

Hardware Troubleshooting

Step-by-step fixes for the physical kiosk: fan unit, tablet, hub, speaker, camera, and microphone.

WHAT'S THE PROBLEM?

 Fan unit won't power on

 Fan shows no image

 App won't launch

 Camera isn't working

 Microphone isn't working

 Tablet won't turn on

 Fan shows the wrong image

 No sound

 Motion detection isn't working

Know your kiosk — the parts we'll mention

Fan unit — the spinning hologram display. It has its own power cable and *two power switches*.

Tablet — the Windows touchscreen that runs the Interactive Avatar app.

Hub — the small adapter box connected to the tablet. Routes power in, HDMI to the fan, and the camera and microphone. It has separate *power* and *data* ports — check the labels.

Bose speaker — the Bluetooth speaker for the avatar's voice. It beeps when it connects to the tablet.

Microphone (TONER) — the external mic. Plugs into the hub; shows up as "TONER" in Windows sound settings.

Camera — the external camera for visitor detection. Plugs into the hub.

"Reseat a cable": unplug it completely, wait 5 seconds, then plug it back in firmly.

Fan unit won't power on

USUALLY FIXED IN 2–5 MINUTES

1. **Toggle both power switches.** Flip both off, wait a moment, then flip them back on.
 2. **Reseat the fan's power cable.** Flip both switches off. Unplug the power cable from the fan and from the wall, wait 5 seconds, replug both ends firmly, then turn the switches back on.
 3. **Check the outlet.** Plug a known-working device into the same outlet. If it has no power, try a different outlet or check whether a wall switch controls it.
 4. **Still not working?** Contact support at info@luminafans.com. Include: which steps you tried and whether the test device worked in the outlet.
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Tablet won't turn on

ALLOW UP TO 30–40 MINUTES (INCLUDES CHARGING WAITS)

1. **Hold the power button for 30 seconds**, then release. If the screen stays black, continue.
2. **Reseat the hub cable from the tablet:** unplug, wait 5 seconds, replug firmly.
3. **Reseat the power cord on the hub.** Confirm it goes into the hub's *power* port, not the *data* port — the two look nearly identical.
4. **Reseat the power block at the outlet.** Unplug, wait 5 seconds, replug. Check that its indicator light is on.
5. **Wait 15 minutes.**
6. **Hold the power button for 30 seconds again.**
7. **Still nothing?** Take the tablet out of its case and charge it with the secondary charger plugged straight into the wall.
8. **Wait another 15 minutes**, then hold the power button for 30 seconds. If it turns on with the secondary charger but not through the hub, note that for support.
9. **Still not turning on?** Contact support at info@luminafans.com. Include: how far you got and whether the secondary charger made a difference.

Fan shows no image

USUALLY FIXED IN 5–10 MINUTES

1. **Exit the Interactive Avatar app** and open Windows Settings.
2. **Go to System > Display > Advanced display.** Open the "*Select a display*" drop-down. One entry is the tablet's own screen; the fan should appear as a second entry.
3. **If another display IS listed:** choose it from the drop-down. If the fan is *still* blank after selecting it, contact support at info@luminafans.com. Include: that the second display appears in settings but stays blank.
4. **If there is NO other display listed,** try these in order and check the drop-down again after each:
 - a. **Confirm both power switches are on.**
 - b. **Reseat the HDMI cable on the fan.**
 - c. **Reseat the HDMI cable on the hub.**
 - d. **Reseat the hub connection to the tablet.**
 - e. **Still no second display?** Contact support at info@luminafans.com.

Fan shows the wrong or corrupted image

USUALLY FIXED IN 5 MINUTES

1. **Exit the Interactive Avatar app** and open Windows Settings.
2. **Go to System > Display > Advanced display,** then:
 - a. From the "*Select a display*" drop-down, choose **Display 2** (the fan).
 - b. Set the refresh rate to **30 Hz**.
3. **Go back to System > Display.** Change "*Duplicate these displays*" to "**Extend these displays**". If Windows asks to confirm, choose *Keep changes*.
4. **Still wrong?** Contact support at info@luminafans.com. Include: a description of what the fan is showing (a photo helps).

