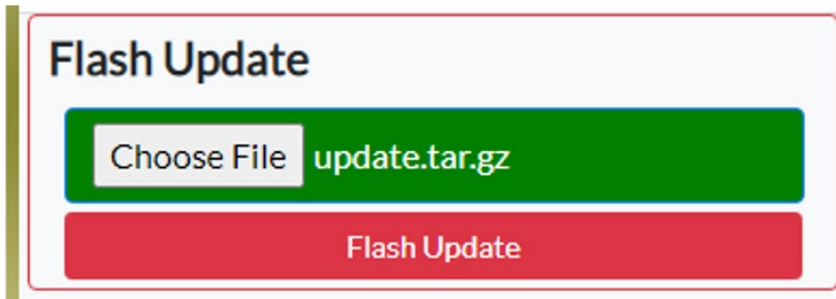


Since the updates are large, uploading can take several minutes. Once uploaded, you will see an acknowledgement and the **Choose File** box will turn green. At that point, click on **Flash Update** to begin the updating process. If the **Flash Update** is pressed early, an error will occur.

13. After the file is uploaded, a pop-up box will indicate that the update package has been uploaded to your MARC.



14. Click OK and you will then see the selected file’s name show up with a green background. If you do not see the file name and a green background, the file is still uploading or has failed unexpectedly.



15. Next, click on the Flash Update button to begin the updating. Depending upon the update this may take a few seconds to several minutes.
16. Once complete you will see a Success message box pop up.
17. **Power off your MARC, then back on.**
18. Verify your MARC successfully boots up.
19. Repeat steps 5 through 8 to verify the new version is displayed.

## Software update error codes

If the software update process fails, these codes will help diagnose and correct the condition causing the error.

Code	Message	Comments
0	SUCCESS	The updating process completed successfully.
1	FAILED_TO_VERIFY	There is an internal updating issue. Please contact the MūL Technologies team.
2	FAILED_TO_DECRYPT	
3	FAILED_TO_EXTRACT	
4	FAILED_TO_INSTALL	





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