



Connection Guide

Original Version: 7/25/2014

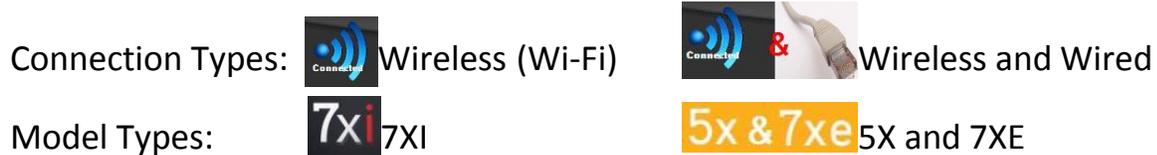
MATRIX

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Using This Guide



All URLs should be opened and viewed using [Google Chrome or Mozilla Firefox](#)

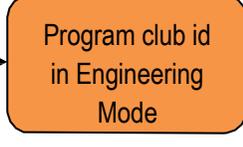
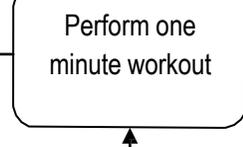
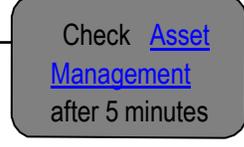
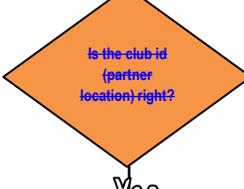
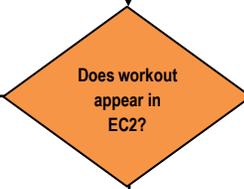
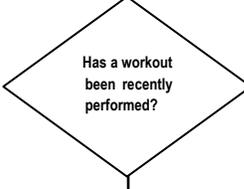
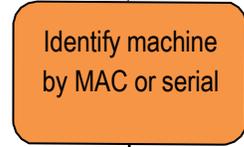
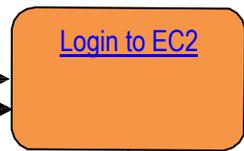
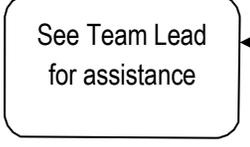
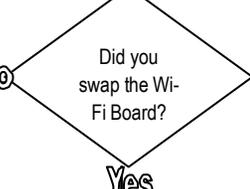
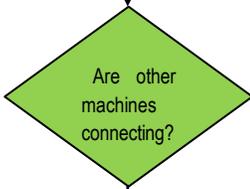
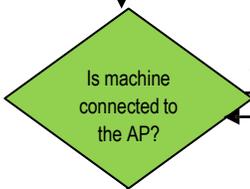
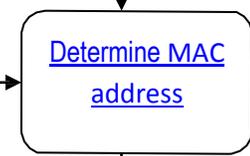
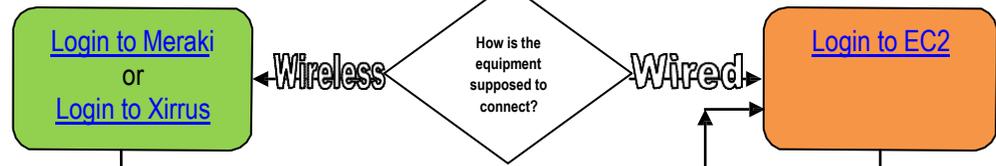
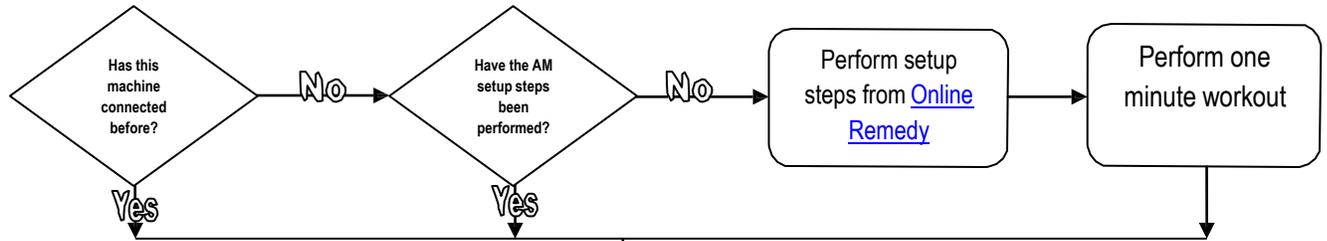
Return to the Troubleshooting Chart by clicking [Return to Troubleshooting Chart](#)

Third Party Contact Info (see Team Lead before contacting directly):

Meraki: (415) 432-1203

Netpulse: (415) 643-0223 ext 2 support@netpulse.com

Accucode: (303) 639-6111 fitnessorders@accucode.com





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Meraki

https://account.meraki.com/secure/login/dashboard_login

Username: service@johnsonfit.com

Password: Matrix123

Purpose: Used to verify if machines at a facility with a wireless setup are connecting to the access point

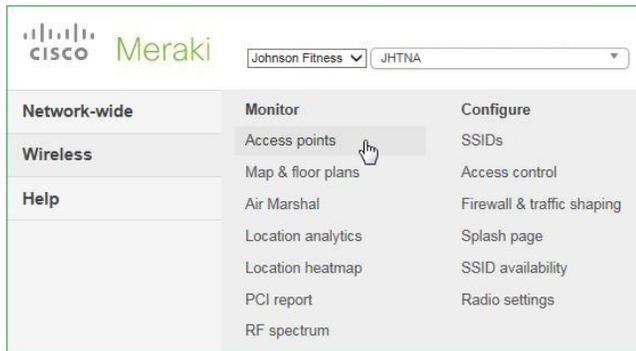
When to use: All 5X, 7X, and 7XE; wireless 7XI

What you see: Identifies wireless machines by MAC addresses in real time; self-generating units only appear when in use.

