



**DEXTER**<sup>®</sup>  
**LAUNDRY**



# DexterLive Troubleshooting

# Troubleshooting Fortinet Router Configurations

|  |         |
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# Procedure 1: Logging into the Fortinet Router

## This connection process will be done for all FG-40F Fortinet Router Configurations and Troubleshooting

1. **Disable your wireless internet setting on your laptop.** Start with the laptop disconnected from the FG-40F Router.
2. On the back of the router is a DC +12V port next to the USB port, connect the power cable to this port to turn on the router and wait 30 seconds.

3. On the front of the router are indicator lights. One of the indicator lights shows "PWR", the indicator light for device power.
4. Once the "PWR" indicator light is solid green (not flashing), the device is powered up and booted. This can take a few minutes. Wait until the "PWR" indicator light is solid green before proceeding to the next step.

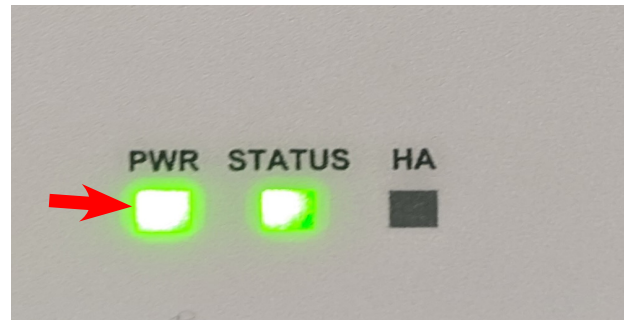


Figure 1

5. Once the "PWR" indicator light is solid green, the device is ready to be connected for programming.
6. Connect a CAT5e cable to your laptop and the other end to one of the 4 LAN ports on the FG-40F Fortinet Router. We recommend using port 1 (Figure 2)

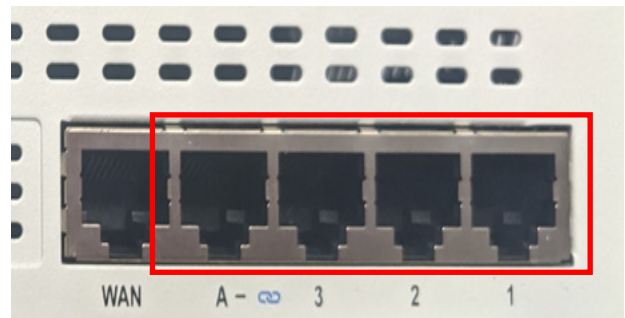


Figure 2

7. Once the laptop is connected to the router, the associated indicator light will be illuminated on the front of the router based on the port the laptop is connected to and the "STATUS" LED will be solid green.

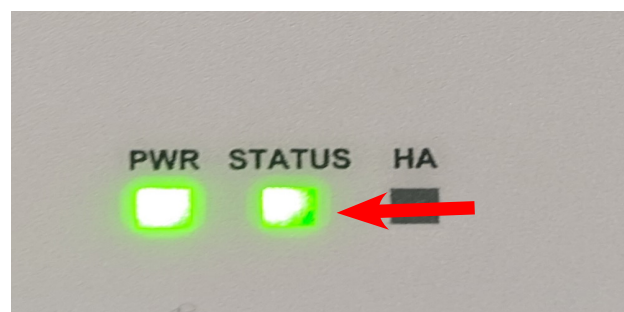


Figure 3

8. When the "STATUS" LED is on (solid, no flashing), open Chrome web browser and navigate to <https://192.168.1.99> (this is the default gateway IP address) or <https://192.168.40.1> (this is the configured gateway IP address) depending on the procedure you are performing.

# Procedure 1: Logging into the Fortinet Router (continued)

9. When using a Chrome browser, the following message will appear. This is a common warning message when logging into routers. If this message occurs, select "Advanced" option and then select "Proceed to 192.168.XX.XXX (unsafe)". (Figure 4)

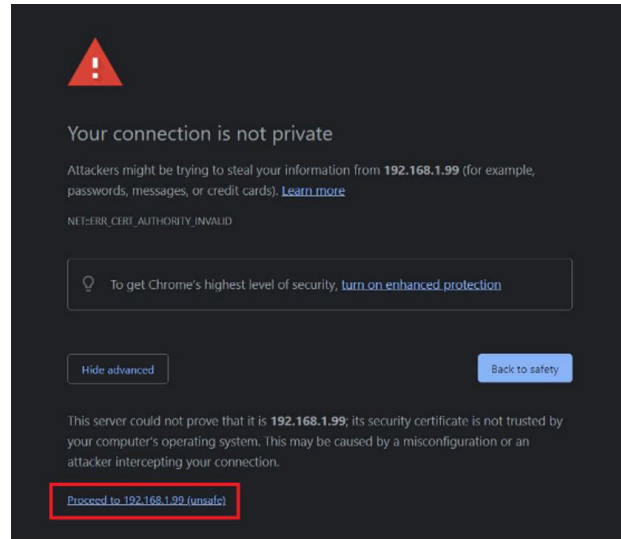


Figure 4

10. You should end up at the following screen. (Figure 5)

11. Here you will be prompted to enter the credentials to sign into the router.

**If logging into 192.168.1.99, enter the following credentials:**

Username: **admin**

Password: **<blank>**  
**(no password)**

**If logging into 192.168.40.1, enter the following credentials:**

Username: **admin**

Password: **admin**

Once entered, click "Login".

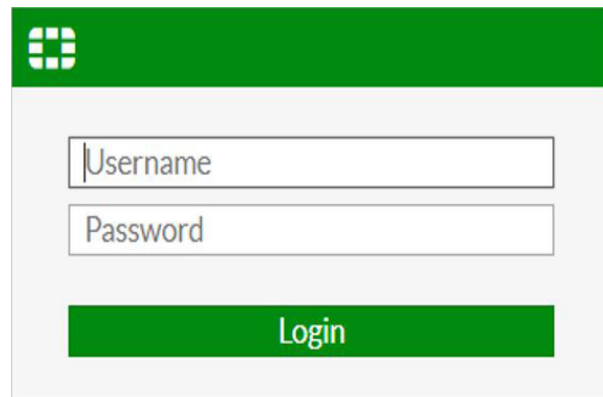
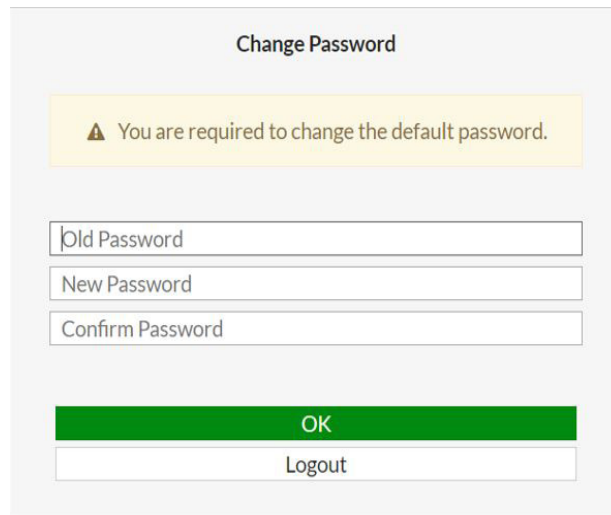


Figure 5

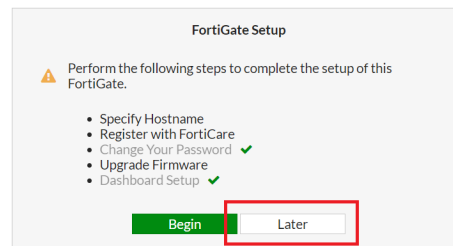
12. If logging into <https://192.168.40.1>, skip to step 15. After successfully logging into the router at <https://192.168.1.99>, you will be prompted to change the router's default credentials as shown below. In order to proceed with programming the router, a new password will need to be entered. Change default password to **admin** and select "OK".



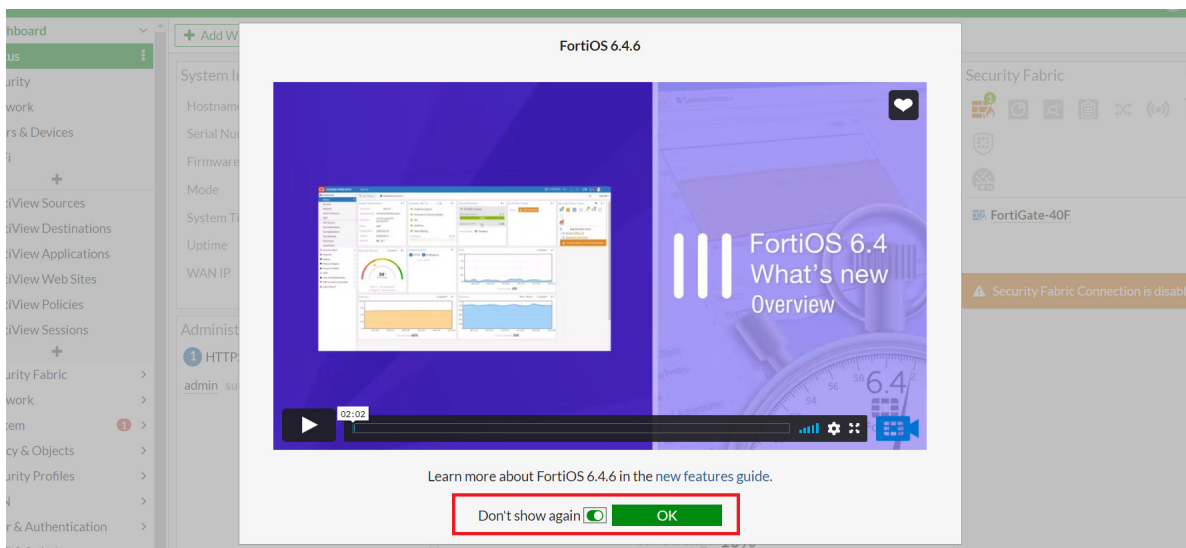
The image shows a "Change Password" dialog box. At the top, it says "Change Password". Below that is a yellow warning box with a triangle icon and the text "You are required to change the default password." There are three input fields: "Old Password", "New Password", and "Confirm Password". At the bottom, there are two buttons: a green "OK" button and a white "Logout" button.

**NOTE: Dexter recommends using the default Username of "admin" and Password of "admin".**

13. You will then be signed out and required to re-enter the Username and Password you just set.
14. After signing in, you will need to bypass the FortiGate Setup prompt by selecting "Later" and you will also need to bypass new features video by selecting the toggle next to "Don't show again" and then select "OK".



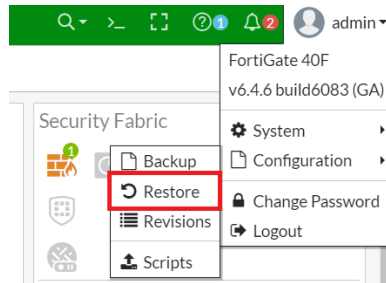
The image shows a "FortiGate Setup" dialog box. It has a title "FortiGate Setup" and a warning icon with the text "Perform the following steps to complete the setup of this FortiGate." Below that is a list of steps: "Specify Hostname", "Register with FortiCare", "Change Your Password" (with a green checkmark), "Upgrade Firmware" (with a green checkmark), and "Dashboard Setup" (with a green checkmark). At the bottom, there are two buttons: a green "Begin" button and a white "Later" button, which is highlighted with a red box.



The image shows a video player for "FortiOS 6.4.6 What's new Overview". The video is paused at 02:02. Below the video, there is a text prompt: "Learn more about FortiOS 6.4.6 in the new features guide." At the bottom, there is a toggle switch for "Don't show again" (which is currently off) and a green "OK" button, both highlighted with a red box.

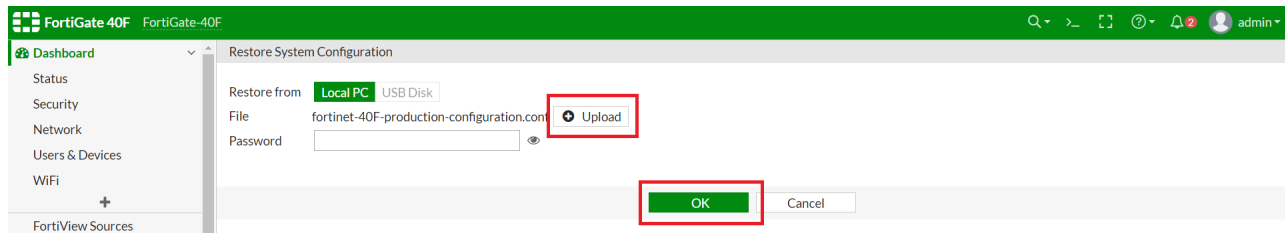
# Procedure 2: Restoring the FG-40F Fortinet Router From a Backup File (In case of router reset)

1. Go to <https://192.168.1.99> and follow steps 1-14 outlined in Procedure 1 (page 23) to Log into the FG-40F Fortinet Router.
2. Upload the configuration file by navigating to the top-right of the screen and selecting "Admin." Then select "Configuration" followed by "Restore."

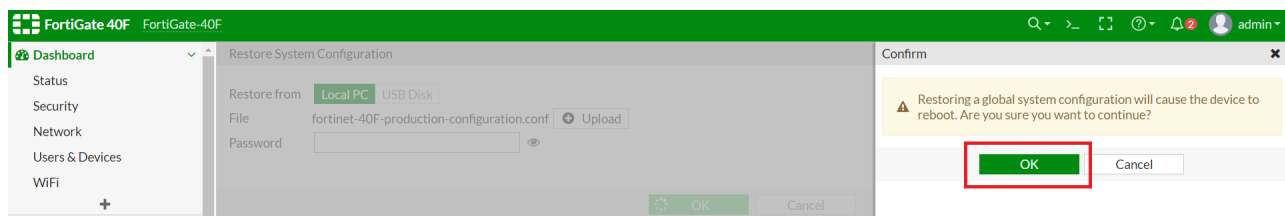


3. Upload the configuration file by selecting "Upload" and then navigating to the configuration file. Apply the changes by selecting "OK".

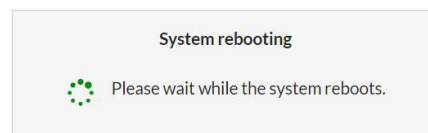
NOTE: Your configuration file is located on the USB Drive that came with your DexterLive Location Kit. If lost, please contact the Dexter Laundry Service Department.



4. Confirm configuration file upload by pressing "OK".



5. A loading screen will follow while the router is in the process of installing the configuration file. The router will go through its update process.



# Procedure 3: Setting the Fortinet Router for a Static IP address

For a Static IP address, the installer needs to obtain the following information from the internet provider:

- The IP addresses available at the location.
- If there will be multiple IP addresses available or used for other connections (cameras, payment systems, in-house internet, ATMs).
- Which IP address should be used for the DexterLive Setup.
- The Subnet Mask, Default Gateway, and DNS Servers to program into the router.

IP Address for DexterLive: \_\_\_\_\_ Subnet Mask: \_\_\_\_\_

Default Gateway: \_\_\_\_\_ DNS Server 1: \_\_\_\_\_

DNS Server 2: \_\_\_\_\_

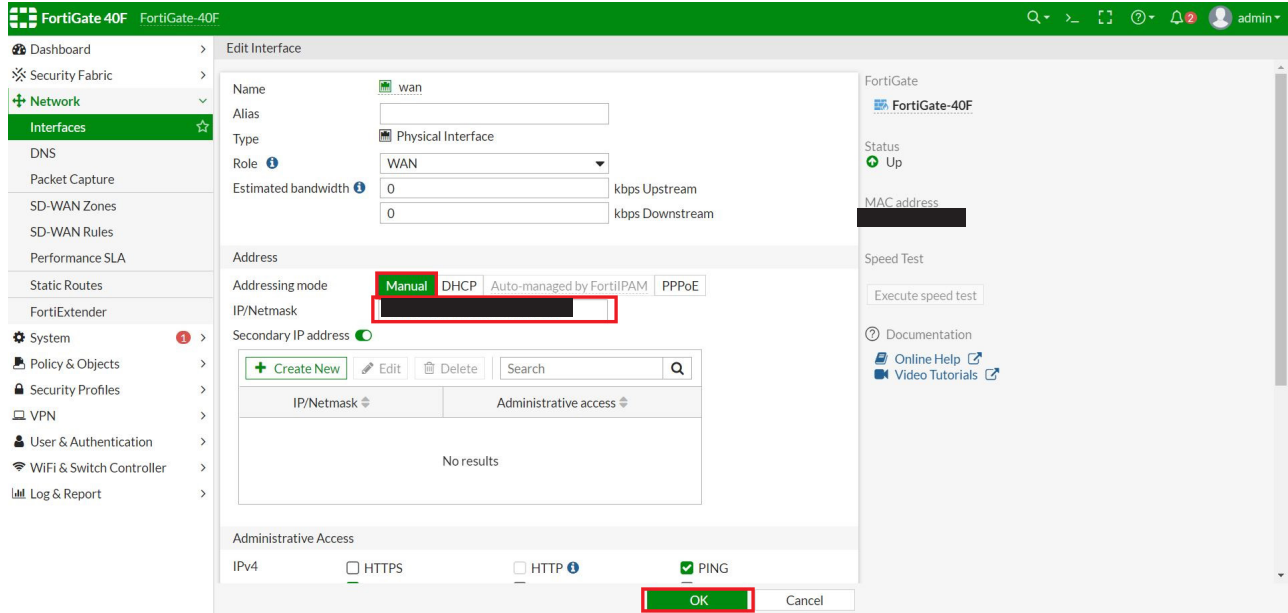
## Process for static IP Settings

1. Go to <https://192.168.40.1> and follow the steps 1-14 outlined in Procedure 1 (page 23) to Log into the FG-40F Router.
2. Navigate to "Network" in the navigation panel then select "Interfaces". Select the WAN Interface by double-clicking "wan".

