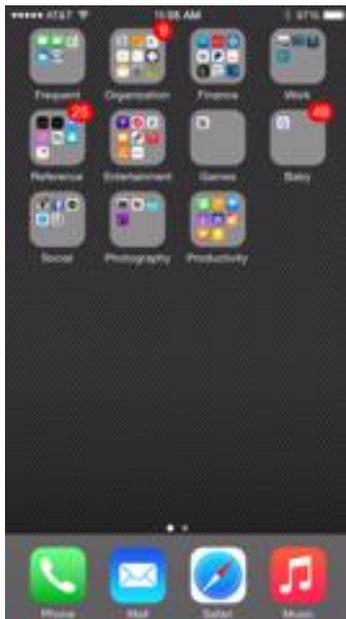


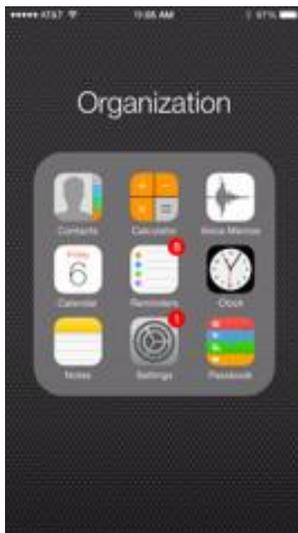
ipDataTel Wifi Configuration & Troubleshooting Guide

The purpose of this guide is to guide the I.T. support team to configure the ipDataTel Wifi BAT to connect to a client’s local area network through a Wifi connection. The iPhone will be used as an example for illustrating the necessary steps. The Android phone interface is very similar; however, menus and settings may have different names. The guide is intended for support of the latest IPD-BAT-Wifi which does not require static IP configuration of the client device. If you need a guide for static configuration, please refer to the “Legacy ipDataTel Wifi Configuration Guide”

Step 1: Have the customer go to their home screen on their phone.



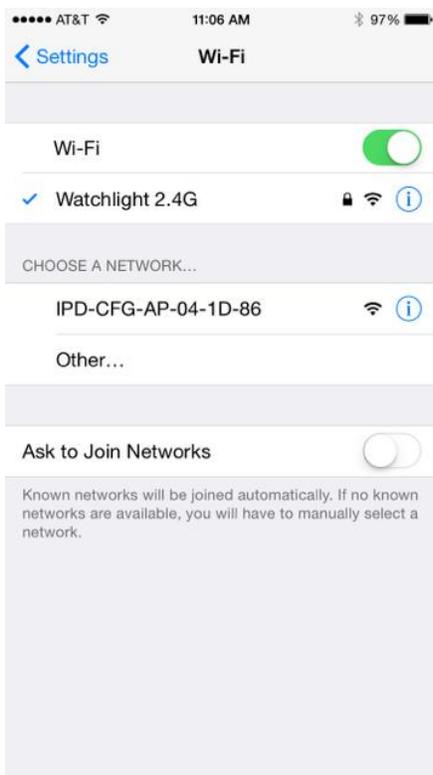
Step 2: Have the customer navigate to their settings on their phone.



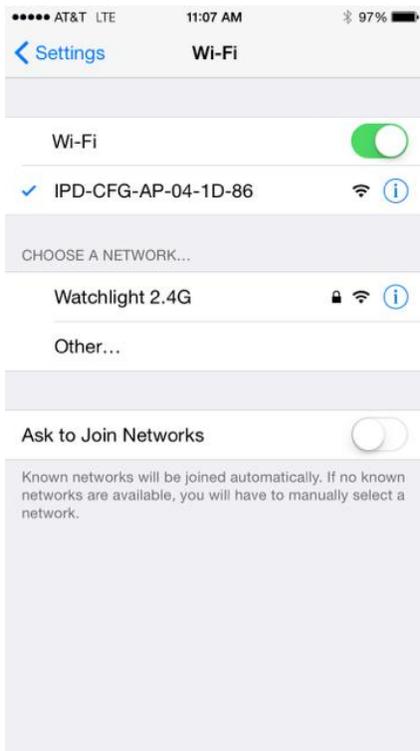
Step 3: Go to the Wifi settings for the phone.



