



DEXTER
LAUNDRY



DASHBOARD

Year To Date Jan 1, 2022 - May 9, 2022 compared to Previous Period Aug 28, 2021 - Dec 31, 2021

\$1,195,583 ↑ 1507.4%

How are my customers paying?

Coin
Other
DexterPay

\$1,035,966 ↑ 1802.9%
\$0 - N/A
\$159,616 ↑ 1537.8%

Washer

Dryer

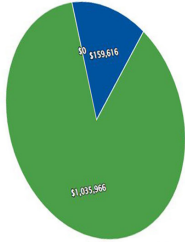
Which equipment are my customers using?

\$1,128,618 ↑ 1506.1%
\$66,965 ↑ 1628.4%

Which options did my customers purchase?

Pile-Wash \$3,339 ↑ 1542.8%
Extra Wash \$3,722 ↑ 1638.4%
Extra Rinse \$3,294 ↑ 1551.0%
Super Wash \$3,135 ↑ 1597.0%
Extended Dry \$13,420 ↑ 1542.8%
Warm/Medium Temp Adder \$1,542 ↑ 1493.8%
Hot/High Temp Adder \$3,229 ↑ 1607.8%

What are my top payment methods?



When are my stores busy?



DexterLive Networking Guide

DEXTER.COM EMPLOYEE OWNED | MADE IN THE USA | SINCE 1894 1.800.524.2954

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Recommended Tools

DexterLive Setup

Lap top or Desk top computer that has a physical Ethernet port

Washers

- : 6324 Key
- : 5/16 Socket
- : Driver for Socket
- : Cordless Drill (Optional)

Dryers

- : 6324 Key
- : T-10 Torx Driver
- : 5/16 Socket
- : Driver for Socket
- : Cordless Drill (Optional)



Section 1: Mapping & Cabling the Location & Startup



DexterLive Installation

KEYS TO A SUCCESSFUL INSTALLATION

1. TEST THE INTERNET CONNECTION

Use a laptop / desktop, with the wireless feature turned off, to connect directly to the incoming internet router using an Ethernet connection. Make sure the internet is working and is stable.

2. CONNECT THE GATEWAY AND LET UPDATE FOR 2 HOURS

Use the same Ethernet connection used to validate the internet and plug it directly into the gateway. Power the gateway on and allow 2 hours for the gateway to update.

3. USE ONLY RECOMMENDED CAT 5E SHIELDED CABLES

Laundries generate a lot of electrical noise. We recommend you purchase Dexter cables to ensure they meet the requirements. If you choose not to purchase our cables, the cables used must be of the same quality or you will experience connection issues. When setting up your cables DO NOT PLUG THE SHIELDED END INTO THE CONTROL.

4. FOLLOW THE DEXTERLIVE INSTRUCTIONS STEP-BY-STEP

Carefully follow the DexterLive instructions provided in the kit. This will help you avoid mistakes and backtracking during your setup.

5. CONNECT ONE MACHINE AT A TIME

Make sure none of the machines are connected when you start the installation process. Begin by connecting the machines one at a time. By going one at a time you will be able to easily identify which machine belongs to which control.

6. CONTACT DEXTER TECHNICAL SUPPORT WITH QUESTIONS

Dexter Technical Support is available to help. Contact us at 1-800-524-2954 or 1-641-472-5131.

DexterLive Networking Guide & 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 below). 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



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.

DexterLive 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.

Considerations When Planning the Laundry

Internet Connection

The DexterLive gateway and paired router are delivered factory set for DHCP enabled (Dynamic). The Location Kit in this setup only needs an open port on the internet provider's router. The minimum required internet speed depends on a variety of factors at the location.

The average location would ideally have at least a 15 Megabit per second (Mbps) download speed and a 5 Mbps upload speed. This allows DexterLive to function normally, and also allows us to download gateway system updates reliably and in a timely fashion. **If other systems at a location share the same internet connection as DexterLive, then additional bandwidth may be needed.** These may include Point of Sale systems, Entertainment systems, Card Readers or Customer (Guest) WiFi. Reference the minimum required bandwidth for any of these items according to the provider, and then add roughly 5 Mbps for DexterLive. Note that guest WiFi connections can use a very large amount of bandwidth.

DexterPay locations also need to have a low latency and packet loss in order to have a smooth experience. The lower the latency is, the better. **The bare minimum latency for a DexterPay location is 100ms.** A higher latency is unacceptable and may lead to errors. The packet loss should also be fairly low, around 10% or lower.

Electrical Considerations

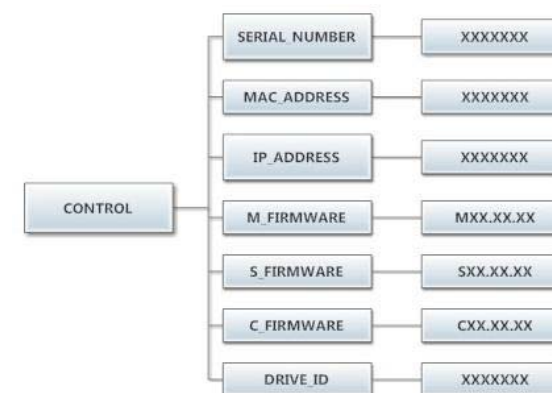
It is necessary to have 120VAC outlets located where the DexterLive Locations kit is to be placed as well as where the Ethernet switches need to be mounted. The Ethernet switches need to be located centrally in the washer and dryer groups.

Note: All machines will connect to the Ethernet switches and main trunk lines will connect the switches and then to the router and Gateway components.

NOTE: We strongly recommend connecting the power connections for the Dexter supplied router and DexterLive gateway to a suitable surge protector and battery backup unit for power stability!

Firmware Levels

The installer needs to make sure the washer or dryer control is updated to the latest version of control software. This is done by entering the manual programming mode. Once in the programming mode the field that needs to be verified is the Control section, Main Firmware, Secondary firmware, and Communication firmware.



If your firmware level 1.4 or below you will see "C_Firmware" version 01.00.19. Your firmware will need to be manually updated before you can get updates directly from DexterLive. Go to page 47 and follow procedure 1.

If your firmware is at level 1.5 or higher, you will see "C_Firmware" version 02.00.51. You can get automatic updates at this level. Go to page 50 and follow procedure 2.

The most recent versions of the washer and dryer control firmware can be verified and downloaded at DexterLive.com. These are located under the "Programming" tab and should be downloaded to a USB drive. The (.bin) firmware files should be on the top level folder of the USB drive.

NOTE: If you are using an alternate payment system connected to the serial port, the alternate system SHOULD NOT BE CONNECTED to the controls during the set up process for DexterLive.

DexterLive Location Kit

The **Location kit** (9732-308-002) consists of the paired and preprogrammed DexterLive Gateway and Fortinet router, the power connectors for each of these, the USB device with the unique backup information for your location kit and (1) Cat5e cable. Each Gateway and router have matching serial numbers and the Gateway module has a unique gateway code that allows access to DexterLive. This code cannot be duplicated. This set up system will only work in one location.

NOTE: The Gateway and DexterLive router are a paired set. If the router settings are reset or if the two devices are separated, they will no longer communicate.

NOTE: We strongly recommend connecting the power connections for the Dexter supplied router and DexterLive gateway to a suitable surge protector and battery backup unit for power stability!

9732-308-002



- | | | | |
|-----|--------------|---|--------|
| 1.) | 9150-052-003 | FG-40F Fortinet Router w/CAT5E Cable (Serial required to order replacement) | Qty. 1 |
| 2.) | 9150-049-002 | DexterLive Gateway (Serial number required to order replacement) | Qty. 1 |
| 3.) | 9150-045-003 | USB Stick With Router Backup file | Qty. 1 |

DexterLive Location Washer Kits

The **Washer kit** (9732-309-001) consists of one Ethernet switch, (6) 12' Cat5e cables, (4) 20' Cat5e cables, (1) 40' Cat5e cable, (1) 75' Cat5e cable and (1) bracket.

This kit is designed to hook up ten washers. The switch has sixteen ports so if desired with additional cables up to fifteen machines can be connected to this switch reserving one port to connect to the system.



- | | | | |
|-----|--------------|-----------------|--------|
| 1.) | 9150-051-001 | Ethernet Switch | Qty. 1 |
| 2.) | 9806-013-002 | 12' Cat5e Cable | Qty. 6 |
| 3.) | 9806-013-003 | 20' Cat5e Cable | Qty. 4 |
| 4.) | 9806-012-004 | 40' Cat5e Cable | Qty. 1 |
| 5.) | 9806-012-005 | 75' Cat5e Cable | Qty. 1 |
| *) | 9029-323-001 | Bracket | Qty. 1 |

DexterLive Location Dryer Kits

The **Dryer kit** (9732-310-001) consists of an Ethernet switch, (10) 30' CAT5e cables, (1) 40' Cat5e cable, (1) 75' Cat5e cable, (20) standoff twist locks, (20) 7/8 inch bushings, (10) network cable connectors and (1) bracket.

This kit is designed to hook up ten dryers. The switch has sixteen ports so if desired with additional cables up to fifteen machines can be connected to this switch reserving one port to connect to the system.



| 9732-310-001 DEXTERLIVE DRYER KIT | | | |
|-----------------------------------|-----|-----------------------------|--|
| DEXTER PART # | QTY | ITEM DESCRIPTION | |
| 9150-051-001 | 1 | ETHERNET SWITCH | |
| 9806-013-005 | 10 | 30' (9.1 M) ETHERNET CABLE | |
| 9806-012-004 | 1 | 40' (12.2 M) ETHERNET CABLE | |
| 9806-012-005 | 1 | 75' (22.9 M) ETHERNET CABLE | |
| 9527-002-002 | 20 | STANDOFF TWIST LOCKS | |
| 9053-067-002 | 20 | BUSHINGS | |
| 9150-053-001 | 10 | NETWORK CABLE CONNECTOR | |

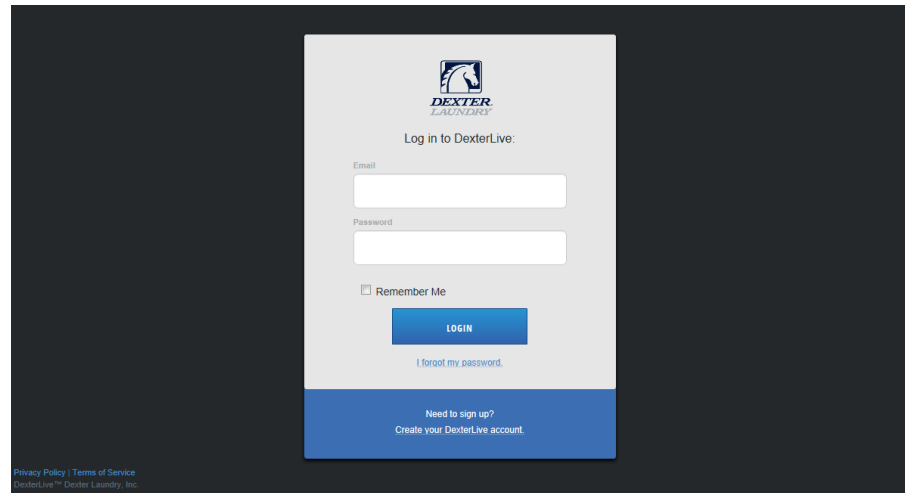
- 1.) 9150-051-001 Ethernet Switch Qty. 1
- 2.) 9806-013-005 30' Cat5e Cable Qty. 10
- 3.) 9150-053-001 Net Cable Connector Qty. 10
- 4.) 9806-012-004 40' Cat5e Cable Qty. 1
- 5.) 9806-012-005 75' Cat5e Cable Qty. 1
- 6.) 9527-002-002 Standoff Twist Lock Qty. 20
- 7.) 9053-067-002 7/8 Bushings Qty. 20
- *.) 9029-323-001 Bracket Qty. 1



Section 2: Connecting to DexterLive and Setting up the Store Location

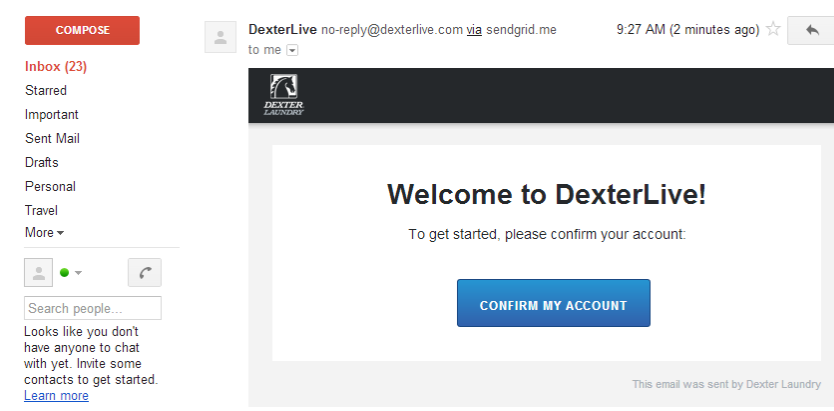
Creating an Account on DexterLive

1. Log into DexterLive.com. On the right side of the screen, select "Create your DexterLive account."



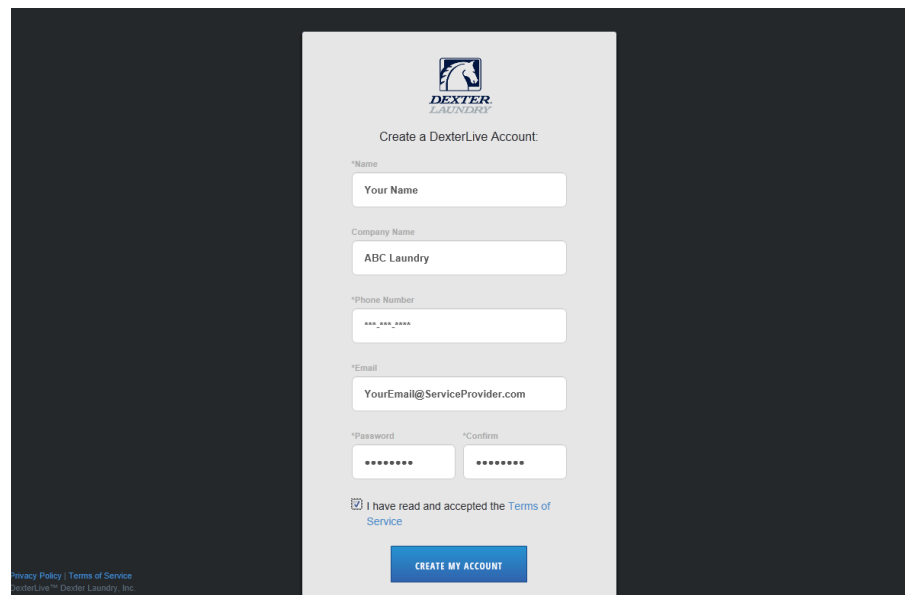
An account must be created to use the DexterLive features.

4. Open the e-mail sent from DexterLive and select "CONFIRM MY ACCOUNT"



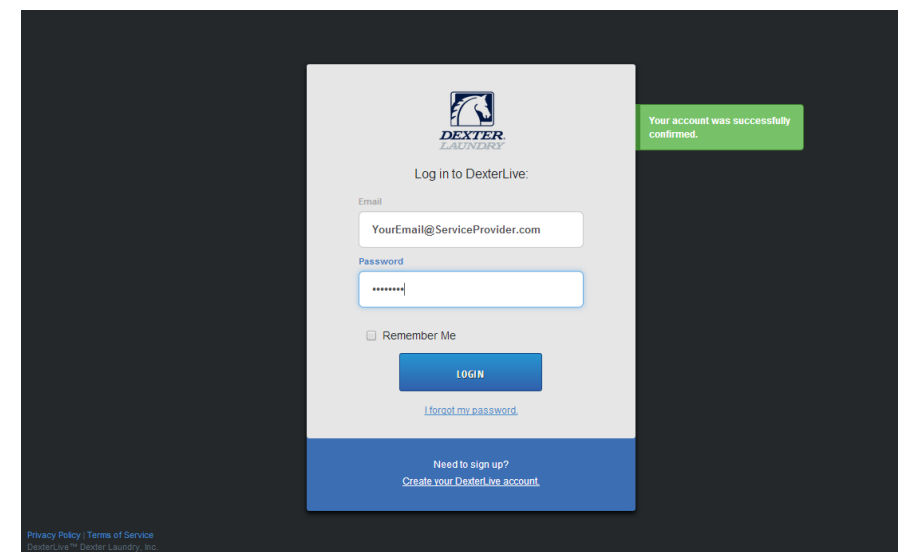
Selecting the "Confirm My Account" hyperlink will take you back to the DexterLive log in page.

2. At the "Create a DexterLive Account" screen. Fill in the required fields and click on "Create My Account".



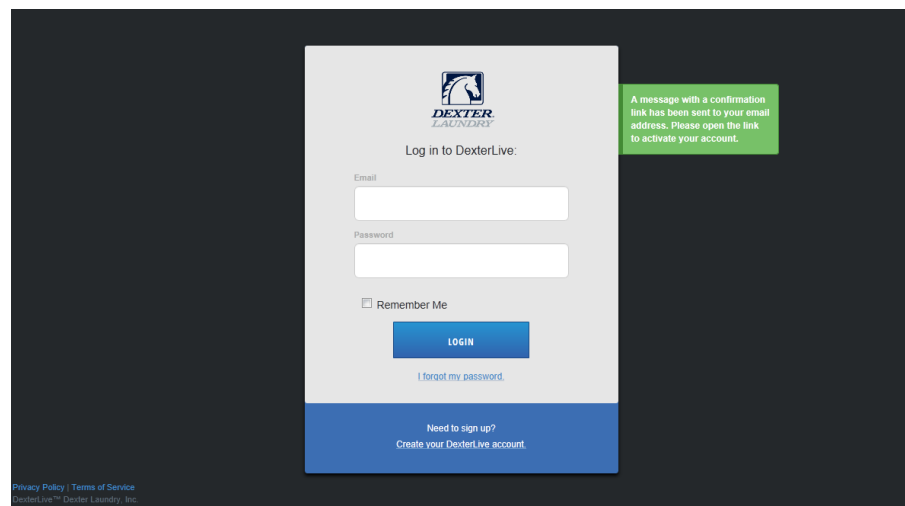
When creating a new user account make sure to fill in all fields marked with asterisks and check the "Terms of Service" box.

5. At the "Log into DexterLive" screen, enter your e-mail/user name and password to access DexterLive.



Welcome to DexterLive. Proceed to the step to create your location information.

3. After selecting to "Create My Account", you will see the log in screen advising you to go to your e-mail and activate your account.



After creating your account you will need to use the e-mail link to gain first access. The account will not be active until you confirm your account.

Setting Up The Location

- To configure your location with DexterLive click "Add New Location" and fill in the details for this particular store location. Otherwise select the previously added location.

NOTE: Some options are only available to the location owner which are automatically assigned to the account that sets up the location. During installation be sure to use the owner's account or follow the steps on page 45 to transfer ownership to the location owner after the setup is complete.

Welcome to DexterLive!
Add a location to manage:

Location Name
*Address 1
Address 2
*City
*State/Province: Alabama *Postal Code
*Country: United States
*Time Zone: (GMT-06:00) Central Time (US & Canada)
*Location Type: Vended

ADD LOCATION Cancel

- Once the location is selected the Location tab will be active and the screen will display the "Location Overview" dashboard.

Locations Ben Huff

DEXTER TEST LAB
2211 West Grimes
Fairfield, IA
Delete Location

9 Users
1 Washer
2 Dryers

Equipment
Promotions
Users
Programming



Section 3: Connecting Fortinet Router and DexterLive Gateway to the Internet

DexterLive Internet Setup

FOLLOW THE REMAINING INSTRUCTIONS IN THE INSTALLATION GUIDE STEP BY STEP TO PREVENT MISTAKES OR BACKTRACKING!!

NOTE: The installer must have a Laptop/Desktop with an Ethernet port connection (Nic card) to test the system during installation. This cannot be done through a phone or tablet without an Ethernet port. DO NOT under any circumstance reset the provided DexterLive router back to the original factory settings. This will disable it from communicating with the DexterLive Gateway device.

Connecting to the internet using the standard DHCP settings

There are two different ways to connect to the internet, either DHCP Enabled (dynamic) or a static IP addressing. If using DHCP settings the location should be able to hard cable into the internet provider's router and be connected to the outside world. If using DHCP (recommended) follow the standard setup below.

(If using a static IP setup, go to page 27 of this manual.)

1. To test for an internet connection. **Start by disabling the wireless internet setting on your laptop.**
2. Connect the included Cat5e cable from your laptop ethernet networking port to an open port on the internet providers modem or router. Try browsing to several web pages to verify that there is indeed a connection to the internet.



