

User's Guide

**Mobile Autonomous Robotic Cart
5 Series Model 5470 and Model 5475**



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.**



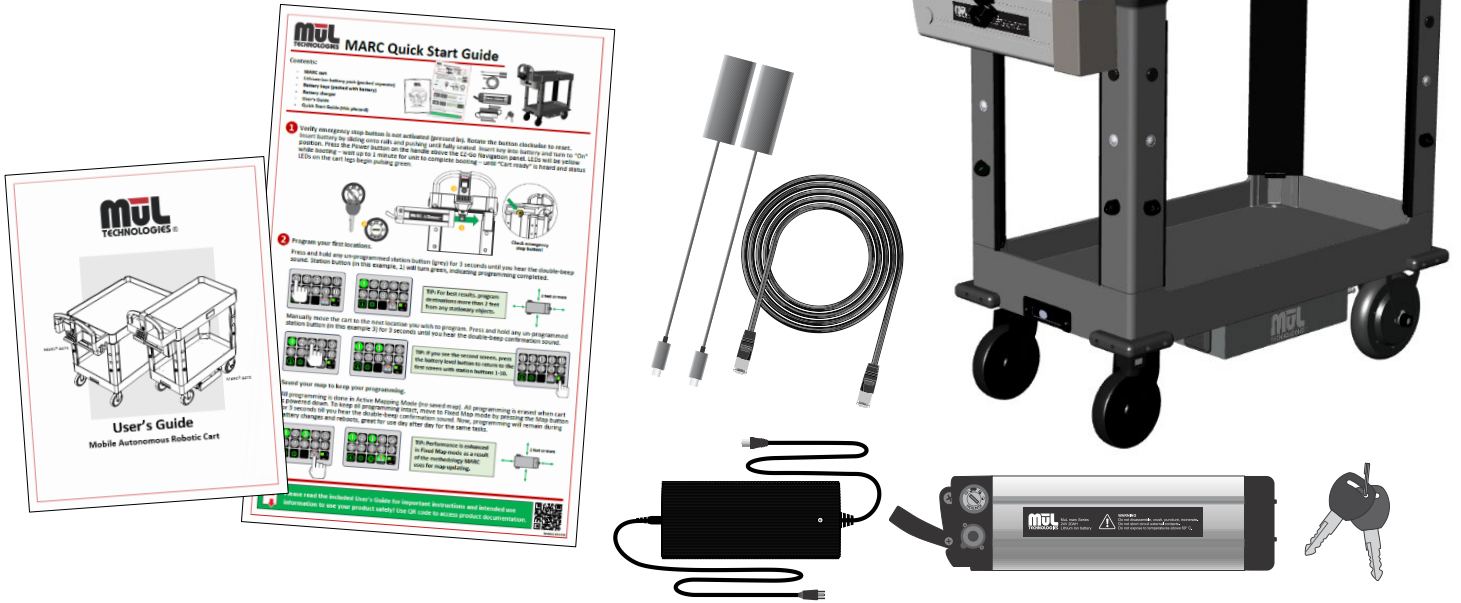
MūL Technologies Products are proudly designed and assembled in the United States.

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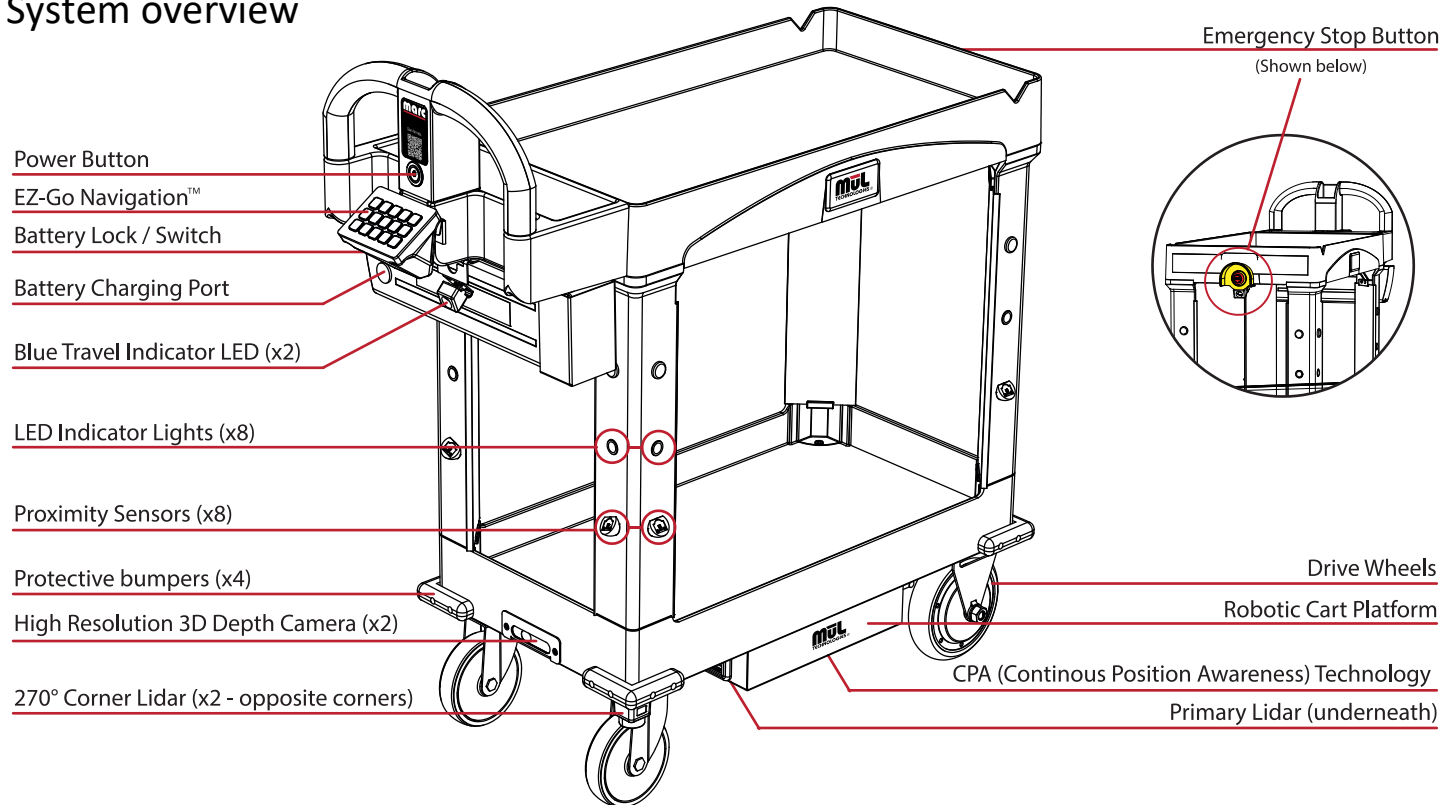
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Packing list

- MARC cart
- Battery (packaged separately) with keys
- Battery charger
- USB-C to LAN adapter kit
- User's Guide (this document) and Quick Start Guide



System overview








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 (including User's Guide)	www.multechnologies.com/documentation	
Contact the MūL Technologies support team	<p>Visit our web site: multechnologies.com</p> <p>Reach out to the team: support@multechnologies.com or by phone at 262-242-8830</p> <p>Mailing address: MūL Technologies 10202 North Enterprise Drive Mequon, WI 53092</p>	
MARC system FAQs	www.multechnologies.com/faq	
MARC online assistance	www.multechnologies.com/support	




Understanding the safety information in this document

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

Symbol	Meaning
 DANGER	Indicates a potentially hazardous situation that could result in death or severe personal injury if proper precautions are not taken.
 WARNING	Indicates a situation that could result in personal injury or damage to the equipment if proper precautions are not taken.
 INFO	Indicates generally useful information, tips and best practices to assist the user with the setup, operation and maintenance of the equipment, including MARC systems and battery packs.
 DANGER	Indicates danger of electrical shock. Please use extreme caution when working with lithium-ion batteries. Always disconnect power before contacting any electrical components.
 CAUTION	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	
	<ul style="list-style-type: none"> • 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. • Human traffic must yield right-of-way to MARC autonomous products. • Ensure proper mounting of loads during use. See Loading MARC safely on page on page 50. • Danger of personal injury from overturning robot or falling load. • All accessories and loads mounted on top of the robot should be fastened correctly and meet specifications. • Do not drive the vehicle irresponsibly. <ul style="list-style-type: none"> ○ There is danger of personal injury and/or damage to the robot. ○ The robot should not be driven over edges or in other ways operated irresponsibly. • Always maintain a minimum 3-foot distance from MARC when robot is in motion. • Do not use the robot to transport people <ul style="list-style-type: none"> ○ There is risk of personal injury and/or damage to the robot. ○ This will revoke compliance with the standard EN 1525 Safety for Unmanned Trucks.
	<ul style="list-style-type: none"> • Indoor use only <ul style="list-style-type: none"> ○ The robot is made for indoor use only and should never be used outdoors. • Avoid small objects on the floor in the robot's area. <ul style="list-style-type: none"> ○ There is risk of property damage and/or damage to the robot. ○ The robot cannot detect some obstacles at a height of .75" (20 mm) or lower and may run over small objects. It is designed to detect and avoid obstacles taller than 1.5". ○ For obstacles in between .75" and 1.5", it may depend upon the material, size, and color of the obstacle if the robot will identify it or not. • 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 and create a new map when using it on a different level. • The robot will go around objects that are not part of the map, but this may influence the efficiency of the planned route. • The ambient temperature in the robot's environment should be between 5°C / 41°F and 45° C / 110°F for operation of the robot or charging the battery pack. • Avoid exposure of the robot to excessively humid or extremely dry environments. <ul style="list-style-type: none"> ○ The ambient humidity in the robot's environment must be within 0~85% RH (without condensation). • 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 MARC. Failure to do so may cause an accident or injury. • 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.
	<ul style="list-style-type: none"> • Only operate on even, clean and dry surfaces. <ul style="list-style-type: none"> ○ Avoid gradients (ramps etc.) on the route. ○ There is risk of personal injury and/or damage to the robot. ○ Wet and uneven surfaces may cause the robot to skid. • Do not overload the robot. <ul style="list-style-type: none"> ○ There is risk of personal injury and/or damage to the robot. ○ The maximum payload for MARC: <ul style="list-style-type: none"> ▪ In autonomous operation: 100 kg or approximately 220 lbs. combined across both shelves. ▪ In manual push mode: 225 kg or approximately 500 lbs. ○ Individual shelves must never be loaded over 55 kg or approximately 125 lbs while moving.

- If exceeded, it may cause overturning, falling load and damage to the robot.
- See also **Loading MARC safely** on page on page 50.
- Turn off the main power and remove battery before attempting any troubleshooting or repair.
- While mapping do not push the cart at speeds greater than 1.3M/second (3 MPH) to allow for accurate data.
- 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.
- Do not try to manually push or move the cart in any way while it is moving on its own.

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.

	Potential hazards
 <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"> • 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. • 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.
 <p>DANGER</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"> • Charge new batteries 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. • Use appropriate chargers Original MÜL Technologies chargers are the only ones supported by MÜL. Using any other chargers can lead to shorter running times, premature battery failure, fire or explosions. • Avoid overcharging 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. • Avoid touching metal contacts 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. • Avoid using often in high or low temperature environments 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.

Intended use of MARC carts

The MūL Technologies MARC autonomous cart products are tools that help you optimize efficiency. MARC 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 110°F (5°C and 45°C).
- for use in dry conditions only.
- for use on a single level – no elevators or lifts.
- for use in areas where the floor is free of objects smaller than 1.5" (40mm) from ground level.
- for use on flat, level, surfaces with no ramps, inclines or transitions.
- to carry only secured 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 a width less than 6 feet 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 or obstructions that are above the sight line of MARC.
- small items on the floor that may be missed by MARC's sensors.
- high value items that are 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.

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

MARC 5 Series features overview

MARC robots have been developed with simplicity in mind.

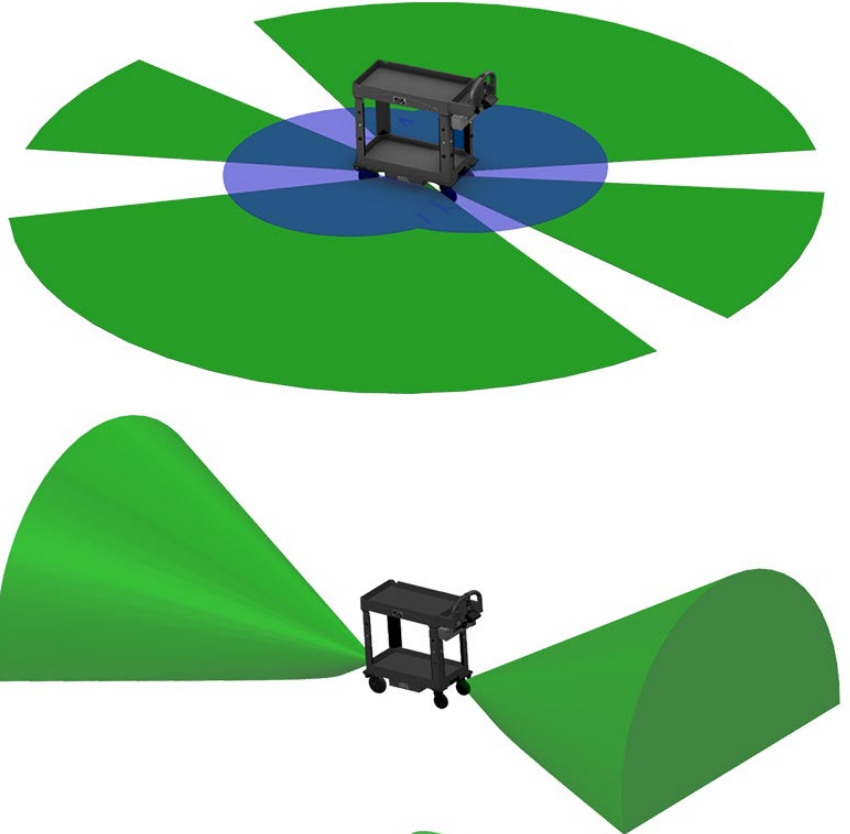


#	Feature
1	Power button (also serves as emergency power-off button)
2	15-button EZ-Go Navigation panel
3	High power LED blue light movement indicator (2 total, 1 each end)
4	Battery assembly (including ON/OFF key switch)
5	Proximity sensors (8 total, 2 each side)
6	LED status indicators (8 total, 2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

System and sensor overview

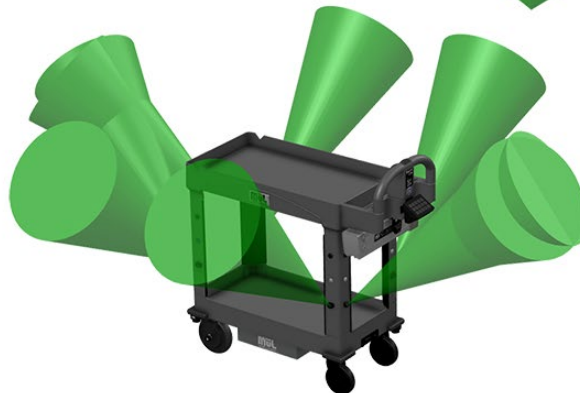
Combination of 3D cameras, lasers and proximity sensors create a complete view