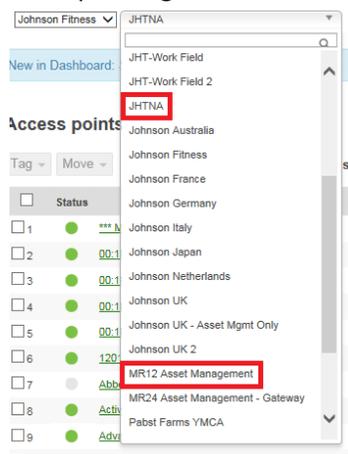
1. Log in using the information above.
2. - Select “Johnson Fitness” organization: facilities with 7XI (most locations), 7XE, and 5X.
- Select “Netpulse” organization: facilities with 7XI (very few) and 5X/7XE.



3. After selecting the desired organization, select “Wireless > Access Points” on the left side of the screen.



4. Click the second dropdown menu and select either **JHTNA** (for MR24/26) or **MR12 Asset Management**, depending on the customer.



Updated 10/10/2016 by EM

[Return to Troubleshooting Chart](#)



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Meraki

- Type the facility name in the search field, if needed, to find a facility's access point (AP) and its status.
 - Green=access point is fully functional.
 - Yellow=an IT/networking problem with the access point has occurred.
 - Red=access point has not been active/connected for 2 weeks or less.
 - Gray=access point has not been active/connected for 2+ weeks or has never been active.
- Click the name of the facility to verify how many machines are connected to the AP. Depending on the number of machines and facility layout there may be more than one AP per site.



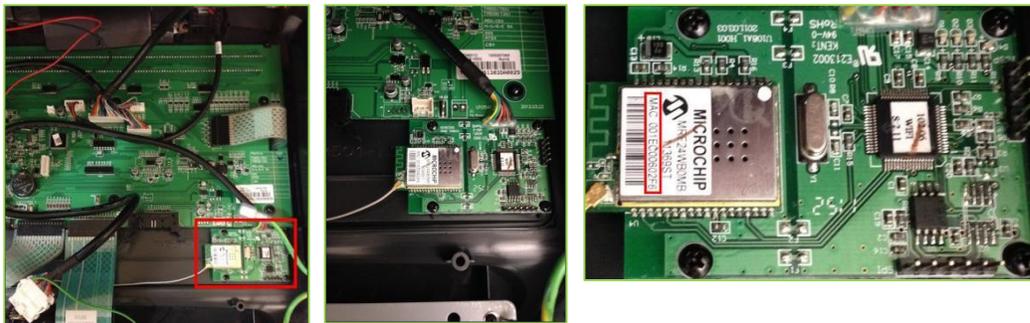
- A list will appear noting how many clients (machines) are connected at the moment. Each will be labeled with the MAC address of the Wi-Fi card in each machine*. If a client is labeled as "picard" click on it and the MAC address will appear on a new page.

Current clients (13) Ethernet traffic: 4.5 Mbps (4.4 Mbps | 48.3 Kbps |)

Description	Associated for	Usage *	SSID
78:92:8c:c0:aa:1a	6.1 days	4.42 GB	npwreless
78:92:8c:c0:05:30	6.3 days	3.54 GB	npwreless
78:92:8c:c0:53:3a	6.1 days	3.41 GB	npwreless
78:92:8c:c0:1c:14	6.1 days	3.30 GB	npwreless
78:92:8c:c0:34:1a	6.1 days	3.11 GB	npwreless
78:92:8c:c0:53:16	6.3 days	2.60 GB	npwreless
78:92:8c:c0:38:a6	6.3 days	2.42 GB	npwreless
78:92:8c:c0:4c:34	6.1 days	1.88 GB	npwreless
78:92:8c:c0:4c:82	4.2 hours	472.3 MB	npwreless
78:92:8c:c0:4c:82	4.2 hours	195.5 MB	npwreless
78:92:8c:c0:49:84	4.2 hours	32.6 MB	npwreless
78:92:8c:c0:53:3e	4.2 hours	29.3 MB	npwreless
picard	4.2 hours	731 KB	npwreless

*To verify the MAC address of a machine: look at the Wi-Fi board connected to the UCB, obtain through the [service mode \(5X\) or network mode \(7XE\) on the console](#), or use the Main Feed pages of the EC2 feed if the machine has connected before.

5X



7XE



7XI





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EC2 Feed

When to use: For all machines using Asset Management.