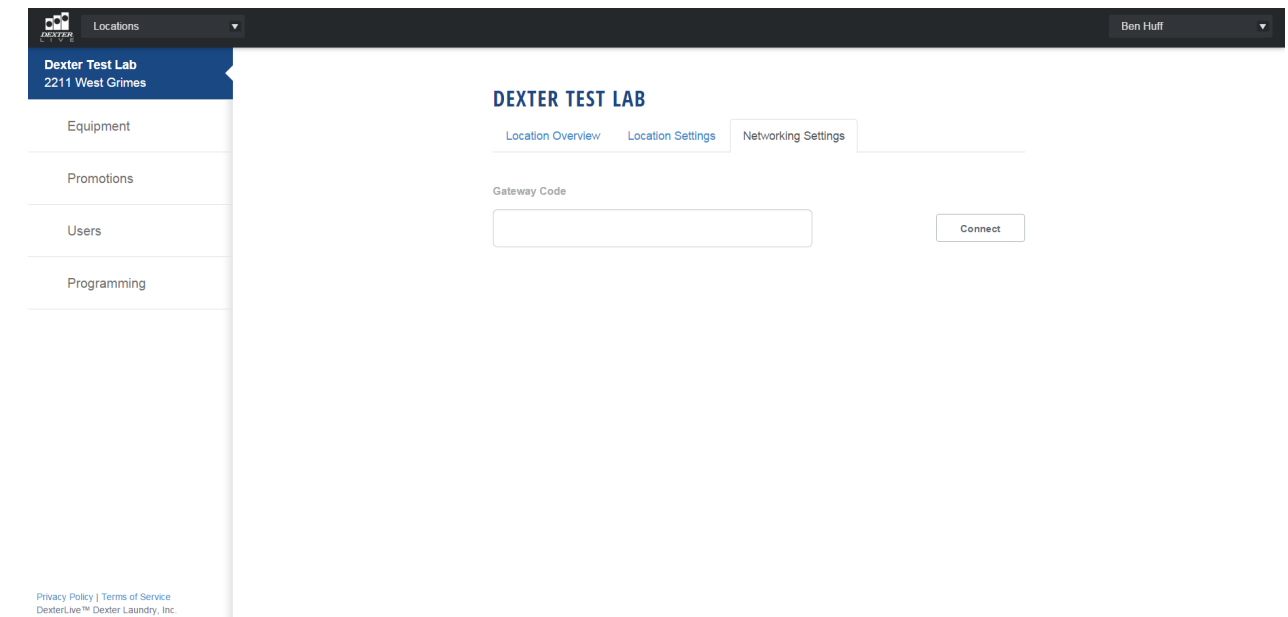
Figure 8

Cat5e cable connected to internet router

Cat5e to Laptop (Step 4)
Cat5e to Gateway (Step 6)

3. Once connection is verified, disconnect the Cat5e cable from the laptop and then connect the same Cat5e cable to the Dexter supplied router at the "WAN" port (Figure 8). Connect the router to power at this time using the supplied cable.
4. Connect a separate Cat5e cable from port 1 of the Dexter router to your laptop (Figure 8). Open your web browser and connect to several web sites to ensure you still have a connection to the internet. If you have connectivity continue to step 6. If you do not have connectivity the Subnet may need changed, if so proceed to step 5.
5. If you unable to achieve an internet connection we will first need to try to change the Subnet to enable an internet connection. (Refer to Section 4, procedure 5, on Page 40)
6. Once a connection has been established from the laptop through the Dexter router, the Gateway can then be connected by the same Cat5e cable used for the laptop to the router. The Gateway can then be powered on using the supplied power cord. **The Gateway should remain connected to the internet for up to 2 hours to perform potential necessary updates before adding machines.**

7. Select the "Networking Settings" tab. This is where the Gateway code will be entered.



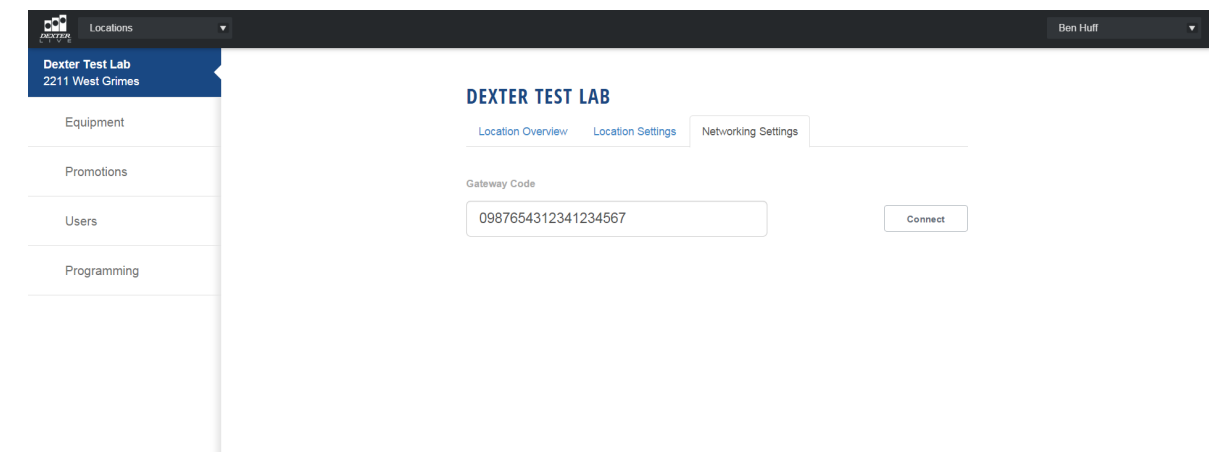
8. The Gateway code is found on the identification tag on the Gateway module.



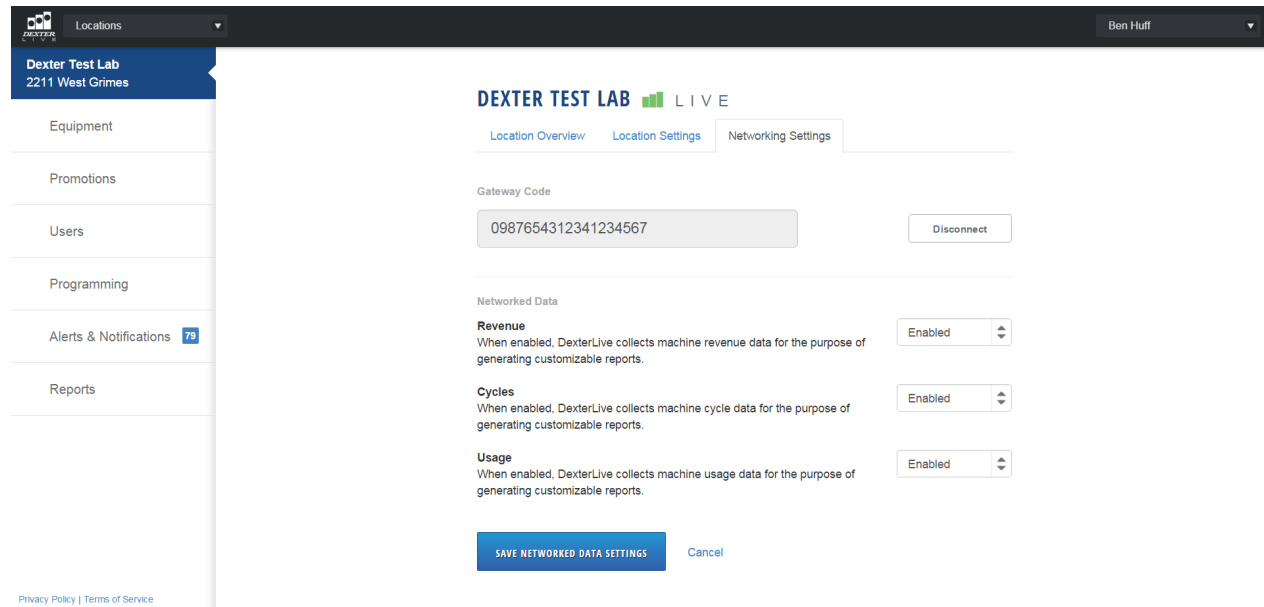
Note: The Gateway Module and the Fortinet Router are matched sets. Verify that the serial numbers on the gateway and router are the same. This ensures that they are programmed to communicate to each other and to the DexterLive web site. The router is programmed "DHCP enabled". If the location requires that the router needs to be set for a static IP or set up to a different subnet, the information can be found in Section 4 Connecting Router Internet to the Internet.

9. Type in the Gateway Code into the field and then select "CONNECT".

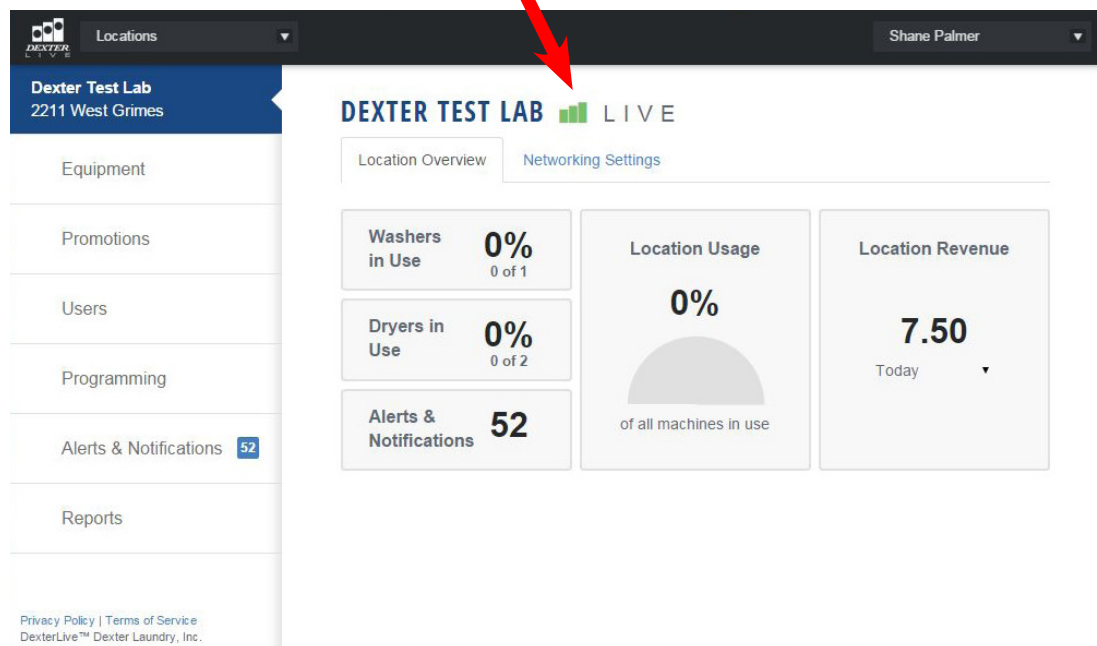
Note: The Gateway code is Case Sensitive



- Once the system connects the "Alerts & Notifications", and "Reports" tabs in the left navigations pane, and the "Networked Data" fields will appear on the screen. Also notice the Live status will appear.



- Selecting the "Location Overview" tab you will also notice the Dashboard changes. You should see the 3 green "connected" indicators to prove that the gateway is connected to the DexterLive Cloud and is ready for the next steps in setup.



- Cables should **NOT** be connected to the machine controls at the start of the next section. You will run the cables and ethernet switches to the machines first and then will be advised at the proper time when to connect them **ONE AT A TIME** as you identify each in DexterLive.

Installing Machine Cables

While installing the washers and dryers, the network cables need to be routed through the machines and the bulkheads properly to prevent electrical noise interference to the networking interface.

Washers

- Shut down power and remove the top of the washer. Under the clear plastic protector is the washer control board. Locate the networking connector and remove the plastic plug.

The unshielded plastic end of the Cat5e cable from the Ethernet switch needs to be routed from the back of the machine to the front where it can be ran to the control. The unshielded connector should be inserted into the control and the shielded connector should be run to the Ethernet switch.

- Remove electrical connection cover on the rear of the washer
- Run the cable through the lower left hole with a bushing (Figure 2).
- Inside the cover area route the cable to the right and through the hole with the bushing (Figure 3)
- Route the cable from the Ethernet switch to the front of the machine along the inside of the control trough where it can be connected to the control panel (Figure 4).

NOTE: DO NOT connect the cables to the controls at this time!
Each machine control will be connected ONE AT A TIME per later instructions.

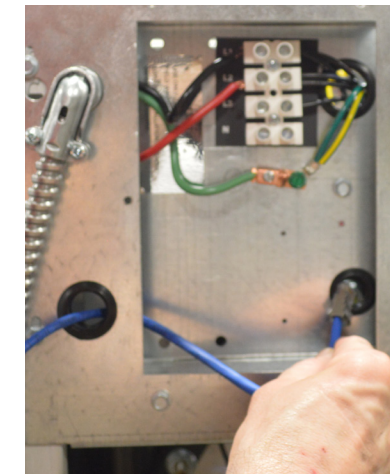


Figure 2

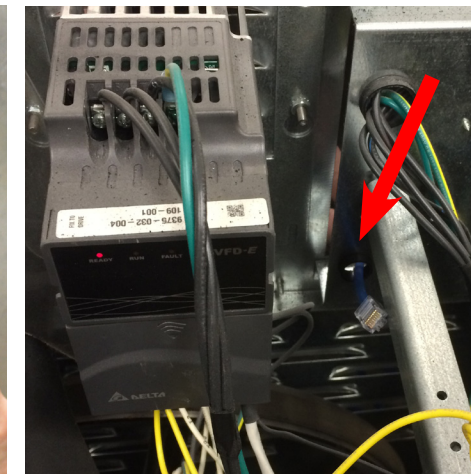


Figure 3

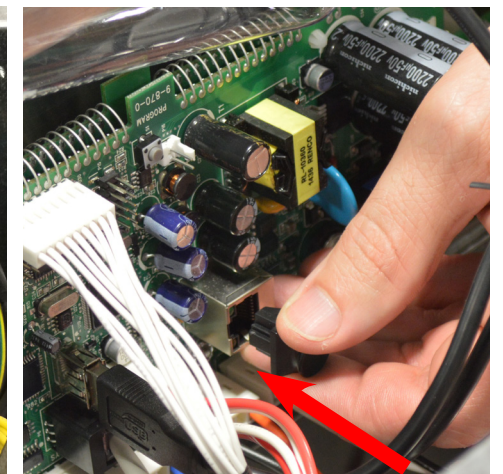


Figure 5

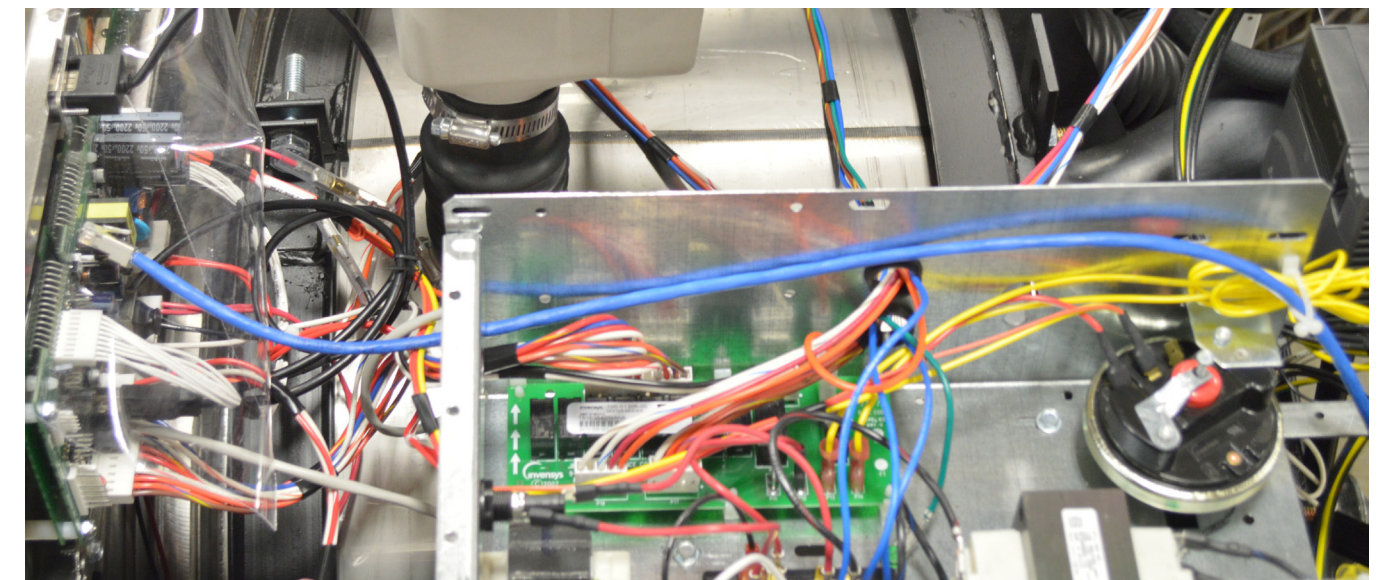


Figure 4

Dryers

Stack Dryers

18. Remove power from the dryer.
19. At the rear of the machine, remove the rear upper belt guard.
20. With belt guard removed, route cable down through guard (Figure 7) and then route through protected hole in rear of machine (Figure 8).
21. The control tray for the dryer should be unlocked and pulled forward to reveal the connector on the front of the long board mounted to the base of the control (Figure 6). Once the control tray is pulled forward, retrieve the cable that routes to your Ethernet switch and connect the cable to the connector on the front of the control board (Figure 9)

NOTE: Each machine control will be connected ONE AT A TIME per later instructions.

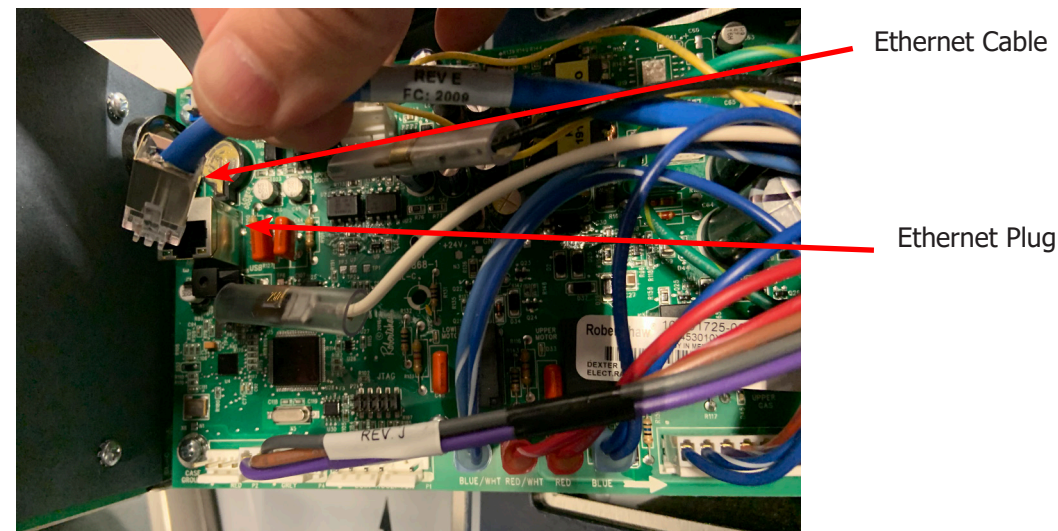


Figure 6

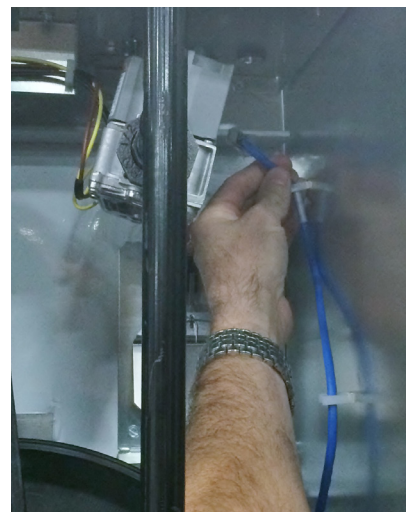


Figure 7



Figure 8

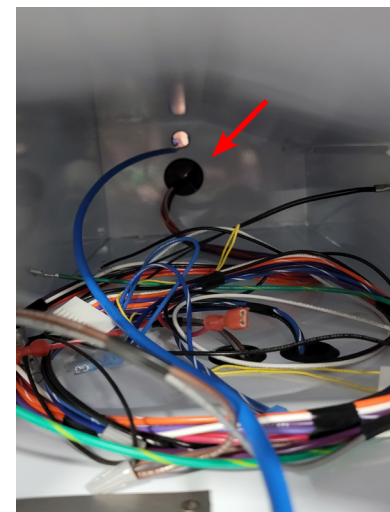


Figure 9

DexterLive Ethernet Switch Cabling

22. The Ethernet switches need to be routed and placed in central locations behind the machines that will be connected to them. (see store layout example Figures 1 and 3)
23. Cables can be run to connect the Ethernet switches to other switches or directly to the provided Fortinet router device on remaining ports 2, 3, or A-. (see Figure 2)

Caution needs to be taken when routing connecting Cat5e 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 the cable installation is complete

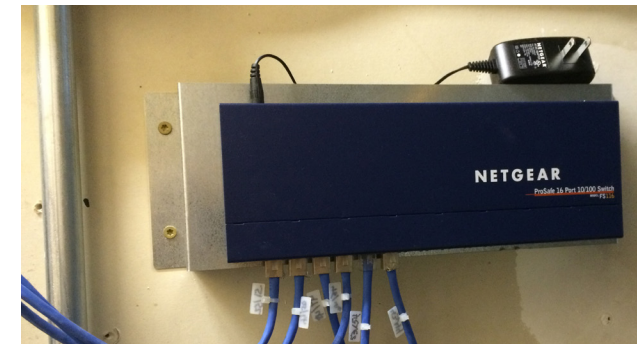


Figure 1



Figure 2

DEXTERLIVE NETWORKING GUIDE AND WARRANTY



WARRANTY

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- 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 live 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) and 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.