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

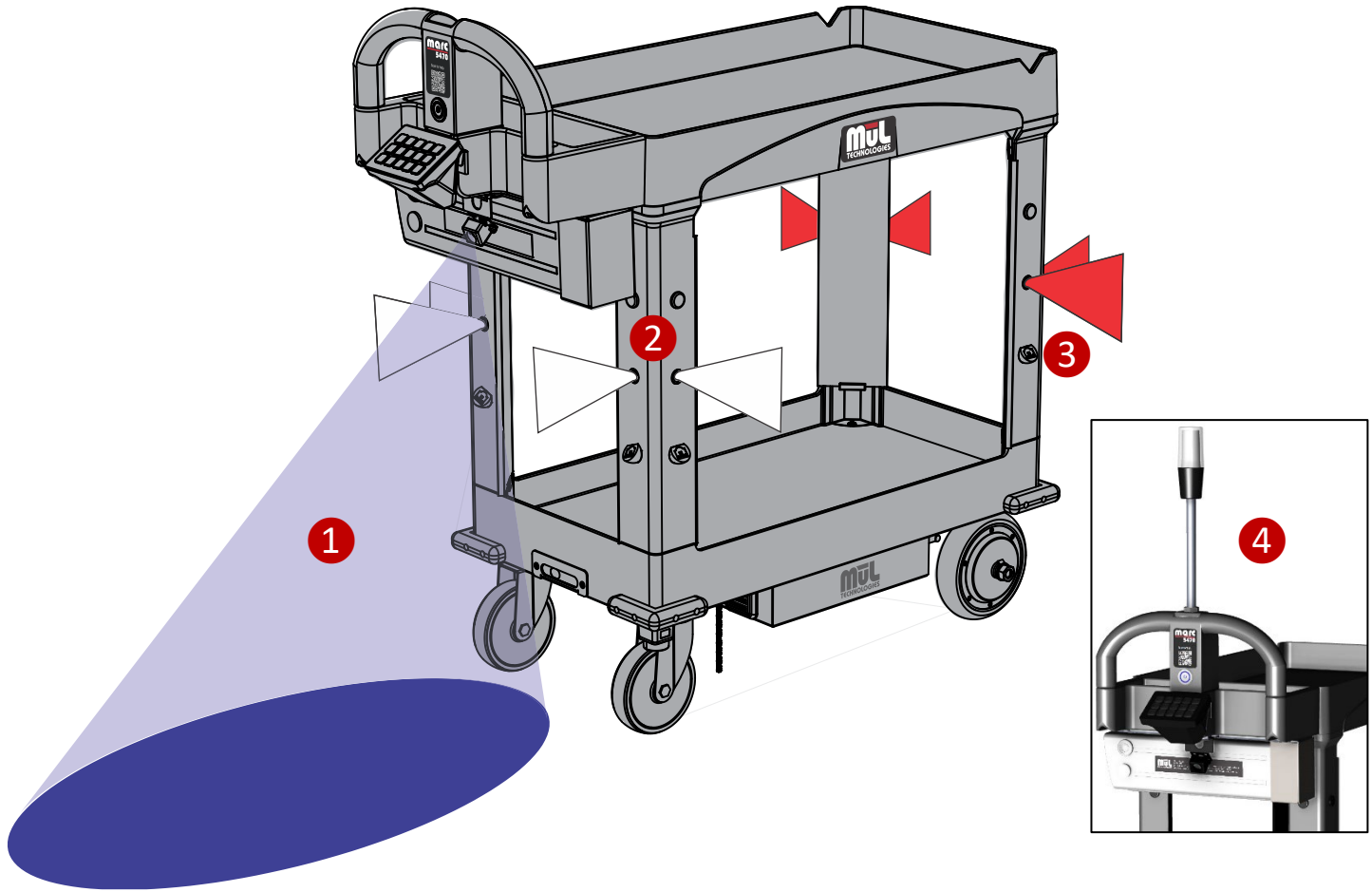


Sensor parameters

- Main LIDAR scans 360° at 32000 samples per second measuring at a distance of 25m with 1° angular resolution and 13mm distance resolution.
- Auxiliary LIDAR (X2) scans 270° at 4500 samples per second measuring at a distance of 3m with 1° angular resolution and 15mm distance resolution.
- 8 proximity sensors with 1m range and 1mm distance resolution.
- Dual 3D cameras with up to 1280 × 720 active stereo depth resolution at up to 90 fps.
- Active IR stereo depth technology with a field of view of 87°±3° × 58°±1° × 95°±3°.



Visibility during movement – LED indicators



#	Feature
1	High power blue LED indicates movement toward the light. There are two blue LEDs – one in front and one in back. The LED light that is illuminated is indicating movement in that direction.
2	LED indicator lights on the legs are used for several different indicators. While the cart is in autonomous motion, the white lights also indicate movement in that direction. Consider it analogous to headlights and taillights on a road vehicle. For additional information on the meaning of LED colors and combinations, see Table of LED indicator cues on page 51.
3	While the cart is in autonomous motion, the red lights indicate movement away from those lights. Consider it analogous to headlights and taillights on a road vehicle.
4	Optional flashing LED light tower can be used for greater visibility.

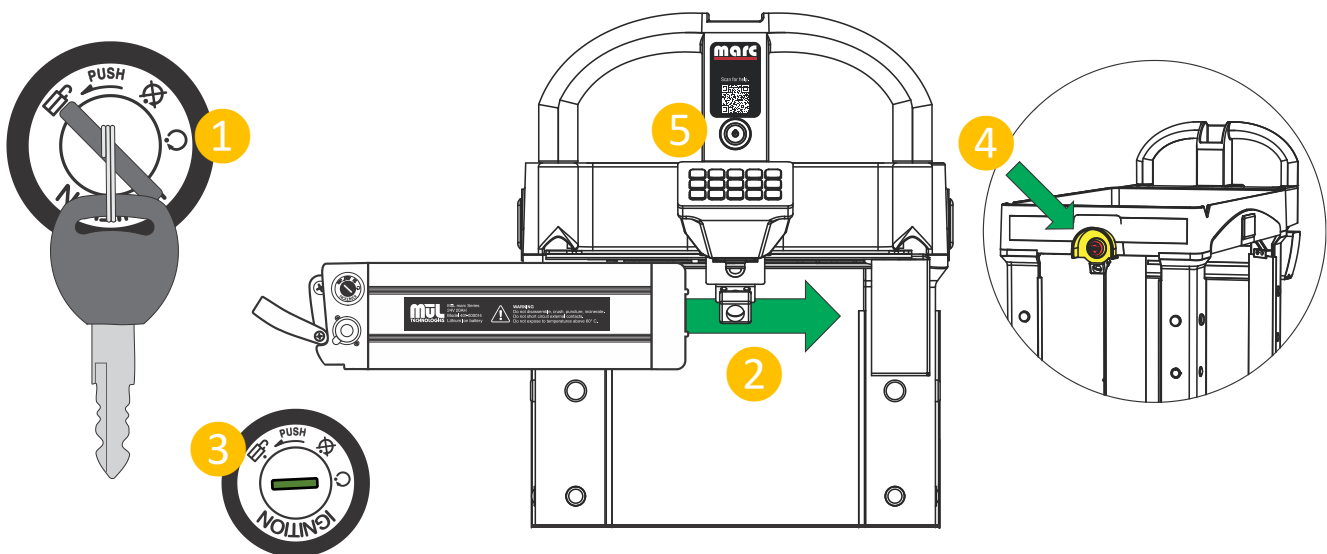
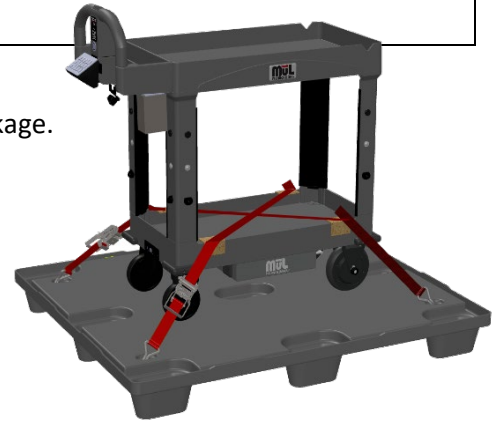
Unpacking and getting started




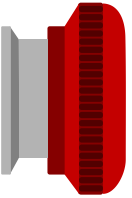
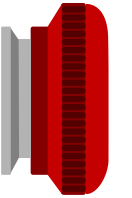
No tools are needed to unpack and start using your MARC cart!

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


1. Place the unit on a flat, solid surface with space to move around the package.
2. Unlock container top by sliding yellow latch levers and lift / set top aside.
3. Unlock the container side by sliding the yellow latch levers.
4. Using two people, lift the outer cover upward and remove.
5. Loosen and remove the 2 ratcheting straps holding MARC to the pallet.
6. Using two people, lift MARC upward and remove from pallet.
7. Unbox the battery (packaged 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 44.
 - Insert key and verify the battery remains in the unlocked position (#1 below).
 - Slide the battery onto the rails on the system battery holder (#2) and push it till engaged.
 - Turn the key to the “On” position (#3).
 - This will lock the battery in place and offer power to 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 into MARC** on page 46.



- 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). If engaged, 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 MARC off immediately when activated.</p>
 <p>Normal operation</p>  <p>Power disconnected</p>	<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 above) to turn on the cart.
- Note that boot time can be as long as 2 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>INFO</p>	<p>MARC 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 area you wish to use MARC before powering up. This will reduce the amount of unnecessary mapping the system saves, since the mapping is constant while on. For more information on best practices, see Best practices and general tips for smooth operation on page 40.</p>
	<p>For additional tips on using MARC, see section What to expect during normal operation What to expect during normal operation on page 39.</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 unit.</p>
	<p>Note that any time MARC is powered off in Active Map Mode, it will need to be reprogrammed. For information on operating modes, see Operating modes: Active Map and Fixed Map modes on page 33.</p>

Programming your first destinations

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

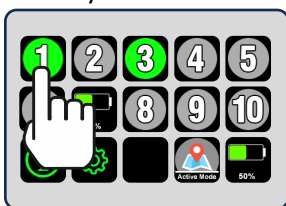
1. If the cart is booted up and ready, go to step 5.
2. Turn the key switch to ON position.
3. Press the power button. If the cart does not power up, verify the emergency stop button is not engaged and disengage if needed (rotate clockwise with arrows until it pops out).
4. Wait for MARC to boot up, up to 2 minutes.
 - Cart is ready when audio cue "Cart ready" is heard and indicator LEDs are pulsing green.
 - Wherever MARC is physically located will be the destination when a button is programmed.
 - Speed between locations will be up to 1.0 m/second or 2.2MPH or less.
 - Start and end points should be a minimum of 1m (3 feet) from all stationary objects.
 - Entire route should include 6 feet of available space.
5. 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.



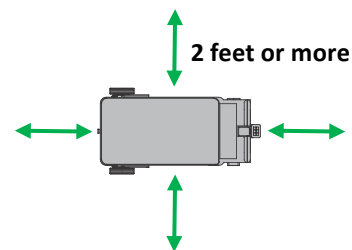
TIP: If you see the second screen, press the battery level button to return to the first screen with station buttons 1-10.



6. Using the handle, manually push the cart to a second location you wish to program as a destination.
7. Press and hold any un-programmed station key (grey) for 3 seconds until you hear the double-beep sound.
 - Use any unused station key 1-20 (in this example, we used "1").



TIP: For best results, program destination more than 2 feet from any stationary objects.



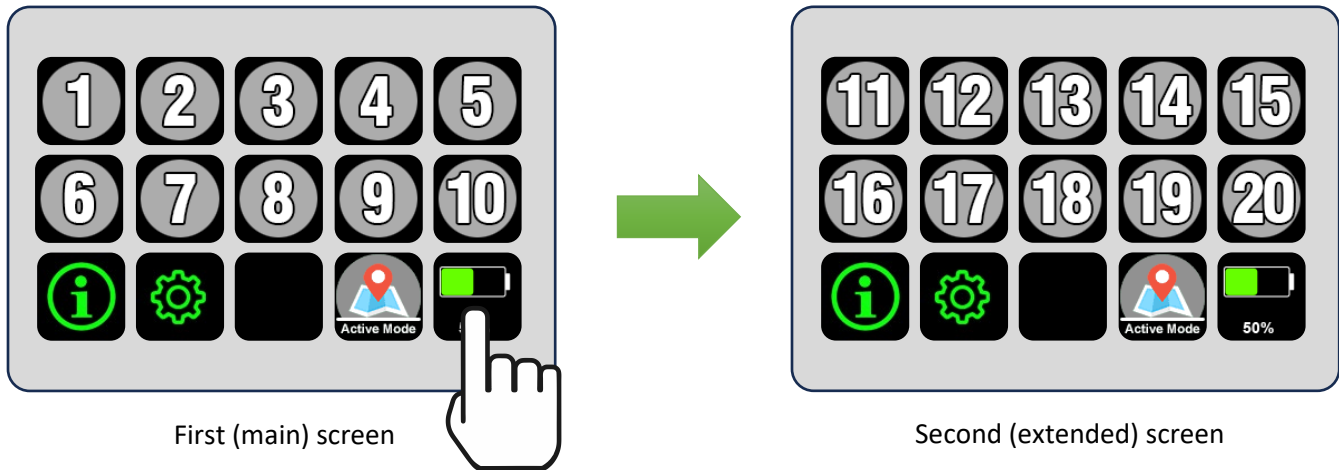
That's it! You have programmed MARC for 2 destinations in Active Map Mode and can put him to work. Press the station button for each programmed key (in our example 1 and 3), and MARC will travel to the location programmed for that button.

Additional tips:

- In Active Map Mode, MARC does not retain information when powered down or restarted. This is designed for a use case where MARC is a shared resource between multiple users.
 - You can also use MARC in Fixed Map Mode if you plan to use MARC in a specific area. See **Operating modes: Active Map and Fixed** on page 33 for more information.
- You can add a new destination at any time using any additional un-programmed (grey) station button.
- MARC will prioritize the path you took when programming destinations.
- 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 until you hear the double-beep. The current location replaces the previously programmed location.
- 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 no longer be associated with a destination.
- In Active Mapping Mode, 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 back to that location.







For detailed information on using the EZ-Go Navigation panel, see **EZ-Go Navigation system overview** on page 19.

EZ-Go Navigation system overview



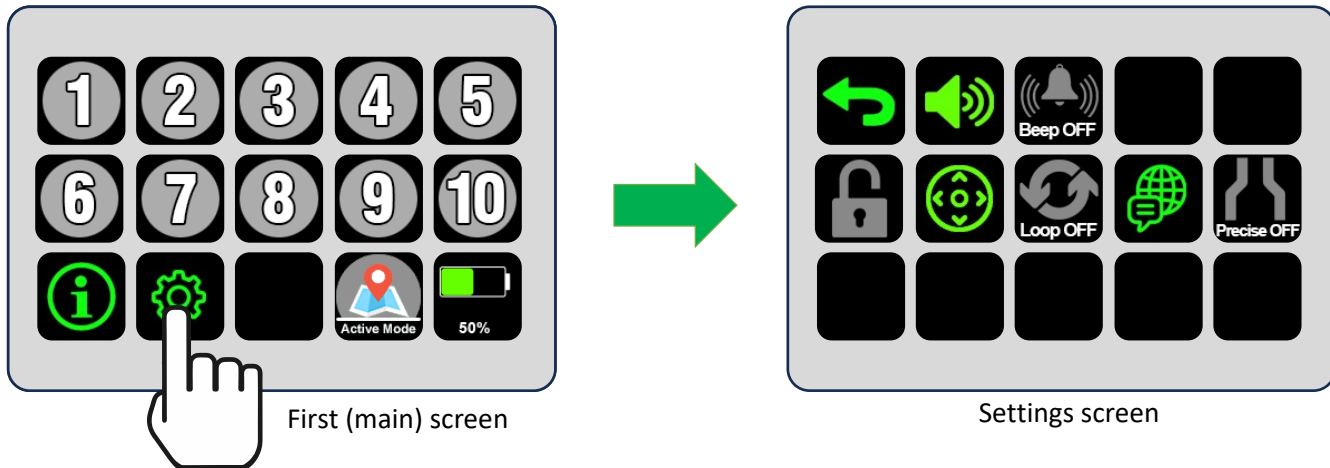
During normal operation, users can toggle between the first and second screens by tapping the battery button. Initially, this brings you to the second screen where destination buttons 11-20 are shown.

	Station buttons 1-20 (11-20 are on the second screen) 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.
	<p>Station buttons 1-20 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. The destination to which the cart is headed will also flash to indicate the location that it is travelling to.</p> <p>CLEARING: 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 the grey color and no longer be associated with a destination.</p> <p>REPROGRAMMING: If you wish to set an already programmed button to the cart's current location, press and hold the button for approximately 3 seconds until you hear the double-beep indication. The cart's current location is then programmed for that numbered station button.</p>
	Station buttons are Blue when the cart is in Looping Mode. For more information on Looping Mode, see Operating modes: Looping Mode on page 36.
	The calibrate button is only available in Fixed Map Mode. The Calibrate function allows for reorientation of the mapped area in the instance that MARC becomes disoriented or is 'lost'. This can happen in a variety of scenarios, including for example if the cart hits a wet or slippery spot on the floor that causes the wheels to slip. Once MARC is in the designated location and orientation, press and hold the button for 3 seconds till you hear the double-beep tone. This will allow the map to realign to a known point of origin. To learn more about using the Calibrate function, see the section Using the Calibrate Button functionality on page 35.
	The Info button displays pertinent system information and statistics. For details, see System statistics overview on page 31.
	The settings button is used to access various cart options. See Settings menu overview on page 21 for additional information on settings menu.













