

# WAYO

## Trouble-shooting Guide

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## Navigating around your WAYO

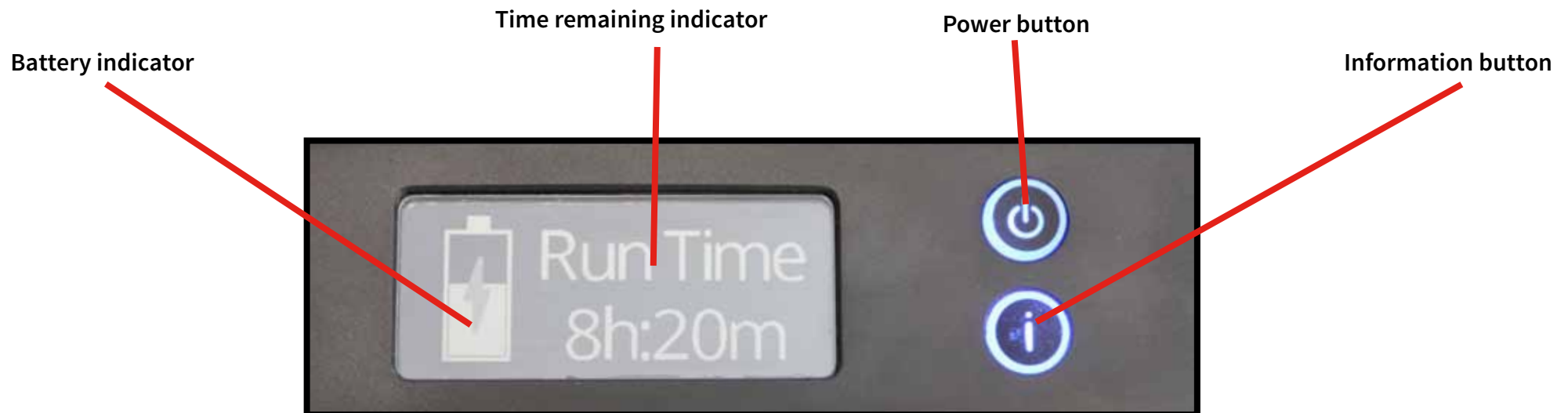
This trouble-shooting guide will mention various features of the WAYO board that you need to be aware of in order to solve basic operating issues, should they occur. Knowing how to check for these basic issues will save time when it comes to getting support from the WAYO customer support team. Please familiarise yourself with where these features are, as they will be referred to in the following trouble-shooting steps.

If you are instructed to contact WAYO for support, please call the MYWAYO team on 1300 MYWAYO / 1300 469 296 to log a support call. When logging a support call you will need to supply the following information:

1. Your name and company name.
2. Contact phone number.
3. The location of your WAYO.
4. The serial number for your WAYO.

### How to find your WAYO serial number

5. Press once on the information button on your WAYO control panel.
6. The screen will display your serial number.
7. The number will remain on the screen for 10 seconds.
8. If you need the number displayed for longer, please press the information button for another 10 seconds of display time.



## Navigating around your WAYO



You will find the control panel here

This is where you will find the power cable port

The emergency cut-off switch is under here, on the left-hand side of the WAYO



Close-up - emergency cut-off switch - when the switch is in the position shown above, facing away from the screen, the battery will be running. If the switch faces the other way, it will cut battery power to your WAYO.

**Issue 1: My WAYO screen is blank or will not turn on.**

**Check: is the power button on the WAYO control panel lit red or blue?**

**NO**

**Is the Emergency Cut-Off Switch in the OFF position?**

**YES:** Turn the switch to the ON position and wait one minute. If the power button remains unlit, please contact WAYO support.

If the power button lights up, please follow the procedures in the for 'YES' checks to the right.

**NO:** Connect the WAYO board to mains power using the power cable provided.

a) If the power button does not light up red within 20 seconds of plugging the board into mains power, please contact WAYO support.

b) If the power button does light up red within 20 seconds, this indicates that your WAYO has been allowed to run its battery completely flat.

You must now allow the battery to charge for at least 6 hours before using the WAYO cord-free, or you can run it immediately if it remains plugged into a power source.

**YES**

a) If the power button is lit **red** press the button and wait 20 seconds before checking to see if the WAYO is now working and displaying content.

If the power button then turns **blue** and the screen remains blank, OR if the power button remains **red** after performing this step, please contact WAYO support.

b) If the power button is lit blue and is not displaying your content please refer to the Troubleshooting issue 3: 'My WAYO is not showing the correct content'.

## Issue 2: My WAYO is not charging.

### Check: Does the Control Panel show a battery level?

**NO**

Is the power button lit?

**NO:** Check to see if the Emergency Cut-Off switch is in the 'OFF' position. If it is in the 'OFF' position, switch it to 'ON', plug the WAYO board into mains power, wait 20 seconds then check to see if the power button is now lit, or lit and flashing.

a) If the power button is now lit but not flashing, please check the battery level on the Control Panel. If it shows a full battery, the WAYO does not require charging. If it shows anything other than a full battery level please contact WAYO support.

b) If the power button is now lit and flashing, the WAYO is now charging. If the battery level is very low it will take up to six hours for the WAYO board to fully charge ready for cord-free operation. It may be used during the charging process, if it can remain connected to mains power during this time. If the battery level does not show an increase in level after a few hours, please contact WAYO support.

**YES**

The power button is lit, but when the WAYO board is connected to mains power is the power button flashing?

**NO**

Please check that the power cable is correctly seated at the WAYO board, the power point and the power pack, and that the power point is switched on. Then check that the power pack is warm to the touch (this indicates whether the power pack is functioning).

If the cables are correctly seated and the power point is switched on and the power pack is warm to the touch, please contact WAYO support.

**YES**

The unit should be charging. Please refer to the control panel to check the battery level. If the battery level is very low it will take up to six hours for the WAYO board to fully charge.

The WAYO may be used during the charging process if it remains connected to mains power. If the battery level does not show an increase in level after a few hours, please contact WAYO support.

**Issue 3: My WAYO is not showing the correct content.**

**Check: Is the WAYO digital content created and managed by you/your company using a Content Management System (CMS) provided by WAYO?**

**YES/Unsure**

Check to ensure that you have scheduled content to be displayed on the WAYO.

If the CMS does show scheduled content and that content does not match that being displayed, please contact WAYO support.

If the CMS does not show scheduled content, please send CMS content to your WAYO and then check to see if this content is now being displayed. If it is not, please contact WAYO support.

**NO**

Please contact your CMS provider or service provider.

**Issue 4: I am having trouble creating or managing my digital content.**

**Check: Was the Content Management System (CMS) provided by WAYO?**

**YES/Unsure**

Please contact WAYO Support. If the issue is not training-related WAYO may advise you to attend a CMS training course (fee may apply).

**NO**

Please contact your CMS service provider.



**WAYO**

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