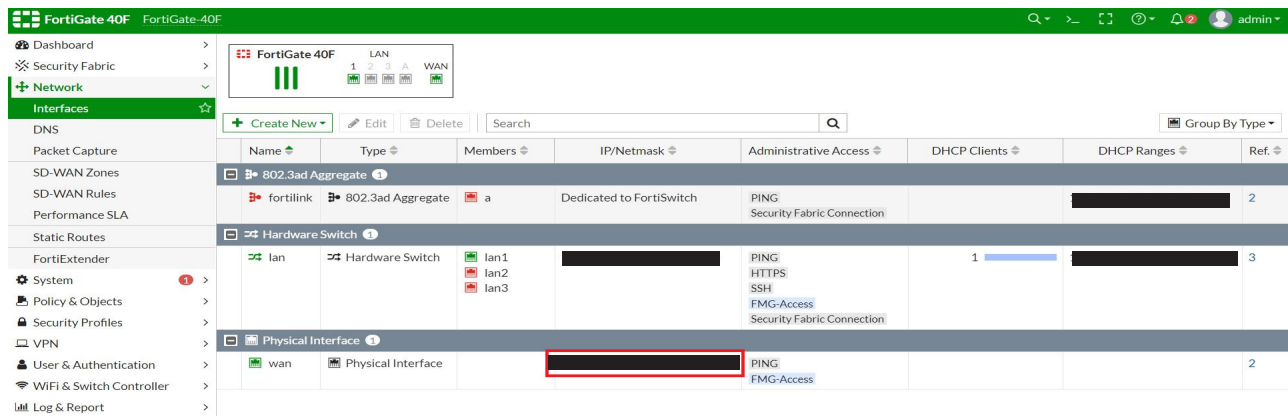
The screenshot shows the FortiGate 40F web interface. The left navigation pane has 'Network' selected, and 'Interfaces' is highlighted with a red box. The main content area displays a table of interfaces. The 'wan' interface is highlighted with a red box.

| Name                      | Type               | Members              | IP/Netmask               | Administrative Access  | DHCP Clients | DHCP Ranges | Ref. |
|---------------------------|--------------------|----------------------|--------------------------|--|--------------|-------------|------|
| <b>802.3ad Aggregate</b>  |                    |                      |                          |  |              |             |      |
| fortiink                  | 802.3ad Aggregate  | a                    | Dedicated to FortiSwitch | PING<br>Security Fabric Connection                               |              |             | 2    |
| <b>Hardware Switch</b>    |                    |                      |                          |  |              |             |      |
| lan                       | Hardware Switch    | lan1<br>lan2<br>lan3 |                          | PING<br>HTTPS<br>SSH<br>FMG-Access<br>Security Fabric Connection | 1            |             | 3    |
| <b>Physical Interface</b> |                    |                      |                          |  |              |             |      |
| wan                       | Physical Interface |                      |                          | PING<br>FMG-Access   |              |             | 2    |

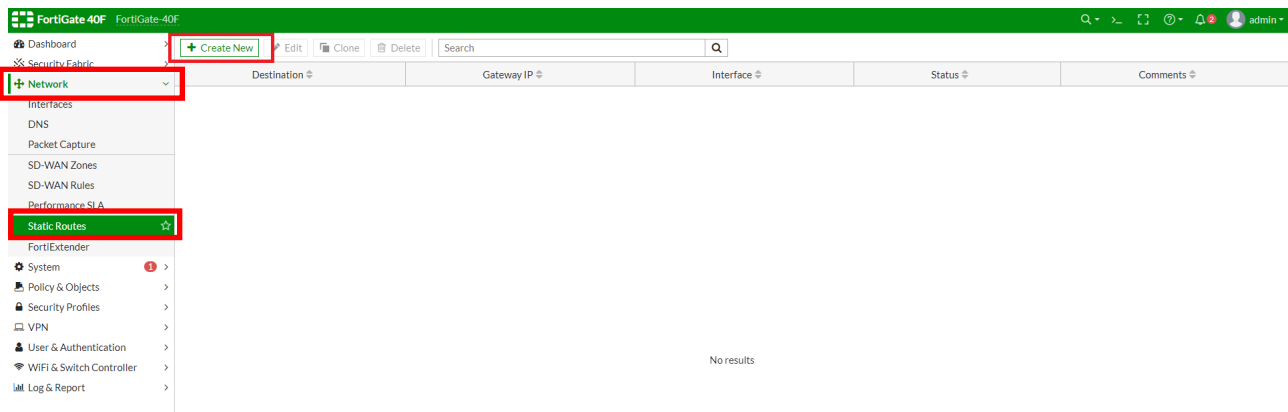
- Under "Address", select "Manual". Enter the Static IP and Subnet Mask (i.e., XX.XX.XX.XXX/XXX.XXX.XXX.XX) Select "OK", to save the changes.



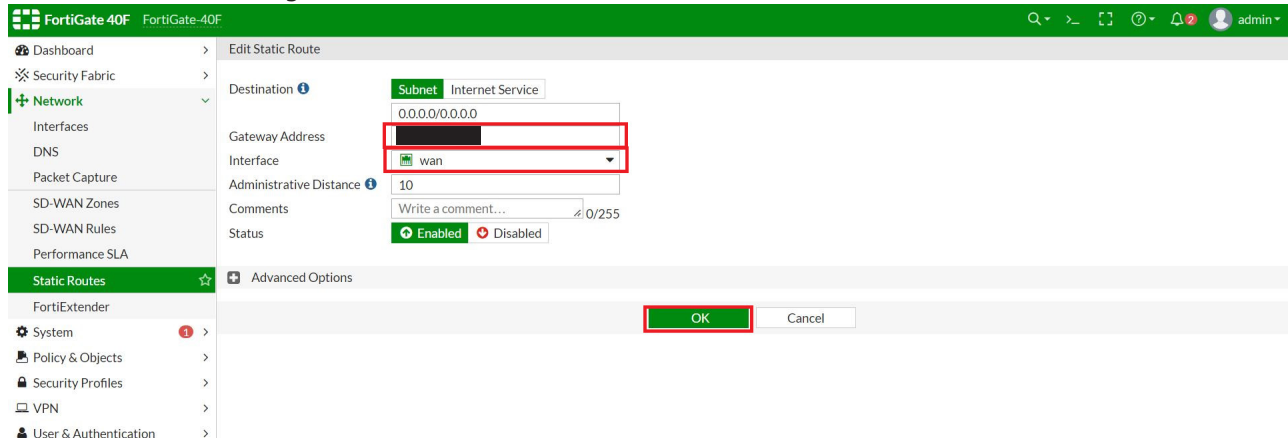
- Verify the Static IP Address is set as shown below.



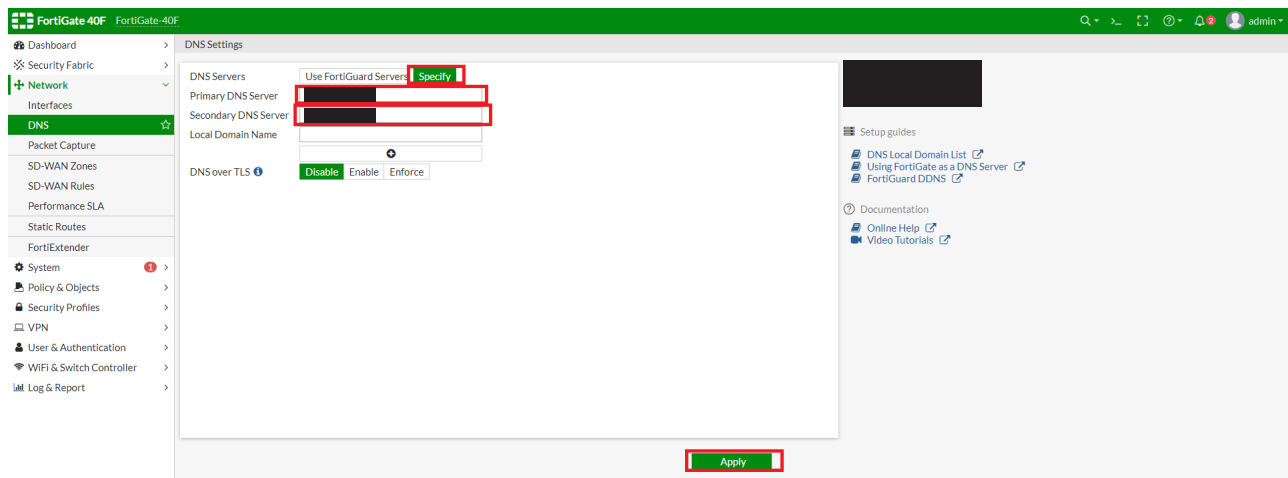
- Navigate to "Network" in the navigation panel, then select "Static Routes", followed by "Create New".



- Input Default Gateway into "Gateway Address" and select "wan" under the interface dropdown. Select "OK" to save changes.

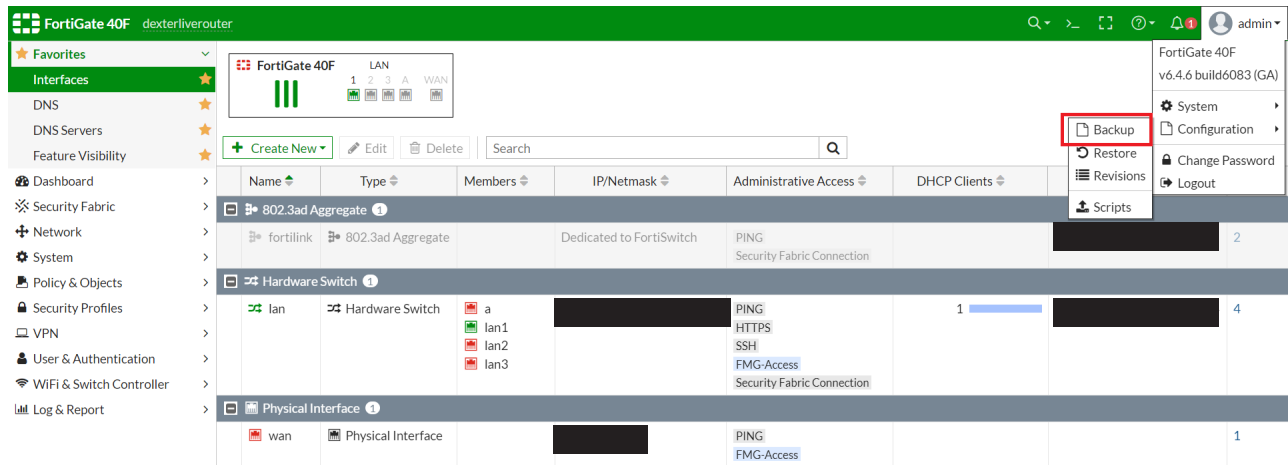


- Navigate to "Network" in the navigation panel and select "DNS". Select "Specify", then enter DNS Server 1 into the "Primary DNS Server", and DNS Server 2 into "Secondary DNS Server". Save the changes by selecting "Apply".



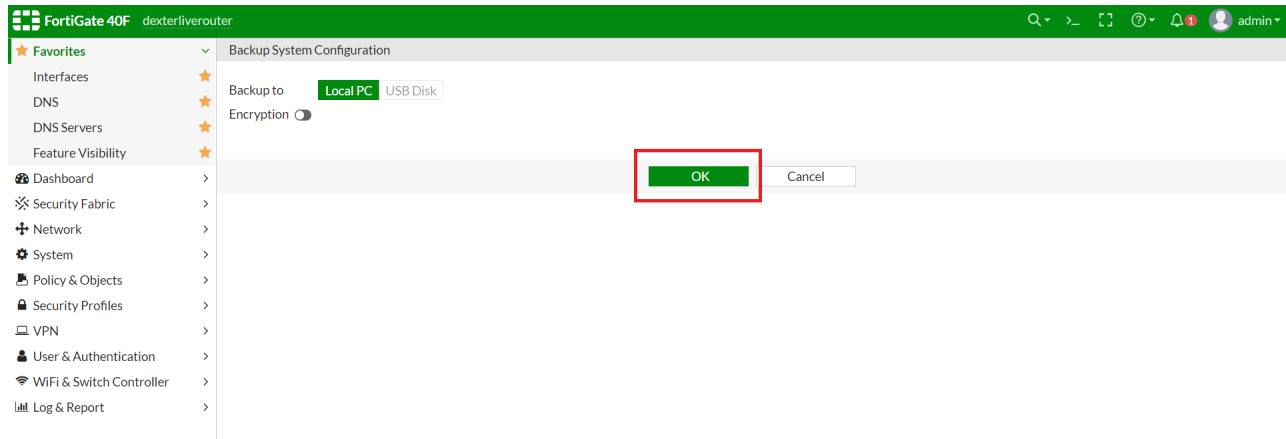
- The router should now be configured to operate with a Static IP Address.

- Navigate to the top-right of the screen and select "Admin". Hover over "Configuration", then select "Backup".

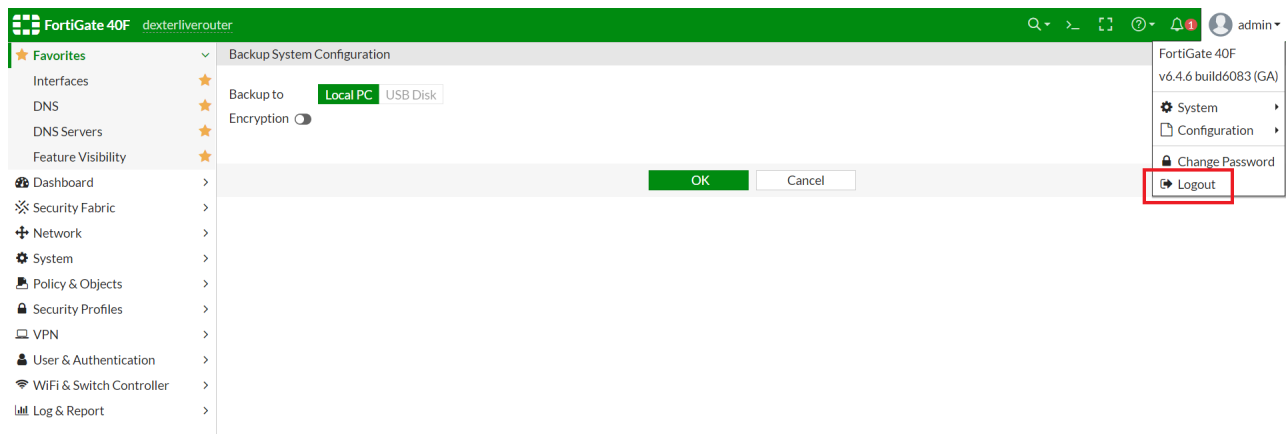


- Download the backup file by selecting "OK". Save the backup file to the customer's Desktop or their USB Drive.

NOTE: This could take up to one (1) minute. If you do not see the file explorer prompt, check to see if it is behind the web browser's window.



- The backup is complete, log out of the router by navigating to the top-right of the screen and selecting "Admin", then select "Logout".



# Procedure 4: Manual Setup Process for the FG-40F Router

1. Go to <https://192.168.1.99> and follow steps 1-14 outlined in Procedure 1 (page 23) to Log into the FG-40F Fortinet Router.
2. Navigate to "System" in the navigation panel then select "Feature Visibility". Enable "DNS Database" by selecting the toggle next to it. Apply the changes by selecting "Apply". (Figure 9)  
NOTE: Display may differ by screen display.

