



DEXTER[®]
LAUNDRY



DexterLive Networking

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DexterLive

The new DexterLive controls were created for you to be able to interface easier with your equipment and create variable pricing cycles to increase your profitability in the same floor space.

Keep it simple or use the marketing features such as temperature pricing, plus cycle or an additional final rinse that the customer can select for a value added wash. Utilize time of day pricing to help move people from heavy use periods to special value times of day or days of the week.

Accessible

Available anytime, anywhere, on any internet capable device. Once you have set up your free account all of your custom settings and store information are saved making it quick and easy to make future changes.

Profitable

Create exciting promotions to attract new customers. Offer extra prewash, extend wash, extra rinse and temperature pricing to drive more revenue in your store.

Recommended Tools

DexterLive Setup

Lap top or Desk top computer

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 and Cabling the Laundromat

Considerations when planning the laundry

Internet Connection

The DexterLive gateway and paired router are delivered factory set for DHCP enabled(Dynamic) The Locaton Kit in this setup only needs an open port on its internet provider's router.

If the owner requires a static I.P address setting for connection to the DexterLive setup, owner needs to obtain the following information from their internet provider:

- The available IP addresses available at the location
- If there will be multiple IP addresses available or used for other connections (cameras, payment syetems, inhouse internet, ATMs)
- Which IP address should be used for the DexterLive Setup
- What network architechture will be used.

If a static IP address is to be used, you can find instructions for setting up the provided DexterLive Router on page 47 of this manual. **DO NOT under any circumstance reset the provided DexterLive Router back to it's original factory settings.** This will disable it from communication with the DexterLive Gateway device.

The DexterLive Router and gateway unit should be located in a secure room with power outlets avaiable.

Electrical considerations:

It is necessary to have 120VAC outlets located where Ethernet switches need to be mounted. The ethernet switches need to be located centrally in the washer bulkheads and behind the dryers.

Note: All Machines will connect to the ethernet switches and main trunk lines will connect the switches and then to the Cisco router and Gateway components. 9412-167-002 Nameplate Stack Dryer Express Blue

NOTE!!

Dexter Laundry strongly recomends connecting the power connections for the Dexter supplied Router and DexterLive Gateway to a suitable Surge and Battery Backup unit for power stability!

SETTING UP YOUR DEXTERLIVE NETWORK

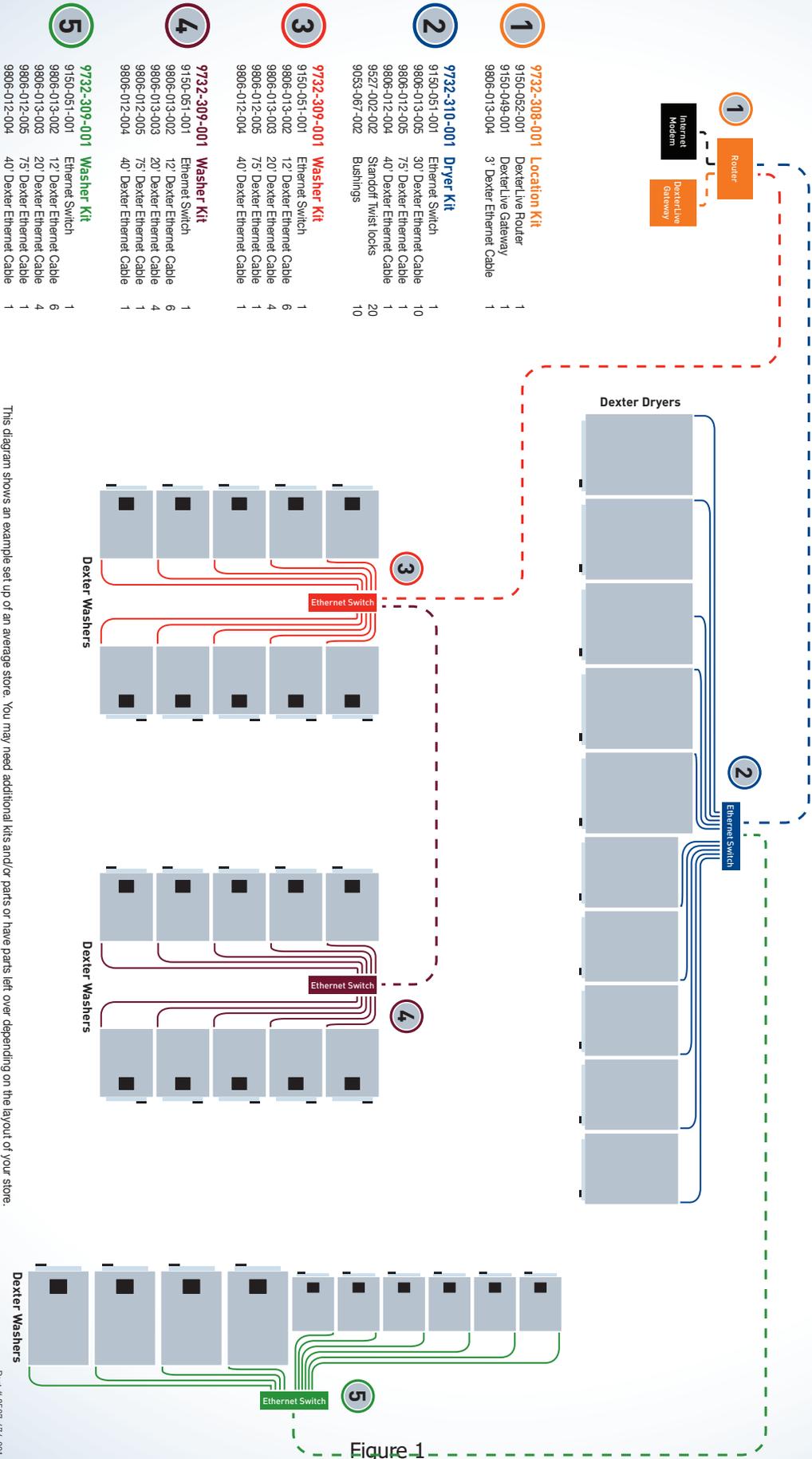
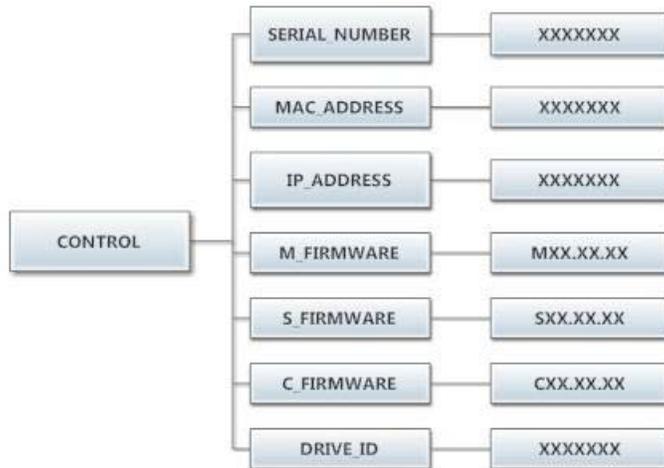


Figure 1

This diagram shows an example set up of an average store. You may need additional kits and/or parts or have parts left over depending on the layout of your store.

Considerations when planning the laundry

The installer needs to make sure the washer or dryer controller 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 firm ware, and Communication firmware.



If your Dexter washers and dryers are older, it may be possible that they do not have the latest revision of firmware on the controls. If your firmware revision is 1.3 or 1.4, It will require a manual update to 1.5 version before your Dexter Live networking will automatically update your software. You can determine this by going into the programming mode of the machine and scrolling through the menus until you get to "Control". By pressing the "Start" button you can then scroll through the menus and check the "C_Firmware" version to determine if you need to manually update.

If your C_Firmware" version is 01.00.19, Then go to page 64 and follow procedure 1

If your C_Firmware" version is 02.00.51, Then go to page 64 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 device. The (.bin) files should be on the top dirctory of the USB device.

NOTE: If you are using an alternate payment system connected to the serial port on the Dexter Controls, The alternate system it 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 Cisco Router, a cross-over cable (included with the router), and (2) three foot patch cables. 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 Dexter Router are a paired set. If the router settings are reset or if the 2 devices are separated, they will no longer communicate.

NOTE!!

Dexter Laundry strongly recomends connecting the power connections for the Dexter supplied Router and DexterLive Gateway to a suitable Surge and Battery Backup unit for power stability!



- 1.) 9150-049-002 Gateway Device (Serial number required to order replacement) Qty. 1
- 2.) 9150-052-001 Router W/crossover cable (Serial number required to order replacement) Qty. 1

Note: Cross over cable only used when connecting Laptop to Router

- 3.) 9806-013-004 3' Ethernet Cable Qty. 2
- 4.) USB Stick With Control Firmware Qty. 1

DexterLive Location Washer Kits

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

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.

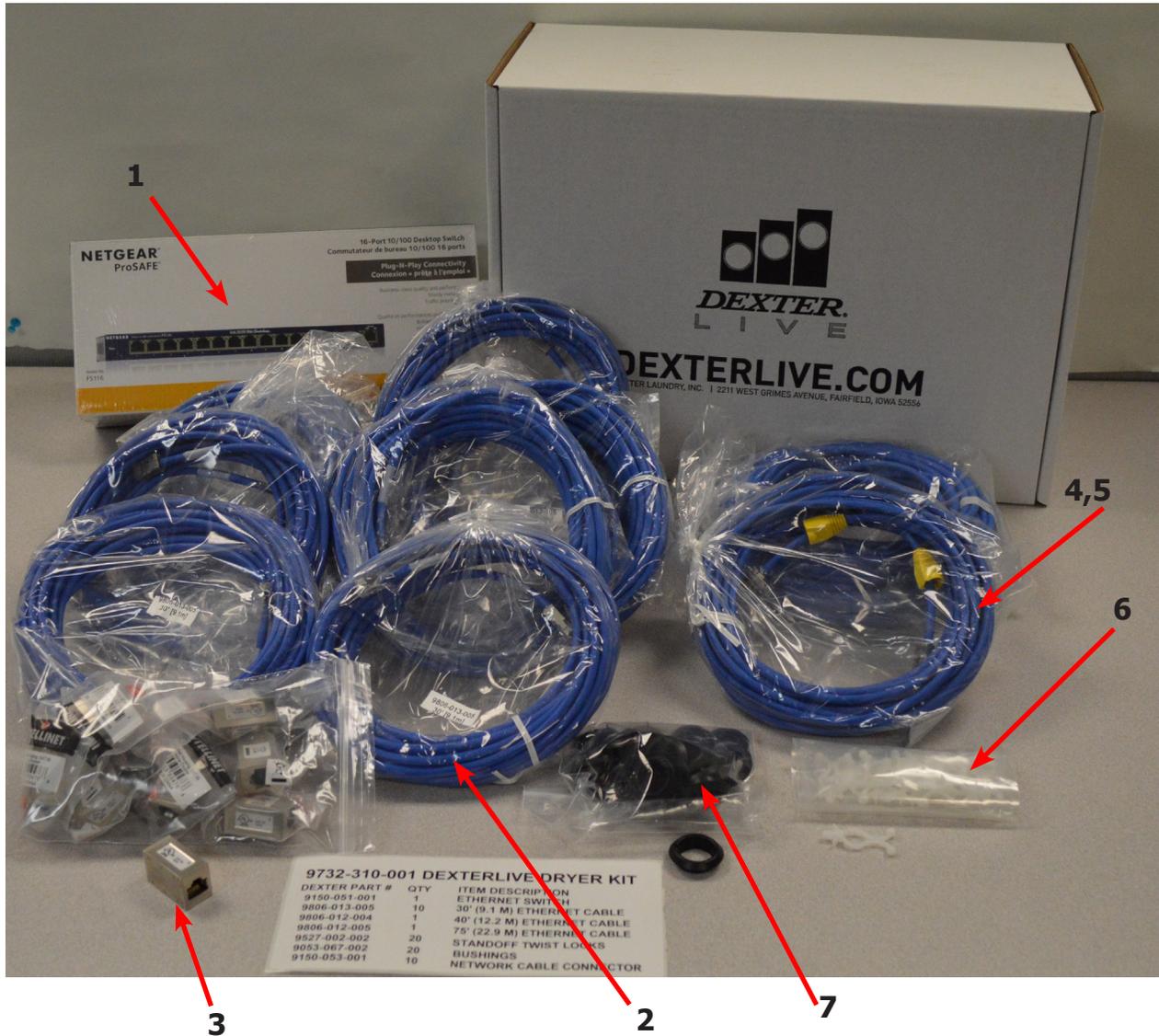


- | | | | |
|-----|--------------|--------------------|--------|
| 1.) | 9150-051-001 | Ethernet Switch | Qty. 1 |
| 2.) | 9806-013-002 | 12' Ethernet Cable | Qty. 6 |
| 3.) | 9806-013-003 | 20' Ethernet Cable | Qty. 4 |
| 4.) | 9806-012-004 | 40' Ethernet Cable | Qty. 1 |
| 5.) | 9806-012-005 | 75'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

DexterLive Location Dryer Kits

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

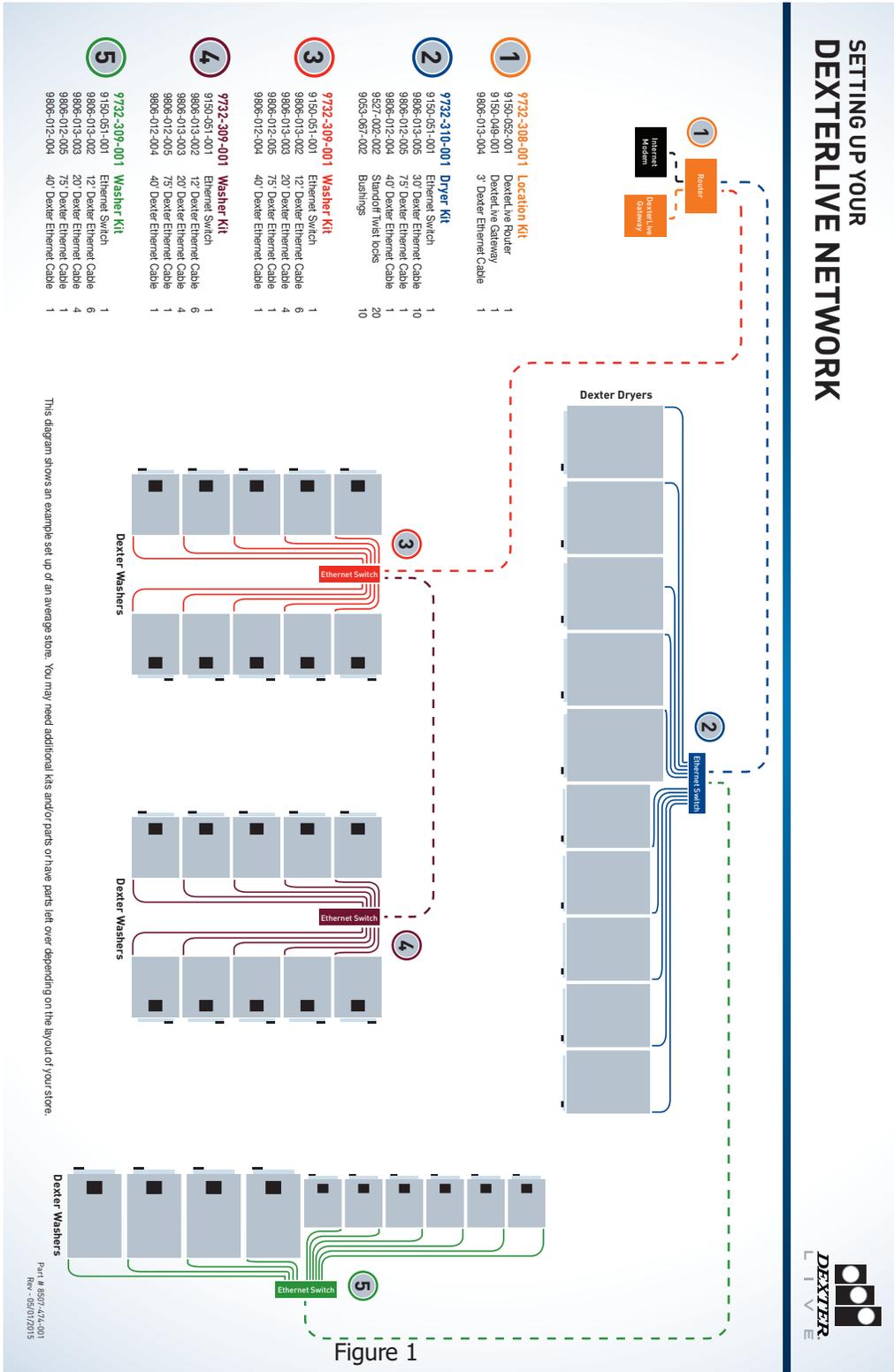
This kit is designed to hook up ten dryers. The switch has sixteen ports so if desired with additional cables up to fifteen machines can be connected to this switch reserving one port to connect to the system.



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

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 will be located and connected to the incoming internet source. 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.



While installing the washers and dryers, the network cables need to be installed. Cables need to be run 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 Cat5 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 the shielded connector should be run to the ethernet switch.

1. Remove Electrical connection cover.
2. Run the cable through the lower left hole with a bushing (Figure 4).
3. Inside the cover area route the cable to the right and through the hole with the bushing (Figure 5).
4. Route the cable up front along the inside of the control trough where it can be connected to the control panel (figure 6).

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

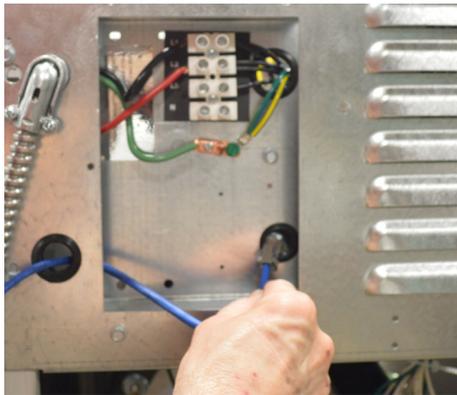


Figure 4

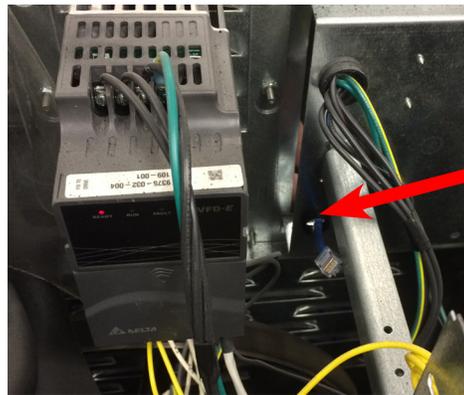


Figure 5



Figure 6

Dryers

Stack Dryers (6' cable preinstalled from the factory)

Once power to the dryer has been removed, the controller boards for the dryers 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 7). There should be a plastic plug in the connector which must be removed. (Single pocket dryers also have the same style connector located on the control board.)

