

MACHINE OFFLINE

AND STATUS LIGHT GUIDE

When a machine appears offline or shows a red light, it is almost always due to a temporary loss of WiFi connectivity rather than a hardware fault. Follow this guide to get your machines back online instantly.

01 STATUS LIGHT: QUICK REFERENCE

Before taking any action, look at the small indicator light (LED) on the payment device. The colour and behaviour of this light tell you exactly what needs to be fixed.

LIGHT COLOUR & STATE	WHAT IT MEANS	YOUR IMMEDIATE ACTION
Flashing blue	Online and healthy	The machine is fully connected, online, and ready for customer taps
Solid red	Connected to WiFi, No Internet	The device sees your router, but your router has no internet. Restart the router and check your internet provider (ISP).
Flashing red	WiFi Network Not Found	The device cannot see your network. Check if your router is off, or if the WiFi name/password was recently changed.
No light	No power	The payment device has no electricity. Check the wall plug, power strips, and your main circuit breaker board.
Solid blue	System Update/ Firmware	The device is handling an internal update. Do not turn off the power. Contact Customer Support if it stays like this.

02 STANDARD TROUBLESHOOTING STEPS

Please follow these steps in order to safely bring a machine back online.

STEP 1 : CHECK THE BASIC POWER SOURCE

- Ensure the washing machine or dryer is properly plugged into the wall and the wall switch is turned ON. Check any multi-plug adapters, surge protectors, or laundry room isolator switches.

STEP 2 : PERFORM A PROPER POWER-CYCLE (RESTART)

Most offline issues are resolved with a single, clean restart.

1. Switch machine **OFF completely at the wall plug** (Do not *just* press the power button on the washer/dryer). Leave it completely powered down for **30 to 60 seconds**.
2. Switch the wall plug back **ON**.
3. **Important:** Wait a full **5 minutes** for the system to boot back up. Please do not allow anyone to tap or test
4. the machine during these 5 minutes, as interrupting the boot cycle can cause it to time out.

STEP 3 : VERIFY THE LIGHT COLOUR

After 5 minutes, check the indicator light again. If it is **Flashing Blue**, the machine is successfully reconnected and ready to use! If it is still red or has no light, see the specific scenarios below.

03 TROUBLESHOOTING SPECIFIC SENARIOS

SENARIO A : THE LIGHT IS SOLID RED (WIFI CONNECTED, NO INTERNET)

The payment device is successfully talking to your WiFi router, but your router is not receiving internet from your provider (ISP).

- **Test it:** Try connecting your smartphone to the exact same laundry WiFi network. Try to load a website.
- **If your phone cannot browse: Your internet line is down.** Please turn your main internet router off for 30 seconds, turn it back on, and wait for the internet line to stabilise. If it doesn't return, please contact your Internet Service Provider (ISP) to report an outage..
- **If your phone can browse but the machine stays Solid Red:** Contact our Support Line so we can investigate further.

SENARIO B : THE LIGHT IS FLASHING RED (WIFI NETWORK NOT FOUND)

The payment device is actively searching for your WiFi network but cannot see it. This usually happens if:

- **The router was replaced or updated:** Our devices require a standard 2.4 GHz WiFi frequency band. They do not support 5 GHz-only networks. Please ensure your router broadcasts a dedicated 2.4 GHz network.
- **The WiFi name or password changed:** If you have updated your network credentials, the machines cannot connect. Please contact our Support Line; our team can help you update the machines remotely using a temporary smartphone hotspot bridge.
- **Unsupported characters in the network name:** Ensure your WiFi network name (SSID) does not contain apostrophes (e.g., use "StaffWiFi", not "Staff's WiFi") and does not start with a # symbol, as these characters prevent the machines from connecting.

SENARIO C : THE LIGHT IS NO LIGHT AT ALL (NO POWER)

If the device shows no light whatsoever, it is an electrical issue rather than a connectivity issue.

- Check that the wall socket is working by plugging in another appliance (like a hairdryer or phone charger).
- Check your main DB / fuse board to see if a circuit breaker for the laundry room has tripped.
- If the wall socket has power but the payment device remains completely dark, there may be an internal hardware or power connector issue. Contact our Support Line to log a technician repair visit.

SENARIO D : THE LIGHT IS SOLID BLUE (SYSTEM UPDATE)

A solid, non-flashing blue light is rare and means the device is processing a firmware update or system reset.

- **CRUCIAL:** Do NOT turn off the power or unplug the machine if the light is solid blue. Cutting the power during an update can damage the internal software. Leave the machine alone and contact Customer Support immediately so our team can monitor the update remotely.

WHEN TO CALL CUSTOMER SUPPORT +27 12 345 6789

If you have power-cycled the machine twice, confirmed that your shop's internet is working perfectly on other devices, and the machine is still offline, please reach out to us.

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 machine.