



MTI Connect[®] Reference Guide



MTI Managed Access website. Scan or click.



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GETTING STARTED

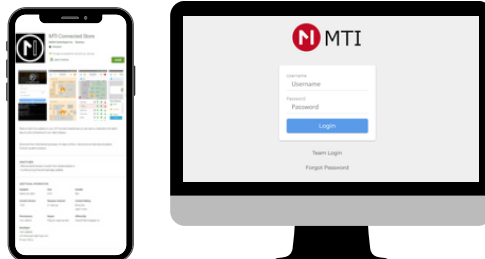
User Access Guidelines

User Access by Role

Access	Associate	Manager	Admin
Create Regions			•
Create Stores			•
Create Fixtures		•	•
Create Positions		•	•
Create Users		•	•
Create Keycards		•	•
Create Hours of Operations		•	•
Assign Positions		•	•
Assign Keycards		•	•
Store Layout Maintenance		•	•
Security Assignments		•	•
Edit Hours of Operations		•	•
View Entire Org			•
View Entire Org Logs			•
View Region			•
View Region Logs			•
View Store(s)		•	•
View Store(s) Logs		•	•
View Store Layout	•	•	•
View Exception Report (Home Page Only)	•	•	•

User interfaces

- ✓ Web Portal
- ✓ App





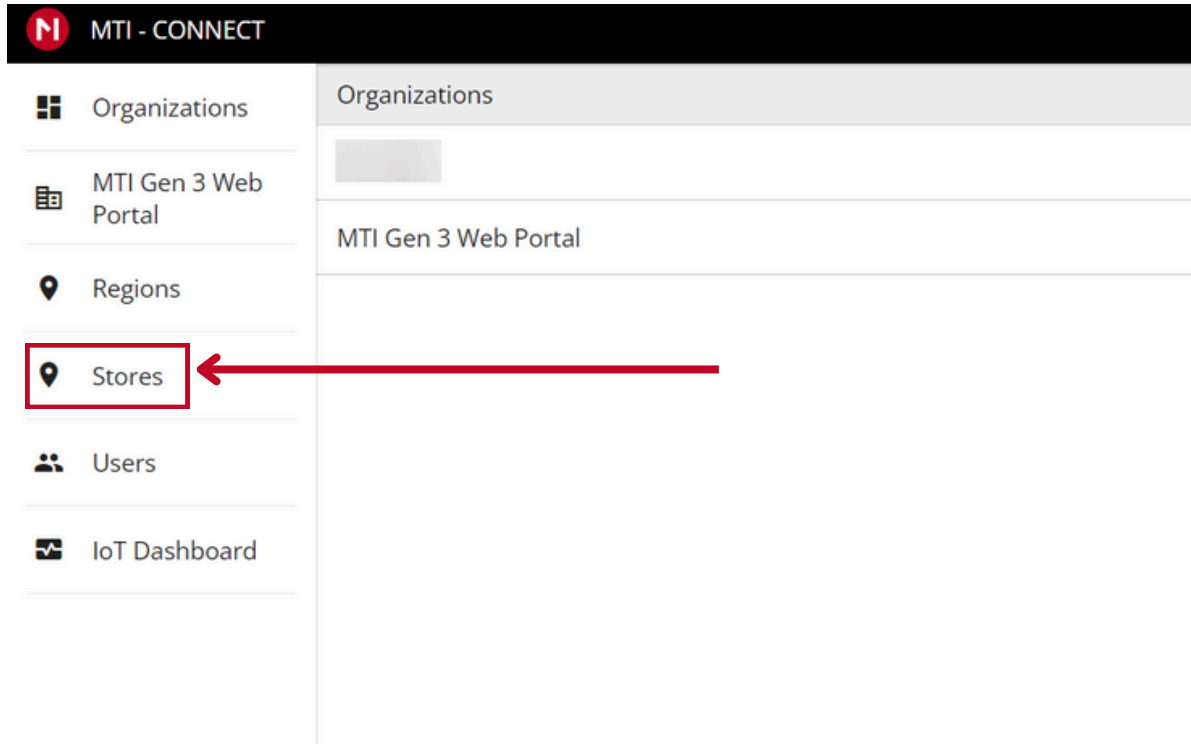
NEW STORE CREATION



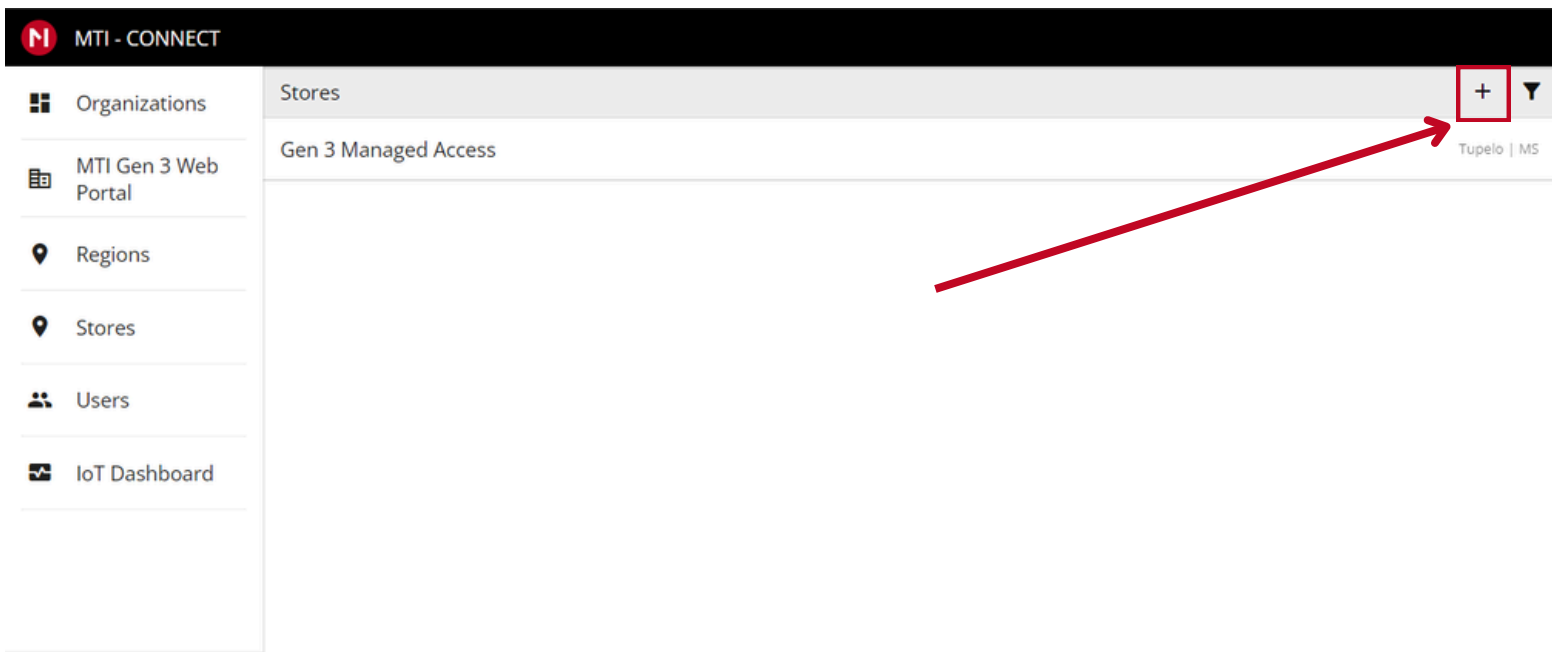
MTI Managed Access website. Scan or click.