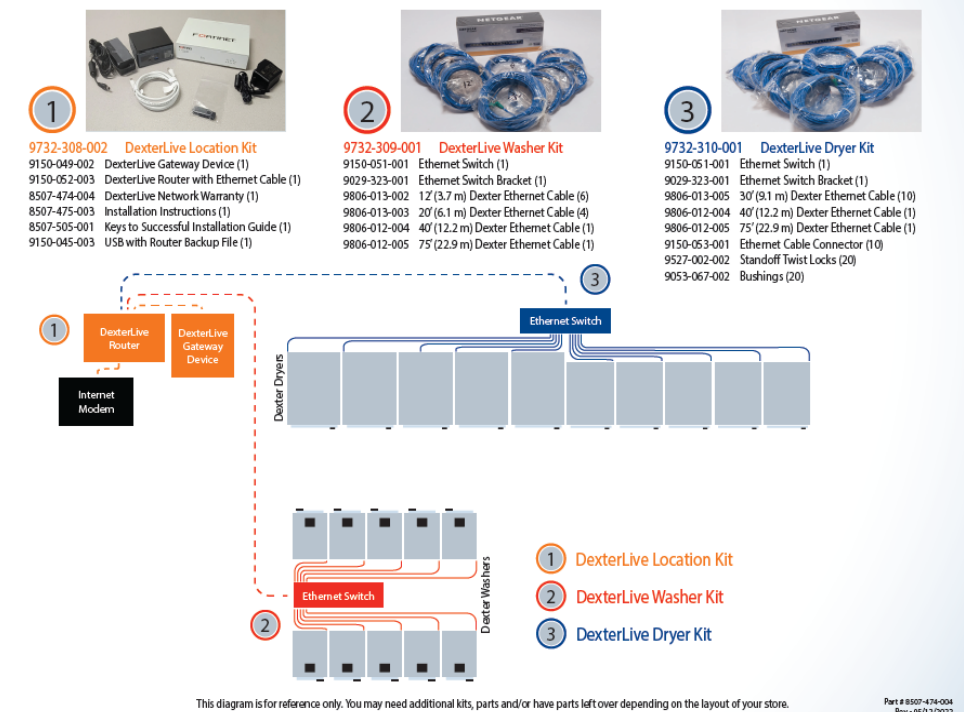


Figure 3

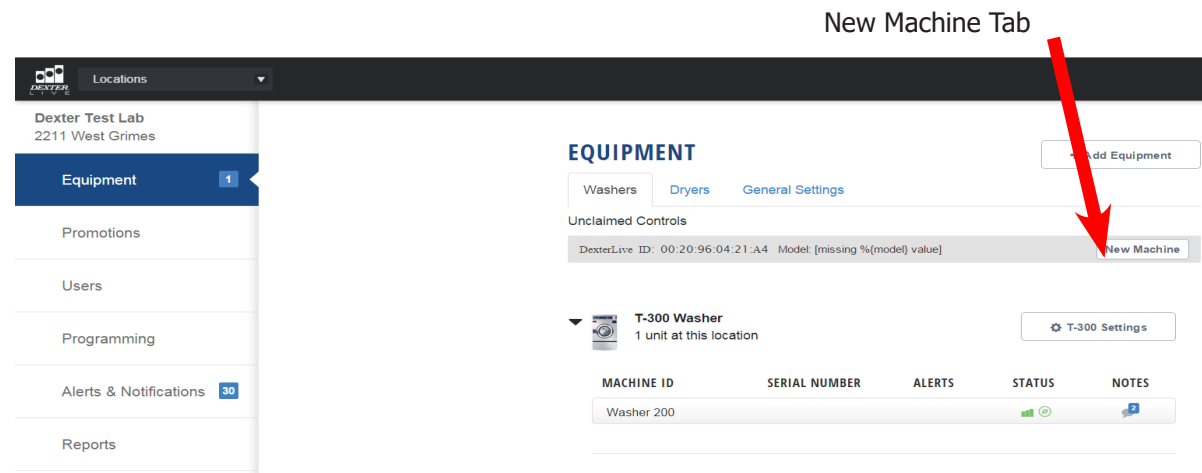
Adding Equipment

NOTE: If you are using an alternate payment system connected to the serial port of the Dexter Controls, the alternate system it SHOULD NOT BE CONNECTED to the controls during the setup process for DexterLive. Please discuss with your alternative payment provider if there could be potential conflicts between the payment system they offer and the DexterLive / DexterPay systems.

24. Before connecting any of the machine controls, power up all of the Ethernet switches in your network. (It is assumed that the Gateway and Router have already been connected and have communication to the internet and to DexterLive)
25. Each machine control will be connected **ONE AT A TIME** with the Cat5e cable to the control and immediately added to the software using the laptop connected to the DexterLive location over the internet connection.

NOTE: THE PROCESS OF CONNNECTING A MACHINE CONTROL AND ADDING TO THE DEXTERLIVE EQUIPMENT LIST SHOUD BE COMPLETE BEFORE PROGRESSING TO ANY SUBSEQUENT MACHINES!!

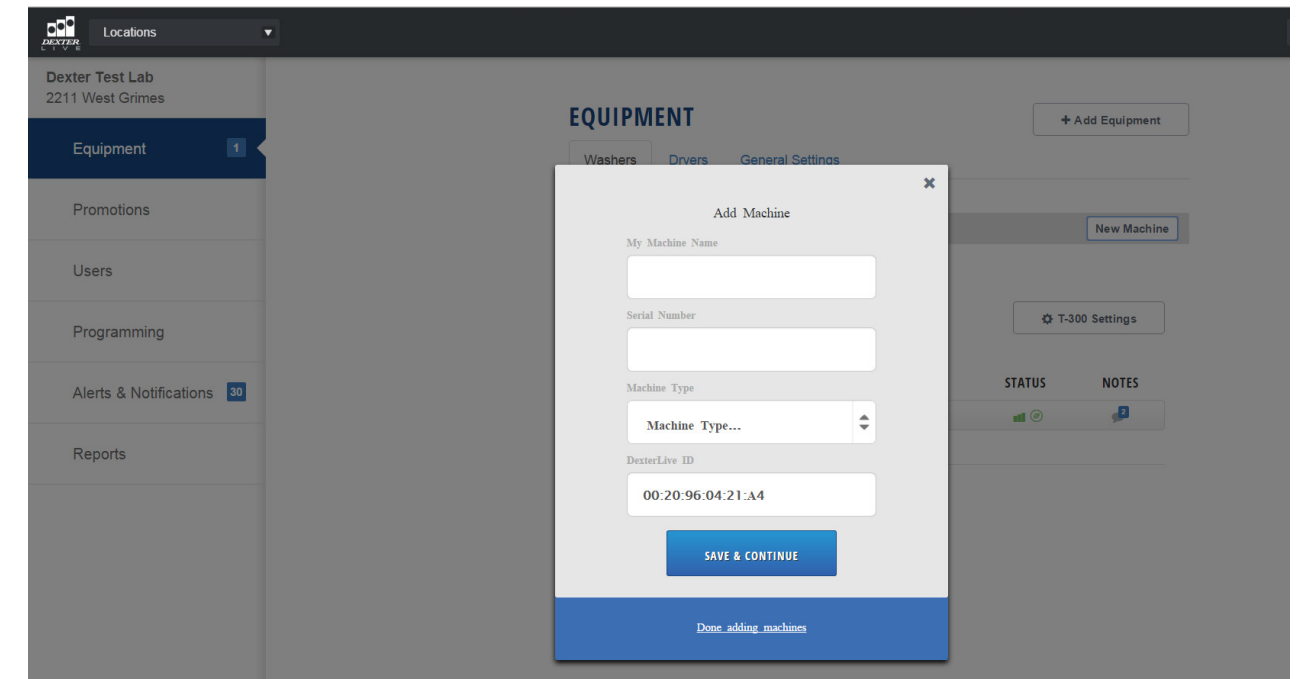
26. Connect the Cat5e unshielded end of the cable into the control with the shielded tip already connected into the powered up Ethernet switch. Wait 30-60 seconds.
27. Using DexterLive on the laptop, select the "Equipment" tab from the main menu and select either the Washers or Dryers tab. This tab should now show the **"Unclaimed Controls"** field. At this time you will may need to manually refresh your web browser and select the "New Machine" tab once the "Unclaimed Control" field appears. Click on this "New Machine" tab.



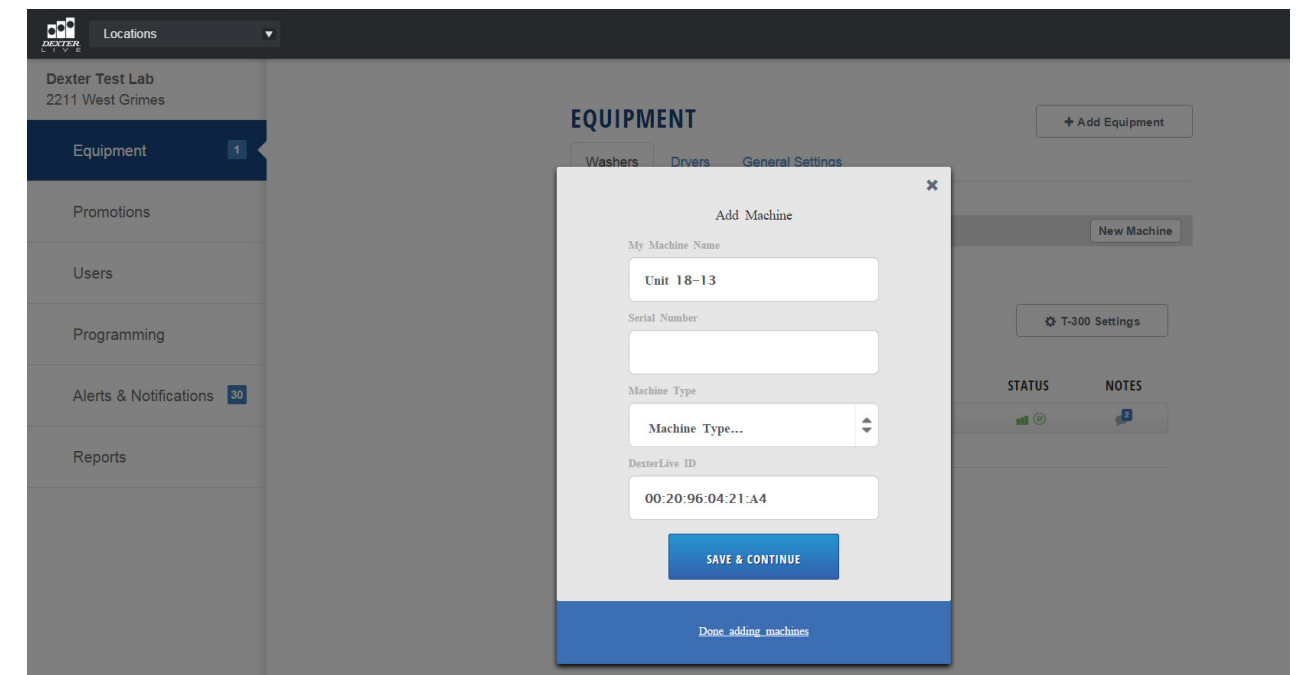
NOTE: If the "Unclaimed Control" window does NOT appear.

- A. First, if the process was not followed earlier to connect and wait for the Gateway firmware to update, you may need to wait now before machine controls will recognize. The recognition may take up to a couple of minutes, try to refresh your browser.
- B. Next, disconnect the cable from the control and perform a soft reset by powering up with the program switch. Now try reconnecting or replacing the cable.
- D. Try connecting another machine control to see if it is just this control that is not responding.
- C. Check all cable connetions to verify that there is no damage and that there is communication back to the Ethernet switches as well as the Fortinet Router.
- E. Using the laptop Connected to the Fortinet router and the WiFi off, verify absolutely that there is a sufficient internet connection to the router and Gateway. Retest using the same process shown shown back in step #2.
- F. Next, with the laptop connected, go to the command prompt on your laptop. From the command prompt, type " ipconfig" and press Enter. You should show that you are connected to 192.168.40.1 (The Fortinet router address). If it is showing 192.168.1.99 the Fortinet Router has defaulted and will need reconfigured. **(Go to pgs. 23-26, Procedure #1 and 2)**

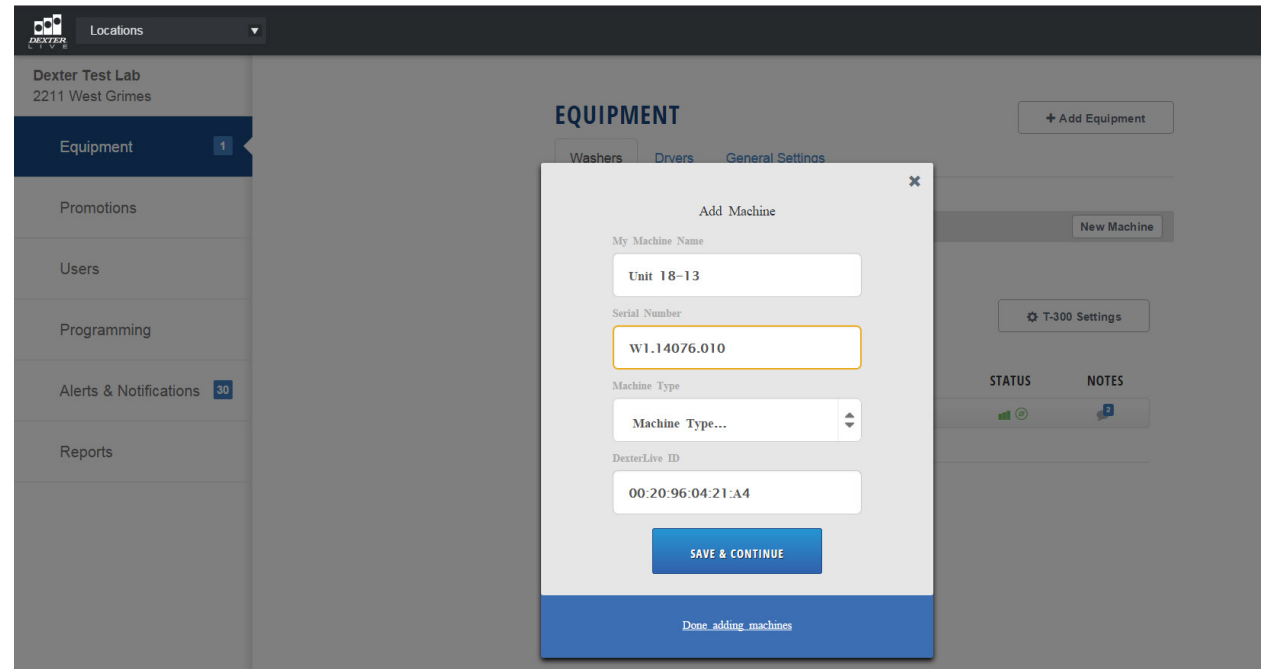
28. The "Add Machine" window will open with the "DexterLive ID" already populated. Using the information from your store layout the remaining fields can be completed: Machine Name, Serial Number, and Select Machine Type.



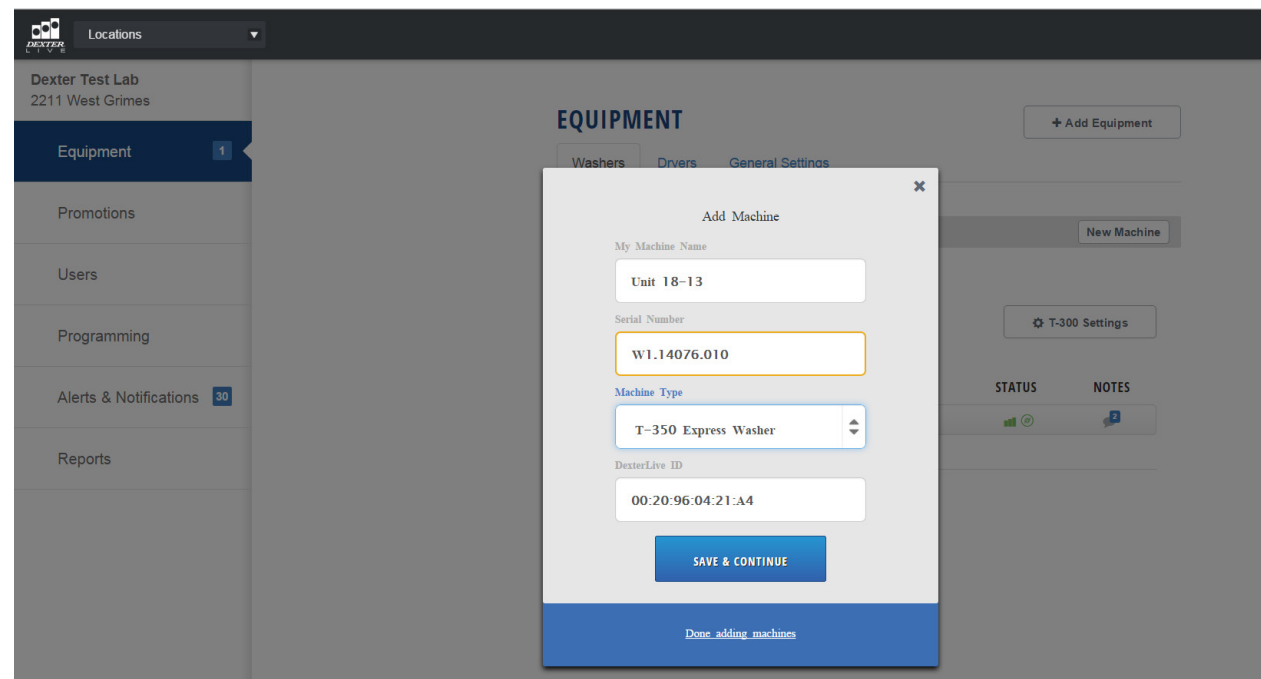
29. Add the machine name or number.



30. Add the serial number.



31. Add the machine type. **Note: It will accept any type so be sure to choose the correct one.**



32. Once all machine information is entered, select "Done adding machines". This will return you back to the equipment page and will show the machine in the equipment list with an active status symbol.

33. Continue the process of adding **ONE MACHINE AT A TIME** following steps 26 thru 32 until the location is completed.



Section 4: Troubleshooting Fortinet Router Configurations

- Procedure 1:** Steps for Logging into the FG-40F Fortinet Router (pg 26)
Procedure 2: Restoring the FG-40F Fortinet Router From a Backup File (pg 29)
Procedure 3: Steps for FG-40F Fortinet Router Static IP Setup (pg 30)
Procedure 4: Manual Setup for FG-40F Fortinet Router (pg 34)
Procedure 5: Steps for Changing the FG-40F to a Different Sub-network (pg 43)
Procedure 6: Transferring Location Ownership (pg 48)

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.

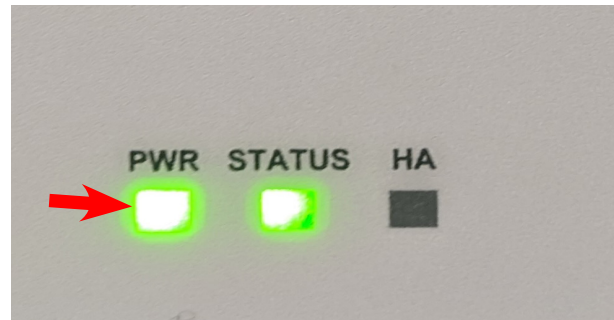


Figure 1

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)

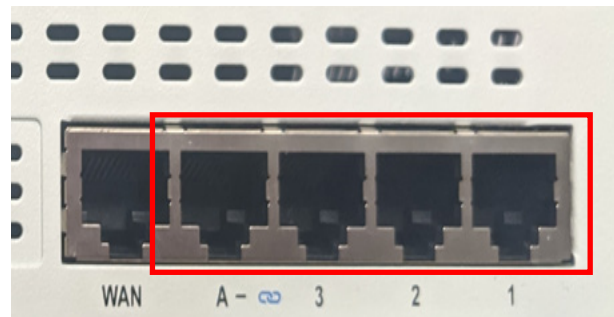


Figure 2

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.

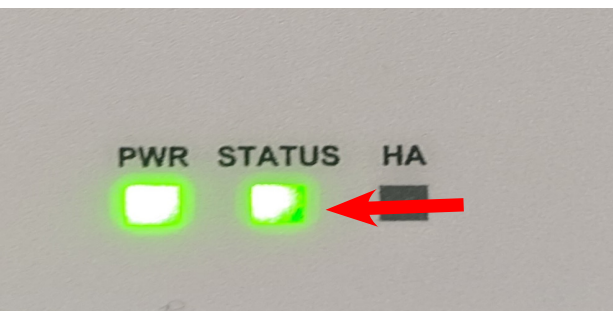


Figure 3

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)

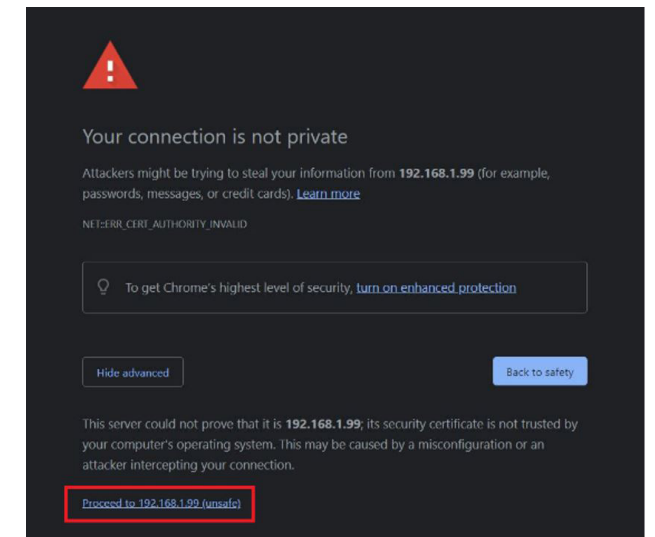


Figure 4

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".

