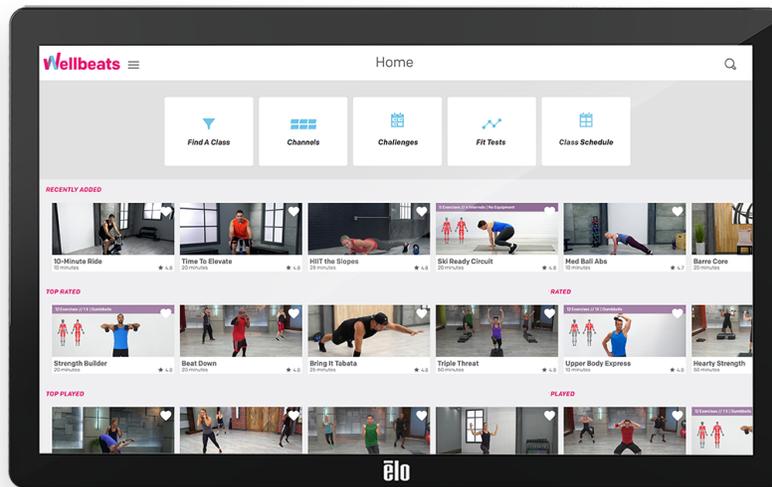


Wellbeats 22" Touchscreen Kiosk



User Manual

February 2021

Wellbeats™

Support: 855-520-7500
support@wellbeats.com

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support@wellbeats.com | 855-520-7500 | Weekdays 9:00am-5:00pm CST

*holidays may effect

System Specifications



Wellbeats 22" Touchscreen

Width: 20.6"
Height: 12.8"
Depth: 1.8"
Weight: 12 lbs
Storage: 1TB hard drive
OS: Windows 10



Tilt Touchscreen Mount

Width: 6.2"
Height: 6.6"
Depth: 1.58"- 2.23"



Floor Stand *Optional

For rooms that don't allow surface mounting on walls

Width: 21.7"
Height: 39.7"
Depth: 13.8"