1. Log into MTI Web Portal
2. Select stores from the sidebar menu



3. Click on the plus icon + to create a new store



4. A new window will pop up. Fill out the information and click on “Create Store” at the top once complete.

- Include: Store Name, Branch Code, Contact Name, Contact Email, Address, City, Postal Code

The screenshot shows the MTI - CONNECT interface with a sidebar on the left containing menu items: Organizations, MTI Gen 3 Web Portal, Regions, Stores, Users, IoT Dashboard, Alonso Serna, and Logout. The main content area is titled 'Stores' and 'Gen 3 Managed Access'. A modal window is open in the center with the following fields:

- GENERAL**
 - Store Name * (text input)
 - Branch Code (text input)
 - Time Zone * (text input)
 - Region (text input)
- CONTACT**
 - Contact Name * (text input)
 - Contact Email * (text input)
 - Contact Phone (text input)
- KEYS**

The screenshot shows the MTI - CONNECT interface with the same sidebar. The main content area is titled 'Stores' and 'Gen 3 Managed Access'. A modal window is open for a store named 'VERSA'. The form includes the following fields:

- BLE
- ADDRESS**
 - Address 1 * (text input)
 - Address 2 (text input)
 - Address 3 (text input)
 - City * (text input)
 - State (text input)
 - Postal Code * (text input)
 - Country * (text input)
- Buttons: Cancel and Save



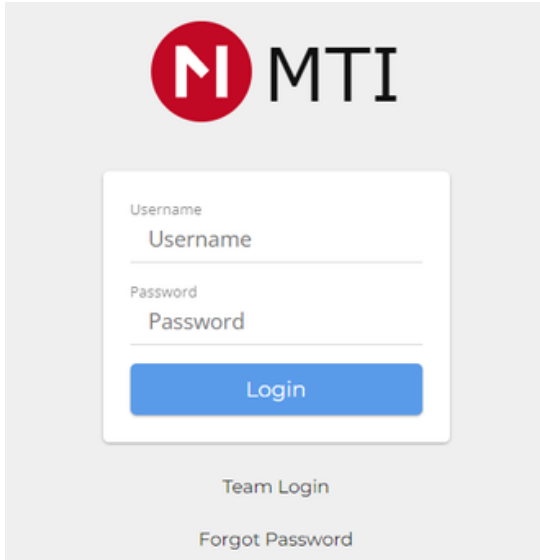
USER GUIDES



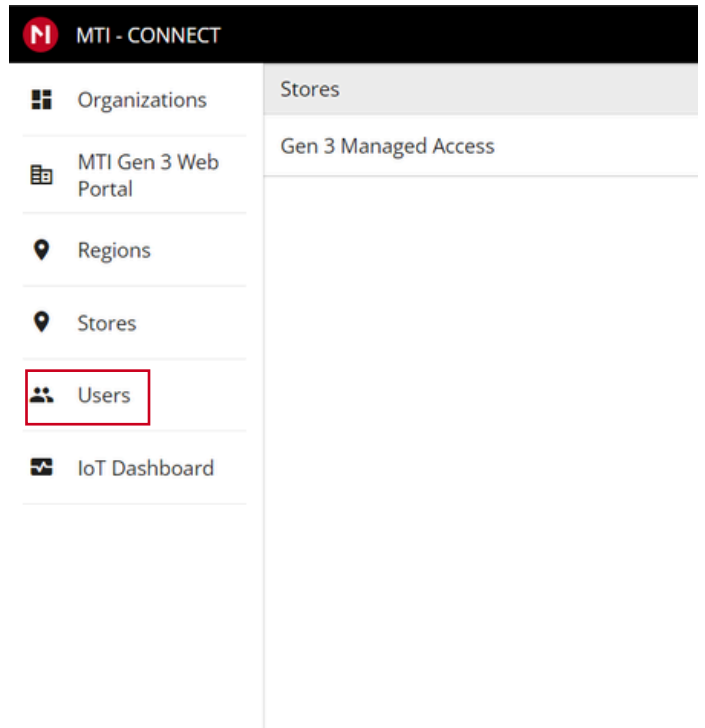
MTI Managed Access website. Scan or click.



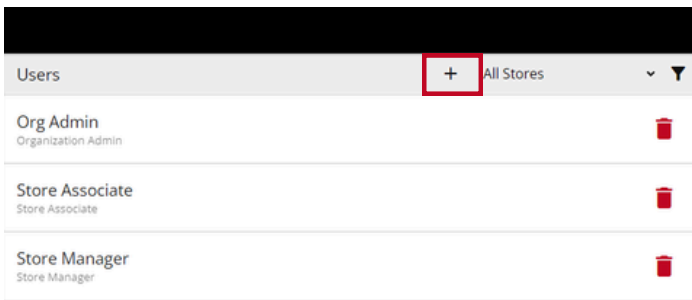
1 Only users with Manager roles in MTI Connect will be able to create new user accounts. Log into the MTI Connect® web portal using your email address and password.



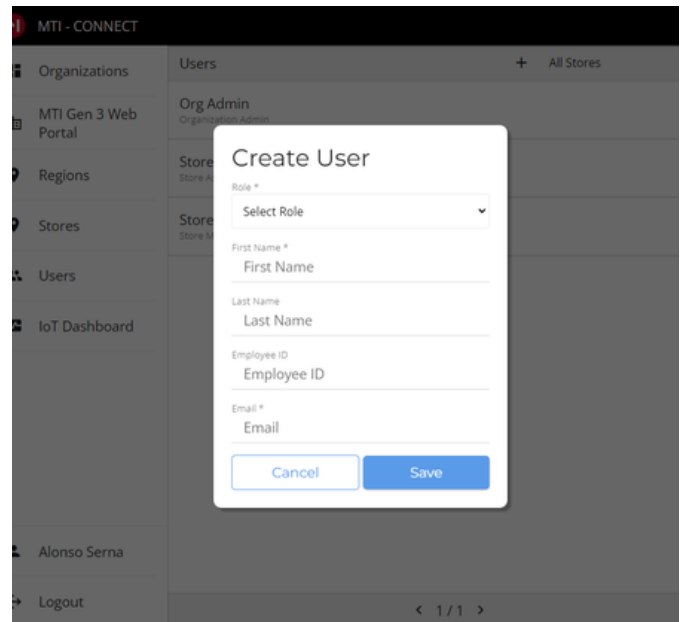
2 Click Users in the nav bar to open the user management screen.