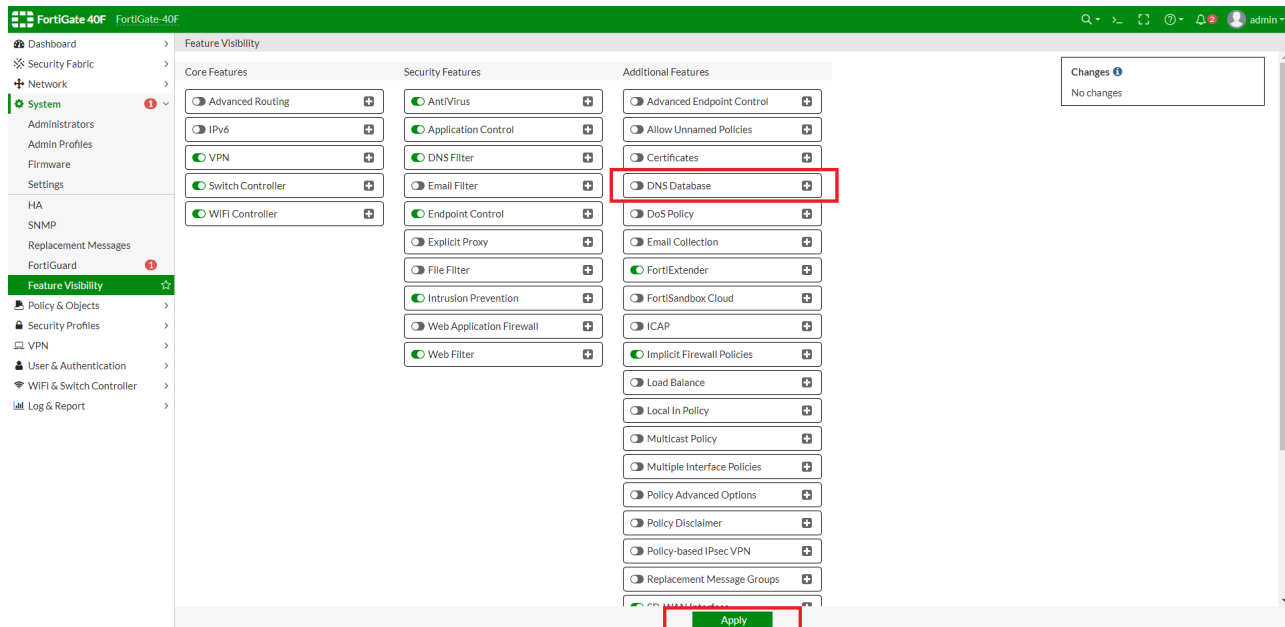


Figure 9

3. Setup the Local Domain Name by navigating to "Network" in the navigation panel then select "DNS". In the field for "Local Domain Name" enter **dexter.localnet** then apply the changes by selecting "Apply". (Figure 10)

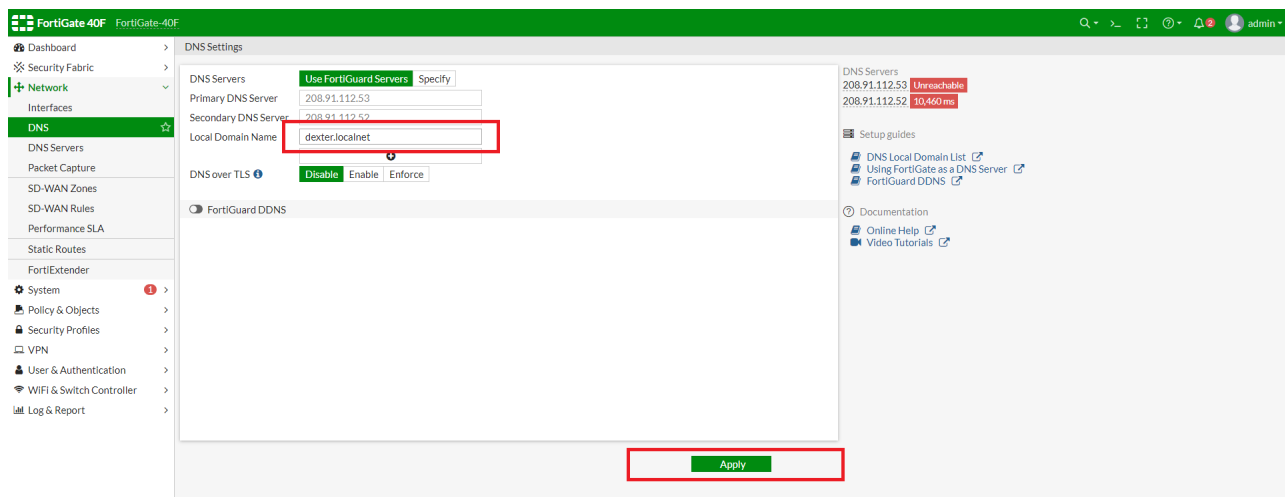


Figure 10

4. Enter the router's Host Name by navigating to "System", then select "Settings". In the "Host Name" field, enter **dexterliverouter**. At the bottom of the screen select "Apply". (Figure 11)

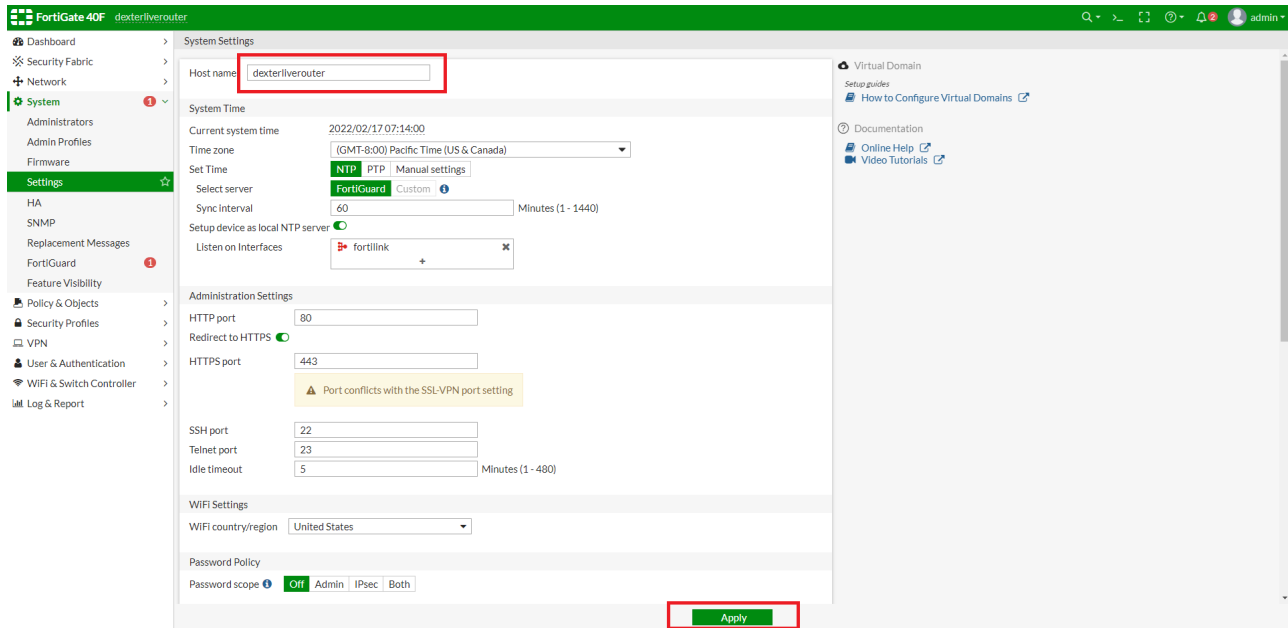


Figure 11

5. Configure the DNS Interface by navigating to "Network," then select "DNS Servers." Under "DNS Service on Interface" select "Create New." (Figure 12)

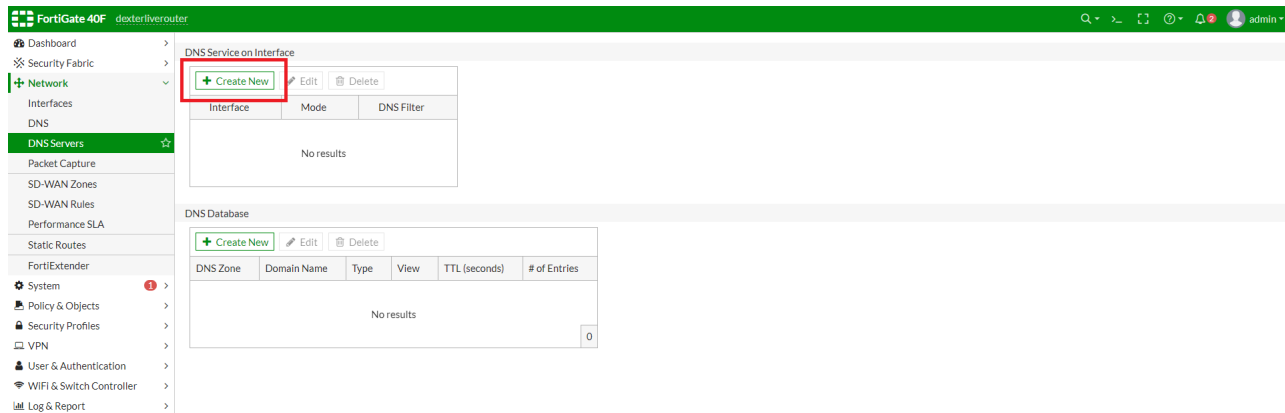


Figure 12

6. Configure the DNS Service to use the LAN interface by selecting "lan" from the "Interface" dropdown menu. Apply changes by selecting "OK". (Figure 13)

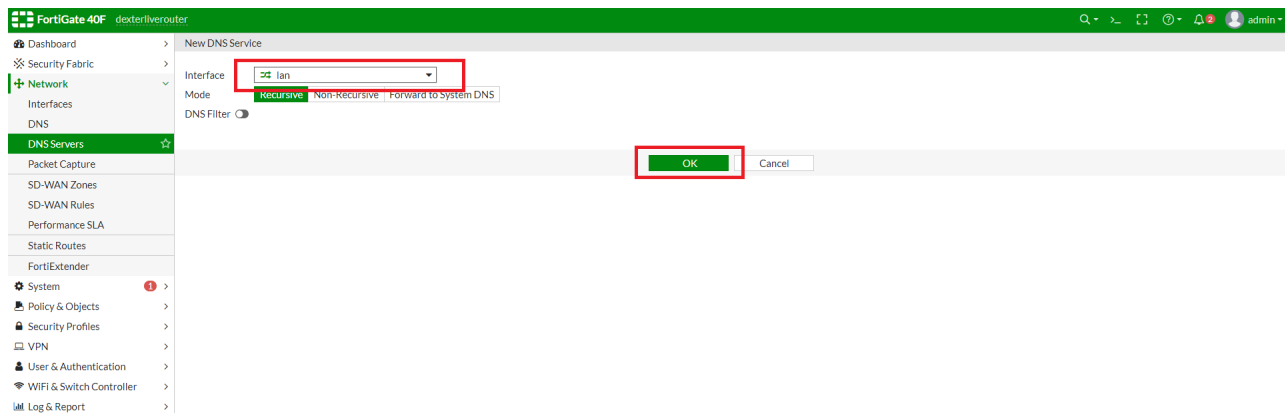


Figure 13

7. Configure the DNS Database by selecting "Create New" under "DNS Database". (Figure 14)

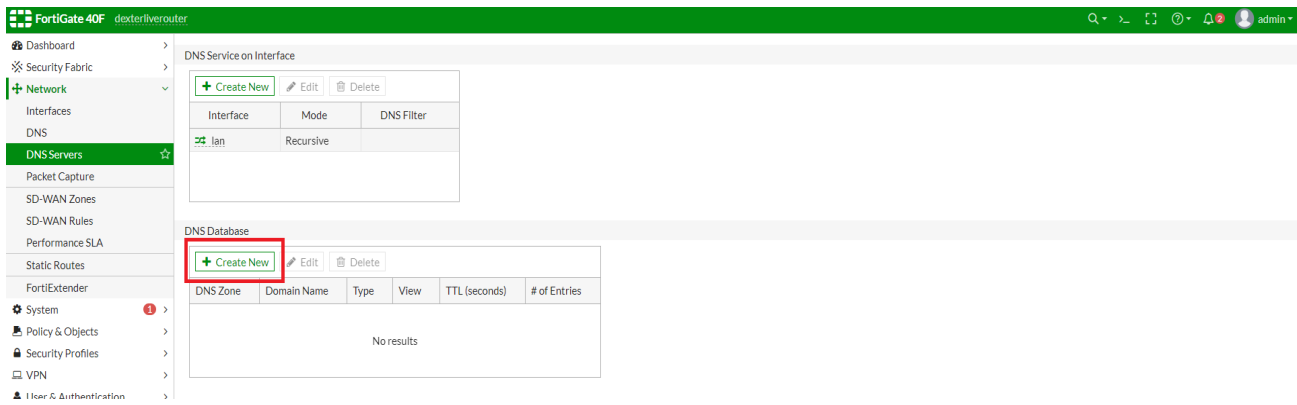


Figure 14

8. Add a new DNS zone by entering **webserver** for "DNS Zone" and **dexter.localnet** for the "Domain Name". Create a new DNS Entry by selecting "Create New" under "DNS Entries". **Do NOT press "OK" at this time.** (Figure 15)

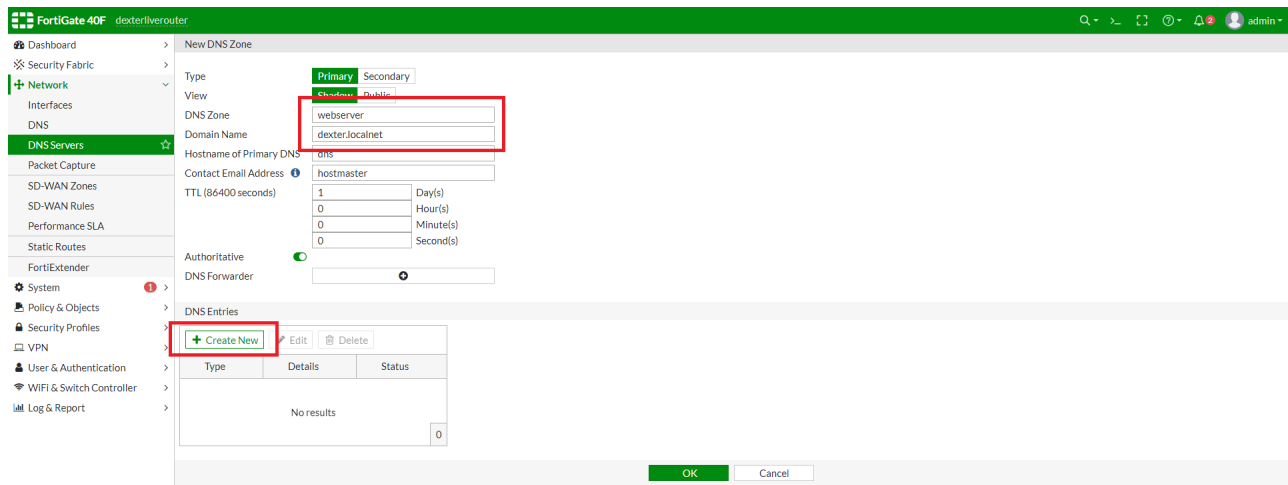


Figure 15

9. Configure the DNS Entry by entering **dexter-live-gateway** in the "Hostname" field. Enter **192.168.40.100** in the "IP Address" field. Select "OK". (Figure 16)

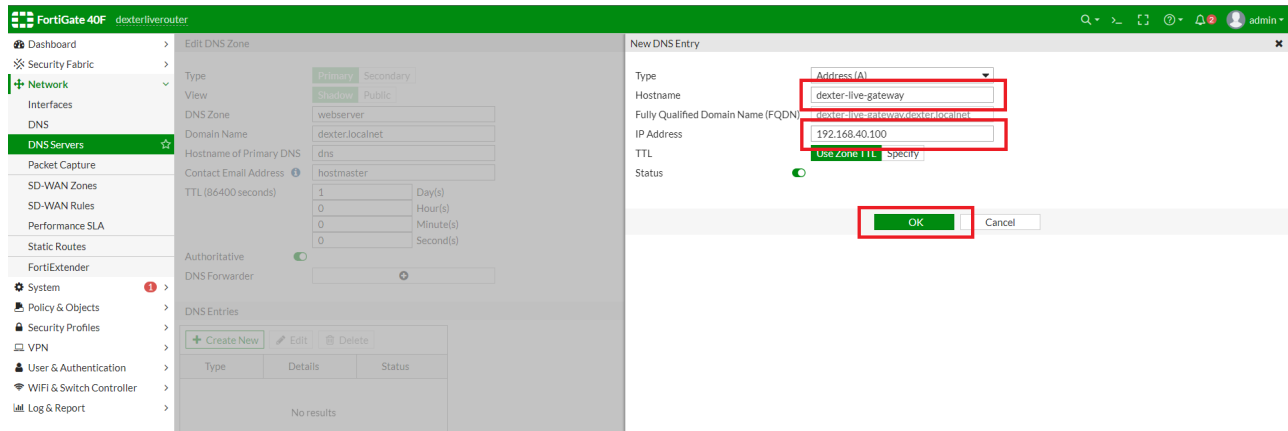


Figure 16

10. After being redirected back to Edit DNS Zone, select "OK". (Figure 17)

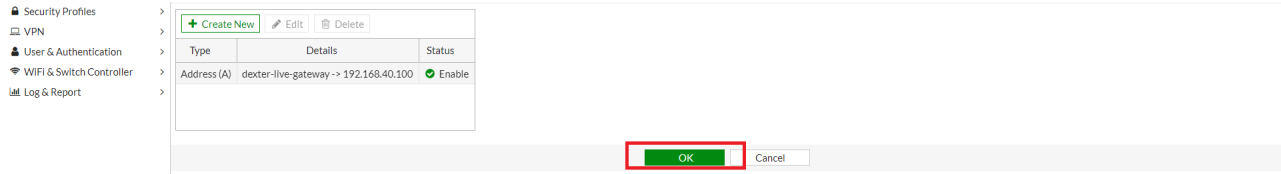


Figure 17

11. Disconnect the fourth port (port A - ) from the fortmlink interface. To do this, navigate to "Network" in the navigation panel, then select "Interfaces." Double click the "fortmlink" interface. (Figure 18)

