

Troubleshooting Guide

Find your problem below and follow the steps.

JUMP TO A TOPIC

- Something went wrong (general)
- Billing & credits
- Hologram & display
- Voice & microphone
- What is a support code?
- Sign-in & access
- Session won't start
- Uploads (files & images)
- Network & connectivity



Problem with the physical kiosk hardware? Fan unit, tablet, hologram display, speaker, camera, motion detection, and microphone fixes are in the hardware troubleshooting guide.

About the "support code" in error messages

When something goes wrong in the app, the error message includes a short **support code** — a few letters and numbers that identify exactly what happened on our side.

If the steps below don't fix your problem, **copy the support code and include it when you contact support** at info@luminafans.com.

Something went wrong (general errors)

1. **Try again.** Close the error message and repeat what you were doing — many errors are momentary.
 2. **Refresh the page.** In a browser, press F5 (or pull down to refresh on a tablet). On a kiosk tablet, close and reopen the Interactive Avatar app.
 3. **Sign out and back in.** Your login session may have expired.
 4. **Wait a few minutes.** If the problem affects everyone at once, it may be a temporary service issue that resolves on its own.
 5. **Still stuck?** Email support with the support code from the error message and a short description of what you were doing.
-

Sign-in & access problems

1. **Check you're using the invited email address.** Interactive Avatar is invite-only — sign in with the exact email address the account was set up with.
2. **Look for an invitation email.** New team members must accept an emailed invitation before they can sign in. Check your spam folder if it hasn't arrived.
3. **Seeing "no access"?** Your account exists but isn't linked to an organization yet. Ask your organization's administrator to invite you, or contact support if you are the administrator.
4. **Forgot your password?** Use the "Forgot password" link on the sign-in page to reset it by email.
5. **Stuck in a sign-in loop?** Clear your browser's cookies for this site (or try a private/incognito window) and sign in again.

Billing & credits

1. **Open your Billing page.** In the dashboard, go to Billing to see your subscriptions, streaming credit balance, and any failed payments.
2. **Out of streaming credits?** Visitor sessions pause when credits run out. Upgrade your streaming tier or wait for your credits to renew — the Billing page shows the renewal date.
3. **Payment declined?** Update the payment card on the Billing page. Charges are retried automatically once the card is fixed.
4. **Avatar showing as inactive?** Each avatar needs an active avatar slot subscription. Check the Billing page to confirm the slot is paid and assigned.
5. **Questions about a charge?** Email support — include your organization name and the approximate date of the charge.

Session won't start

1. **Try starting again.** Session start-up depends on several live services — a second attempt often works.
2. **Check your streaming credits.** Sessions won't start if your organization is out of credits — see the Billing & credits section above.
3. **Check the kiosk's internet connection.** A live avatar needs a steady connection — see Network & connectivity below.
4. **Restart the kiosk app.** Close and reopen the Interactive Avatar app on the tablet, or restart the tablet.
5. **Only one session at a time.** If the avatar seems "busy", another device may already be running a session with it. End that session first.
6. **Still failing?** Contact support with the support code, the avatar's name, and roughly when it happened.

Hologram & display problems

1. **Check the physical connections.** Make sure the display is powered on, the cable between the tablet and the display is firmly seated, and the display is set to the correct input.
2. **Confirm the display window opened.** When a session starts, a separate avatar window should appear on the connected display. If it didn't, restart the session.
3. **Avatar in the wrong position or size?** Use the position controls in the kiosk settings to re-align the avatar with your display, then save.
4. **Hologram fan looks like a flat rectangle?** The avatar's background must be pure black to "disappear" on the fan. If you see a visible box, check the avatar's background setting in the dashboard.
5. **Restart everything once.** Power-cycle the display, then restart the kiosk app. This resolves most stubborn display issues.

Uploads (knowledge base files & images)

1. **Check the file type.** Knowledge bases accept PDF and plain-text (.txt) files. Images should be common formats like JPG or PNG.
2. **Try a smaller file.** Very large files take longer and are more likely to fail on a slow connection. Splitting a huge PDF into chapters also helps the avatar answer more accurately.
3. **Stay on the page while uploading.** Navigating away mid-upload cancels it. Wait for the confirmation before moving on.
4. **Upload finished but stuck "processing"?** Large documents can take a few minutes to be read and indexed. Refresh the page after a few minutes to see the updated status.
5. **Scanned PDFs may not work.** If a PDF is just photos of pages (no selectable text), the avatar can't read it. Use a text-based PDF instead.
6. **Repeated failures?** Try a different network or browser, then contact support with the file name and the support code.

Voice & microphone

1. **Check microphone permission.** The browser or kiosk app must be allowed to use the microphone. If a permission prompt appears, choose "Allow". On a tablet, check the system settings for microphone access.
 2. **Check the volume.** If the avatar talks but you can't hear it, turn up the tablet or display volume and make sure it isn't muted.
 3. **Speak clearly, close to the tablet.** In noisy spaces, visitors may need to stand closer for the microphone to pick them up.
 4. **Wake word not responding?** Wait until the avatar finishes speaking, then say the wake phrase. The mic listens between answers.
 5. **Another app using the microphone?** Close other apps that might be holding the microphone (video calls, voice recorders), then restart the kiosk app.
 6. **Typed chat always works.** If voice is being difficult, visitors can always type their question on the kiosk instead.
-

Network & connectivity

1. **Test the connection.** On the kiosk tablet, open a website or play a video. If it's slow everywhere, the problem is the network, not the avatar.
2. **Prefer a strong, dedicated connection.** Wired ethernet or a strong dedicated Wi-Fi network works better than busy public Wi-Fi.
3. **Move closer to the router.** If the tablet is far from the Wi-Fi access point, video quality and voice recognition both suffer.
4. **Captive portals block kiosks.** Networks with a sign-in portal (hotel/guest Wi-Fi) block the avatar. Use a network without a sign-in page.
5. **Ask IT about firewalls.** Corporate networks sometimes block video streaming. Your IT team may need to allow streaming traffic for the kiosk device.
6. **After the network recovers,** restart the kiosk app to get a fresh session.

Still need help?

Email us with the support code from your error message, your organization name, and what you were doing.

Contact Support →