3 Click on the plus icon + to create a new user



4 In the Add User dialog box, Enter the user's:
- First name
- Last name
- Email address
- Employee ID (if applicable)



5 Select the Role and Location.
 Individuals allowed to edit settings or manage MTI Connect® should be assigned the role of Store Manager. Other users should be assigned Store Associate.
 The Location should show your store location name.

Create User

Role *
 Store Manager

Locations *
 Search Locations
 3
 Gen 3 Managed Access

First Name *
 First Name

Last Name
 Last Name

Employee ID
 Employee ID

Email *
 Email

Cancel Save

6 Click save and the user will be added to the system.
 The new user will receive an email to set their password.

Create User

Role *
 Store Manager

Locations *
 Search Locations
 3
 Gen 3 Managed Access

First Name *
 First Name

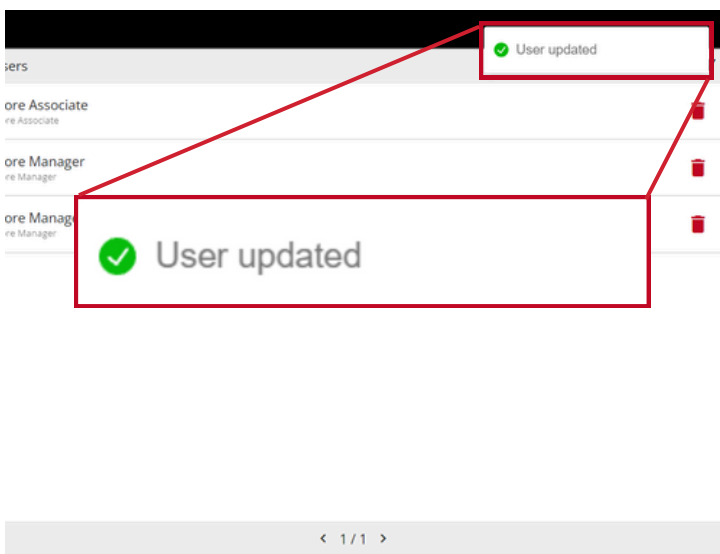
Last Name
 Last Name

Employee ID
 Employee ID

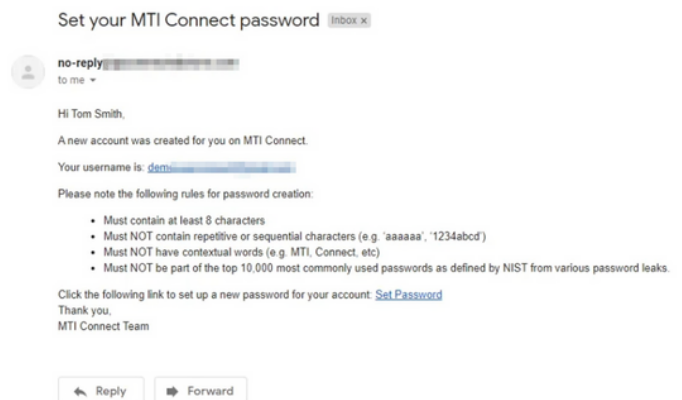
Email *
 Email

Cancel Save

7 Once the user is saved the popup closes and you see a notification on the top right.
 If user does not receive setup email you can:
 Click Reset Password & PIN to send new password reset email.



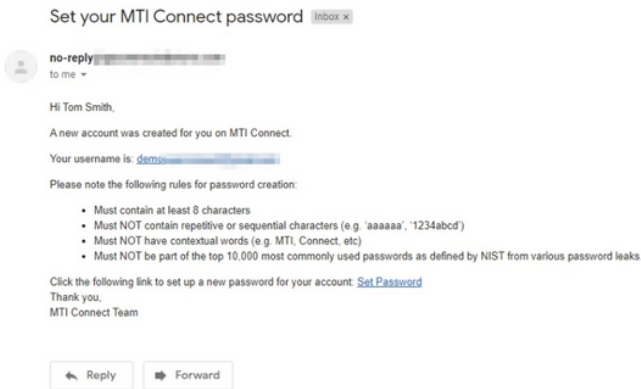
8 The new user will receive an email that includes a link to set their password and PIN. Once the new user sets their password and PIN, the account creation is complete.



1 New account email will be generated

Set up your MTI Connect® password and PIN

Click the Set Password link in the email



2 Password requirements

Your MTI Connect® password:

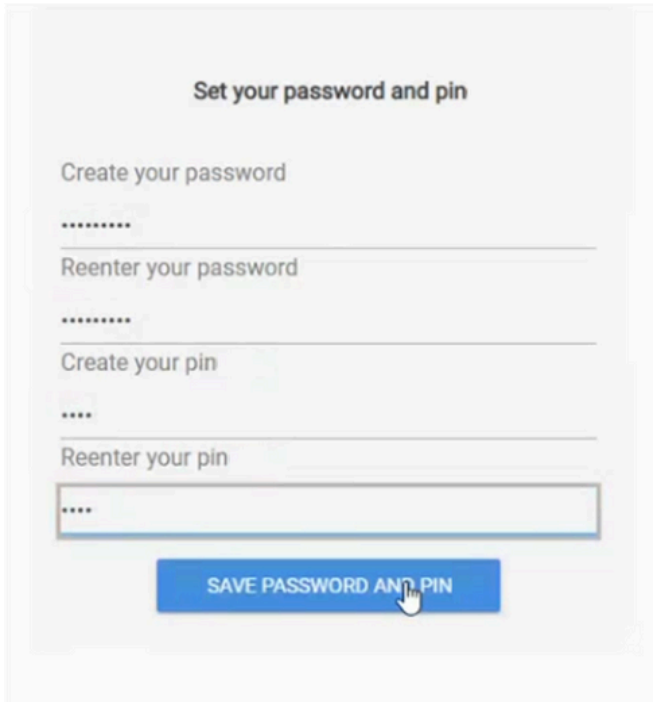
- Must contain at least 8 characters
- Must NOT contain repetitive or sequential characters (e.g. 'aaaaaa', '1234abcd')
- Must NOT have contextual words (e.g. MTI, Connect, etc.)
- Must NOT be part of the top 10,000 most commonly used passwords as defined by NIST from various password leaks.

Your MTI Connect® PIN is a 4 4-digit number

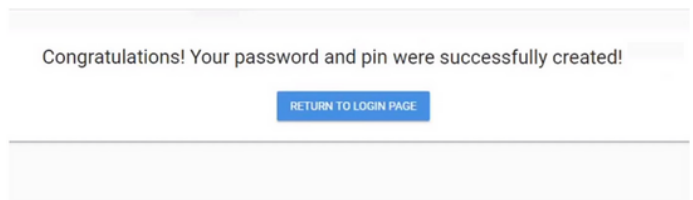
and

should be something that you will easily remember but will be hard for someone to guess. (1111 is NOT a secure PIN).