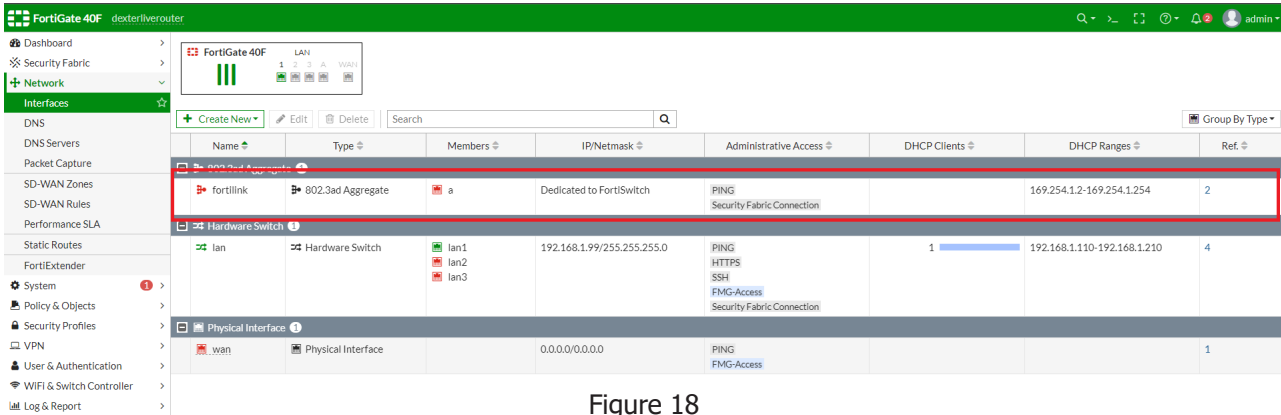


Figure 18

12. Remove the 4th port (port A-) by selecting the "x" next to the "a" under "Interface Members" (Figure 19)

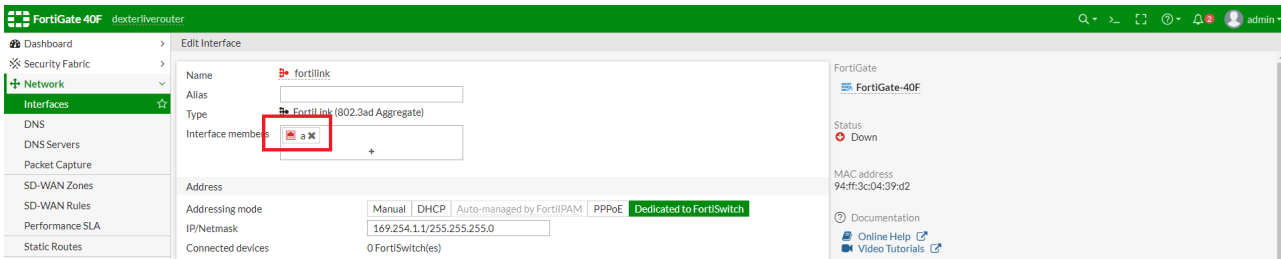


Figure 19

13. Select "Close" in the pop-up "Select Entries" window. (Figure 20)

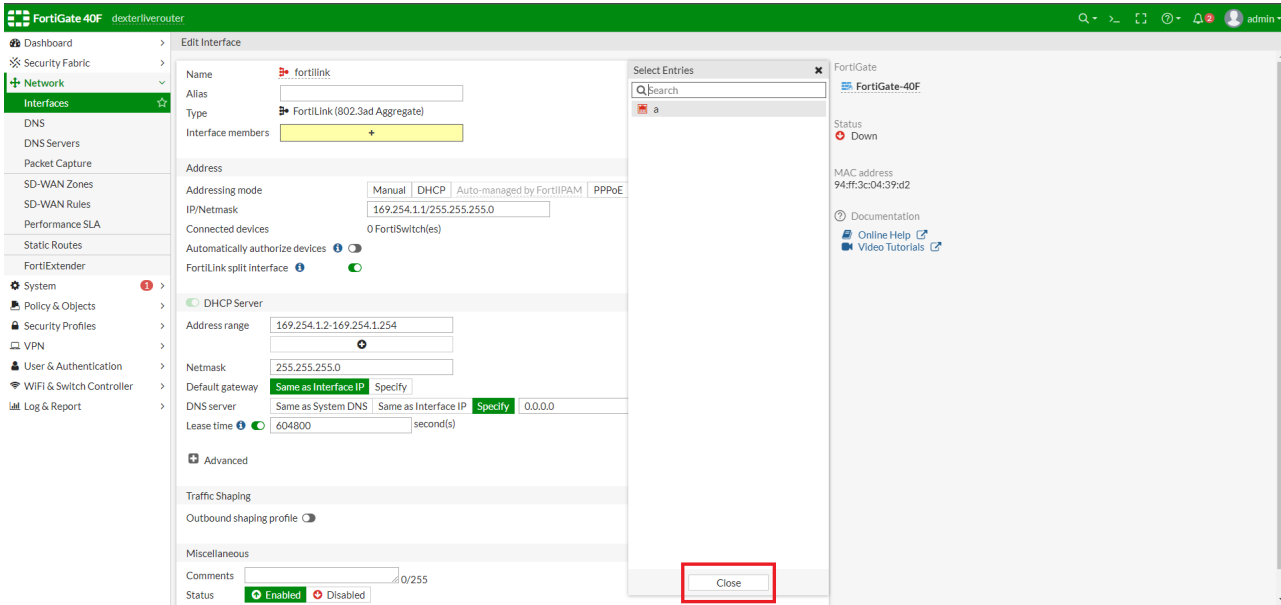


Figure 20

14. Finalize the removal of the fourth port (port A-) from the FortiLink Interface by selecting "OK". (Figure 21)

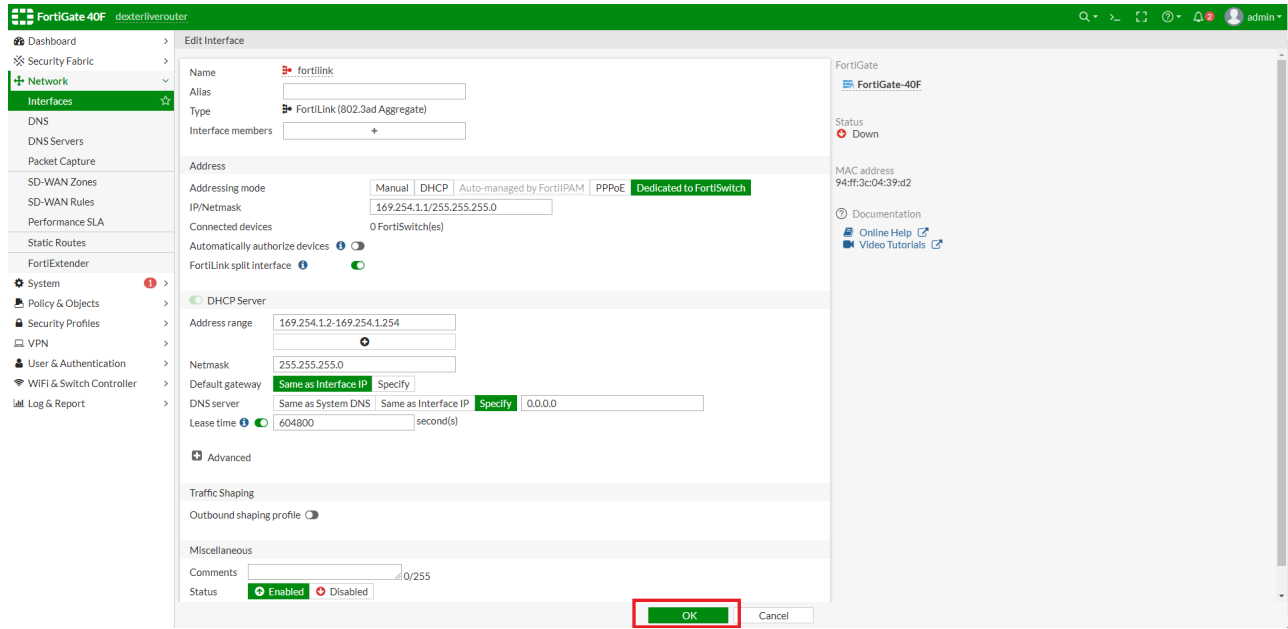


Figure 21

15. Begin configuring the LAN interface by double-clicking "lan" (Figure 22).

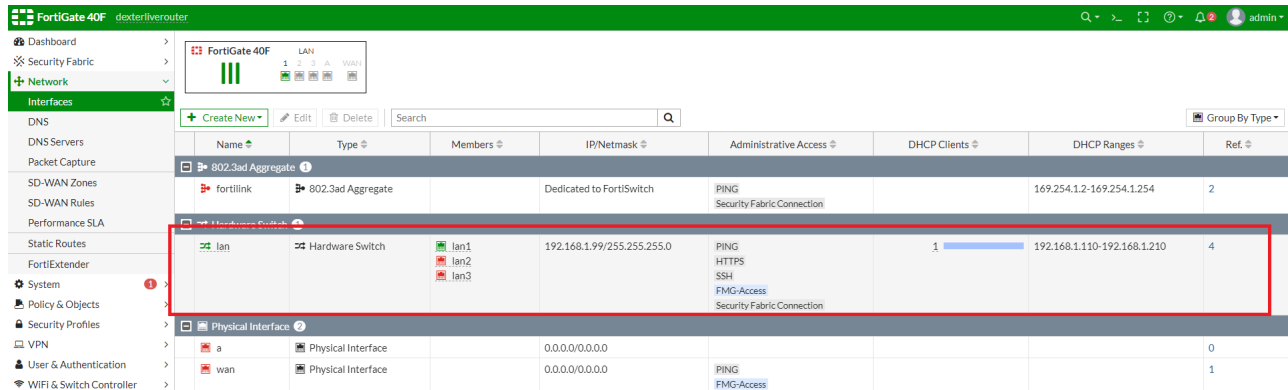


Figure 22

16. Enable the fourth port (port A-) to be used on the LAN Interface by selecting the "+" under "Interface Members" (Figure 23).

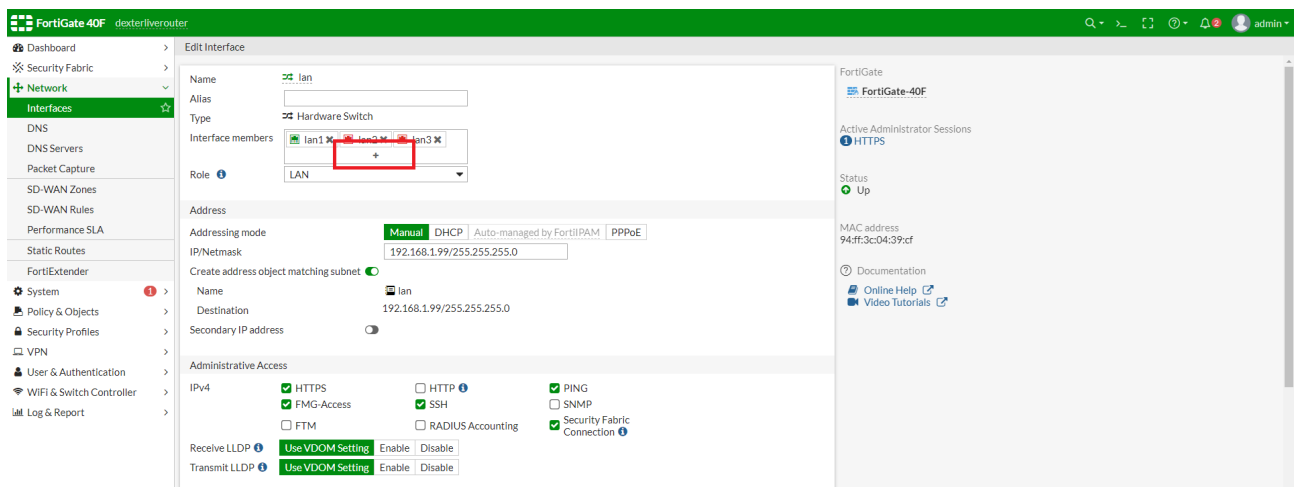


Figure 23

17. Select the fourth port ("a") from the list of ports. (Figure 24). Confirm your selection by selecting "Close".

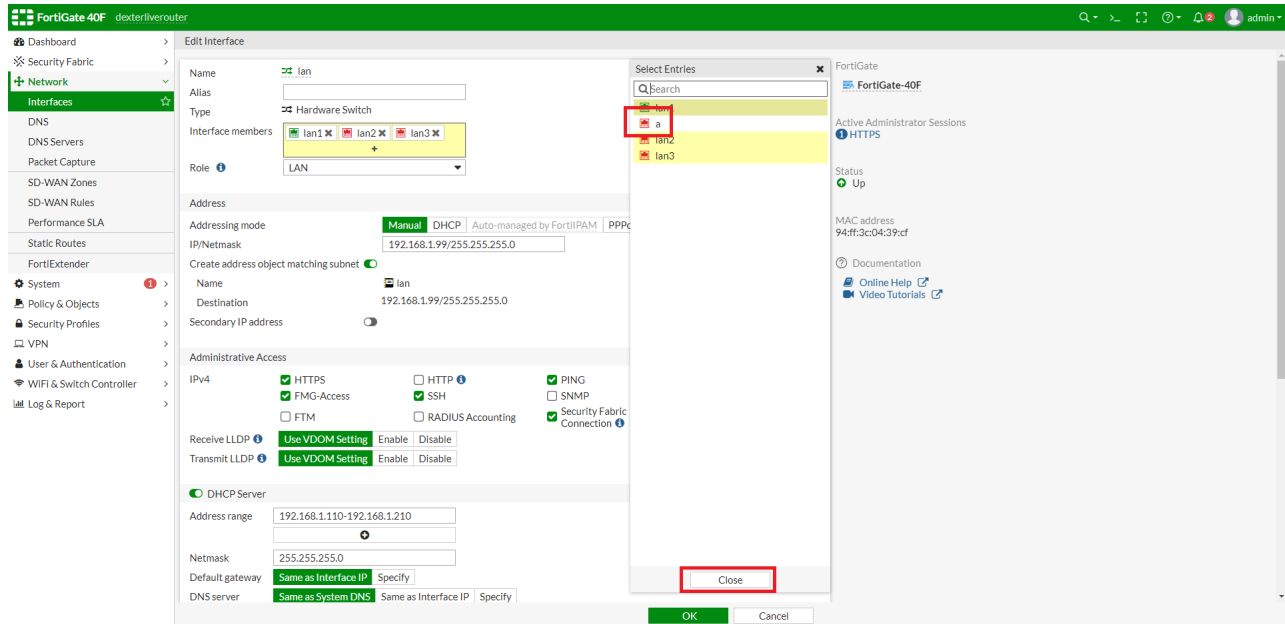


Figure 24

18. Configure the following settings under "Address":
- a. IP Netmask: 192.168.40.1/255.255.255.0
  - b. Address Range: 192.168.40.2-192.168.40.254
  - c. DNS Server: Select "Same as Interface IP"
  - d. Lease Time: 43200

After editing the above settings, select "Advanced" (Figure 25)

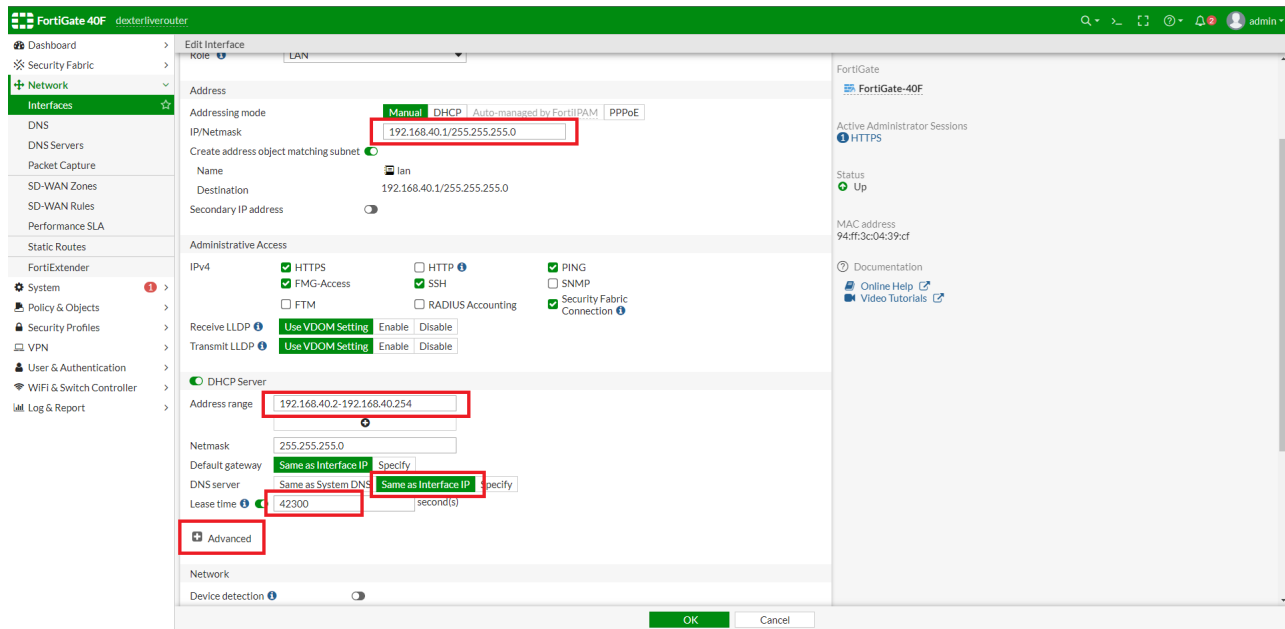


Figure 25

19. Configure the static route for the gateway by scrolling down and selecting "Create New" under "IP Address Assignment Rules" (Figure 26).