MAC address page:

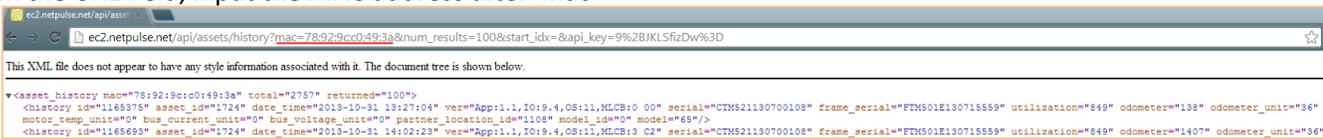
http://ec2.netpulse.net/api/assets/history?mac=78:92:9C:c3:0d:8a&num_results=100&start_idx=&api_key=9%2BJKLSfizDw%3D

Purpose: Verify machine has reached Netpulse server by viewing by **MAC address**

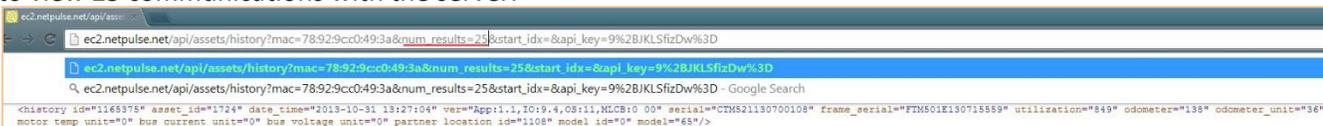
What you see:

total= number of communications with server `total="2757"`
 returned= communications visible on page `returned="100"`
 date_time= when communication occurred `date_time="2013-10-31 13:27:04"`
 ver= software version `ver="App:1.1,IO:9.4,"`
 serial=console serial number `serial="CTM521130700108"`
 frame_serial= frame serial number `frame_serial="FTM501E130715559"`
 partner_location_id= club id `partner_location_id="1108"`

1. The **MAC** address is unique to every Wi-Fi board (machine) and cannot be edited inside the console.
2. In the URL field, input the MAC address after 'mac='



3. To change the number of results visible, in the URL after 'num_results=' insert number between 1 and 1000 depending on how many records you wish to view. Below the URL has been changed to view 25 communications with the server.



4. Since the results are limited to 1000 results per page, you may have to change where your results begin. To change the starting point of communications with the server, change the number after the words 'start_idx=' to the desired amount. **Hit F5 to refresh data.** In the example below, the URL has been changed to view the next 25 communications with the Netpulse server after the 2,722nd instance of communication for MAC address 78:92:9C:C0:49:3A.





MATRIX

EC2 Feed

- If a machine has never connected to the server it will not have any results to show and machine needs to be configured or there is a problem with the facility's firewall.

```
This XML file does not appear to have any style information associated with it. The document tree is shown below.
<response status="error" error="MAC address not found: 00:0d:f0:ab:7c:24"/>
```

- If a MAC address has communicated with multiple machines/serial #s it may show no results. This is because the Wi-Fi board has been associated with multiple serial numbers.

```
This XML file does not appear to have any style information associated with it. The document tree is shown below.
<response status="error" error="Multiple results were returned; only expected a single row. sql: /* com.netpulse.db.Asset.loadByParams() */ select (as_r.id) as id, (as_r.equipment_id) as equipment_id, (as_r.mac) as mac, (as_r.frame_serial) as frame_serial, (as_r.create_date) as create_date, (as_r.lan_ip) as lan_ip, (as_r.update_date) as update_date, (eq.mfr) as equipment_mfr_id from asset as_r join equipment eq on as_r.equipment_id = eq and ((as_r.mac = ?)) : mac: 00:12:00:06:01:39"/>
```

Product page:

http://ec2.netpulse.net/api/assets/history?frame_serial=FTM501E120404322&num_results=100&start_idx=&api_key=9%2BJKLSfzDw%3D

Purpose: Verify machine has reached Netpulse server by viewing by (programmed) frame serial number

What you see:

- total= number of communications with server `total="2757"`
- returned= communications visible on page `returned="100"`
- date_time= when communication occurred `date_time="2013-10-31 13:27:04"`
- ver= software version `ver="App:1.1,10:9.4,"`
- serial=console serial number `serial="CTM521130700108"`
- frame_serial= frame serial number `frame_serial="FTM501E130715559"`
- partner_location_id= club id `partner_location_id="1108"`

