Troubleshooting: Top 10 Issues

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

   QR Code Print Orientation
   Horizontal | Vertical
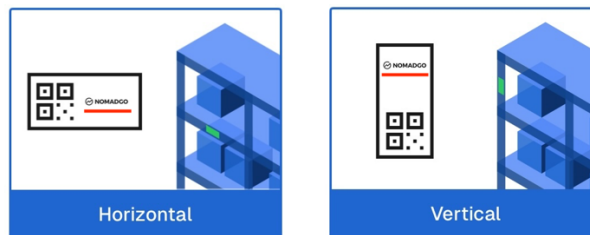
2. ## Product Not Counting

   ❓ **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 picklist.

🛠 **Fix**

- Tap **Add Item** and search. If it doesn't appear, it's not eligible for counting.
- If it appears: tap Select, aim the reticle, and tap **Drop Item**. Adjust with ➖ ➕ **paddles** on either side of the screen.
- Confirm every row of product has its own Product Label (e.g., cups, lids).
- Check into a picklist or scan a picklist label to see if product is listed.
- Review Inventory Basics:
    - ✅ labels visible
    - ✅ items upright
    - ✅ one SKU per row

- 📦 Boxes may be counted off-shelf when not checked into a location using the scanner.

3. Wrong Product Identified

❓ **Problem:** The app recognizes a product incorrectly.

🔍 **Possible Causes**

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

🛠 **Fix**

- Tap the on-screen 🟢 bubble to retry identification.
- Aim the reticle and use **Edit Item** (above right paddle).
- Follow Inventory Basics:
    - ✅ labels visible
    - ✅ items upright
    - ✅ one SKU per row

- 🆗 Stacking cases of different types is allowed if rows stay consistent.

4. Unwanted Product Counts

❓ **Problem:** Unintentional or undesired auto-counting.

🔍 **Possible Causes**

- Product not intended for Smart Inventory.
- Product already counted, or camera viewing overlapping locations caused duplicates.

🛠 **Fix**

- Aim the reticle, 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.

5. Product Labels

❓ **Problem:** Labels aren't working or misplaced in the app

🔍 **Possible Causes**

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

🛠 **Fix**

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

6. Green Count Bubbles and On-Screen Visuals

❓ Problem: Visuals appear skewed, off-shelf, or duplicated.

🔍 **Possible Causes**

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

🛠 **Fix**

- Delete misplaced bubbles or labels and re-check into location.
- Place QR Code at accessible height and centered.
- Orientation matters: landscape = horizontal, portrait = vertical.
- Hold device parallel and level when scanning.
- If duplicates appear, tap to delete.

QR Code Print Orientation

| Horizontal | Vertical |
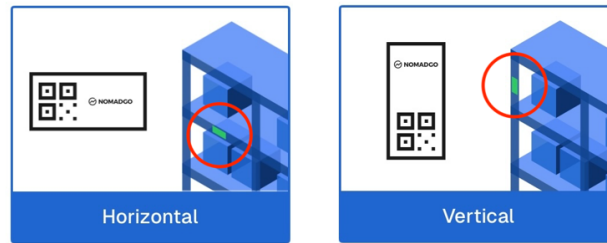
7. Inaccurate Count:

? Problem: Count is higher or lower than actual quantity

🔍 **Possible Causes**

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

🛠 **Fix**

- 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.

8. Incomplete Job

? Problem: Job submitted before all locations/products counted.

🔍 **Possible Causes**

- User exited or submitted too early.

🛠 **Fix**

- Monitor progress in the Location Menu.
- If submitting early, confirm choice when prompted.
- Redo the entire inventory job (previous job will be overwritten).

9. Location Recount

? Problem: A location needs to be restarted or corrected.

🔍 Possible Causes

- Errors during count.
- QR Code rescanned by mistake.

🛠 Fix

- During scan: select 🔄 Reset Location (on-screen, upper left) 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. Network issue

❓ **Problem:** Connectivity or updates fail during a job.

🔍 Possible Causes

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

🛠 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.