50' HDMI Cable

4K Directional Cable

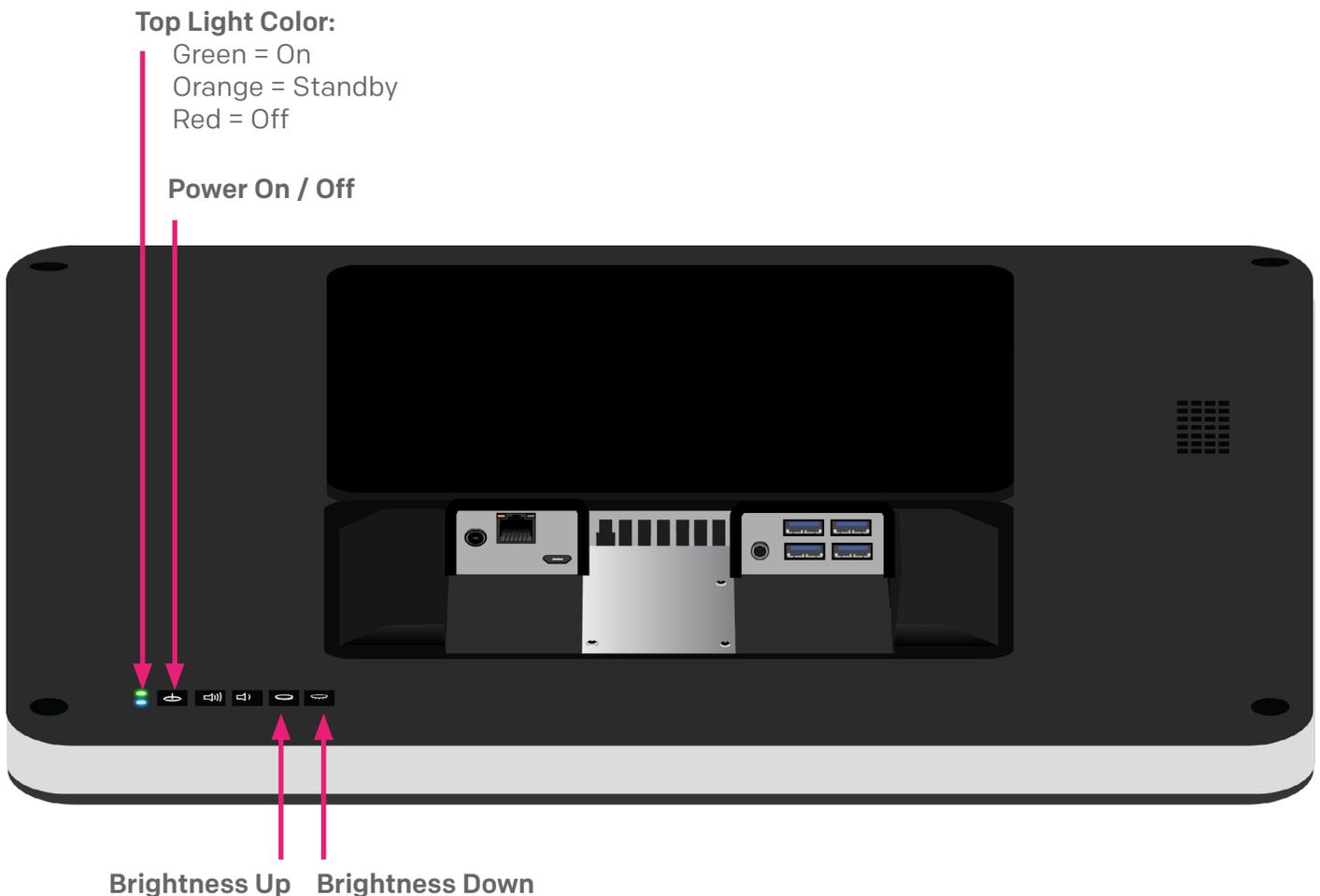
Wellbeats supported hardware is sold direct, or via a partner or distributor of Wellbeats. Any hardware that accompanies the Wellbeats 22" system that was not purchased through these channels cannot be supported by the Wellbeats Client Services team in accordance with Wellbeats Terms and Conditions.

Troubleshooting

22" ELO Touchscreen

Touchscreen is black

On the back side of the touchscreen in the lower right-hand corner there are a series of buttons and two lights. The right-most button is the power button and the top light indicates the power status. Check the power light color and press the power button if the light is red.



Touchscreen is dim

On the back side of the touchscreen, in the lower right-hand corner, is a series of buttons. Two of these buttons control the dimness and brightness of the touchscreen display, which can be adjusted to preference. If the screen remains dim after increasing brightness, please contact Wellbeats Support.

Touchscreen is offline

The Wellbeats system requires a 24/7 internet connection to operate properly. The touchscreen can connect to the internet via wired or wireless internet connection, though wired is strongly encouraged for the best user experience.

Generally, trouble with the system is due to and can be resolved by addressing the connection to the network. If the trouble is not due to the network connection explicitly, it is imperative that the connection is reliable enough to allow a Wellbeats Client Service Advisor to access the system remotely for ease of troubleshooting.

To verify the availability of the network connection for the Wellbeats system, follow the below.

1. While on the Wellbeats app homepage, open the Menu from the upper left-hand corner next to the Wellbeats logo.
2. Identify the status, located at the bottom of the Menu tab.

Connected: Indicates that the system is connected to the network that is available

Not Connected: Indicates that the system is not connection to a network making the system unusable

Note: If the Wellbeats app is not launched, attempt to launch it by selecting the “W” icon from the touchscreen desktop. If there is no W or you are unable to launch the Wellbeats app please contact Wellbeats Support.

If your system is listed as Connected, yet you are experiencing play issues, please contact Wellbeats Support for further assistance.