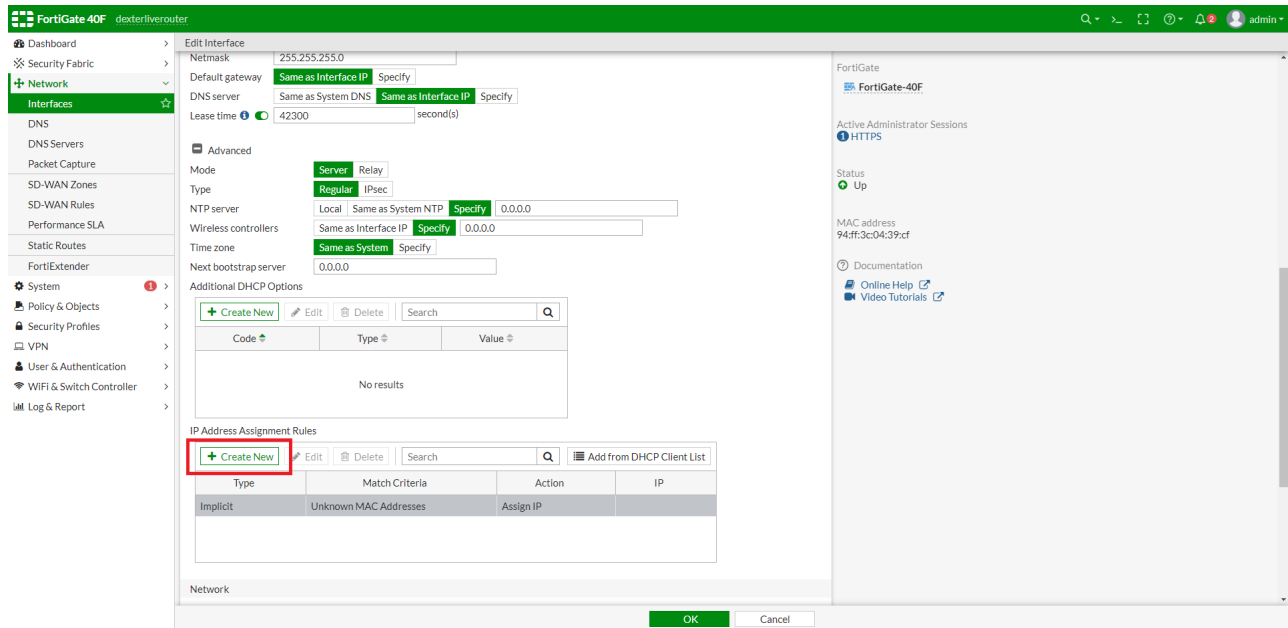


Figure 26

20. Configure the Gateway's static route by entering the following settings:
  - a. Description: DexterLive Gateway
  - b. MAC Address: Retrieve from the Gateway's MAC Address from the bottom of the Gateway
  - c. IP: 192.168.40.100

After the above settings are entered, select "OK" (Figure 27).

NOTE: The MAC Address located on the bottom of the Gateway uses "-", please note when entering to use ":" instead of "-".

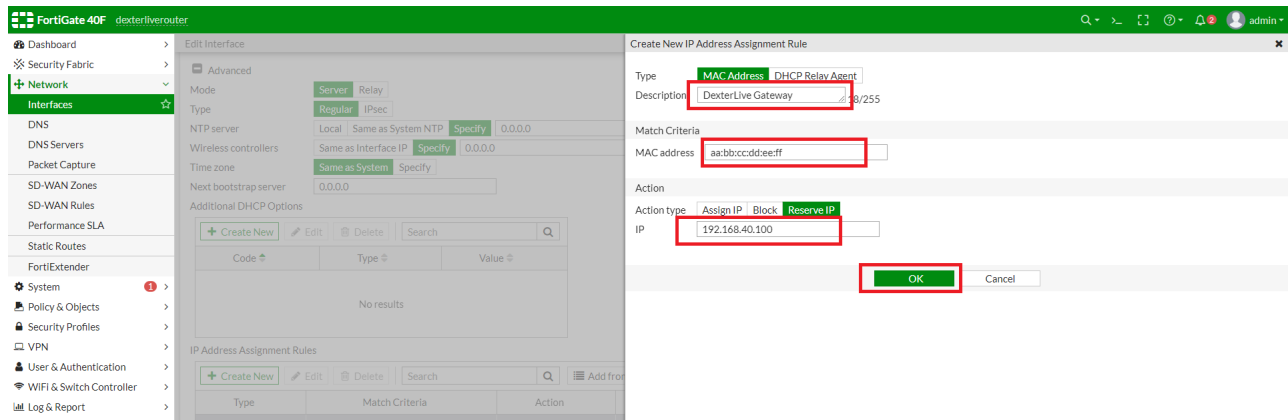


Figure 27

21. Finalize the configuration of the LAN Interface by selecting "OK". (Figure 28)

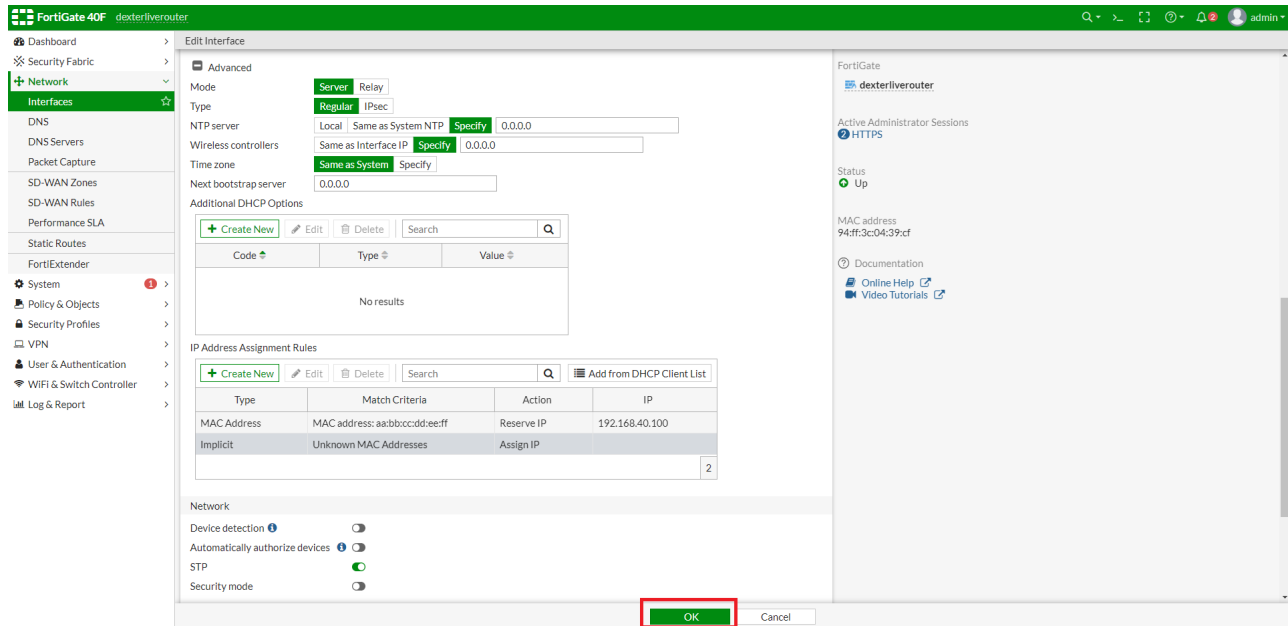


Figure 28

22. Confirm the selection by selecting "OK". This may require some loading time. (Figure 29)

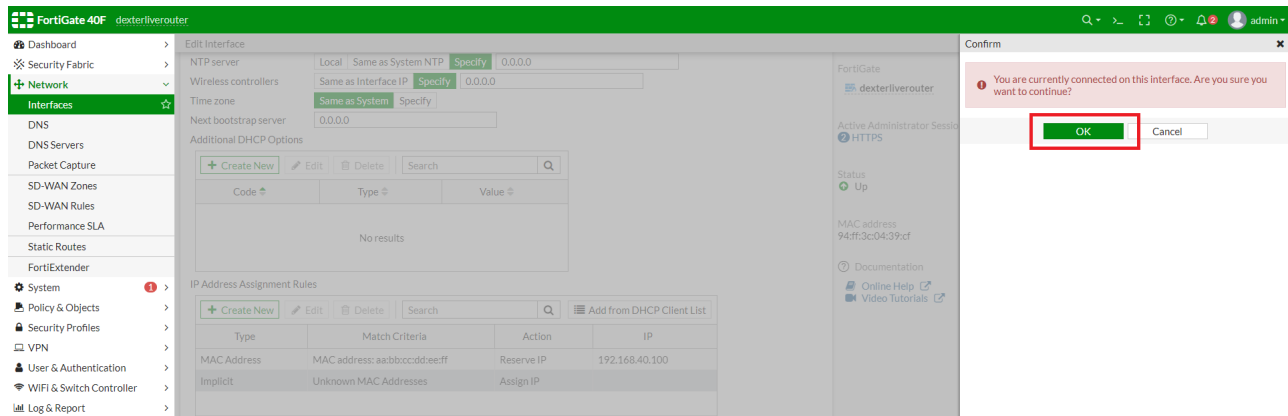


Figure 29

23. The router has been configured and will begin the update process. You will be presented with a pop-up screen (Figure 30).

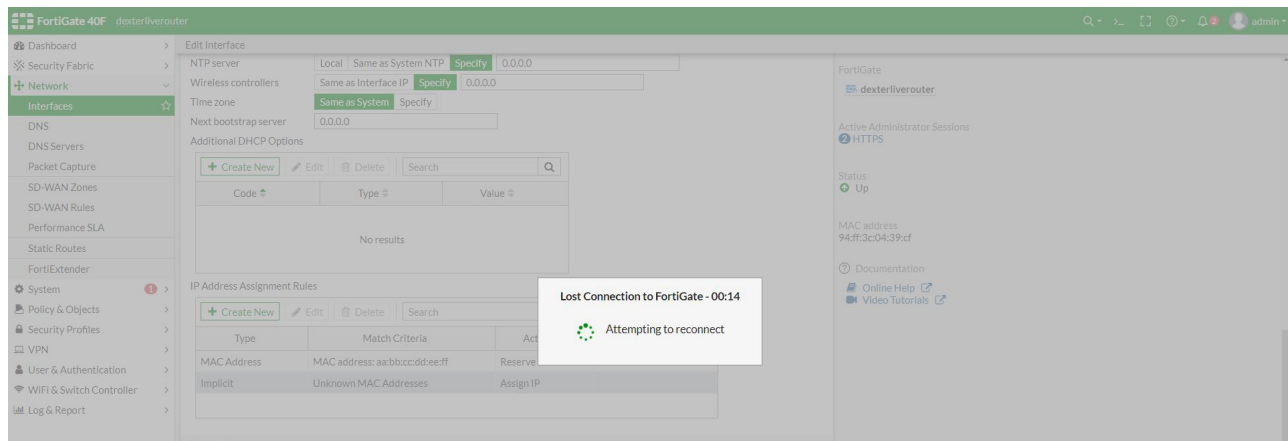


Figure 30

24. Wait for two (2) minutes for the router to apply the settings.
25. The router is now configured. Disconnect the ethernet cable from the laptop and reconnect it. In your browser, navigate to **https://192.168.40.1**

NOTE: You will likely need to power cycle the machines before they communicate with the network.

26. Log back into the router using **admin** as username and password. Bypass setup prompts (see Procedure 1, page 23). Navigate to the top-right of the screen and select "Admin". Hover over "Configuration", then select "Backup". (Figure 31)

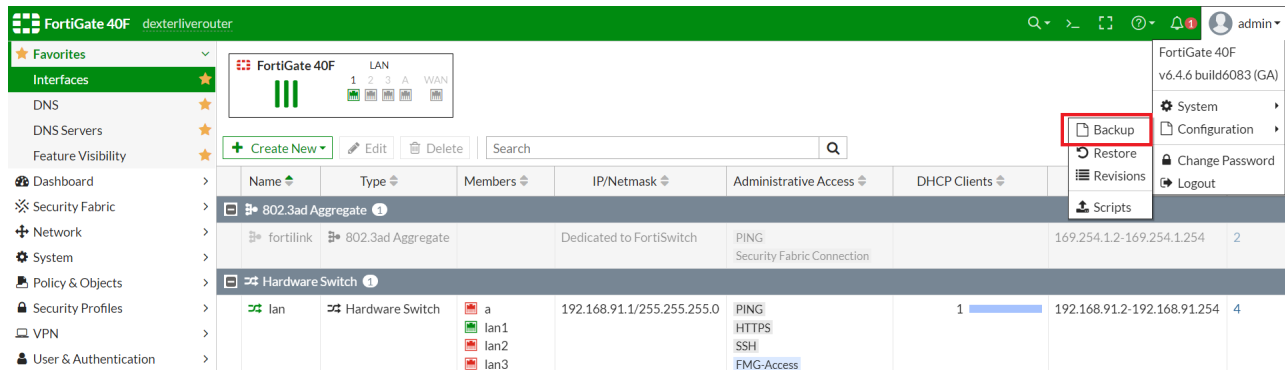


Figure 31

27. Download the backup file by selecting "OK". Save the backup file to the customers Desktop or their USB Drive. (Figure 32)  
NOTE: This could take up to one (1) minute. If you do not see the file explorer prompt, check to see if it is behind the web browser's window.

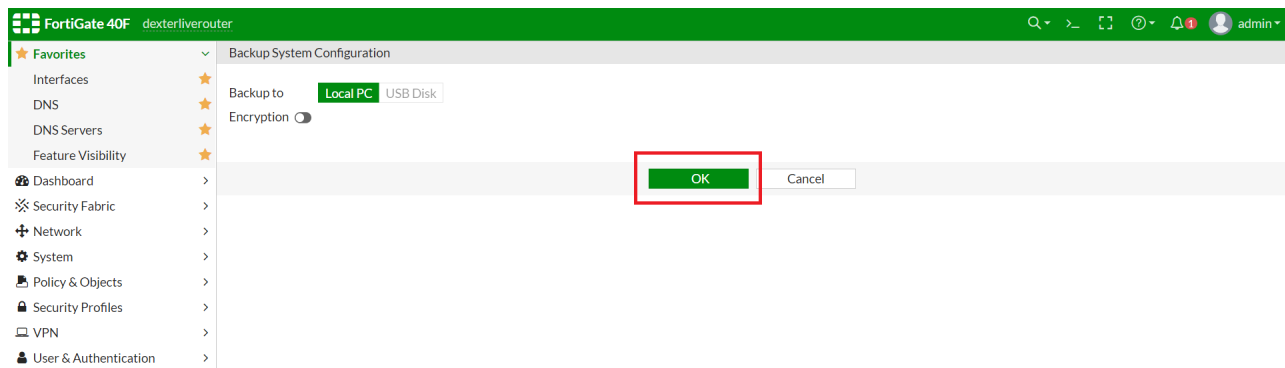


Figure 32

28. The backup is complete, log out of the router by navigating to the top-right of the screen and selecting "Admin." Select "Logout". (Figure 33)