	<p>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.</p>
 	<p>The map button is used to save or erase the currently mapped area and indicate the current map status, either Active Mode (no saved map) or Fixed Mode (map has been saved). The button appears grey and is animated if there is currently not a saved map (Active Map Mode) and green when a map is saved (Fixed Map Mode). To save a map, press the button for 3 seconds till the double-beep confirmation is heard. The button will turn green and the audio cue "Map saved" will be heard. To erase the currently saved map, press the map button for 6 seconds until you hear the triple-beep tone. The button will turn grey, indicating the map has been erased, and the audio cue "Map erased" will be heard. This also removes all programmed locations. 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 Operating modes: Active Map and Fixed on page 33 for more information.</p>
	<p>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 Troubleshooting on page 57. Press the battery level indicator button to return to the main screen.</p>
	<p>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 information, see Troubleshooting on page 57.</p>
	<p>Tapping any button during movement will cancel the current route. If you tap the wrong location, for example, you can immediately press any key to cancel the route and then press the correct location button. This also acts as a safety feature, as pressing any button will cause the cart to stop.</p>

Settings menu overview

The settings menu can be accessed by tapping the Settings icon on the EZ-Go Navigation panel.

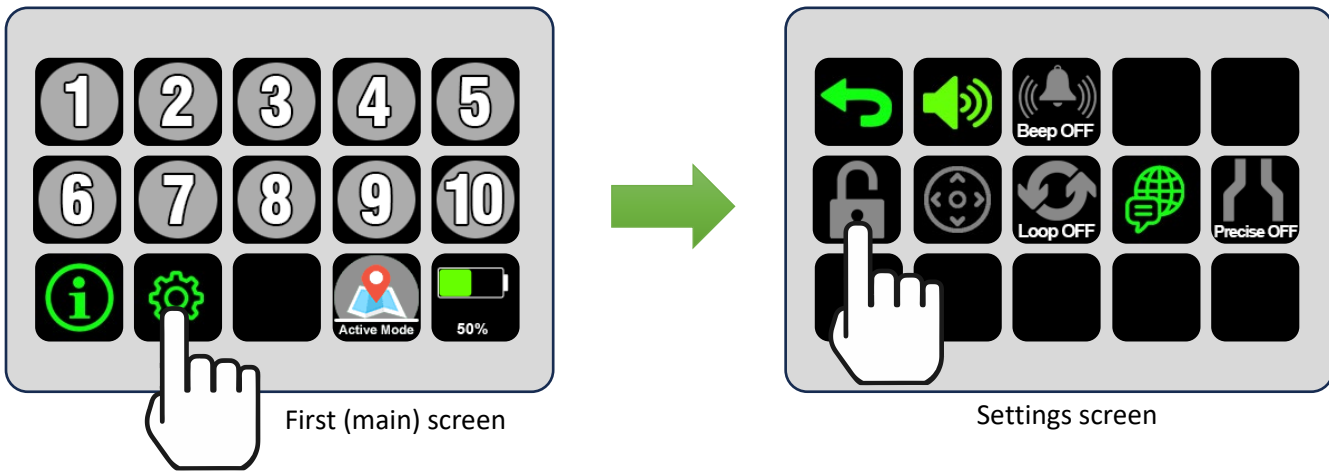


	<p>The Settings button is used to access various options shown above. These include adjusting the volume, activating or deactivating Beep mode, Loop mode and adding or removing optional languages. This is also where you access Power Assist Mode and system lock features.</p>
	<p>The Volume submenu allows you to adjust the volume of your cart in 10% increments. Note that since it is a feature that adds safety, you can lock a specific level setting for volume. The volume (+) button increases the volume and the volume (–) button decreases volume in increments of 10%. When in the main screen showing the programmed location buttons, tap the settings button to access the settings screen with the volume submenu button. Click that to access the volume up/down buttons to adjust sound levels. Note the volume level controls all audible system notifications including the warning beep, and all are adjusted in unison. If the icons show a small padlock on the upper left, that indicates that the volume function has been locked and cannot be changed until the cart is unlocked using the code entered.</p>
	<p>MARC carts offer a safety beeping option, which when activated is heard while MARC is moving in autonomous mode. Warning beeps can be enabled or disabled using the single button, and current status is displayed on the button as grey when off, and green when active. To turn the beeping on, press and hold the button for 3 seconds till you hear the double-beep tone. The icon will turn green to indicate it has been activated. To turn off the beeping, press and hold the button for more than 6 seconds until the triple-beep sound is heard. The icon will turn grey to indicate beeping has been turned off.</p>
	<p>To turn Looping Mode on, press and hold the Looping Mode button for 3 seconds till you hear the double-beep tone. The icon will turn green to indicate it has been activated. To turn off looping mode, press and hold the button for more than 6 seconds until the triple-beep sound is heard. The icon will turn grey to indicate Looping Mode has been deactivated. For detailed information on using MARC carts in looping mode, see the section Operating modes: Looping Mode on page 36.</p>
	<p>The grey padlock in an unlocked position indicates that the cart is currently not locked with a code. The green padlock in a locked position indicates that the cart is currently locked with a code. For detailed information on using the locking functionality, please see Locking the MARC cart to prevent reprogramming on page 23.</p>








	<p>The Info button displays pertinent system information and statistics. For details, see System statistics overview on page 31.</p>
	<p>Powered Assist manual drive buttons allow the user to operate the cart manually. The buttons will move the cart in the direction shown when pressed. Use caution, as during manual movements all safety features of the cart are disabled. When in the main screen showing the programmed station buttons, tap the settings button to access the second screen with the manual drive submenu. Click the joystick icon to access the arrow keys.</p> <p>For more information on using manual movement, please see the section Powered Assist movement mode on page 41.</p>
	<p> WARNING: All safety features are disabled while using the powered manual movement mode. The operator is responsible for safe movement of MARC in <i>any</i> manual movement mode. Great care must be taken while using powered manual movement mode.</p>
	
	
	
	
	<p>The language icon allows access to the various language options that are available. Note that the individual language icons are greyed out when disabled, and colored when enabled as shown on left. Each audio cue will be spoken in English (always) and then repeated in the additional languages that are enabled.</p>
	<p>Precise mode allows users to program MARC to use less of the available pathway to move. This mode toggles on or off by using the settings button. For more information on this mode, please see</p>
	<p>Note that some settings can be locked to prevent access or reprogramming. When the cart is locked, these options will have a small padlock in the upper left corner indicating that they are only accessible if the cart is first unlocked. See Locking the MARC cart to prevent reprogramming on page 23 for more information on use of the locking feature.</p>
	<p>Some options are included in the Options Package and may require a current options package subscription. In the settings menu specifically, this includes Looping Mode, locking functionality, Power Assist Mode and language packs. For language packs, note that English is always enabled regardless of subscription status.</p>










Locking the MARC cart to prevent reprogramming

The settings menu can be accessed by tapping the Settings icon on the EZ-Go Navigation panel. Once on the settings screen, the code entry screen can be loaded by pressing the padlock button. The button may appear grey and unlocked (if the cart is not locked) or green with a locked padlock (if the cart is locked).



Some settings are automatically locked to prevent user changes. Others are locked in an enabled or disabled state. For example, all destination buttons are automatically locked in their current state, while the volume level submenu remains locked in either an on or off state – based on the status when the lock code is applied.

 	<p>LOCK INDICATOR</p> <p>The grey (Open) padlock indicates that the cart is not locked. All programming is available to users and all settings can be changed. The green padlock indicates the cart is locked and a code has been set. The code will be required to unlock the cart and change any settings. All other buttons will display the small padlock over the icon to indicate that the cart is locked, and those functions cannot be edited out of their current state (unless they are locked in an enabled state. See table below for more detail).</p>
<p>Features that will be affected by locking the cart include the following:</p>	
  	<p>DESTINATIONS</p> <p>Destinations are locked in their current state. If the destination was not programmed, it cannot be used. If a destination is programmed, it will remain and cannot be updated or removed. This is true for all destination buttons. In order to update, add or remove destinations, the carts will need to be unlocked.</p>
 	<p>VOLUME</p> <p>The grey volume submenu icon with a padlock indicates that the cart is locked and the volume adjustment buttons are not accessible. The green volume submenu icon with a padlock indicates that the cart is locked but the volume adjustment buttons remain accessible. In this scenario, volume levels can be adjusted by users.</p>

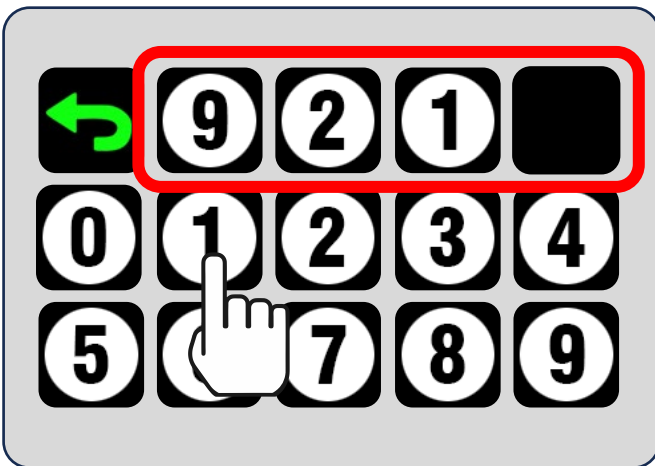
 	<p>POWER ASSIST MODE</p> <p>The grey power assist submenu icon with a padlock indicates that the cart is locked and power assist buttons are not accessible. The green power assist submenu icon with a padlock indicates that the cart is locked but the power assist buttons remain accessible. In this scenario, power assist buttons can be used to move the cart manually.</p>
 	<p>LANGUAGE PACKS</p> <p>The grey language submenu icon with a padlock indicates that the cart is locked and language options are not accessible. The green language submenu icon with a padlock indicates that the cart is locked but the language options remain accessible. In this scenario, languages can be enabled or disabled.</p>
 	<p>MAP MODES</p> <p>The grey (Active Map Mode) icon with a padlock indicates that the cart is locked and map cannot be saved. This allows the cart to be permanently in Active Map Mode. The green (Fixed Map Mode) icon with a padlock indicates that the cart is locked and the current map cannot be erased. This locks the cart into either Active Map Mode or Fixed Map Mode exclusively. Please see note below regarding rebooting while in Active Map Mode and while the cart is locked.</p>
 	<p>PRECISE MODE</p> <p>The grey (Active Map Mode) icon with a padlock indicates that the cart is locked and map cannot be saved. This allows the cart to be permanently in Active Map Mode. The green (Fixed Map Mode) icon with a padlock indicates that the cart is locked and the current map cannot be erased. This locks the cart into either Active Map Mode or Fixed Map Mode exclusively. Please see note below regarding rebooting while in Active Map Mode and while the cart is locked.</p>
 INFO	<p>Locking the MARC cart while in Active Map Mode (no saved map) can result in confusing situations. Since the destination buttons are automatically locked, and the cart maps and destinations are deleted when the cart is powered down (including for battery change or emergency stop button activation) the operator will not be able to use the cart after rebooting until it is unlocked. This is because reprogramming the cart will require the code to unlock the cart and make the destination buttons available.</p>

To lock the cart, first program everything the way you want it to remain. This means that mapping should be completed, destinations should be set

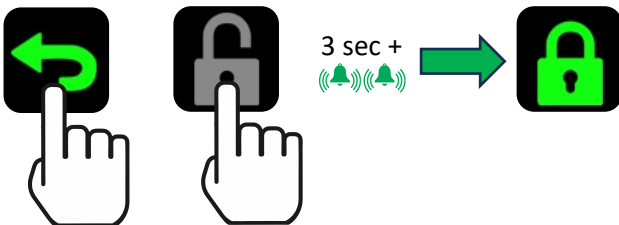
To set a lock code and lock the cart



Choose the padlock icon to enter the code screen and enter your security code.



Enter the 4-digit code you would like to use to lock the cart. Once the code is entered, tap the back arrow to return to the previous screen displaying the lock icon.



Press and hold the padlock icon for over 3 seconds till you hear the double-beep audio cue. When you release the button, the padlock will turn green and appear locked, indicating that the cart is now secured.

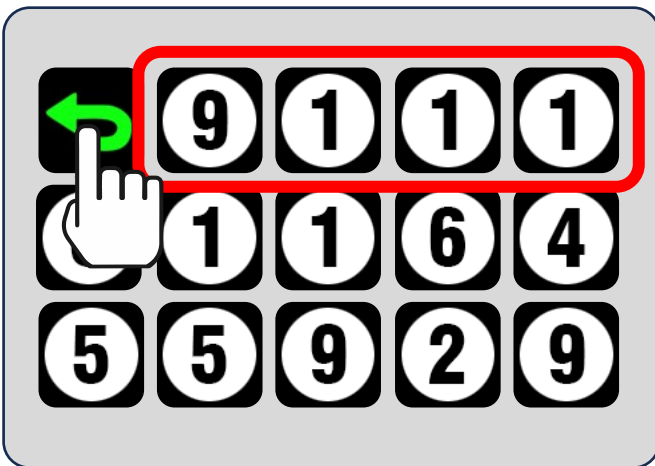


Once the cart has been locked, buttons will show padlock as indication that they cannot be changed till the cart is unlocked.

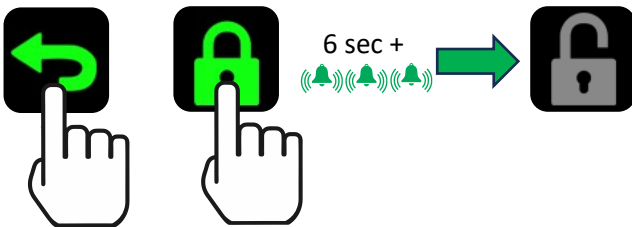
To remove a lock code and unlock the cart



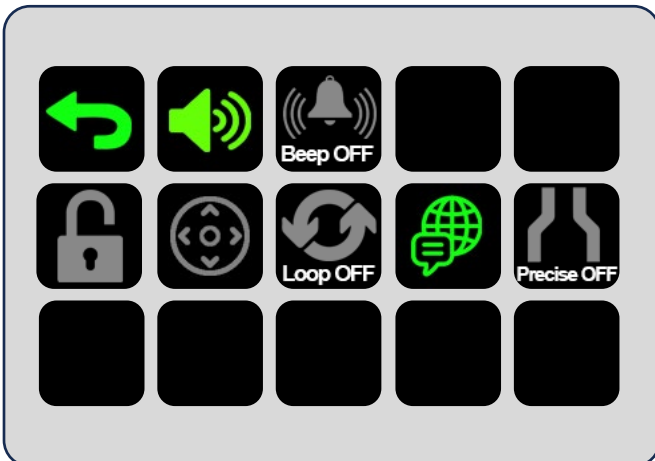
Choose the padlock icon to enter the code screen and enter your security code.



Enter the 4-digit code you would like to use to lock the cart. Once the code is entered, tap the back arrow to return to the previous screen displaying the lock icon.



Press and hold the padlock icon for over 6 seconds till you hear the triple-beep audio cue. When you release the button, the padlock will turn grey and appear unlocked, indicating that the cart is now unlocked.



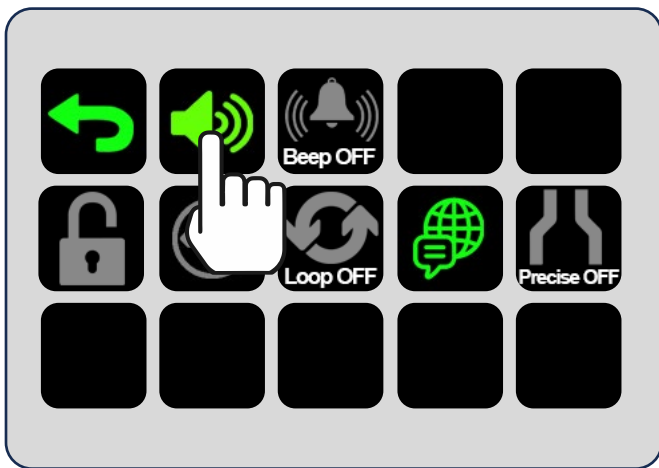
Once the cart has been unlocked, buttons will no longer show a padlock in the upper left as indication that they can be changed.