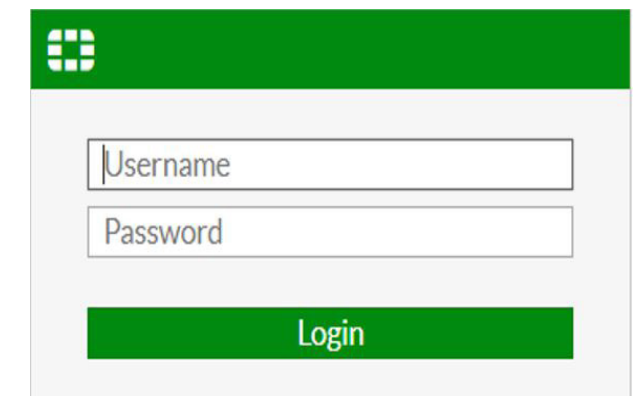
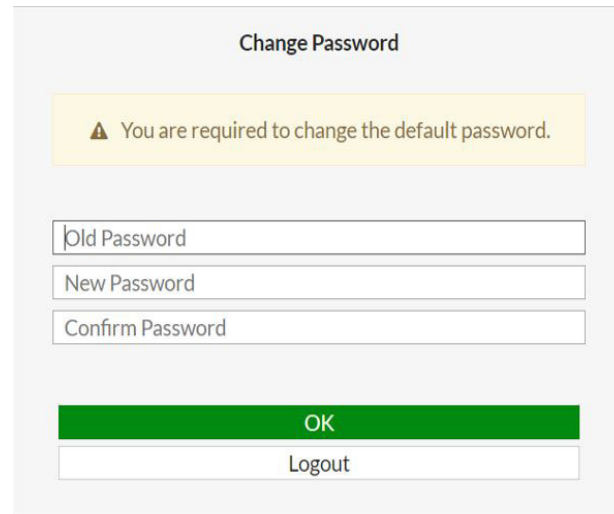


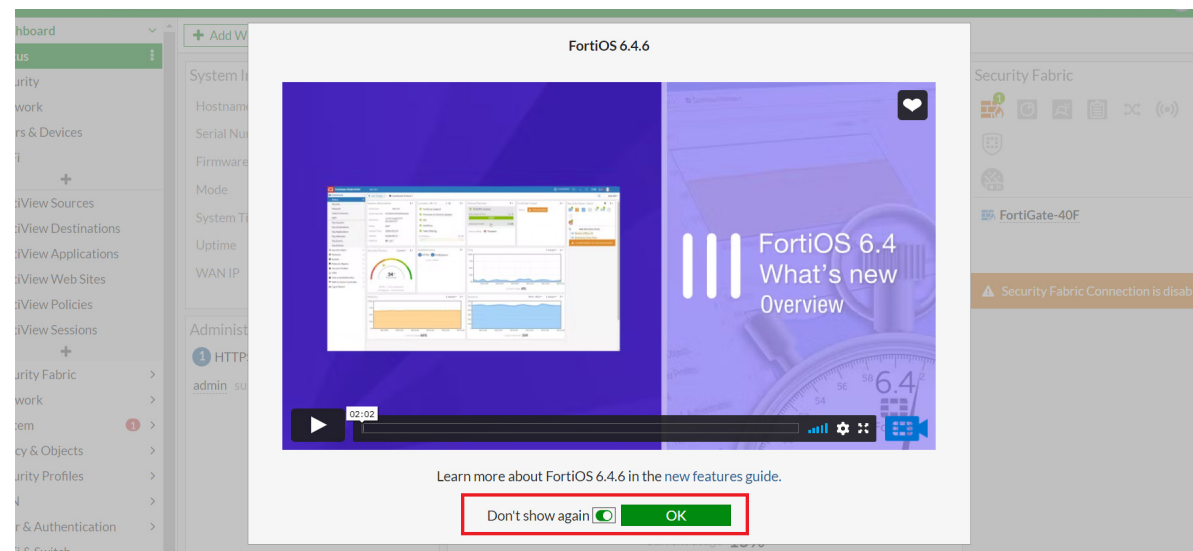
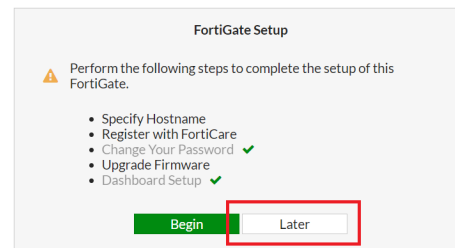
Figure 5

- 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".



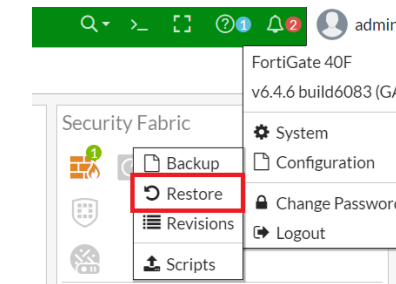
NOTE: Dexter recommends using the default Username of "admin" and Password of "admin".

- You will then be signed out and required to re-enter the Username and Password you just set.
- 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".



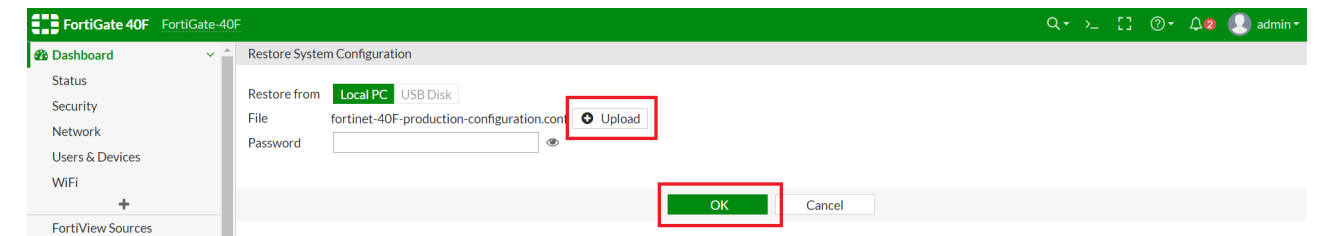
Procedure 2: Restoring the FG-40F Fortinet Router From a Backup File (In case of router reset)

- 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.
- Upload the configuration file by navigating to the top-right of the screen and selecting "Admin." Then select "Configuration" followed by "Restore."

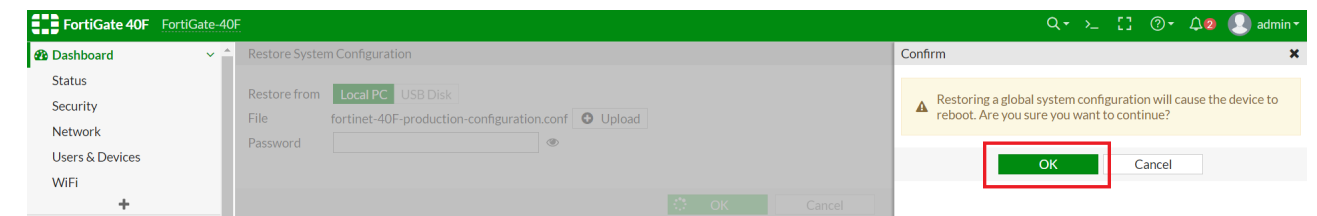


- Upload the configuration file by selecting "Upload" and then navigating to the configuration file. Apply the changes by selecting "OK".

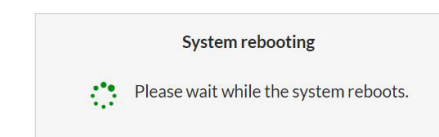
NOTE: Your configuration file is located on the USB Drive that came with your DexterLive Location Kit. If lost, please contact the Dexter Laundry Service Department.



- Confirm configuration file upload by pressing "OK".



- 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.

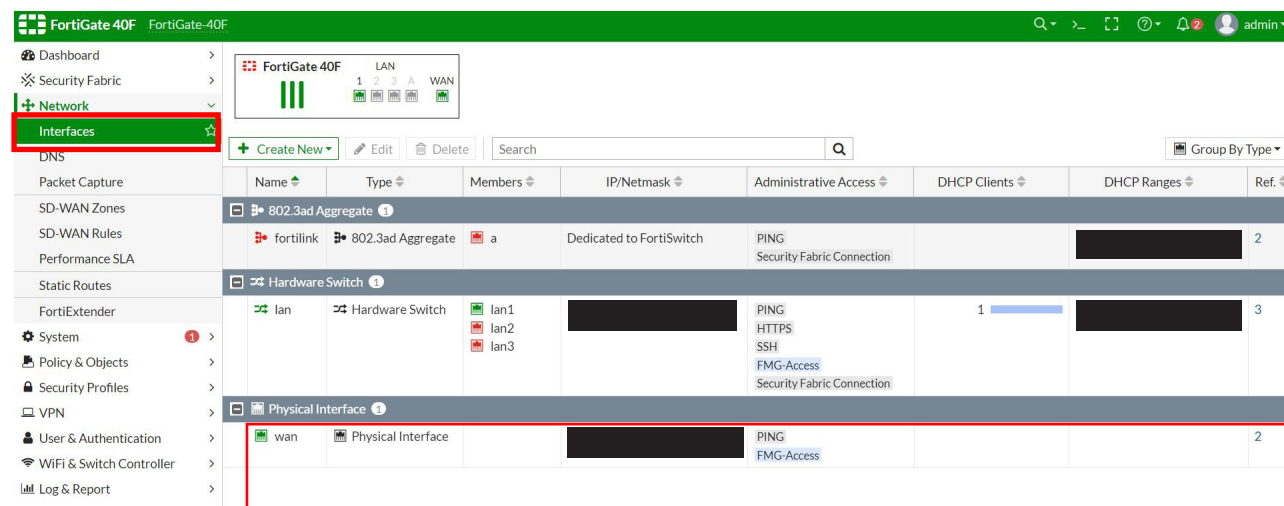
IP Address for DexterLive: _____ Subnet Mask: _____

Default Gateway: _____ DNS Server 1: _____

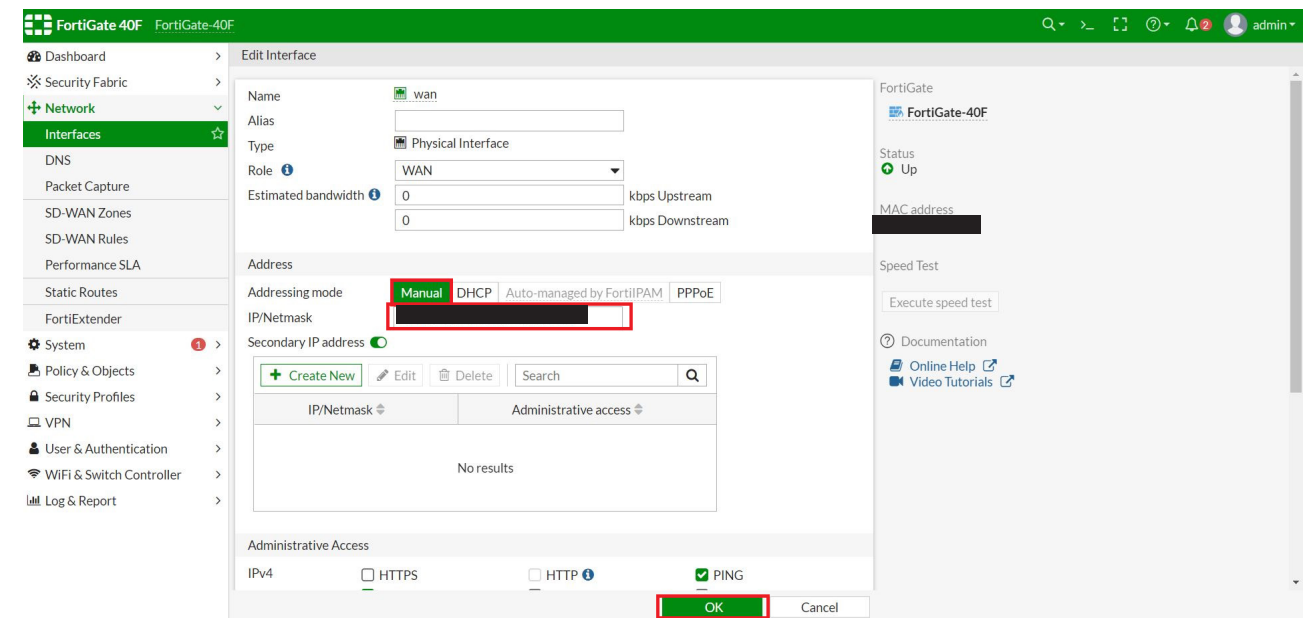
DNS Server 2: _____

Process for static IP Settings

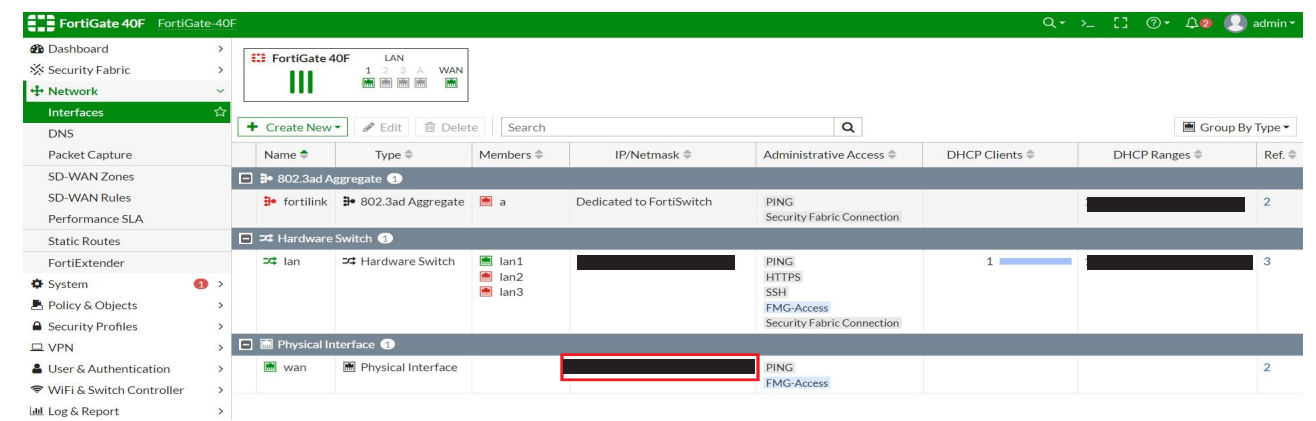
1. Go to <https://192.168.40.1> and follow the steps 1-14 outlined in Procedure 1 (page 23) to Log into the FG-40F Router.
2. Navigate to "Network" in the navigation panel then select "Interfaces". Select the WAN Interface by double-clicking "wan".



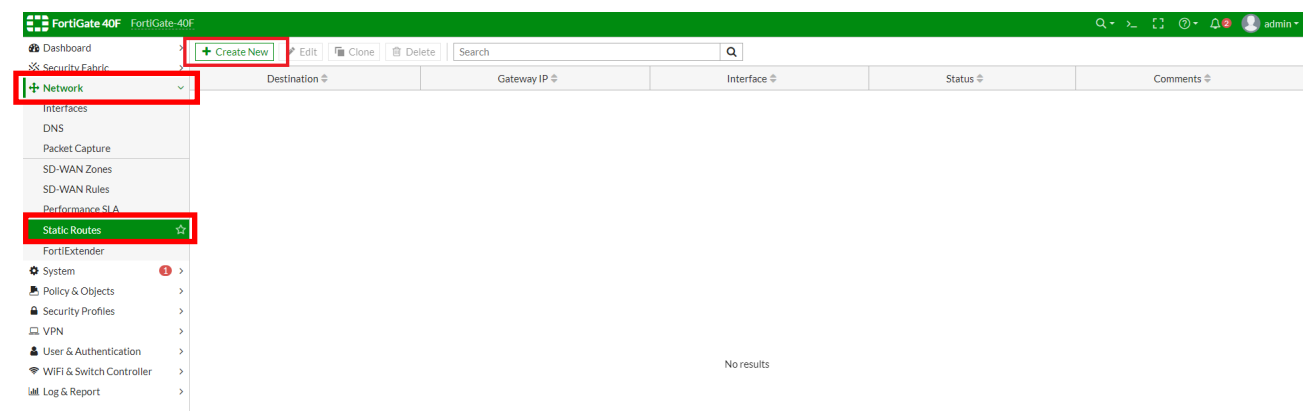
3. Under "Address", select "Manual". Enter the Static IP and Subnet Mask (i.e., XX.XX.XX.XXX/XXX.XXX.XXX.XX) Select "OK", to save the changes.



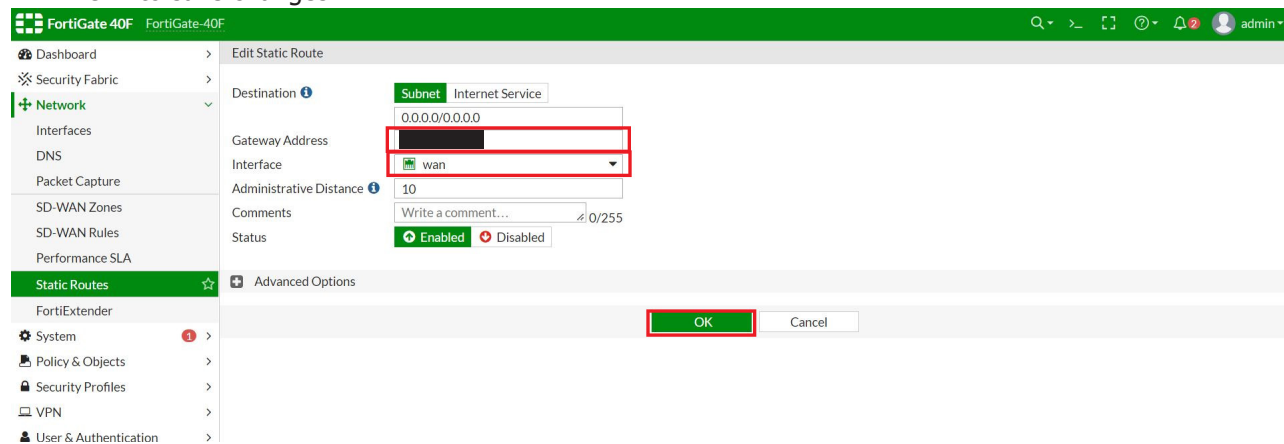
4. Verify the Static IP Address is set as shown below.



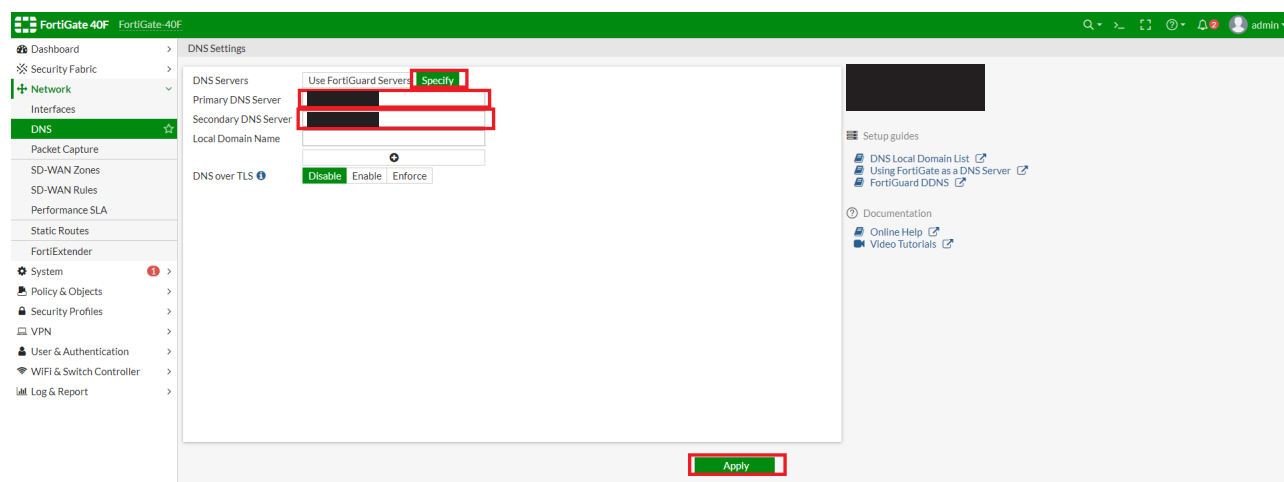
5. Navigate to "Network" in the navigation panel, then select "Static Routes", followed by "Create New".



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

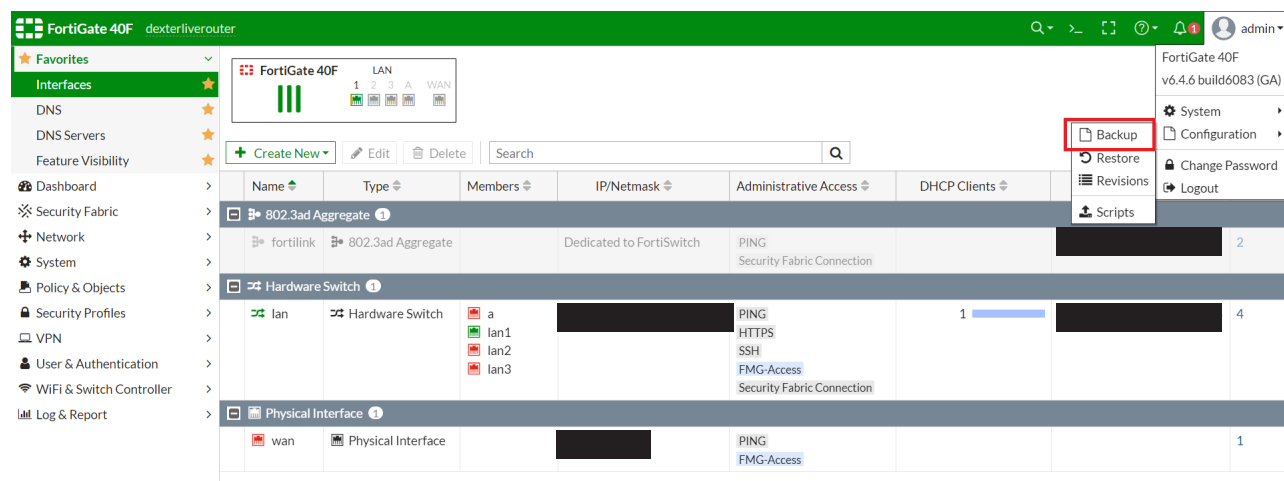


- Navigate to "Network" in the navigation panel and select "DNS". Select "Specify", then enter DNS Server 1 into the "Primary DNS Server", and DNS Server 2 into "Secondary DNS Server". Save the changes by selecting "Apply".



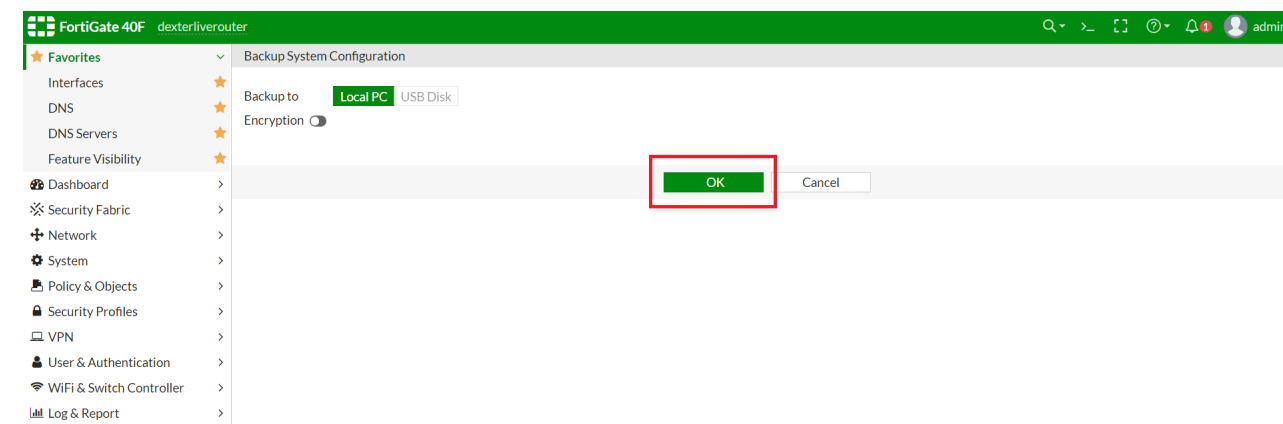
- The router should now be configured to operate with a Static IP Address.