1. Remove rear upper belt guard.
2. Remove front control board, plug cable into port

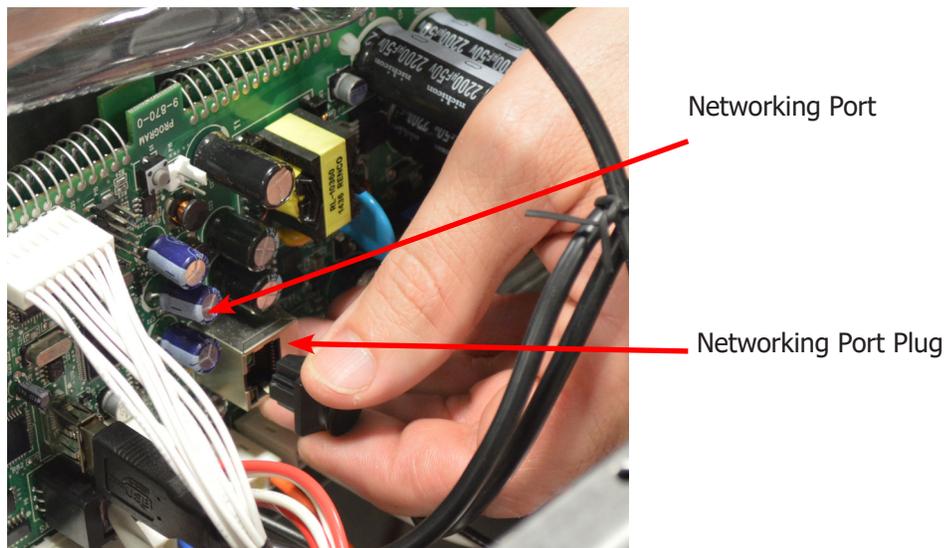


Figure 7

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

3. With belt guard removed, route cable up through guard.



Figure 8

4. Connect female connector to cable and also connect cable that will route to your ethernet switch.

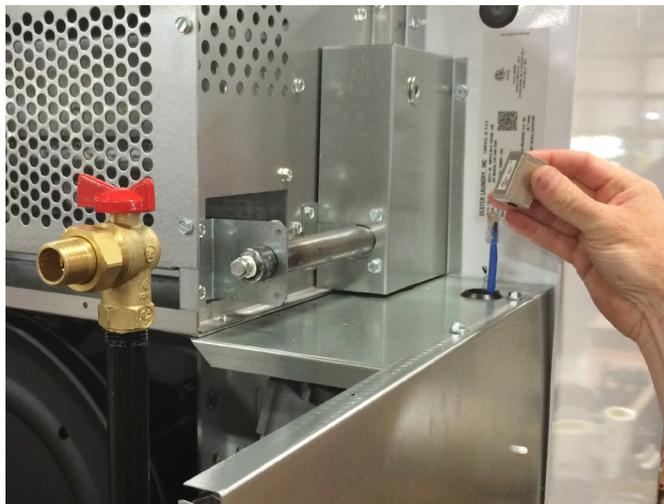


Figure 9

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

Section 2

Connecting Cisco Router to the Internet

Connecting to the internet

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) use Setup #1 below. If using a static IP use Setup #2.

Setup type #1: Connecting using the standard DHCP settings

1. To test for an internet connection. Disable your wireless internet setting on your laptop.
2. Connect the included Cat5 cable (do not use the special crossover cable) from your laptop 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.
3. Once connection is verified, disconnect the Cat5 cable from the laptop and then connect the same Cat5 cable to the Dexter supplied at the the "Internet" port (Figure 1). (not the DMZ/Internet port)
3. Connect a CAT5 cable from one of the Ethernet ports of the Dexter router (not the Internet or DMZ/Internet ports) to your laptop (Figure 1). Open your web browser and connect to several web site to ensure you have a connection to the internet. If you have connectivity continue to step 5. If you do not have connectivity the Subnet may need changed if so proceed to step 4.



figure 1

Cat 5 cable

Cat 5 cable

4. If you can not get an internet connection we will first need to try to change the Subnet to enable an internet connection. (Refer to Section 4 part 2 on Page 44)
5. Once a connection has been established from the laptop through the Dexter Router, the Gateway can then be connected by the same Cat5 cable used for the laptop to the Cisco Router. The gateway can then be powered on.

Continue to page 21 to connect to your location

Setup type #2: Information for connecting using static IP settings

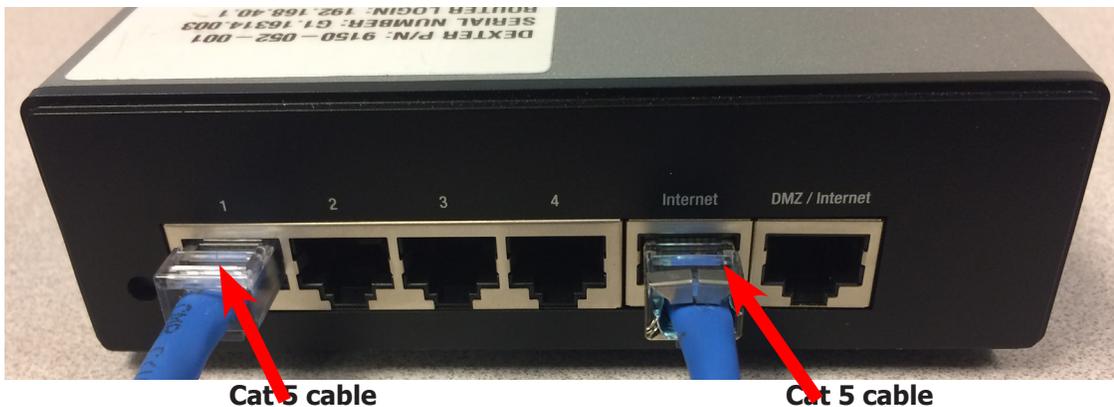
For a Static IP addressing When first connecting to the internet the installer needs to know what the locations Internet providers IP address is at the location, or if the location has multiple IP addresses we need to know what IP is available, Subnet Mask, Default Gateway, and DNS Server to program into the Cisco Router.

IP Address:
Subnet Mask:
Default Gateway:
DNS Server:

Refer to page 47 for the steps to setup the router for a static IP.

Setup #2: Connecting using Static IP Settings

1. To test for an internet connection. Disable your wireless internet setting on your laptop.
2. Connect the included Cat5 cable (do not use the special crossover cable) from your laptop networking port to an open port on the internet providers modem or router. Using your static IP settings try browsing to several web pages to verify that there is indeed a connection to the internet.
3. Once connection is verified, disconnect the Cat5 cable from the laptop and then connect the same Cat5 cable to the Dexter supplied at the the "Internet" port (Figure 1). (not the DMZ/Internet port)
3. Connect a CAT5 cable from the #1 Ethernet port of the Dexter router to your laptop (Figure 1). Open your web browser and connect to several web site to ensure you have a connection to the internet. If you have connectivity continue to step 5. If you do not have connectivity the Subnet may need to be changed. If so proceed to step 4.



4. If you can not get an internet connection we will first need to try to change the Subnet to enable an internet connection.
5. Once a connection has been established the Gateway can be connected by a Cat5 patch cable provided in the DexterLive kit to the Cisco Router and powered on. The gateway can then be powered on.

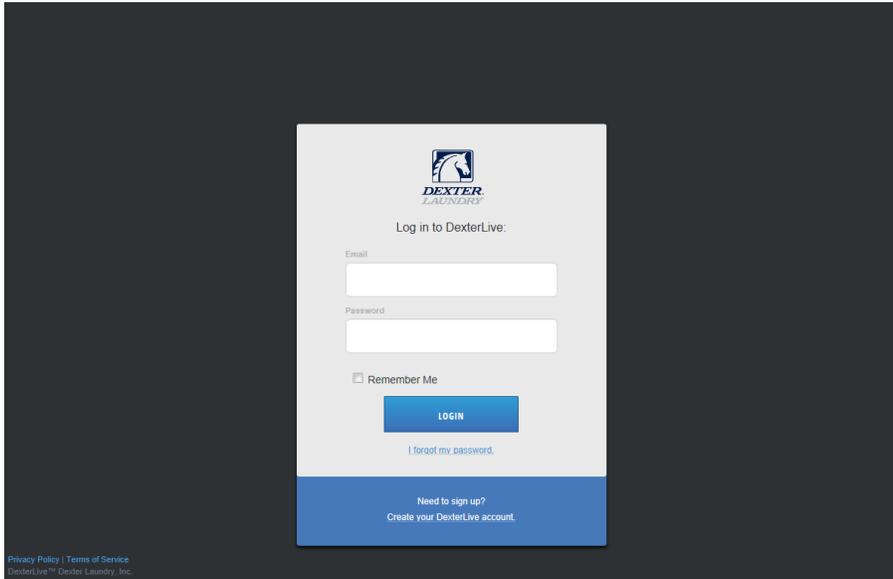
Continue to page 21 to connect to your location

Section 3

Connection to DexterLive and
Creating the Store location.

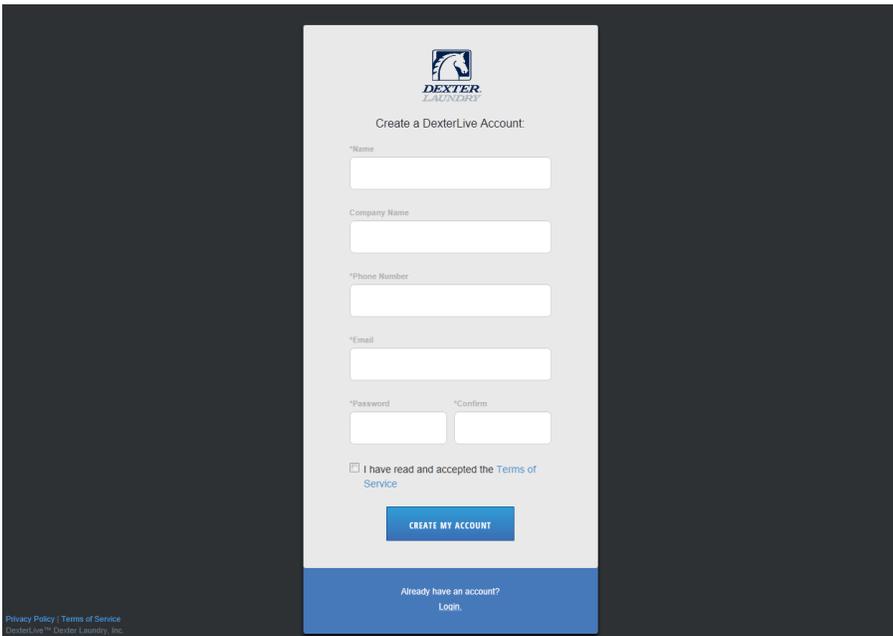
First Time Creating an Account at DexterLive

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



DexterLive gives an owner the ability to manage multiple locations.

- 2) At the "Create a DexterLive Account" screen.
 - A. First time users must create an account.



An account must be created to use the DexterLive features.

- B.** Fill in the required fields and click on "Create My Account".

The screenshot shows the "Create a DexterLive Account" form. At the top is the Dexter Laundry logo. Below it, the title "Create a DexterLive Account" is centered. The form contains several input fields, each with an asterisk indicating it is required: "Name" (with "Your Name" as a placeholder), "Company Name" (with "ABC Laundry" as a placeholder), "Phone Number" (with "###-###-####" as a placeholder), and "Email" (with "YourEmail@ServiceProvider.com" as a placeholder). There are two password fields: "Password" and "Confirm", both with "*****" as placeholders. Below the password fields is a checkbox labeled "I have read and accepted the Terms of Service". At the bottom of the form is a blue button labeled "CREATE MY ACCOUNT". In the bottom left corner, there are links for "Privacy Policy" and "Terms of Service" and the text "DexterLive™ Dexter Laundry, Inc."

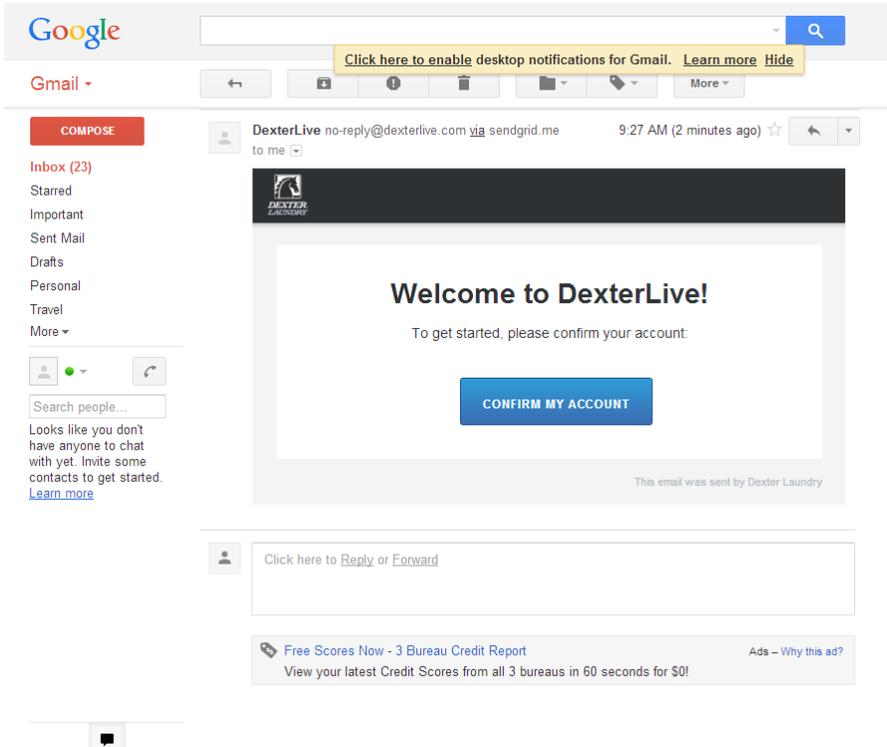
When creating a new user account make sure to fill in all fields marked with asterisks and check the "Terms of Service" box.

- C.** 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.

The screenshot shows the "Log in to DexterLive" screen. At the top is the Dexter Laundry logo. Below it, the title "Log in to DexterLive:" is centered. The form contains two input fields: "Email" and "Password". Below the password field is a checkbox labeled "Remember Me". At the bottom of the form is a blue button labeled "LOGIN". Below the button is a link that says "I forgot my password.". At the very bottom of the page is a blue banner with the text "Need to sign up? Create your DexterLive account." In the bottom left corner, there are links for "Privacy Policy" and "Terms of Service" and the text "DexterLive™ Dexter Laundry, Inc.". A green callout box on the right side of the form contains the text: "A message with a confirmation link has been sent to your email address. Please open the link to activate your account."

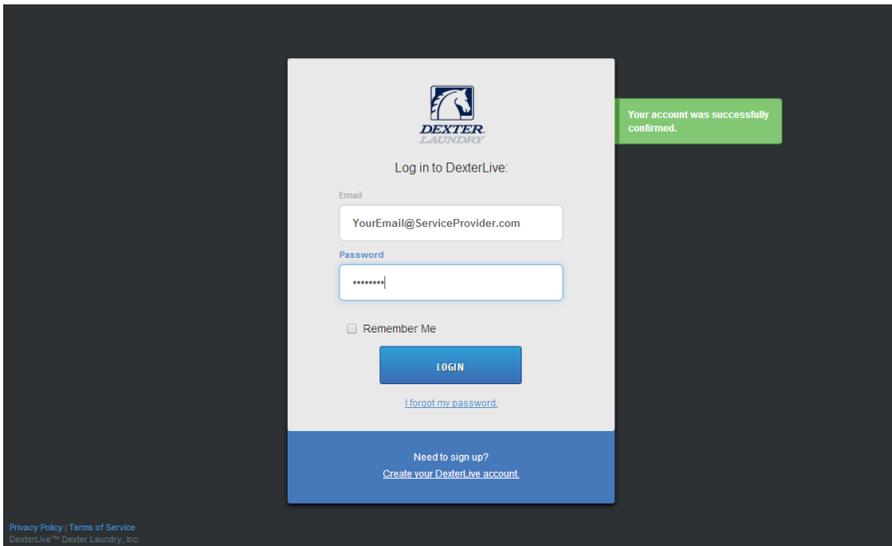
After creating your account you will need to use the e-mail link to gain first access. The account will not be active until you confirm your account.

3) 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.

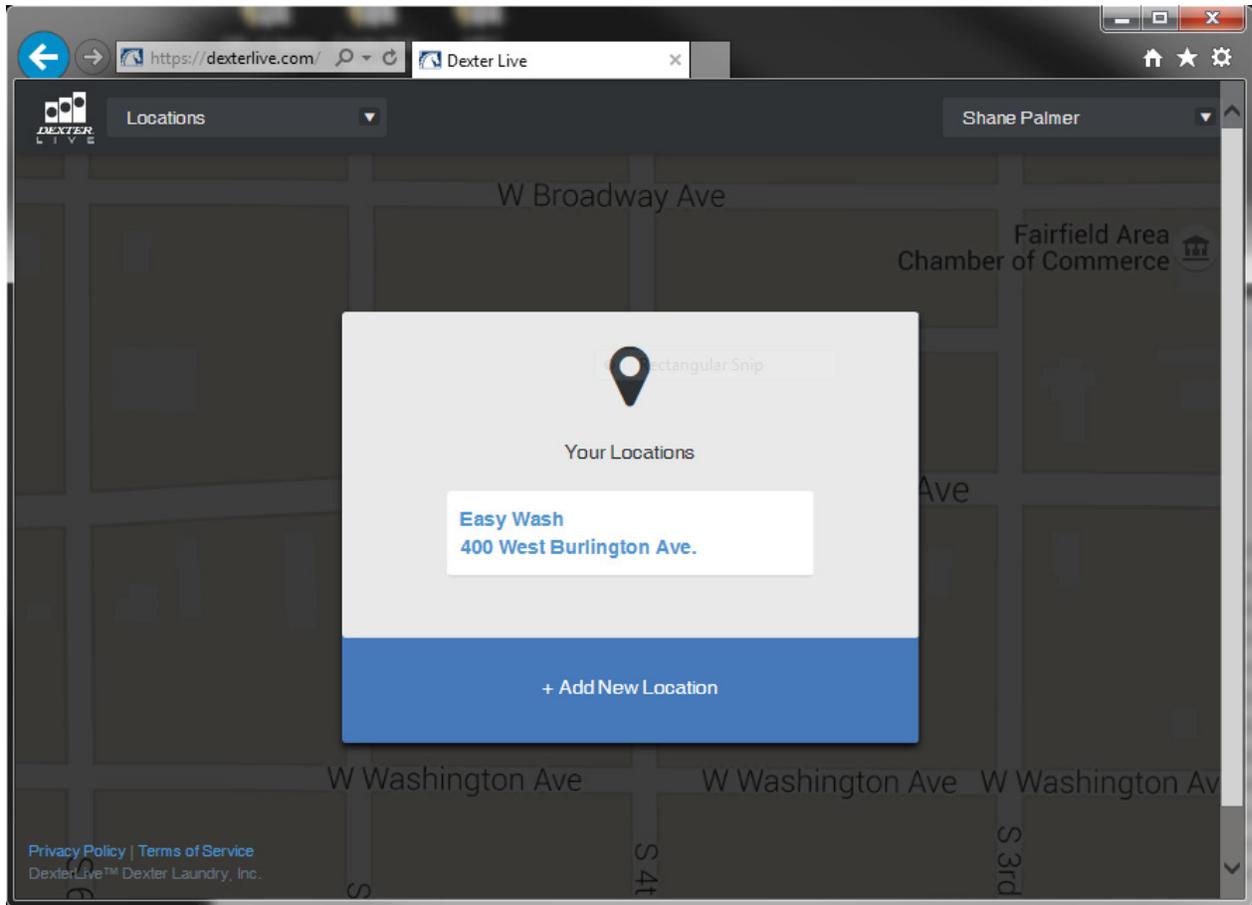
4) At the "Log into DexterLive" screen, enter your e-mail/user name and password to access DexterLive.