Step 4: Look for a network called IPD-CFG-AP-XXXXXXX



Step 5: Join the IPD network



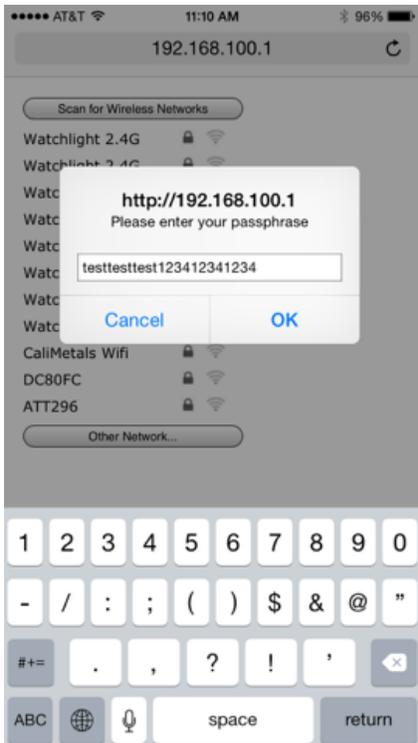
Step 6: Go to the Home Screen and open up a web browser. Navigate to 192.168.100.1. Select “Scan for Wireless Networks”



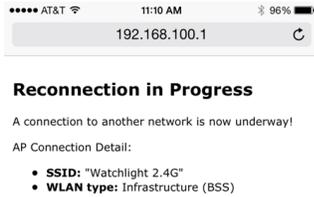
Step 7: Have the customer select their home Wifi network SSID.



Step 8: Enter the Wifi Password and select "OK"



Step 9: The customer should get this screen after successfully entering the Wifi password.



Step 10: Check the www.alarmdealer.com website while looking at the customer’s account (under dealer menu, user accounts) to make sure it comes online. It should come online within 1 minute of the reconnection in progress screen. Send back to RAM technician or sales department to reschedule for programming completion.

Account Contact : View udownloadertest

First Name	CBAT	Street name	
Last Name	TEST udownloader Watchlight	City	
Email	test@test.com	State	
Cell Text Phone	(619)442-9595	Zip Code	
Primary Phone	(619)442-9595	Created On	2014-10-20 14:40:58
Pri ContactType	Mobile	Last Modified	2014-12-12 15:08:05
Secondary Phone		Modified By	
Aux ContactType	Mobile	Entered By	
Address 1		Read Only	Full
Address 2		Default Timezone	America/Los_Angeles
Street Number			

Customer Premise Equipment

Friendly Name	Status	Serial Number	HW MAC	Delete	Suspend
000035251004029134	ONLINE	000035251004029134	00-23-FB-04-1D-86	Remove Device	Suspend

Troubleshooting Appendix

What if the unit does not come online?

- **Have the customer go the Wifi BAT and expose the circuit board.**
- **Have them press the SW1 switch on the board 3 times consecutively. The switch is on the top left of the board when it is in an upright position.**
- **Wait about 1 minute for the IPD-CFG-AP network to broadcast itself.**
- **Repeat steps 1-10**
- **If it does not come online and the customer is sure they have the right password, look into the customer's Wifi encryption settings and set them to TKIP only (so long as the customer is comfortable with this). Let customer know they will likely have to log back in on all their wireless devices. Their Wifi password will remain the same. Repeat Steps 1-10 once the encryption has been changed.**
- **If the unit does not come online, the Wifi BAT is defective. Let the shipping department know that we will need to send out a replacement and what address to send to.**

What if the IPD network does not broadcast?

- **Press the SW1 switch 3 times consecutively.**
- **If the network does not broadcast within 1 minute on either a smart phone or a PC, the unit is defective.**

What if after connecting the IPD network, you cannot get to the "Scan for Wireless Networks" page on the browser?

- **Press the SW1 switch 3 times consecutively.**
- **Restart the configuration process.**
- **If you can still not reach that page, the unit is either defective or it is an older model of the Wifi BAT that requires connection from a client device that has a particular static ip configuration. Refer to the "Legacy ipDataTel Wifi Configuration Guide"**
- **If after exhaustive troubleshooting you cannot reach this page or the unit does not come online, the unit is defective. Let the shipping department know that we will need to send out a replacement and what address to send to.**