

WAYO

Operating Manual

Version 1: June 2015



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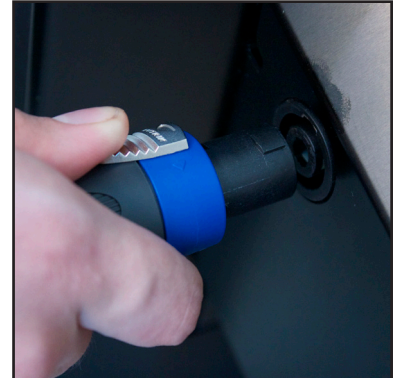
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Charging WAYO

WAYO is powered by a re-chargeable battery that is situated in the battery/wheel casing.



WAYO's battery can be charged by connecting the charging cable to the device then plugging the other end into a power point.



After 6 continuous hours of charging WAYO will run for up to 14 hours using only its internal battery.

Once charged, WAYO can operate without the need for it to be plugged into mains power.



You can also run the WAYO when it is plugged into an external power source.



Charging WAYO

To connect the power cable, insert the connector plug into the power port.



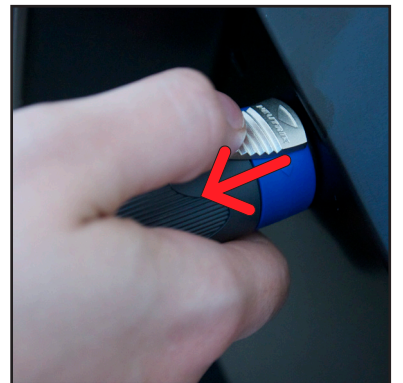
Push the connector in, and twist clockwise one quarter of a turn to lock the connector in place.



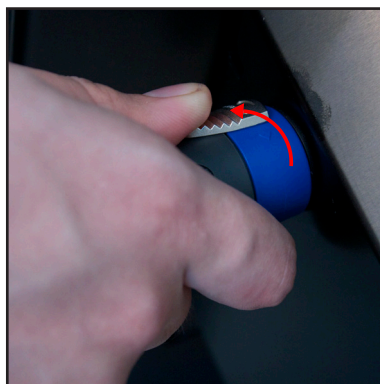
Check to ensure that the cable is securely connected and that the device is charging.



Once your WAYO has been charged, remove the power cable by sliding the thumb lock on top of the connector plug back away from the device



Twist the connector plug anti-clockwise one quarter of a turn and carefully pull it out.



Your WAYO is now charged and free to be moved into position.



Moving WAYO

Before moving your WAYO into position, check that it has been unplugged from the external power source.



To move your WAYO, hold the handle on the back of the device...



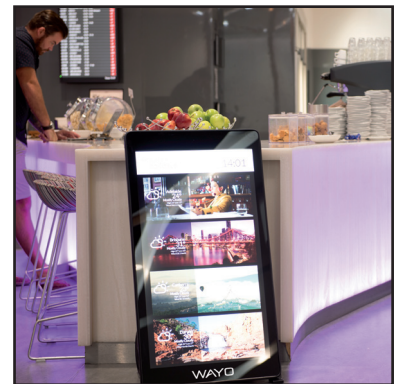
...and tilt the device downwards so that the wheels can move freely.



Wheel the device into position by pulling it to your desired location.



You should place your WAYO in a location that provides protection from extreme weather and direct sunlight, indoors or outdoors.



Control Panel

WAYO's control panel is located at the rear of the device directly behind the handle.



The control panel is where you turn your WAYO on and off, and where you can read the battery life status and its serial number.

To turn WAYO on, press the power button.



The power button will light up blue when your WAYO is powered on.



To turn off your WAYO, hold the power button for three seconds.



The power button will light up red when your WAYO is powered off.



Caring for your WAYO

The body and screen of your WAYO can be cleaned using a soft, clean damp cloth.

Glass cleaner liquids can also be used to clean the screen.



If you need support in using your WAYO please phone 1300 GO WAYO/1300 469296 .

This number is located on a sticker at the back of the unit.



