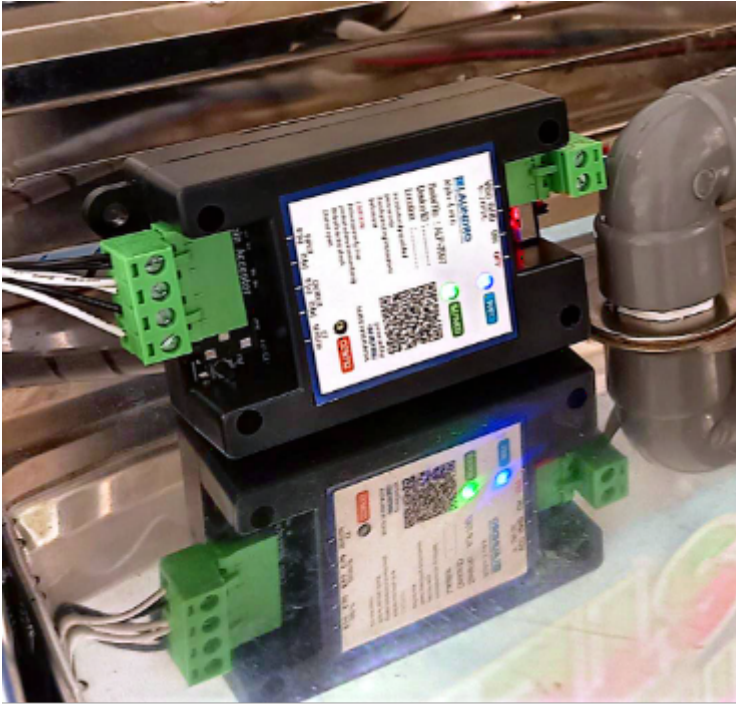


# Offline Device

In a normal situation, the device status LED displays blue and green lights. [as shown in the picture]



> HLC-D16	Idle	WiFi Signal: 68	Current Value: 0.04	Coin Read: RM0 (0)	Firmware version: MA-4.4.11
> HLC-D17	Inactive	WiFi Signal: 98	Current Value: 0	Coin Read: RM0 (0)	Firmware version: MA-4.4.11
> HLC-W1	Idle	WiFi Signal: 39	Current Value: 0.24	Coin Read: RM0 (0)	Firmware version: MA-4.4.11
> HLC-W2	Running	WiFi Signal: 50	Current Value: 3.71	Coin Read: RM0 (0)	Firmware version: MA-4.4.11
> HLC-W3	Idle	WiFi Signal: 49	Current Value: 0.21	Coin Read: RM0 (0)	Firmware version: MA-4.4.11

Blue : Device /

Machine idle & Ready to use

Green : Device / Machine in use [ Running ]

Red : Device offline

However, there are situations where the device will go offline.



### **Possible Cause:**

- 1. Internet connection error / WiFi signal lost.**

**If this situation occurs, what needs to be done is as follows.**

### **Recommendation:**

- 1. Check WiFi connectivity**
- 2. You can check through CCTV if there's one.**
- 3. Restart modem/router. If connection okay**
- 4. Restart device**

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