

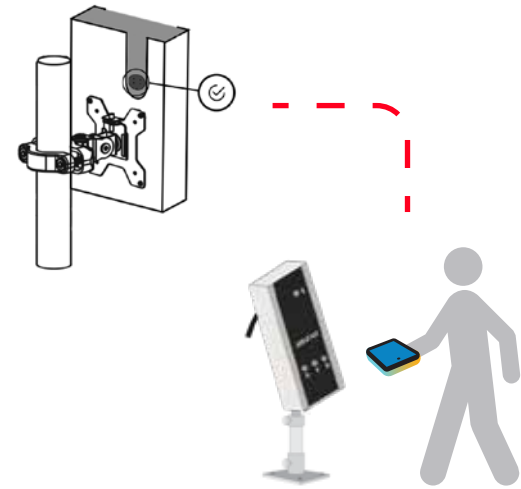
ZIG Mobile Ticket Validator Setup and Troubleshooting Guide

For any questions / issues, contact
helpdesk@zed.digital



Step 1

Check to see if the powercord is connected.



Step 2

Ensure validator is tilted towards driver.

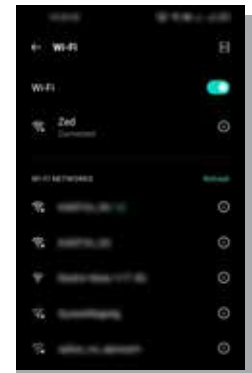
Step 3

Confirm bus wi-fi connectivity and Signal strength.

- If you want the device to operate In wi-fi mode, create a hotspot named **Zed** with the password **Wireless4U!** On your Mobile phone or wi-fi router.

- If you prefer device to be operated in **4G** Network mode, simply power on the device And leave as it is.




- In the absence of the **Zed** wi-fi network, the device will Automatically switch to **4G** mode for uninterrupted connectivity.

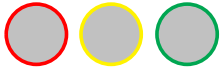


Your phone's interface may vary.

Step 4

Verify the status of the LEDs on the device. The LEDs indicate the following, when device is connected through **Wi-Fi network**:

	Device powered on successfully.
	Wi-Fi found and waiting for connection.
	Device connected to Wifi network and ready for validation. Note: After a successful connection is established, you will hear a prolonged buzzer sound.



After successful connection, device will be in idle state and the LEDs stops glowing and waiting for validation.

Note: After successful connectivity, Bluetooth LED will blink twice every one seconds.

Verify the status of the LEDs on the device. The LEDs indicate the following, when device is connected through **4G network**:

	Sim card found and ready for connection.
	Devicie has been connected to 4G network.
	Device connected to the 4G network and server successfully, ready for validation. Note: After a successful connection is established, you will hear A prolonged buzzer sound.
	After successful connection, device will be in idle state and the LEDs stops glowing and waiting for validation. Note: After successful connectivity, Bluetooth LED will blink twice every one seconds.

Note: Ensure that the LED status matches the indicators above to determine the device connectivity and status.

Step 5

Observe the blue LED which indicates the bluetooth (BLE) working status.


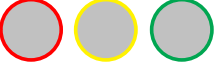
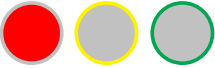
- If the blue LED blinks twice every second, it indicates that bluetooth is functioning and ready for ticket validation.

- If the blue LED does not blink as described (twice per second), there may be an issue with bluetooth connectivity.



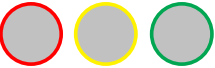





Step 4

When a valid ticket is successfully validated, the device will indicate as follows:

	Ticket validated successfully. Buzzer in the device will be active for 1.5 seconds.
	After successful validation, device will be in idle state and the LEDs stops glowing and waiting for validation. Note: After successful connectivity, Bluetooth LED will blink twice every one seconds.
	User does not have valid tickets. Buzzer and LED in R will be blinking in RED thrice with an interval of 0.3 seconds.



Warning: *If any one of the following occurs, email us through helpdesk@zed.digital.*

	LED does not glow when rider validates ticket.
	If any LED glow in different color which is not mentioned before.
	If ticket is not validated check bluetooth connection in the mobile phone.
	Buzzer tone fades or does not beep.
	Wi-fi connection issue or network connection issue.
	Bluetooth LED not blinking.