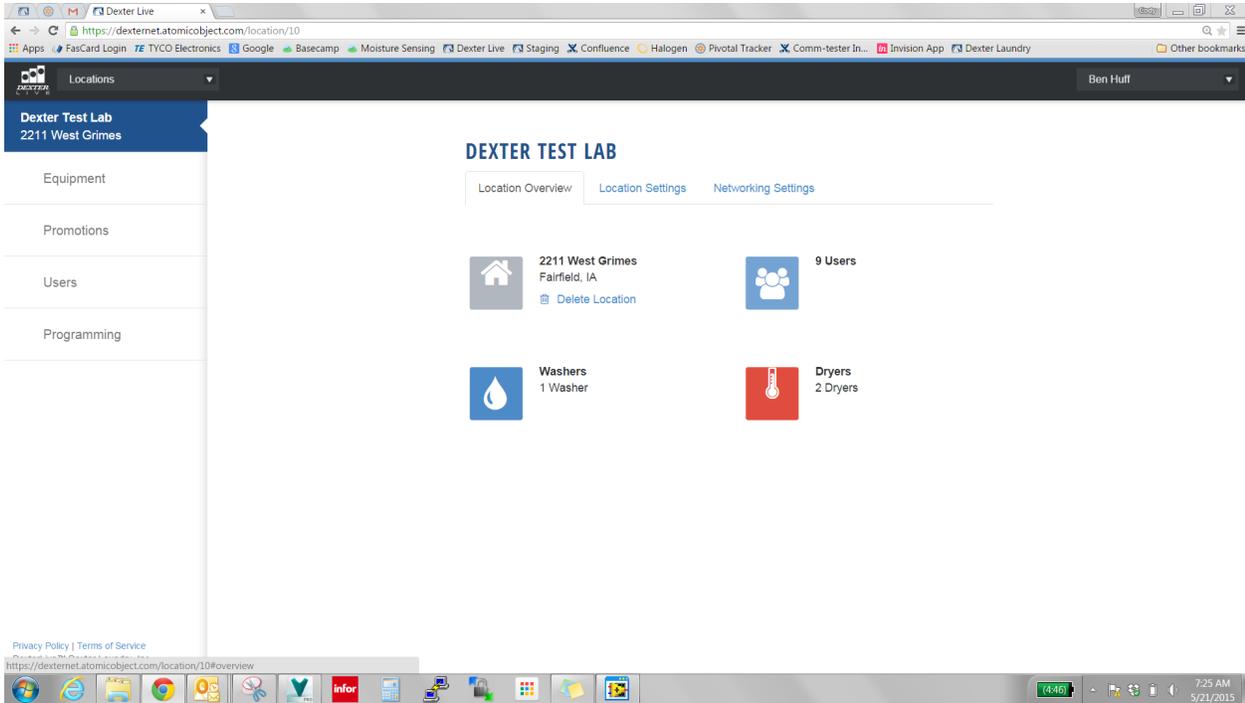
Welcome to DexterLive. Proceed to the step to create your location information.

Setting up the Location

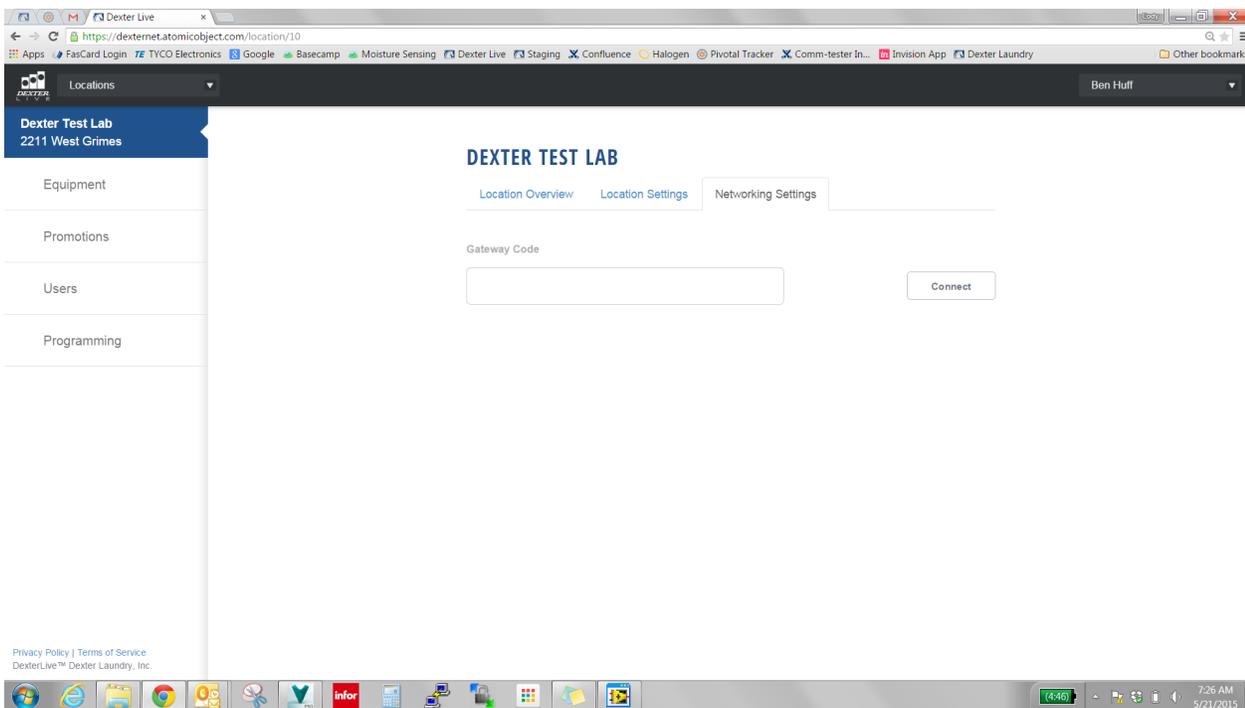
- 5) To configure your settings with DexterLive.com
 - A. Add or select a location.



- 6) Once selecting the location the Location tab will be active and the screen will display the "Location Overview" dashboard.



- 7) Select the "Networking Settings" tab. This is where the Gateway code is to be entered.



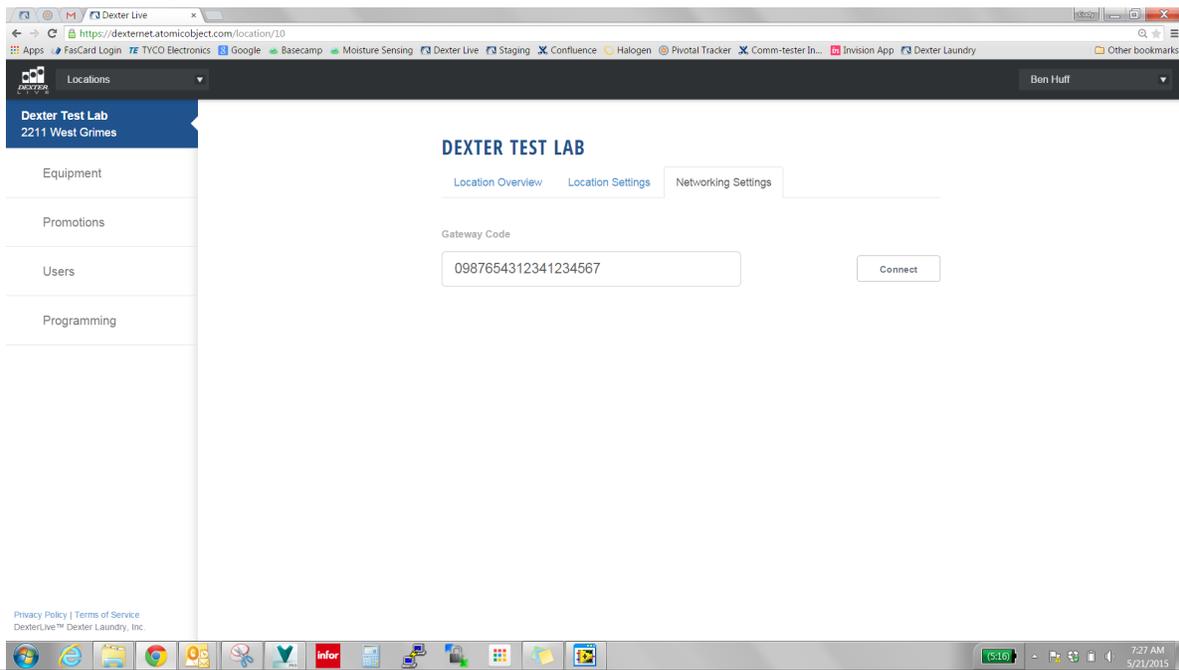
- 8) The Gateway code is found on the identification tag on the Gateway module.



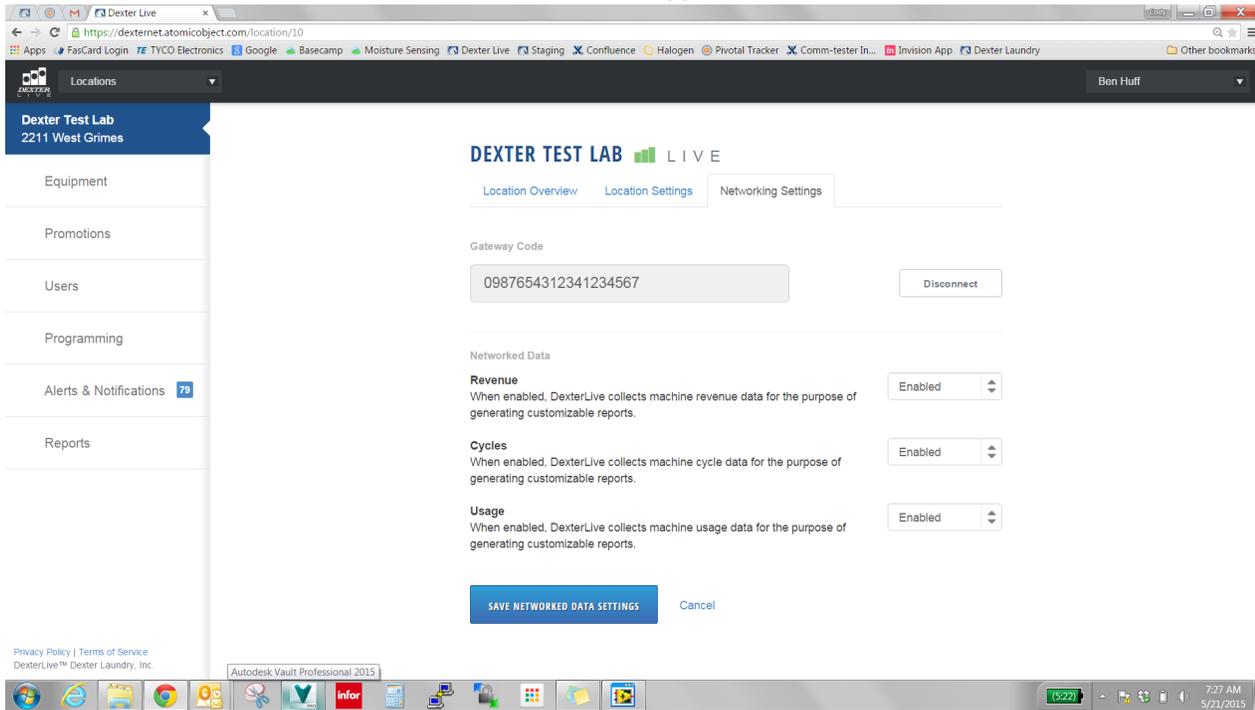
Gateway Code

Note: The Gateway Module and the Cisco Router are matched sets. 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 Cisco Router Internet.

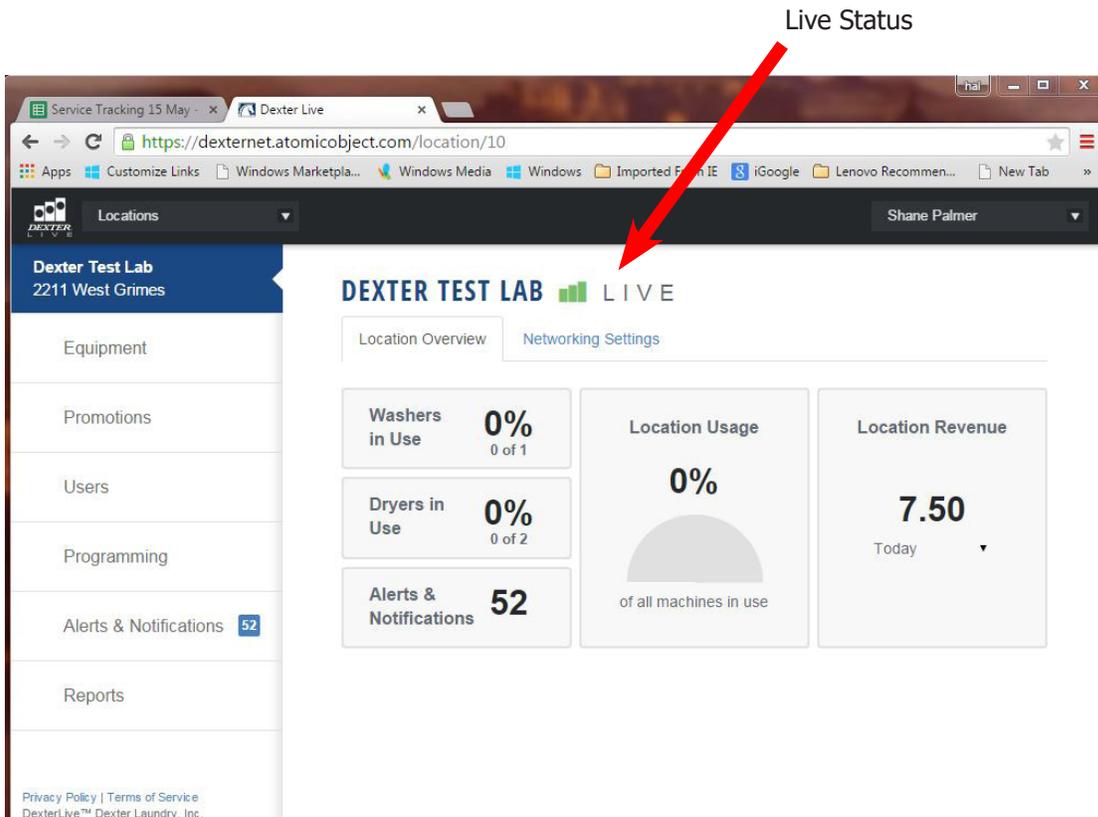
- 9) Type in the Gateway Code into the field and then select "CONNECT".
Note: The Gateway code is Case Sensitive



- 10) 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.



- 11) Selecting the "Location Overview" tab you will also notice the Dashboard changes.



Adding Equipment

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

- 12) Before connecting any of the machines, restore power to all of the Ethernet switches in your network. (It is assumed that the Gateway and Router have already been connected and have communication to DexterLive)



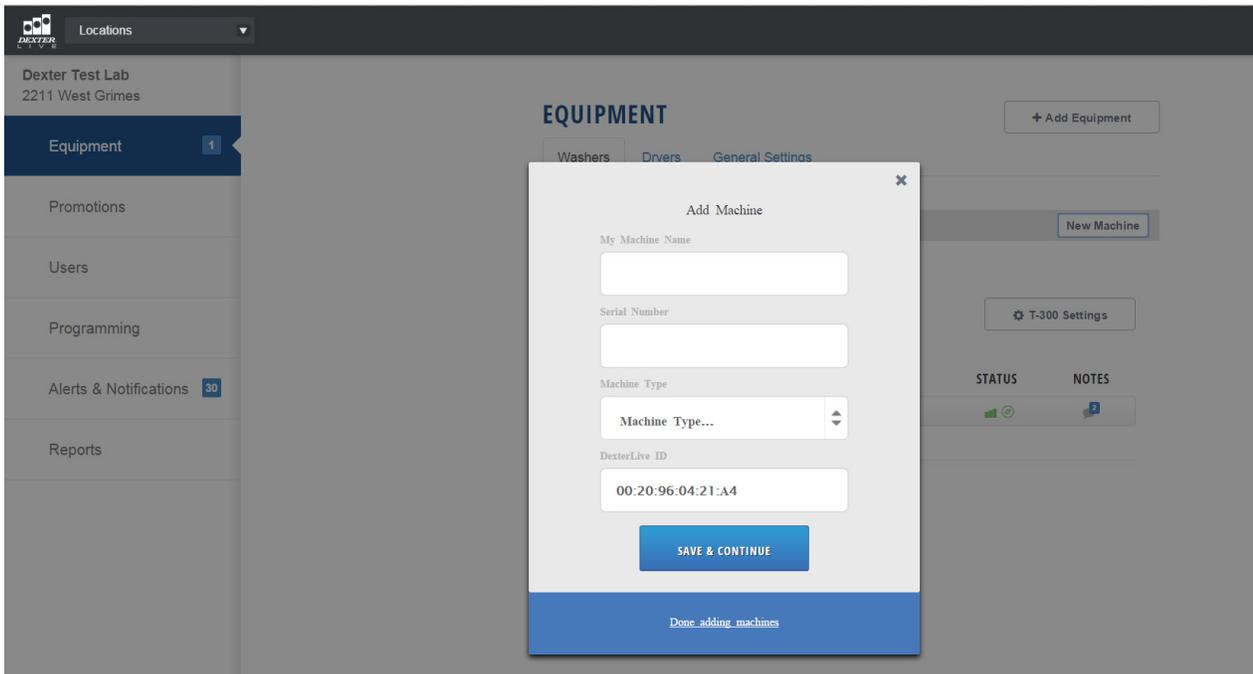
- 13) Each machine will be connected **ONE AT A TIME** with the Cat5 cable to the control and immediately added to the software using the laptop and the DexterLive internet connection. **EACH MACHINE SHOULD BE ADDED AND IN THE LIST BEFORE PROGRESSING TO ANY SUBSEQUENT MACHINES!!** The photos below show a C-Series Dexter washer being added to the network.
- 14) With the Cat5 unshielded end of the cable plugged into the control, plug in the shielded tip into the Ethernet switch.
- 15) Using the DexterLive Laptop connection, select the "Equipment" tab from the main menu. The tab will now show the "**Unclaimed Controls**" field. At this time you will need to manually refresh web browser, select the "New Machine" tab once the "Unclaimed Control" field appears.

New Machine Tab

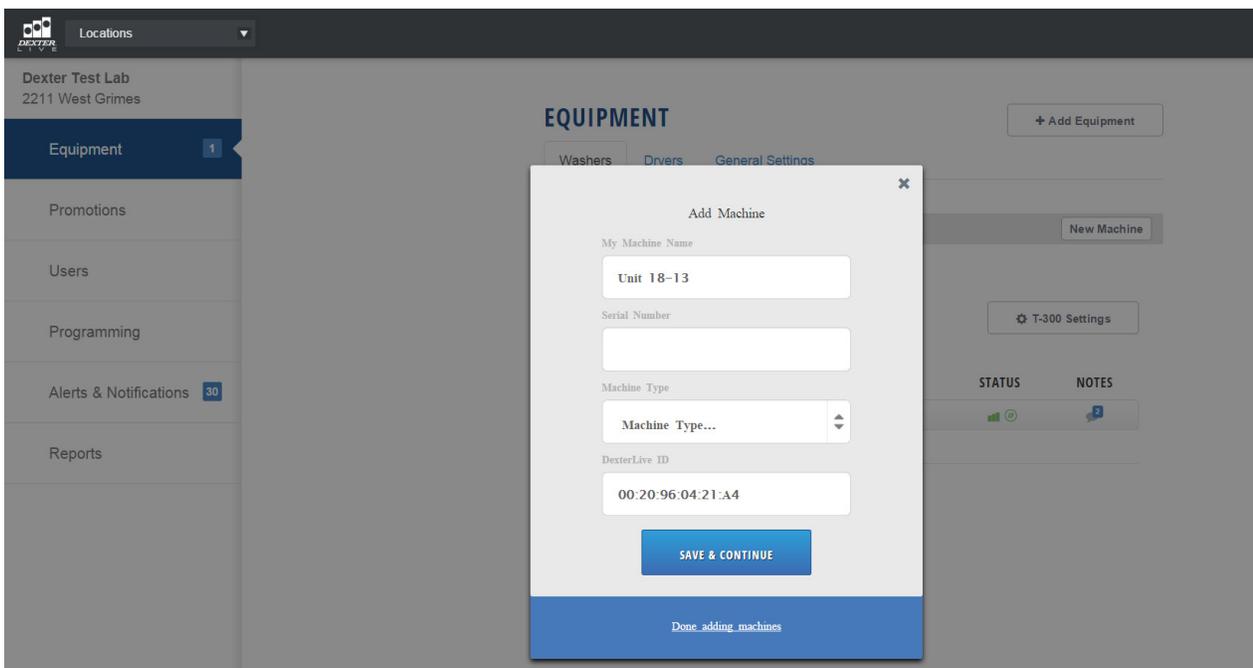
MACHINE ID	SERIAL NUMBER	ALERTS	STATUS	NOTES
Washer 200				

Note: If the unclaimed control window does not appear 1st preform a soft reset of the control, 2nd try replacing the cable.

