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Connecting R-Link Gateway to a Wi-Fi Network

R-Link

Reactec

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INTRODUCTION

Connecting to a mobile network is the default connectivity for the Gateway, if you're in an area with poor mobile signal you can connect the Gateway to a private Wi-Fi network.

- **Pre-requisites:**

  - The password for the private Wi-Fi network must be known.

  - Availability of a device which can access the Wi-Fi network. For example, a PC, Laptop, mobile phone or a laptop.

- **The following slides will cover:**

  - Refreshing the Gateway

  - Connecting to Wi-Fi using a pc/laptop/tablet/phone

  - Confirming connections

  - Troubleshooting

REFRESH THE GATEWAY

01 Switch on the Gateway and ensure the green power LED is illuminated

02 Press and hold the reset button for 5 seconds then release. ***The blue LED will flash for 2 seconds to signal a reset has been successful.***

03 The blue LED and white LED's will flash alternately for 20 seconds to confirm the device is ready to receive credentials

Troubleshooting:

If the blue LED and white LED's do not flash alternately for 20 seconds then the reset step has not been completed correctly and should be repeated.

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CONNECT USING LAPTOP/PC

04 Select the Wi-Fi symbol at the bottom right of your screen until you see a list of available networks

05 Find the Gateway within your device list, the Gateway will be the Network named **ReactecXXXXXX** (see tip). Select connect.

06 Once connected to the Wi-Fi, the device will automatically open a browser window showing the 5 strongest Wi-Fi networks available

Tip

The network will be named Reactec followed by the ID number of the Gateway, this helps customers with multiple Gateways identify the correct one that is being connected. Use the QR code to view the ID number on the Gateway.

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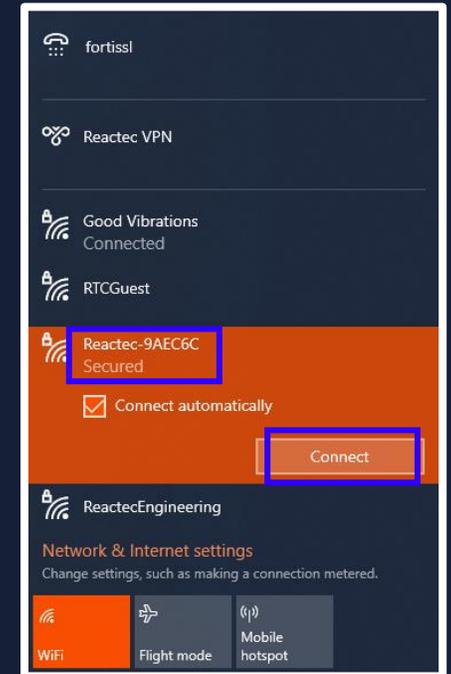
CONNECT USING A MOBILE PHONE/TABLET

04 Open the settings on your mobile phone/tablet and select the Wi-Fi option

05 Find the Gateway within your device list, the Gateway will be the Network named **ReactecXXXXXX** (see tip). Select connect.

06 Once connected to the Wi-Fi, the device will automatically open a browser window showing the 5 strongest Wi-Fi networks available

Tip

The network will be named Reactec followed by the ID number of the Gateway, this helps customers with multiple Gateways identify the correct one that is being connected. Use the QR code to view the ID number on the Gateway.

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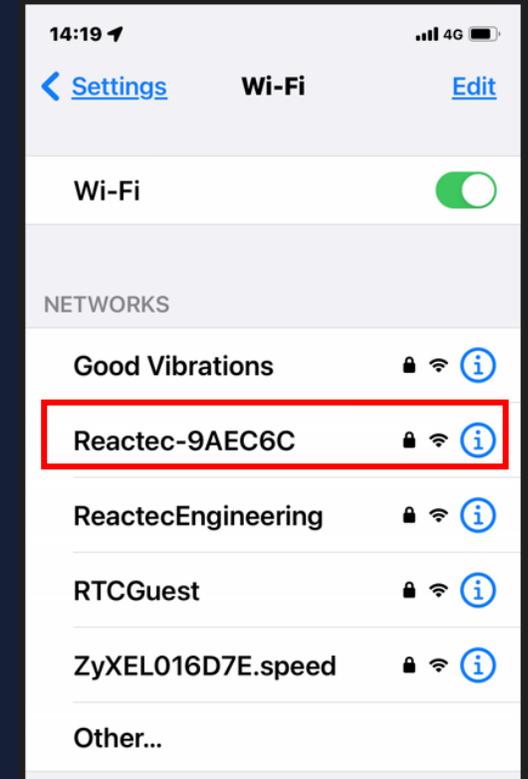
CONFIRM CONNECTION