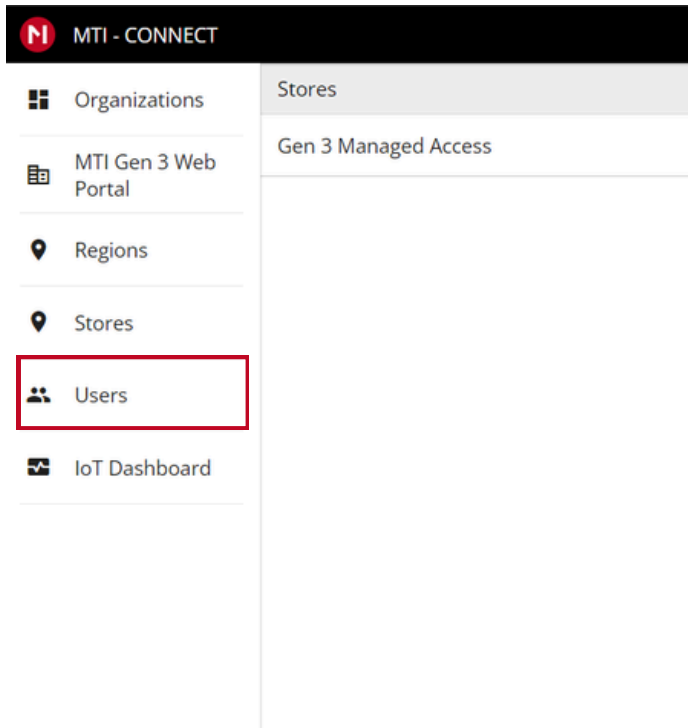
3 Enter and re-enter your password and PIN. Then click the Save Password and PIN button.



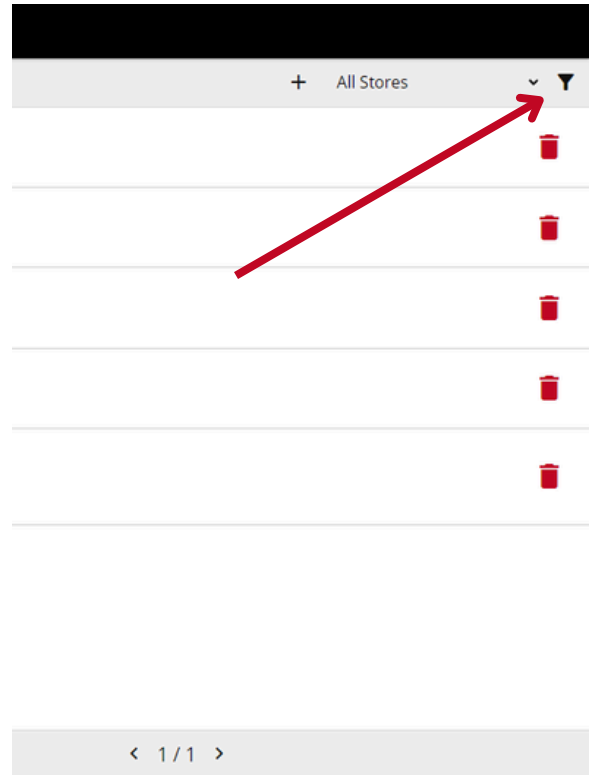
4 If successful, you will see a confirmation message.



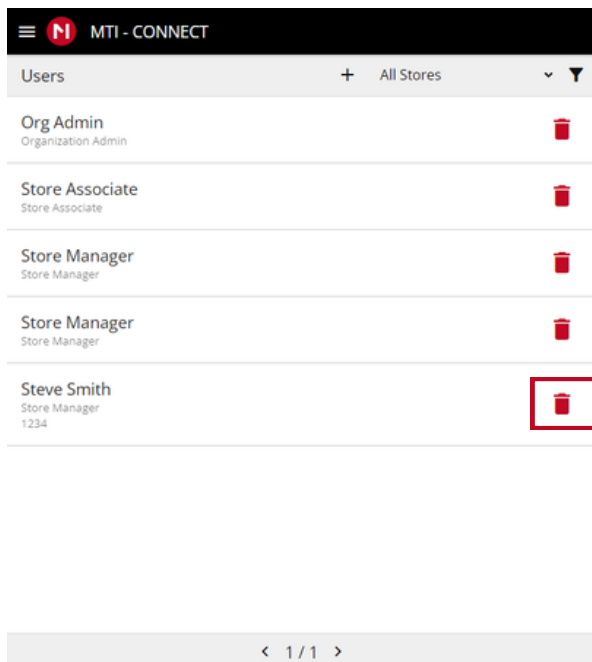
1 Log into the MTI Connect web portal and select Users from the Nav Bar on the left.



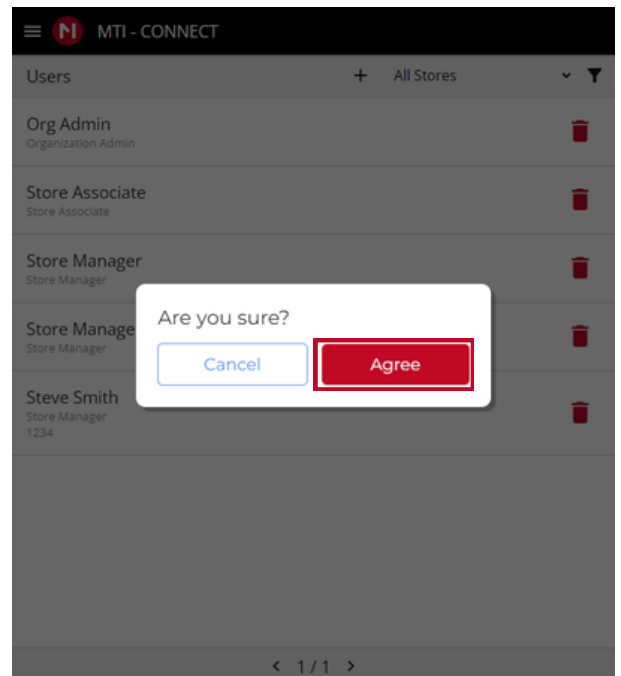
2 On the Users page, you can use the filter icon to enter the name of the individual you wish to deactivate.



