



## Lavi Electronic Queuing Troubleshooting

### BEFORE GETTING STARTED

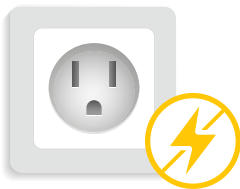
Determine that your Electronic Queuing System is manufactured by Lavi Industries.

This can be most easily determined by looking at the Activation Buttons. All Lavi Electronic Queuing Systems come with Station Remotes that have the Lavi Electronic Queuing logo on displayed on the top.

*If your remote controls display different branding information, it is not a Lavi Electronic Queuing System and you should contact the appropriate manufacturer.*



## System is down due to power outage



If the Lavi Electronic Queuing System does not automatically restart, make sure that electrical outlets have power.

## Blank TV



- 01 Verify that both the TV and the Lavi Electronic Queuing Computer are connected to power and turned on.
- 02 Verify that the HDMI video cable from the Lavi Electronic Queuing Computer is firmly connected to the TV.
- 03 Verify that the TV input is set to proper "HDMI" input:

Select using the buttons on the TV (if applicable)

- a. Push Menu button on the TV to select menu.
- b. Use up and down buttons to select Input Source option.
- c. Push OK to activate the Input Source Option
- d. Select either HDMI 1 or HDMI 2.
- e. Push to confirm selection.

Or select using the TV remote control

- a. Push the Input button on the TV remote.
- b. Select either HDMI 1 or HDMI 2.
- c. Push OK to confirm selection.

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## Station Remote is not responding



- 01** Verify that the Station Remote is plugged into the AC adapter.
- 02** Verify that the AC adapter is plugged into power socket or power strip and that the power strip is plugged in and that the AC cord has not been pulled loose.
- 03** Verify that when pressed, the Station Remote has a solid green and red light blinking fast.
- 04** If the Qdrive is not plugged in, plug the Qdrive into a USB port on the Lavi Electronic Queuing Computer and restart by unplugging and plugging back into power.
- 05** Verify that there are only two USB devices plugged into the Computer (the Qdrive and SanDisk USB drive). Any third-party USB drive, such as a media drive, should be removed before restarting the Lavi Electronic Queuing Computer.
- 06** Allow the Lavi Electronic Queuing Computer to boot and perform network discovery. Once the main media is visible on the TV, then you can test the system by pressing a button on the Station Remote.

## Arrows do not correspond to the Station Remote locations



Please contact Lavi Electronic Queuing Technical Support at:

Main Line: 877-608-7463

Hours: 6:00 am–5:00 pm, Pacific Standard Time

Please note: Technical Support is available only in English.

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## Station light is not on

Verify that the Light Controller is plugged into an AC outlet. Confirm if red light is solid.

## Station light does not blink

Verify that the Station Light is plugged in to the Light Controllers' AC socket marked by the Z-wave logo (shown at left).



**If the issue is not resolved after the items above have been addressed, please contact our Help Desk.**

During weekday business hours 6:00 am – 5:00 pm PST,  
contact Lavi Electronic Queuing Help Desk:

**Toll Free: 877-608-7463**

Email: [support@lavi.com](mailto:support@lavi.com)

### NOTE

Please specify that you have a Lavi Electronic Queuing system.

Please note that live service assistance is available only in English.