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## yournextbus troubleshooting

Having problems with yournextbus? Read on...

### Website

When I type in my bus stop number and choose Go, I just get a blank screen

The bus departure information is presented to you in a separate pop-up window. If you have pop-up blocking software, you will need to disable it. You can do this by either holding down the Ctrl key when you press Go, or by disabling pop-ups for the whole site.

I can't see the map

In order to see the map, you need to have the correct version of Java installed on your computer. The version you need is "Sun Java 2 version 1.4.2\_09" (or later). This is readily available to download free of charge from the internet. <http://www.java.com/en/>

I don't understand the information I am presented with

See "[What does my returned message mean?](#)"

The pop-up window says "Sorry, system unavailable..."

If you wait 60 seconds for the information to refresh, you will probably be presented with the correct bus departure information. You can press F5 a number of times to manually refresh the window. If it does not correctly display after 60 seconds, there is a problem with the system. Try looking at the system status page to see what's wrong. If you have a mobile phone, the text message service is run separately to the Web and WAP systems so try sending a text message instead.

My bus stop isn't in the list of bus stops that I am presented with under the "Enter service number" option.

Simply click the plus symbol to the left of the bus stop nearest to your location.

### Text Message

I don't understand the content of my returned text message

See "[What does my returned message mean](#)"

I did not get a returned text message

This will only happen in rare cases when the yournextbus system is not working properly, or if the mobile network provider is experiencing difficulties. To report a non-returned text, please email the details to [yournextbus@wypte.gov.uk](mailto:yournextbus@wypte.gov.uk)

My returned text message was delayed

The large majority of texts are returned within 30 seconds. Delays in texts can be caused by the yournextbus system, and they can also be caused by your mobile network. To report a delayed text, please email the details to [yournextbus@wypte.gov.uk](mailto:yournextbus@wypte.gov.uk)

### WAP

The bus departure information screen says "Sorry, system unavailable..."

If you wait 60 seconds for the information to refresh, you will probably be presented with the correct bus departure information. If it does not correctly display after 60 seconds, there is a problem with the system. The text message service is run separately to the Web and WAP systems so try sending a text message instead.

### General Problems

The returned information does not correctly list the bus services

If any bus services are missing from your stop, or if you know that a particular bus service that is listed does not actually run from that stop, please let us know by emailing [yournextbus@wypte.gov.uk](mailto:yournextbus@wypte.gov.uk)

I don't get any real time predictions

Real time predictions are shown in minutes (e.g. "3 mins") whereas scheduled times are shown as a 24hr clock time (e.g. "14:47"). For information about why you might not be getting real time predictions, see [Why don't I get real time predictions?](#)

The system says that my stop is invalid

Sometimes brand new or recently replaced bus stops will take a little time to be added on to the system. If your stop is not part of the system, please email [yournextbus@wypte.gov.uk](mailto:yournextbus@wypte.gov.uk)

Anything else?



If you have any other problems, questions or comments, please email [yournextbus@wypte.gov.uk](mailto:yournextbus@wypte.gov.uk)

## Travel Alerts

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## Journey Planner

From (postcode or town) To (postcode or town)

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