- Shows the number of times the **frame serial** has communicated with the server. Note: **5X and 7XI frame serials will appear beginning with an F.**
- In the URL field input the frame serial number after 'frame_serial='

```
ec2.netpulse.net/api/assets/history?frame_serial=FTM501E130715559&num_results=100&start_idx=&api_key=9%2BJKLSfzDw%3D
This XML file does not appear to have any style information associated with it. The document tree is shown below.
<asset_history total="2843" returned="100">
  <history id="1165375" asset_id="1724" date_time="2013-10-31 13:27:04" ver="App:1.1,10:9.4,08:11,MLCB:0 00" serial="CTM521130700108" frame_serial="FTM501E130715559" utilization="0" odometer="138" odometer_unit="36" motor_temp_unit="0" bus_current_unit="0" bus_voltage_unit="0" partner_location_id="1108" model_id="0" model="65"/>
  <history id="1165693" asset_id="1724" date_time="2013-10-31 14:02:20" ver="App:1.1,10:9.4,08:11,MLCB:3 C1" serial="CTM521130700108" frame_serial="FTM501E130715559" utilization="0" odometer="1407" odometer_unit="36" motor_temp_unit="0" bus_current_unit="0" bus_voltage_unit="0" partner_location_id="1108" model_id="0" model="65"/>
  <history id="1165787" asset_id="1724" date_time="2013-10-31 14:12:10" ver="App:1.1,10:9.4,08:11,MLCB:3 C1" serial="CTM521130700108" frame_serial="FTM501E130715559" utilization="0" odometer="1410" odometer_unit="36" motor_temp_unit="0" bus_current_unit="0" bus_voltage_unit="0" partner_location_id="1108" model_id="0" model="65"/>
  <history id="1165932" asset_id="1724" date_time="2013-10-31 14:26:53" ver="App:1.1,10:9.4,08:11,MLCB:3 C1" serial="CTM521130700108" frame_serial="FTM501E130715559" utilization="0" odometer="1433" odometer_unit="36" motor_temp_unit="0" bus_current_unit="0" bus_voltage_unit="0" partner_location_id="1108" model_id="0" model="65"/>
  <history id="1165997" asset_id="1724" date_time="2013-10-31 14:38:17" ver="App:1.1,10:9.4,08:11,MLCB:3 C1" serial="CTM521130700108" frame_serial="FTM501E130715559" utilization="0" odometer="1491" odometer_unit="36" motor_temp_unit="0" bus_current_unit="0" bus_voltage_unit="0" partner_location_id="1108" model_id="0" model="65"/>
  <history id="1166768" asset_id="1724" date_time="2013-10-31 16:07:04" ver="App:1.1,10:9.4,08:11,MLCB:197 03" serial="CTM521130700108" frame_serial="FTM501E130715559" utilization="0" odometer="1788" odometer_unit="36" motor_temp_unit="0" bus_current_unit="0" bus_voltage_unit="0" partner_location_id="1108" model_id="0" model="65"/>
  <history id="1169700" asset_id="1724" date_time="2013-11-01 06:45:32" ver="App:1.1,10:9.4,08:11,MLCB:3 C1" serial="CTM521130700108" frame_serial="FTM501E130715559" utilization="0" odometer="6138" odometer_unit="36" motor_temp_unit="0" bus_current_unit="0" bus_voltage_unit="0" partner_location_id="1108" model_id="0" model="65"/>
```

Note: it has to be entered the same way it is entered on the console. If the serial was entered incorrectly (missing a letter or number) it is not possible to do a general search via this product page. This search specifically looks for the serial number programmed in the console at any given time and will not show if a frame serial number was changed/updated

- This will search the amount of times that a programmed frame serial has reached the server and will show the date a workout or error message occurred. **Hit F5 to refresh data.**
- See previous page for instructions on changing the amount of communications to view (insert bookmark)



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EC2 Feed

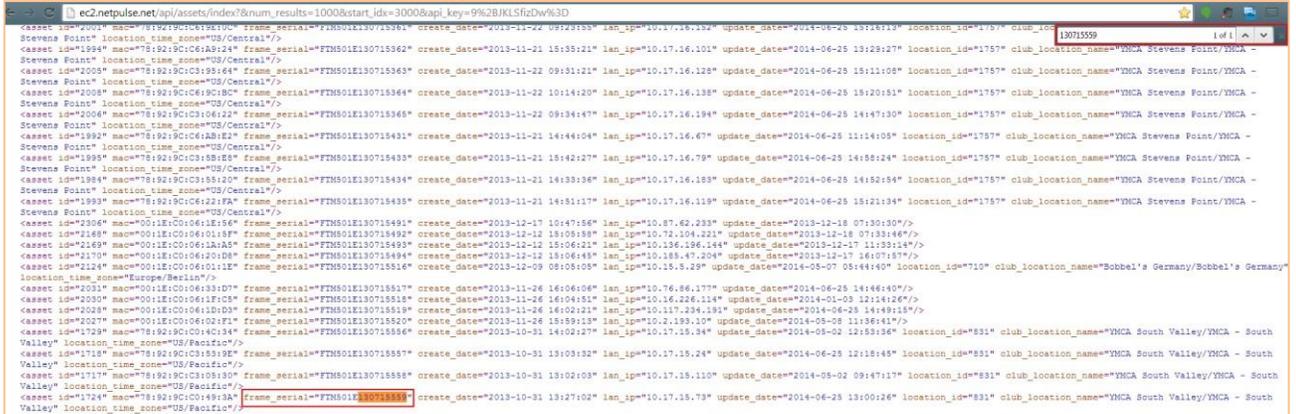
Main feed:

- http://ec2.netpulse.net/api/assets/index?&num_results=1000&start_idx=&api_key=9%2BJKLSfzDw%3D
- http://ec2.netpulse.net/api/assets/index?&num_results=1000&start_idx=1000&api_key=9%2BJKLSfzDw%3D
- http://ec2.netpulse.net/api/assets/index?&num_results=1000&start_idx=2000&api_key=9%2BJKLSfzDw%3D
- http://ec2.netpulse.net/api/assets/index?&num_results=1000&start_idx=3000&api_key=9%2BJKLSfzDw%3D
- http://ec2.netpulse.net/api/assets/index?&num_results=1000&start_idx=4000&api_key=9%2BJKLSfzDw%3D
- http://ec2.netpulse.net/api/assets/index?&num_results=1000&start_idx=5000&api_key=9%2BJKLSfzDw%3D

Purpose: When searching by MAC or frame serial numbers do not yield results and you have **partial info**.
 What you see:

- total= number of communications with server `<assets total="4433">`
- returned= communications visible on page `returned="1000"`
- mac=MAC address `mac="78:92:9C:C0:49:3A"`
- frame_serial=frame serial number `frame_serial="FTM501E130715559"`
- create_date=first communication date/time with the server `create_date="2013-10-31 13:27:02"`
- lan_ip=IP address `lan_ip="10.17.15.73"`
- update_date=last communication date/time with the server `update_date="2014-06-25 13:00:26"`

1. Search using the **partial frame serial, MAC address, location id, or IP address** using Control+F. The frame serial will appear as it is programmed in the console.