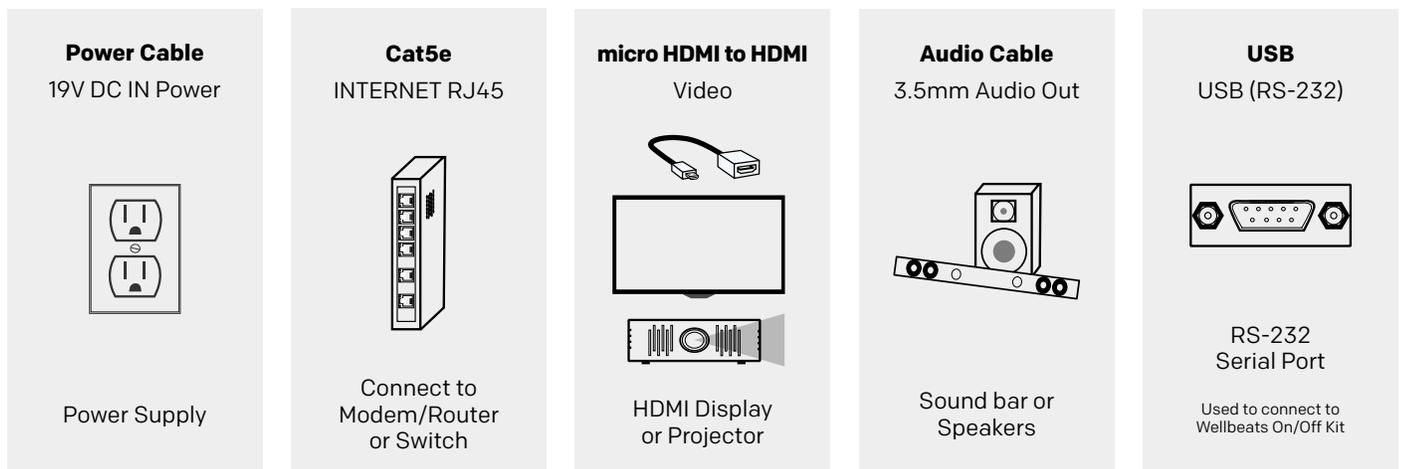
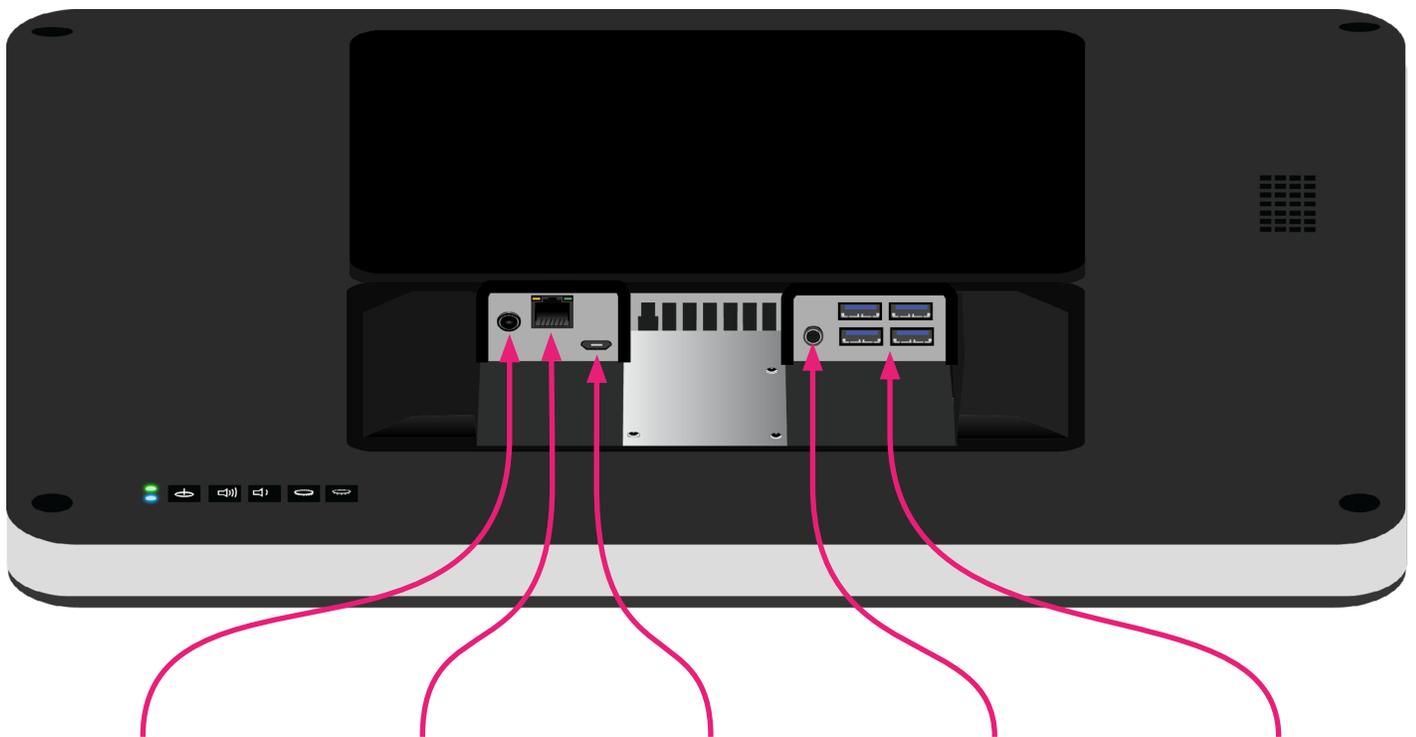
If your system is not connected you will need to determine whether it was originally connected to the internet via a hard line (ethernet) cable or Wi-Fi.