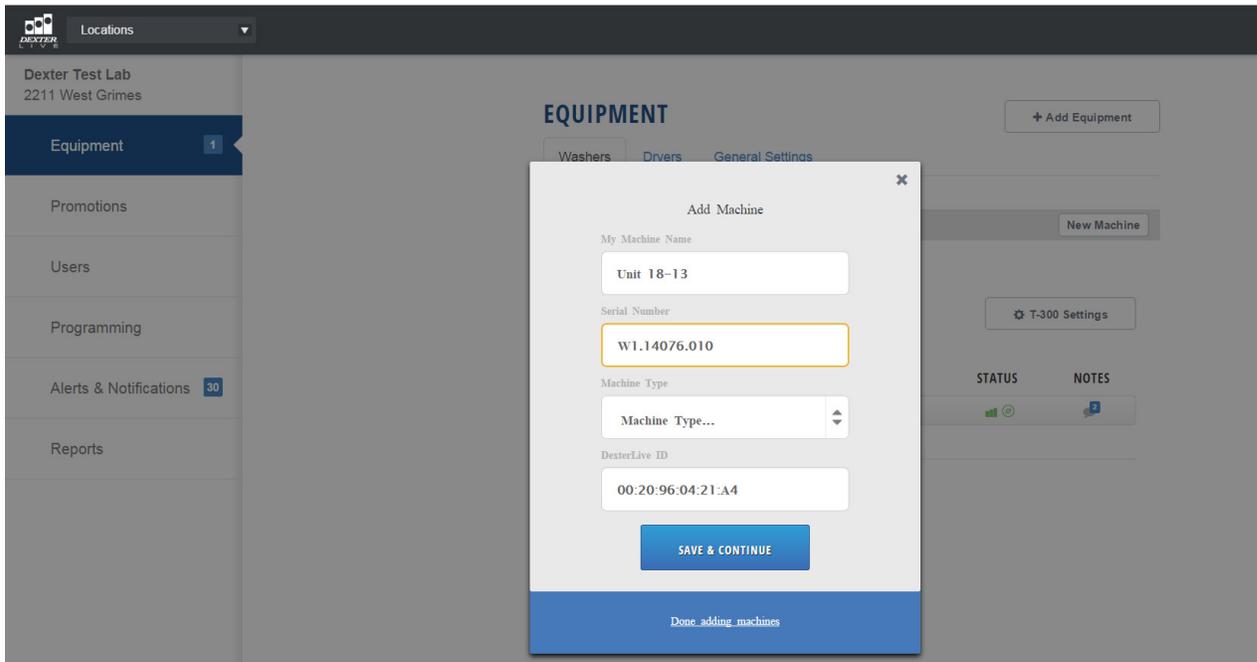
- 14) The "Add Machine" window will open with the "DexterLive ID" already populated. Using the information from your store layout the remaining fields can be completed. Machine Name, Serial Number, and select machine Type.



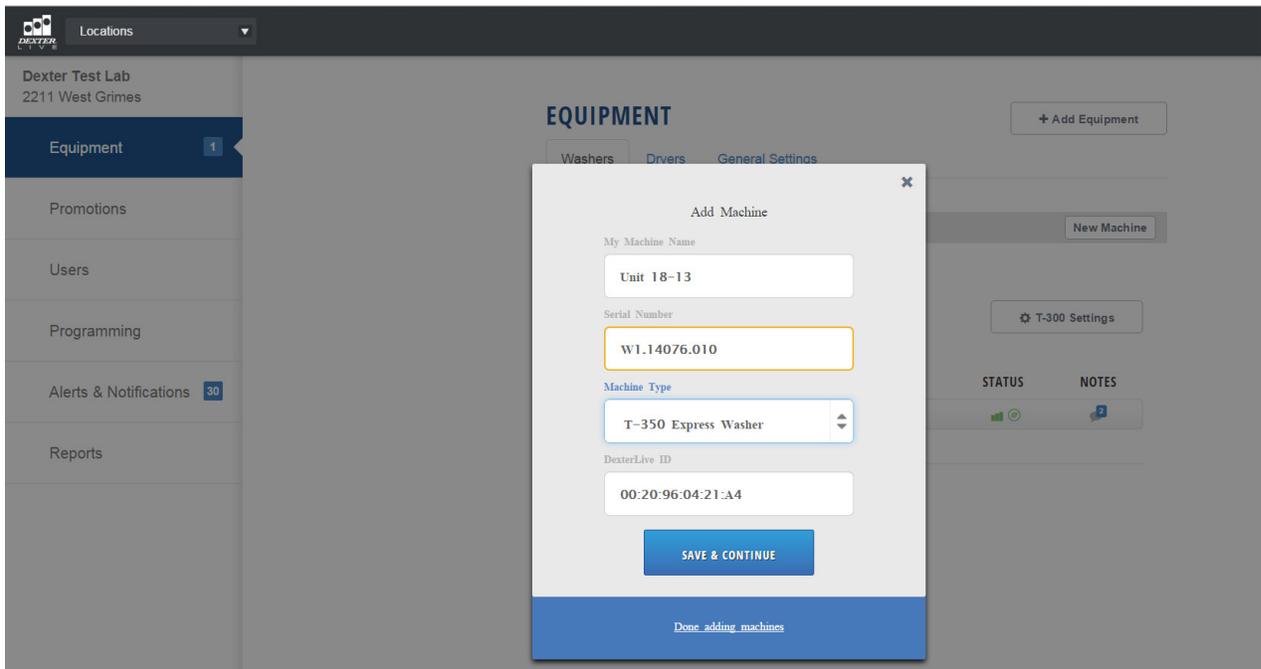
- 15) Add the machine name or number.



16) Add the serial number.



17) Add the machine type. Note: will accept any type you select.



18) 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.

19) Continue the process of adding **ONE MACHINE AT A TIME** following steps 12 thru 17 until the location is completed.

Section 4

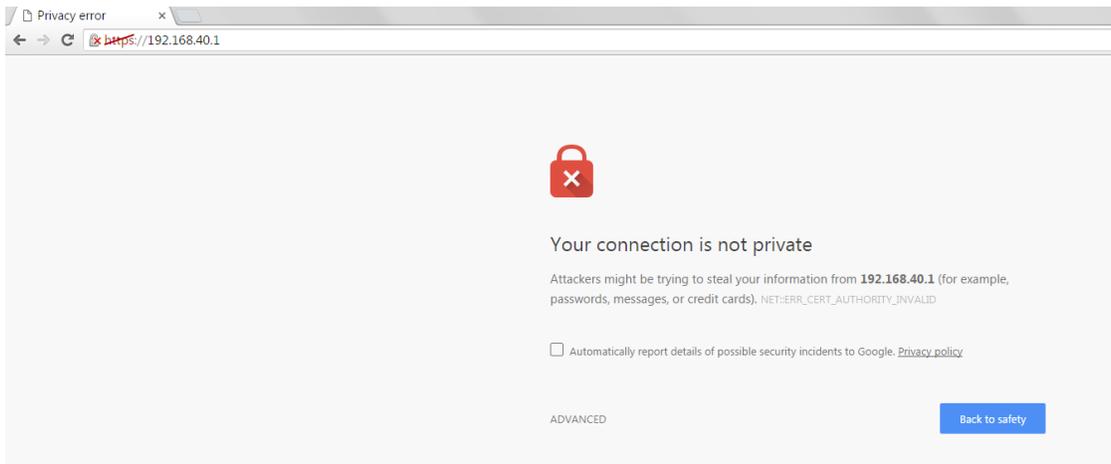
Cisco Router Configurations

- Procedure 1:** Manual Setup for Paired Router & Gateway (pg.34)
- Procedure 2:** Steps for Changing to a Different Sub-network (pg.44)
- Procedure 3:** Steps for Configuring an RV042 Router for a Static IP Address (pg.47)
- Procedure 4:** Procedure for Creating Cisco Router Backup File (pg.54)
- Procedure 5:** Procedure for Restoring Cisco Router Settings (pg.56)

Procedure 1: The Paired Router & Gateway are configured to these settings

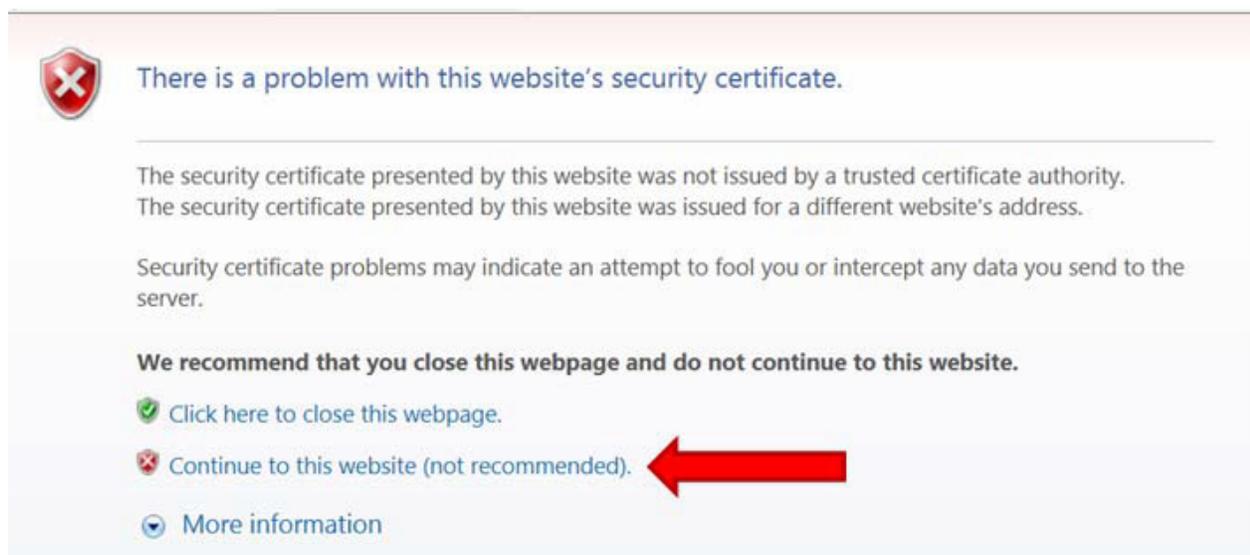
Steps for Configuring the Cisco Router for a Networking Installation

1. Disable your wireless internet setting on your laptop.
2. Connect a CAT5 cable from one of the Ethernet ports of the Cisco router (not the Internet or DMZ/Internet ports) to your laptop. The router does not have to have Internet plugged into it to modify its configurations.
3. Open a web browser and in the URL, type in 192.168.40.1 and then press Enter. The 192.168.40.1 is the Device IP Address of the router and will direct you to a login screen that will allow you to configure the router's settings.



This is a common warning message when logging into routers. If this message occurs, please select 'Advanced' and 'Proceed to 192.168.40.1 (unsafe)' message.

If using Explorer as a web browser, you may be directed to the following screen:



This is a common warning message when logging into routers. If this message occurs, please select 'Continue to this website (not recommended)'.

- After selecting 'Advance' if using Chrome or 'Continue to the website' if using Explorer, you will then be directed to the router's login screen. The router's default username and password information is:

- Username: admin
- Password: admin

The Username and Password are able to be modified once you successfully log into the router.

- Once you are successfully logged in, you should see the screen as shown below. On this screen, you should see a navigation pane on the left hand side of the screen (Setup, DHCP, System Management, etc...). In this navigation pane, select 'Setup'.

The screenshot shows the Cisco RV042 10/100 4-Port VPN Router configuration page. The browser address bar shows <https://192.168.40.1/home.htm>. The page title is "Small Business Cisco RV042 10/100 4-Port VPN Router". The navigation pane on the left includes: System Summary, Setup, DHCP, System Management, Port Management, Firewall, Cisco ProtectLink Web, VPN, Log, and Wizard. The "Setup" link is highlighted in green, and a red arrow points to it. The main content area is titled "System Summary" and contains the following information:

System Information

Serial Number :	NKS18155026	Firmware Version :	v4.2.2.08 (Apr 26 2013 19:12:26)
PID VID :	RV042 V03	Firmware MD5 Checksum :	9f4450cc2cc023dc0e9d6aef842afd48
LAN		Working Mode :	Gateway
IPv4/ Subnet mask :	192.168.40.1/255.255.255.0		
IPv6/ Prefix :	--- / ---		
System Up Time :	0 Days 0 Hours 10 Minutes 31 Seconds (Now : Fri Jan 1 2010 00:10:23)		

Cisco ProtectLink

Configuration

If you need guideline to re-configure the router, you may launch wizard.

Port Statistics

Port ID	1	2	3	4	Internet	DMZ/Internet
Interface	LAN				WAN1	WAN2
Status	Connected	Enabled	Enabled	Enabled	Enabled	Enabled

7. After selecting 'Setup', you will see a few options within the 'Setup' section. Ensure you are on the 'Network' tab of this section. On the 'Network' tab and in the Domain Name field, type in 'dexter.localnet'. Once this is completed, select 'Save'.

The screenshot shows the Cisco RV042 configuration interface. The left sidebar has a 'Setup' section with 'Network' selected. The main area is titled 'Network' and contains the following fields and sections:

- Host Name : router7d0d30 (Required by some ISPs)
- Domain Name : dexter.localnet (Required by some ISPs)
- IP Mode table:

Mode	WAN	LAN
<input checked="" type="radio"/> IPv4 Only	IPv4	IPv4
<input type="radio"/> Dual-Stack IP	IPv4 and IPv6	IPv4 and IPv6
- IPv4 and IPv6 tabs
- LAN Setting section:
 - MAC Address : F4:0F:1B:7D:0D:30
 - Device IP Address : 192.168.40.1
 - Subnet Mask : 255.255.255.0
 - Multiple Subnet : Enable
- WAN Setting table:

Interface	Connection Type	Configuration
WAN1	Obtain an IP automatically	
WAN2	Obtain an IP automatically	
- DMZ Setting section:
 - Enable DMZ
- Save and Cancel buttons at the bottom.

8. Once the change on the 'Setup' page has been saved, select the 'DHCP' tab in the left navigation pane. On this tab we will be setting up a few different configurations:
 - a) Client Lease Time
 - b) Number of Dynamic IP addresses used for the washer & dryer controls
 - c) Static IP Address for the Gateway module
 - d) DNS Settings

9. First the Client Lease Time needs to be adjusted from the default of 1440 Minutes to 43200 Minutes. Depending on the number of machines at the location, the number of Dynamic IP address available to use on the Cisco router may need to be adjusted. Each machine will be assigned one IP Address. In the below image, you can see in the Dynamic IP section a Range Start and Range End fields. The default number of Dynamic IP addresses on the Cisco router is 50 with the Range Start set to 192.168.1.100 and Range End set to 192.168.1.149. To increase the number of Dynamic IP addresses for stores that have more than 50 machines, you will need to modify both the Range Start and Range End fields. Change the Range Start field to **192.168.40.2** and the Range End field to **192.168.40.254**. This will increase the number of Dynamic IP addresses to 252 as well as increase the number of machines that can be used on the Cisco router to 252.

The screenshot displays the Cisco RV042 DHCP Setup interface. The left sidebar shows the navigation menu with 'DHCP Setup' selected. The main content area is titled 'DHCP Setup' and includes tabs for 'IPv4' and 'IPv6'. The 'IPv4' tab is active, showing the following configuration:

- Enable DHCP Server
- DHCP Relay

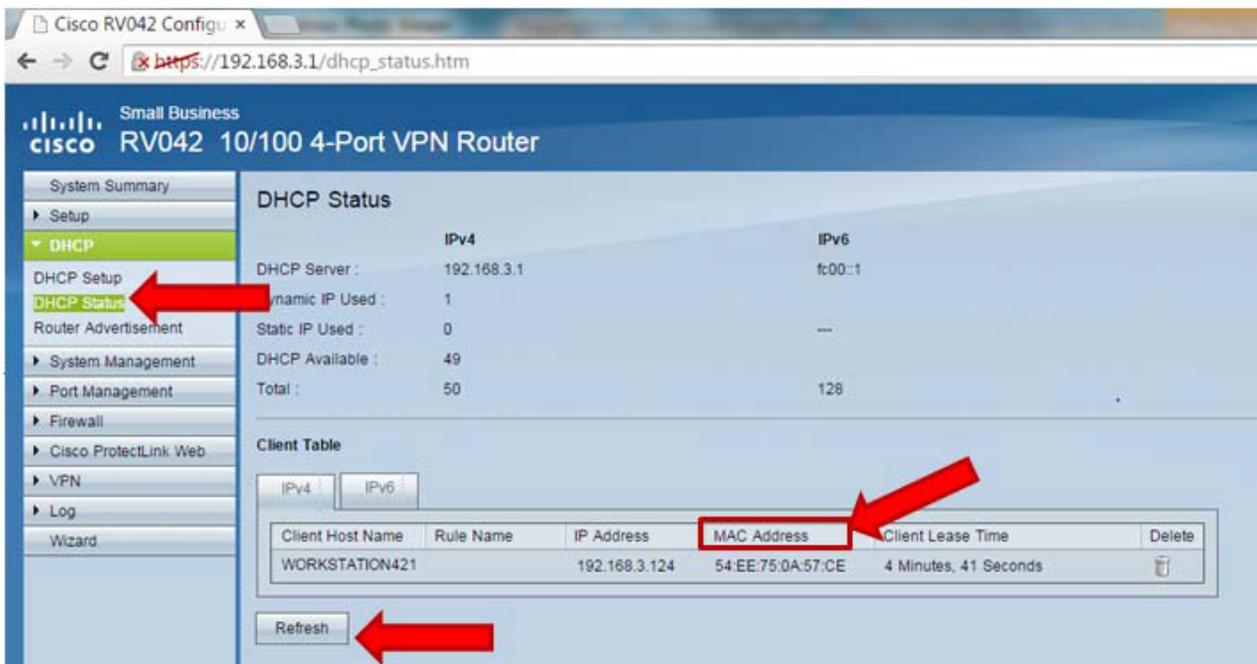
The 'Dynamic IP' section is highlighted with a red box and contains the following fields:

- Client Lease Time : 43200 Minutes
- Range Start : 192.168.40.2
- Range End : 192.168.40.254

The 'Static IP' section is also visible, with a 'Show unknown MAC addresses' checkbox and fields for Static IP Address, MAC Address, Name, and an Enable checkbox.

10. It's highly recommended to configure a Static IP address for the Gateway module. Here in a few steps, we will configure the DNS settings and will have to use the IP address of the Gateway module. Setting up the DNS will tell the Washer & Dryer controls where to send their information so it can be pushed up to DexterLive, and if the IP address that is used in the DNS settings doesn't correspond to the Gateway module, there will be communication issues and the information on DexterLive won't update and won't reflect what is occurring on the machines.

To setup a Static IP address for the Gateway module, you will need to know its MAC address. This can be obtained by connecting the Gateway module to one of the Cisco router's Ethernet ports (not the Internet or DMZ/Internet ports), and on the DHCP tab of the router, select 'DHCP Status'. This will direct you to a page where you can see all of the devices that are currently seen by the router. Turn on the Gateway module and select 'Refresh' periodically. Once you see the Gateway module appear in the list, note its MAC address for future use.



11. Once the MAC address of the Gateway module has been noted, go back to the 'DHCP Setup' tab and in the Static IP section, you will need to enter in the following fields.
 - a) Static IP Address – Enter in **192.168.40.100**
 - b) MAC Address – Enter in the MAC Address of the Gateway Module that you noted down in the previous step.
 - c) Name – Enter in '**Gateway**'
 - d) Ensure the '**Enable**' box is checked

Once these fields are complete, select 'Add to list' and it should populate in the white boxed field as shown below.