How to enable/disable and lock the volume settings submenu



MARC carts can be locked for preventing users from changing certain settings. This includes the volume settings. If you want to ensure that the volume does change from the desired setting, you can use the EZ-Go Navigation locking function to accomplish this. Note that some functions are automatically fully locked, and others are optionally part of the locking settings.

For full details on setting up a code and locking the cart, see **Locking the MARC cart to prevent reprogramming** on page 23.

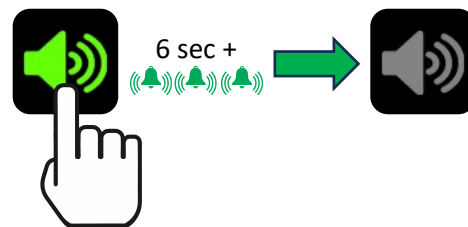
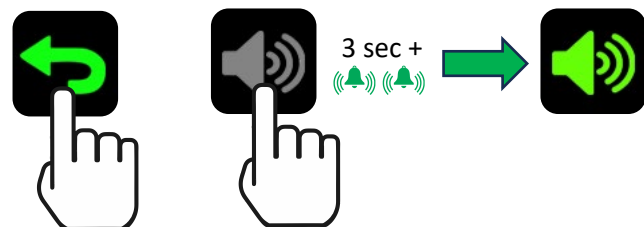
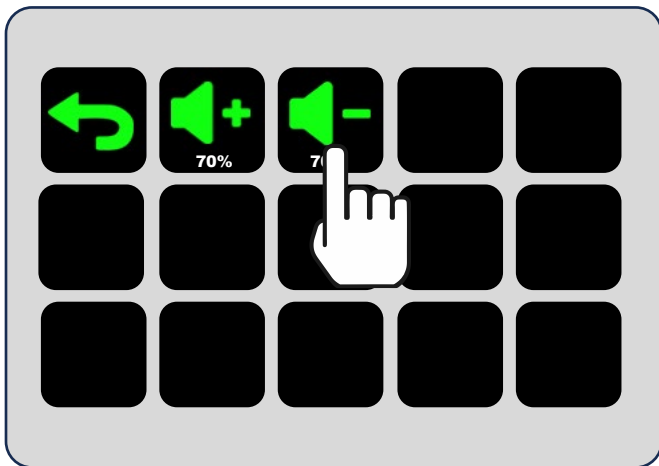


Once the Volume menu icon turns grey, you can now lock the cart and the volume adjustments will not be available to users. The volume level you set will remain until the cart is unlocked and the setting changed.

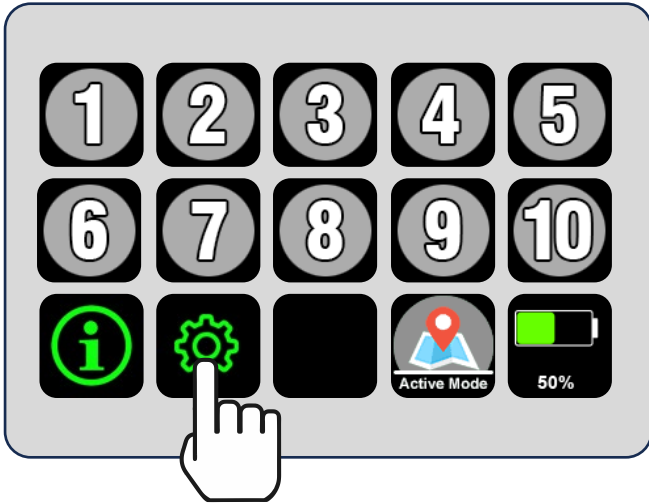
This can be verified by the grey (disabled) icon with the padlock (locked) displayed as shown.



If the cart is locked, but the Volume submenu is still active, users will be able to adjust the volume whether the cart is locked or unlocked. In this case, the volume button will appear green with a padlock, indicating the cart is locked but the volume adjustments remain available. Users can adjust the volume as desired.

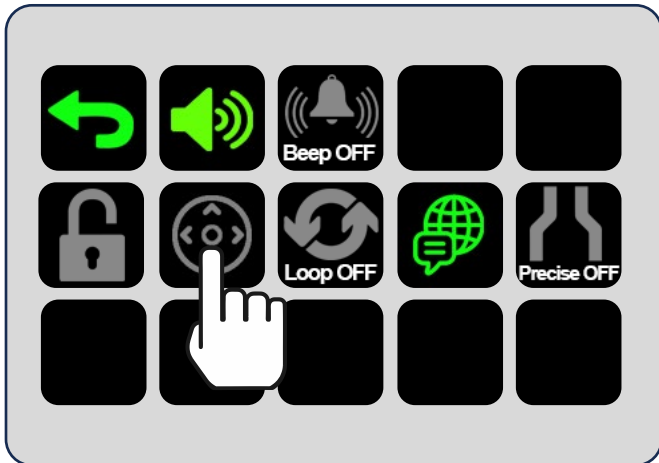


How to enable/disable and lock Power Assist Mode



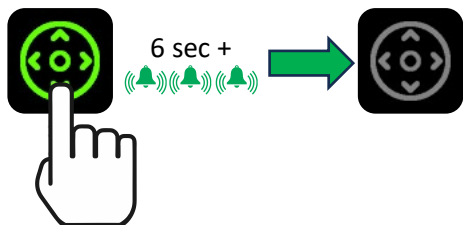
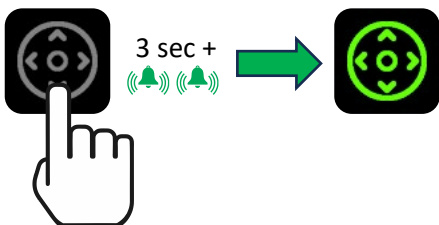
MARC carts can be locked for preventing users from changing certain settings. This includes the beep settings. If you want to ensure that the beep does change from the desired setting, you can use the EZ-Go Navigation locking function to accomplish this. Note that some functions are automatically fully locked, and others are optionally part of the locking settings.

For full details on setting up a code and locking the cart, see **Locking the MARC cart to prevent reprogramming** on page 23.



Once the Power Assist setting is set how you want it (accessible or not), you can lock the cart and the Power Assist function setting can not be changed by users. If the setting is enabled (green) it cannot be disabled without unlocking the cart with the security code.

This can be verified by the green (enabled) or grey (disabled) icon with the padlock (locked) is displayed as shown.



How to enable/disable and lock Looping mode setting



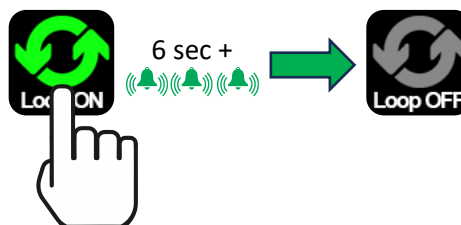
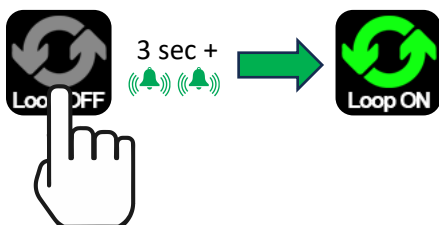
MARC carts can be locked for preventing users from changing certain settings. This includes the looping mode settings. If you want to ensure that the looping mode state does not change from the desired setting, you can use the EZ-Go Navigation locking function to accomplish this. Note that some functions are automatically fully locked, and others are optionally part of the locking settings.

For full details on setting up a code and locking the cart, see **Locking the MARC cart to prevent reprogramming** on page 23.

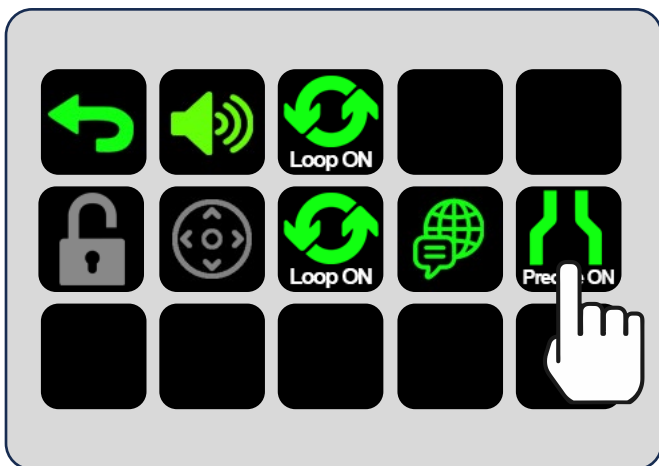
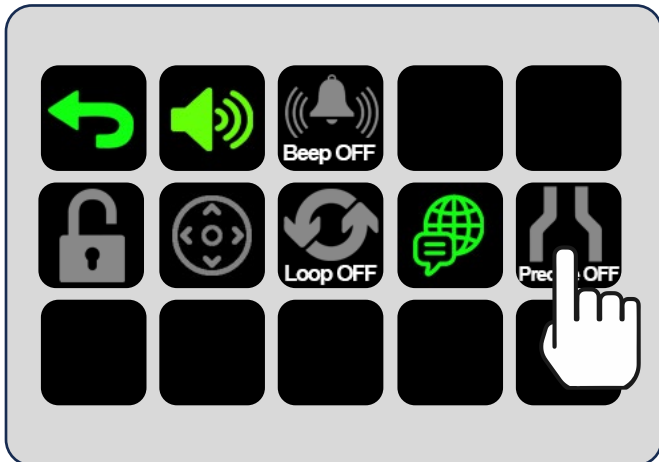


Once the Looping Mode is set how you want it (on or off), you can lock the cart and the looping mode setting will not be available to users. The cart will remain in looping mode until the cart is unlocked and the setting changed.

This can be verified by the grey (disabled) icon with the padlock (locked) displayed as shown.



How to enable/disable and lock Low Variance mode setting

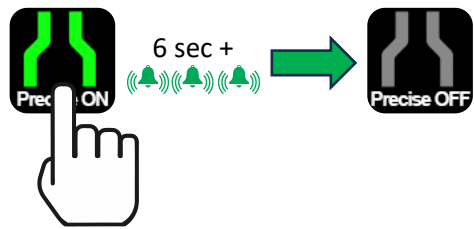
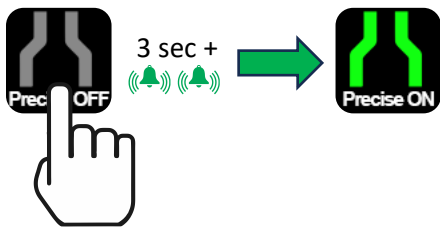


MARC carts can be locked for preventing users from changing certain settings. This includes the Low Variance Mode (LV Mode) settings. If you want to ensure that the LV Mode state does not change from the desired setting, you can use the EZ-Go Navigation locking function to accomplish this. Note that some functions are automatically fully locked, and others are optionally part of the locking settings.

For full details on setting up a code and locking the cart, see **Locking the MARC cart to prevent reprogramming** on page 23.

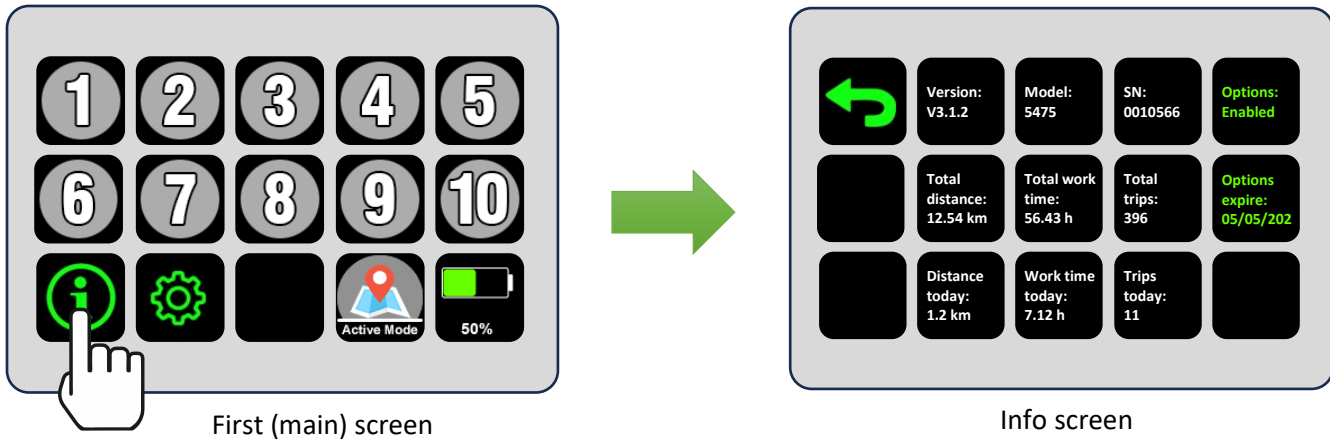
Once the Low Variance Mode is set how you want it (on or off), you can lock the cart and the current state will be locked and not be available to users. The cart will remain in LV Mode until the cart is unlocked and the setting changed.

This can be verified by the grey (disabled) icon with the padlock (locked) displayed as shown.




System statistics overview

The settings menu can be accessed by tapping the Settings icon on the EZ-Go Navigation panel.



Version:	This is a string that indicates the current software revision that the cart is running.
Model:	This indicates the model number of the product.
SN:	This is the unique serial number of the unit.
Total distance:	This is the total distance travelled by the unit since it was put into service.
Total work time:	This is the total time in service for the unit since it was put into service.
Total trips:	This is the total number of trips travelled by the unit since it was put into service.
Distance today:	This is the total distance travelled on today's date.
Work time today:	This is the total time in service for the unit on today's date.
Trips today:	This is the total number of trips travelled by the unit on today's date.
Options:	Options package – enabled (active) or disabled (inactive). See About the MARC Options package on page 32 for additional information.
Options expire:	Expiration date for the Options package. See About the MARC Options package on page 32 for additional information.

 INFO	<p>The data shown in the info screen is intended to be permanent to each unique cart. In some situations, the data may be lost. This could include events such as RMA replacement units, replacement hardware installation or service and in some cases, software updates or reinstallation may result in this data being lost.</p>
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About the MARC Options package

The 5 Series MARC products offer an additional Options package that adds new functionality. This Options package is included with all new 5 Series carts shipped for one year from the time of purchase. This allows time for you to decide whether or not you find value in the extra features. If not, you do not need to renew the Options package and you can still use your MARC carts without it.

The chart below is a high-level overview of the things that are included in the base cart or the cart with the Options package.

Please reach out to your salesperson for the latest details on the Options package.

Feature	With Options package	Without Options package
Destinations buttons	20 total	10 total
Looping mode	Available	Not available
Power Assist mode	Available	Not available
Language packs	All available	English only
LV Mode (Low Variance mode)	Available	Not available
Locking codes	Available	Not available
USB-C LAN connection	Available	Not available
Statistics screen	Available	Not available



To learn more and or to check / renew an Options Package, visit the MūL web site at multechnologies.com/options or scan this QR code to visit the site directly.

Operating modes: Active Map and Fixed Map modes

MARC carts operate in two distinct mapping modes. It is important to understand the differences between these modes to ensure the most value for your unique scenario.

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

Active Map Mode Overview

While in Active Map Mode, all areas MARC travels through will be added to its internal map. This means there are no 'predefined' areas where the unit is required to operate within. This mode is the best approach for ad-hoc shared use of the cart. Operators can use it for a specific task over a short period, then turn it off and let someone else use it for their specific task.

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.

Once MARC is in Fixed Map Mode, the map will become saved permanently (until an "Erase Map" process is executed, or the software is updated).

The unit must now remain in the currently mapped area while operating, 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 MARC to Active Map Mode. In this case, the mapping process will need to be redone.