3 Click on the red trash can icon on the right hand side of the user you wish to deactivate.

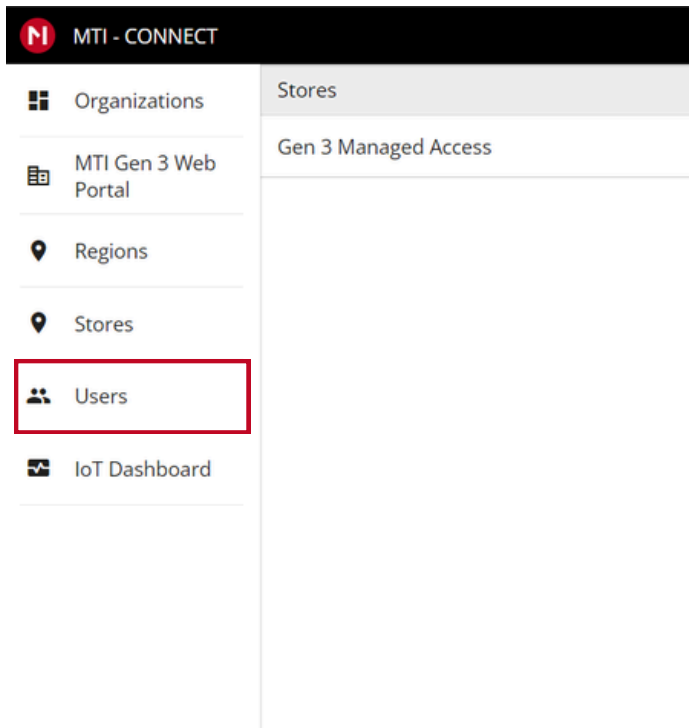


4 A new window will popup asking for confirmation. Click agree to deactivate the user.



REACTIVATING USERS

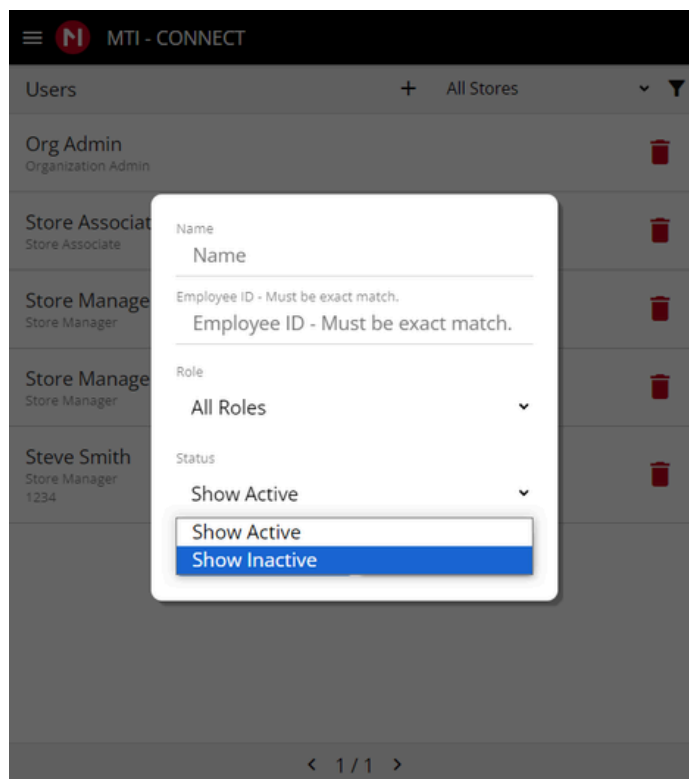
1 Log into the MTI Connect web portal and select Users from the sidebar menu on the left



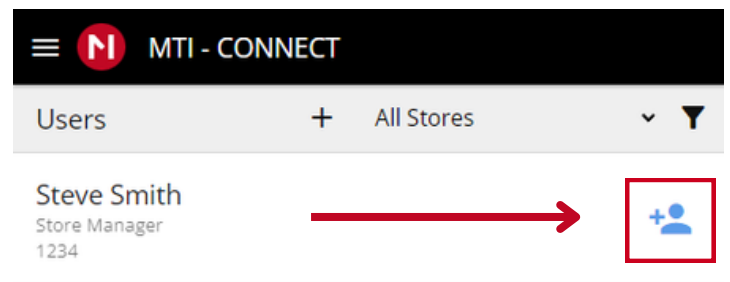
2 On the users page click on the filter icon. A pop-up window will appear.



3 Use the Name filter field on the left side of the screen to enter the name of the individual you want to reactivate.



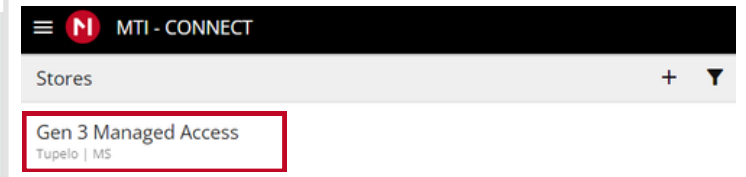
4 After you have found the account you wish to reactivate you can click on the blue icon. The user will disappear from the list of inactive account and appear back on the normal users list.



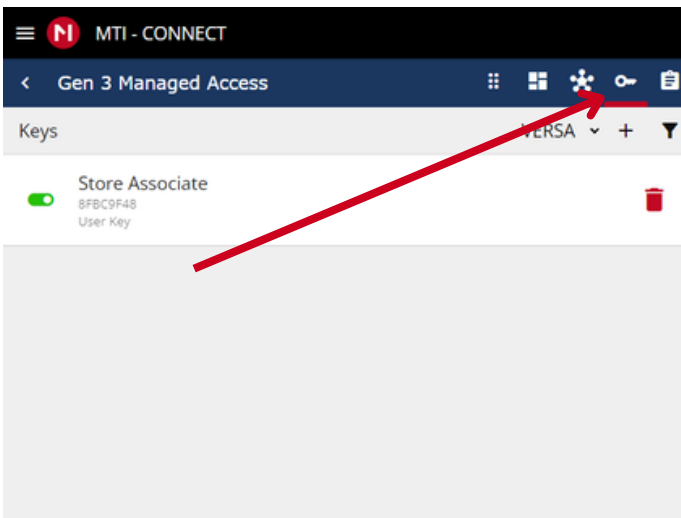
1 Before starting, locate the serial number on the back of the Versa Key™ you wish to add.



