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WandaNEXT™ Frequently Asked Questions

Got questions? We have answers!

If you don't find what you are looking for, email us at cindy.lutchman@bunzlcanada.ca



About WandaNEXT™

What is WandaNEXT™?

WandaNEXT™ is a digital restroom maintenance monitoring system. 'Wanda' is an acronym for Washroom Attendant Notification Digital Aid.



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What does it do?

WandaNEXT™ uses a commercial grade tablet with an antimicrobial film over the screen to enable washroom patrons to identify areas in restrooms that need attention, which notifies cleaning staff when an area needs maintenance. It has multiple reporting and analytics functions that allows facility managers to track the cleaning that is done in each restroom.

Reporting and Analytics

How is property management notified if there is a problem in the restroom?

An email alert is instantly sent from WandaNEXT™ to those selected to receive it. Recipients can easily be chosen and set up via the administration website. You can also add or remove recipients as roles change.

How does the notification system work and how will my frontline staff be notified?

Notifications are sent by email. There is no limit on the number of accounts that can be added to receive notifications, so companies can decide which accounts they would like to set up for it.

Can notifications be sent via pagers?

This will depend on the pager style, as notifications are sent by email. If your device gets its data through cellular, then there is an email address associated with the phone number of the device. Contact your device provider for the email address associated with your device.



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How long after I start using the system can I use the analytics and reports?

Reports are essentially live, with data pushed every 15 minutes and can be viewed at any time.

The analytics dashboard is a month-to-month overview of the events in the facility, so it needs at least one full month of data to be used, and two months of data for full functionality.

How long does it take for information entered into the administration website to take effect?

The information takes approximately 15 minutes to transmit to the WandaNEXT™ units.

How long does it take for information to become live for viewing in reports?

Report data can take up to an hour to become available for viewing on the website.

How can the facility track cleaning schedules and ensure regular cleaning?

Frontline staff are assigned employee identification numbers that are to be used with the WandaNEXT™ unit. Upon attending the restroom, the staff member uses this unique code to log into the WandaNEXT™ unit mounted outside the restroom. The staff member selects the actions that were performed during the cleaning, the supplies used and they are asked to clear any alerts that were issued by the public. All of this information is available for easy review in the analytics and reporting features.



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Who can access the data captured by WandaNEXT™?

Data can only be accessed by those who have accounts as determined by the primary facility contact.

What information is transmitted through WandaNEXT™ and how does that affect privacy and security?

WandaNEXT™ is set up to run outside of client networks, which eliminates the possibility of security breaches through the device. The information transmitted during operation is only related to cleaning activities, alerts, supplies and other information that does not compromise individual or corporate privacy.

What formats can the reports be exported to?

Reports that are accessed through the web-based content management system can be exported in PDF, Excel and CSV formats.

Customization

Do I need to contact my rep when I want to make changes to the customer or staff interface?

No, for standard usage of the system everything can be customized through the web portal.

Does the WandaNEXT™ unit support advertisements or customized messaging?

The WandaNEXT™ unit supports PNG and JPEG images that can rotate on the screen. These ads or messages can be queued and scheduled through the content management system. However, WandaNEXT™ does not support multimedia ads at this time.



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Installation and Technical Requirements

Who installs the units?

The units are designed to be easily installed by facility staff members or your preferred contractors.

Where should the WandaNEXT™ unit be installed?

The WandaNEXT™ unit should be installed outside of the restroom next to the entrance. This allows ease of access to the unit and facilitates use where more than one set of restrooms are assigned to a unit.



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Where should the traffic counters be installed?

Traffic counters should be installed on the ceiling above the entrance, facing down. Technicians will calibrate the sensors remotely once installed and connected.

How easy is it to tamper with these sensors?

Each unit has a bracket that is screwed into the wall and the sensor is then attached to a strong latch on the bracket. This makes it difficult to tamper with, in addition to the fact that it is on the ceiling, making it hard for patrons to reach.

What are the power requirements for setup?

WandaNEXT™ requires 65W/19V power supply. Whether the outlet is hidden in the wall or near the computer on the outside is up to each individual client.

How long is the power cord?

The power cord is 7 feet long.

What are the options for internet connections?

WandaNEXT™ requires internet connection to function. Here are connectivity options:

1. Wired connection with a line directly to WandaNEXT™
2. Wireless (WiFi)
3. Cellular through AT&T 4G IoT network (requires monthly data plan)

What if there is a firewall blocking internet connectivity?

It is difficult to predict issues that may arise with firewalls as they can vary greatly and will need to be evaluated on a case-by-case basis. In our experience, IT departments have been able to allow access for initial set up, followed by a long-term solution that fits with the facility's IT security and infrastructure plan.



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What are the operating specifications for the WandaNEXT™ hardware?

WandaNEXT™ hardware has been selected as a result of extensive durability testing. It is an all-in-one PC that runs the WandaNEXT™ software and operating system. The device can operate in temperatures from zero degrees Celsius to 32 degrees Celsius.

What information do I need to share in order to set up?

We will need to know the location and room types of the hardware (by serial number) once the WandaNEXT™ unit is installed in the facility. We also ask for the first names, last names and email addresses of those who will be administrating the system.

Do I need to update the software?

No, the updates are handled remotely on an as-needed basis.

Cleaning and Hygiene

Can the screens be cleaned?

Yes, typical cleaning supplies are fine to use on the screens. The front of the screen is manufactured to prevent cleaning solutions from affecting the unit's performance.

How does the antimicrobial film work? Will cleaning affect the film?

The WandaNEXT™ touchscreen has a silver ion-infused antimicrobial overlay that will not harbour bacteria. The film's antimicrobial properties have been specifically formulated to eliminate contamination created by multiple users in environments where the display normally provides a breeding ground for germs.

Cleaning will not affect the film and it can be cleaned with any standard cleaning agent. Visit the [NuShield website](#) for bacterial overlay information.