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 until you hear the triple-beep tone. The button will turn grey, indicating the map has been erased, and the audio cue "Map erased" will be heard. 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.



Mapping Modes Comparison Chart

	Active Map Mode	Fixed Map Mode
Quickly use cart in varied areas – shared usage	X	
Ability to add to map as you move to new areas	X	
MARC can only be used in mapped area		X
Ability to retain map on power-off or restart		X
Ability to retain map during battery swap		X

Using MARC in Active Map Mode



MARC defaults to Active Map Mode from the factory and is indicated by the Save Map button appearing grey. 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 (current location) 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 some time to save the map depending on the size of the map. If you press a button during saving process, an audio cue will prompt "Saving map."



Do not move the cart while the map is being saved, as MARC is not actively mapping during the Map Save process. This may cause mapping errors and the appearance of a malfunctioning or lost cart.

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

Using MARC in Fixed Map Mode



Whenever a map is saved (Save Map icon is green as shown), MARC is in Fixed Map Mode. Fixed Map Mode will remain in effect until the Save Map button is used to erase a map or the software is updated. This results in the mode of operation moving from Fixed Map Mode to Active Map Mode and all programmed locations will be erased.

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 (moving to Active Map Mode) and remapping the area to include all desired locations and then saving the map (moving to Fixed Map Mode) after the mapping of the entire area is complete.

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.
- Once the cart is moved back into the existing mapped area, "Entering mapped area" will be heard and it will become operational.

Using the Calibrate Button functionality (Fixed Map Mode)

On occasion, like any autonomous robot, MūL robotic carts can become disoriented. This typically happens because of carts being moved while they are powered off – mapping cannot be done while power is off or the battery removed, and the cart is not actively mapping. Someone, for example, may move the cart during a battery swap.

In these instances, the Calibrate button can function as a 'reset' to a known location when in Fixed Map mode.



Please note:

The Calibrate button is automatically programmed when MARC is powered on or rebooted in Active Mapping Mode, which is the default when MARC is being programmed. Once the system is booted, the Calibrate button will automatically be set to the current location and orientation. Therefore, the cart should be booted in the known spot and orientation (similar to a parking spot) to allow for reorientation should it be needed. Note this function is programmed in Active Map mode, but will only be available for use in Fixed Map mode.

In Fixed Mapping Mode:

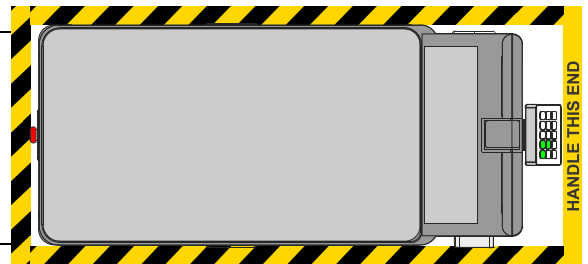
Once the map has been saved (cart is in Fixed Map mode), the Calibrate button becomes operational and the calibration functionality is available. The only way to change the calibration location is to erase the map (return to Active Map mode) and reprogram the cart and again saving the map (moving to Fixed Map mode).

Using the Calibrate button for reorientation (Fixed Map mode only):

Once the cart is moved to the known location and oriented properly, press and hold the Calibrate button till you hear the double-beep confirmation. The cart should now be correctly calibrated.

A tip for using the Calibrate functionality is to create a known 'parking spot' for a specific cart and use that as the physical Home location. Then, if the maps need to be realigned, the cart can be brought to that specific location (including orientation) and the Calibrate button pressed for 3 seconds until the double-beep confirmation is heard. Multiple carts utilized in the same area can share a common parking spot.

TIP: For best results using the Calibrate function, we suggest that you create a 'parking spot' for your robot. This will allow for simple use of the Calibrate functionality. Remember to have the cart parked and properly oriented when it is initially booted (in Active Mapping Mode) to set the parking spot location and orientation.

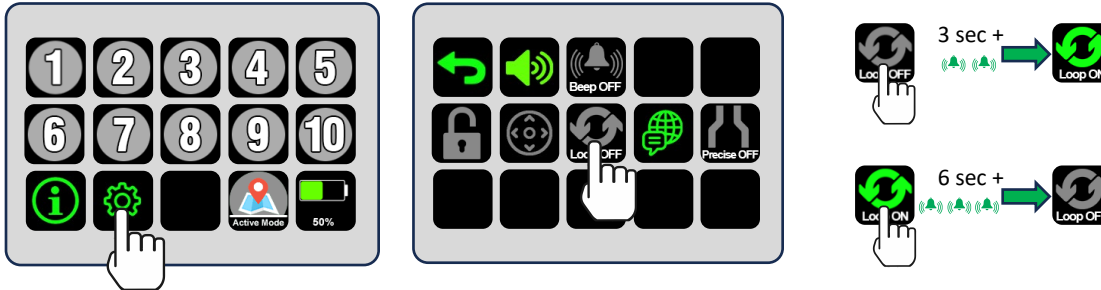


A few things to note about the Calibrate functionality:

- The parking spot location is set automatically when the cart is booted initially in Active Mapping Mode. In this case, this means prior to saving the map (moving to Fixed Map Mode). Once the unit is in Fixed Map mode, the parking spot location is saved, the Calibrate button will appear and the location will remain consistent.
- The physical parking spot location cannot be changed once it has been set, which is automatic.
- Note that any time a map is erased, the parking spot will automatically be set for the exact location the cart is in when the erase process has completed.
- Be sure not to move the cart during the boot-up or map deletion processes.
- If the Calibrate button is used when the cart is not in the parking spot and oriented correctly, the cart will shift the map and will not operate properly. The cart will then need to be moved to the parking spot and the calibrate process executed again.

Operating modes: Looping Mode

MARC carts can operate in a mode where it moves sequentially between programmed destinations automatically. In this mode, all preprogrammed destinations are shown in blue. The cart will move through all programmed destinations in sequential order without user intervention. The cart will wait at each programmed destination for a preset amount of time. See **Adjusting the wait times when operating in Looping Mode** on page 37 for information on setting wait times. To send the cart to the next programmed destination sooner, the button for the next programmed destination (which will be animated) can be pressed. Any other programmed destination can also be pressed to resume Looping at that location. Looping mode is available in both Active Map mode and Fixed Map mode.



	<p>Looping mode is activated using the Looping Mode button. To activate Looping Mode, press and hold the button for a few seconds till the double-beep audio cue is heard. When the button is released, the looping icon will turn green to verify Looping Mode is activated. The programmed destination buttons will turn blue (instead of green) to indicate to operators that the cart is in Looping Mode and will operate automatically.</p>
	<p>To disable Looping Mode, press and hold the button till the triple-beep audio cue is heard. The Looping Mode icon will turn grey to indicate Looping Mode is not active. Note also that programmed destinations will turn green, indicating the cart is programmed but not in Looping Mode.</p>
	<p>Programmed station buttons appear Blue when the cart is in Looping Mode. If the station buttons are blue and one of them is showing an animated clock hand, this indicates that the cart is actively looping and will automatically depart for the destination that is animated when the timer has expired. The cart will also announce “Going to next destination” 5 seconds before departure. The audio cue “Calculating” may then be heard and the cart will start travelling to the next sequential location in the loop programming. If the buttons are blue but none of the buttons are animated with a stopwatch image, this indicates that the cart is in looping mode, but not currently navigating. To initiate Looping mode, press one of the blue buttons to send the cart to the pressed station and continue operating in Looping mode. To hold cart where it is and pause looping mode, simply tap any button on the EZ-Go Navigation panel other than the button that is animated. The animated button (indicating the next destination) can be pressed to terminate the waiting cycle and send the cart on its way immediately.</p>

Tips for using Looping Mode

- When the unit arrives at one of its loop destinations, it will be stationary during the waiting period. If you wish to send the cart to its next location before the timer expires, simply tap the button associated with the next destination in the process. The cart may then announce “Calculating” and begin movement.
- While in Looping mode, the current route can be cancelled by tapping any unprogrammed button on the EZ-Go navigation panel. This will also pause Looping Mode. If the cart was in waiting mode, the animated icon will change to solid blue and the audio cue “Looping Mode paused” will be heard. To restart Looping Mode, press the button of the next desired destination to restart Looping Mode at that chosen destination.
- If any unprogrammed button is tapped while the cart is moving between locations, Looping Mode will be paused. The cart will remain still until the next desired location button is pressed which reinstates Looping Mode and starts travel to the destination chosen.

- If the cart is pushed more than approximately 1 meter while in a waiting state in Looping mode it will cause Looping mode to be paused automatically.

Adjusting the wait times when operating in Looping Mode

Looping mode can be handy when you want to keep MARC moving through a pattern of locations without user input. When a MARC cart is in Looping mode, it will visit destinations in sequential order. By default, MARC will wait at each location for 1 minute. The wait time for each destination can be changed using the following process.

1. Using the Info button or serial number label, record the serial number of the MARC.



The serial number can be found by pressing the Info button. Please see **System statistics overview** on page **31**.

2. With a wireless computing device (laptop is generally easiest) and while within range of MARC (10 feet or less is generally best), connect your device to MARC's wireless network.
 - The SSID will be MARCsetupXXXXX where XXXXX is your MARC's last five digits of the serial number.
 - The password is the same as the SSID used above.
3. Verify you have successfully connected to your MARC's wireless network.
4. Open a browser and go to <http://192.168.100.50>
 - You will see the current version of your MARC's software displayed along with an input box for entering a password and a button labeled Admin.
5. Enter in the password: **AdminMARC** and click the **Admin** button.
6. All locations will be shown in the list labeled "Looping Mode Times".
 - See image (next page) for overview of this screen.
7. Change the times in minutes and seconds for the wait time at each desired destination.
 - Note that once values are entered, they are saved automatically.
 - Setting a 0 minute, 0 second delay will result in no delay.
 - Setting the number to a very high number will result in pausing 'indefinitely'. This can be handy if one of the destinations requires a task to be performed. Maximum time settings is 10 hours.
 - The default settings for all wait times is 1 minute.
8. Once times are set up the way you want them, exit the page – everything is ready to go!

Flash Update

Choose File No file chosen

Flash Update

Remote Logging

Logging level: Low
 Medium
 High

Start

Stop

Download

Looping Mode Times

1 Minutes: Seconds:

2 Minutes: Seconds:

3 Minutes: Seconds:

4 Minutes: Seconds:

5 Minutes: Seconds:

6 Minutes: Seconds:

7 Minutes: Seconds:

8 Minutes: Seconds:

9 Minutes: Seconds:

10 Minutes: Seconds:

11 Minutes: Seconds:

12 Minutes: Seconds:

13 Minutes: Seconds:

14 Minutes: Seconds:

15 Minutes: Seconds:

16 Minutes: Seconds:

17 Minutes: Seconds:

18 Minutes: Seconds:

19 Minutes: Seconds:

20 Minutes: Seconds:

Retry Minutes: Seconds:

← The screen where times are adjusted is the same screen used for updating software.

← **Remote Logging** allows MARC to collect data for diagnostics by the MūL team. This can be used to identify unique environmental issues that result in lowered performance. This should only be used if the MūL support team has asked you to log data.

← Under **Looping Mode Times**, each destination (1-20) is listed with a time value to the right. This value represents the amount of time M ARC will stop at the specified destination before planning a route to the next destination.

In Looping mode, if MARC comes to an obstacle blocking its path, it will retry to resume a route to its destination repeatedly. The **Retry** value is the amount of time it waits before trying again.

←



INFO

Helpful NOTES for **Retry** functionality.

- It only applies to Looping mode.
- It will keep retrying until it reaches the destination or runs out of power.
 - o The default wait time is 1 minute.
- The destination where MARC is trying to go before its path was blocked will have an animated timer icon so you can send it to the destination it was attempting to reach.
- If the route is cleared before the retry time expires the user can press any set destination button to have MARC travel to that destination.

What to expect during normal operation

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

Here are some things to expect during normal operation along with some 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 pulsing 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. Any areas you do not take MARC while in Active Mapping mode are considered no-go or keep out areas.
- 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 initially programmed or when it was last at the destination.
- If the cart encounters an obstacle that blocks its path, a tone will be heard, and the LED indicator lights will be bright white as it attempts to recalculate a path.
- If the cart cannot reach its destination and is prevented from progressing anywhere in its path for more than approximately 90 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 target destination.
- If the battery charge is low, the cart will indicate the current levels as follows:
 - For battery levels below 20%, it will say “Battery low” and will repeat this message every 30 seconds.
 - For battery levels 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.
 - When MARC 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.
 - Pressing the battery button for more than 3 seconds will silence the battery low audio cues.
- 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 alternate 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

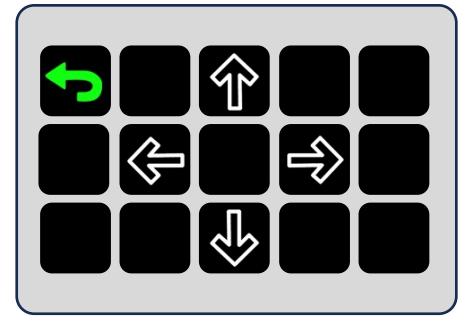
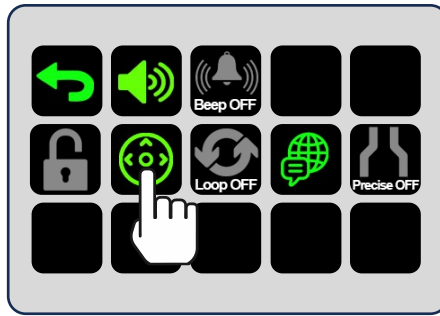
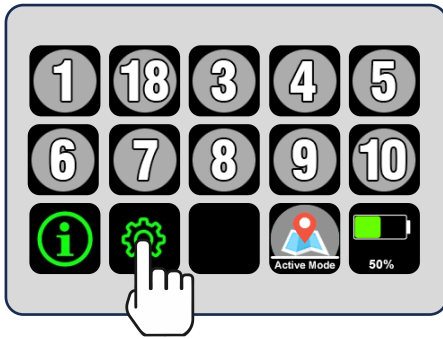
Mapping tips:

- 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 goods, 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 1.3m/sec (3mph) 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 reduced 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.
- Never try to manually move or push the cart while it is moving autonomously, as this can cause the wheels to slip and thus interfere with the mapping alignment.

General tips:

- Avoiding intersecting or overlapping routes with multiple MARCs when possible, especially if the routes have pinch points or shared narrow passageways.
- Utilizing the Beeping feature to alert people nearby of MARC's presence.
- 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. See **Using the Calibrate Button functionality (Fixed Map Mode)** on page 35.
- When in Fixed Map Mode, MARC should not be moved significantly while powered down, as this may cause confusion when the unit is powered back on. If the cart is moved while off, it should be returned to the same location when powered back on. This includes during powered-off storage, battery swapping or any other time the unit is powered off or the battery is removed or turned off.
- The area where MARC units are stored should have fixed objects nearby. Since the cart needs to recognize where it is, 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 in the area will result in higher consistency.
 - 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 may not provide sufficient data for the cart to recognize its surroundings.
- Depending on your specific environment, you may find areas where the drive wheels of your MARC cart may slip. Since there are encoders embedded in the wheels, this can cause the map to shift and the cart to appear confused. This can be experienced when the cart is empty as well. To help reduce the propensity of slipping, you can add 10-20 pounds of extra weight over the drive wheels (on the lower shelf) to assist when MARC is not loaded.

Powered Assist movement mode



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

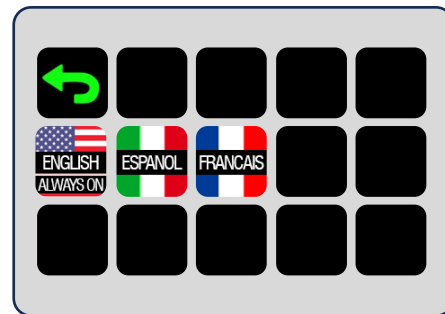
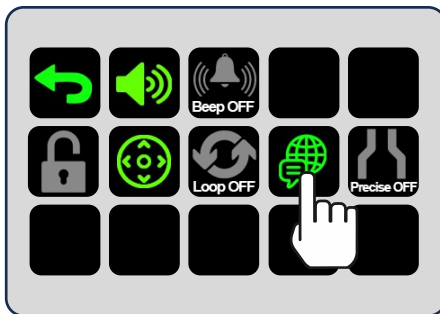
Powered Manual Movement mode allows the user to control the cart motion manually if needed. To enter this mode, press the from the main screen, and then the Power Assist button.

