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The robot hasn't cleaned an area or room although the door is open. What can I do?

Sara - 2023-08-25 - Problem solving

Make sure that the doors are fully open and that there are no obstacles on the floor. Check whether the robot has located its position on the correct floor.

Note: if the room or area was not created on the map during the exploration run, you can use the Finding new rooms feature to add it to your map.