Wi-Fi: If you do not have an ethernet cable present your system likely connects to the internet via Wi-Fi. To connect back to Wi-Fi you will need a USB keyboard and Wi-Fi login credentials for your facility (if a secured network).

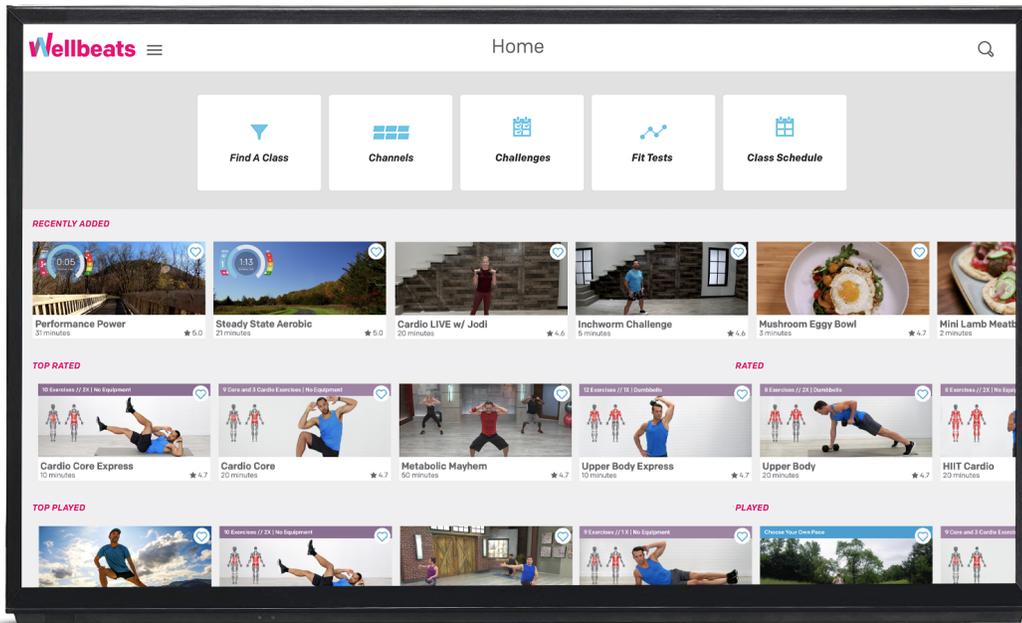
1. Plug the USB keyboard into any USB port on the back side of the touchscreen. You may need to remove the lower back panel on the touchscreen to access these ports.
2. For directions on connecting to Wi-Fi with your USB keyboard, while using the touchscreen to navigate, please visit: <https://support.microsoft.com/en-us/windows/connect-to-a-wi-fi-network-in-windows-10-1f881677-b569-0cd5-010d-e3cd3579d263>
3. Once the connection is verified you can unplug your USB keyboard and resume using the system as normal.