07 Select your chosen network

08 Enter the password

09 Click Submit

10 If successful, you will see a Credentials received message and the Wi-Fi LED light on the Gateway will change to **solid** blue
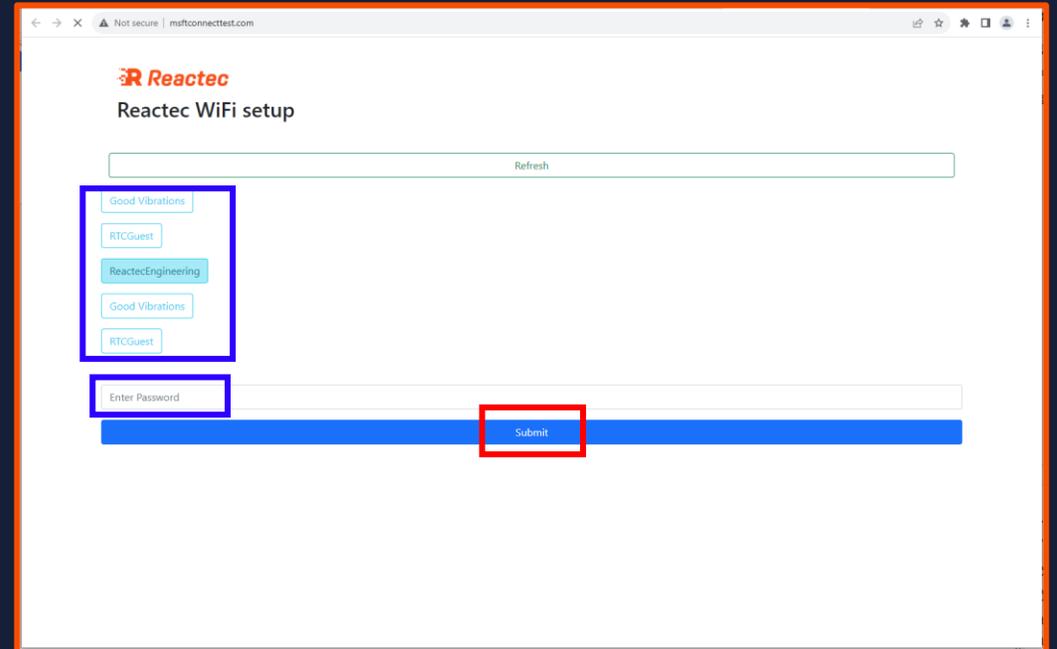
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TROUBLESHOOTING - TIMEOUT

- The steps outlined in slides 3-5 must be completed within 5 minutes. If the blue LED on the Gateway does not illuminate at the end of step 10, that may indicate a timeout.

- Failure to complete all of the required steps within the allotted time will render the process failed and it should be restarted from step 2
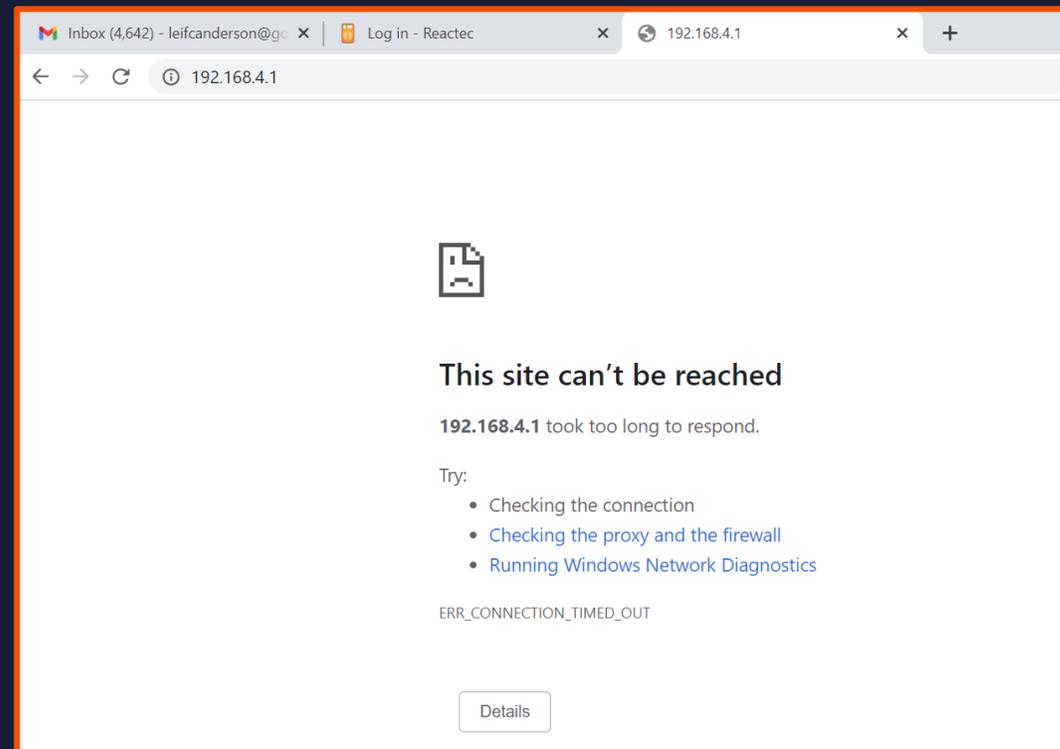
TROUBLESHOOTING – INCORRECT WI-FI CREDENTIALS