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

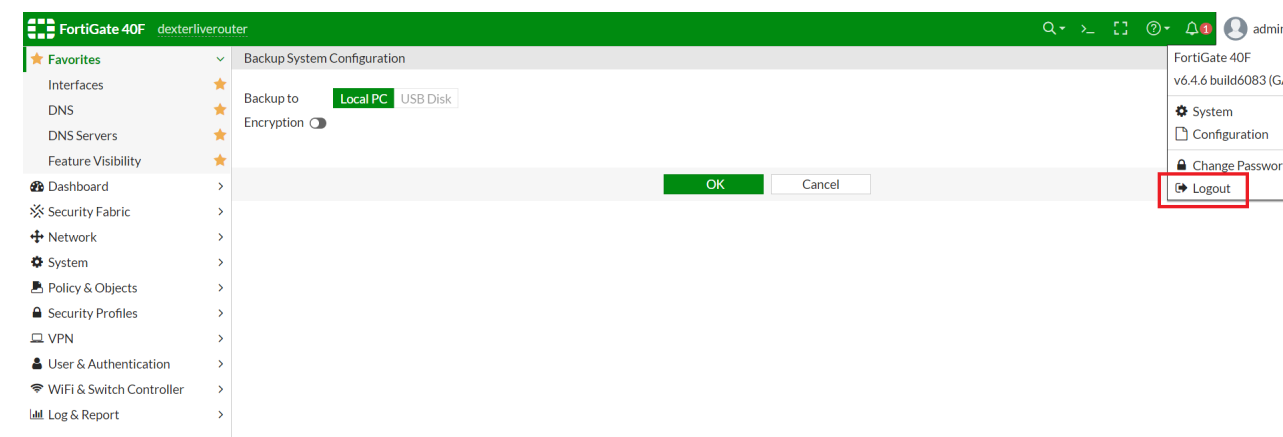


- Download the backup file by selecting "OK". Save the backup file to the customer's Desktop or their USB Drive.

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.

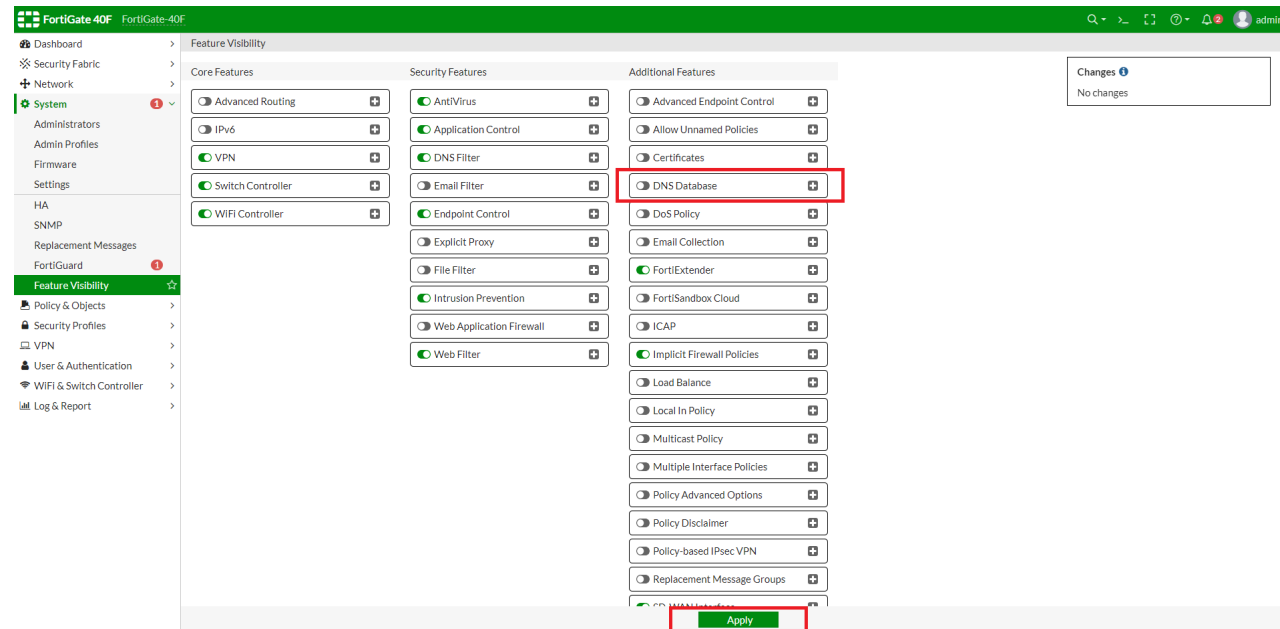


Figure 9

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)

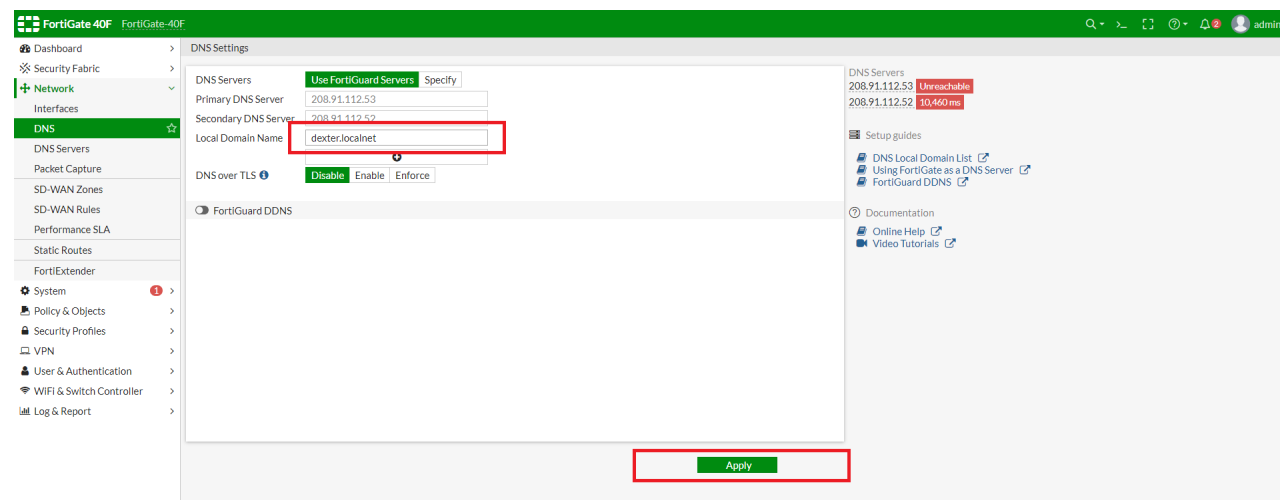


Figure 10

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)

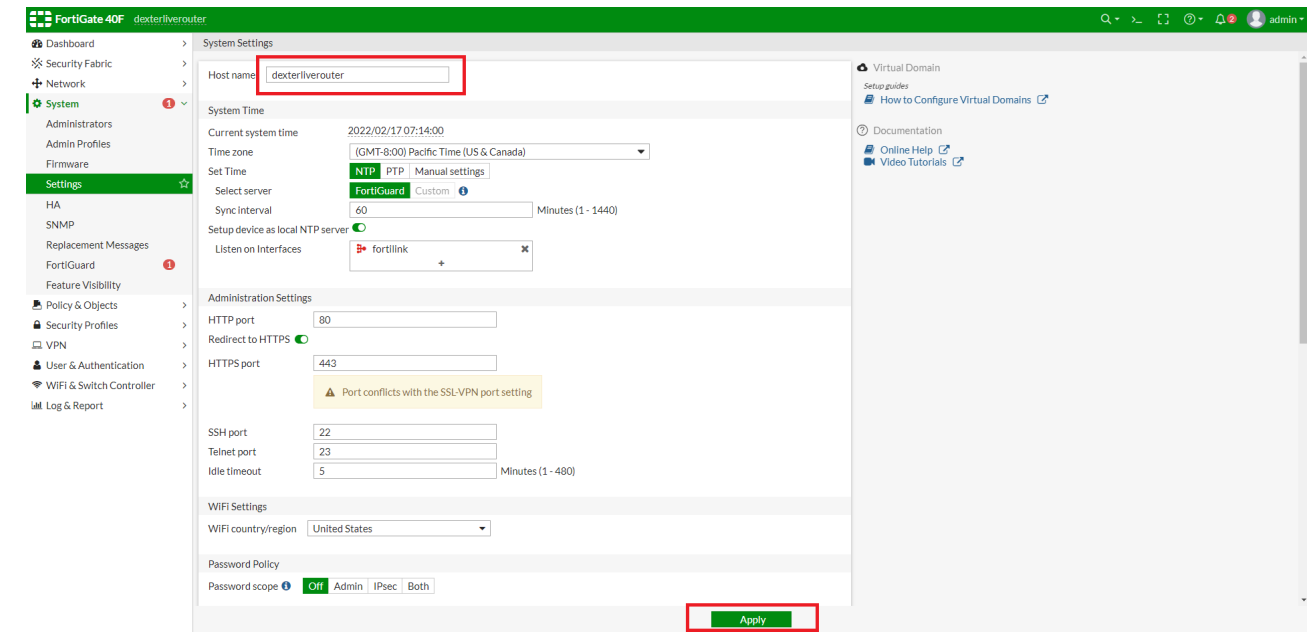


Figure 11

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

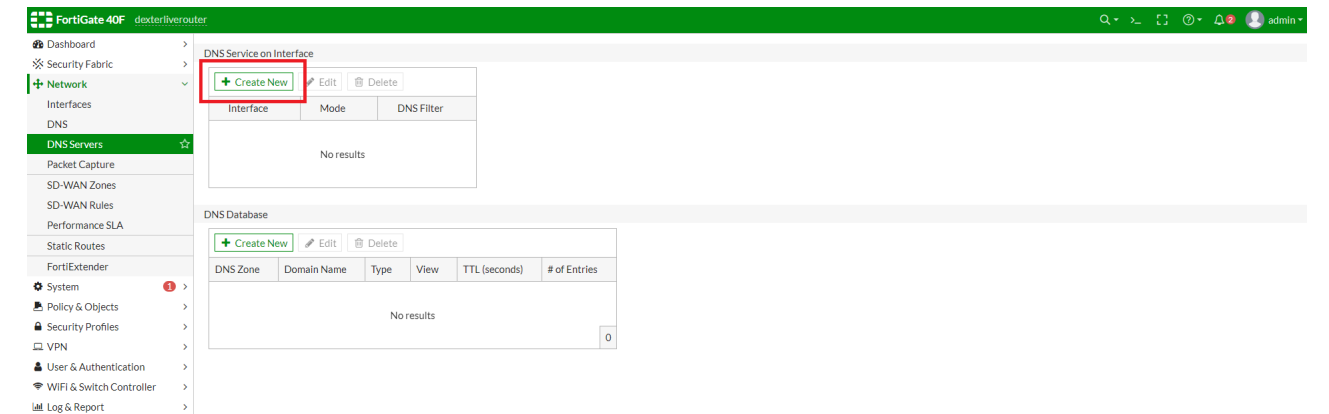


Figure 12

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)

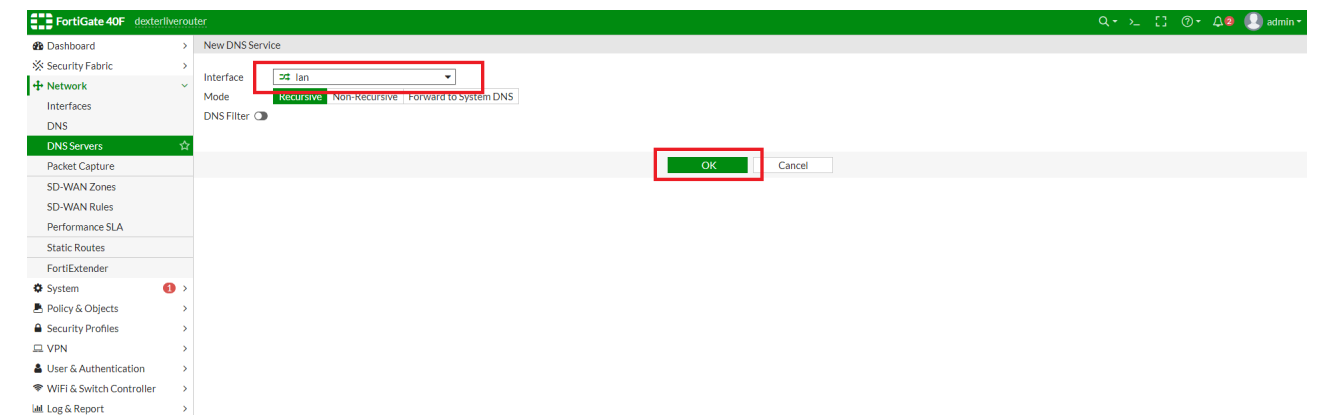


Figure 13

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

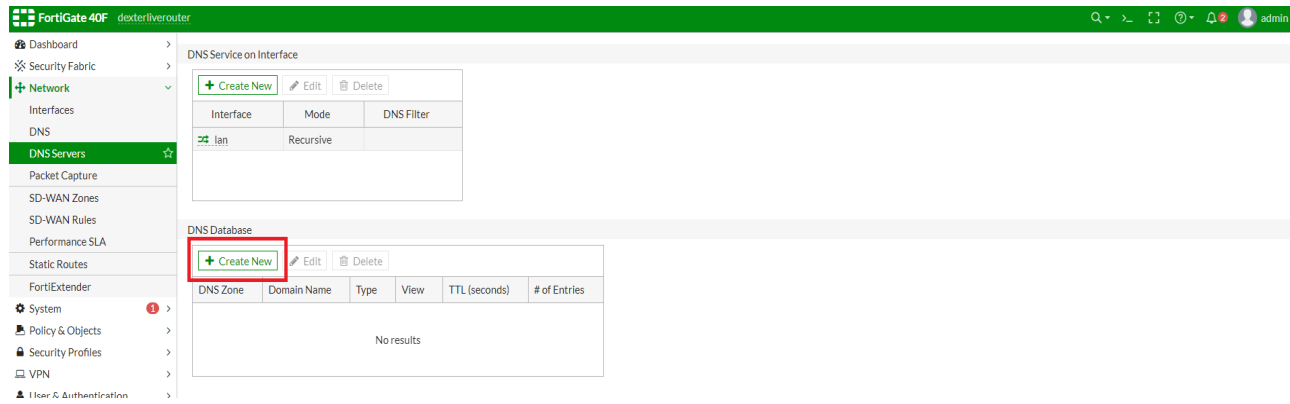


Figure 14

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)

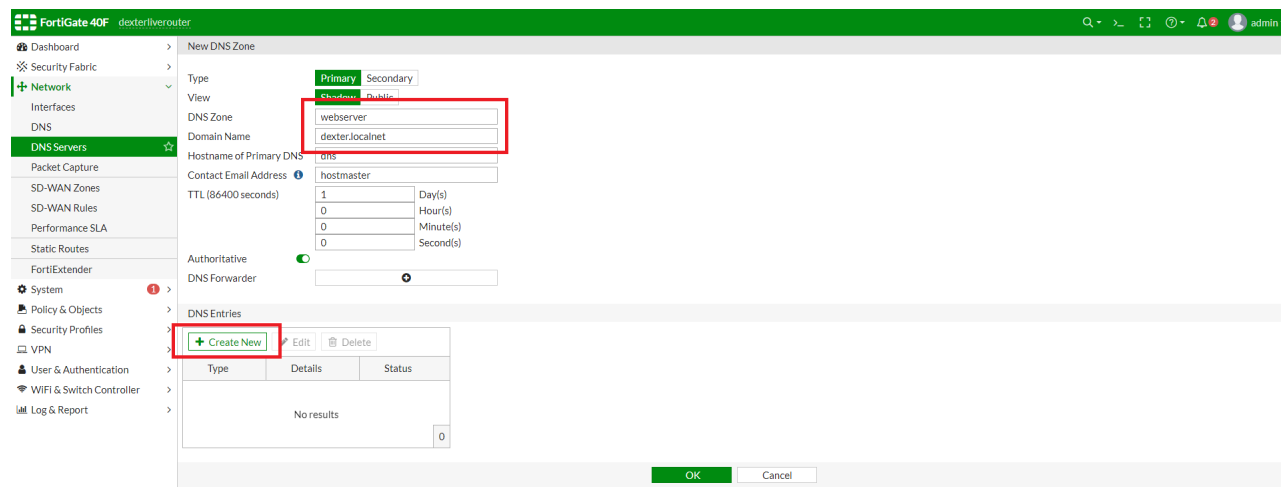


Figure 15

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)