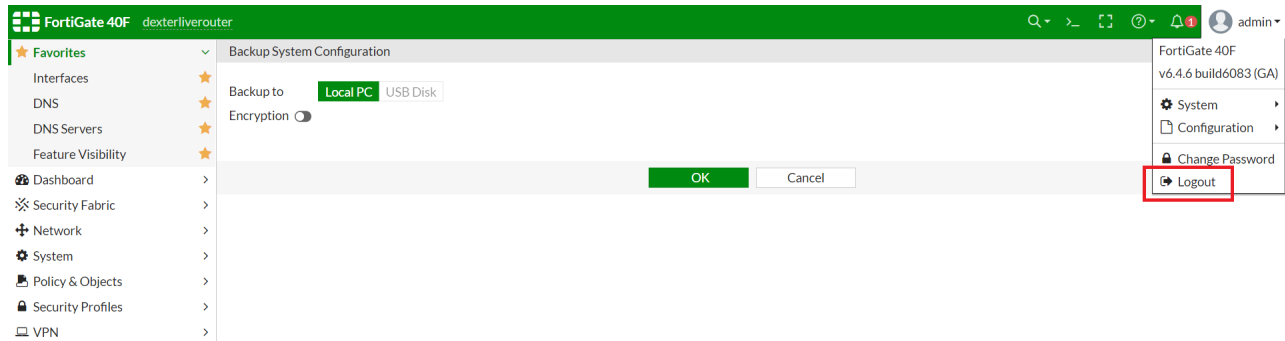


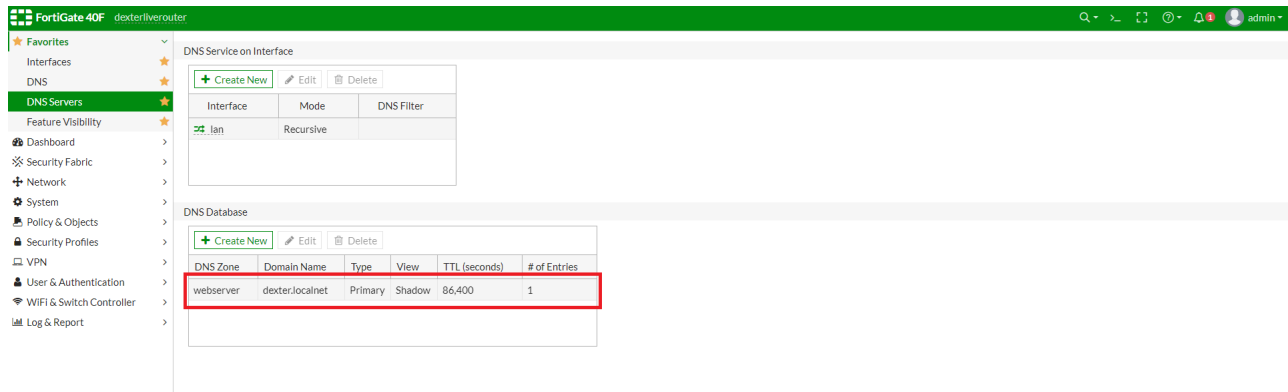
Figure 33

# Procedure 5: Changing FG-40F Router to a Different Sub-network (Only if directed by Dexter Technical Support)

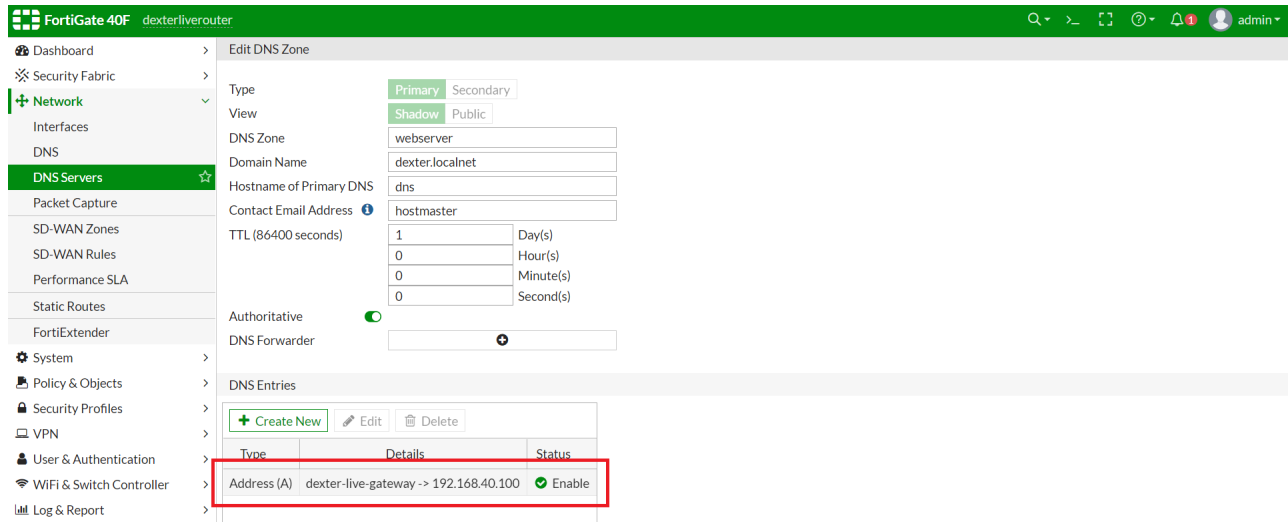
1. Go to <https://192.168.40.1> and follow the steps 1-14 outlined in Procedure 1 (page 23) to Log into the FG-40F Router.

**NOTE: Throughout this manual, we will be using example 34.XXX (i.e., changing 34.XXX to 192.168.34.XXX)**

2. Update the DNS Local Database by navigating to "Network" in the navigation panel, then select "DNS Servers". Under "DNS Database", double-click on the entry as shown below.

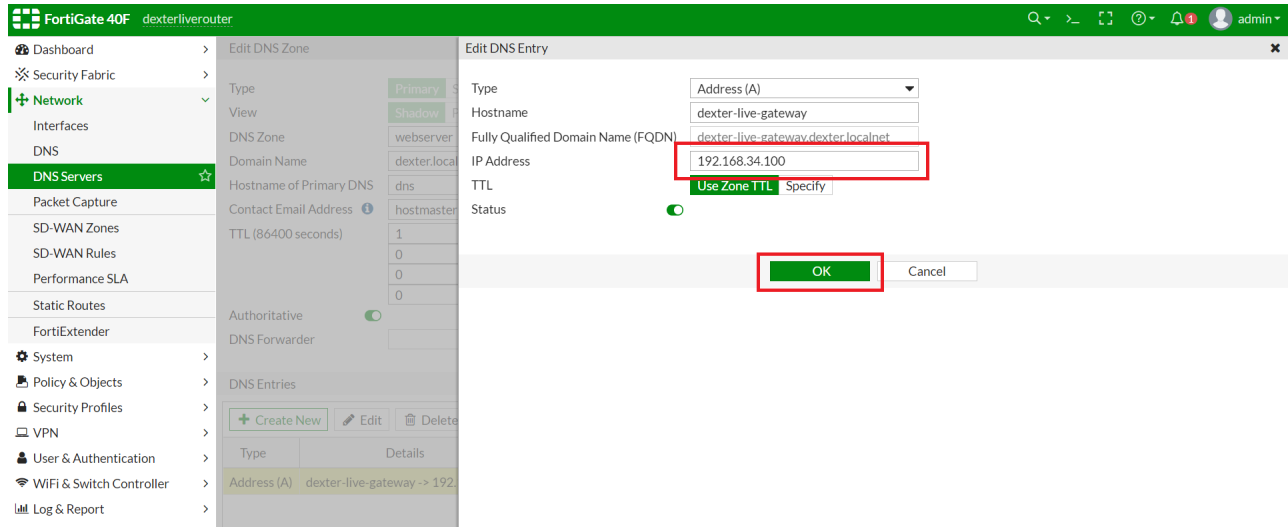


3. Under "DNS Entries", double-click on the entry as shown below.

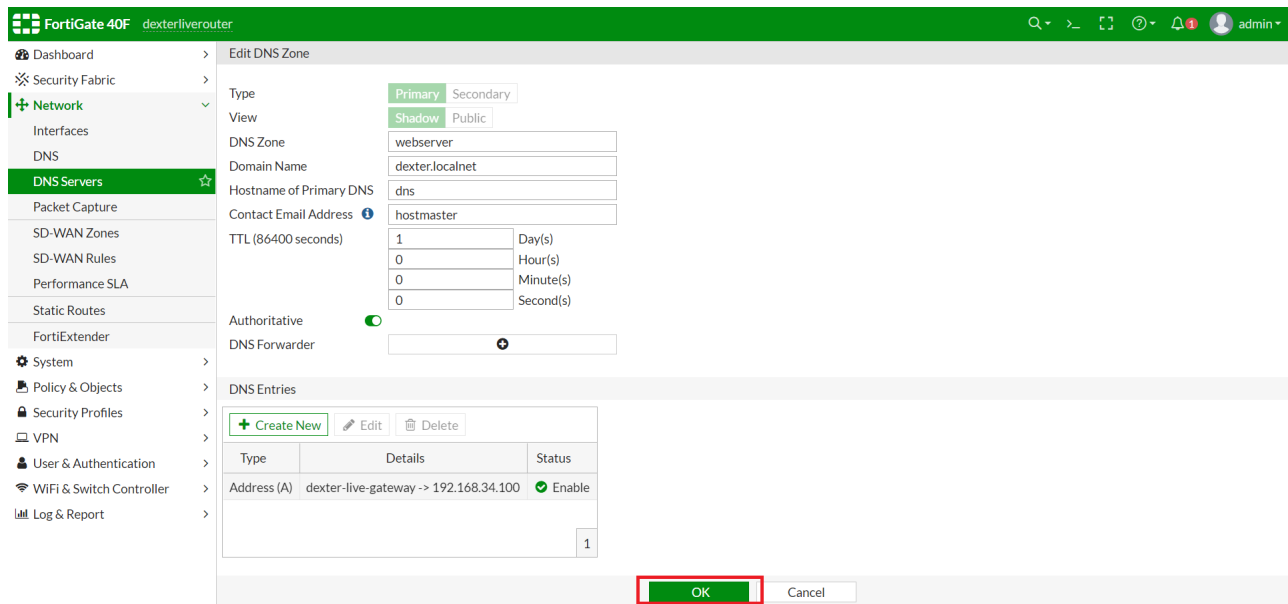


- Update the IP Address to the desired subnet, then select "OK".

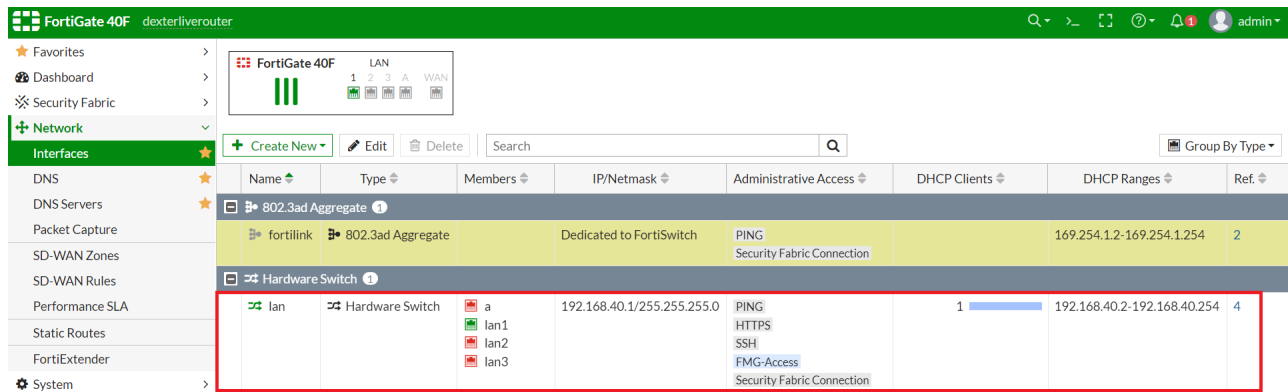
NOTE: Keep the following 192.168.XXX.100, update the third octet to the desired subnet. In this example, it would be 192.168.34.100



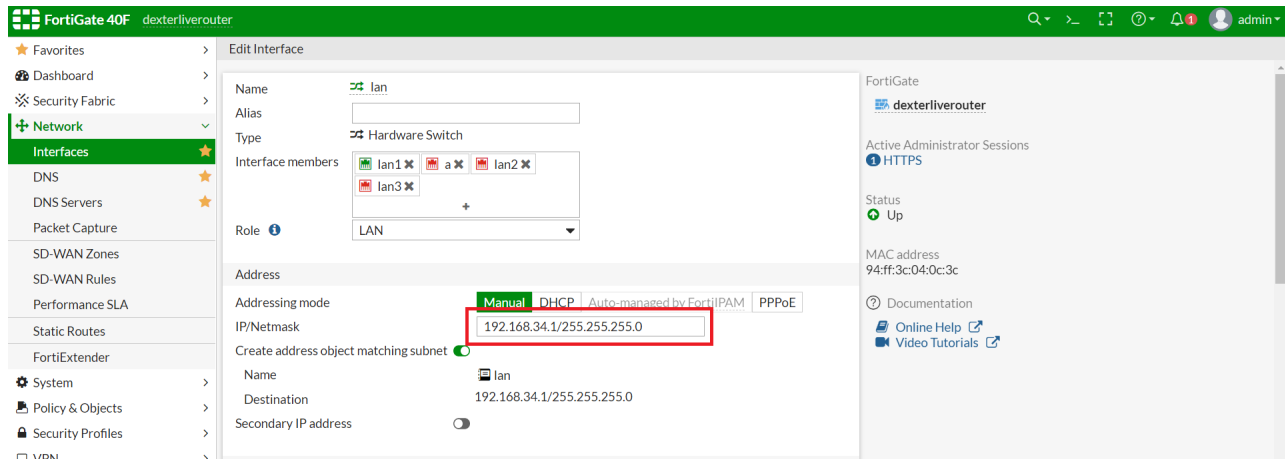
- Save the updated IP's subnet by selecting "OK".



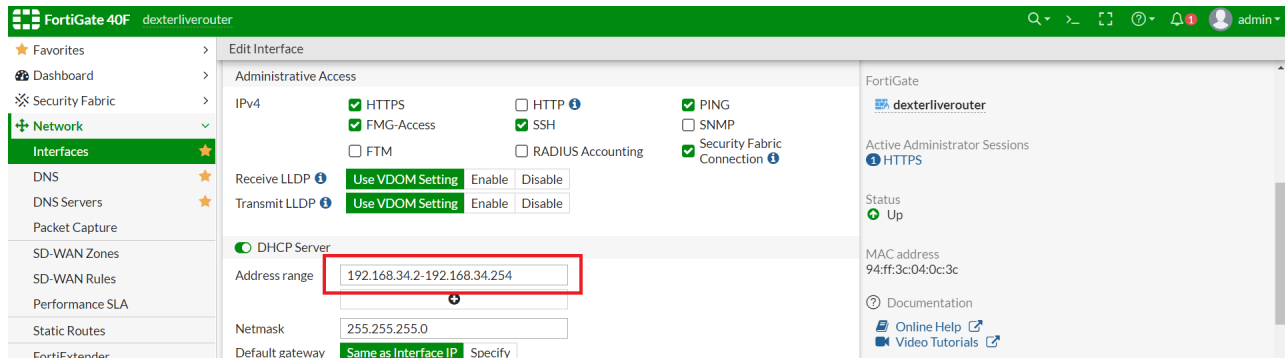
- Now update the subnet of the LAN Interface by navigating to "Network" in the navigation panel, then select "Interfaces". Double-click on the "lan" Interface.



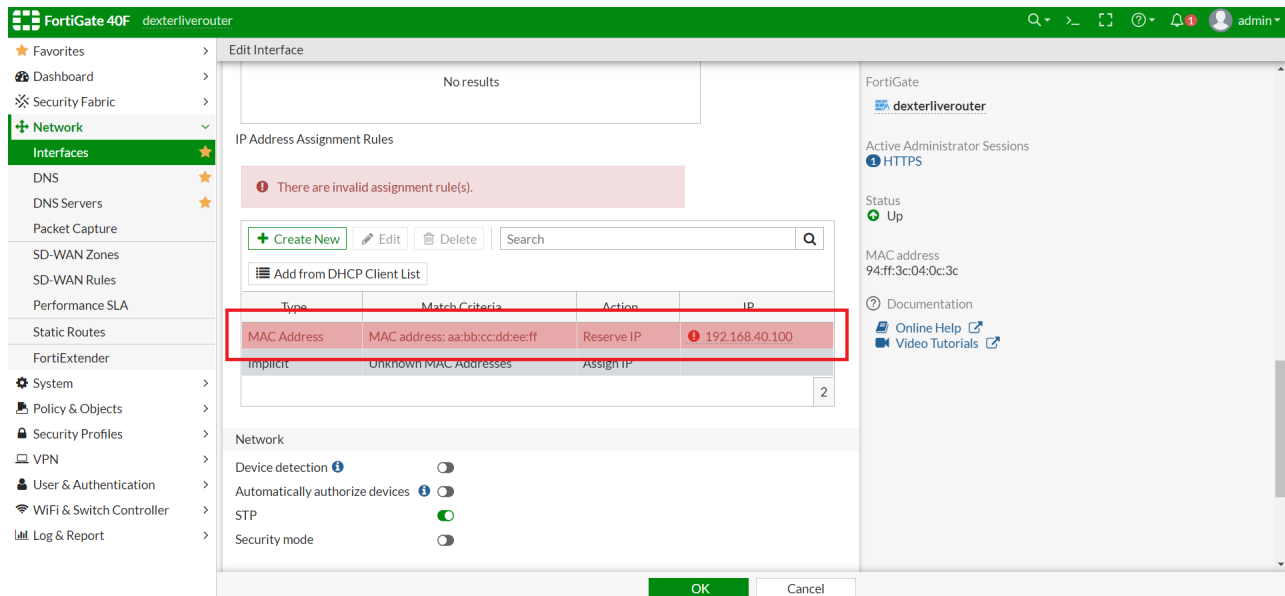
- Under "Address" update the default Gateway's subnet by editing "IP/Netmask". For example, 192.168.34.1/255.255.255.0



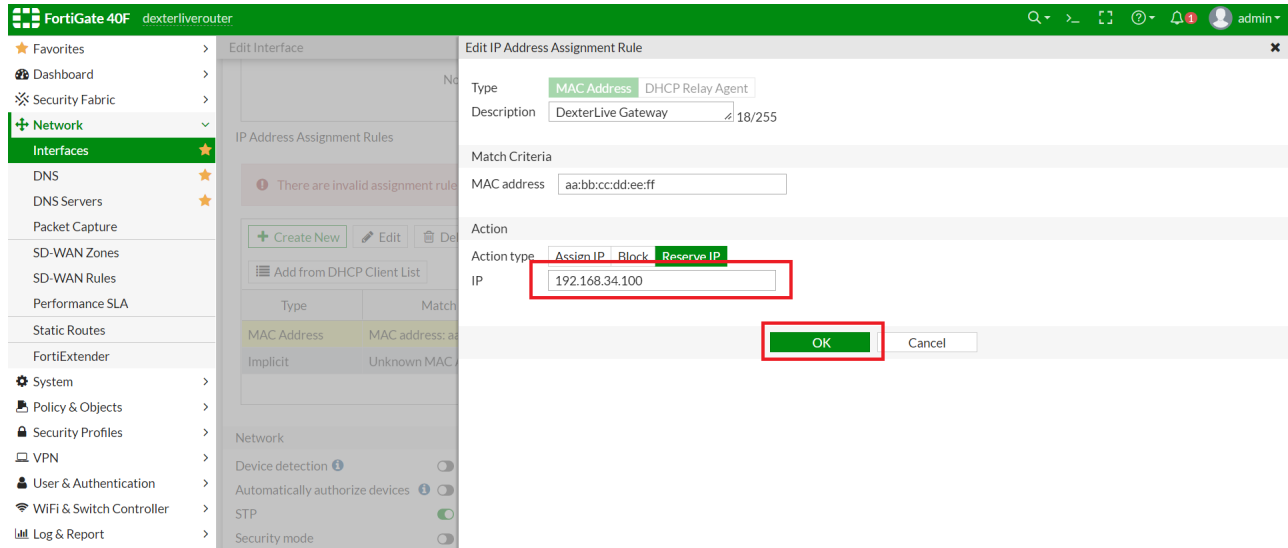
- Scroll down to "DHCP Server", update the networks "Address Range" with the desired subnet.



