



## **Questions and Answer**

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**Q&A Manual for W-100**  
**CTI One Corporation**

2023-08-02	Create this document	YY
2023-08-03	Updated and Merge with the other version of the Q&A document	HL
2023-11-15	Updated Q&A	HL

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## Q&A

Symptom	Probable cause	Answer
A		
<b>A1.</b> How do I assemble the unit together		Please check the User Guide shipped with the product.
B		
B1. Battery not charging	2a. Charger not working 2b. Battery connections loose 2c. No current at wall outlet 2d. Bad connection on charger, charger cable, plug or internal wiring problem	2a. Replace the charger 2b. Check all connections. Secure connections 2c. Switch to another wall outlet 2d. Replace charger or internal repairs required. Contact dealer
B2. Bring up the system  How do I bring up the system for the first time use		Use your smartphone bluetooth connection to select the right Wifi network, then make Wifi connection. See User Guide pp. xyz.
B3. Battery draw excessive current when charging	3a. Battery failure	3a. Replace the battery
D		
D1. Why does my W100 walker has very short driving distance	1a. Battery not fully charged 1b. Battery weak won't hold	1a. Please charge battery ensure 6 to 8 hours of charge between uses. Please make



	charge.  Note: Under the normal condition, fully charged battery can support driving beyond 10-13 miles.	sure setting on charger is correct.  1b. Replace the battery
F		
Facial ID feature		
F1. To use the facial ID function, do I have to have my own smart phone?		xyz
F2. How do I upload my facial photo to the system?		xyz
F3. How do I protect my personal facial photo?		xyz
P		
P1. Package:  What do I have in the shipping package	You should have a packing list in the shipping box. You can also contact the company's support team with the contact email from <a href="http://www.ctione.com">www.ctione.com</a>	
P2. Power up:  How do I power up the system?	Please check the user manual.	
W		



W1. WIFI  How do I set up the Wifi network for the unit to operate?	Please check the user manual.	
W2. WIFI  Can I use existing WIFI?	Yes, for details please check the user manual.	
4. Charge indicator shows low charge Level immediately after charging	4a. Battery weak won't hold charge  4b. Electrical malfunction  4c. Charger not operating	4a. Replace the battery  4b. Contact dealer  4c. Replace charger
5. Battery indicator flashes the charge level is low-too soon after being recharged.	5a. Have charger checked  5b. Weak battery.	5a. Service or replace charger. Contact dealer  5b. Replace the battery
6. W100 iWalker will not drive	6a. Motor release levers disengaged  6b. Battery require charging  6c. Charger plugged in  6d. Circuit breaker tripped	6a. Engage motor release levers  6b. Charge battery. Make sure setting on charger is correct  6c. Unplug charger from wall outlet  6d. Reset breaker. If breaker trips again, it may indicate need for internal repairs  Contact dealer
7. Motor chatter or runs	7a. Electrical malfunction	7a. Contact dealer



irregularly		
8. Remote Controller erratic or does not respond as desired	8a. Electrical malfunction 8b. Controller programmed improperly	8a. Contact dealer 8b. Contact dealer
9. Only one rear wheel turns	9a. Electrical malfunction	9a. Contact dealer
10. Wheelchair does not respond to commands. Power indicator off even after recharging	10a. Poor battery terminal connection. 10b. Electrical malfunction	10a. Clean terminals 10b. Contact dealer
11. HDMI Display Monitor is not working	11a. Electrical malfunction	11a. Contact dealer

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