

# 7 TROUBLESHOOTING TIPS FOR OPERATING YOUR UNDERWATER ROBOTIC SYSTEM



Whether you're racing against the tide or performing an urgent task, your time is valuable when conducting underwater missions. If you've run into a problem operating your underwater robotic system, here are seven basic troubleshooting guidelines that could be helpful in getting your mission underway as quickly as possible.



## 1. CHECK THE MANUAL

Review the user manual to see if an issue is common and easily addressed. Each system comes with a manual, and the latest versions are stored on our website at <https://videoray.com/resources/user-manuals/>.



## 2. SUSPECT AND CHECK THE OBVIOUS FIRST

Check for loose wires or components, unplugged accessories or missing hardware that could have separated or loosened during storage or transit.



## 3. DOUBLE-CHECK YOUR INITIAL INSPECTION

If your issue wasn't resolved during your first inspection, have someone verify your work. If you're helping someone, verify what you've been told. Sometimes, just talking through the details can help you realize you missed a step or overlooked something simple.

## 4. UNDERSTAND CORRECT OPERATION AND EXPECTED RESULTS

Ask yourself:

How should it work?

What should happen?

Does it perform its intended function?

## 5. LEARN AND RECOGNIZE SYMPTOMS

Ask yourself:

What are the results telling me?

What are the most likely suspects?

What can be ruled out?



## 6. ISOLATE, DIVIDE AND CONQUER

Isolate the problem to subsystems, remove what you can, and substitute known working parts if possible. Or, try suspect parts with a known working system.



## 7. ONE STEP AT A TIME

Be logical and make each test provide results you can use to narrow down the problem.



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Contact our support team if you need additional help:  
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