⚡ How to Do Remote Activation

Welcome to the **Laundro Portal Guide!** □□

Need to start a Washer or Dryer remotely? Follow this guide to activate the correct machine, manage maintenance status, and control machine service.

□□ Quick Navigation

- ⚡ Remote Activation
- □□ Put a Machine Under Maintenance
- □□ Remove a Machine from Maintenance
- □□ Enable or Disable Service
- □□ Troubleshooting

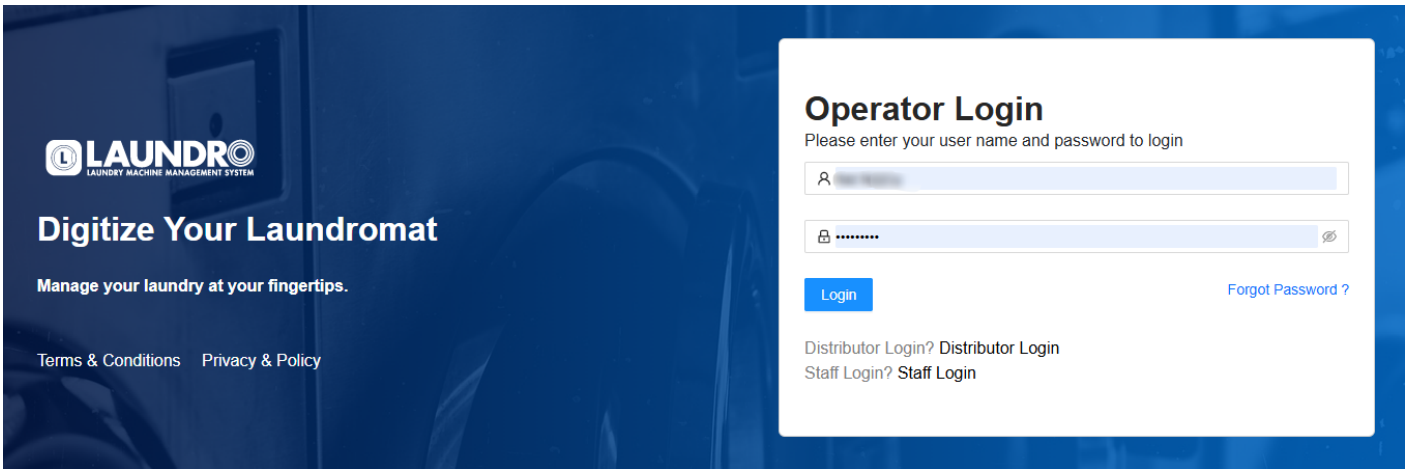
⚡ Part 1: Remote Activation

Purpose: Remotely activate a selected Washer or Dryer through the Laundro Portal.

□□ Step 1: Log In to Laundro Portal

Open the Laundro Portal and enter your operator username and password.

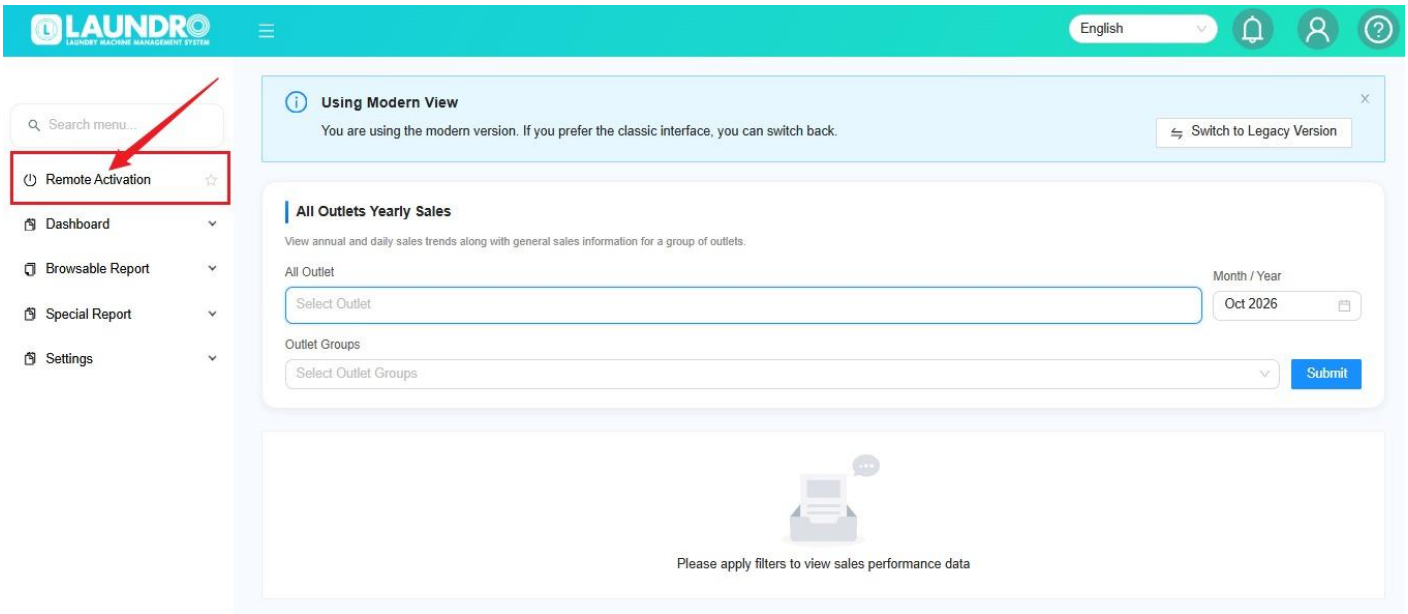
□□ **Portal Login:** https://v2.thelaundro.com/operator_login



