

Kiosk Troubleshooting Tips

For John Thomas Furniture



Loss of Power and/or a Power Surge

In case of loss of power due to an outage or power surge, unplug the power supply cord from the outlet AND from the computer. Wait at least 30 seconds and then plug the power supply back into the wall first and the computer second. You can now attempt to power the device again.



Blue Screen instead of Kiosk Profile

- On your keyboard, press Ctl + Alt + Delete (at the same time) to open a shortcut to the Task Manager Menu.
- From here, you can choose to either log out of the profile and attempt to log-in again or you can power of the machine (attempt a restart.)



Network Error



- If the John Thomas Furniture website does not load due to a Network Error – please check that the device is connected to the internet.
- Check for internet by using the Ctr +Alt+ Delete (at the same time) keyboard shortcut to log off the profile. On the bottom right of the screen there should be a globe icon. Click this icon to see the available networks. Select the appropriate network and enter the correct credentials.
- Attempt to access the John Thomas Furniture website again.

HDMI and TV Input (initial set up)

- An HDMI cable has been provided with the kiosk. When setting up the device for the first time, plug the HDMI cable into the device then plug the other end into the TV. Take note of which HDMI slot is used on the TV, as this will be the input source the TV is set to.
- Power the TV on, then press the “input” button on the remote control. Select the same input source that the HDMI cable was plugged into.




MSRP Log-In

- The black log-in box at the **top** of the John Thomas Furniture website is ONLY for MSRP pricing. This is NOT for any other purpose.
- MSRP Log-In Credentials can be obtained from the Marketing Department.
- MSRP Price Tiers are as follows
 - 2.3%
 - 2.6%
 - 2.85%
 - 3.75%
 - 5.5%







a division of
Whitewood Industries

CUSTOM QUICK SHIP CURATED MARGARITAVILLE FABRICS FINISHES GALLERY WHERE TO BUY

Login

Username*

Password*

Login

[Forgot password?](#)

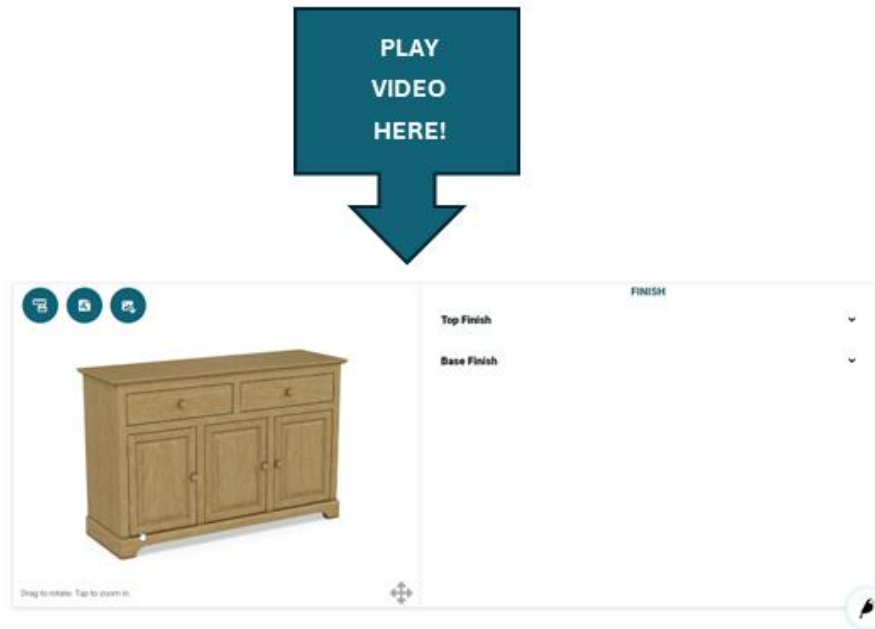
John Thomas Furniture Portal


For more information about John Thomas Furniture Portal or to request access, please contact customer service.

Customer Service
[1336-472-0303](tel:13364720303)
info@johnthomasfurniture.com

MSRP Log-In Video Instruction

3D Configurations/Draping



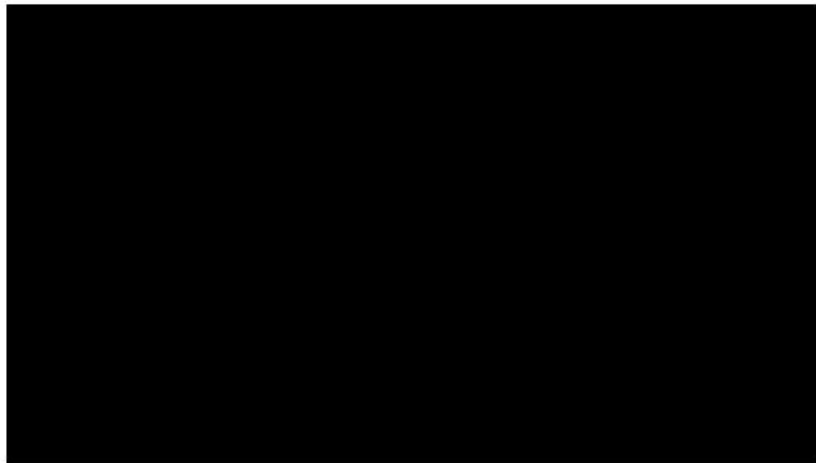
- A 360 view of specific items seen with a red paint brush  and are shown in WM85 Blonde.
- Allows the customer to customize the model to their specifications.
- Once customization is complete, the customer can download a PDF that includes finishes, fabrics, sku, model name, and product dimensions.

Additional Troubleshooting Questions

- For additional troubleshooting regarding the John Thomas Furniture Kiosk can be directed to your Sales Representative
- Some instances may require the Whitewood IT Department's attention. If so, please contact our System Administrator at 336-472-0303 ext 142 Monday-Friday 8am-5pm EST.



Wish List Functionality



The John Thomas Furniture Configurator now offers a Wish List functionality that allows customers to favorite an item for later review. Keep in mind, if/once you clear your device's cache the Wish List will be lost. We recommend downloading PDF versions of each configuration you plan on designing with.