

Network Interface Card (NIC)

app setup instructions

1. Obtain the network name (SSID), security type and password from your systems administrator.
2. Download and install the FollettConnect app from the Apple App store or Google Play store.

– If you cannot find the app in the store

- Your phone, tablet, and/or operating system do not meet the minimum requirements (secure equipment less than three years old)

3. Launch the app and agree to all pop-up requests; you should see the FollettConnect setup screen (**Fig. 1**).

4. Turn on Follett appliance.

5. Turn on the Bluetooth connectivity on your smartphone or device. For Android, ensure the Bluetooth icon appears on top of your phone screen. For iPhone, check settings, Bluetooth On.

6. Tap the **SETUP** icon (**Fig. 1.1**).

7. Available device(s) will appear in **Choose Appliance (Fig. 2)**. If multiple units are present, select the serial number of the unit you are configuring. Match the serial number shown in the app to the serial number located on the serial number plate inside the refrigerator.

– If you do not see the serial number in the list of appliances

- The NIC has no power, check the LEDs
 - Note:** For undercounter models, remove kick plate.
 - The left most LED should be blinking 1 second on, 1 second off
 - If the power LED is not blinking, check connection/wiring harness from control board to NIC
- You are out of range of the Bluetooth signal
 - Move to within 10' of the appliance
- Another device is running FollettConnect in range of the appliance
 - Close the app running on any other device

8. Tap the **Appliance ID** (example: FR30374f) to select it (**Fig. 2.1**). This takes you to the Connection page (**Fig. 3**).

– If available devices are greyed-out and cannot be selected

- The NIC is rebooting, wait 2 minutes

9. To provision the appliance, tap **CONNECT TO WIFI** icon (**Fig. 3.1**).

Fig. 1



Fig. 2



Fig. 3



10. When the **Networks** screen appears (**Fig. 4**), select your Wi-Fi network (**Fig. 4.1**) and enter the password (**Fig. 5**) exactly as assigned to you by your systems administrator (case sensitive).

- If network ID is not shown, the network may be hidden by your systems administrator. Follow the steps below to connect.
 - Obtain the network name, security type and password from your systems administrator
 - Select the networks icon from the bottom right of the app
 - Select the + icon in the upper right-hand corner
 - Enter the network name, security type and password exactly as provided by your systems administrator (case sensitive)
 - Select save to store the network and select it from the saved networks when connecting the appliance to Wi-Fi
- For issues related to connecting to the network, refer to your systems administrator

11. It could take a few minutes for the device to provision, then receive a response from the server before a Wi-Fi connection is made (**Fig. 6**).
Note: The app may refresh a few times before establishing communication to the cloud.

12. The two icons at the top should change from “No Connection” to a Wi-Fi symbol and a cloud. Wi-Fi will turn Green and state “Connected.” The cloud icon will turn Blue and state “Connected” when connection to the back end is made (**Fig. 7**)

- If the Wi-Fi symbol is good, but the cloud symbol is not connecting, this indicates that the device is connected to the local Wi-Fi network but is being prevented from talking to the cloud server. You will need to see your systems administrator to help determine what is causing the issue.

13. Once the connection has been made, Bluetooth can be turned off for additional network security; use the advanced menu on the appliance to turn Bluetooth off.
Note: Bluetooth will need to be turned back on if changes need to be made to the network name or password.

14. Visit www.dicksonone.com, or download the DicksonOne® app, and follow the directions to create an account and begin monitoring your Follett product.

Fig. 4

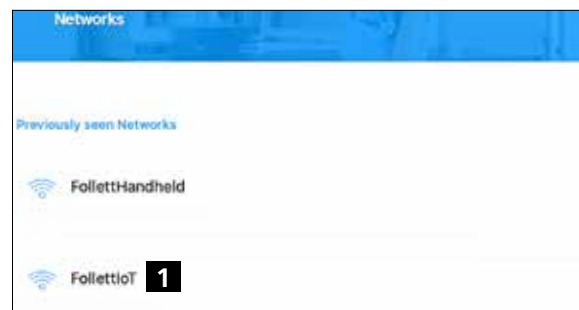


Fig. 5



Fig. 6



Fig. 7