	Pressing the left arrow turns MARC toward the left until the key is released. Note the handle end of the cart will move to the right to accommodate a left turn.
	Pressing the up arrow key moves the cart forward (away) until the key is released.
	Pressing the right arrow turns MARC toward the right until the key is released. Note the handle end of the cart will move to the left to accommodate a right turn.
	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.
	If the Power Assist button is grey, the function is not enabled. To enable, press and hold the button for 3+ seconds till the double-beep confirmation is heard. The button will turn green to verify.
	If the Power Assist button is grey and displays a small padlock, the function is not available. To make this function available, the cart will first need to be unlocked.
	Pressing the back arrow key while in Power Assist mode returns MARC to the settings screen.



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

Language settings



The language menu allows users to add audio cues in various languages. To enter the language options screen, press the settings button from the main screen, and then the Languages button.

<p>INFO</p>	<p>Languages other than English are available while an active Options Package is enabled. For more information on the Options Package, please see About the MARC Options package on page 32.</p>
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	<p>The leftmost icon is English, and is always enabled. The other languages are optionally toggled on or off. Like most function in the menu, you can press for 3+ seconds till you hear a double-beep cue to enable a language, or for 6+ seconds till you hear the triple-beep to disable. When multiple languages are enabled, the spoken word audio cues will be played sequentially.</p> <p>When you see the small padlock icon over the language buttons, this indicates that the current language settings are locked and cannot be changed till the cart is unlocked.</p>
	<p>Pressing the back arrow key while in Language options returns MARC to the settings screen.</p>

Using MARC battery packs

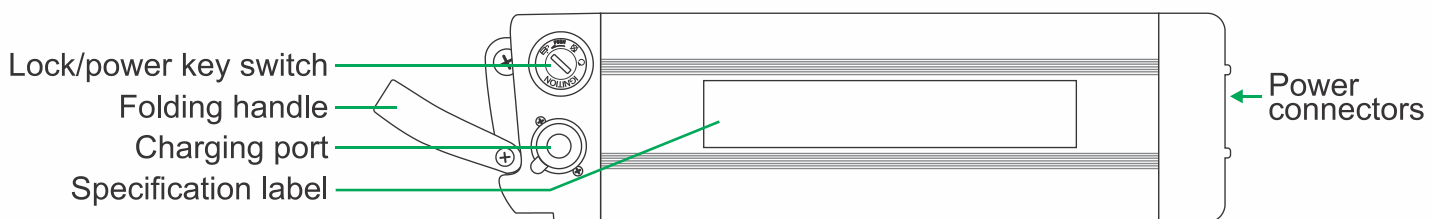


WARNING

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.
- Avoid leaving fully charged batteries connected to energized chargers for extended periods.
- Avoid discharging batteries below 5% of total capacity.
- Avoid charging at temperature extremes. The optimal temperature range for lithium battery charging is room temperature (68-77° Fahrenheit or 20-25° Celsius).
- Avoid storing the battery pack in a discharged state. For long term storage (greater than 1 week) maintain 50% charge capacity. Remember that batteries drain naturally – even in storage.




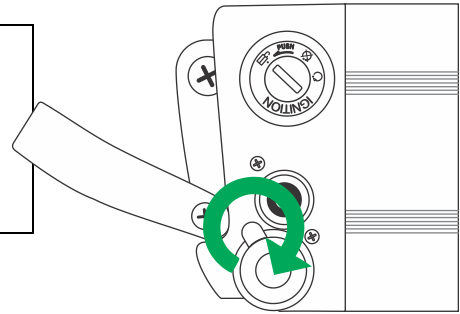
WARNING

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

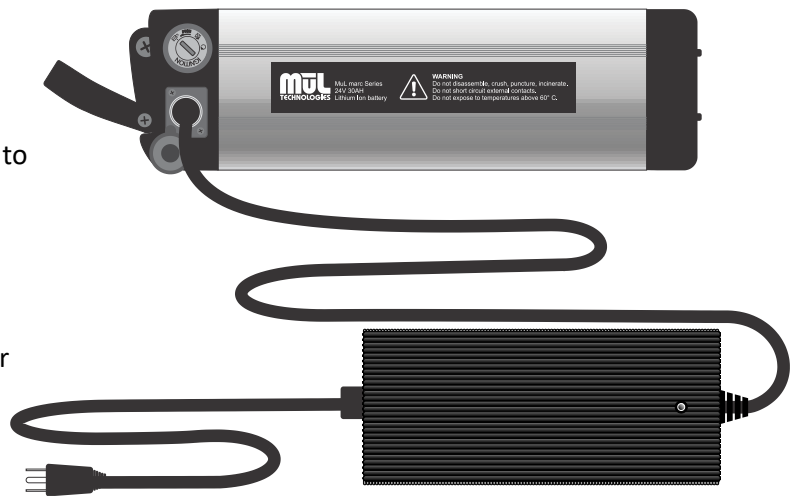
MūL Technologies battery packs and chargers are designed for use in MARC products exclusively. The battery packs are designed to offer many hours of service and have a charging life of over 800 cycles.


 <p>INFO</p>	<p>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 to allow charging cable to be inserted as shown at right.</p>
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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.

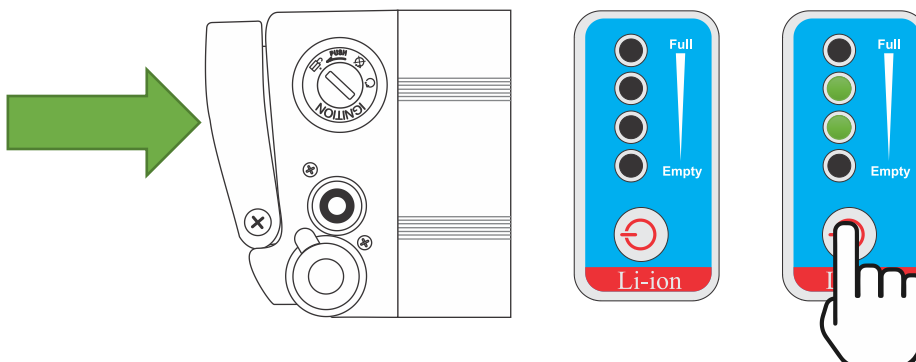



 <p>WARNING</p>	<p>The battery can be charged while installed in MARC. You must ensure that the same steps are followed in order and verify the battery's keys have been removed.</p>
<p>Always plug the charger cable into the battery port before plugging the charger into an A/C outlet to avoid risk of damage to battery and charger.</p>	

Checking the 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.




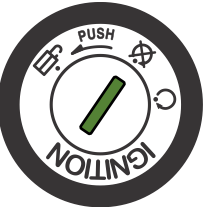


Please note that the status LEDs are not operational while the battery is actively being charged.



 <p>INFO</p>	<p>While MARC is running, the battery status is also shown on the EZ-Go Navigation panel.</p>
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Locking and unlocking battery packs

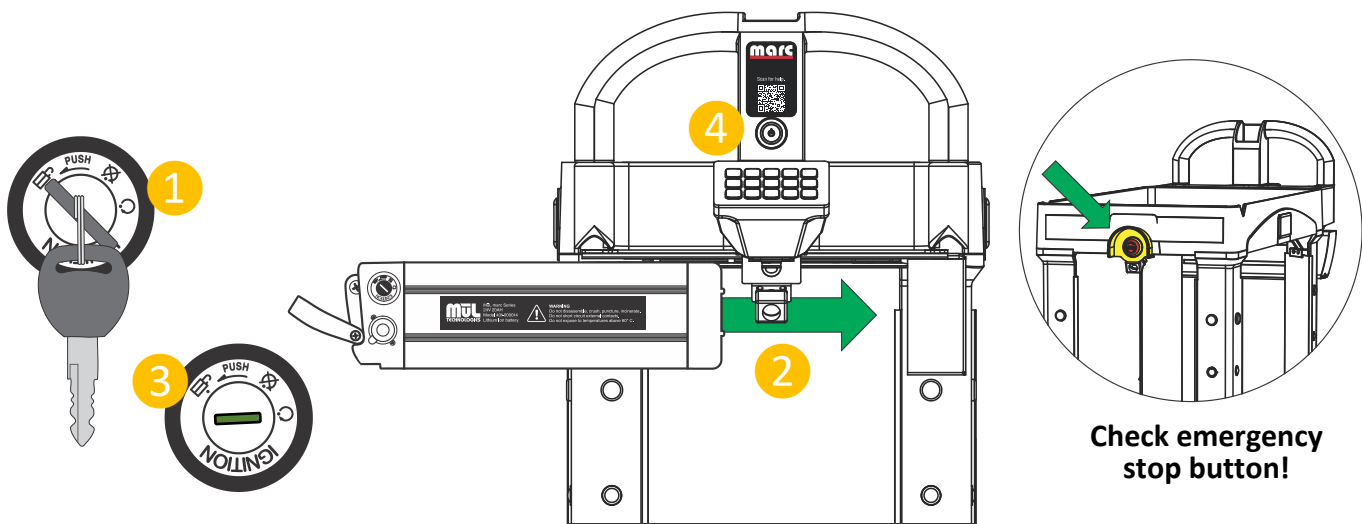
Using the keyed battery switch:


	<p>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.</p> <p>NOTE: 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.</p>
<p>Unlocked</p> 	<p>NOTE: Push key in</p> 
	<p>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.</p>
<p>Locked, but off</p> 	<p>Battery is inserted and secured in position and is supplying power to the system. This is the normal setting during use.</p>
<p>Locked and on</p> 	

Inserting the battery pack into MARC

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

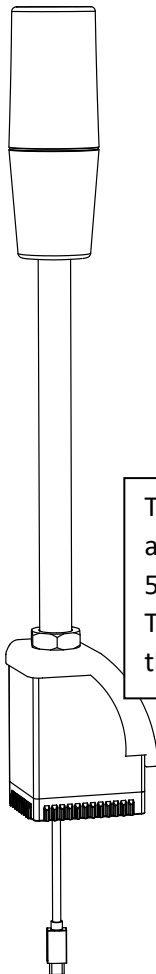
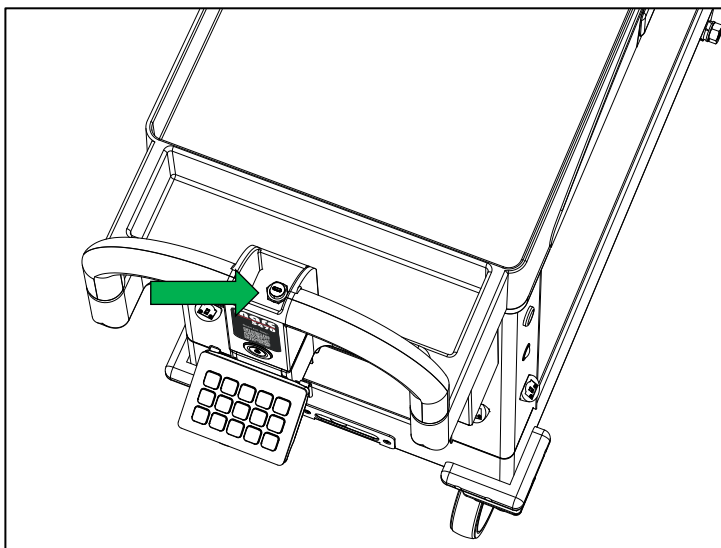
- Make sure the battery is charged. You can check this by pressing the button on the battery level indicator.
 - See **Charging the batteries** on page 44.
- Ensure the key switch is in the unlocked position. (1 in figure below).
- Guide the battery slots to the battery rail on MARC and slide in (2).
- 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 (4) to boot up the cart. This process takes up to 2 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.

Using the USB-C accessory port

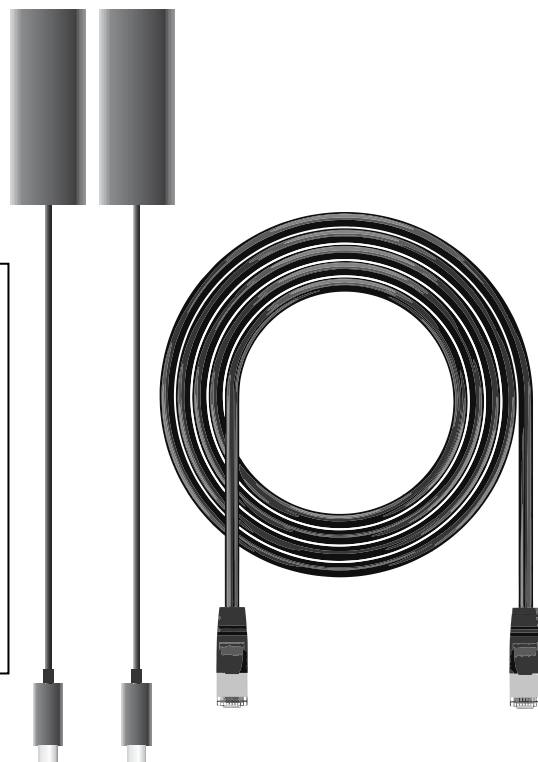
The 5 Series MARC carts include a USB-C port that is accessible through the open area at the center of the handle as shown on right.



The LED light tower is an optional accessory that you can purchase for the 5 Series MARC carts for added visibility. This accessory also uses the USB-C port that is present in the cart handle.

The USB-to-LAN adapter kit that was included with your MARC can be connected to the USB-C port in the handle.

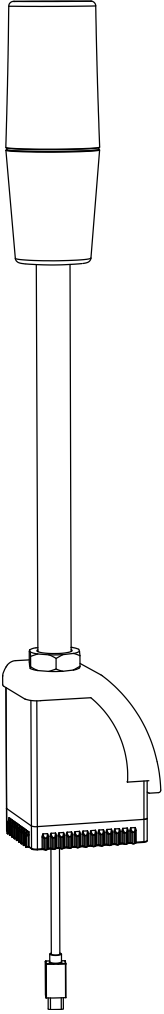
In the case you need to interface with the cart itself, this adapter kit will greatly speed up the data transfer process. See **Using the USB-C to LAN adapter kit** on page 48.



This port is not a standard USB port and can only be used with the MūL Technologies accessories that are specifically designed to work with this port.

The USB-C port cover should be secured whenever the port is not in use.

Using the optional LED tower



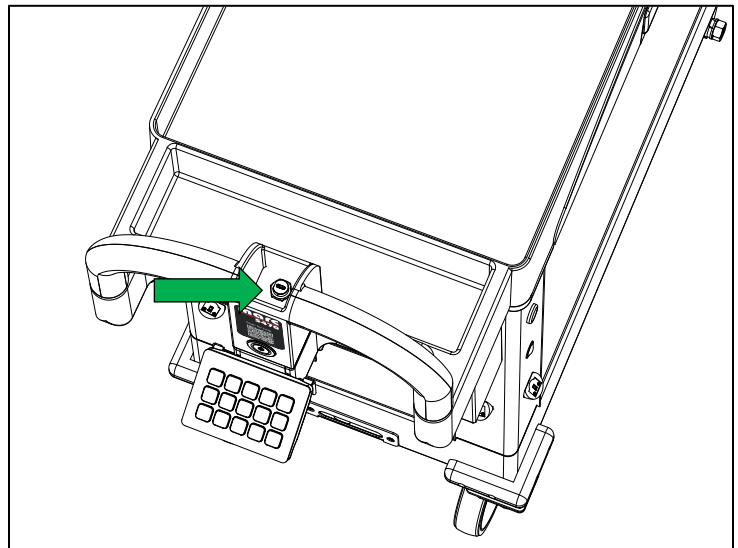
One of the optional accessories available for your MARC cart is the LED light tower. This light tower offers a higher level of visibility as your cart moves through the facility.

The light tower communicates several statuses, including:

- Green when MARC is ready for the next task.
- Flashing blue during autonomous movement.
- Red is the case of a critical error.

To use the LED light tower

1. Begin by connecting the included LAN cable (or a longer replacement, if handy) to one of the included USB-C to LAN adapters.
2. Ensure the MARC cart is powered off.
3. Plug the USB-C end of the assembled cable into the USB-C port located in the handle of the cart as shown on right. There should be a protective cap secured over the port. Twist this counter-clockwise to remove and tuck aside.