2. You may have to search **all main feed pages** to find the correct machine.



MATRIX

Asset Management

<http://am.matrixfitness.com/en/user/login>

Username: support email for each territory e.g. nwsupport

Password: matrix

Purpose: The website the customer uses to manage their equipment.

When to use: After verifying the machines have communicated to the EC2 feed (5X, 7X, 7XE, 7XI)

What you see: Frame serials, console serials, software versions, workout data, error messages

1. Search for the required facility by sorting the table by name or club id.

ASSET MANAGEMENT™

Facilities

Browse Facilities

ID	Code Name	Name	Nick Name	Edit Facility	Upload Logo	Delete Facility
296	old_facility_296	Zoo Fitness	Zoo Fitness	Edit	Upload Logo	Delete
300	old_facility_300	University of Washington	University of Washington	Edit	Upload Logo	Delete
1040	four-seasons-resort-lana	Four Seasons Resort Lana		Edit	Upload Logo	Delete
1045	st-regis-princeville-resort	St Regis Princeville Resort		Edit	Upload Logo	Delete
1095	500-terry-francos-fitness	500 Terry Francos Fitness		Edit	Upload Logo	Delete
1098	andaz-mauai-at-wailea	Andaz Maui at Wailea		Edit	Upload Logo	Delete
1100	spring-hill-suites-vancouver	Spring Hill Suites Vancouver		Edit	Upload Logo	Delete
1108	ymca-south-valley	YMCA - South Valley		Edit	Upload Logo	Delete
1152	mark-ludviksen	Mark Ludviksen		Edit	Upload Logo	Delete
1174	ohio-state-college	Ohio State College		Edit	Upload Logo	Delete

2. You can also use the search bar to find the facility needed. Click the name of the facility to select it.

Facilities

Search: south

ID	Name	Address	Tags
98	YMCA - Southdale	7355 York Avenue South, Edina, Minnesota, 55435, United States	AM - Central United States, Minnesota, Edina, YMCA - Southdale, YMCA
102	YMCA - Blaisdel Primary	3335 Blaisdel Avenue South, Minneapolis, Minnesota, 55408, United States	United States, Minnesota, Minneapolis, AM - Central, YMCA - Blaisdel Primary, YMCA
257	YMCA - Franklin Family	501 South Royal Oaks Blvd., Franklin, Tennessee, 37054, United States	United States, Tennessee, Franklin, YMCA - Franklin Family, YMCA - Atlantic
273	YMCA - Greater Omaha - Southwest	13010 Aheod Ave., Omaha, Nebraska, 68144, United States	Greater Omaha United States, Nebraska, Omaha, AM - Central, YMCA - Greater Omaha - Southwest, YMCA
1049	Downriver Family YMCA	16777 Northline Rd., Southgate, Michigan, 48195, United States	United States, Michigan, AM - Great Lakes, YMCA of Metro Detroit, Southgate, Downriver Family YMCA, YMCA
1108	YMCA - South Valley	5632 Santa Teresa Blvd., San Jose, California, 95123, United States	United States, California, San Jose, YMCA - South Valley, YMCA, AM - Northwest, Silicon Valley, YMCA

3. Verify all machines for the facility appear on the AM website and click each machine individually to verify they've connected recently.

Equipment

Filter By: Active/Inactive

Type	Status	Frame SN	Equipment Tag Name	Equipment Group	Total Time	Total Distance
Treadmill	Active	FTM501E130715557	No Tag	No Groups	1,509.61 h	6,275 mi
Treadmill	Active	FTM501130413519	No Tag	No Groups	825.83 h	3,340 mi
Treadmill	Active	FTM501E130413520	No Tag	No Groups	954.46 h	3,628 mi
Treadmill	Active	FTM501E130715559	No Tag	No Groups	940.87 h	3,867 mi
Treadmill	Active	FTM501E130715560	No Tag	No Groups	1,173.21 h	4,890 mi
Treadmill	Active	FTM501E130715560	No Tag	No Groups	1,727.56 h	6,863 mi

ASSET MANAGEMENT™

Request Service Facility Management CTS

YMCA # YMCA - South Valley # FTM501E130715559

FTM501E130715559 Edit Name

T7xi Treadmill

Status: Active

Epoch Date: 11-30-2011

Online status: On

Facility: YMCA - South Valley

Serial Number: FTM501E130715559

Current Console Serial: CTM521x130700106

Model: T7xi Treadmill

Discovery: October 31, 2013

Average Time: 2.71 hours

Average Distance: 11.20 Km

Avg. Sessions Per Day: 11.00

Accumulated Time: 940.87 hours

Accumulated Distance: 3867 Km

Time (30 day): 81.20 hours

Distance (30 day): 338 Km

Equipment Group(s):

Average Workouts per Hour

Product Documents

Updated 10/10/2016 by EM

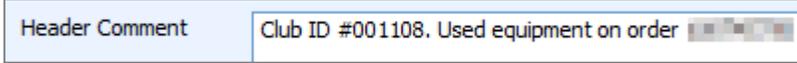
[Return to Troubleshooting Chart](#)



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Asset Management

- If it is difficult to find the customer's facility page by searching in the facility list, look for the club id on the sales order of the equipment. It should be in the header comment.