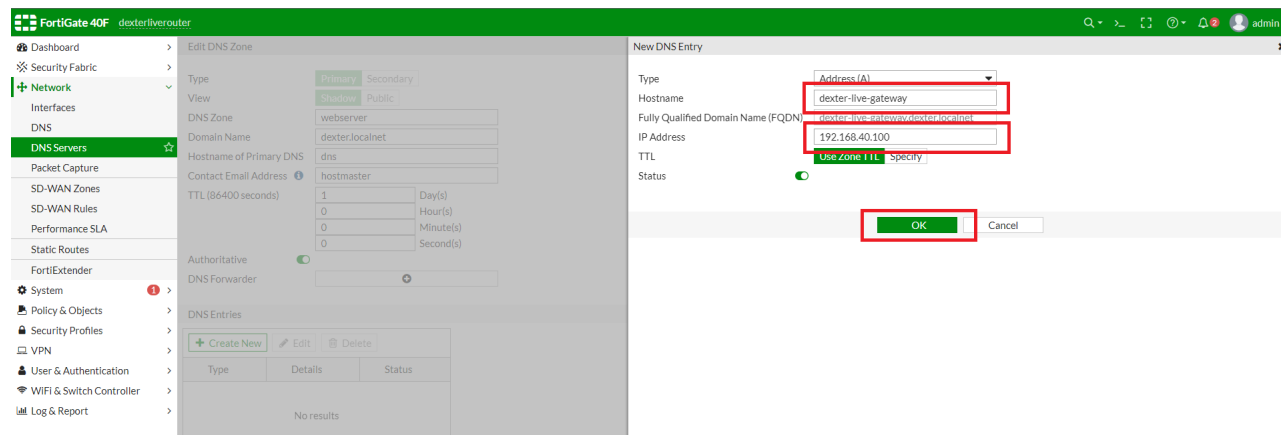


Figure 16

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

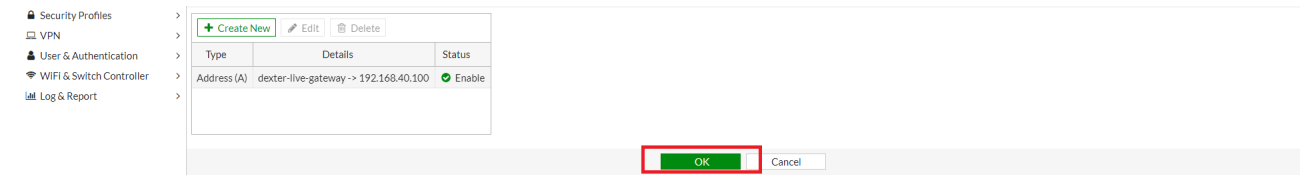


Figure 17

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

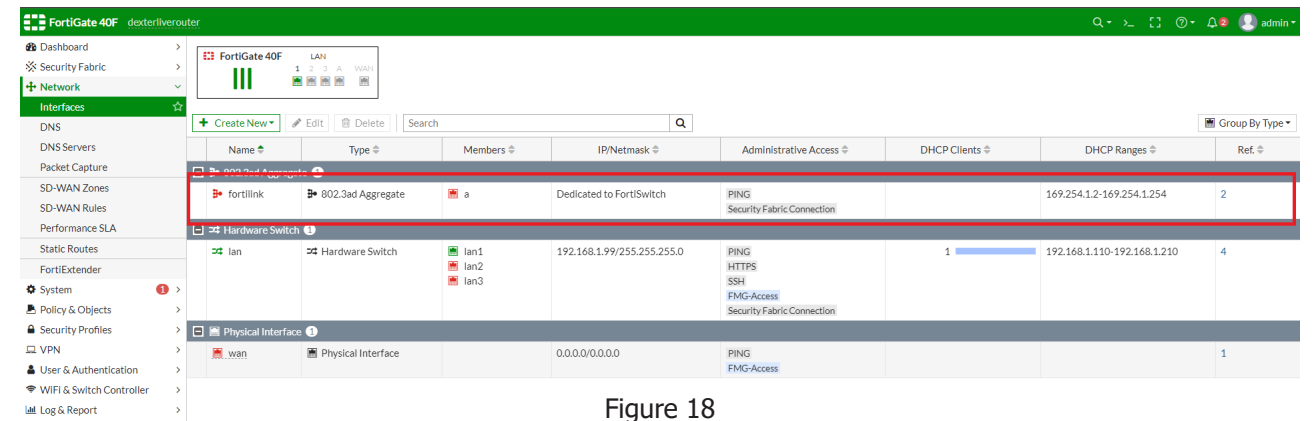


Figure 18

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

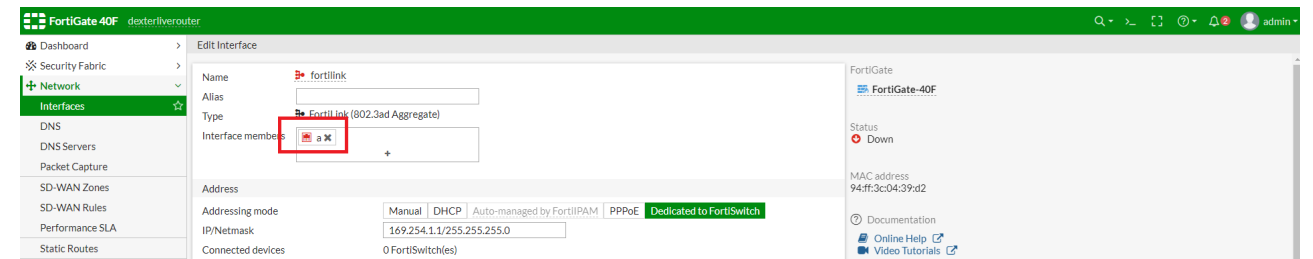


Figure 19

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

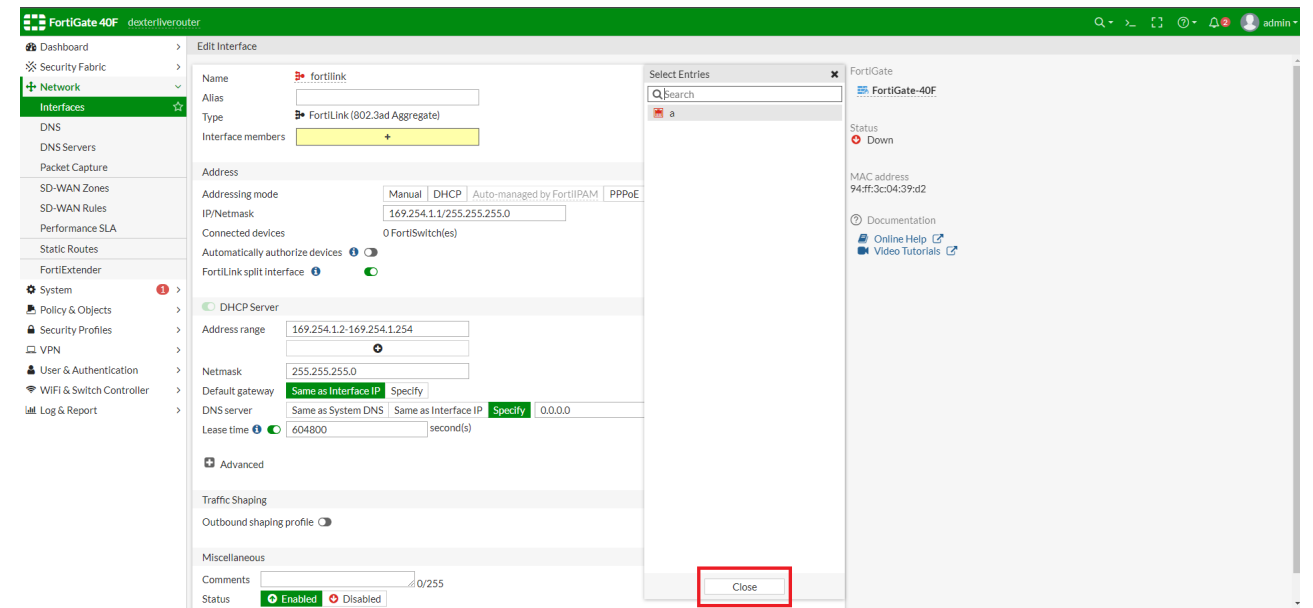


Figure 20

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

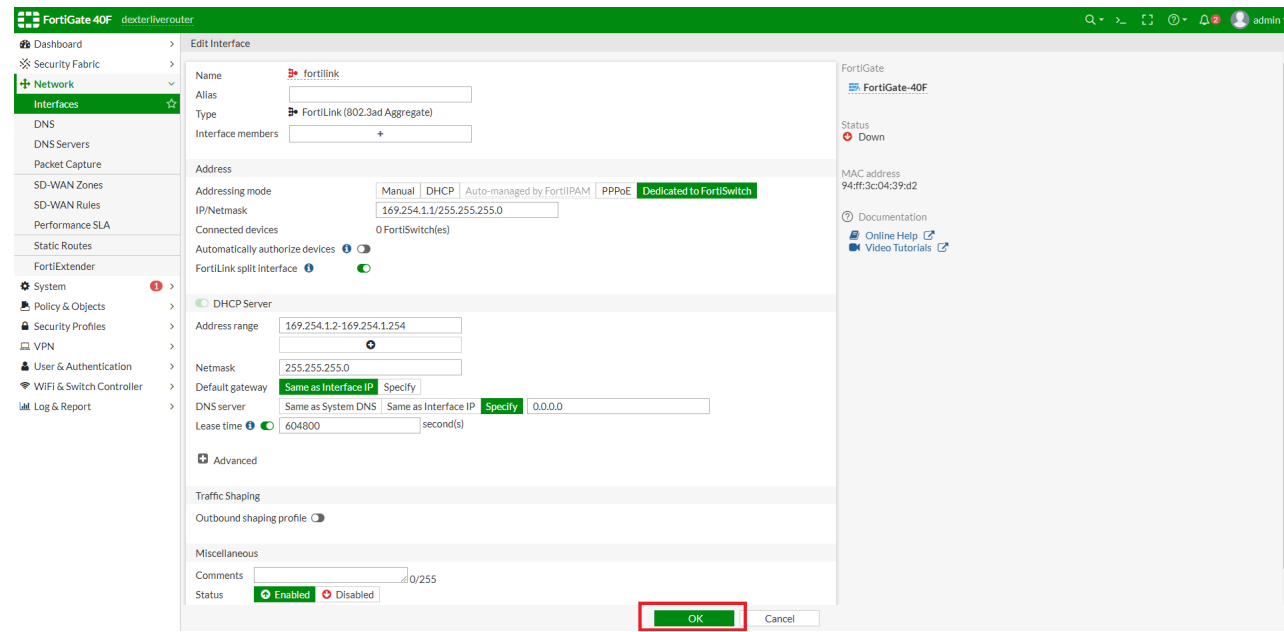


Figure 21

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

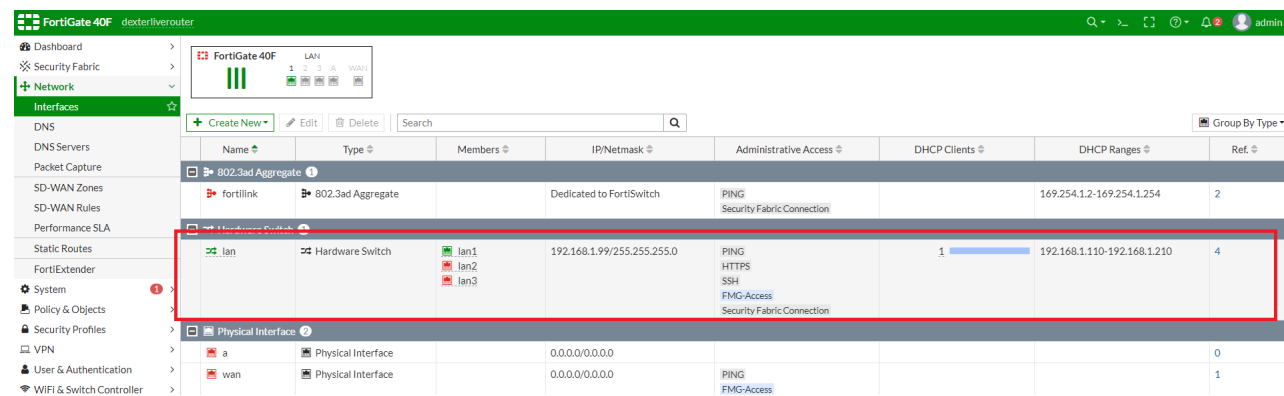


Figure 22

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

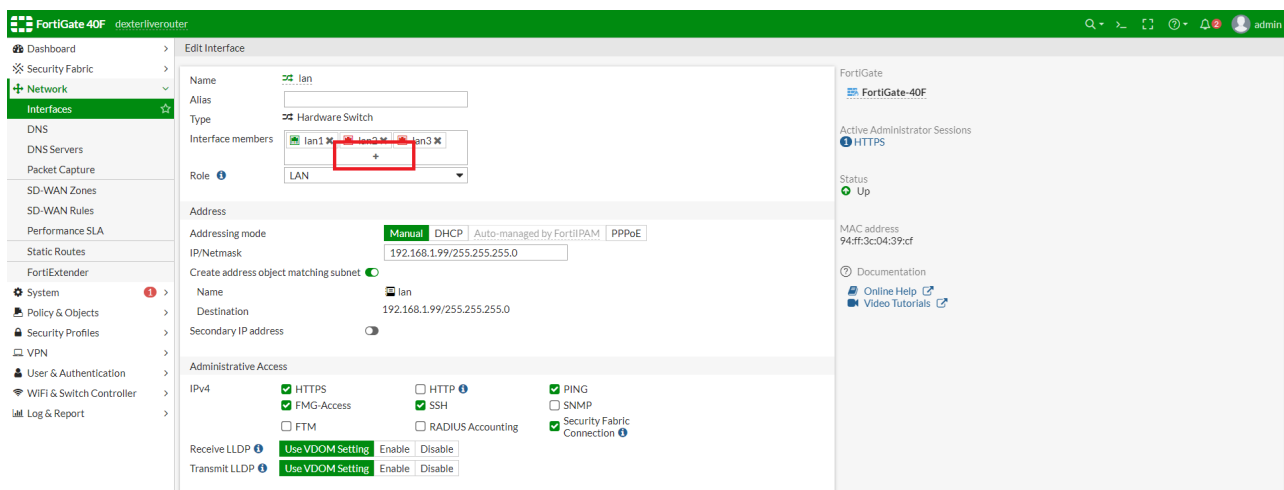


Figure 23

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

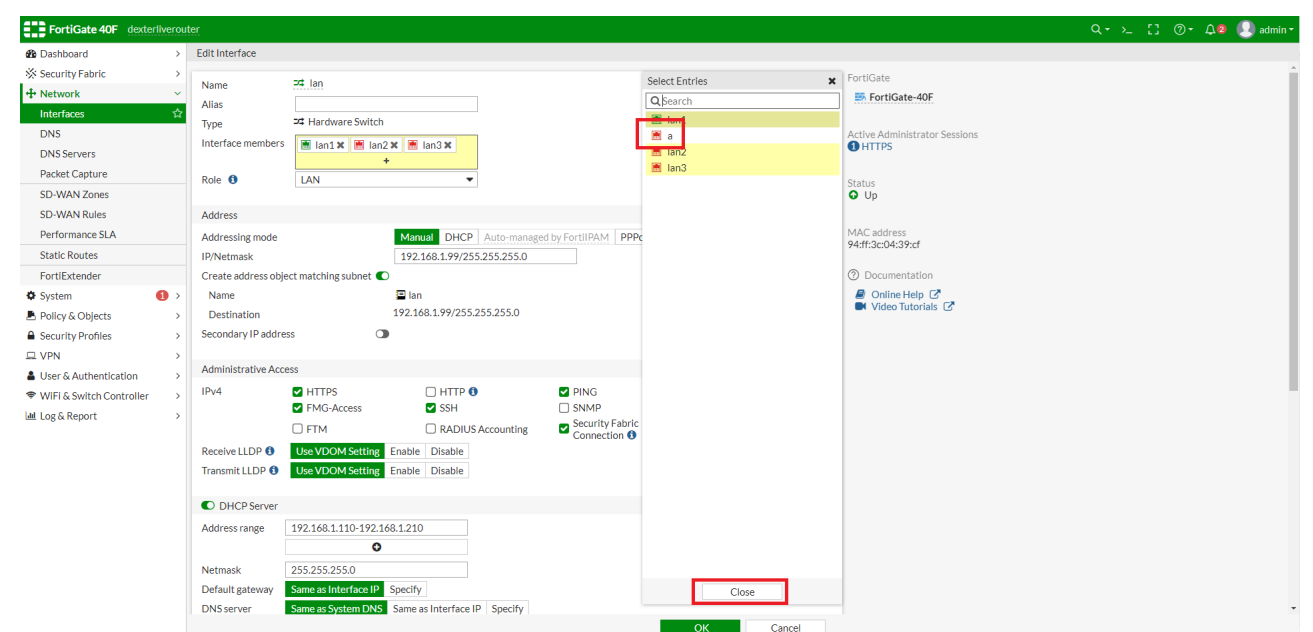


Figure 24

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)

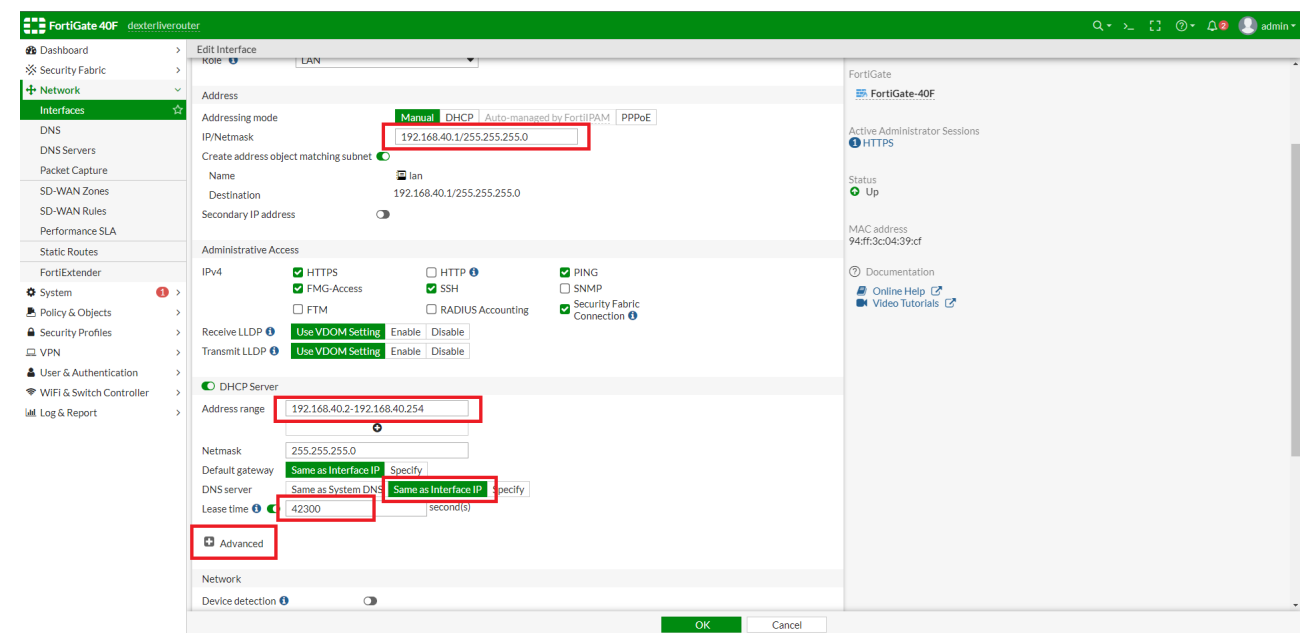


Figure 25

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

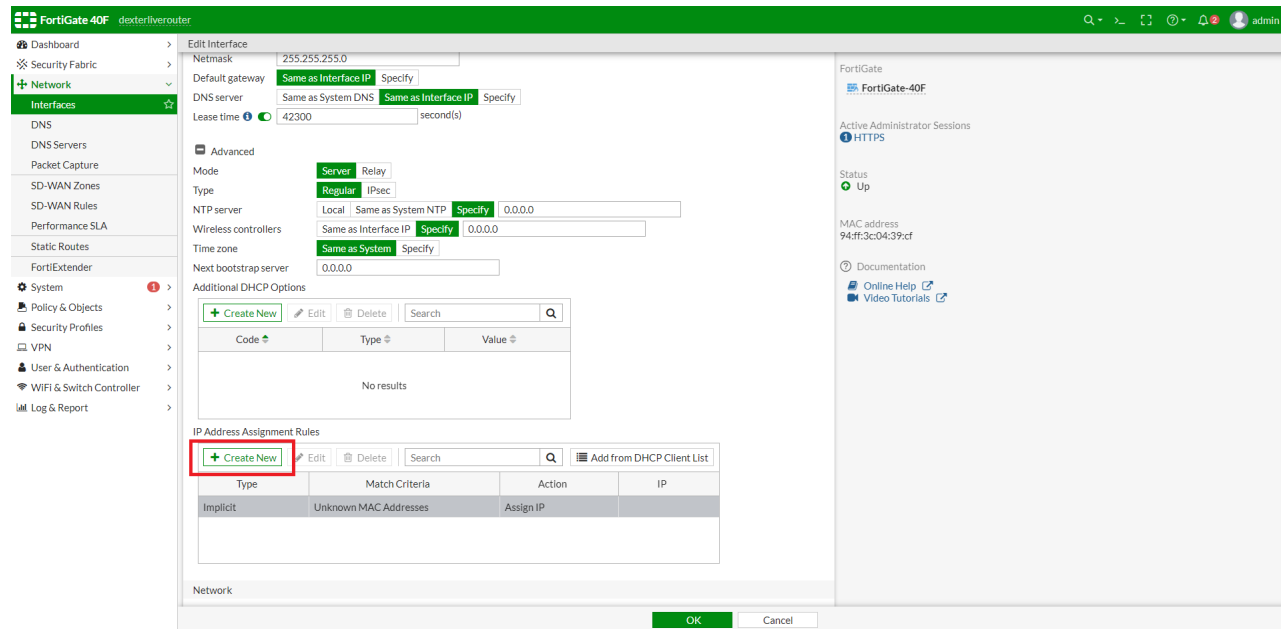


Figure 26

20. Configure the Gateway's static route by entering the following settings:
- Description: DexterLive Gateway
 - MAC Address: Retrieve from the Gateway's MAC Address from the bottom of the Gateway
 - 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 "-".

