



Self Help Guide

Step-by-step fixes for common kiosk issues

How to use this guide

Find the symptom below and follow the steps in order. If the issue repeats, escalate with TeamViewer ID and serial number.

Support request: <https://offers.evolt360.com/scanner-printer-support>

1) Connecting to the internet

1. Tap the Evolt logo to open Control Panel, then select Network.
2. Ethernet: confirm cable and look for 100 connected.
3. Wi-Fi: enable Wi-Fi, remove old networks, add New Connection, confirm Online.

2) Software update

1. Open Control Panel and confirm Online status.
2. Select Software Update.
3. Wait for reboot and return to the scan screen.

3) White screen

1. Restart the kiosk and reconnect to the internet.
2. Run a software update if Control Panel returns.
3. If the screen stays white after 10 minutes, contact Support.

4) No New Connection option

1. Confirm Wi-Fi dongle is connected behind the display.
2. Control Panel -> System -> USB Lock Off, then restart.
3. If still missing, test dongle on another device or use Ethernet.

5) Cannot find customer details

1. Remove special characters from the customer mobile number.
2. Confirm the number matches the account creation number.
3. Ask the customer to update details in the Evolt Active app if needed.

6) Frozen screen or buttons not responding

1. Tap the Evolt logo and check for operator password prompt.
2. Log out and back into Operator Panel.
3. Power cycle the kiosk if it remains unresponsive.

7) Scan did not complete

1. Restart the kiosk.
2. Confirm Online status (green).
3. Re-run the scan with Ethernet if possible.

8) Cannot print or access Wi-Fi

1. Control Panel -> System -> set USB Lock Off, then restart.
2. Operator Panel -> confirm Print setting is not Off.
3. Printers -> Set as Server Default.

9) Weight not showing correctly

1. Control Panel -> Scale -> set Clothing Weight to 0.5 kg (1.1 lbs).
2. Confirm Measurement Mode is Precision and Scale Weight is 0.00.
3. Press Calibrate and Save, then test Weight Only measurement.

10) Connection to the internet lost

1. Connect via Ethernet if possible.
2. Try mobile USB tethering to rule out firewall issues.
3. Contact local IT for network review if tethering works.

11) Red Start Scanning button missing

1. Open Operator Panel and log in with kiosk credentials.
2. Press Refresh to return to Home screen.
3. If Scale API status flips, contact Support.

12) Need to re-login periodically

1. Restart the kiosk.
2. Re-enter kiosk credentials.

13) eGym login not working

1. Unplug and reconnect the card reader, then restart.
2. Confirm Control Panel shows Card Reader Connected.
3. Verify eGym credentials are current.

Support and escalation

Preferred contact: Teams (insert channel or webhook).

Fallback: support@evolt360.com (machine) or education@evolt360.com (results).

- TeamViewer ID
- Serial number (EV...-YYYYMMDD)
- Site name and location
- Network type (Ethernet or Wi-Fi)