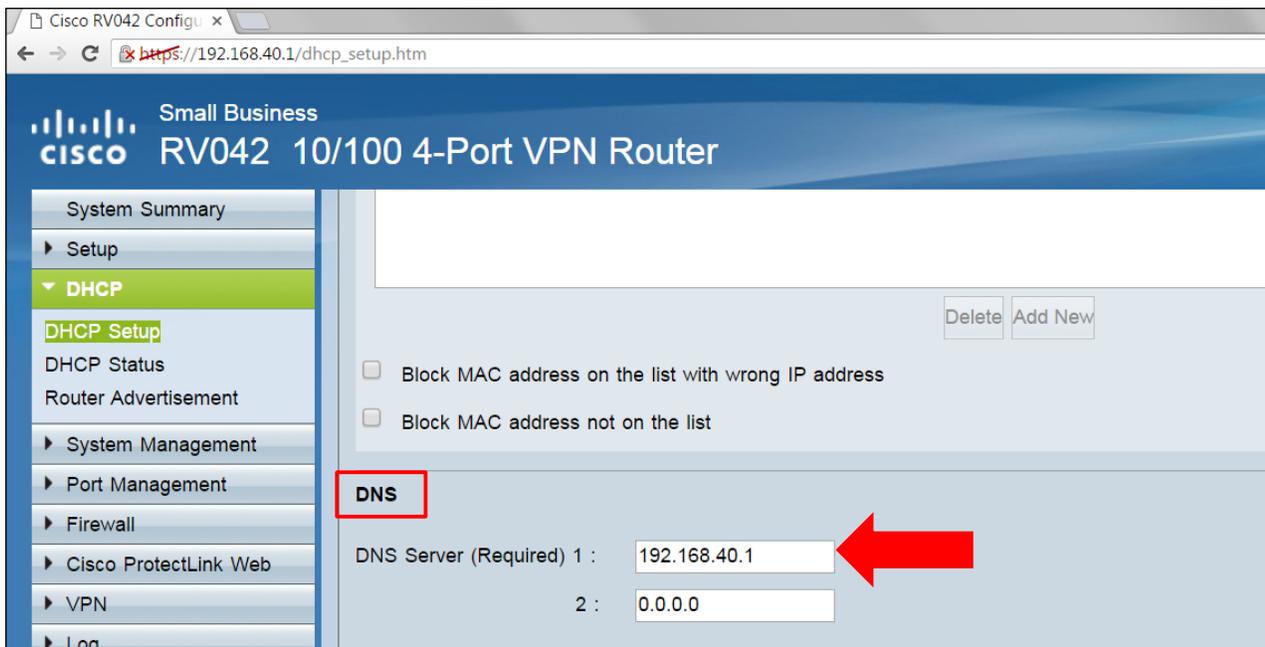
The screenshot shows the Cisco RV042 DHCP Setup page. The left sidebar has 'DHCP Setup' selected. The main content area is titled 'Static IP' and contains the following fields and buttons:

- Static IP Address : 192.168.40.100
- MAC Address : AA:BB:CC:DD:EE:FF
- Name : Gateway
- Enable :
- Add to list

Below the input fields is a large white box for the list. At the bottom of the page are 'Delete' and 'Add New' buttons. At the very bottom, there are two checkboxes:

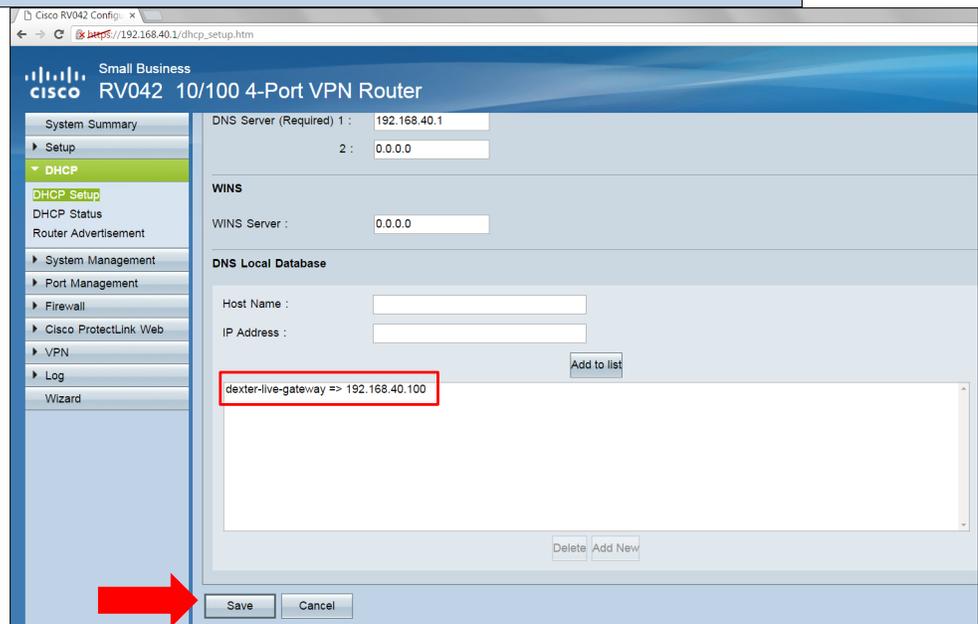
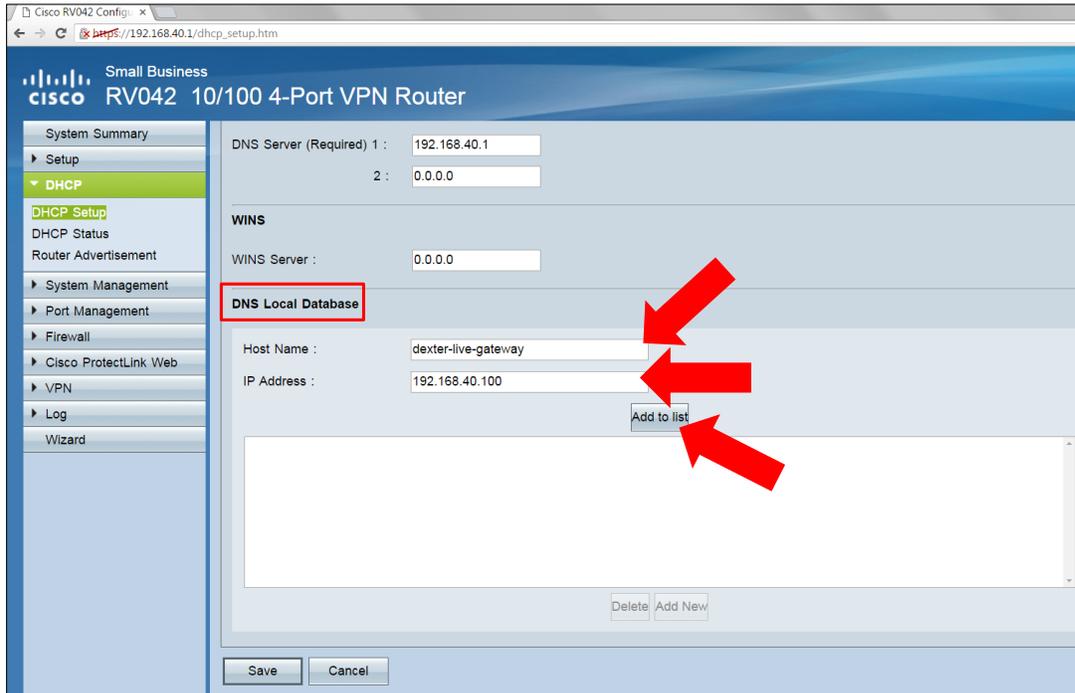
- Block MAC address on the list with wrong IP address
- Block MAC address not on the list

12. Now that the Gateway module is assigned a Static IP address, scroll down to the bottom of the page to setup the DNS.
 - a) **NOTE: If you choose to go to another page, make sure to scroll down to the bottom of the page and Save the changes you made. Otherwise you will have to enter in the information again.**
13. Once you have scrolled down to the bottom of the page, you will see a 'DNS' field. In the 'DNS Server (Required) 1:' field, enter in the router device IP address. This is the same value that was entered into the URL to log into the router. By default, it is 192.168.1.1.



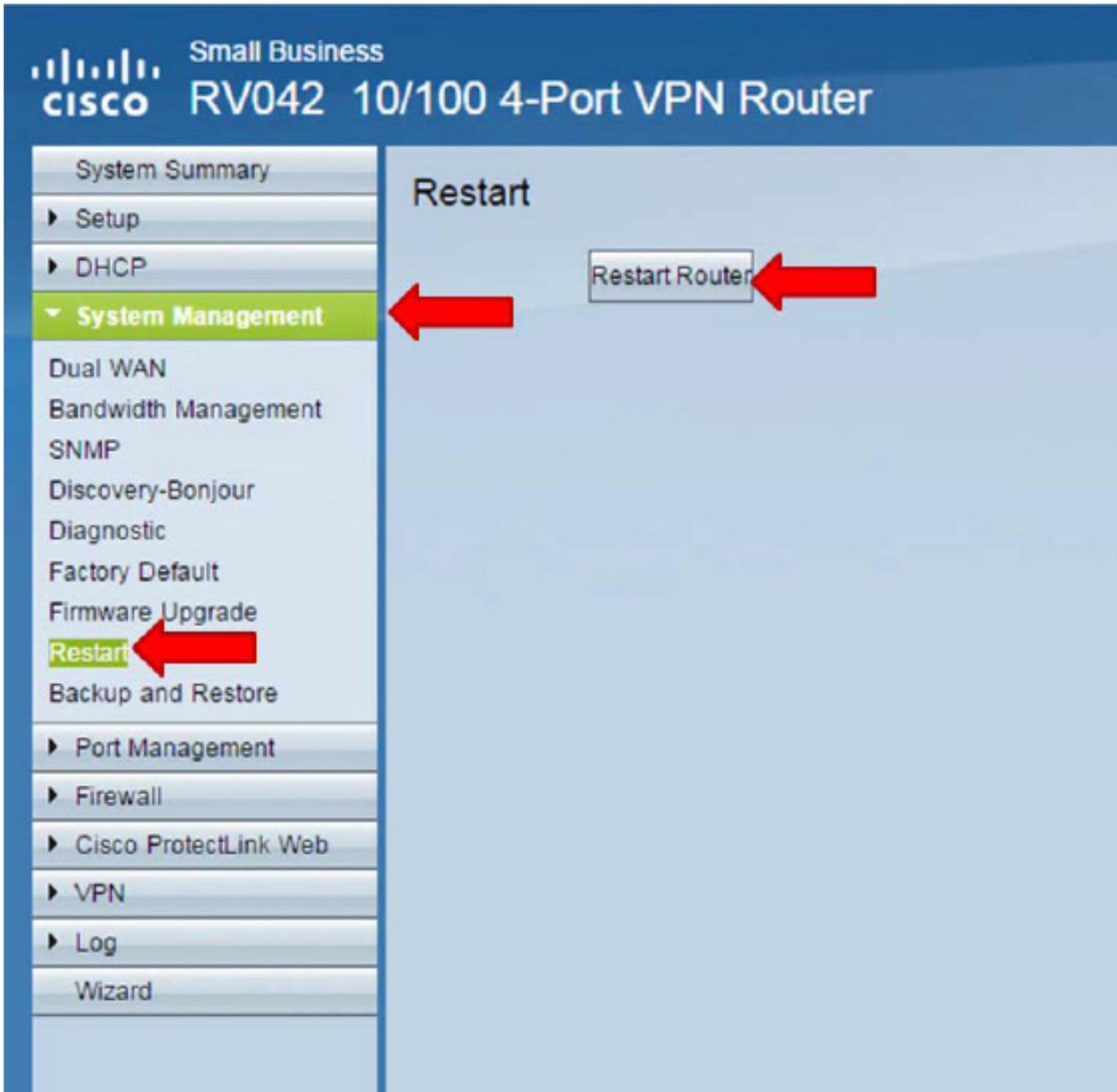
14. After the DNS field is complete, scroll down until you see the 'DNS Local Database' section. This section contains two fields; Host Name and IP Address. Enter in the following information for each field:
 - a) Host Name – Enter in '**dexter-live-gateway**'
 - b) IP Address – Enter in the IP address of the Gateway module which was done in Step 11 which is **192.168.40.100**.

Once this information has been entered into these two fields, select 'Add to list' and the information should populate in the white boxed field.



15. Once all of these changes on the DHCP Setup tab have been completed, select 'Save' at the bottom of the page.

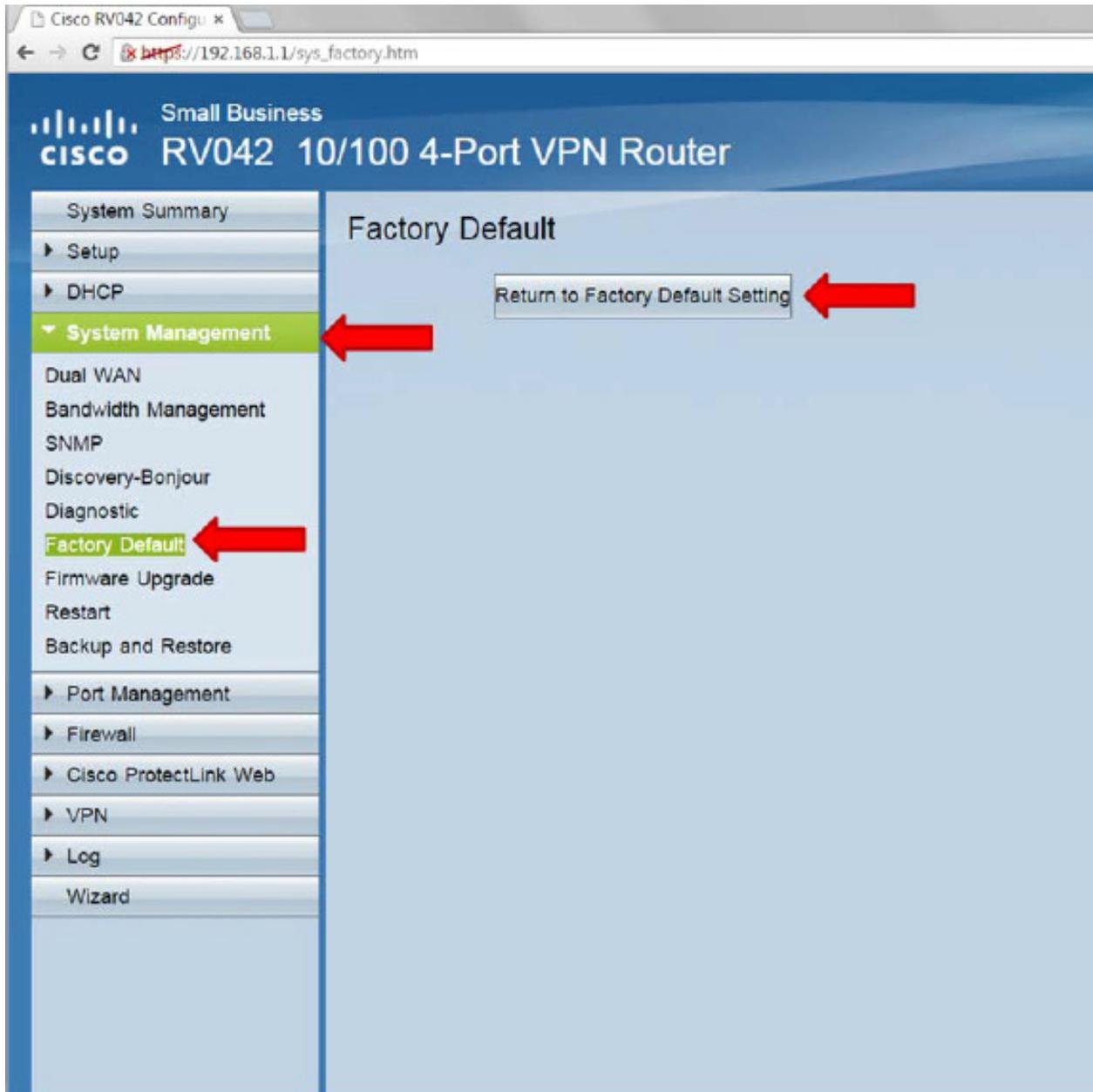
16. Once saved, it is advised to cycle power to the router, log back into the router, and verify that the changes that were made in this procedure are retained through the power cycle. One quick way to restart the router is by going to the 'System Management' tab in the left navigation pane and selecting 'Restart'. Follow the steps on the Restart tab to restart the router, then enter in your login information, and verify the modified settings were retained.



Additional Information – NOT PART OF THE ROUTER SETUP – ONLY PERFORM THESE STEPS IF INSTRUCTED BY DEXTER PERSONNEL

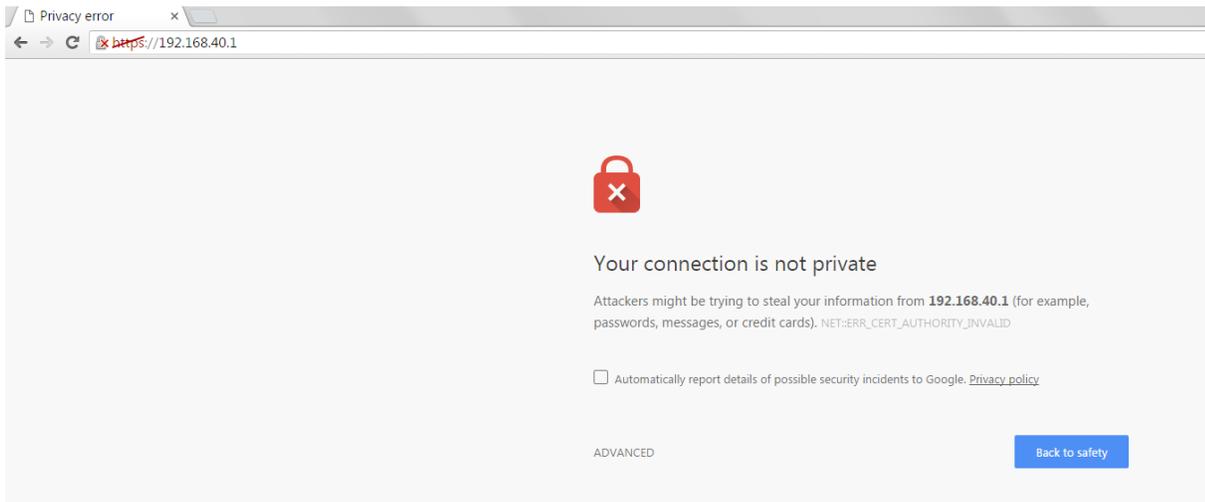
Return the Cisco Router back to Factory Defaults

To return the Cisco Router back to Factory Defaults, select the System Management tab in the left navigation pane. Under this tab, select 'Factory Default'. After selecting Factory Default, select the 'Return to Factory Default Setting' button. The router should then reboot and return to its default settings. Any settings that were modified from the factory default will be lost.



