

Smartalock End User / Reseller Troubleshooting Flowchart

What does the Kiosk Screen Look like?

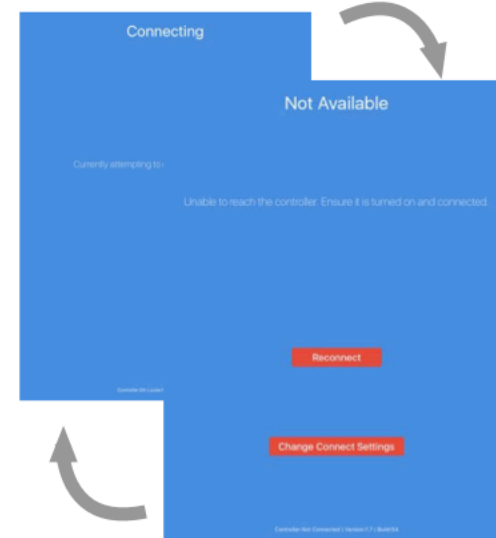
Normal Kiosk Screen
(but something still wrong)



What is broken?

Card Reader beeps but door doesn't open?	Swipe same card again
	Unplug / Replug Card Reader to Controller (A)
Card Reader does not beep when swipe	Card not aligned with Reader antenna. Hold card on reader for longer. Change swipe position.
	Card type not recognized by Reader - check card type configured in Admin settings (E)
	Reader not connected to controller. Check cabling, Unplug/Replug Reader from Controller (A)
Single Locker won't open. Others lockers work fine.	Try to open from Admin interface (B)
	Power cycle PoE injector(s) then try again (C)
	Mechanical override (D) and replace locker unit (H)
No Lockers will open. All locker lights blue.	Power cycle Controller (F)
No Lockers will open. All locker lights off.	Power cycle PoE injector(s) then try again (C)

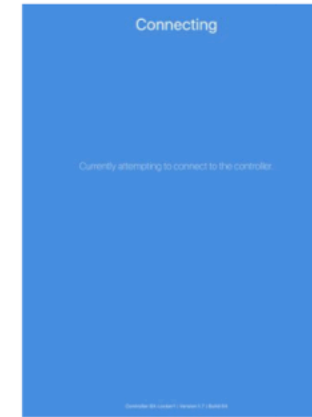
Kiosk Cycling between
Trying to Connect <-> Not Available



Kiosk cannot reach Controller

Controller has no power or has crashed	Check Controller Power, Power cycle controller (F)
Kiosk on different WIFI network to Controller	Check Kiosk WIFI network settings (G)
	Check can reach Controller WIFI visible from Local PC. Join WIFI and test access to web interface (J)
Kiosk has been hard coded to connect to incorrect Controller	Tap "Change Connect Settings" button. Delete any incorrect hard coded settings.

Stuck on
Trying to Connect



Kiosk has
Black Screen Only



Kiosk App, Hardware or Power Issue

App has crashed	Restart Kiosk App (K)
	(If continues to crash) Update Kiosk App (L)
Kiosk iPad has no power and has run out of batteries	Check power to iPad (pinhole test - see if battery icon shows). When battery charged, Restart App (K).
iPad has crashed	Restart iPad (M) then restart Kiosk App (K) if does not start automatically.

Something Else?

Problem Type	Try Soln
Smartalock smartphone App cannot see locker or locker bank	App Guide
Power failure to Site, need to open all lockers manually	"U"
User lost swipe card, forgotten PIN or other non-system failure	Admin Guide

Solution Key:

Solution	Method	Solution	Method
Card Reader Reseat	"A"	Replace Faulty Locker	"H"
Admin Open Lockers	"B"	Test Controller WIFI	"J"
PoE Injector Restart	"C"	Restart Kiosk App	"K"
Mech Override Locker	"D"	Update Kiosk App	"L"
Check Card Reader	"E"	Restart Kiosk iPad	"M"
Controller Power Reset	"F"	Open all Lockers with Battery Unlock Box	"U"
Kiosk WIFI Settings Check	"G"		