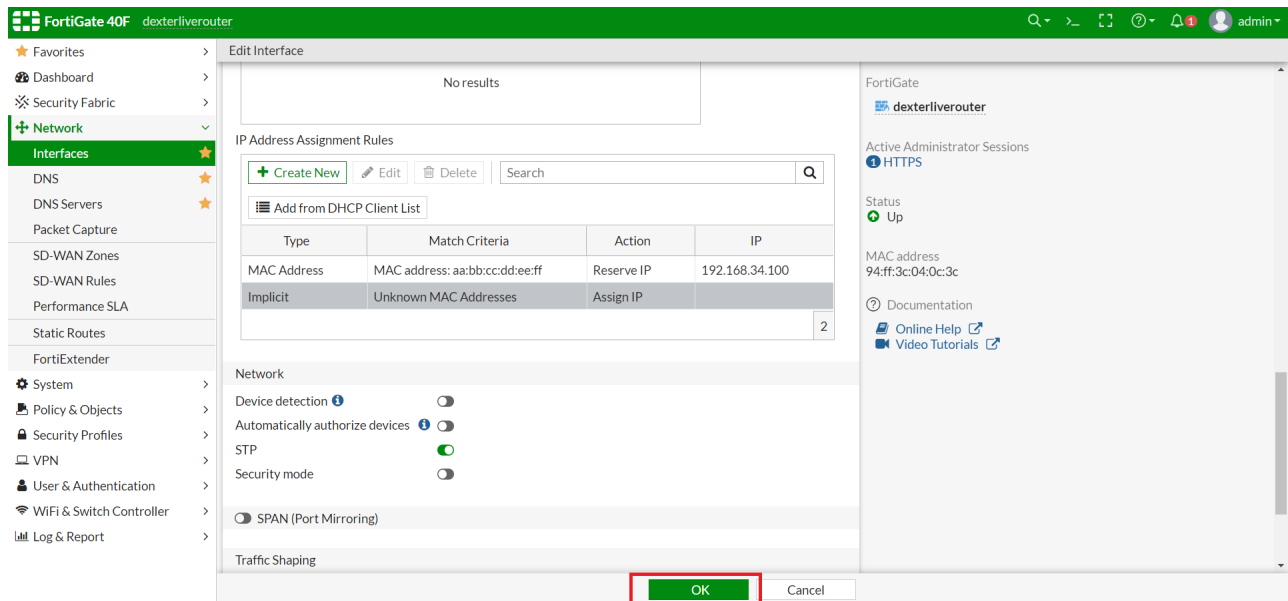
- Scroll down, under "IP Address Assignment Rules", double-click on the DHCP client, "MAC Address".



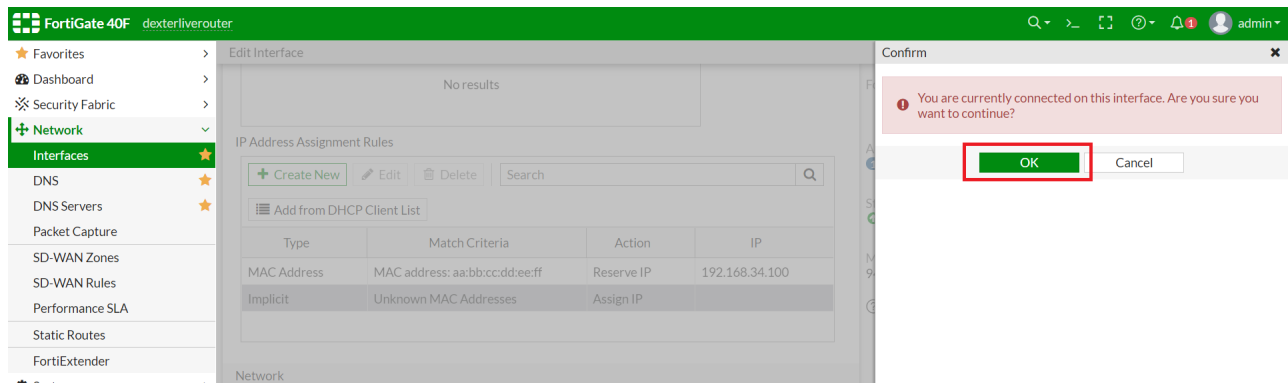
10. Under "Action", update the Gateway's IP to the desired subnet. Save the changes by selecting "OK".



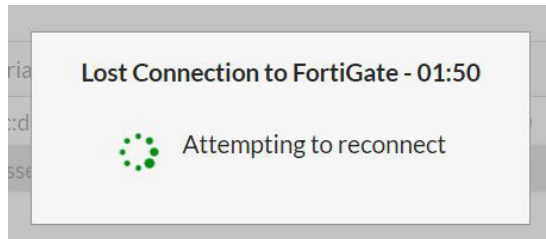
11. At the bottom of the screen, save the interface changes by selecting "OK."



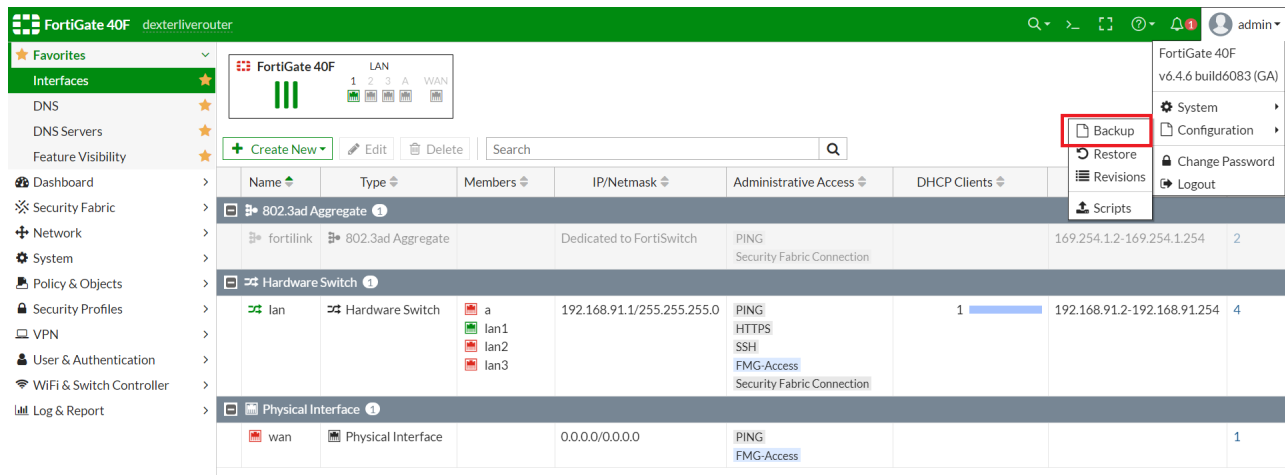
12. Confirm by selecting "OK"  
NOTE: The "OK" button at the bottom of the page will load visible with a loading icon.



- The router will now update its configuration and the connection will be lost. After a two (2) minutes, disconnect the ethernet cable from the laptop, then reconnect it. In a web browser, navigate to the update subnet IP address (e.g., <https://192.168.34.1>)

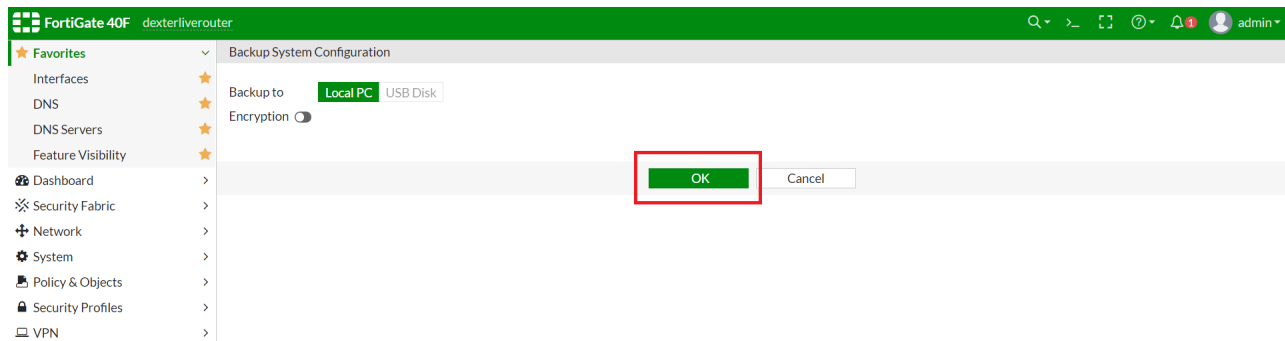


- Log into the router. Navigate to the top-right of the screen and select "Admin". Hover over "Configuration", then select "Backup".

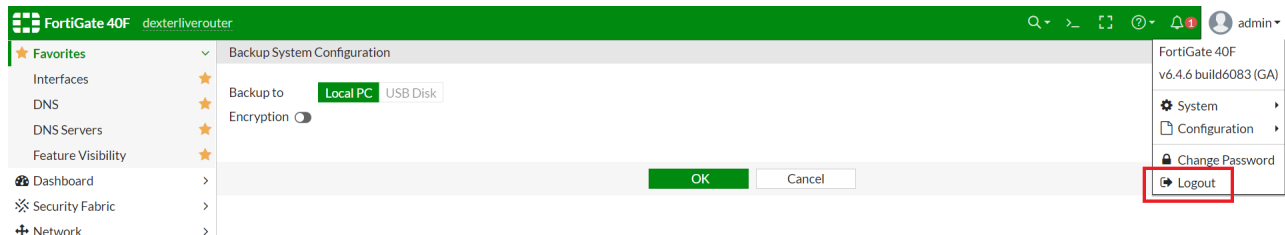


- Download the backup file by selecting "OK". Save the backup file to the customer's Desktop or their USB Drive.

NOTE: This could take up to one (1) minute. If you do not see the file explorer prompt, check to see if it is behind the web browser's window.



- The backup is complete, log out of the router by navigating to the top-right of the screen and selecting "Admin". Select "Logout".



# Procedure 6: Transferring Location Ownership

**NOTE: Some options, including DexterPay, are only available to the location owner which is automatically assigned to the account that sets up the location. The following steps must be taken by the current DexterLive location owner in order to transfer ownership.**

1. Login to the account that is the current owner of the DexterLive location.
2. To verify the current account owner, select the Users tab. Next to the top account name you should see (Location Owner) next to the name. This is the account you will need to be logged in to.
3. If the new owner is not a current user, select "Add User". Enter the user's name and email address. Select all of the check boxes to assign permission. If this person is the store owner we suggest checking all of the permission boxes to give them full access. Click "Invite User" to complete the invitation. The new user will need to login to their DexterLive account and accept the invitation to the location before ownership can be transferred.
4. To transfer ownership select the double arrow icon next to the new owner's name.
5. A confirmation will appear verifying that you wish to transfer ownership. When you confirm the ownership will be transferred to the user that was selected.

The screenshot displays the 'USERS' management page for a location named 'Dexter Lab (#10)'. The sidebar on the left contains navigation links for various location management tasks. The main area lists the following users and their permissions:

- Test User (Location Owner)**: Manage Users, Add Machines, Add Machine Notes, Edit Machine Cycles & Settings, Edit Machine Pricing & Promotions, Download Programming File, Manage Location Networking, See Location Alerts, View Reports, Receive Alert Emails, Revenue Summary Email, Machine Remote Access, Manage DexterPay.
- Andrew Kretz (Active)**: Manage Users, Add Machines, Add Machine Notes, Edit Machine Cycles & Settings, Edit Machine Pricing & Promotions, Download Programming File, Manage Location Networking, See Location Alerts, View Reports, Revenue Summary Email, Machine Remote Access.
- Dexter Laundry (Active)**: Manage Users, Add Machines, Add Machine Notes, Edit Machine Cycles & Settings, Edit Machine Pricing & Promotions, Download Programming File, Manage Location Networking, See Location Alerts, View Reports, Machine Remote Access.

A red arrow points to the double arrow icon next to Andrew Kretz's name, which is used to transfer ownership to that user.

# Troubleshooting

# Updating Firmware

The USB supplied in this kit contains different firmware levels for C-series controls. Controls at Level 1.3 must be updated to Level 1.4 before being updated to Level 1.5. Follow the below procedure for updating the controls:

**Note: If you are at level 1.5 you can jump to the latest firmware once you are connected to DexterLive. If you're below that you'll need to follow this procedure to get to level 1.5.**

1. Verify control firmware
  - a. Press and hold the programming button until "PROGRAMMING" is displayed
  - b. Select the START button to enter this menu
  - c. Select the WARM/MED button until "CONTROL" is displayed
  - d. Select the START button to enter this menu
  - e. Select the WARM/MED button until "C\_FIRMWARE" is displayed
  - f. Select the START button to enter this menu
  - g. Make note of this version
  - h. "C\_FIRMWARE" version is \_\_\_\_\_
2. If the "C\_FIRMWARE" version is 01.00.19 (Level 1.3) or lower, follow Procedure #1.
3. If the "C\_FIRMWARE" version is 02.00.51 (Level 1.4), follow Procedure #2.
4. If the "C\_FIRMWARE" version is 03.01.12 (Level 1.5) or higher, follow Procedure #3.

## Updating Dryer Firmware

### Procedure #1 - Loading Firmware 1.4

1. Insert the USB that is included in this kit into a laptop/computer.
2. Go to the USB drive on the laptop/computer.
3. Once found, there should be two folders, "Level 1.4" & "Level 1.5".
4. Double click on the "Level 1.4" folder.
5. There should be two folders displayed, "Dryer" & "Washer".
6. Double click on the "Dryer" folder.
7. There should be two files in this folder, "DexComm 02.00.51" & "DexMain 01.00.12".
8. Load each of the two files onto separate USB sticks. It's important that they be loaded onto the dryer control in the correct order. Label the outside of the USBs as:
  - #1 Comm (Communication or DexComm version 02.00.51)
  - #2 Main (Master or DexMain version 01.00.12)
9. The dryer needs to be in Idle mode. This means that the vend price is being displayed only (not flashing or scrolling any other prompts).
10. Install USB with "#1 Comm" file on it (should see decimal points scrolling)
  - a. Wait for prompt of "Install User File from USB". Use the MED button to advance to prompt for "FIRMWARE".
  - b. Press START button to accept this option.
  - c. When you see the prompt of "To Install- Press Start" press START button (again).
  - d. When the display prompt is back to Idle mode, remove USB.

11. The procedure should now be complete. You can check that the firmware is loaded by going into the programming mode and advancing to the following menu options: "Programming", "Control", "M Micro Version", then "C Micro Version".
12. Repeat this installation sequence on all dryer controls that have "#2 Main" version of 01.00.19.

## **Procedure #2 - Loading Firmware 1.5**

1. Once all of the dryers have been updated to the Level 1.4 firmware, insert the USB provided in the Location Kit into the laptop/computer.
2. Go to the USB drive on the laptop/computer.
3. Once found, there should be two folders, "Level 1.4" & "Level 1.5".
4. Double click on the "Level 1.5" folder.
5. There should be two folders displayed, "Dryer" & "Washer".
6. Double click on the "Dryer" folder.
7. There should be two files in this folder, "DexComm 03.01.12" & "DexMain 01.01.06".
8. Load both files onto the same USB stick.
9. The dryer needs to be in Idle mode. This means that the vend price is being displayed only (not flashing or scrolling any other prompts).
10. Install USB into the control (should see decimal points scrolling).
  - a. Wait for prompt of "Install User File from USB". Use the MED button to advance to prompt for "FIRMWARE".
  - b. Press START button to accept this option.
  - c. When you see the prompt of "To Install- Press Start" press START button (again).
  - d. Should see "LOADING" prompt, then the control will re-boot and eventually go back to Idle.
  - e. When the display prompt is "Done Remove USB" or goes back to Idle mode, remove USB.
11. The procedure should now be complete. You can check that the firmware is loaded by going into the programming mode and advancing to the following menu options: "Programming", "Control", "M firmware", then "C firmware".
12. The correct "M firmware" should be 01.01.06.
13. The correct "C firmware" should be 03.01.12.
14. Return to the beginning of Procedure #1 for Washer updating instructions.

## **Procedure #3 - Loading Firmware 1.6 or higher**

1. For manual firmware updates, follow procedure #2 using the latest firmware version. Once you're above level 1.5 you can jump directly to the latest version, there's no need to install each level.
2. For networked locations, you can update the firmware directly through the DexterLive portal. Select the programming tab and follow the procedure shown.