Ethernet: If your system is connected to the internet via a hardline cable, and it is offline, the ethernet cable itself may not be active.

1. Attempt to reboot the system and see if it will come online.
2. If the system does not come online after a reboot, unplug the ethernet cable from the touchscreen and plug it into a laptop. Ensure the laptop has Wi-Fi turned off as to not disrupt testing of the ethernet.
3. Once the ethernet cable is plugged into a laptop, go into the laptop's internet settings to check if the line is active.
 - a. If the line is active, please contact Wellbeats Support for further assistance.
 - b. If the line is not active, please contact your internet service provider to active and/or troubleshoot the ethernet connection. Once resolved with your internet service provider you can contact Wellbeats Support for additional assistance if needed.



70" Sharp Aquos Television



Disclaimer: If you did not purchase your peripherals through Wellbeats (TV, soundbar, and cabling) you are responsible for any troubleshooting of those peripherals. Wellbeats can only offer support for devices purchased through us.

No image on TV

If you do not have the touchscreen's image on your television please check the HDMI cable running from the touchscreen to TV, and ensure it is properly seated into the port at each end. At the touchscreen end the HDMI Cable will go into a micro HDMI adapter, which also should be checked to ensure connections are tight.

If connections are tight yet the issue is not resolved, you can proceed to unplug and plug back in each end of the HDMI cable + micro HDMI adapter. If the issue persists, please ensure your touchscreen is online and contact Wellbeats Support for assistance.

TV will not turn on or off automatically when a class starts or ends

If you have the TV bundle through Wellbeats (which includes a 70" Sharp Aquos TV + Bose Soundbar) the TV and soundbar are configured to automatically turn on when a class starts and turn off when a class ends.

If the automatic on/off function is not working for you, please ensure your system is online and contact Wellbeats Support for assistance.

Bose Soundbar



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Soundbar not turning on

When your soundbar is idle it will present an amber light on the front – When active it will present a blue/green light on the front. If neither of these lights are presented, the soundbar is powered down.

To turn the soundbar on you will need to locate the remote and select the power button. The Bose soundbar does not have buttons, making the remote necessary for operation. If you cannot locate your remote, please contact Bose for a replacement.

Soundbar turning on but not emitting sound

The Bose soundbar is connected to the Sharp TV via a 3.5 mm auxiliary cable. Please ensure this cable is plugged into the soundbar, as well as the TV itself. You may also plug the soundbar directly into the 22" touchscreen, though please note sound settings through Windows may need to change. To verify if sound settings in Windows are correct please ensure your system is online and contact Wellbeats Support for assistance.

WARRANTY INFORMATION

22" ELO Touchscreen

The 22" touchscreen purchased through Wellbeats has a 1-year hardware warranty covered by Wellbeats. Touchscreen and/or hard drive replacements outside of the 1-year warranty are subject to additional fees.

Sharp Aquos Television

The 70" Sharp Aquos TV purchased through Wellbeats has a 1-year hardware warranty covered by Wellbeats.

Wellbeats does not service or repair televisions, and it is up to the customer to seek a replacement and/or repair on their own.

Bose Soundbar

The Bose soundbar purchased through Wellbeats has a 1-year hardware warranty covered by Wellbeats.

Wellbeats does not service or repair soundbars, and it is up to the customer to seek a replacement and/or repair on their own.

Ammacore Tech Services

If you purchased installation through Wellbeats you are covered under our service warranty, which is 3 months. Any tech requests after 3 months, or for customers who did not purchase installation through Wellbeats, are subject to a minimum \$250 service fee per visit.

WELLBEATS RESOURCES

[Customer Resources: How-to videos, FAQs](#)

[Marketing Resources](#)

[Terms & Conditions](#)

CONTACT SUPPORT

Wellbeats Support
Monday – Friday, 9 – 5 CT
*holidays may affect

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