- Use the facility link below and input the club id in the url field after 'facility&id=' to find the club on AM

<http://am.matrixfitness.com/en/dashboard/?type=facility&id=1108>



- Underneath the facility name there should be a list of "tags" one of which indicate the AM service region. Notify a team lead if this is not on the screen.





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Netpulse

<http://ec2.netpulse.net/admin/login.jsp;jsessionid=14qaebem92ehh>

Username: service@johnsonfit.com

Password: matrix1

Purpose: Verify if a 7XI console has been paired with the gateway and is currently connected.

When to use: For wired or wireless 7XI only

What you see: Netpulse machine id; need to click into each id to find **MAC, IP address, console serial,** and gateway **GID**.

1. A list will display of every 25 customers along with the number of their locations and the number of machines belonging to that customer. Once the gateway has been configured properly and a machine has communicated with it, the gateway will appear on this site. Use the arrows at the bottom of the results to go the next page of customers. Once you have the location you're looking for, click on the # of machines it has in order to view the list of each machine sorted by Netpulse machine id along with the last time it communicated with the server.

ID	Name	Status	Bundle	Locations	Machines
Showing companies 101 - 105 of 105					
736	YMCA Corpening Memorial	●		1	5
622	YMCA South Valley	●		1	13
621	YMCA Stevens Point	●		1	12
290	Your Life Sportsclub	●		1	2
749	YWCA Metro Vancouver	●		1	8
TOTALS				131	2,316

Company	Location	ID	Model	Status	GID	Client Version	LAN IP	Last Notified	Prog
Showing machines 1 - 13 of 13									
YMCA South Valley	YMCA - South Valley	20732	Matrix Embedded	●	6117/6117	2.1.0353	10.17.15.110	6/30/14 12:16 PM	
YMCA South Valley	YMCA - South Valley	20735	Matrix Embedded	●	6117/6117	2.1.0353	10.17.15.27	6/30/14 12:16 PM	
YMCA South Valley	YMCA - South Valley	20731	Matrix Embedded	●	6117/6117	2.1.0353	10.17.15.24	6/30/14 12:16 PM	
YMCA South Valley	YMCA - South Valley	20805	Matrix Embedded	●	6117/6117	2.1.0353	10.17.15.73	6/30/14 12:16 PM	
YMCA South Valley	YMCA - South Valley	20805	Matrix Embedded	●	6117/6117	2.1.0353	10.17.15.10	6/30/14 12:16 PM	
YMCA South Valley	YMCA - South Valley	20801	Matrix Embedded	●	6117/6117	2.1.0353	10.17.15.36	6/30/14 12:16 PM	
YMCA South Valley	YMCA - South Valley	20813	Matrix Embedded	●	6117/6117	2.1.0353	10.17.15.86	6/30/14 12:16 PM	
YMCA South Valley	YMCA - South Valley	20815	Matrix Embedded	●	6117/6117	2.1.0353	10.17.15.37	6/30/14 12:16 PM	
YMCA South Valley	YMCA - South Valley	20817	Matrix Embedded	●	6117/6117	2.1.0353	10.17.15.135	6/30/14 12:16 PM	
YMCA South Valley	YMCA - South Valley	20824	Matrix Embedded	●	6117/6117	2.1.0353	10.17.15.34	6/30/14 12:16 PM	
YMCA South Valley	YMCA - South Valley	20825	Matrix Embedded	●	6117/6117	2.1.0353	10.17.15.161	6/30/14 12:16 PM	
YMCA South Valley	YMCA - South Valley	20911	Matrix Embedded	●	6117/6117	2.1.0353	10.17.15.35	6/30/14 12:16 PM	
YMCA South Valley	YMCA - South Valley	29730	Matrix Embedded	●	6117/6117	2.1.0353	10.17.15.22	6/30/14 12:16 PM	
TOTALS									

2. By selecting the machine id you will be able to verify the console serial number*, machine type, MAC address, and IP address of that unit. It will also indicate if is connected wirelessly or via a wired connection. This can help in completing the checklist of the facility and ensuring all machines are connecting. *Console serial displays with the console serial prefix cut off and PCTVs do not provide a console serial number from this view.

Company*	YMCA South Valley
Location*	[YMCA South Valley] YMCA - South Valley
Model*	Matrix Embedded
Equipment*	Treadmill Matrix 7xi
Skin*	Matrix7xi
Deinstalled	<input type="checkbox"/> false
Broken	<input type="checkbox"/> false
LAN Connection*	Wired
Serial Number	130700108
Asset Tag	
Inactive Msg	
Install Date	10/31/2013
Comments	
Client Version	2.1.0353
Skin Version	
OS Version	
LAN IP Address	10.17.15.73
WAN IP Address	
MAC Address	78:92:9C:C0:49:3A



MATRIX

Netpulse

- To find the customer's gateway id (GID), click the number under the "Locations" column.

Companies						
ID	Name ▲	Status	Bundle	Locations	Machines	
Showing companies 101 - 105 of 105						
736	YMCA Corpening Memorial	●		1	5	
622	YMCA South Valley	●		1	13	
621	YMCA Stevens Point	●		1	12	
290	Your Life Sportsclub	●		1	2	
749	YWCA Metro Vancouver	●		1	8	
TOTALS				131	2,316	
Showing companies 101 - 105 of 105						

- Then click the number in the "Gateways" column.