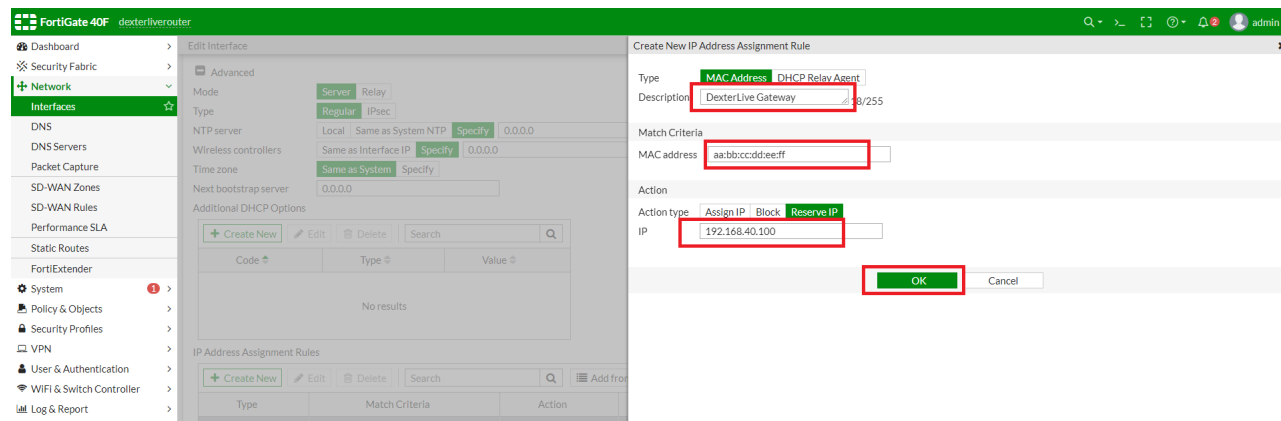


Figure 27

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

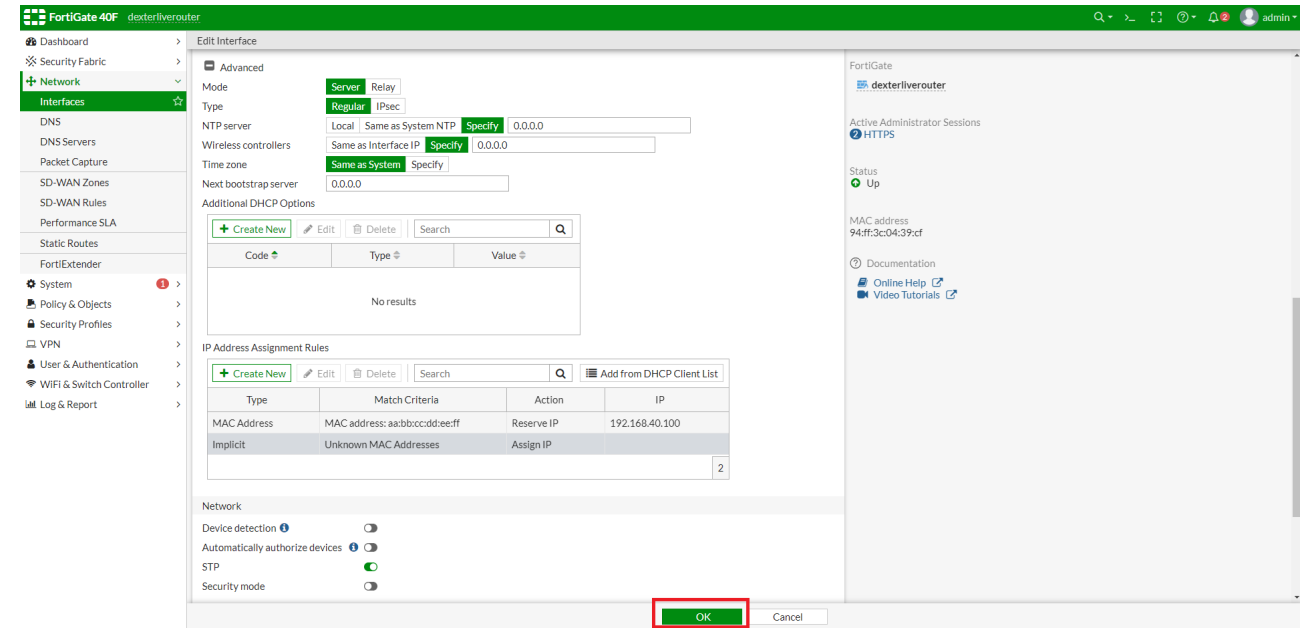


Figure 28

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

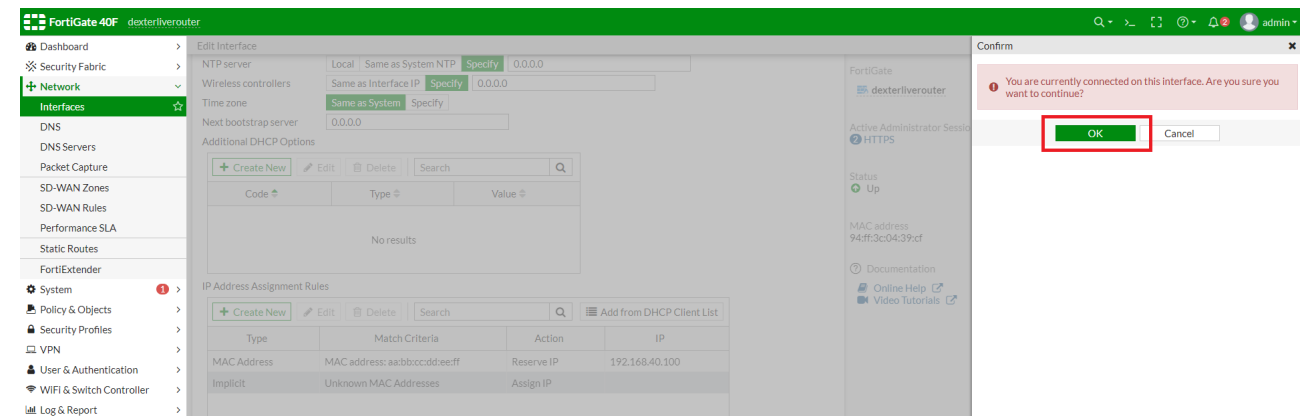


Figure 29

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

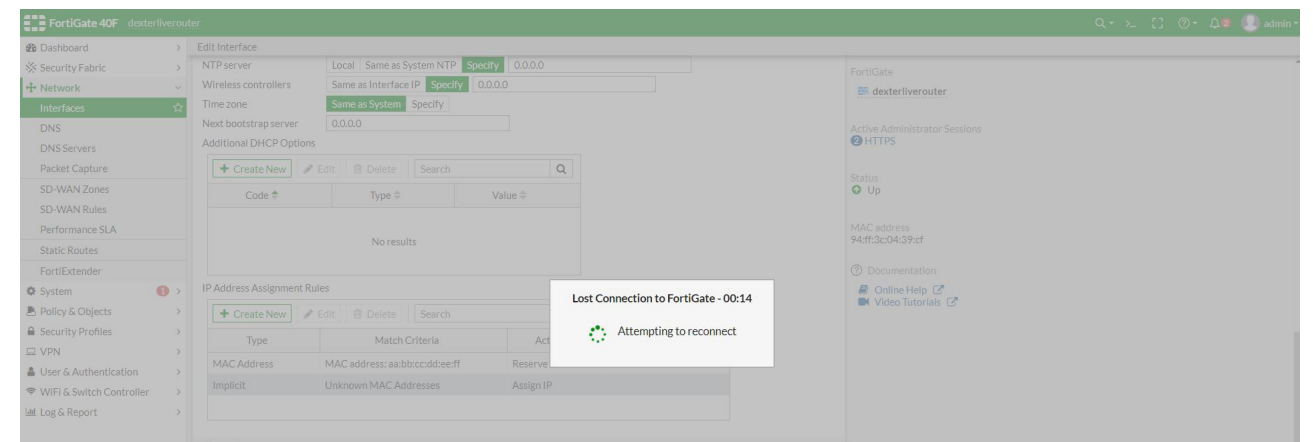


Figure 30

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)

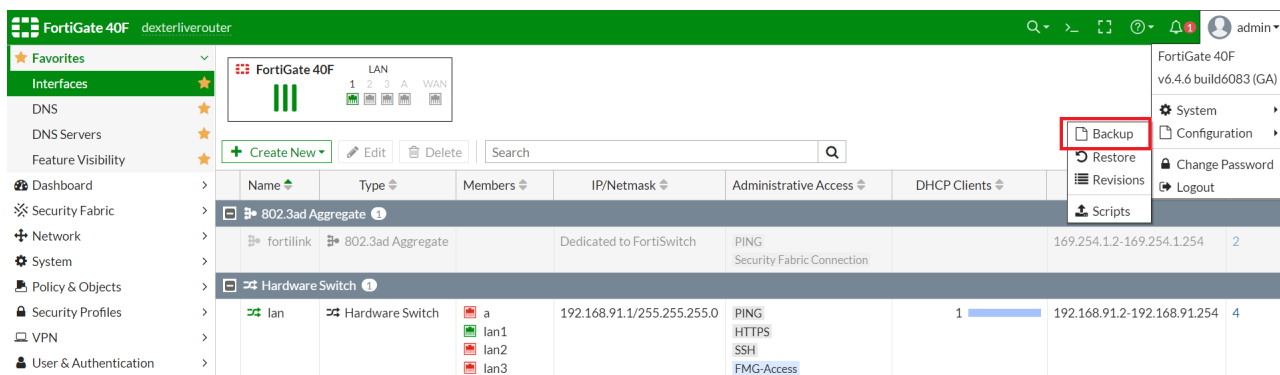


Figure 31

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.

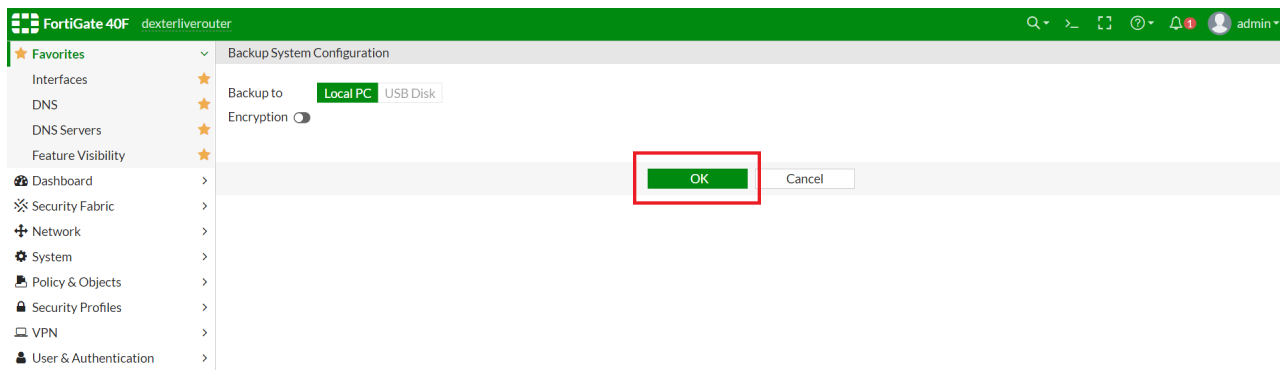


Figure 32

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)

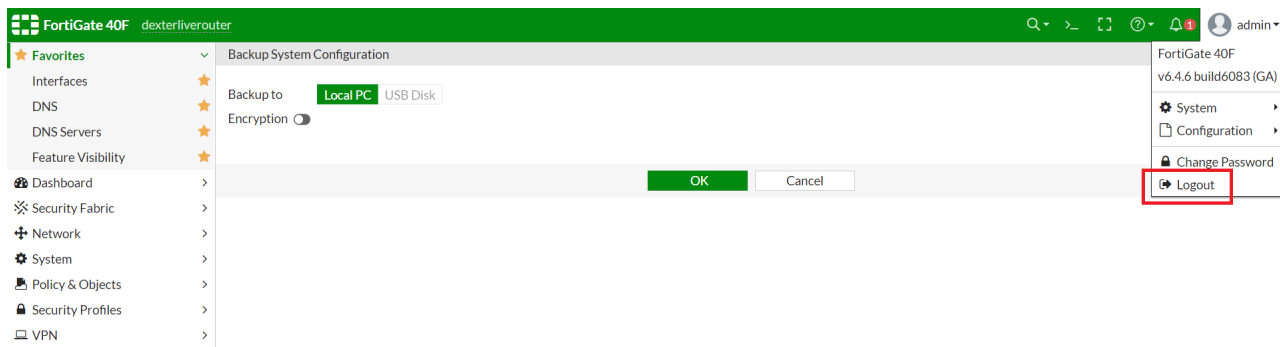


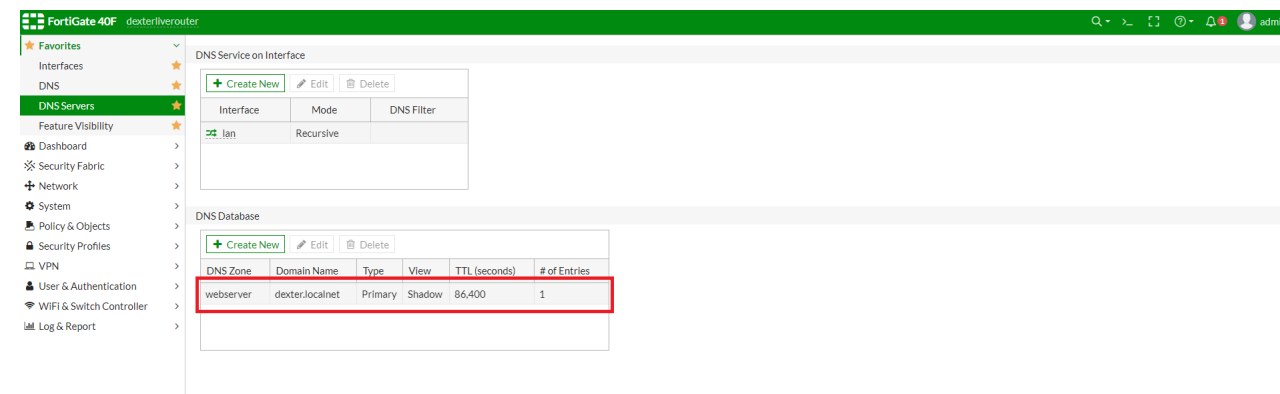
Figure 33

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

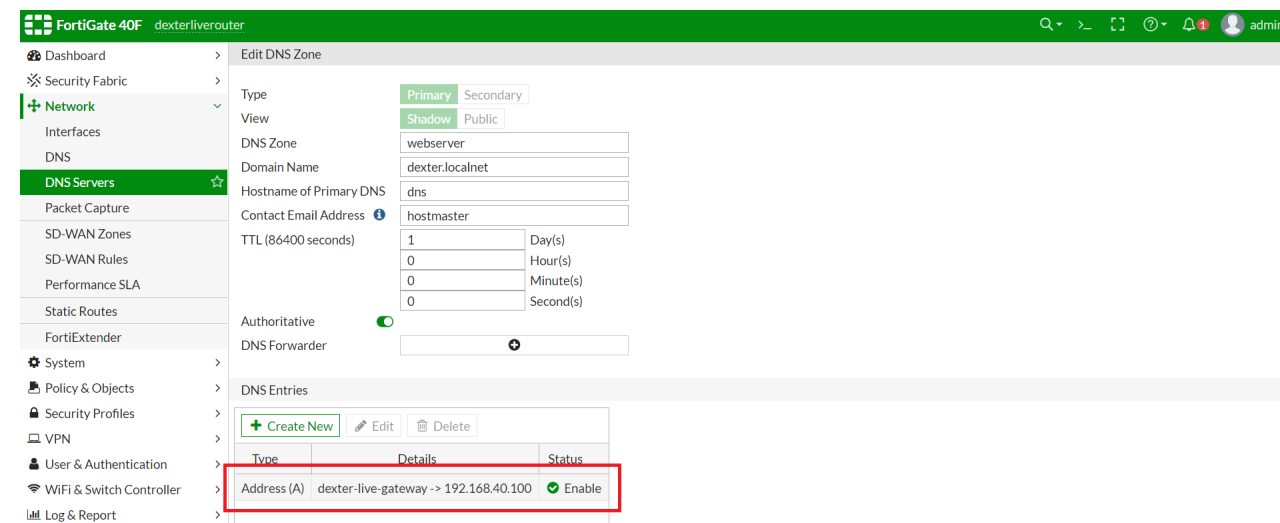
1. Go to **https://192.168.40.1** and follow the steps 1-14 outlined in Procedure 1 (page 23) to Log into the FG-40F Router.

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.

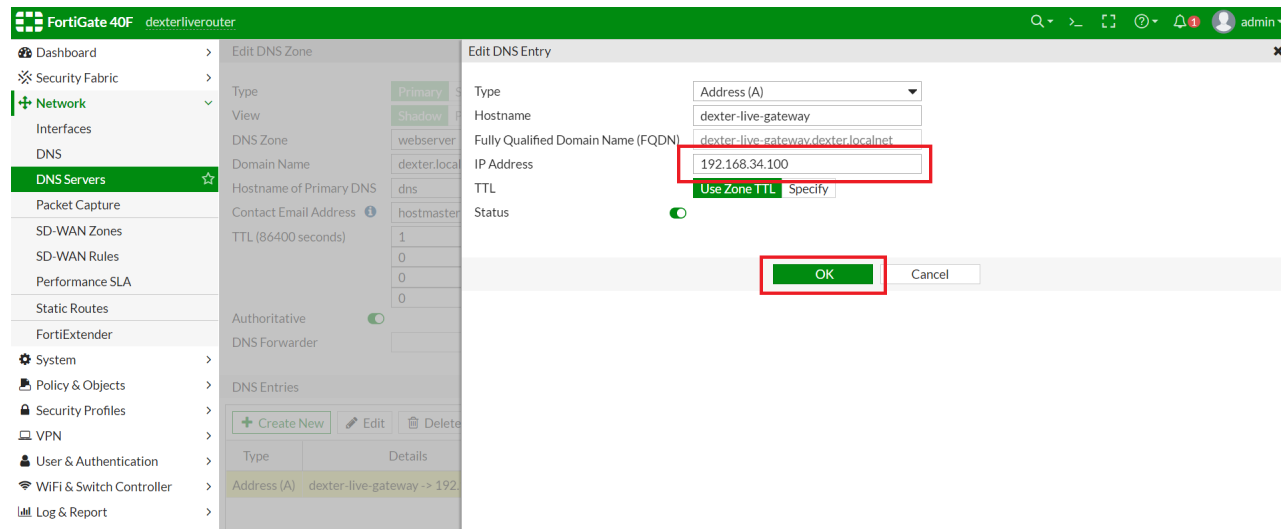


3. Under "DNS Entries", double-click on the entry as shown below.

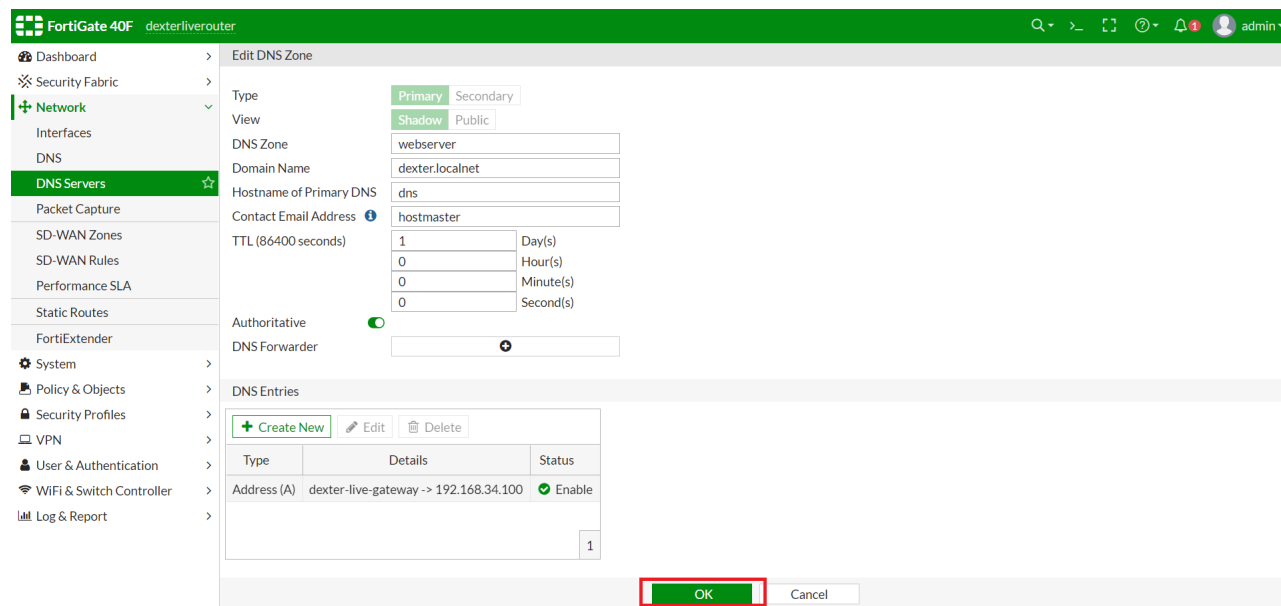


- Update the IP Address to the desired subnet, then select "OK".

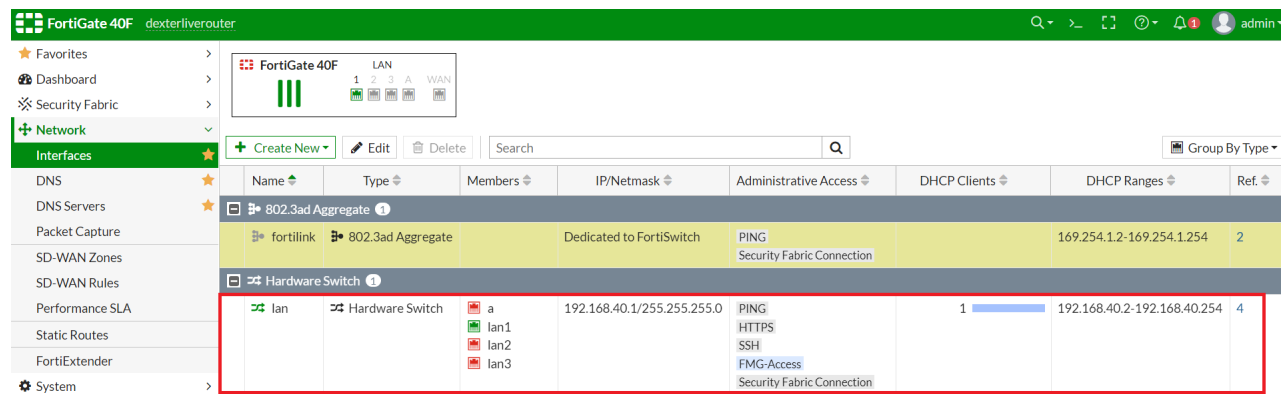
NOTE: Keep the following 192.168.XXX.100, update the third octet to the desired subnet. In this example, it would be 192.168.34.100



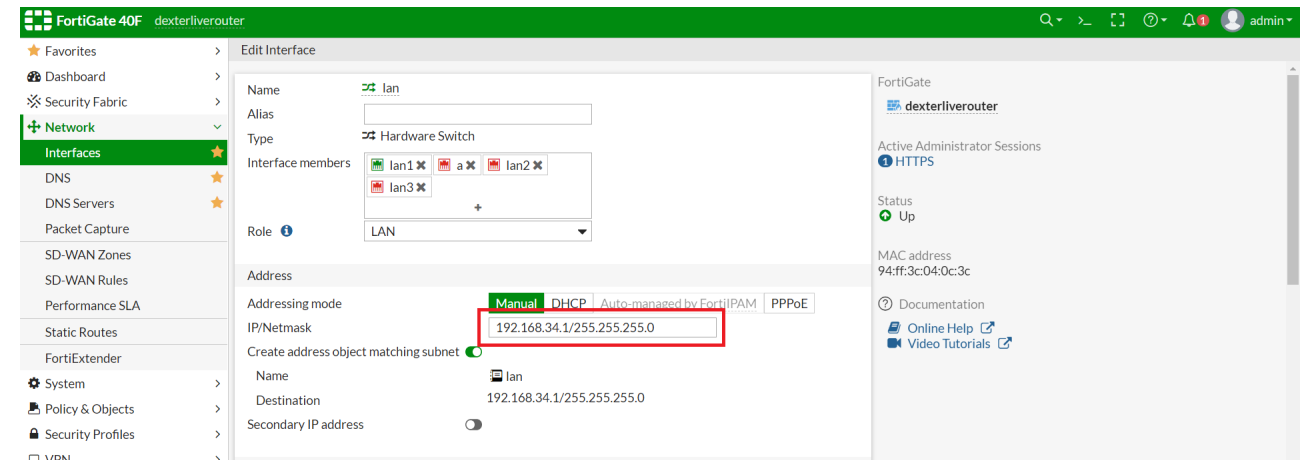
- Save the updated IP's subnet by selecting "OK".



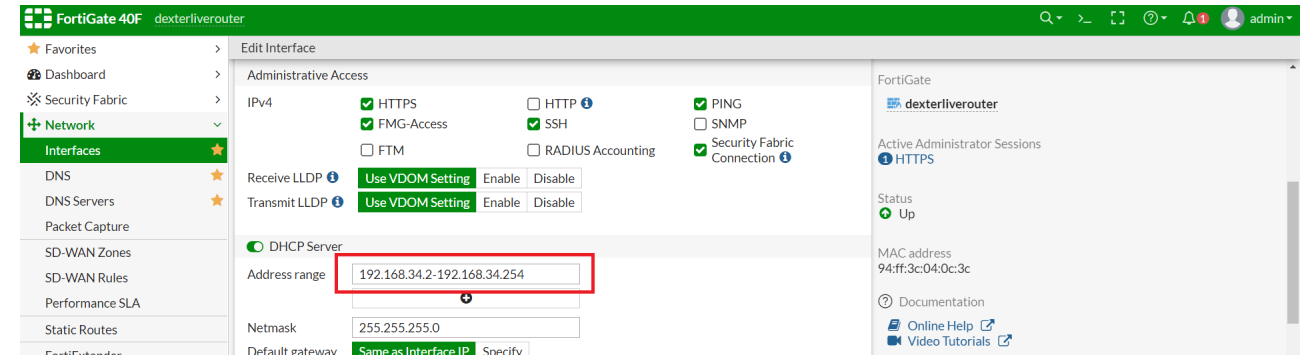
- Now update the subnet of the LAN Interface by navigating to "Network" in the navigation panel, then select "Interfaces". Double-click on the "lan" Interface.



