VersaHub™

Lavex Bathroom Dispenser

Troubleshooting Guide

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Common questions and
answers to keep VersaHub
operating smoothly!

VersaHub™

Contents

🛜 Device Setup

The smart dispenser hotspot for setup isn't visible on my mobile device or computer.

Press the "sync/set" button for three seconds. The WiFi hotspot name of the dispenser will be broadcast by the VersaHub device. **The hotspot will time out after 2 minutes and turn off.**

Remove batteries and inspect for proper orientation and that contact is being made.

Find this network by looking in your device's WiFi settings. You may have to refresh the list multiple times. **If the WiFi name "VersaHub_(dispenser name)" is still not visible, confirm red light is on. Press "Sync/Setup" once to cancel the hotspot (red light turns off). Press "Sync/Setup" once more to start hotspot.** *Note - The dispenser name will change depending on which type of dispenser is being set up.

If you've previously connected a smart dispenser, your device may have saved it. Try "removing" or "forgetting" the network and retrying.

I'm attempting to connect to a smart dispenser hotspot using my desktop computer and having trouble.

Connect your device to the "VersaHub_(dispenser name)" WiFi. Mobile device recommended. **If a webpage doesn't automatically appear with the "VersaHub" branding after 30-60 seconds, try typing 8.8.8.8 into your address bar (where you would normally type a URL) and hitting enter.**

If nothing loads or you're unable to progress past the prompts, we recommend setting up the smart dispenser with a different computer or a mobile device.

Computer firewalls, VPNs, and a variety of other factors can interfere with the smart dispenser setup process.

Trouble connecting to WiFi during setup

Verify strong WiFi coverage in installation location. **Ensure a strong and stable WiFi connection is available at location of install. As a rule of thumb, we recommend a minimum signal strength of 4 bars (as reported during smart dispenser setup).**

Verify your WiFi is working (can connect to internet). **Using a different WiFi-enabled device with cellular turned off, connect to your WiFi and browse to Google. If Google loads, the smart dispenser should be able to connect.**

Verify your WiFi network supports 2.4GHz. **The smart dispenser only supports 2.4GHz network, so ensure your network doesn't have this disabled. Avoid connecting a smart dispenser to a 5GHz connection (often signified by "_5G or 5GHz" in the WiFi® SSID name).**

Some routers have the ability to temporarily disable the 5GHz band. Try this and reconnect the smart dispenser. *Refer to the Wifi Range document to ensure the range used will work.

Smart dispenser is no longer connected

I set up my device in the past, but VersaHub is telling me it is offline.

Move your device to a known strong signal location and force a sync by short pressing the "Sync/Set-up" button.
**After connecting, 4 beeps = successful connection. Try this again where your device is normally installed to confirm device is able to connect.
2 long beeps (and red light) = failed to connect.**

Ensure your smart dispenser is visible on your VersaHub dashboard. Reconnect smart dispenser to your WiFi network via the "setup mode" button (hold the "Sync/Set-up" button for at least 3 seconds). It's possible your WiFi name or password has changed.

When a button is pressed on the device, does it blink red 20 times quickly or not blink at all? This signifies a low battery.

General/Misc.

Where do I find the MAC address?

You will be able to find your device's DUID/serial by activating your smart dispenser's setup mode and connecting to its hotspot. On the sign-in notification page, you will be able to find your device's serial number, DUID, and MAC address.

What do the different audible beeps and led patterns mean?

Solid red light and long beep	Hotspot "setup mode" is active (click "Sync/Setup" mode button to cancel and turn off)
Rapid blinking of red LED while trying to connect	Device attempting to connect to WiFi
Two red blinks and two beeps	Manual sync was conducted by pressing the "Sync/Setup" button
Four red blinks and four beeps	Successful upload after setup mode or manual sync of device
Two long red blinks and two long beeps	Setup mode hotspot time out/failed to connect to internet
Two long red blinks and melody	Device was able to connect to WiFi but was unable to connect to the internet
Repeated red blink (soap device only)	No soap bag detected
20 red blinks	Pressing "Sync/Setup" button while battery low

Why is my inventory count not changing on my VersaHub platform when a new refill product is inserted into my VersaHub device?

