

Coke Swire Cooler Troubleshooting Guide

Introduction

- Initial troubleshooting would be performed remotely. Store management is encouraged to contact the support first for any related content or cooler screen concerns
- In such cases where the endpoint becomes unreachable, or the network is no longer detected we will ask store management onsite to further investigate. Steps outlined below. Store management will be asked to do a walkthrough on the unit. Steps outlined below

1. Initial walkthrough

- a. Check to make sure that there is no physical damage to the cooler or the screen
 - i. Inspect the front of the cooler, assure no cracks or signs of tampering have occurred
 - ii. Open Cooler Door and inspect the inside of the door. Assure not cracks or physical signs of tampering have been detected.
 - iii. Check the bottom or top of the inside of the door for loose or damaged cabling

2. Troubleshooting the cooler door

- a. Is the Cooler Screen black?
 - i. Open door and make sure the Cooler is on (lights are on) and the cooler is cooling.
 - ii. On the inside part of the door, check to see if lights are illuminating. This should occur every 15-45 seconds depending on the content. If Screen remains dark after 15-30 seconds call support. See below:



Images above, cooler should light up (image to right). If cooler remains dark, call support

- iii. Continuing to monitor the screen from the inside make sure that the screen is changing to playing content. You should see the following from the inside:



The white screen above indicates that the cooler is functioning as it should.

- iv. If you see the illuminations described above but the front of the cooler is still dark, please call support.
- b. Is the Cooler not playing content/appear Frozen?
 - i. If the content appears to be missing from the screen:



Image above showing a Windows desktop screen. If this happens, unplug, wait 5 seconds and plug back in. If content does not start proceed to step 2 below.

1. Option 1 – Unplug the cooler by pulling the power from the back of the unit, wait 5 seconds and plug it in

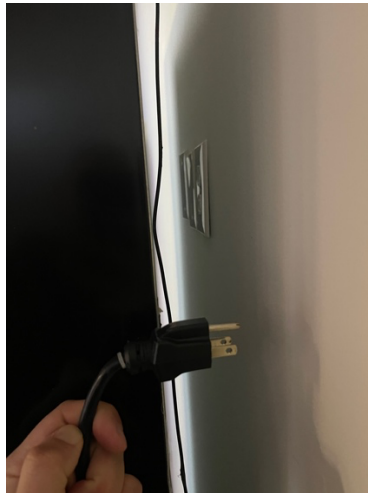


Image above showing the power plug on the unit which feeds from the back. Unplug this and plug back in to hard reset the system.

2. Call Support number
- ii. If the content appears to be frozen on the screen:
 1. Option 1 – Unplug the cooler by pulling the power from the back of the unit, wait 5 seconds and plug it in

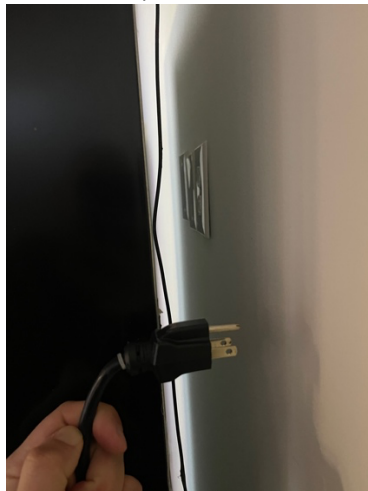


Image above showing the power plug on the unit which feeds from the back. Unplug this and plug back in to hard reset the system.

Call or email support:
CustomerService@DiversifiedUS.com
1.866.477.1004



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