⚙ Step 2 — Open Remote Activation

After logging in:

1. Go to the sidebar menu.
2. Click **Remote Activation**.



> 🗆 **Tip:** Make sure you have the correct account permissions to access this feature.

□□ Step 3 — Select an Outlet

On the Remote Activation page:

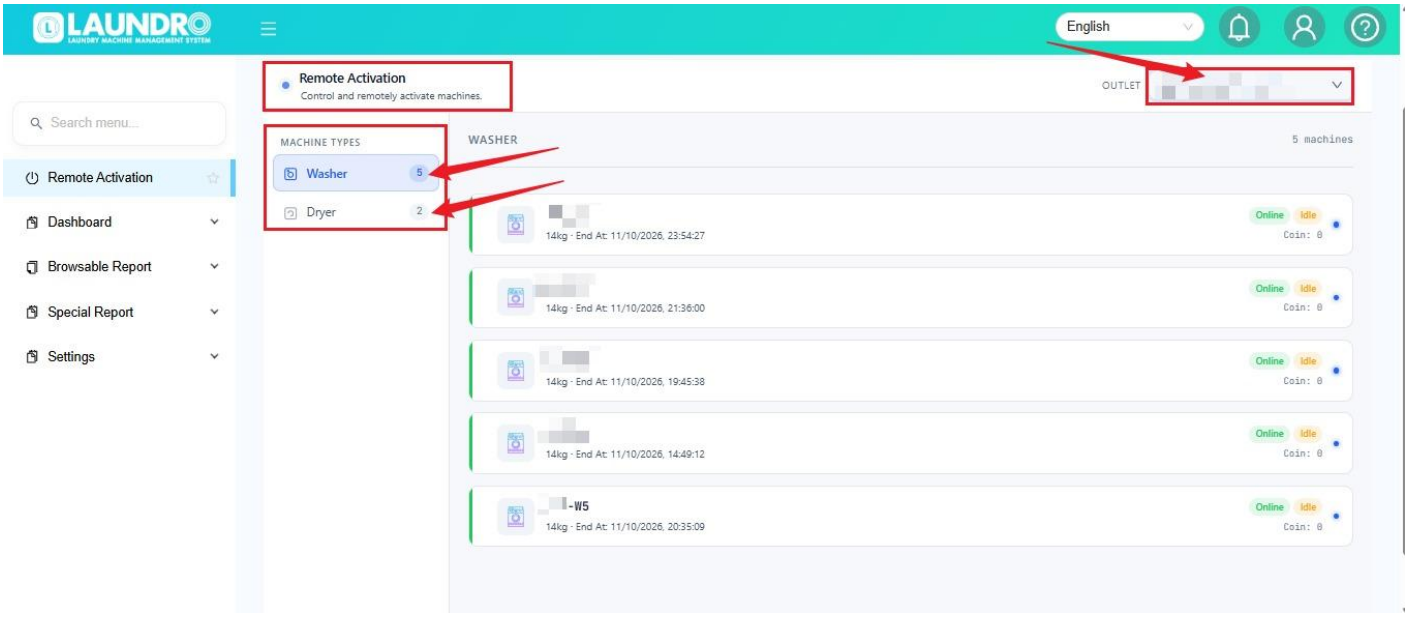
1. Click the **Outlet** dropdown.
2. Select the outlet where the machine is located.