App won't launch

USUALLY FIXED IN 5 MINUTES

1. **Restart the tablet** (Start > Power > Restart, or hold the power button). Once it's back on, log in and tap the **Interactive Avatar logo in the taskbar**. Wait a moment before tapping again.
 2. **Still not launching?** Contact support at info@luminafans.com. Include: what you see (nothing, a brief flash, or an error message).
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No sound

USUALLY FIXED IN 5–10 MINUTES

1. **Reboot the tablet**, then open Windows Settings.
2. **Go to System > Bluetooth.**
 - a. Disconnect the Bose speaker, wait a few seconds, then reconnect. **Listen for a beep** — it confirms the speaker is connected.
 - b. If the speaker does *not* beep, contact support at info@luminafans.com. Include: whether the speaker appeared in the Bluetooth list.
3. **Go to System > Sound.**
 - a. Adjust the volume up or down by one notch. Windows plays a test sound on each change.
 - b. If no test sound plays, contact support at info@luminafans.com. Include: that the speaker connects but plays no sound.

Camera isn't working

USUALLY FIXED IN 5 MINUTES

1. **Reseat the connections:** unplug the camera cable from the hub, wait 5 seconds, replug firmly. Repeat for the hub's connection to the tablet.
2. **Open the Interactive Avatar app.**
3. **Open Settings and tap "Camera preview".** You should see a live wide-angle view of the space in front of the kiosk.
4. **Confirm the correct camera:** wave your hand in front of the *external* camera. If the preview shows your wave, the camera is working. If it only reacts when you move in front of the tablet itself, the app is using the tablet's built-in camera.
5. **No picture, or only the tablet's built-in camera?** Contact support at info@luminafans.com. Include: which case you're seeing.

Motion detection isn't working

ALLOW ABOUT 10–15 MINUTES FOR THE FULL TEST

1. **Reseat the connections:** unplug the camera from the hub and replug firmly; repeat for the hub's connection to the tablet.
2. **Open the Interactive Avatar app.**
3. **Open Settings and tap "Camera preview".** Confirm you can see a live picture — if not, fix the camera first.
4. **Set sensitivity to 100%.**
5. **Draw a detection box** covering the full area where visitors stand.
6. **Wave inside the box** and confirm the preview indicates motion. If it shows nothing at 100% sensitivity, note that for support.
7. **Launch the avatar.**
8. **Switch to voice mode.**
9. **Switch to conversational mode.**
10. **Walk out of camera view** and wait for the microphone to turn off.
11. **Walk back into view.** The microphone should turn back on within a few seconds.
12. **Mic didn't turn back on?** Contact support at info@luminafans.com. Include: how far the test got (e.g. "preview showed my wave but mic never re-enabled").

Microphone isn't working

ALLOW ABOUT 10 MINUTES

1. **Reboot the tablet**, then open Windows Settings.
2. **Reseat the connections:** unplug the microphone from the hub, wait 5 seconds, replug firmly. Repeat for the hub's connection to the tablet.
3. **Go to System > Sound.** In the input drop-down, select **TONER**.
4. **Speak near the mic and watch the input volume bar.** The bar should move as you talk. If there is *no movement*, contact support at info@luminafans.com. Include: that TONER shows no input level in Windows.
5. **Open the Interactive Avatar app**, then open Settings > **Microphone Sensitivity**.
6. **Speak and confirm the bar moves here too.** If Windows showed movement but the app shows *nothing*, contact support at info@luminafans.com. Include: that the mic works in Windows but not in the app.
7. **Set the threshold to 0%.**
8. **Open a session** and prompt the avatar to start talking.
9. **Avatar still doesn't respond?** Contact support at info@luminafans.com. Include: which stage the bar stopped at (Windows, app, or live session).

Still need help?

Contact support at info@luminafans.com with your kiosk's location, which section you tried, and the last step completed. Include photos of cables or error messages if available.

Contact Lumina Support →