

Troubleshooting

QUESTION:

I just received my Mousr and I can't connect with the app.

ANSWER:

To connect to Mousr out of the box, first download and open the mobile app. Next, click the pushbutton under Mousr's chin. His LED will blink blue to indicate he is in factory pairing mode. Look for the Mousr card in the search screen of the mobile app, and tap it to connect. Once connected, Mousr will automatically update to the latest software.

QUESTION:

Mousr won't charge when connected to the charger.

ANSWER:

When Mousr is placed correctly inside the charging dock, he will make a sound to indicate he has begun charging and his LED will continually blink an indication of the charge level. Once fully charged, Mousr's LED will glow solid green for one minute and then shut off.

If you place Mousr in the charging dock as described in the Charging Mousr section of the [user guide](#) and his LED remains off, first make sure the charging dock is connected to a powered USB outlet using the supplied Micro-USB cable. You can check whether or not the USB outlet is drawing power by trying to use it to charge another device, such as your smartphone.

If the charging dock is properly connected to a powered USB outlet and Mousr's LED remains off, try the following steps:

- Remove Mousr from the charging dock
- Using a dry cloth, wipe down the charging pads on the bottom of Mousr and the metal contacts on the charging dock base
- Make sure Mousr's charging pads make contact with the metal contacts by placing Mousr's wheels inside the matching indents in the charging dock
- Close the charging dock lid until it snaps into the base

If Mousr's LED is still off, try improving the connection between his charging pads and the charging dock's metal contacts by pressing down on Mousr's body while he is in the charger. If pressing down causes Mousr to begin charging, try the following:

- Remove Mousr from the charging dock
- Spin both his wheels a few degrees by hand
- Reseating him inside the dock

- Close the charging dock lid until it snaps into place

If you tried all the steps above and Mousr's LED remains off when you place him in the charging dock, please contact us.

QUESTION:

Mousr doesn't appear on the app device list page.

ANSWER:

First, ensure Mousr is fully charged and within five feet of your smart device. Consult the Charging Mousr section of the [user guide](#) for directions on how to charge Mousr. (If you click Mousr's pushbutton and his LED indicator blinks red, his battery is critically low and needs to be charged.) Once charged, open the app and try searching for Mousr again.

If Mousr still does not appear in the list, try the following steps:

- Turn Bluetooth off on your smart device
- Close the Mousr app so it is no longer running in the background
- Turn Bluetooth back on
- Reopen the Mousr app and search again

If Mousr is still not visible after completing the above steps, try rebooting Mousr by doing the following:

- Hold Mousr's pushbutton for 15 seconds until it turns red, then release
- After release, Mousr's LED should glow purple. If it doesn't, try the previous step once again
- When Mousr's LED is glowing purple, click his pushbutton once more to reboot
- Wait 10 seconds for Mousr's reboot to complete
- Open the Mousr app and search again

If Mousr still does not show up in the device list and you are sure he is fully charged and within range, try powering down your smart device, waiting for 30 seconds, powering it back on, and reopening the Mousr app. If the problem continues, please contact us.

QUESTION:

I can click my Mousr on the device list page, but the connection keeps timing out

ANSWER:

First, ensure Mousr is fully charged and within five feet of your smart device. Consult the Charging Mousr section of the [user guide](#) for directions on how to charge Mousr.

If Mousr is fully charged, completely close the app so it is not running in the background then reopen the app and try again. If you are still unable to connect, or Mousr no longer shows up in the device list, try the following steps:

- Turn Bluetooth off on your smart device
- Close the Mousr app so it is no longer running in the background
- Turn Bluetooth back on
- Reopen the Mousr app and search again

If the problem persists, try rebooting Mousr by doing the following:

- Hold Mousr's pushbutton for 15 seconds until it turns red, then release
- After release, Mousr's LED should glow purple. If it doesn't, try the previous step once again
- When Mousr's LED is glowing purple, click his pushbutton once more to reboot
- Wait 10 seconds for Mousr's reboot to complete
- Open the Mousr app and search again

If you are still unable to initiate or maintain a connection with Mousr, try powering down your smart device, waiting for 30 seconds, powering it back on, and reopening the Mousr app. If the problem continues, please contact us.

QUESTION:

The connection between the app and Mousr was lost during normal use and now I can't reconnect through the app.

ANSWER:

Mousr's LED is purple

If Mousr's LED is purple, try clicking his pushbutton to reboot into normal mode. Once rebooted, Mousr should connect to the app as normal.

If Mousr's LED remains purple after clicking his pushbutton, please follow the instructions in the subsection titled "Reloading firmware" under Device Recovery in the [user guide](#).

Mousr's LED is off

If Mousr's LED is off but he is not appearing in the device list, first try clicking his pushbutton to check his battery level. If Mousr's LED indicator blinks red, his battery is critically low and must be charged before he is able to connect in the app. See the section on Charging Mousr in the [user guide](#) for more information.

If Mousr is charged but still is not appearing in the device list, follow the instructions under the heading, "Mousr doesn't appear on the app device list page."

If Mousr appears in the list but you are unable to establish and maintain a connection, follow the instructions under the heading, "I can click my Mousr on the device list page, but the connection keeps timing out"

QUESTION:

Mousr's LED is blue as if he is connected, but the app says "disconnected" and he does not display in the device list.