> □□ **Quick Tip:** Always double-check the outlet before selecting a machine.

□□ Step 4 — Select a Machine Type

Choose the required machine type:

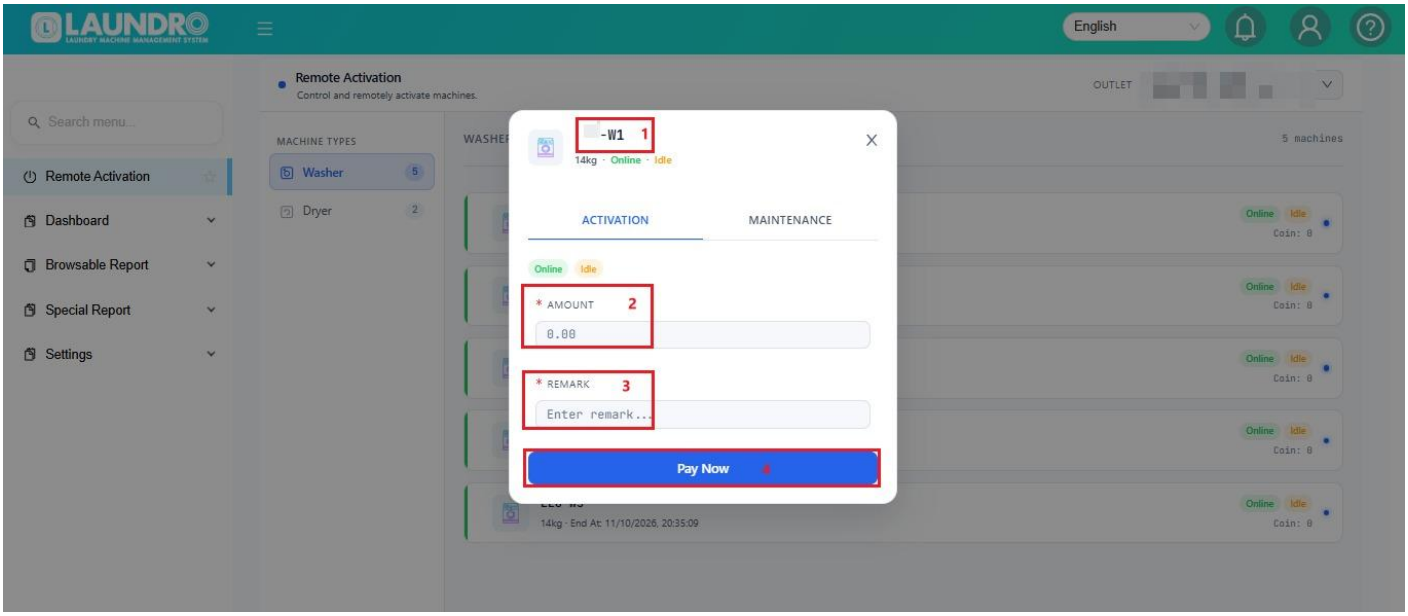
- □□ **Washer** — to find a washing machine.
- □□ **Dryer** — to find a drying machine.



□□ Step 5 — Select the Machine

- Select the correct machine number, such as W1 or D1.
- Enter the required **Amount**.
- Add a **Remark** explaining the reason for activation.

- Double-check all details before proceeding.



> ⚠ **Important:** Confirm the machine number before proceeding to avoid activating the wrong machine.

Step 6 — Complete Remote Activation

1. Click **Pay Now**.
2. Follow the confirmation instructions displayed in the portal.
3. Check the activation result and confirm whether the machine starts successfully.

> ⚠ **Important:** Verify the actual machine status before considering the process complete. If activation fails, record the outlet, machine number and error message, then contact Laundro Support.