Locations							
ID	Company ▲	Name	City	Country	Status	Gateways	Machines
Showing locations 1 - 1 of 1							
831	YMCA South Valley	YMCA - South Valley	San Jose	US	●	1	13
TOTALS						1	13
Showing locations 1 - 1 of 1							

- The gateway's id number will appear on the far left under the "ID" column. Use this with the Gateway Status website (see next page) to verify the gateway is connected if the status is red.

Gateways												
ID	Company ▲	Location	Status	Media	GUID	Client Version	Comments	DHCP Router	LAN IP	/ /data	Last Notified	
Showing gateways 1 - 1 of 1												
892	YMCA South Valley	YMCA - South Valley	●	●	6117/6117	1.1.36	D2500 MB - 1TB HD - S/N: 2516480(IP & ssh OK) - Sticker II ? UL	10.17.15.1	10.17.15.1	39%	31%	6/30/14 12:37 PM
TOTALS												
Showing gateways 1 - 1 of 1												



MATRIX

Gateway Status

<http://ec2.netpulse.ws/s2/gatewayStatus>

Purpose: Used to ensure the gateway is connected to the internet.

When to use: If the facility does not appear in the Netpulse website or all of a facility's equipment show as disconnected. For wired or wireless 7XI only.

What you see: If the gateway is connected at that moment; it does not provide a history

1. The GID is the id # or serial number designated for the gateway by Netpulse and is unique to each gateway.
2. This can be obtained right from the gateway itself, using the Netpulse admin page or can be obtained by Accucode (see Accucode section).



3. Enter the GID into the search field and click ENTER. The site will give you a status of CONNECTED or NOT CONNECTED. If not connected Netpulse will need to work with the IT contact for setup instructions.

Gateway Id

This gateway is CONNECTED
This gateway is assigned to:
YMCA - South Valley



MATRIX

AccuCode

<http://accuCodefitnessorder.appspot.com/>

Username: JFService

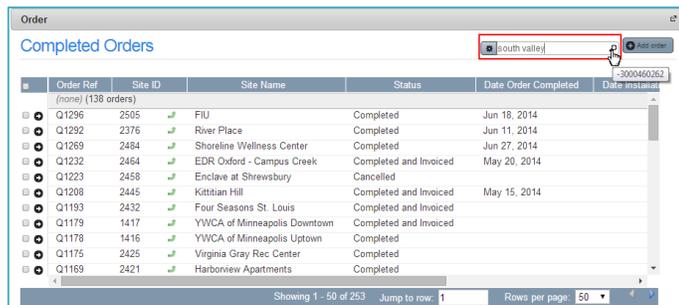
Password: j0hns0nf!t

Purpose: Used to verify various aspects of AccuCode involvement with a customer including site surveys, installation dates, or purchased packages (access points, switches, etc).

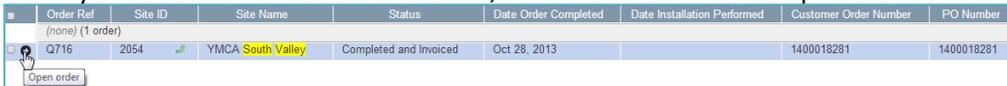
When to use: As a last resort to verify how a customer is supposed to be wired or wireless.

What you see: **GID**, customer **contact info**, and **network install date**.

1. If you want to find a customer's GID you'll want to search for the customer in either the "Open Orders" window or the "Completed Orders" tab. Search for a keyword of the customer's name.



2. When you've found the correct customer, click the black arrow to open their record.



3. Information regarding the order, including the contact info, will appear in the middle of the screen. Note: older orders will not have all information available.





MATRIX

Accucode

4. Scroll to the bottom of the page to look into the details of the order items and select the gateway information.

Order Line #	Order Ref	Site ID	Project Name	Part	Link	Description	Notes	Quantity
Q716	2054	Johnson Health Tech NA	CAT5e Cable Run - First Run	Q716	Cable installation of up to 250 feet of CAT5e non-plenum rated cable. Most customers will not require this service. The access point installation services include a cable run. This on-site service is only available inside the continental United States.		1	
Q716	2054	Johnson Health Tech NA	XXX Inactive - Lift or Ladder Fee	Q716	Additional cost for extended ladder or lift rental, delivery and pick up		1	
Q716	2054	Johnson Health Tech NA	Meraki MR24 Plg - Additional AP	Q716	This package includes a Meraki MR24 access point with a 5-year usage license. This also includes on-site installation. This does NOT include a power injector. A power injector, or PoE switch should be ordered separately. This is simply the combination of the following parts which can be ordered separately: Meraki MR24 Access Point * Access Point Install - Additional AP * On-site service is only available inside the continental United States.		1	
Q716	2054	Johnson Health Tech NA	Meraki MR24 Plg - First AP	Q716	This package includes a Meraki MR24 access point with a 5-year usage license. This also includes on-site installation. This does NOT include a power injector. A power injector, or PoE switch should be ordered separately. This is simply the combination of the following parts which can be ordered separately: Meraki MR24 Access Point * Access Point Install - First AP * On-site service is only available inside the continental United States.		1	
Q716	2054	Johnson Health Tech NA	8-Port PoE Switch	Q716	An 8-port gigabit switch, with power over ethernet (PoE). This switch is recommended wireless installations with up to 3 access points (or other PoE clients). This switch may alternatively be used for wired installations with up to 7 non-PoE clients.		1	
Q716	2054	Johnson Health Tech NA	Netpulse Media Gateway Plg	Q716	This package includes a Netpulse Media Gateway, an 8-port PoE gigabit switch, and on-site installation. This package is simply the combination of several parts which may be ordered separately: Netpulse Media Gateway * 8-Port PoE Switch * Gateway Install * On-site installation service is only available inside the continental United States.		1	

5. Click Shipped Inventory and the gateway should display. If it does not, contact Jon Melone for this information. All installs prior to 2/1/2014 should contain this information.