4. Plug the USB-C cable from the LED light tower into the USB-C port.
5. Carefully tuck the extra wire into the base of the LED light tower and slide it into the cavity on the cart.
6. Power up the MARC unit.
7. The LED light tower should operate.



This port is not a standard USB port and can only be used with the MÜL Technologies accessories that are specifically designed to work with this port.

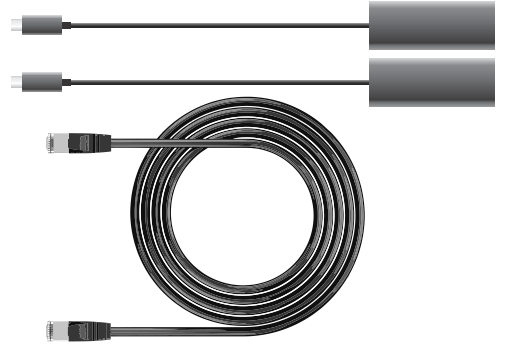
The USB-C port cover should be secured whenever the port is not in use.

Using the USB-C to LAN adapter kit

Your MARC product came with a USB-C to LAN connection kit to help speed connections to the MARC carts.

This includes several scenarios that require data transfer, including:

- Software updating
- Accessing and changing certain optional settings
- Data logging (for service requests)

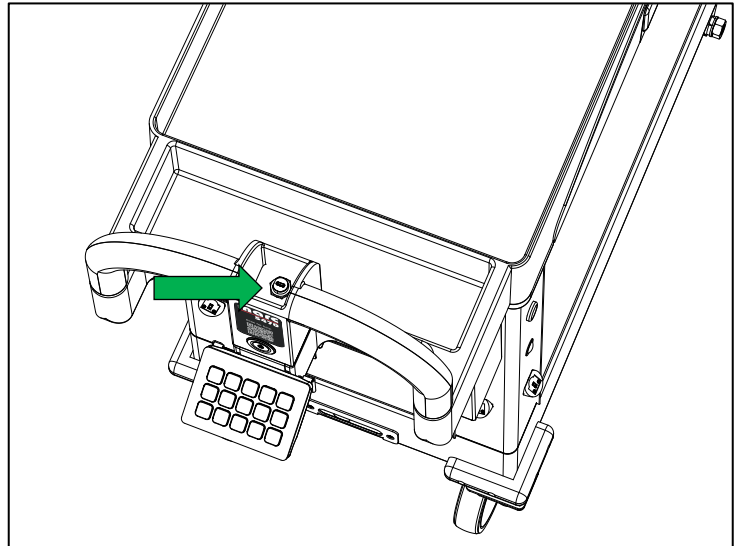


The USB-C cables should be connected prior to powering the cart.

The data kit includes two USB-C to LAN adapters. If you have a device (typically a laptop) that has a built-in LAN port, you do not need to use one of the USB-C to LAN adapters.

To use the adapter kit

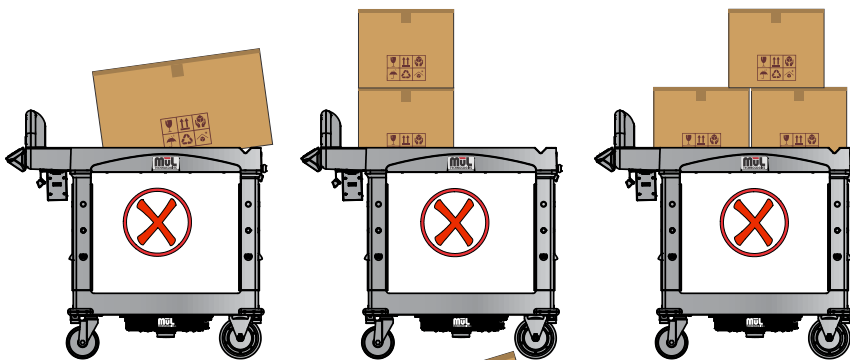
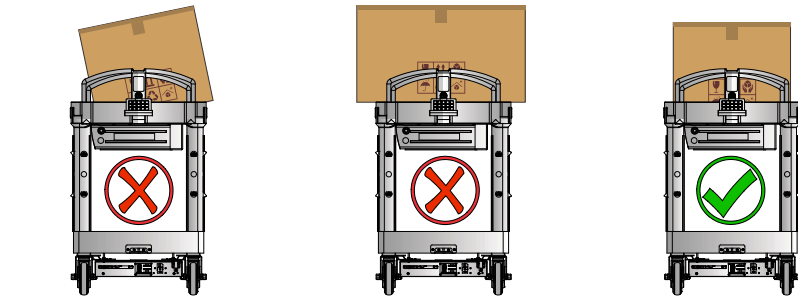
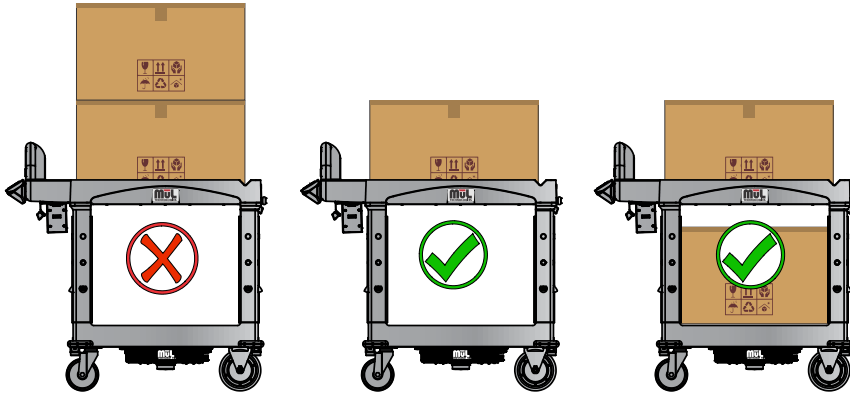
1. Begin by connecting the included LAN cable (or a longer replacement, if handy) to one of the included USB-C to LAN adapters.
2. Ensure the MARC cart is powered off.
3. Plug the USB-C end of the assembled cable into the USB-C port located in the handle of the cart as shown on right. Please note that if you have the optional LED light tower installed, it will need to be removed and disconnected. If there is not LED light tower, there should be a protective cap secured to the top of the port. Twist this counter-clockwise to remove and tuck aside.
4. Plug either the LAN cable or USB-C cable into the device you are using to connect.
5. Power on the MARC cart.
6. Follow the directions for completing the operation you are intending to execute.



This port is not a standard USB port and can only be used with the MÜL Technologies accessories that are specifically designed to work with this port.

The USB-C port cover should be secured whenever the port is not in use.

Loading MARC safely



Important loading guidelines:

- Total load should not exceed 220 pounds / 100 kilograms during autonomous operation.
- 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 movement.
- Do not transport hazardous materials.
- Do not transport open liquids.
- Avoid top-heavy loading. Place heavier loads on the bottom shelf.

Additional tip:

When loading MARC, always place more of the weight over the drive wheels, as shown below. This will reduce the risk of the wheels slipping, which can cause the cart to become disoriented. If wheels slip when cart is empty, consider using a 10–20-pound weight over drive wheels on lower shelf to reduce slipping.

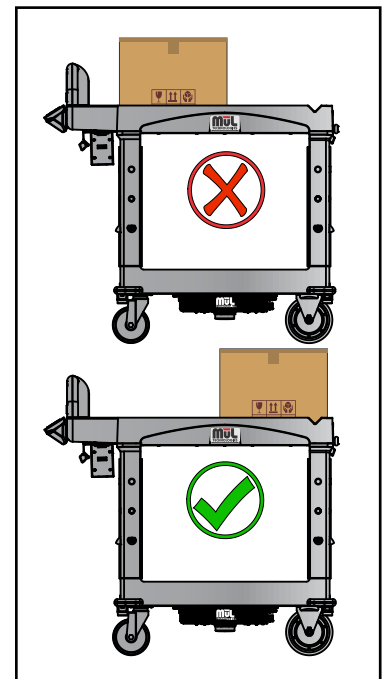


Table of LED indicator cues










	Pulsing green	MARC is ready to accept commands.
 + 		Normal movement – Visible white LEDs mean the cart is heading toward you (headlight) while visible red LEDs 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.
	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

MARC uses several audio cues to indicate statuses for several areas. These include system health, confirmations of programming change and warnings.

The single, double- and triple-beep tones are used as confirmations of various button press functions. Many functions are enabled/disabled through these button presses, including the programming of destinations.

For these functions, the simple programming looks like this:



Most functions are *executed* with a quick tap.



Most functions are *programmed* with a 3+ second press. Confirmed by double-beep.



Most functions are *deprogrammed* with a 6+ second press. Confirmed by triple-beep.



If the cart is locked with a code, functions displaying the small padlock icon cannot be changed without first unlocking the cart. See **Locking the MARC cart to prevent reprogramming** on page 23.

Beeping tones

Single beep	This sound is confirmation a button has been pressed.
Double beep	Medium length button hold confirmation (3+ sec) indicating function programming was successful. The button will also turn green for most functions. A double beep tone also indicates that a map has been saved.
Triple beep	Long button hold confirmation (6+ 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.
Triple multi-tone beep	Obstacle in path or recalculating route to destination.

Spoken audio cues (only English shown)

“Arrived”	Cart has arrived at the destination.
“Battery low”	Battery charge level is low (repeats in 30 second intervals). Critical battery level also includes LED lights alternating colors (red, green, blue).
“Calculating”	This audio cue indicates the route is being planned and movement will begin momentarily.
“Calibrating”	The calibration command is being executed.
“Cart ready”	This audio cue indicates MARC has booted and is ready for use.

“Changing modes”	This audio cue indicates the map is being saved and a button was pressed/ignored.
“Entering Fixed Mode”	The map has been saved or the cart has started with a saved map.
“Entering mapped area”	MARC is in Fixed Map Mode and has now been pushed into a previously mapped area.
“Going to next destination”	While in looping mode, MARC will warn users that it will be moving to next destination prior to movement.
“Looping mode paused”	This will be heard when the cart is pushed more than approximately 1M while waiting at a programmed location. Once this audio cue is heard, Looping Mode will need to be reengaged by pressing one of the programmed buttons.
“Looping mode started”	Looping mode is enabled and autonomous movement started.
“Map deleted”	Deletion of the map is complete.
“Map is being deleted”	This audio cue indicates the map is being deleted and a button was pressed/ignored.
“Option package soon to expire”	This indicates that the cart’s Options Package is expiring soon. For more information, please see About the MARC Options package on page 32 .
“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.
“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.

Cleaning MARC

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 MARC.

- Make sure to disconnect and remove the battery pack prior to cleaning.
- Never submerge any part of MARC.
- Never spray liquids directly at any parts of MARC.
- Never use harsh chemicals to clean any parts of the cart.
- Never spray cleaner directly onto any electronic components, including the EZ-Go Navigation panel, sensors or LIDAR unit. 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.

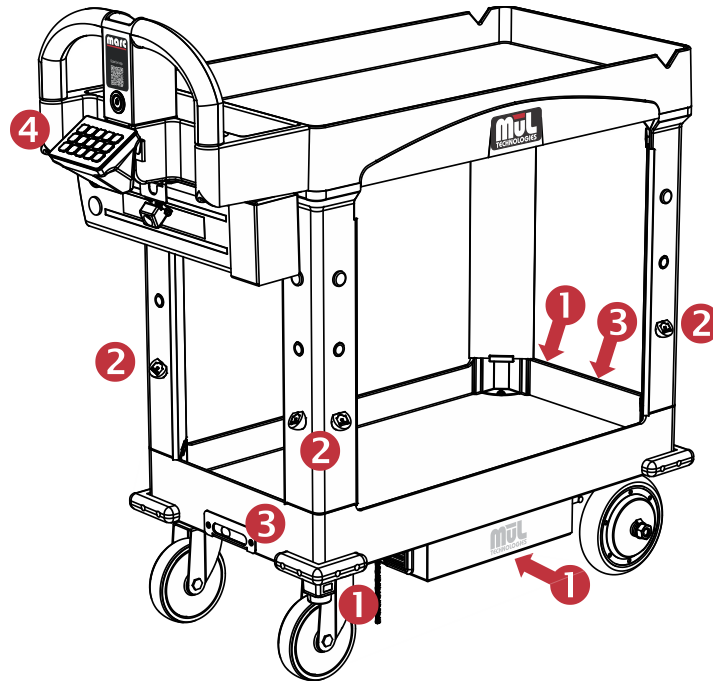
Here are some general tips for cleaning your MARC products:

- MARC 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 MARC come in contact with liquids or any slippery materials, clean and dry 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, LIDAR and camera surfaces.
- Chemical cleaners other than alcohol wipes should not be used on electronic components or plastic mounting structures.

Preventative Maintenance



While your unique environment, including floor and air cleanliness, is the leading factor for maintenance you'll need, there are some simple preventative maintenance tips that will help you get the best results with MARC. These tips are described below.

Recommended preventative maintenance processes:

1. Proximity Sensors (8 total, 2 each leg):

Clean daily with a canned air duster, lint free cloth or alcohol wipes. Note that fine dust and aerosol film buildup may not be visible. Wipe with alcohol wipes to remove fine dust and film buildup.

2. 3D cameras (2 total, 1 front and 1 rear):

Wipe with lint-free cloth or blow air, depending on the type of buildup. Never use chemicals or abrasive materials to clean camera lenses, as this may cause scratches or other damage to lens.

3. Lidar (3 total, 1 centered under RCP, 1 front right and 1 rear left):

Clean with an air hose to remove dust as needed. As the LIDAR is a sensitive instrument with mechanical movement, use caution to not apply excessive air pressure as it can damage the LIDAR unit.

4. EZ-Go Navigation Panel:

Wipe as need with a dry or moist lint free cloth. Do not spray directly or use cloth that is more than slightly wet. Do not use chemical cleaners, as they may fog the clear button covers.

5. Wheels:

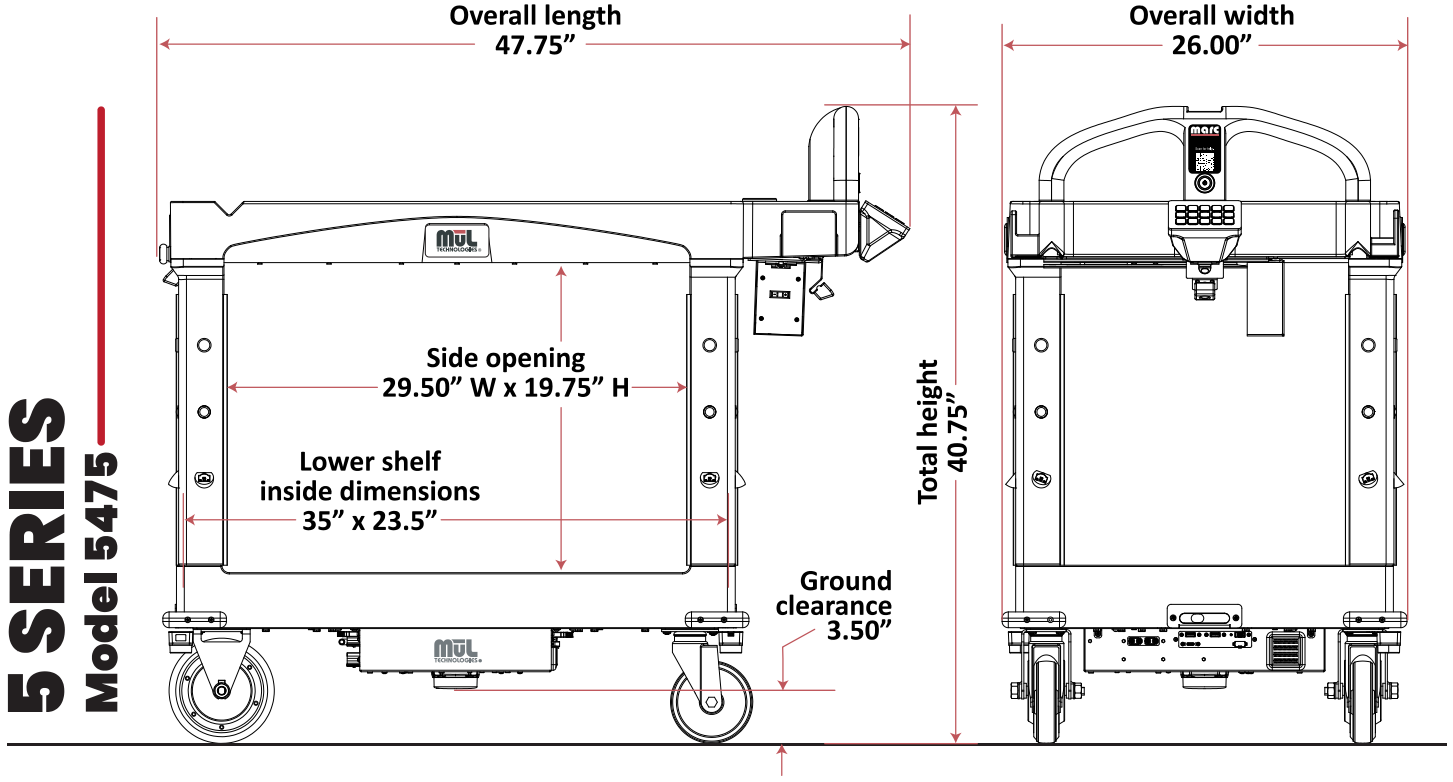
Wipe down as needed to remove debris that has built up on the wheels and inspect for embedded objects such as fasteners, stones, metal shavings or other debris from the floor. This includes both the drive wheels and the passive swivel wheels.