Soap	Ensure that bag is fully inserted inside of soap dispenser unit. If not fully inserted, the bag button switch inside may not have been triggered. You should be able to hear the switch make a "click" sound when a new bag is inserted.
	Bag changes are recorded in a 3-hour window, meaning if a bag was changed previously, another bag change will not be recorded if it is done less than 3 hours after. Ensure that 3 hours have passed since last bag change.
	Bag changes are triggered by a button switch that can be found inside of the soap dispenser unit. The button switch is located on the left side of the unit where soap bags are inserted. Remove the soap bag and ensure that the switch has a full range of motion by clicking it a couple of times. If the switch is stuck or does not seem to move freely then that can be caused by a bag change not being recorded. Visually inspect that nothing is blocking the switch's range of motion. If nothing is blocking the switch, then contact warranty provider.
Roll Towel	Dispenser will only record a change when the roll that is being changed is at least 25% greater than what was previously installed in the dispenser. Ex. If an almost full roll is changed out with a full roll, a change will not be recorded.
Toilet Paper	Dispenser will only record a change when the roll that is being changed is at least 25% greater than what was previously installed in the dispenser. Ex. If an almost full roll is changed out with a full roll, a roll change will not be recorded.

I don't think I am getting accurate readings

Soap		Ensure you are using compatible Lavex products*. Using incompatible products will result in inaccurate readings.
Roll Towel		Ensure you are using compatible Lavex products*. Using incompatible products will result in inaccurate readings. The minimum starting roll diameter required for this device is 6 ³⁄₁₆".
		Check to make sure that the arm located inside of the roll towel dispenser can move freely. If the arm feels as if it is binding, check for blockage around the pivot point. If there is no blockage, adjust the tightness of the pivot screw that connects the rear hinge to the arm itself until the arm is able to freely move.
		Ensure that the dispenser itself has been installed properly and is level.
Toilet Paper		Ensure you are using compatible Lavex products*. Using incompatible products will result in inaccurate readings. The minimum starting roll diameter required for this device is 8 ³⁄₁₆".
		Ensure that the dispenser itself has been installed properly and is level.
		Ensure that the VersaHub unit located inside of the dispenser is level with the top of the dispenser. If it is not, this will affect the sensor readings.
		Check to make sure that both arms inside of the unit move freely. If the arm feels like it is binding, check for blockage around the pivot points.

*Refer to compatibility sheet for Lavex refill items

Why is my dispenser not updating right away?

Soap/Roll Towel/Toilet Paper	VersaHub devices will update with the VersaHub platform once a day unless an alarm is triggered. Once an alarm is triggered it may take up to 15 minutes for the VersaHub platform to register the event and update. An example of an alarm would be a device's product moving from the "Full" bracket to the "Partial" bracket displayed on the VersaHub platform.

My VersaHub Device will not turn on, but the dispenser still operates normally. When I press the sync/setup button, I get no response from the VersaHub device.

Soap	Replace the batteries in the device, following the device's normal operating instructions.
	Inside of the soap dispenser unit, there is a switch that is hidden on the right side of the unit that turns the unit on and off. Ensure that this switch has not been changed to the "off" position. (Off is up, on is down. This should be included in the device's documentation.)
	Please refer to Warranty documentation on who to contact if your issue is still not resolved.
Roll Towel	Replace the batteries in the device, following the device's normal operating instructions.
	Please refer to Warranty documentation on who to contact if your issue is still not resolved.
Toilet Paper	Replace the batteries in the device, following the device's normal operating instructions.
	Ensure that nothing is interfering with the battery lid and the body of the VersaHub device.
	Please refer to Warranty documentation on who to contact if your issue is still not resolved.

www.versahub.com/support/smart-dispensers/