Items to Ship (0)			
Add Item to ship items to ship linked by the Item ID field			
Hide Items to ship			
GID (Gateway ID)	Gateway Serial #	Gateway IP Configuration	Gateway Static IP address
Data error.			



6. Click **DASHBOARD** at the top of the screen to return to the mainscreen

You can view and search AP installation dates in the INSTALLATION CALENDAR for dates when Accucode has scheduled. This can be useful if a sales rep is inquiring about a particular customer or for planning to have a service provider on site after an install.



MATRIX

Xirrus

<https://login.xirrus.com/>

Username: service@johnsonfit.com

Password: Matrix123

Purpose: Used to verify if machines at a facility with either a wired or wireless setup are connecting to the access point

When to use: All Asset Management or 7XI locations

What you see: Identifies wired and wireless machines by MAC addresses in real time

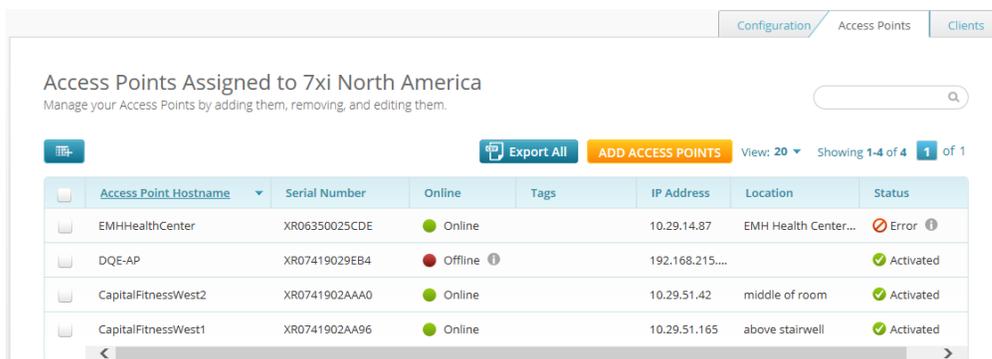
1. Log in using the information above.
2. Click Profiles and select the user from the dropdown.



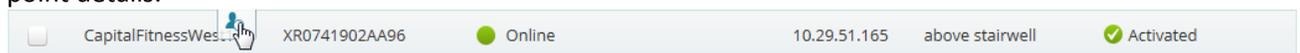
3. Click the Access Points tab.



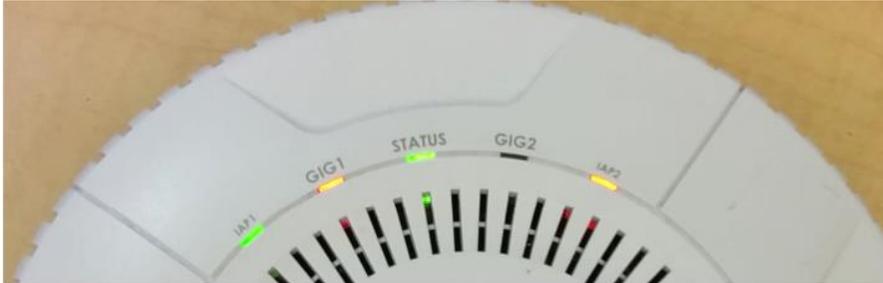
The access points assigned to the profile are listed on the page.



4. Hover over the Access Point Hostname and click the Details button for access point details.

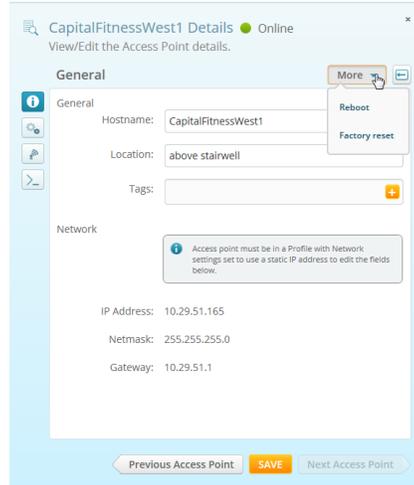


A Xirrus access point is shown below.



- IAP1 and IAP2: The green light means that the first radio is broadcasting at 2.4 GHz. The amber light means that the second radio is broadcasting at 5 GHz.
- GIG1 and GIG2: A flashing amber light means that the connection is good. (GIG2 will only be lit if a second network cable is plugged in.)
- STATUS: A solid green light means that the access point is fully functional. A flashing amber light means that there is a problem.

5. Click the buttons on the left for additional information or to submit a command. Or, if you need to reboot the AP, click the More dropdown and select Reboot.



For complete instructions on using the Xirrus site, click **HELP** in the upper right corner.