When calling for support you will need to tell us your WAYO's serial number.

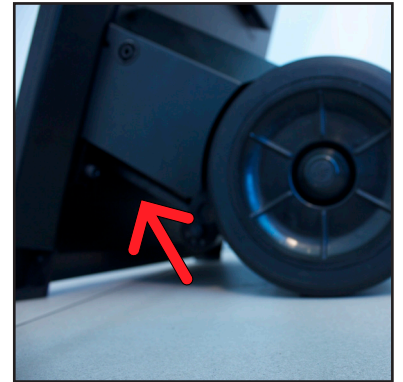
This number is located on a sticker at the back of the unit's battery and wheel casing. You can also find the serial number from the information screen of your Control Panel.



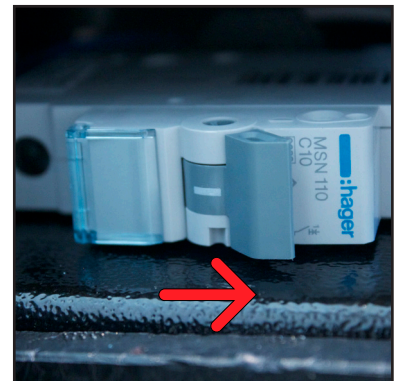
Emergency Cut-Off Switch

In the event that you need to turn off your WAYO immediately or in an emergency situation, use the emergency power cut-off switch. If the switch is 'off' it means the WAYO will receive battery power and be operational. To cut the battery power instantly you need to turn the emergency switch 'on'.

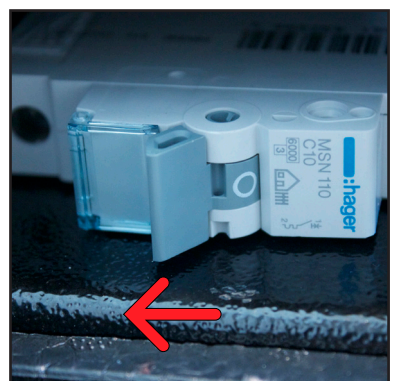
WAYO's emergency cut-off switch is located underneath the battery housing, near the wheels on the left hand side of the device.



If your WAYO's emergency cut-off switch is 'on' it will look like this and the position of the switch will be towards the rear of the WAYO.



If your WAYO's emergency cut-off switch is 'off' it will look like this and the position of the switch will be towards the front of the WAYO.





WAYO

253 Leitchs Road, Brendale QLD 4500 Australia

Ph: 1300 GOWAYO/1300 469 296 or +61 (7) 3205 8450

Email: info@wayo.co

Web: www.wayo.co



Trouble-shooting Guide

Version 1: June 2015



Navigating around your WAYO

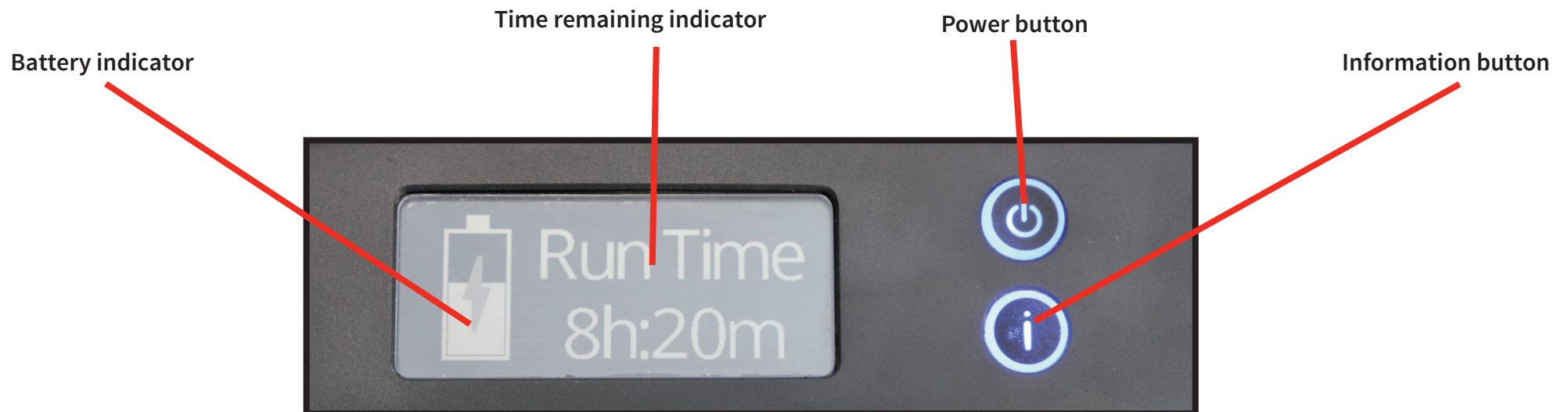
This trouble-shooting guide will mention various features of the WAYO board that you need to be aware of in order to solve basic operating issues, should they occur. Knowing how to check for these basic issues will save time when it comes to getting support from the WAYO customer support team. Please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