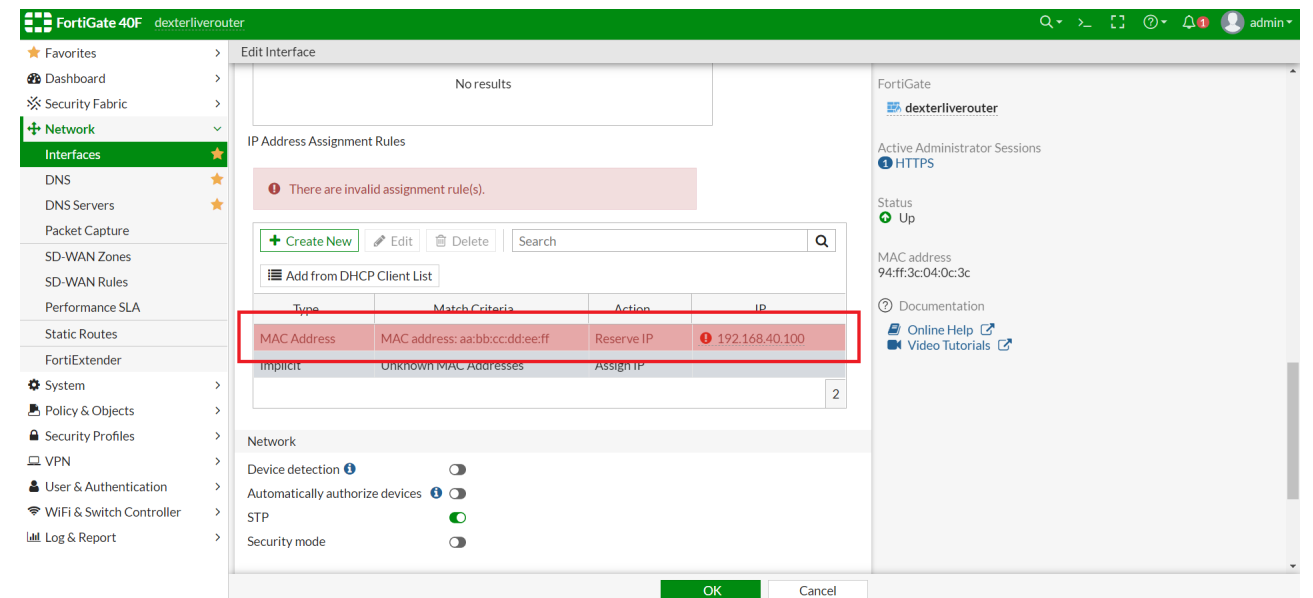
- Under "Address" update the default Gateway's subnet by editing "IP/Netmask". For example, 192.168.34.1/255.255.255.0



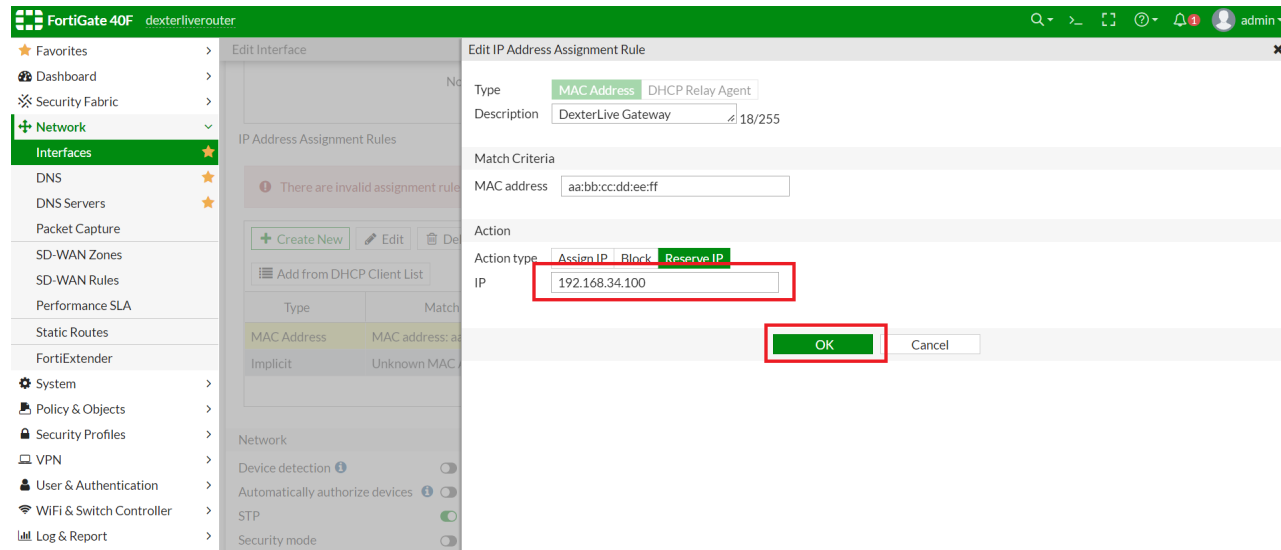
- Scroll down to "DHCP Server", update the networks "Address Range" with the desired subnet.



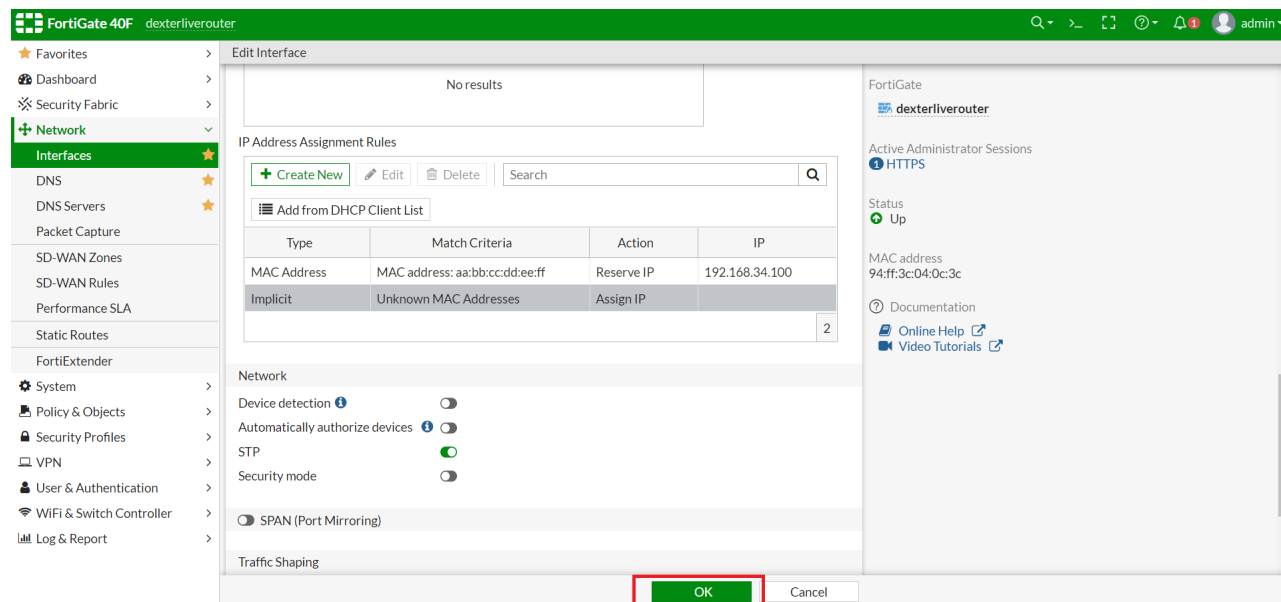
- Scroll down, under "IP Address Assignment Rules", double-click on the DHCP client, "MAC Address".



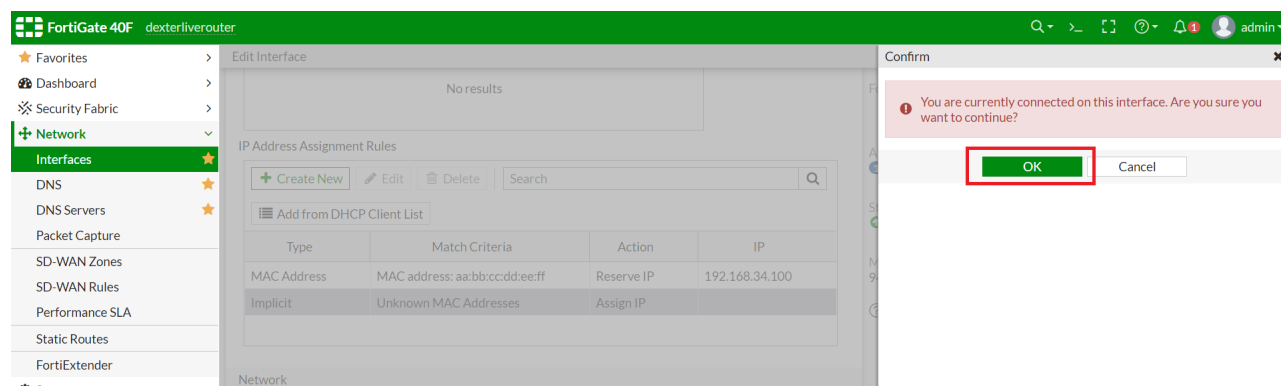
- Under "Action", update the Gateway's IP to the desired subnet. Save the changes by selecting "OK".



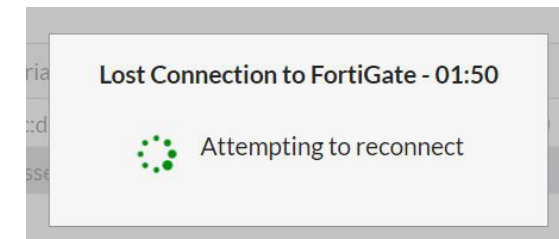
- At the bottom of the screen, save the interface changes by selecting "OK."



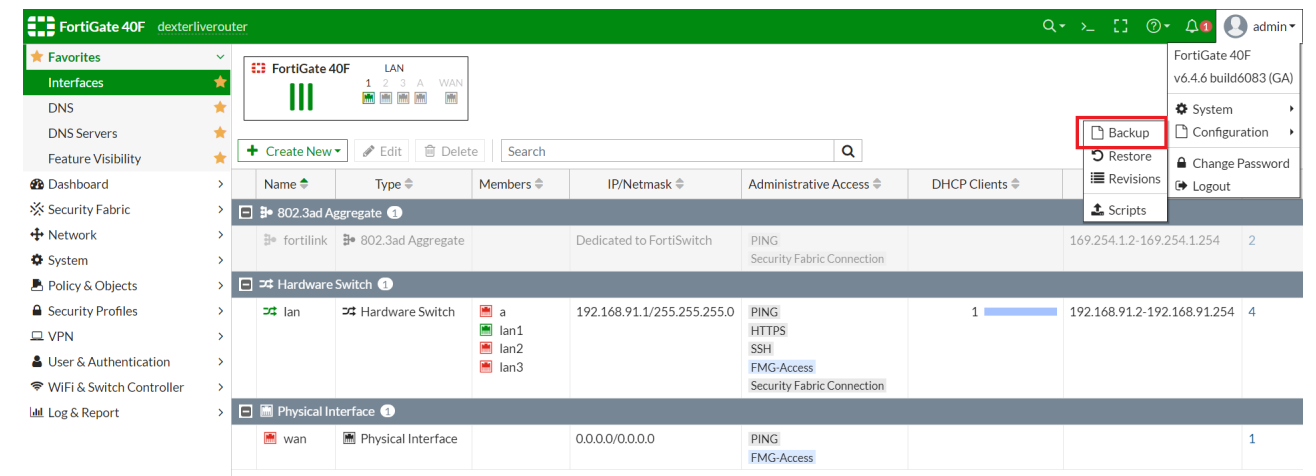
- Confirm by selecting "OK"
NOTE: The "OK" button at the bottom of the page will load visible with a loading icon.



- 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>)

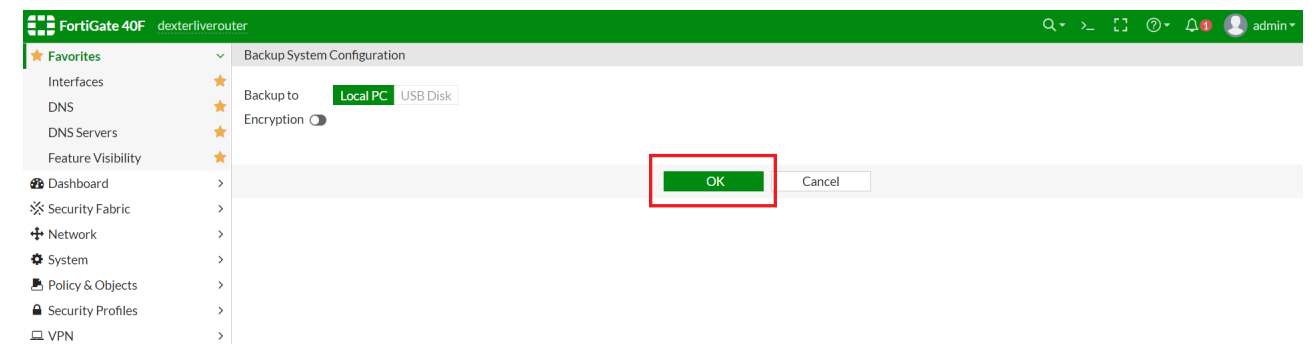


- Log into the router. Navigate to the top-right of the screen and select "Admin". Hover over "Configuration", then select "Backup".

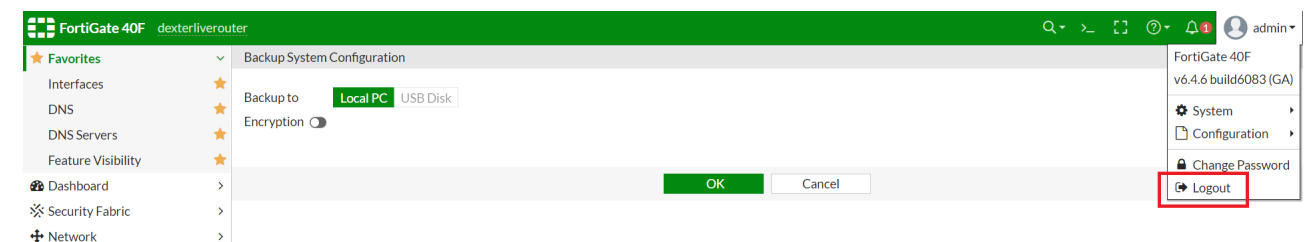


- Download the backup file by selecting "OK". Save the backup file to the customer's Desktop or their USB Drive.

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.



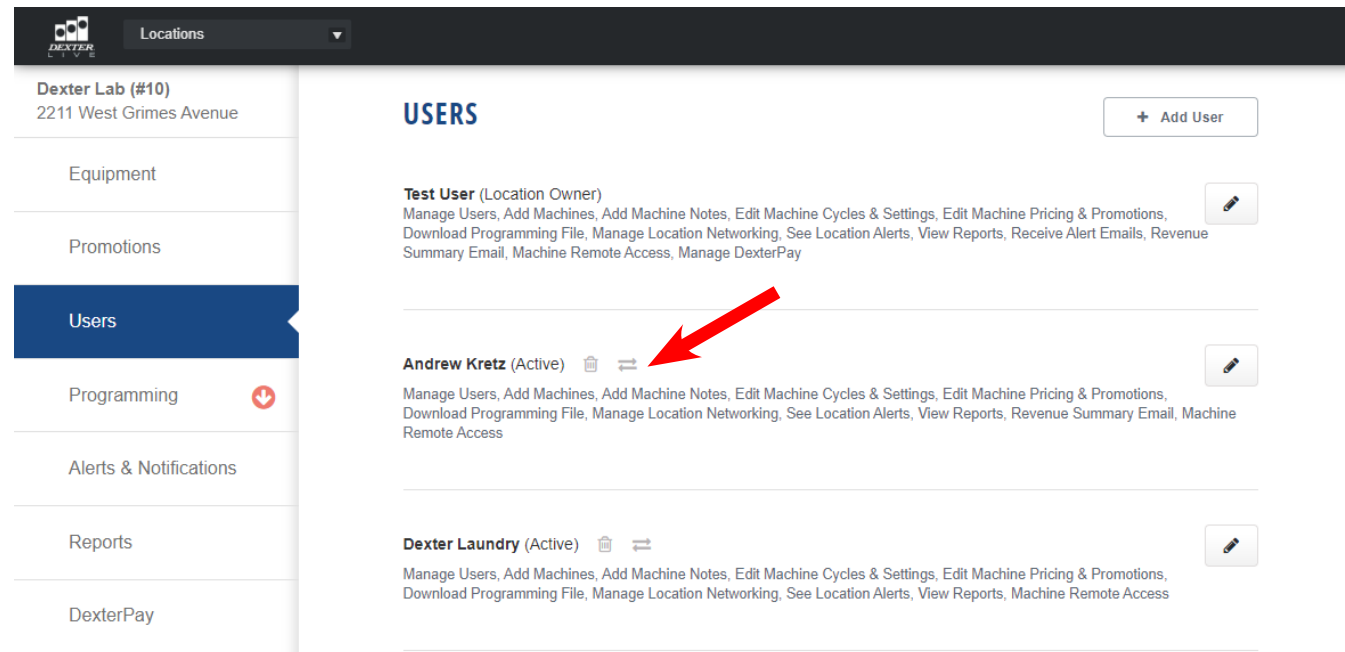
- The backup is complete, log out of the router by navigating to the top-right of the screen and selecting "Admin". Select "Logout".



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.



Section 5: 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"> 1. Cycle Power on Internet provided Modem. Cycle power on Fortinet Router. Cycle power on Gateway Module. 2. Make sure Fortinet router and Gateway are powered up. 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. |
| 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"> 1. Check Router set up. 2. Change Subnet. |
| 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"> 1. Make sure Gateway is connected to the Fortinet Router. 2. Make sure Gateway is powered up. 3. If Gateway needs an update it will automatically perform at the top of the hour. |

| 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"> 1. Connection issue, Cable to control, Cable to Ethernet switch, possible control. 2. Firmware on control may be old and need updated. 3. Mac Address may have been added wrong. Example mac address 00:20:96:04:25:CC, make sure (:) used between numbers not(;), (.), (,), or (-). |
| 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"> 1. Check yellow connection light on back of control. 2. Verify Ethernet switch is it powered 3. Check connection light on Ethernet switch in bulkhead. 4. Check connection light on cable from Ethernet switch to back room switch (or Fortinet router if plugged in direct). 5. Verify serial communication device is plugged into the control |
| DexterLive and DexterPay will not activate a specific machine | | <ol style="list-style-type: none"> 1. Try a remote start through DexterLive, if the start fails, go to Step 2. 2. Try to reboot control through DexterLive. Select free vend again. If the start fails, go to step 3. 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. 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. 5. Power cycle the control. Select free vend again. If the start fails replace the cable. |

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 programing menu. (Section 1 page 4).

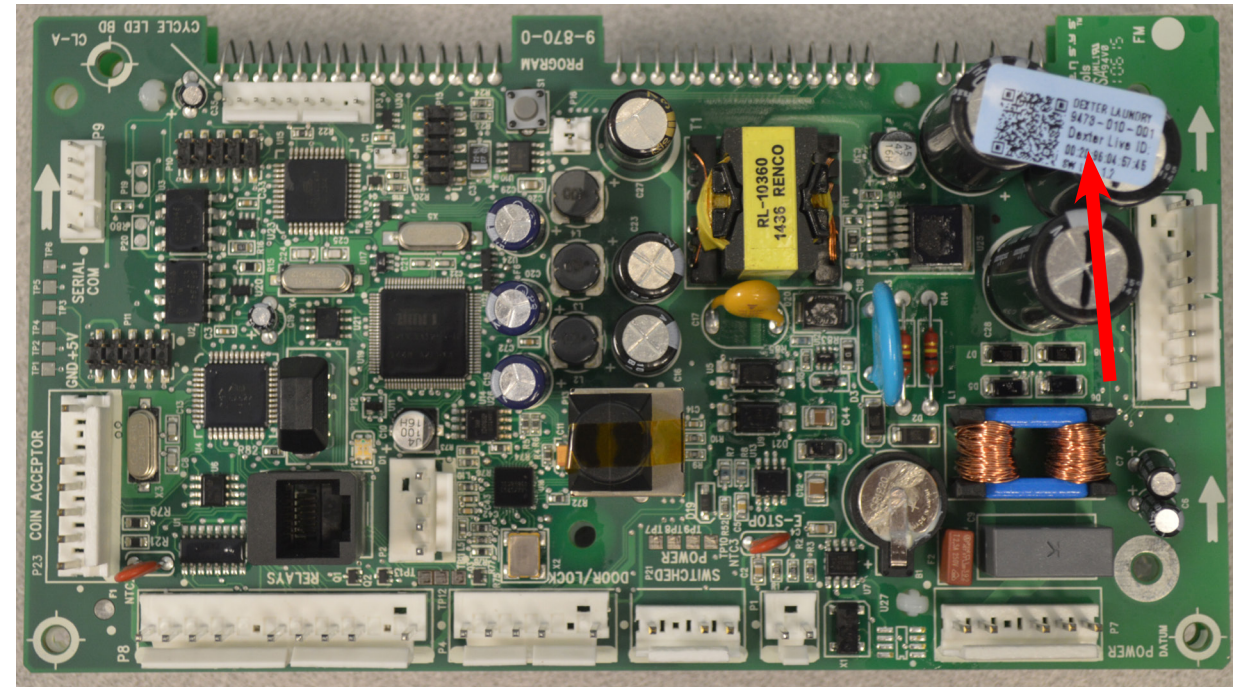


Figure 1

Washer Control ID Label



Figure 2

Dryer Control ID Label



DEXTER[®]
LAUNDRY