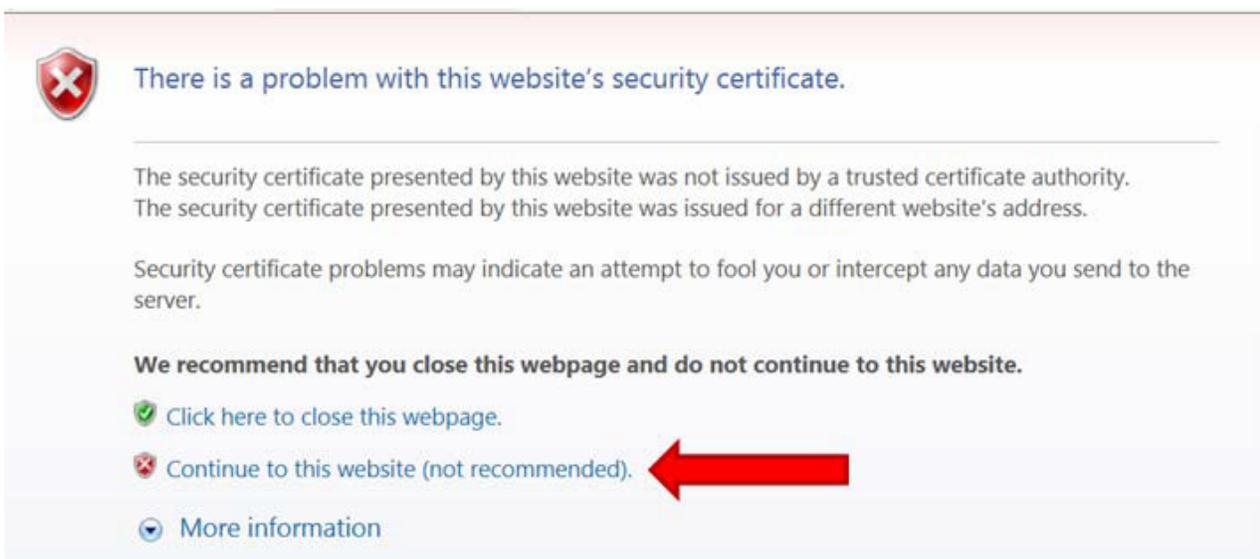
Procedure 2: Steps for Changing to a Different Sub-network

1. Disable your wireless internet setting on your laptop.
2. Connect a CAT5 cable from one of the Ethernet ports of the Cisco router (not the Internet or DMZ/Internet ports) to your laptop. The router does not have to have Internet plugged into it to modify its configurations.
3. Open a web browser and in the URL, type in 192.168.40.1 and then press Enter. The 192.168.1.1 is the Device IP Address of the router and will direct you to a login screen that will allow you to configure the router's settings.
4. If using Chrome for a web browser, you may be directed to the following screen:



This is a common warning message when logging into routers. If this message occurs, please select 'Advanced' and 'Proceed to 192.168.40.1 (unsafe)' message.

If using Explorer as a web browser, you may be directed to the following screen:



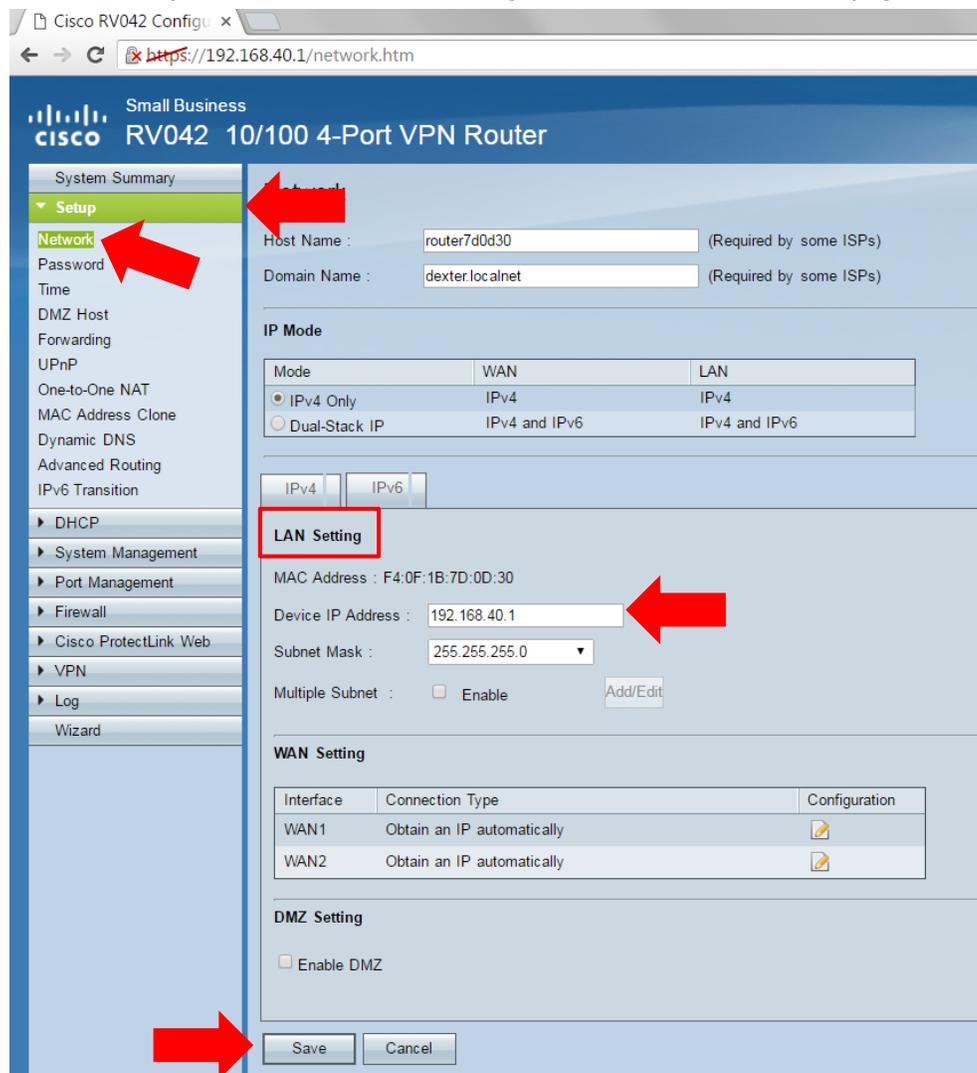
This is a common warning message when logging into routers. If this message occurs, please select 'Continue to this website (not recommended)'.

5. After selecting 'Advance' if using Chrome or 'Continue to the website' if using Explorer, you will then be directed to the router's login screen. The router's default username and password information is:
 - a) Username: admin
 - b) Password: admin

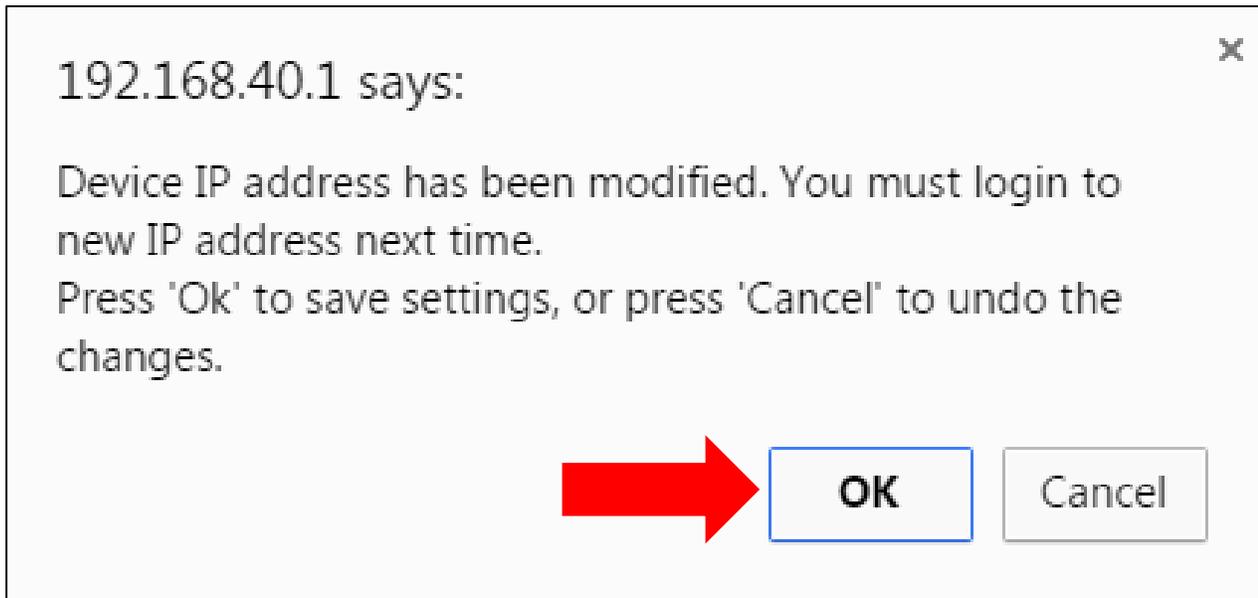
6. Once you are successfully logged in, you should see a navigation pane on the left hand side of the screen (Setup, DHCP, System Management, etc...). In this navigation pane, select 'Setup'. After selecting 'Setup', you will see a few options within the 'Setup' section. Ensure you are on the 'Network' tab of this section. On the 'Network' tab, in the middle of the screen you should see a 'LAN Setting' section. In the 'Device IP Address' field, by default, it should show 192.168.40.1. This field can be modified if there is an existing network already at the location that uses 192.168.40.1 network address. To avoid IP addressing issues at the location, you can configure the Cisco router to be on a separate sub-network. One way to get on a separate subnetwork is to change this 'Device IP Address' to be 192.168.2.1. Notice the digit that was changed from the default value. This digit can range from 1-254.

NOTE: Remember this new Device IP Address. It will be needed for future router logins.

Once you have modified this setting, scroll to the bottom of the page and select 'Save'.



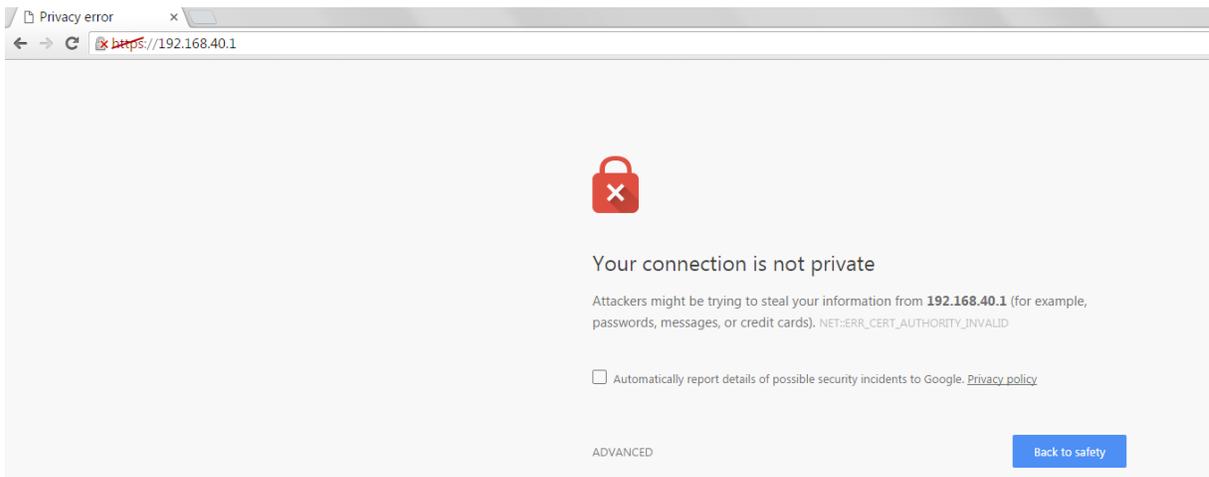
7. After selecting 'Save', you will receive a notification. This notification will inform you that the next time you attempt to login into this Cisco router, you will need to enter this modified 'Device IP Address' into the URL to login into the router (if the settings was changed to 192.168.2.1, enter this into the URL to login into the router). Once you receive this notification, select 'OK'.



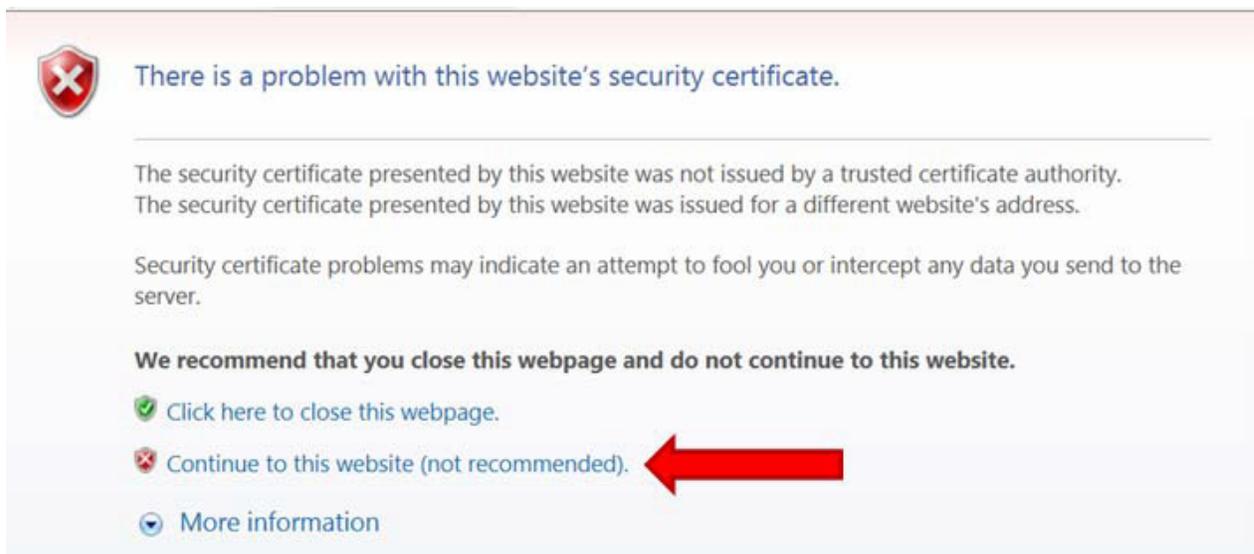
8. After selecting 'OK', please close your web browser. You will need to login using this new Device IP Address to make any other changes to the router.
9. Open up a web browser and in the URL, enter in the new Device IP Address
10. You should be directed to the router login screen. This new Device IP Address will need to be used in all future router login attempts.

Procedure 3: Steps for Configuring an RV042 Router for a Static IP Address

1. Disable your wireless internet setting on your laptop.
2. Connect a CAT5 cable from one of the Ethernet ports of the Cisco router (not the Internet or DMZ/Internet ports) to your laptop. The router does not have to have Internet plugged into it to modify its configurations.
3. Open a web browser and in the URL, type in 192.168.40.1 and then press Enter. The 192.168.40.1 is the Device IP Address of the router and will direct you to a login screen that will allow you to configure the router's settings.
4. If using Chrome for a web browser, you may be directed to the following screen:



This is a common warning message when logging into routers. If this message occurs, please select 'Advanced' and then select 'Proceed to 192.168.40.1 (unsafe)' message. If using Explorer as a web browser, you may be directed to the following screen:



This is a common warning message when logging into routers. If this message occurs, please select 'Continue to this website (not recommended)'.

5. After selecting 'Advanced' if using Chrome or 'Continue to the website' if using Explorer, you will then be directed to the router's login screen. The router's default username and password information is:
 - a. Username: admin
 - b. Password: admin

6. Once you are successfully logged in, you should see the screen as shown below. On this System Summary page you should see a 'WAN Status' section with a WAN1 and WAN2 fields. Depending on which Internet port of the Cisco router is used, either WAN1 or WAN2 will be populated with the Static IP address information at the end of this procedure.

The screenshot displays the Cisco RV042 10/100 4-Port VPN Router's System Summary page. The page is divided into several sections:

- System Information:** Includes Serial Number (NKS18155026), PID VID (RV042 V03), LAN IP/Netmask (192.168.40.1/255.255.255.0), Firmware Version (v4.2.2.08), and System Up Time (0 Days 0 Hours 28 Minutes 47 Seconds).
- Configuration:** Offers a 'Setup Wizard' button for re-configuration.
- Port Statistics:** A table showing the status of ports 1, 2, 3, 4, Internet, and DMZ/Internet.
- WAN Status:** A section with tabs for IPv4 and IPv6, showing configuration for WAN1 and WAN2. Red arrows point to the IP Address fields for both WAN1 and WAN2.

Port ID	1	2	3	4	Internet	DMZ/Internet
Interface	LAN				WAN1	WAN2
Status	Connected	Enabled	Enabled	Enabled	Enabled	Enabled

You will need to determine which Internet port of the Cisco router that you will use for the incoming Static IP line.

- a. WAN1 – Corresponds to 'Internet' port of the Cisco router
- b. WAN2 – Corresponds to 'DMZ/Internet' port of the Cisco router

It doesn't matter which port you use. The 'DMZ/Internet' port has additional security features, but certain settings have to be configured on the router to enable the security features. Those settings will not be discussed in this procedure.

7. After you have determined which WAN you plan to use (WAN1 or WAN2), in the left navigation pane, select 'Setup'. After selecting 'Setup', it should direct you to the 'Network' tab. In the 'Network' tab, in the middle of the screen under 'WAN Setting', select the edit icon for the WAN you plan to use. This will be the WAN (WAN1 or WAN2) that was determined in the previous step (Step 6).

Small Business
cisco RV042 10/100 4-Port VPN Router

System Summary
Setup
Network
Password
Time
DMZ Host
Forwarding
UPnP
One-to-One NAT
MAC Address Clone
Dynamic DNS
Advanced Routing
IPv6 Transition
DHCP
System Management
Port Management
Firewall
Cisco ProtectLink Web
VPN
Log
Wizard

Network

Host Name : (Required by some ISPs)
Domain Name : (Required by some ISPs)

IP Mode

Mode	WAN	LAN
<input checked="" type="radio"/> IPv4 Only	IPv4	IPv4
<input type="radio"/> Dual-Stack IP	IPv4 and IPv6	IPv4 and IPv6

LAN Setting

MAC Address : F4:0F:1B:7D:0D:30
Device IP Address :
Subnet Mask :
Multiple Subnet : Enable

WAN Setting

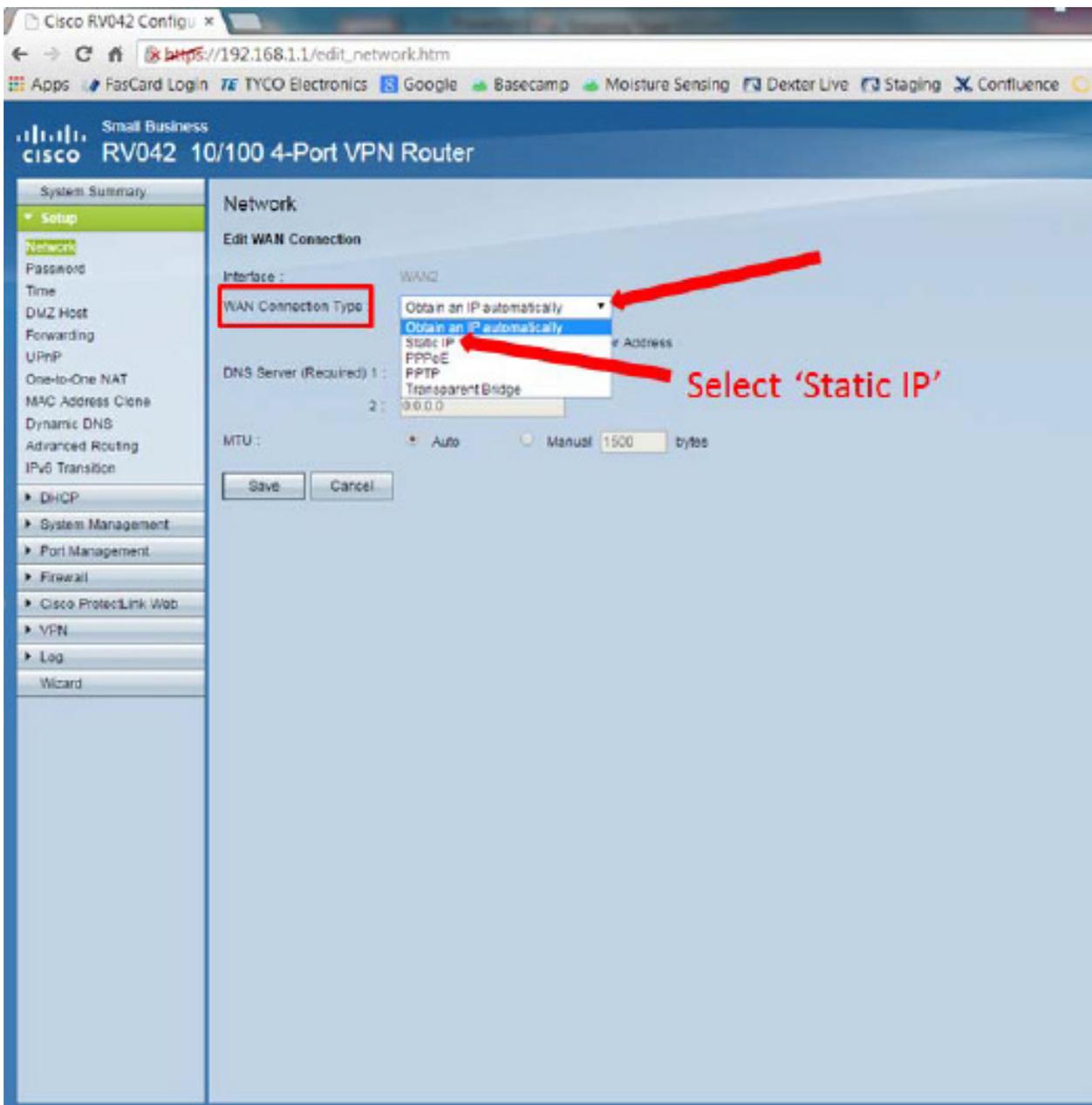
Interface	Connection Type	Configuration
WAN1	Obtain an IP automatically	<input type="button" value="Edit"/>
WAN2	Obtain an IP automatically	<input type="button" value="Edit"/>

DMZ Setting

Enable DMZ

WAN 1
WAN 2

8. After selecting the edit icon for the appropriate WAN, it will direct you to an Edit WAN Connection screen. In this screen, select the drop down arrow for 'WAN Connection Type' and select 'Static IP'.