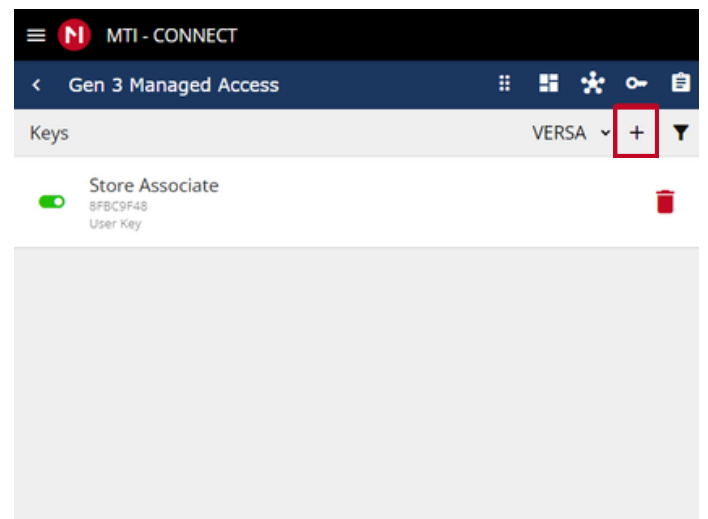
2 Click on the store you wish to create a new key in



3 When you click into your store page, click on the KEY icon on the to right side to get to the Keys page.



4 On the Keys page click on the plus sign on the right side to add a new Versa Key.



5 Create VERSA Key popup will appear. Type in the serial number of the key and click Save.

Create VERSA Key

Backup Key

Key Serial

1234567A

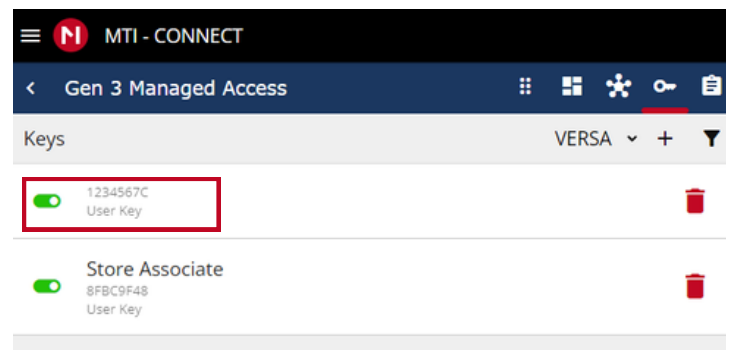
Assigned User

Assigned User

Cancel

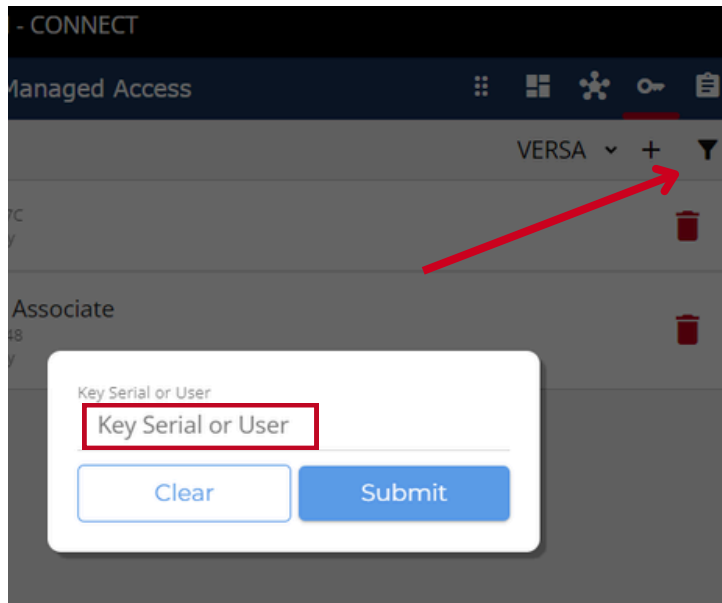
Save

6 The key will be added to the list.

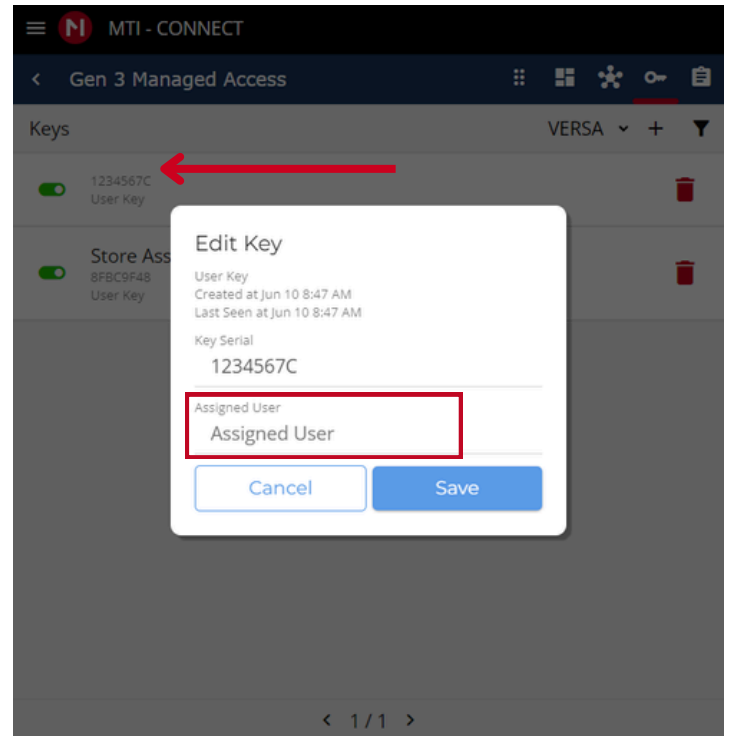


ASSIGNING KEYS

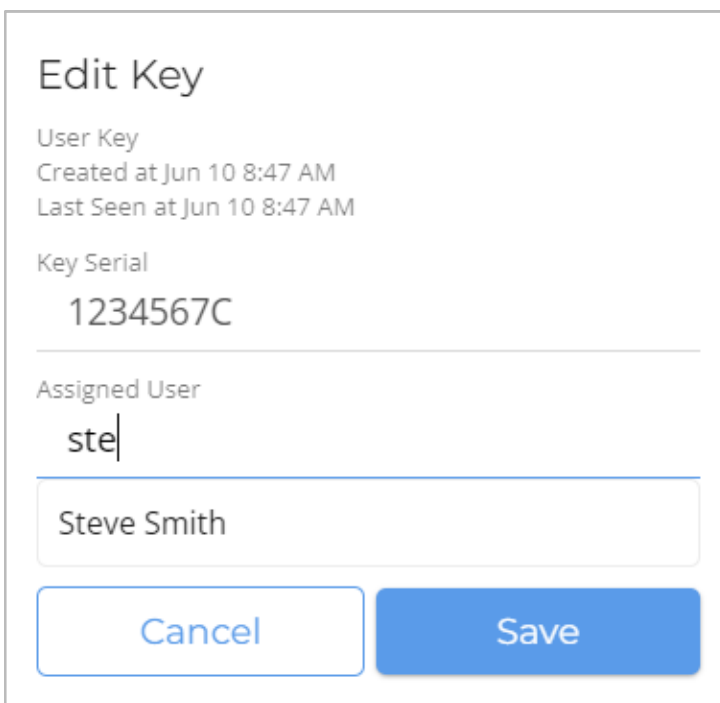
- 1 Select the filter icon located at the top right corner and filter by the specific serial number you want to assign.