# Updating Washer Firmware

## Procedure #1 - Loading Firmware 1.4

1. Insert the USB that is included in this kit into a laptop/computer.
2. Go to the USB drive on the laptop/computer.
3. Once found, there should be two folders, "Level 1.4" & "Level 1.5"
4. Double click on the "Level 1.4" folder.
5. There should be two folders displayed, "Dryer" & "Washer".
6. Double click on the "Washer" folder.
7. There should be three files in this folder, "DexComm 02.00.51", "DexMaster 05.01.02", & "DexSlave 02.00.09".
8. Load each of the three files onto separate USB sticks. It's important that they be loaded into the washer control in the correct order. Label the outside of the USBs as:
  - #1 Comm (Communication or DexComm- version 02.00.51)
  - #2 WasherMain (Master or DexMaster- version 05.01.02)
  - #3 WasherSecondary (Slave or DexSlave – version 02.00.09)
9. The washer needs to be in Idle mode. This means that the vend price is being displayed only (not flashing or scrolling any other prompts).
10. Install USB with the Comm file (should see decimal points scrolling).
  - a. Wait for prompt of "Install User File from USB". Use the WARM button to advance to prompt for "FIRMWARE".
  - b. Press START button to accept this option.
  - c. When you see the prompt of "To Install- Press Start" press START button (again).
  - d. When the display prompt is "Done Remove USB" or goes back to Idle mode, remove USB.
11. Install USB with WasherMain on it.
  - a. Wait for prompt of "Install User File from USB". Use the WARM button to advance to prompt for "FIRMWARE".
  - b. Press START button to accept this option.
  - c. When you see the prompt of "To Install- Press Start" press START button (again).
  - d. Should see "LOADING" prompt, then the control will re-boot and eventually go back to Idle.
  - e. Remove USB.
  - f. At this point, if you have a "MEMORY ERROR" on the display, push the programming button for 4 seconds. The "MEMORY ERROR" will still be on the display, but the control should now be ready for Secondary file installation. If "PROGRAMMING" is now displayed, use the "COLD" button to exit out of programming mode. If there is no "MEMORY ERROR" on the display, proceed to the next step.

12. Install USB with WasherSecondary on it.
  - a. Wait for prompt of "Install User File from USB". Use the WARM button to advance to prompt for "FIRMWARE".
  - b. Press START button to accept this option.
  - c. When you see the prompt of "To Install- Press Start" press START button (again).
  - d. Should see "LOADING" prompt, then the control display will be blank for a short amount of time. "PCB Error2" may be displayed at this time.
  - e. Remove USB #3. At this point, if you have a "PCB Error2" displayed, perform a "hard reset" on the control. A "hard reset" resets the control back to factory defaults using the latest firmware that has been loaded.
  - f. Remove power from the control and leave off for 10 seconds.
  - g. Hold down on programming push button and apply power to the control. Continue holding down on programming button until 10 seconds after the "Dexter" prompt is displayed.
13. The procedure should now be complete. You can check that the firmware is loaded by going into the programming mode and advancing to the following menu options: "Programming", "Control", "M firmware", then "S firmware", then "C firmware".
14. Repeat this installation sequence on all washer controls with "C\_FIRMWARE" version of 01.00.19

## **Procedure #2 - Loading Firmware 1.5**

1. Once all of the washers have been updated to the Level 1.4 firmware, insert the USB provided in the Location Kit into the laptop/computer.
2. Go to the USB drive on the laptop/computer.
3. Once found, there should be two folders, "Level 1.4" & "Level 1.5".
4. Double click on the "Level 1.5" folder.
5. There should be two folders displayed, "Dryer" & "Washer".
6. Double click on the "Washer" folder.
7. There should be three files in this folder, "DexComm 03.01.12" & "DexMaster 05.02.14", & "DexSlave 02.00.12".
8. Load all three files onto the same USB stick.
9. The washer needs to be in Idle mode. This means that the vend price is being displayed only (not flashing or scrolling any other prompts).
10. Install USB into the control (should see decimal points scrolling).
  - a. Wait for prompt of "Install User File from USB". Use the WARM button to advance to prompt for "FIRMWARE".
  - b. Press START button to accept this option.
  - c. When you see the prompt of "To Install- Press Start" press START button (again).
  - d. Should see "LOADING" prompt, then the control will re-boot and eventually go back to Idle.
  - e. When the display prompt is "Done Remove USB" or goes back to Idle mode, remove USB.

11. The procedure should now be complete. You can check that the firmware is loaded by going into the programming mode and advancing to the following menu options: "Programming", "Control", "M firmware", then "S firmware", then "C firmware".
12. The correct "M firmware" should be 05.02.14
13. The correct "S firmware" should be 02.00.12
14. The correct "C firmware" should be 03.01.12

### **Procedure #3 - Loading Firmware 1.6 or higher**

1. For manual firmware updates, follow procedure #2 using the latest firmware version. Once you're above level 1.5 you can jump directly to the latest version, there's no need to install each level.
2. For networked locations, you can update the firmware remotely directly through the DexterLive portal. Select the programming tab and follow the procedure shown. This will save a lot of manual installation time.

# Troubleshooting DexterLive Connection

| Fault   | Description  | Customer Action   |
|---|--|---|
| Connecting to DexterLive Account, No Connection Green Bars on Home Page   | DexterLive not seeing Location Gateway                                 | <ol style="list-style-type: none"> <li>1. Cycle Power on Internet provided Modem. Cycle power on Fortinet Router. Cycle power on Gateway Module.</li> <li>2. Make sure Fortinet router and Gateway are powered up.</li> <li>3. Connect Lap top to Fortinet router with Wi-Fi off and make sure you can connect to the internet through the Fortinet Router and your internet provided Modem.</li> </ol> |
| Connected to DexterLive Account, have three green bars but no machines connected (Machines list is populated).              | DexterLive site not seeing any Machines. [This is if using DHCP setup] | <p>Connect laptop to Fortinet router with Wi-Fi off. From command prompt on your laptop or computer, type " ipconfig" you should show that you are connected to 192.168.40.1 and your address is 192.168.40.*** (assigned 02-254) [This is if using DHCP setup]</p> <p>If showing 192.168.1.99 the Fortinet Router has defaulted and will need reconfigured. Contact your Dexter representative.</p>    |
| Connected to DexterLive Account, have three green bars but some machines showing not connected (Machines list is populated) | Not seeing a section of machines                                       | Cycle power on Ethernet switch for section of store not responding.   |
| Cannot connect to internet through Router to outside internet   | Not connecting through the router to outside world                     | <ol style="list-style-type: none"> <li>1. Check Router set up.</li> <li>2. Change Subnet.</li> </ol>  |
| When typing in Gateway code to DexterLive and response is "invalid Gateway Code"  | DexterLive web site has not established link to gateway.               | <ol style="list-style-type: none"> <li>1. Make sure Gateway is connected to the Fortinet Router.</li> <li>2. Make sure Gateway is powered up.</li> <li>3. If Gateway needs an update it will automatically perform at the top of the hour.</li> </ol>   |

| Fault  | Description   | Customer Action   |
|--|---|---|
| Pending address  | Mac address has been added manually and Gateway has not communicated with this address yet. | <ol style="list-style-type: none"> <li>1. Connection issue, Cable to control, Cable to Ethernet switch, possible control.</li> <li>2. Firmware on control may be old and need updated.</li> <li>3. Mac Address may have been added wrong. Example mac address 00:20:96:04:25:CC, make sure (:) used between numbers not(;), (.), (,), or (-).</li> </ol>  |
| When first connecting not getting a connection light on the control. |   | Check control Firmware is not up to networking version.   |
| When first connecting and not getting an unclaimed control prompt.   | Connection issue  | <ol style="list-style-type: none"> <li>1. Check yellow connection light on back of control.</li> <li>2. Verify Ethernet switch is it powered</li> <li>3. Check connection light on Ethernet switch in bulkhead.</li> <li>4. Check connection light on cable from Ethernet switch to back room switch (or Fortinet router if plugged in direct).</li> <li>5. Verify serial communication device is plugged into the control</li> </ol>   |
| DexterLive and DexterPay will not activate a specific machine        |   | <ol style="list-style-type: none"> <li>1. Try a remote start through DexterLive, if the start fails, go to Step 2.</li> <li>2. Try to reboot control through DexterLive. Select free vend again. If the start fails, go to step 3.</li> <li>3. Reset power and check the control cable connection (green and orange lights). Select free vend again. If the start fails, go to step 4.</li> <li>4. Check connectivity light on Ethernet switch and reset the connection and power cycle the switch. Select free vend again. If the start fails, go to step 5.</li> <li>5. Power cycle the control. Select free vend again. If the start fails replace the cable.</li> </ol> |

The DexterLive ID MAC address can also be read off of the label on the controls (Figure 1 and Figure 2) or the number can be obtained in the Manual programming menu. (Section 1 page 4).

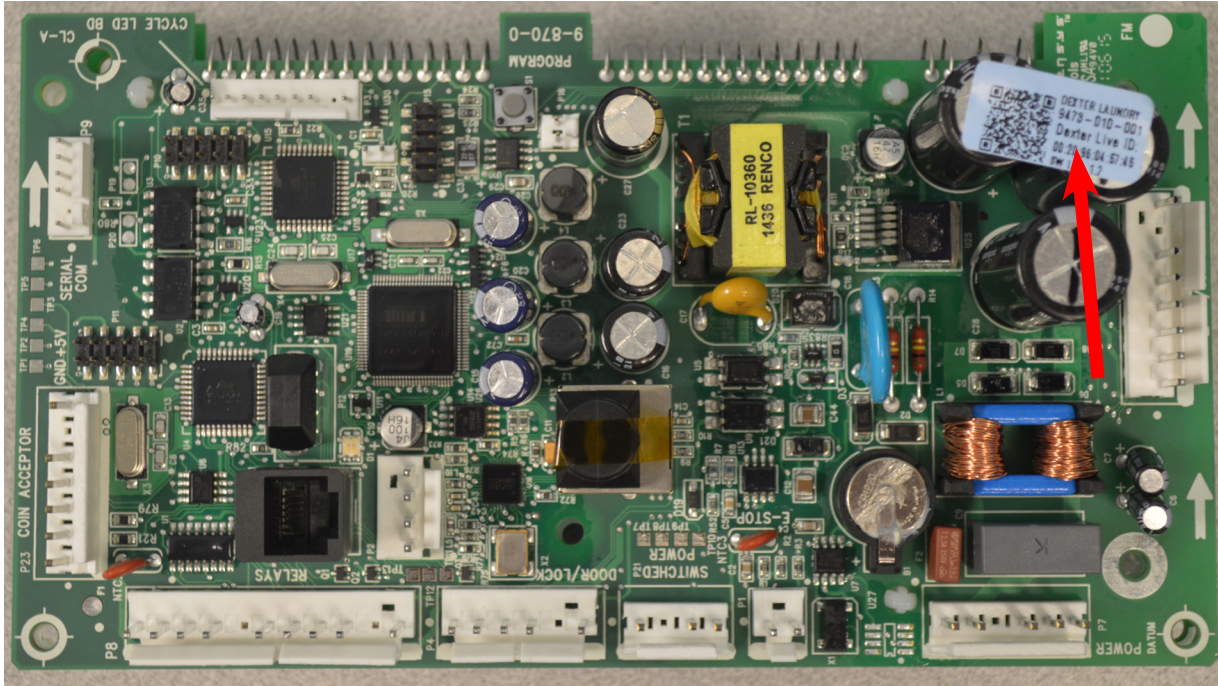


Figure 1 Washer Control ID Label



Figure 2 Dryer Control ID Label


# DexterLive Setup Checklist

1. Installer must have a Laptop/Desktop with an Ethernet connection (Nic card) to test the system during installation.
2. Connect laptop directly to Internet Modem (router) [with wireless connection off] and verify a stable connection to the internet.
3. Remove proven internet Cat5e cable from the laptop and connect it directly to the Gateway. Connect power to the Gateway and allow two hours for the Gateway to update over the internet.
4. **FOLLOW THE REMAINING INSTRUCTIONS IN THE INSTALLATION GUIDE STEP BY STEP TO PREVENT MISTAKES OR BACKTRACKING!!**
5. Cables should not be connected to the machine controls at the start of the installation. You will be advised when to connect them **ONE AT A TIME** in the instructions.

The Ethernet switches need to be routed and placed in central locations to the machines that will be connected at each (see store layout example Figure 1). Cables can be ran connecting Ethernet switches to other switches or direct to the router device. Caution needs to be taken when routing connecting cables from each switch to the control room where the Gateway and router are located and connected to the incoming internet. Make sure not to route cables over light ballasts, dryer burner housings or any other source of heat damage or electrical noise.

**NOTE: The Ethernet switches should be powered down until cable installation is complete**


## DEXTERLIVE NETWORKING GUIDE AND WARRANTY



### WARRANTY


The main components of the DexterLive Location Kit are covered by a 1-year parts warranty. This limited warranty covers DexterLive Gateways and DexterLive Routers that fail during normal use under the limitations further described below. Dexter's obligation under this warranty shall be limited to repairing or exchanging any part of said components that, in the judgment of Dexter, shows evidence of premature failure. All warranty should be processed through a Dexter Authorized Distributor at the time of failure.

- This warranty will be automatically registered with Dexter Laundry once the DexterLive Gateway is recognized as active online at DexterLive.com.
- Dexter assumes no responsibility for labor costs, transportation charges, local duties, or taxes associated with warranty parts.
- This warranty shall not apply to any product which has been altered in any way so as, in our judgment, to affect its performance, or which has been subject to abuse, misuse, negligence, chemical damage, improper installation, damage caused by line voltage exceeding factory recommended specifications or any other occurrence beyond the control of Dexter.
- This warranty shall not apply to any DexterLive Gateway on which the serial numbers have been altered, defaced, or removed.
- Dexter Laundry, Inc. reserves the right to make changes in design or make additions or improvements upon this product without incurring any obligations to install the same on products previously manufactured.
- The warranty provided hereunder and the obligations and liabilities of Dexter Laundry, Inc. as set forth herein are exclusive and purchaser hereby waives all other remedies, warranties, guarantees or liabilities, expressed or implied, arising by law or otherwise (including without limitation any obligations of Dexter Laundry, Inc. with respect to Fitness, merchantability and consequential damages) or whether or not occasioned by Dexter Laundry Inc's negligence. This warranty shall not be extended or altered unless specifically agreed to in writing by Dexter Laundry, Inc. located in Fairfield, Iowa and the warranty holder.




**1**

**9732-308-002 DexterLive Location Kit**  
 9150-049-002 DexterLive Gateway Device (1)  
 9150-052-003 DexterLive Router with Ethernet Cable (1)  
 8507-474-004 DexterLive Network Warranty (1)  
 8507-475-003 Installation Instructions (1)  
 8507-505-001 Keys to Successful Installation Guide (1)  
 9150-045-003 USB with Router Backup File (1)



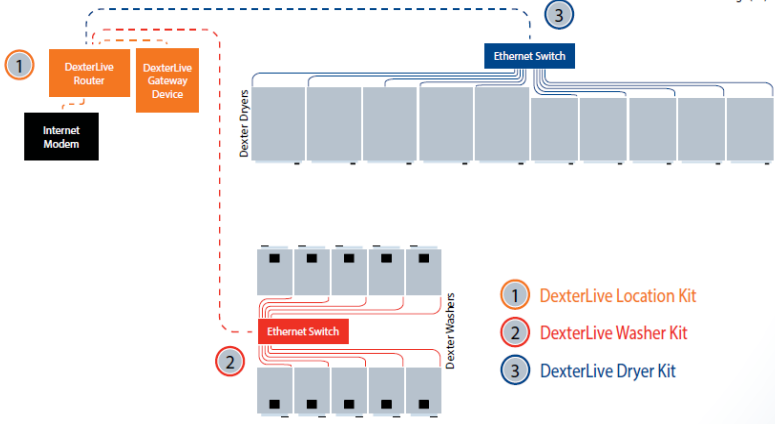
**2**

**9732-309-001 DexterLive Washer Kit**  
 9150-051-001 Ethernet Switch (1)  
 9029-323-001 Ethernet Switch Bracket (1)  
 9806-013-002 12' (3.7 m) Dexter Ethernet Cable (6)  
 9806-013-003 20' (6.1 m) Dexter Ethernet Cable (4)  
 9806-012-004 40' (12.2 m) Dexter Ethernet Cable (1)  
 9806-012-005 40' (12.2 m) Dexter Ethernet Cable (1)  
 9806-012-005 75' (22.9 m) Dexter Ethernet Cable (1)



**3**

**9732-310-001 DexterLive Dryer Kit**  
 9150-051-001 Ethernet Switch (1)  
 9029-323-001 Ethernet Switch Bracket (1)  
 9806-013-005 30' (9.1 m) Dexter Ethernet Cable (10)  
 9806-012-004 40' (12.2 m) Dexter Ethernet Cable (1)  
 9806-012-005 75' (22.9 m) Dexter Ethernet Cable (1)  
 9527-002-002 Standoff Twist Locks (20)  
 9053-067-002 Bushings (20)



This diagram is for reference only. You may need additional kits, parts and/or have parts left over depending on the layout of your store.

Part # 8507-474-004  
Rev. 05/12/2022

Figure 1