9. After selecting 'Static IP', it will direct you to a screen for you to enter information for the following fields:
 - a. Specify WAN IP Address
 - b. Subnet Mask
 - c. Default Gateway Address
 - d. DNS Server (Required) 1 & 2

This information can be obtained from your Internet Service Provider.

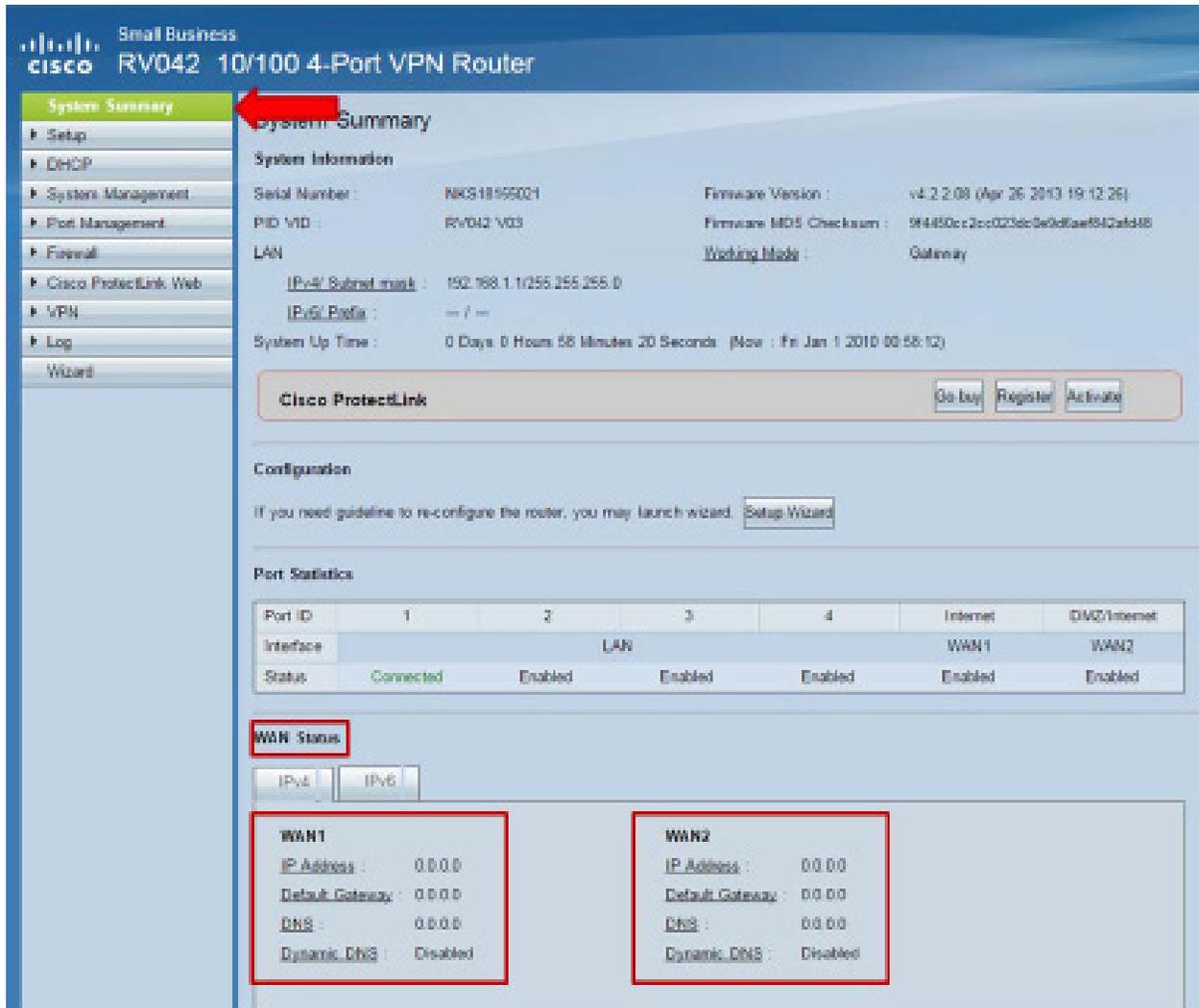
The screenshot shows the Cisco RV042 10/100 4-Port VPN Router configuration interface. The left sidebar shows the navigation menu with 'Setup' expanded and 'Network' selected. The main content area is titled 'Network' and 'Edit WAN Connection'. The 'Interface' is set to 'WAN1'. The 'WAN Connection Type' is set to 'Static IP'. The form includes the following fields:

- Specify WAN IP Address : 0.0.0.0
- Subnet Mask : 255.255.255.0
- Default Gateway Address : 0.0.0.0
- DNS Server (Required) 1 : 0.0.0.0
- DNS Server (Required) 2 : 0.0.0.0

The 'MTU' is set to 'Auto'. The 'Save' button is highlighted with a red arrow.

10. Once all of the fields are filled in, select Save.

- After selecting Save, in the left navigation pane, select System Summary. In the WAN Status section, either the WAN1 or WAN2 fields should be populated with the newly added Static IP address information for the WAN you decided to use from Step 6.

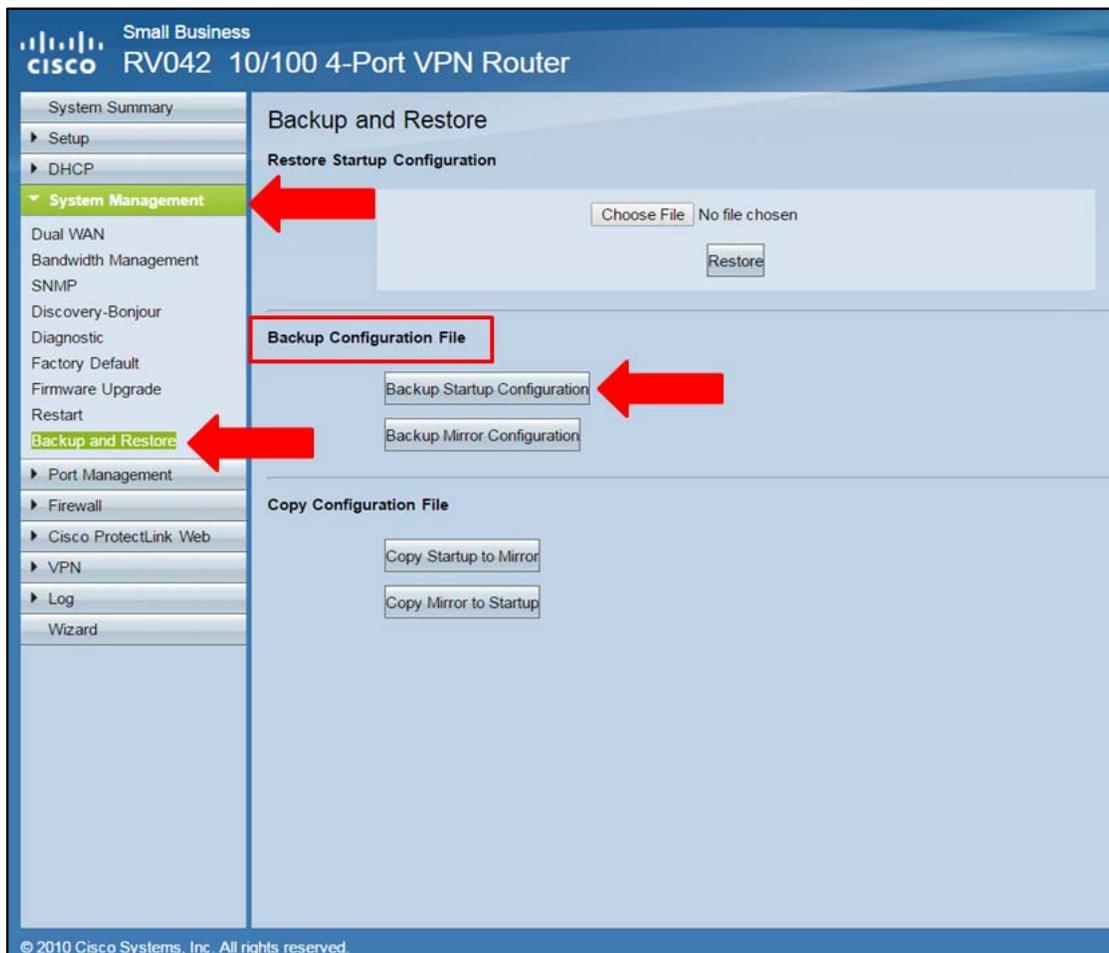


- The router should now be configured to use an incoming Static IP address. To verify the information was entered correctly, unplug the CAT5 cable from your PC and plug the Internet line into the WAN port (Internet or DMZ/Internet) you chose to use. Plug the CAT5 cable back into your PC, open up a web browser, and see if you are able to get on the internet. If you are unable to get on the internet, ensure the Static IP information was entered in correctly on the Cisco router or contact your Internet Service Provider for assistance.

Procedure 4: Procedure for Creating Cisco Router Backup File

The following procedure will discuss the process for creating a Backup File for the Cisco router. This file can be utilized in the event that the Cisco router resets back to Default settings.

1. Ensure Cisco Router settings are configured correctly.
2. Note down the current Router Login IP Address that is used to access the router settings that gets entered into the URL. This should be in the format of 192.168.x.1. This will be needed if the Backup File is ever used in the future to restore the router's settings.
 - a. Router Login IP Address: _____
3. Note down the current Router login Username & Password. The default Username is 'admin' and the default Password is 'admin'. If the login information has been modified, the modified information will need to be used. This will be needed if the Backup File is ever used in the future to restore the router's settings.
 - a. Username: _____
 - b. Password: _____
4. In the left navigation pane, select the 'System Management' tab then select 'Backup and Restore'
5. On the 'Backup and Restore' tab under the 'Backup Configuration File' section, select 'Backup Startup Configuration'

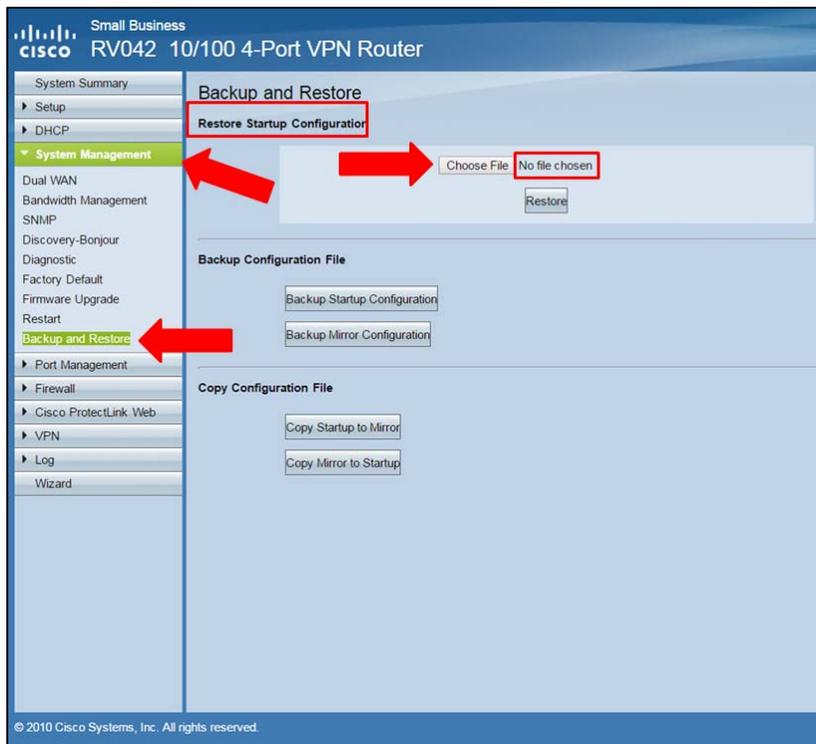


-
6. Once selected, find a safe and easily accessible location to store the backup file for future use.
 7. This back up file will contain all of the settings that were configured on the router including the router login IP Address as well as the router login Username and Password information that was configured at the time the backup file was created.
 8. This procedure is now complete. Make note of where this Backup File is stored if needed in the future.

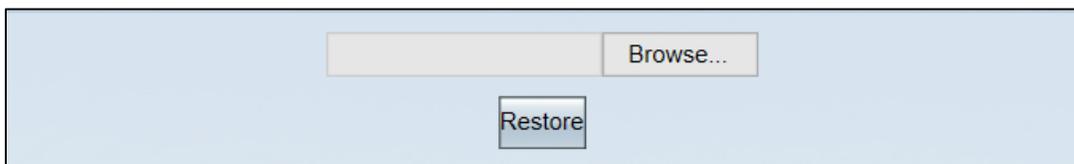
Procedure 5: Procedure for Restoring Cisco Router Settings

The following procedure will discuss the process for using a previously saved Backup File to restore the settings for a Cisco router. If no Backup File was previously saved, the settings will have to manually be re-entered.

1. Login to the router
2. In the left navigation pane, select the 'System Management' tab then select 'Backup and Restore'
3. On the 'Backup and Restore' tab under the 'Restore Startup Configuration' section, select 'Choose File'. Note the 'No file chosen' wording to the right of 'Choose File' indicating a file has not been chosen. Once the Backup file has been selected, the name of the Backup File should replace where the 'No file chosen' wording was previously.



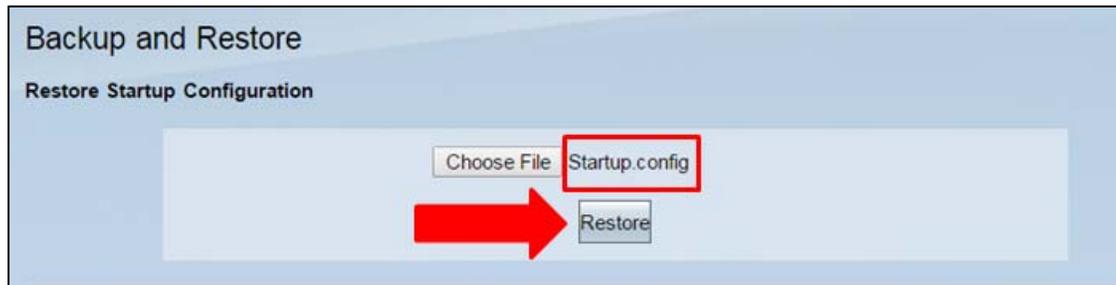
If using Internet Explorer, you will need to select the 'Browse...' option.



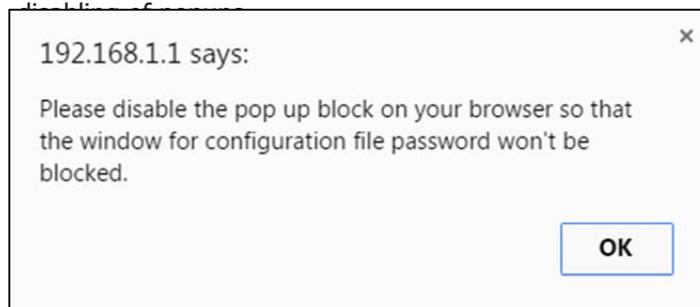
4. Locate the Backup File stored on the laptop. Once found, double click on the Backup File.

Note: This file will need to be renamed to Startup will show .config file extension

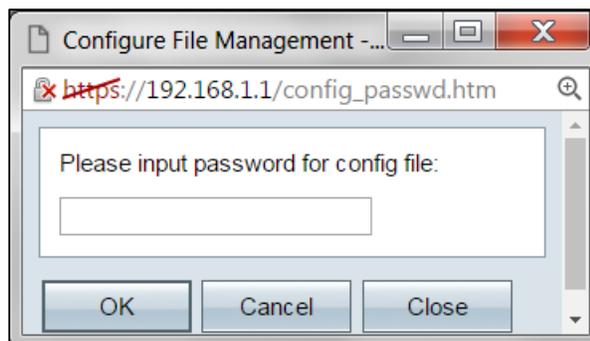
5. Select 'Restore' once the Backup File has been selected.



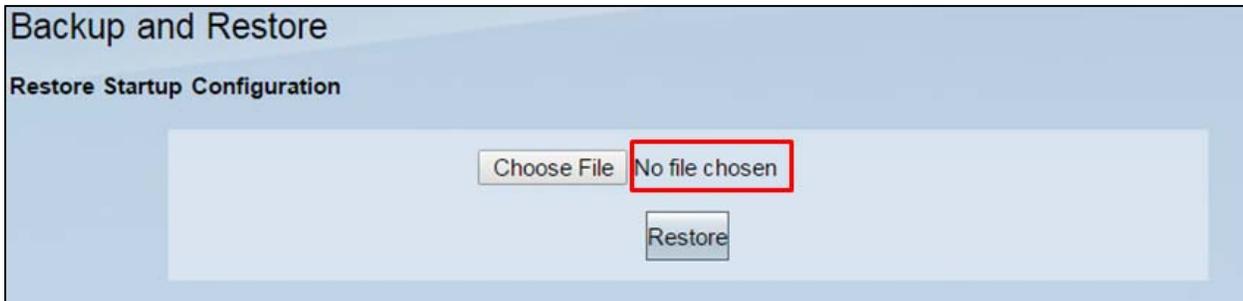
6. After selecting 'Restore' a confirmation message will appear asking "Are you sure you want to import configuration file right now?". Select OK to this confirmation message.
7. After selecting OK to the confirmation message, a new message will appear regarding



8. Select OK to this message.
9. If pop ups on your web browser are allowed, you will be prompted to enter a password. If this pop up appears proceed to Step 22. If this pop up does not appear proceed to the next step.



10. If pop ups on your web browser are DISABLED, you will be directed back to the 'Backup and Restore' page. Note the Backup File has disappeared and will need to re-selected later on in this procedure.