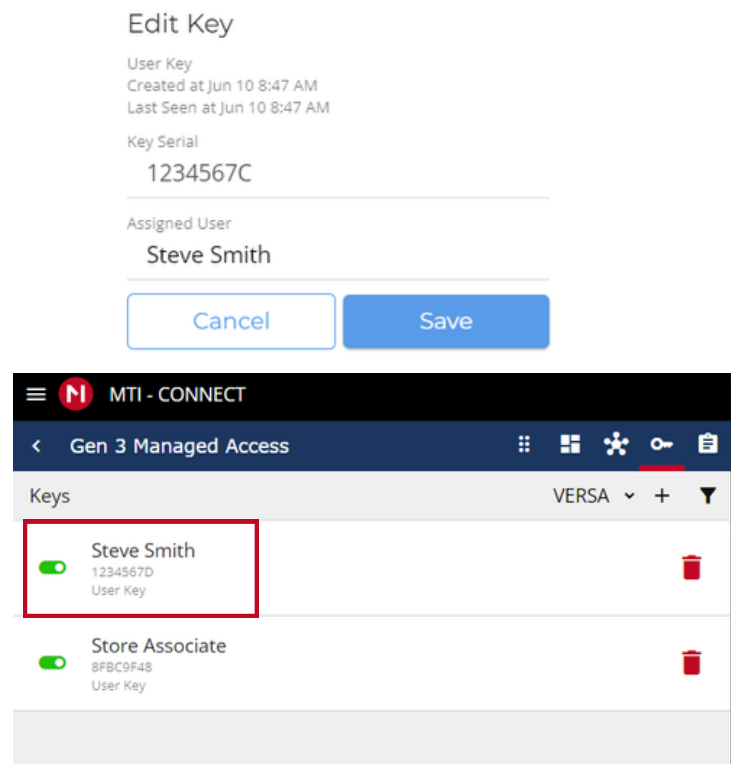
- 2 Please click on the **Assigned User** field and enter the name of the user you want to assign a keycard to.



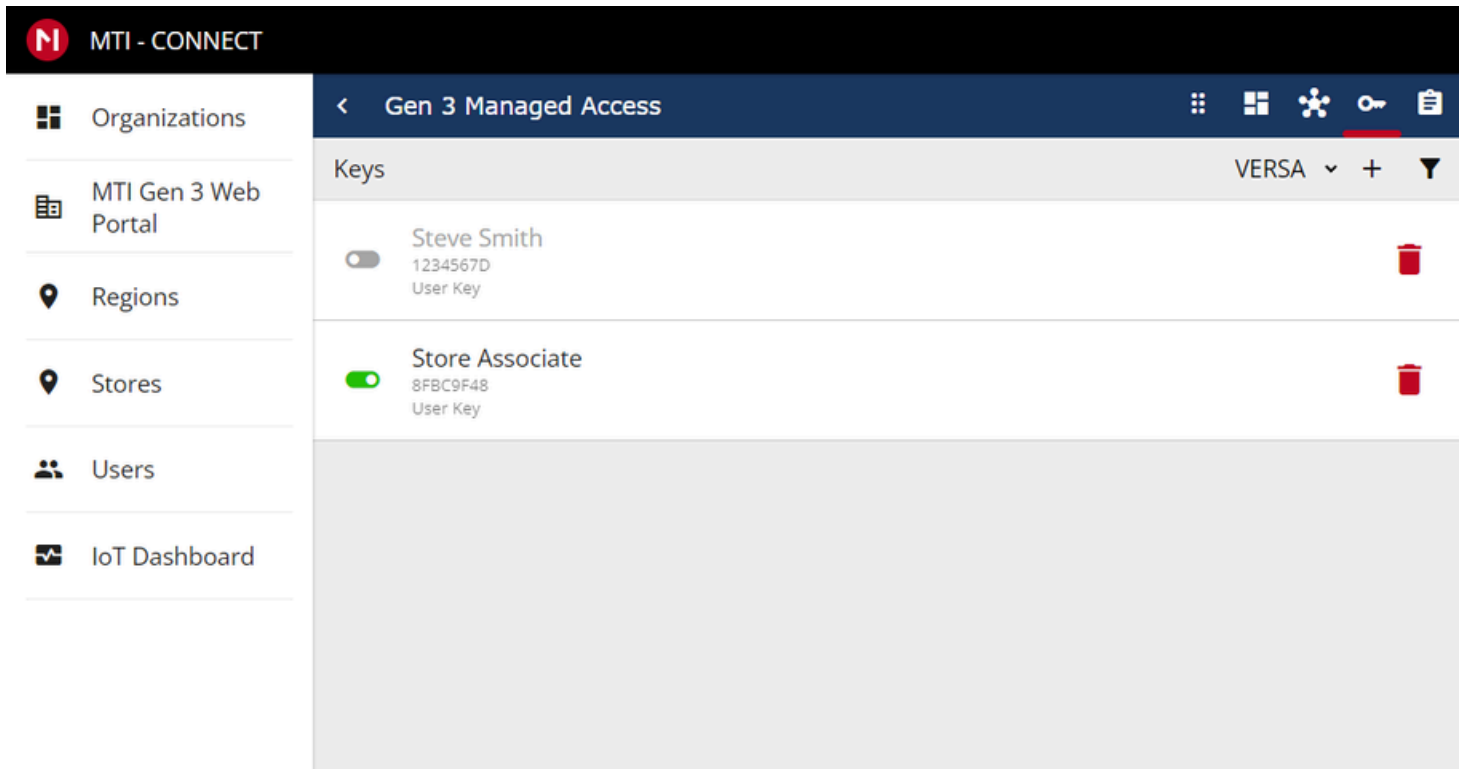
- 3 Once you find the user select their name and click on the save button to assign a keycard to that user.



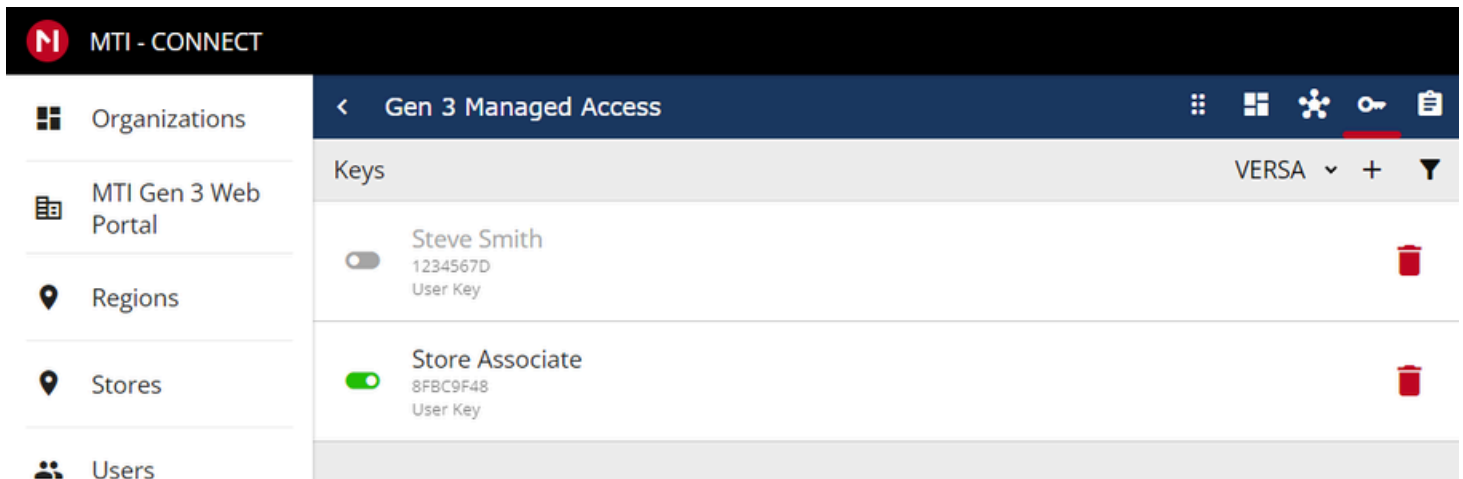
- 4 After selecting the user, click save to assign them the key.