ANSWER:

First, try manually putting Mousr into power down by holding his pushbutton for two seconds until it turns white, then releasing. Once in power down, click his pushbutton once to turn him back on and verify his battery level is not critically low, then try connecting inside the app once more.

If the problem persists, follow the instructions under the heading, "Mousr doesn't appear on the app device list page."

QUESTION:

Mousr's progress stopped during a firmware update.

ANSWER:

In rare cases, the app may freeze during a firmware update. If the firmware progress bar has not increased for longer than 1 minute, try the following steps:

- Turn Bluetooth off on your smart device
- Close the Mousr app so it is no longer running in the background
- Turn Bluetooth back on
- Reopen the app

If Mousr's LED indicator is pale blue / green, please follow the instructions under the heading, "Mousr's LED is pale blue / green and he doesn't respond to pushbutton clicks."

If Mousr's LED indicator is purple, click Mousr's pushbutton to reboot into normal mode.

If Mousr reboots successfully or his LED was already off

Select your device from the device list – the firmware update should automatically restart.

If Mousr's LED continues to glow purple after clicking his pushbutton

Please follow the instructions in the subsection titled “Reloading firmware” under Device Recovery in the [user guide](#).

If you continue to have problems with updating Mousr's firmware, please contact us.

QUESTION:

Mousr's LED is pale blue / green and he doesn't respond to pushbutton clicks.

ANSWER:

Mousr's LED will glow pale blue / green during a firmware update. If Mousr's LED is glowing pale blue / green and a firmware update is not underway, or the update has been frozen without progress for over one minute, please try the following steps:

- Turn Bluetooth off on your smart device
- Close the Mousr app so it is no longer running in the background
- Turn Bluetooth back on

If after completing these steps Mousr's LED indicator remains pale blue / green, try the following:

- Power down your smart device completely (if you regularly use more than one device to connect to Mousr, power all of them down)
- Wait one minute
- Power your device back on
- After your device powers up, make sure Bluetooth is turned on

If after completing the above steps Mousr's LED indicator turned from pale blue / green to purple, click Mousr's pushbutton to reboot into normal mode and try connecting in the app once more. If his LED turned purple but Mousr does not reboot after clicking his pushbutton, please follow the instructions in the subsection titled “Reloading firmware” under Device Recovery in the [user guide](#).

If Mousr's LED remains pale blue / green after powering down your device(s), please contact us.

QUESTION:

Mousr's LED is solid purple and he doesn't respond to pushbutton clicks.

ANSWER:

Please follow the instructions in the subsection titled "Reloading firmware" under Device Recovery in the [user guide](#).

QUESTION:

Mousr's tail is pushing against the floor and preventing him from driving.

ANSWER:

Mousr's tail requires a brief calibration before starting. If it is miscalibrated, sometimes that can cause undesired behavior, such as pushing into the ground. To fix this, simply put Mousr into power down by holding his pushbutton for two seconds until his LED turns pale blue / green, then release. Click the pushbutton once more to power Mousr back on. The next time you start auto mode or enter remote control mode, the tail should recalibrate and start behaving normally.

If the problem persists, try rebooting Mousr by doing the following:

- Hold Mousr's pushbutton for 15 seconds until it turns red, then release
- After release, Mousr's LED should glow purple. If it isn't, try the previous step once again
- When Mousr's LED is glowing purple, click his pushbutton once more to reboot
- Wait 10 seconds for Mousr's reboot to complete

If Mousr's tail is still working incorrectly after rebooting, please contact us.

QUESTION:

Mousr is not moving and his LED is pulsing multiple colors.

ANSWER:

Mousr's LED pulses multiple colors (orange, purple, and green) when he is set to auto play and needs some user assistance. If this happens, pick him up and gently wipe the front black window on Mousr's nose with a glasses cloth until there are no visible dust particles or smudges, then place him down in an open area and double click his pushbutton to resume playing.

If Mousr's front sensor looks clean and he is not stuck on clutter but continues to frequently enter user assistance mode (for example if he asks for help consistently after less than three minutes of auto play), please contact us.

QUESTION:

One (or both) of Mousr's wheels is not moving or has increased resistance when rotating it by hand.

ANSWER:

Mousr's wheels were designed with cat and human hair in mind. A specialized collar around the main drive shaft of each wheel prevents hair from wrapping around the rotating shaft and impacting the internal gears' movement. After many hours of play, however, it is possible that hair and dust accumulation can begin to impact the wheels' movement.

To clean hair and dust from a wheel's inner collar, simply remove the screw from the center of the wheel's outward facing surface and pull the wheel directly away from the main body. Once removed, use your fingers or a pair of tweezers to remove any accumulation on the wheel or shaft. Once cleaned, put the wheel back on the shaft and screw it back into place. Make sure not to over-tighten the screw.

If Mousr's wheel is still not moving normally after following the above steps, please contact us.

QUESTION:

Mousr's LED continues to pulse green when I put him into sleep mode.

ANSWER:

If this happens, try rebooting Mousr by doing the following:

- Hold Mousr's pushbutton for 15 seconds until it turns red, then release
- After release, Mousr's LED should glow purple. If it isn't, try the previous step once again
- When Mousr's LED is glowing purple, click his pushbutton once more to reboot
- Wait 10 seconds for Mousr's reboot to complete

If the problem persists, please contact us.

For detailed information on how to use Mousr and the Mousr app, please see the [user guide](#). If you can't find a resolution to your problem in the topics mentioned above, please contact us at support@petronics.io.