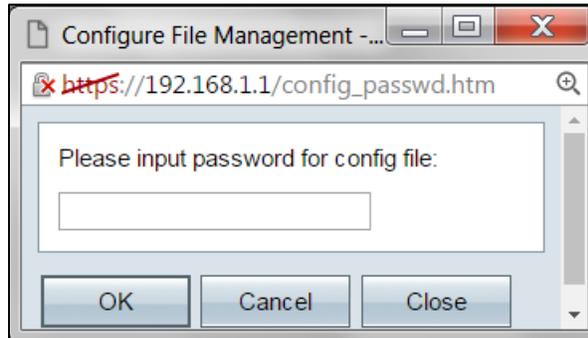


11. If using Chrome, continue on to the next step. If using Internet Explorer, go to Step 12.
 - a. To temporarily allow pop ups on Chrome, select the 'Menu' option (the icon with 3 horizontal bars) located in the top-right corner of the screen.
 - b. Select 'Settings'
 - c. Select 'Show advanced settings...'
 - d. Under 'Privacy' section, select the 'Content settings...'
 - e. Scroll down until you reach the 'Pop-ups' section
 - f. Select the 'Allow all sites to show pop-ups' option.

NOTE: For security purposes, this setting should be changed back to the 'Do not allow any site to show pop-ups (recommended)' option once the Backup File has been restored.

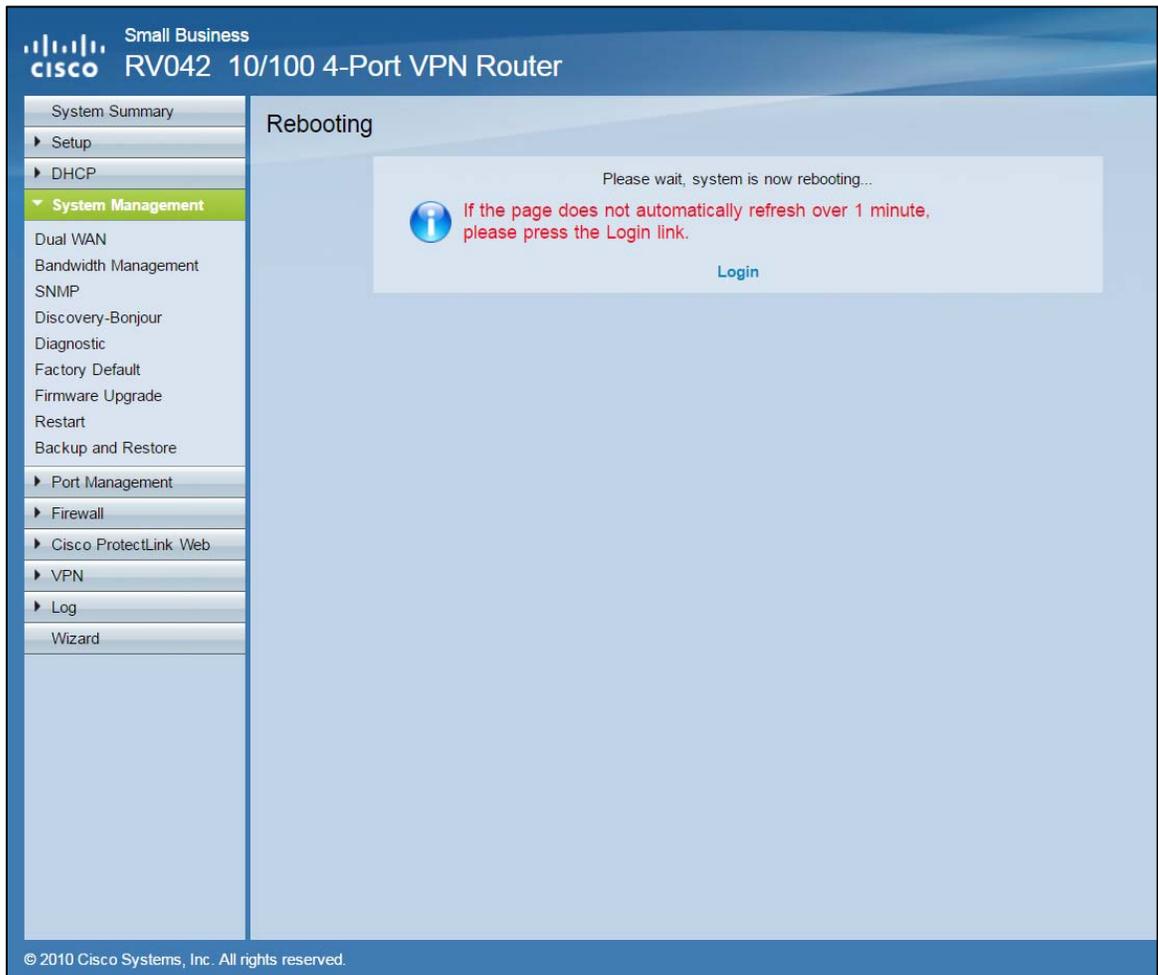
- g. Select 'Done'.
 - h. After selecting 'Done' return to the Cisco router settings tab.
12. To temporarily allow pop ups on Internet Explorer, select the Tools icon located in the top-right corner of the screen.
 - a. Select 'Internet Options'
 - b. Select the 'Privacy' tab located at the top of the pop up window
 - c. In the middle of the pop up window is a 'Pop-up Blocker' section. Make sure the 'Turn on Pop-up Blocker' box is not checked.
 - d. Select OK
 - e. You should then be directed back to the 'Backup and Restore' page.
13. Select the 'Choose File' option and locate the Backup file
14. Once the Backup file has been selected, select the 'Restore' option
15. Select OK to the confirmation message
16. Select OK to the disable pop up block message

17. After selecting OK, you will then be prompted to enter a password.

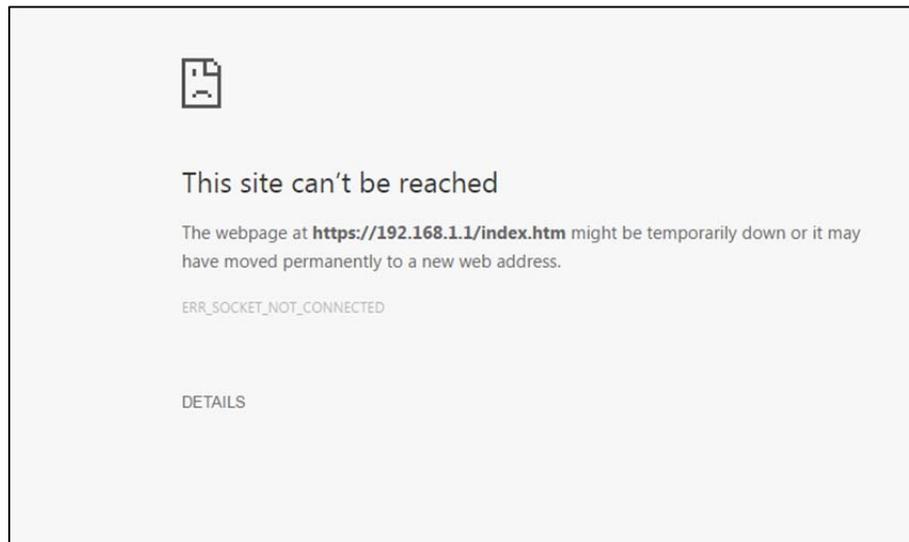


This password is the router login password that was configured at the time the Backup File was created. If the password was never changed from the Default setting, enter 'admin' as the password. NOTE: This message has a timeout. If the window for the password disappears, you will need to browse and re-select the Backup File again in order to view the password dialog box again.

18. Once the Password has been entered, select 'OK'
19. You will then be directed to the following page:



-
20. If you get directed to the router login page, enter in the Username and Password that were noted down in the 'Creating Cisco Router Backup File' procedure.
 21. If the Backup File was configured for a different subnet, the following error message may appear.



22. If this screen appears, exit out of your web browser.
23. Unplug the CAT5 cable connected to your laptop and leave disconnected for 10 seconds.
24. Reconnect the CAT5 cable.
25. Open up your web browser and enter in the IP address that was noted down as the Router Login IP Address in the 'Creating Cisco Router Backup File' procedure.
26. You should then be directed to the 'Your connection is not private' message and can continue with the normal router login procedure.
27. The Username and Password that were noted down in the 'Creating Cisco Router Backup File' procedure will need to be used.
28. The Backup File should have successfully been restored on the router.
29. If popups settings were changed to be allowed in this procedure, make sure to go back into the browser settings and Disable the popups from occurring for security purposes.
30. This procedure is now complete.

Section 5

Trouble Shooting

Level 1.3/Level 1.4 to Level 1.5 C-Series Control Firmware Updating Instructions

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 C-series controls:

Note: If you are at level 1.5 you can jump to the latest firmware once you are connected to DexterLive.

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), follow Procedure #1
3. If the "C_FIRMWARE" version is 02.00.51 (Level 1.4), follow Procedure #2

Procedure #1

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. If updating a Washer, go to Step 8.
7. If updating a Dryer, go to Step 7a.
 - a. Double click on the "Dryer" folder
 - b. There should be two files in this folder, "DexComm 02.00.51" & "DexMain 01.00.12"
 - c. 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. When doing a lot of machines, the USBs are usually labelled as:
 - #1 Comm (Communication or DexComm version 02.00.51)
 - #2 DryerMain (Master or DexMain version 01.00.12)
 - d. 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**).
 - e. Install USB with "#1 Comm" file on it (should see decimal points scrolling)
 - i. Wait for prompt of "Install User File from USB". Use the MED button to advance to prompt for "FIRMWARE"
 - ii. Press START button to accept this option

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- iii. Should see prompt of "To Install- Press Start". Now press START button (again) to accept this option.
 - iv. When the display prompt is back to Idle mode, remove USB
 - g. 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".
 - h. Repeat this installation sequence on all dryer controls that have "C_FIRMWARE" version of 01.00.19
 - i. 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
 - j. Go to the USB drive on the laptop/computer
 - k. Once found, there should be two folders, "Level 1.4" & "Level 1.5"
 - l. Double click on the "Level 1.5" folder
 - m. There should be two folders displayed, "Dryer" & "Washer"
 - n. Double click on the "Dryer" folder
 - o. There should be two files in this folder, "DexComm 03.01.12" & "DexMain 01.01.06"
 - p. Load both files onto the same USB stick.
 - q. 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).
 - r. Install USB into the control (should see decimal points scrolling)
 - i. Wait for prompt of "Install User File from USB". Use the MED button to advance to prompt for "FIRMWARE"
 - ii. Press START button to accept this option
 - iii. Should see prompt of "To Install- Press Start". Now press START button (again) to accept this option.
 - iv. Should see "LOADING" prompt, then the control will re-boot and eventually go back to Idle mode.
 - v. When the display prompt is "Done Remove USB" or goes back to Idle mode, remove USB
 - s. 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".
 - t. The correct "M firmware" should be 01.01.06

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- u. The correct "C firmware" should be 03.01.12
 - v. Return to the beginning of Procedure #1 for Washer updating instructions.
8. Steps for updating a Washer control with "C_FIRMWARE" version of 01.00.19.
- a. Double click on the "Washer" folder
 - b. There should be three files in this folder, "DexComm 02.00.51", "DexMaster 05.01.02", & "DexSlave 02.00.09"
 - c. Load each of the three files onto separate USB sticks. It's important that they be loaded onto the washer control in the correct order. When doing a lot of machines, the USBs are usually labelled 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)
 - d. 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**).
 - e. Install USB with the Comm file (should see decimal points scrolling)
 - i. Wait for prompt of "Install User File from USB". Use the WARM button to advance to prompt for "FIRMWARE"
 - ii. Press START button to accept this option
 - iii. Should see prompt of "To Install- Press Start". Now press START button (again) to accept this option.
 - iv. When the display prompt is "Done Remove USB" or goes back to Idle mode, remove USB
 - f. Install USB with WasherMain on it.
 - i. Wait for prompt of "Install User File from USB". Use the WARM button to advance to prompt for "FIRMWARE"
 - ii. Press START button to accept this option
 - iii. Should see prompt of "To Install- Press Start". Now press START button (again) to accept this option.
 - iv. Should see "LOADING" prompt, then the control will re-boot and eventually go back to Idle mode.
 - v. Remove USB.
 - vi. 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.

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- g. Install USB with Washer Secondary on it.
 - i. Wait for prompt of "Install User File from USB". Use the WARM button to advance to prompt for "FIRMWARE"
 - ii. Press START button to accept this option
 - iii. Should see prompt of "To Install- Press Start". Now press START button (again) to accept this option.
 - iv. 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.
 - v. 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.
 1. Remove power from the control and leave off for 10 seconds.
 2. Hold down on programming pushbutton and apply power to the control. Continue holding down on programming button until 10 seconds after the "Dexter" prompt is displayed.
 - h. 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".
 - i. Repeat this installation sequence on all washer controls with "C_FIRMWARE" version of 01.00.19
 - j. 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
 - k. Go to the USB drive on the laptop/computer
 - l. Once found, there should be two folders, "Level 1.4" & "Level 1.5"
 - m. Double click on the "Level 1.5" folder
 - n. There should be two folders displayed, "Dryer" & "Washer"
 - o. Double click on the "Washer" folder
 - p. There should be three files in this folder, "DexComm 03.01.12" & "DexMaster 05.02.14", & "DexSlave 02.00.12"
 - q. Load all three files onto the same USB stick.
 - r. 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).
 - s. Install USB into the control (**should see decimal points scrolling**)
 - i. Wait for prompt of "Install User File from USB". Use the WARM button to advance to prompt for "FIRMWARE"

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- ii. Press START button to accept this option
 - iii. Should see prompt of "To Install- Press Start". Now press START button (again) to accept this option.
 - iv. Should see "LOADING" prompt, then the control will re-boot and eventually go back to Idle mode.
 - v. When the display prompt is "Done Remove USB" or goes back to Idle mode, remove USB
 - t. 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".
 - u. The correct "M firmware" should be 05.02.14
 - v. The correct "S firmware" should be 02.00.12
 - w. The correct "C firmware" should be 03.01.12

Procedure #2

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 1.5" folder
5. There should be two folders displayed, "Dryer" & "Washer"
6. If updating a Washer, go to Step 8.
7. If updating a Dryer, go to Step 7a.
 - a. Double click on the "Dryer" folder
 - b. There should be two files in this folder, "DexComm 03.01.12" & "DexMain 01.01.06"
 - c. Load both files onto the same USB stick.
 - d. 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).
 - e. Install USB into the control (**should see decimal points scrolling**)
 - i. Wait for prompt of "Install User File from USB". Use the MED button to advance to prompt for "FIRMWARE"
 - ii. Press START button to accept this option
 - iii. Should see prompt of "To Install- Press Start". Now press START button (again) to accept this option.
 - iv. Should see "LOADING" prompt, then the control will re-boot and eventually go back to Idle mode.

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- v. When the display prompt is "Done Remove USB" or goes back to Idle mode, remove USB
 - f. 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".
 - g. The correct "M firmware" should be 01.01.06
 - h. The correct "C firmware" should be 03.01.12
 - i. Repeat this installation sequence on all dryer controls with "C_FIRMWARE" version of 02.00.51
 - j. Return to the beginning of Procedure #2 for Washer updating instructions.
8. Steps for updating a Washer control with "C_FIRMWARE" version of 02.00.51.
- a. Double click on the "Washer" folder
 - b. There should be three files in this folder, "DexComm 03.01.12" & "DexMaster 05.02.14", & "DexSlave 02.00.12"
 - c. Load all three files onto the same USB stick.
 - d. 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).
 - e. Install USB into the control (**should see decimal points scrolling**)
 - i. Wait for prompt of "Install User File from USB". Use the WARM button to advance to prompt for "FIRMWARE"
 - ii. Press START button to accept this option
 - iii. Should see prompt of "To Install- Press Start". Now press START button (again) to accept this option.
 - iv. Should see "LOADING" prompt, then the control will re-boot and eventually go back to Idle mode.
 - v. When the display prompt is "Done Remove USB" or goes back to Idle mode, remove USB
 - f. 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".
 - g. The correct "M firmware" should be 05.02.14
 - h. The correct "S firmware" should be 02.00.12
 - i. The correct "C firmware" should be 03.01.12
 - j. Repeat this installation sequence on all washer controls with "C_FIRMWARE" version of 02.00.51

Fault	Description	Customer Action
Connecting to Dexter Live 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 Cisco Router. Cycle power on Gateway Module. 2. Make sure Cisco router and Gateway is powered. 3. Connect Lap top to Cisco router with Wi-Fi off and make sure you can connect to the internet through The Cisco Router and your internet provided Modem.
Connected to Dexter Live 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]	Connect Lap top to Cisco 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] If showing 192.168.1.1 the Cisco Router has defaulted and will need reconfigured. Contact your Dexter representative.
Connected to Dexter Live 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 Dexter live 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 Cisco Router. 2.Make sure Gateway is powered up. 3.If Gateway needs an update it will automatically preform 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.		<ol style="list-style-type: none"> 1.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. yellow connection light on back of control. 2. ethernet switch is it powered 3. connection light on ethernet switch in bulkhead. 4.connection light on cable from ethernet switch to back room switch (or Cisco router if plugged in direct). 5. Serial communication device is plugged into the control

The Dexter Live I.D.'s MAC address can also be read off of the Label on the controls (Figure 2 and Figure 3) or the number can be obtained in the Manual programming menu. (Section 1 page 6 through 8)

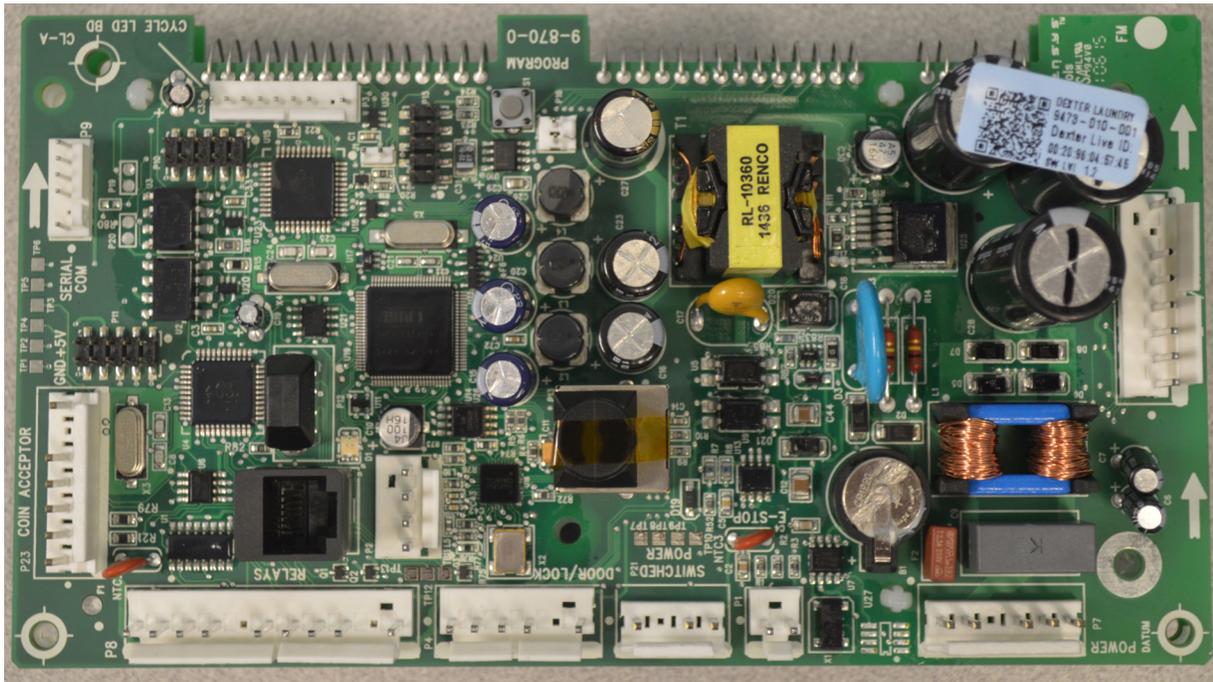


Figure 2 Washer Control ID Label



Figure 3 Dryer Control ID Label

