

CONNECTIVITY

TROUBLESHOOTING

This guide helps you quickly diagnose and fix connectivity issues with your cashless laundry payment system. Most issues can be resolved in a few simple steps without waiting for a technician.

01 QUICK REFERENCE: WHAT YOUR MACHINE'S STATUS LIGHT MEANS

Each machine is equipped with a small indicator light (LED) on the payment device. This light tells you exactly what the system is doing.

LIGHT STATE	WHAT IT MEANS	WHAT TO DO
Flashing blue	Online and ready	The system is fully connected to the internet and ready to accept payments.
Solid red	Connected to WiFi, No Internet	The payment device is connected to your router, but your router has no internet access. Check your internet connection or internet provider (ISP).
Flashing red	WiFi Network Not Found	The device cannot find your WiFi network. The signal might be too weak, the router might be off, or the WiFi name/password was changed
No light	No power	The device has no electricity. Check if the machine is switched on at the wall or if a breaker has tripped in your main DB board.
Solid blue	System error	The device is frozen or stuck during an update. Please contact Customer Support to log a maintenance visit.

02 STEP-BY-STEP TROUBLESHOOTING GUIDE

If a machine goes offline or isn't accepting payments, follow these steps in order:

STEP 1 : CHECK IF IT'S ONE MACHINE OR THE WHOLE LAUNDRY

- **If only one machine is down:** The issue is likely local to that specific machine (e.g., power or a local signal drop). Go to *Step 2*.
- **If all machines are down at the same time:** The issue is almost certainly your laundry's router or internet connection, not the machines themselves. Skip ahead to *Section 4 (Full Site Outages)*.

STEP 2 : RESTART THE MACHINE (POWER CYCLE)

- The simplest and most effective fix for a temporary connection drop is a quick restart.
- Switch the washing machine or dryer off at the wall plug.
- **Wait 30 to 60 seconds.**
- Switch it back on.
- Leave it for **2 to 3 minutes** to allow the payment device to reboot and find the network.
- Check the light status again. If it turns **Flashing Blue**, you are good to go!

STEP 3 : TEST YOUR INTERNET CONNECTION

If the light stays **Solid Red** after a restart, test the internet in your laundry room.

- Try connecting your smartphone to the dedicated laundry WiFi network.
- Try opening a web page or streaming a quick video.
- **If your phone cannot browse the internet:** Your router or internet service provider (ISP) is down. Turn your internet router off for 30 seconds, turn it back on, and wait for it to reconnect.
- **If your phone can browse but the machine stays red:** Contact our Support Line so we can test the machine remotely.

03 WHAT TO DO IF YOU CHANGE YOUR WIFI NAME OR PASSWORD

If you change your internet provider, get a new router, or update your WiFi password, your payment devices will lose connection (lights will flash red).

Because the machines are offline, they cannot receive updates through the air automatically. We can update them remotely with your help using a quick smartphone workaround, saving you a technician callout fee.

HOW TO UPDATE YOUR MACHINES REMOTELY:

1. **Send us your new details:** Send your new WiFi name (SSID) and password to the Customer Support Line via WhatsApp. Please ensure there are no typos, apostrophes (e.g., use "Percys" instead of "Percy's"), or special symbols like # at the start of the name, as these prevent the machines from connecting.
2. **Call Customer Support:** Call our line while you are standing in the laundry room.
3. **Set up a temporary hotspot:** Our agent will guide you through setting up a temporary hotspot on an Android phone using a specific system name and password.
4. **The Bridge Connection:** The machines will automatically look for this temporary phone network to reconnect to the Laundry Connect system. Once online, our team will remotely push your actual new WiFi details to all the machines at once.
5. **Final Restart:** You will turn the machines off and on one last time, and they will seamlessly connect to your new permanent WiFi.

NOTE: *If you are unable to assist with setting up a mobile hotspot on-site, we will need to schedule a physical technician visit to reprogram the units. Please note that a standard technician callout fee may apply.*

04 DEALING WITH FULL SITE OUTAGE (ALL MACHINES OFFLINE)

If every single machine in your laundry stops accepting payments simultaneously, please check the following:

1. **Check for load-shedding or power failures:** Is the rest of the building receiving power?
2. **Check the router:** Locate your internet router or WiFi access point. Are the lights on?
3. **Reboot the router:** Unplug your router from the power wall socket, wait 30 seconds, and plug it back in. Give it a few minutes to fully boot up.
4. **Restart the machines:** Once the router is completely back online with working internet, turn your laundry machines off and on again at the wall to prompt them to reconnect.
5. **Contact your ISP:** If the router is powered on but has no internet connection light, please contact your Internet Service Provider to report a line fault.

05 PAYMENT ISSUES AND 'DID NOT START' ERRORS

Occasionally, an internet lag occurs right at the moment a customer pays via Zapper or Snapscan. The system receives the money, but the connection drops before it can tell the machine to start.

WHAT TO DO IF CUSTOMER PAID BUT THE MACHINE DIDN'T START:

1. **Contact Customer Support immediately:** Call or WhatsApp our support line with the machine number.
2. **Remote Activation:** Our team can view the live transaction log. If we see the successful payment, we can manually send a **Remote Start** command from our side to activate the machine for your customer right away.
3. **If the machine still won't start:** If an electrical or hardware fault prevents the machine from starting, our team can issue a digital "free cycle" credit, or assist in escalating the transaction to Zapper or Snapscan for a formal refund. *Please note that payment provider refunds typically take 5 to 7 business days to reflect in the customer's account.*

06 CRUCIAL ROUTER SETTINGS FOR YOUR NETWORK

If you are installing a new internet router or updating your IT network, please hand these requirements to your IT technician or internet provider.

- **2.4 GHz Band Only:** Our laundry payment modems operate exclusively on the 2.4 GHz WiFi frequency. They will not detect or connect to a 5 GHz network. Please ensure your router is broadcasting a dedicated 2.4 GHz channel.
- **Network Name Restriction:** The WiFi network name (SSID) must be straightforward. It cannot contain apostrophes (e.g., "Manager's WiFi") or start with special characters like #.

NEED EXTRA HELP?



OUR CUSTOMER SUPPORT LINE IS AVAILABLE TO GUIDE YOU THROUGH ANY OF THESE STEPS.

When contacting us, please let us know:

- Your laundry name/location.
- The specific machine number.
- The exact colour and behaviour (solid or flashing) of the status light on the device.