

Troubleshooting Your Juno Nexus Device

The Juno Nexus is a high-performance Windows 11 IoT device designed to bridge the gap between your hotel's payment infrastructure and your Property Management System (PMS).¹ Because it acts as a critical gateway, maintaining a stable environment is key to seamless payment processing.

If you encounter issues with your payment infrastructure, please follow this guide to resolve the most common connection and power issues.

Step 1: Verify Internet Connectivity

The Nexus device requires a stable internet connection to function as a gateway.

- **The Test:** Open a web browser on any device connected to the **same network** as the Nexus.
- **The Method:** Navigate to a **random website** you haven't visited recently (e.g., a local news site or a random word generator).
- **Why?** This ensures the page is loading live from the web rather than displaying a "cached" version stored in your browser cookies, which can be misleading.

Step 2: Check Power Status

Locate the Nexus device and check the light on the power switch:

- **Solid Light:** The device is powered on and running.
- **Blinking Light:** The device is in **Standby Mode**. This can occasionally happen after a firmware update.
- **No Light:** The device is powered off or unplugged.

Note: If the light is blinking or the device is unresponsive, perform a **Power Cycle**. Unplug the power cable, wait 10 seconds, and plug it back in. This resolves the majority of device-related issues.

Step 3: Verify Hardware Connections

- **Network Cable:** Ensure the Ethernet cable is firmly clicked into the device and the network switch. Check for activity lights on the port.
- **Monitor (Optional):** While not required for operation, you may connect a monitor to the Nexus device to view the Windows 11 IoT interface for deeper local troubleshooting.

Update & Maintenance Policy

To prevent random reboots or service disruptions during your busiest hours, we manage all Nexus devices with a strict update policy:

Policy	Configuration
Deployment Schedule	Updates install at 2:00 AM every Saturday.
Active Hours	7:00 AM – 1:00 AM (18 hours). No reboots occur during this window.
Update Deferral	Quality updates are delayed by 7 days; Feature updates by 30 days.
Safety Measures	System Restore points are created automatically before any update.
Patch Approval	Critical/Important patches are automated; Optional patches are held for manual review.

Proactive Monitoring & Support

If your service contract includes **Active Monitoring**, our support team is watching your device **7 days a week from 8:00 AM to 8:00 PM CET**.

- **Remote Fixes:** In many cases, our team will resolve software or service issues remotely without any action required from your staff.
- **Alerts:** If we detect a hardware issue that requires physical intervention, we will contact your on-site team immediately.

Still having trouble?

If the steps above do not restore your connection, please contact our support desk with your device serial number ready.