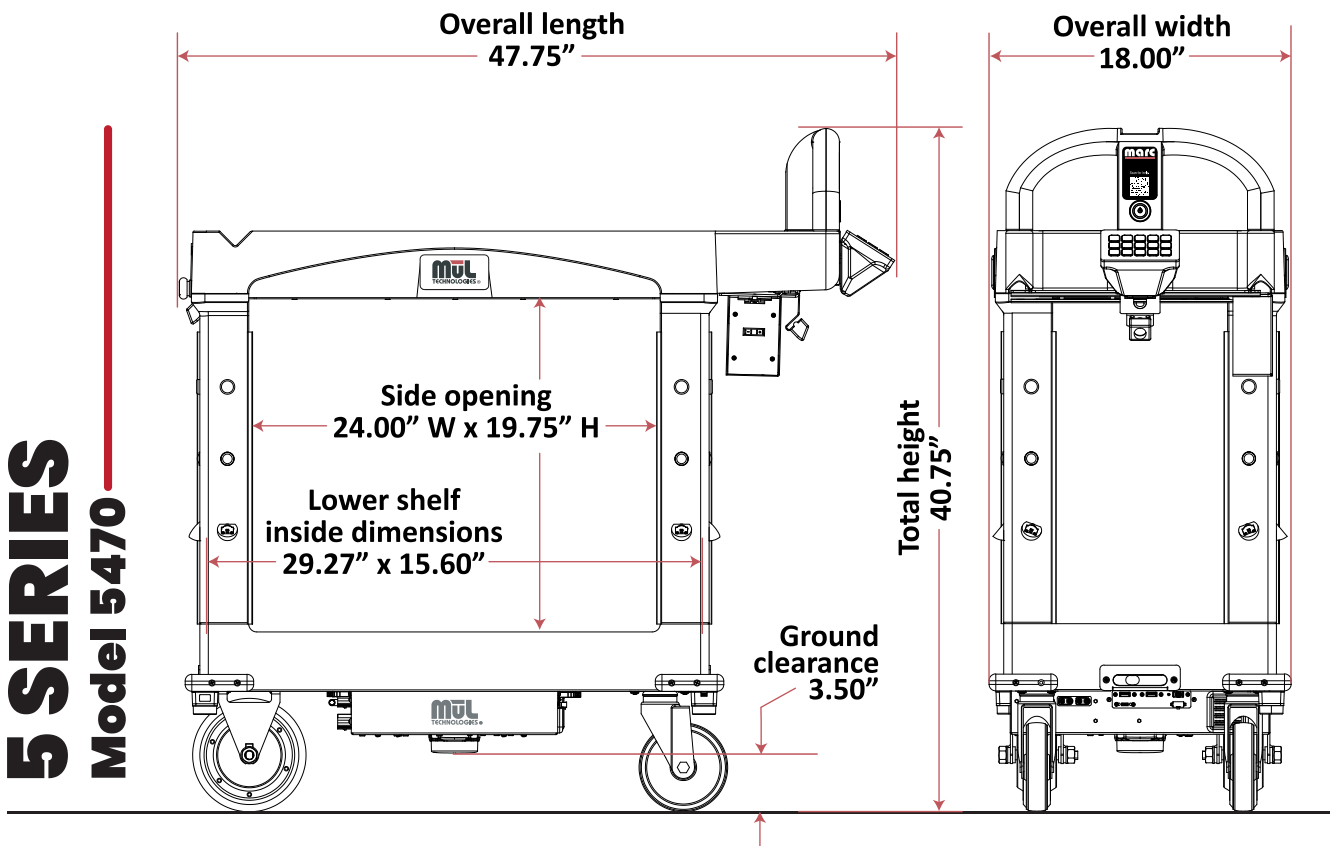
The frequency required for these maintenance items varies greatly from one facility to the next. Your specific environment will dictate how often you should perform these tasks.

MARC system dimensions



LARGE (model 5475) cart dimensions:



SMALL (model 5470) cart dimensions:



Troubleshooting

Problem	Things to try
<p>After rebooting MARC, my preprogrammed destinations are gone, and the buttons appear grey.</p>	<p>In Active Map Mode, this is by design; MARC does not retain maps or locations when powered down. Since programming is extremely easy, simply manually push 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 Operating modes: Active Map and Fixed on page 33.</p>
<p>Cart will not power up when power button is pressed.</p>	<p>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’.</p>
	<p>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 Inserting the battery on page 46.</p>
	<p>Verify your battery has a charge by pressing the charge indicator on the end of the battery. For detailed information, see section Charging the batteries on page 44.</p>
<p>Red check engine light is illuminated.</p> 	<p>The red check engine light indicates a critical issue with the 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"> - Safety system inoperable - Cable disconnected below cart - Tilted cart <p>Possible resolutions:</p> <ul style="list-style-type: none"> - Reboot MARC system to see if indicator light is cleared. - Make sure the cart is on a level surface. <p>See Red (Critical) Check Engine light codes on page 60.</p>
<p>Yellow check engine light is illuminated.</p> 	<p>A yellow check engine light indicates an urgent issue with the 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"> - Indicator LEDs disconnected or not functioning - Sensor blocked or unresponsive - Speaker not connected or malfunctioning - Battery system not communicating properly with system - Access point is not connected or malfunctioning <p>Possible resolutions:</p> <ul style="list-style-type: none"> - Reboot MARC system to see if indicator light is cleared. - See Yellow (Caution) Check Engine light codes on page 59.
<p>Cart stops and there are no indicator LEDs flashing or sounds.</p>	<p>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.</p>

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 3 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 the cart is not moving when you set a destination. 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 make a slight noise.
Cart seems confused or disoriented and cannot find destinations.	<p>It is possible that the map software can 'shift' the map if the drive 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.</p> <p>To use the Calibrate button function, please see Using the Calibrate Button functionality (Fixed Map Mode) on page 35.</p> <p>If the map shifted and the Home function did not resolve the issue, the cart should be powered down and restarted. Please note that the destination points will need to be reprogrammed if operating in Active Mapping Mode.</p>

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

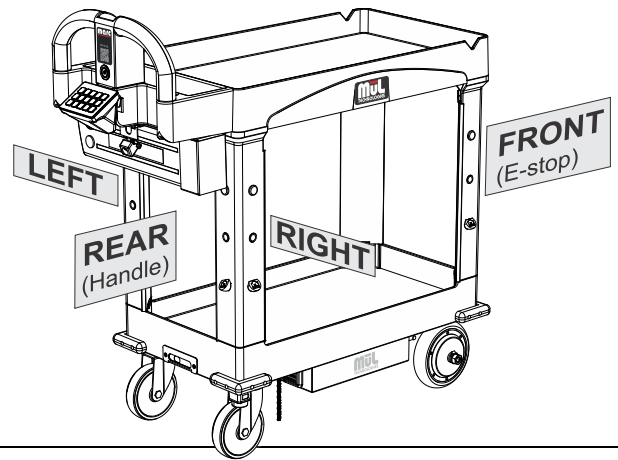


You can always contact the MūL Technologies team via email or phone to get assistance in resolving an issue. support@multechnologies.com or (262) 242-8830, option 2.

Yellow (Caution) Check Engine light codes



For the latest information, use this QR code to access our online information.



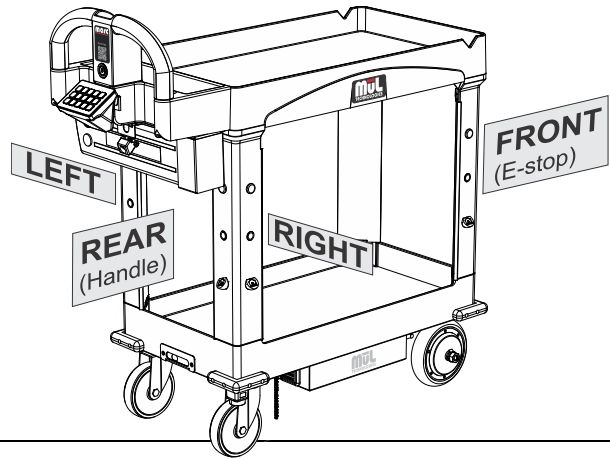
Yellow Check Engine light codes:

Code	Meaning	Comments
0000	LEDs missing.	The cart will operate normally but will not communicate direction or other status via the LED indicator lights.
0010	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.
1025	Distance sensor error (FL).	Front left distance sensor malfunctioning.
1026	Distance sensor error (FR).	Front right distance sensor malfunctioning.
1027	Distance sensor error (RL).	Rear left distance sensor malfunctioning.
1028	Distance sensor error (RR).	Rear right distance sensor malfunctioning.
1090	Access point error.	Access point missing or malfunctioning. MARC will perform normal operations, but the software update procedure will not function.
1100	Speaker error.	The cart will operate normally but will not communicate status via the audio cues.
1110	Weight sensor error.	Weight sensor missing or malfunctioning.

Red (Critical) Check Engine light codes



For the latest information, use this QR code to access our online information.



Red Check Engine light codes:

Code	Meaning	Comments
0033	Motor error (L)	The left drive motor is not responding and is not operational.
0034	Motor error (R)	The right drive motor is not responding and is not operational.
0043	Encoder error (L).	The left wheel encoder is not responding or is not operational.
0044	Encoder error (R).	The right wheel encoder is not responding or is not operational.
0050	IMU error.	The inertial measurement unit is used to prevent MARC from tipping and is required for safe operation but is not responding.
0070	Battery being charged while MARC is operational.	To prevent the cart from moving autonomously while the charging cord is attached, movement is disabled until the charger is removed.
1060	Cart tilted.	The cart experienced a tilt of greater than 10 degrees.
1130	Camera missing.	Front or rear high-definition depth camera is not responding.
1140	Digital board error.	The main communication board of MARC is not responding.
1150	LIDAR missing.	The laser measurement system has an error and is a critical part of MARC's ability to 'see' the world and to the map-creation process.
1160	Startup error.	The software has an issue. Please reach out to support for more information and troubleshooting assistance.

Updating MARC's software



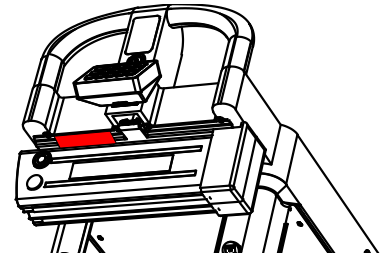
Though it is possible that the update process can be successful using a variety of wireless devices, it is highly recommended that a Windows based laptop is used. Chrome or Microsoft Edge browsers also offer the best experience.



Please note that upgrading the software will eliminate all mapping and programming. After the software update has been executed, all mapping will need to be redone and destinations reprogrammed

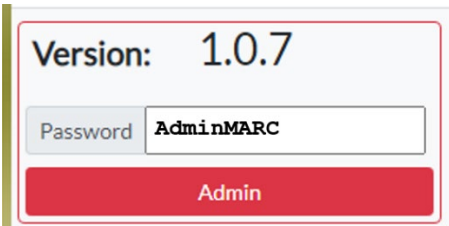
If you have been instructed to update the software on your MARC system, here is the step-by-step process.

1. Obtain the update package from MūL Technologies for your MARC.
2. If you use the USB-C to LAN adapter kit, connect the adapter to the USB-C port prior to turning the cart on. See LED light tower info on page 48.
3. Power on your MARC and verify your battery is at least 25% charged.
4. The serial number of your MARC can be found using the INFO button, which can be found on the EZ-Go Navigation panel.



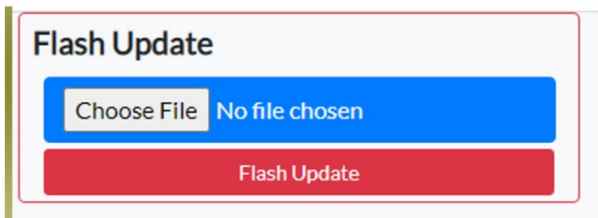
NOTE: If you are unable to use the info button for some reason, the serial number can also be found on the label attached to the metal battery bracket under the handle of the cart (shown in red above).

5. With a wireless computing device (e.g. laptop) and while within range (10 feet) of MARC, connect to your MARC's wireless network. Closer is better, depending on your unique environment.
 - o SSID will be MARCsetupXXXXX where XXXXX is your MARC's last five digits of the serial number.
 - o 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://192.168.100.50>
8. You will see the current version of your MARC's software displayed along with an input box for entering a password and a button labeled Admin.
9. Enter in the password: **AdminMARC** and click the **Admin** button.



The current revision of software installed on your MARC is shown at the top at this point (in this example, 1.0.7).

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



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 can take several minutes to upload depending on connection strength and speed.

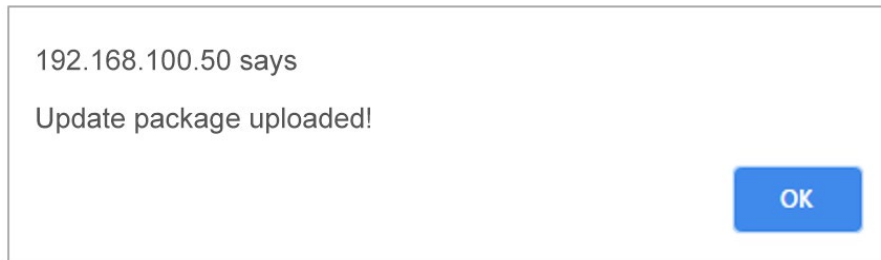


Since the updates are large, uploading can take several minutes. Once uploaded, you will see an acknowledgement and the **Choose File** box will turn green. At that point, click on **Flash Update** to begin the updating process. If the **Flash Update** is pressed early, an error will occur.

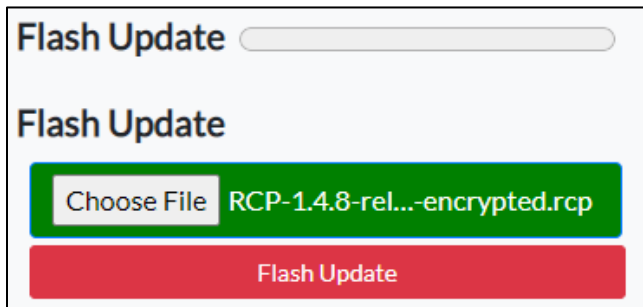


The device being used to connect and perform the update must remain near the cart being updated during the entire update process. If the device is moved away, powered off or otherwise disconnected the update process will halt and may leave the MARC unit inoperable.

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 was completed successfully.
1	FAILED_TO_VERIFY	There is an internal updating issue. Please contact the MūL Technologies team. You can contact the MūL Technologies support team via email or phone to get assistance in resolving an issue at support@multechnologies.com or (262) 242-8830, option 2.
2	FAILED_TO_DECRYPT	
3	FAILED_TO_EXTRACT	
4	FAILED_TO_INSTALL	



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