Activation Result

If the activation is successful:

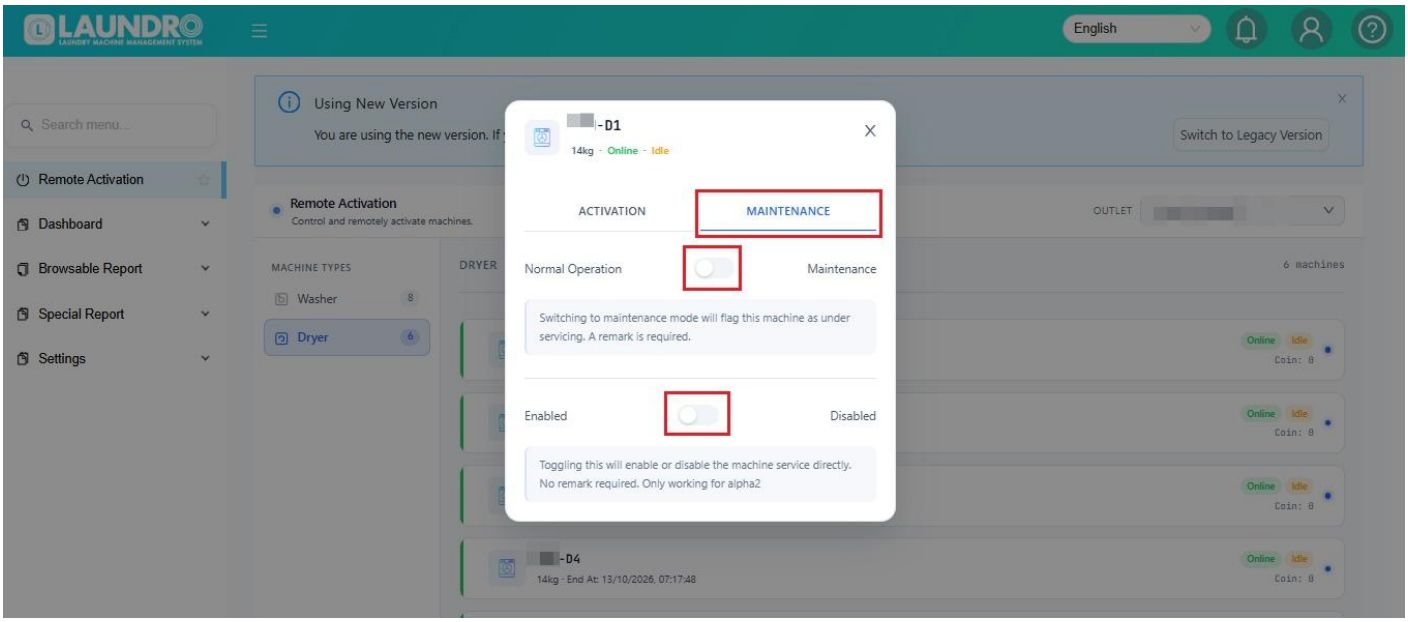
> **Success** – The machine will start.

If the activation fails, the machine will not start.

Possible reasons include:

- The machine/device is offline.
- The device cannot receive the activation request.
- There is a communication or device error.

□□ Part 2: Put a Machine Under Maintenance



Use Maintenance Mode when a machine needs to be temporarily marked as unavailable for normal operation.

1. Open the **Maintenance** tab.
2. Switch Maintenance Mode ON.
3. Enter a remark explaining the reason.

Example: ***Machine is being repaired.***

4. Confirm that the machine status shows **Under Maintenance**.

□□ Part 3: Remove a Machine from Maintenance

After the maintenance work is completed:

1. Open the **Maintenance** tab.
2. Switch Maintenance Mode OFF.
3. Enter a remark explaining why the machine is being returned to service.
4. Confirm the change.
5. Check that the machine is no longer marked as **Under Maintenance**.

□□ Part 4: Enable or Disable Service

Use this function to control the machine's service status.

- □ **Enable Service:** Turn the machine service on.
- □ **Disable Service:** Turn the machine service off.

> □□ **Note:** This feature is available only for machines running Alpha2 firmware. A remark is not required for these service actions.

□□ Quick Reference

Action	What it does	Remark Required?
Start	Remotely starts the machine	Yes
Maintenance Mode ON	Marks the machine as Under Maintenance	Yes
Maintenance Mode OFF	Removes the machine from maintenance	Yes
Enable Service	Enables machine service	No

Disable Service	Disables machine service	No

□□ Part 5: Troubleshooting

Issue: The machine does not start after remote activation.

Check the following:

- Is the machine/device online?
- Did you select the correct outlet?
- Did you select the correct machine?
- Can the device receive remote commands?

> If the issue persists, contact Laundro Support with the outlet name, machine number and error details.

Issue: The Service option is not working.

> Check whether the machine is running Alpha2 firmware.

> □□ **You're all set!** Always verify the machine status after making changes in the Laundro Portal.

Revision #12
Created 2026-10-12 00:45:16 UTC by Sulaiza
Updated 2026-10-13 02:01:32 UTC by Sulaiza