- If the screen below is displayed but the blue LED on the gateway does <u>not</u> illuminate, that indicates that the credentials passed to the device are incorrect.
- The process should be restarted from step 2, paying particular attention to case sensitive letters and special characters.

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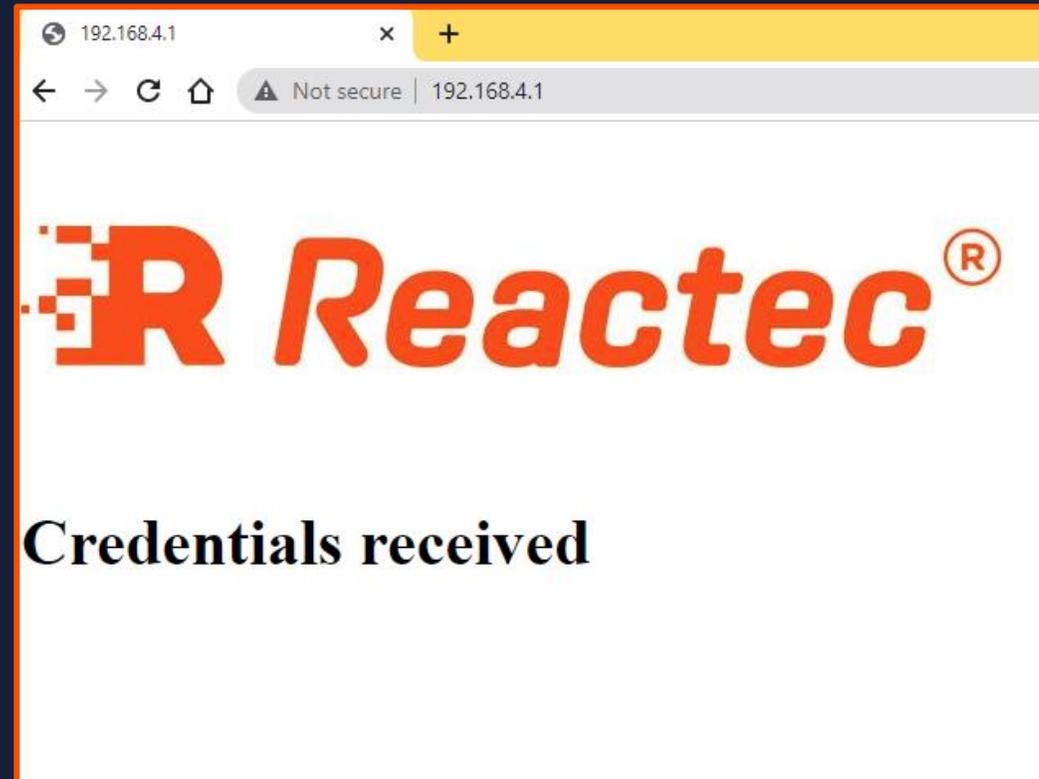
TROUBLESHOOTING – FIREWALL

- If the Gateway has a solid blue light but the white lights are flashing, this could indicate that your firewall is not allowing communication access to data.reactecanalyticsplatform.com

- You will need to speak with your IT and ask them to allow access to data.reactecanalyticsplatform.com on port 5684.

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TROUBLESHOOTING

The blue light is king – only a **<u>solid</u>** blue light indicates a successful Wi-Fi connection

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REACTEC CREDENTIALS

Clients +900

Employees protected +100,000

Tool records +20M

Software users +9,000

Silver Microsoft Partner

R Reactec