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.

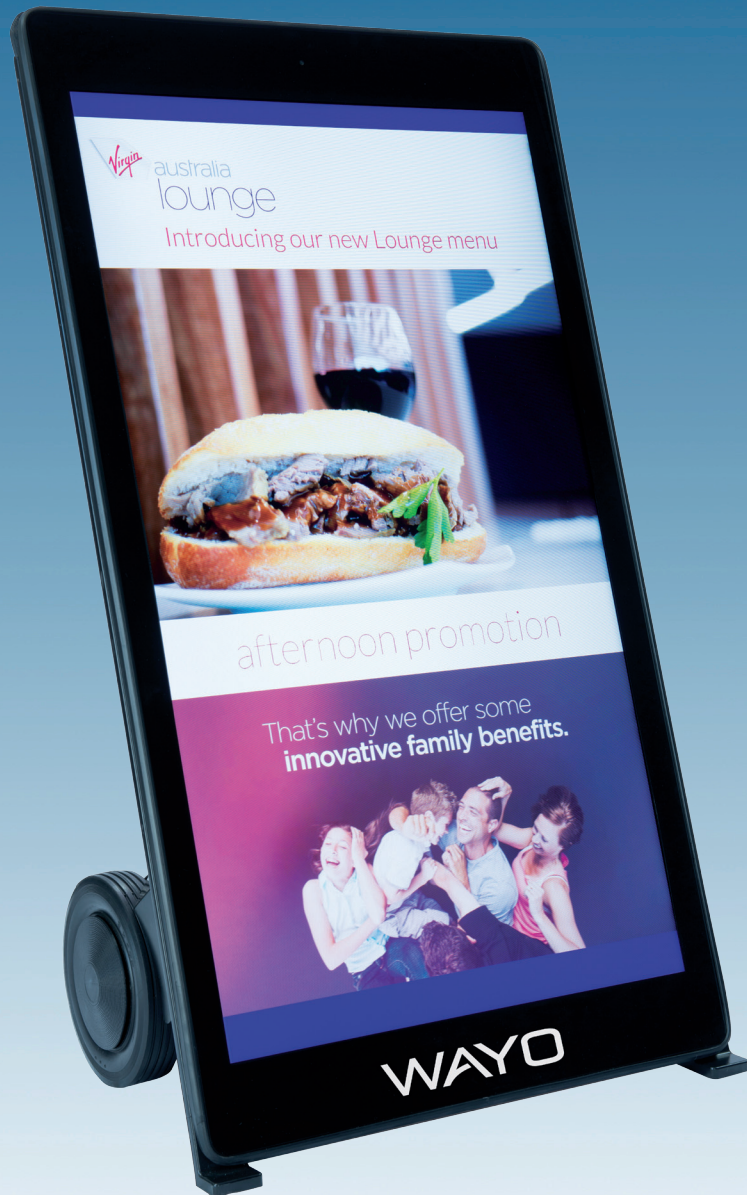
Check: Was the Content Management System (CMS) provided by WAYO?

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.



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