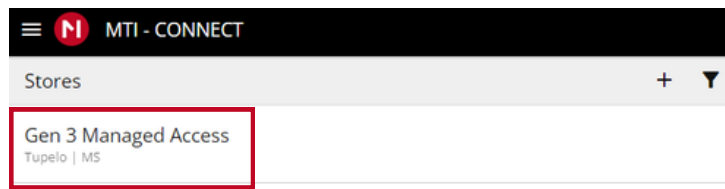
- 1 To manually activate or deactivate a key, navigate to the keys page and you will see a list of keys and the status is indicated by the green toggle icon on the left hand side.



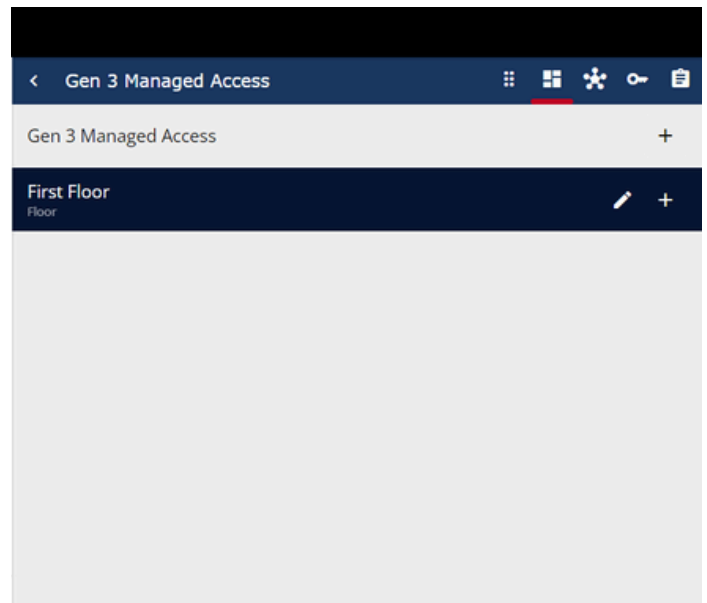
- 2 Click on the slider icon to activate or deactivate the key. The green slider indicates an activated key and the grey slider indicates a deactivated key.



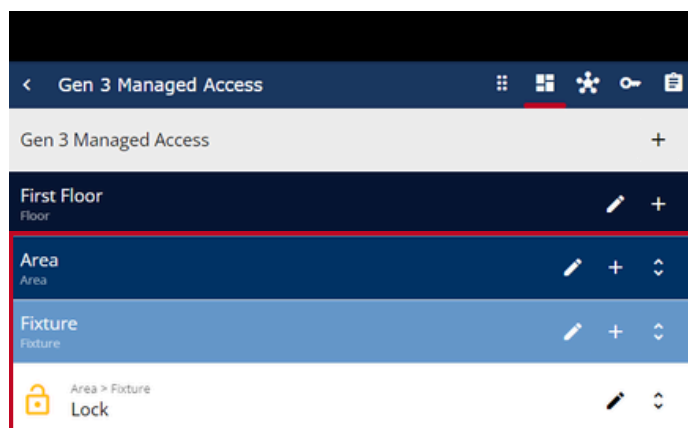
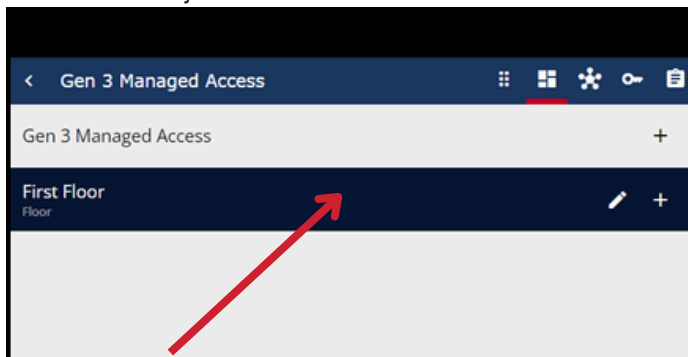
1 Begin by clicking on the store name.



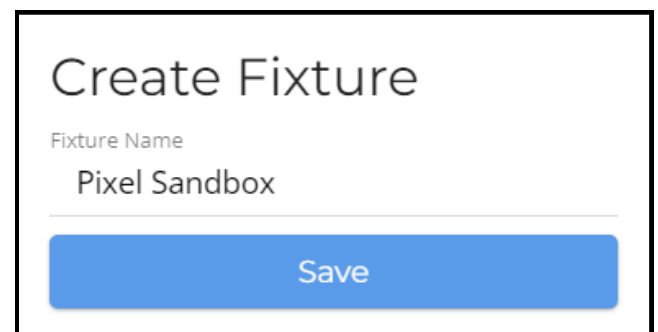
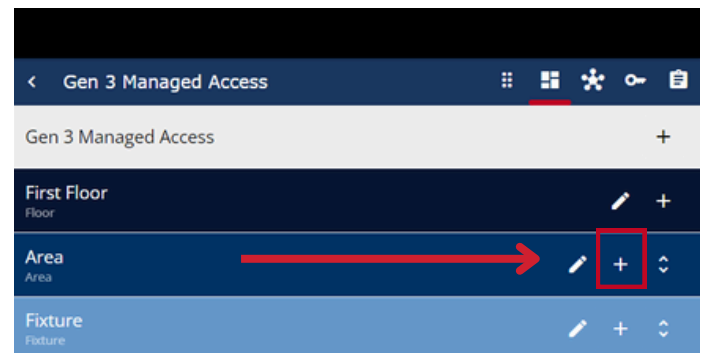
2 Click on the Store Layout icon to access the page where you can add more fixtures.



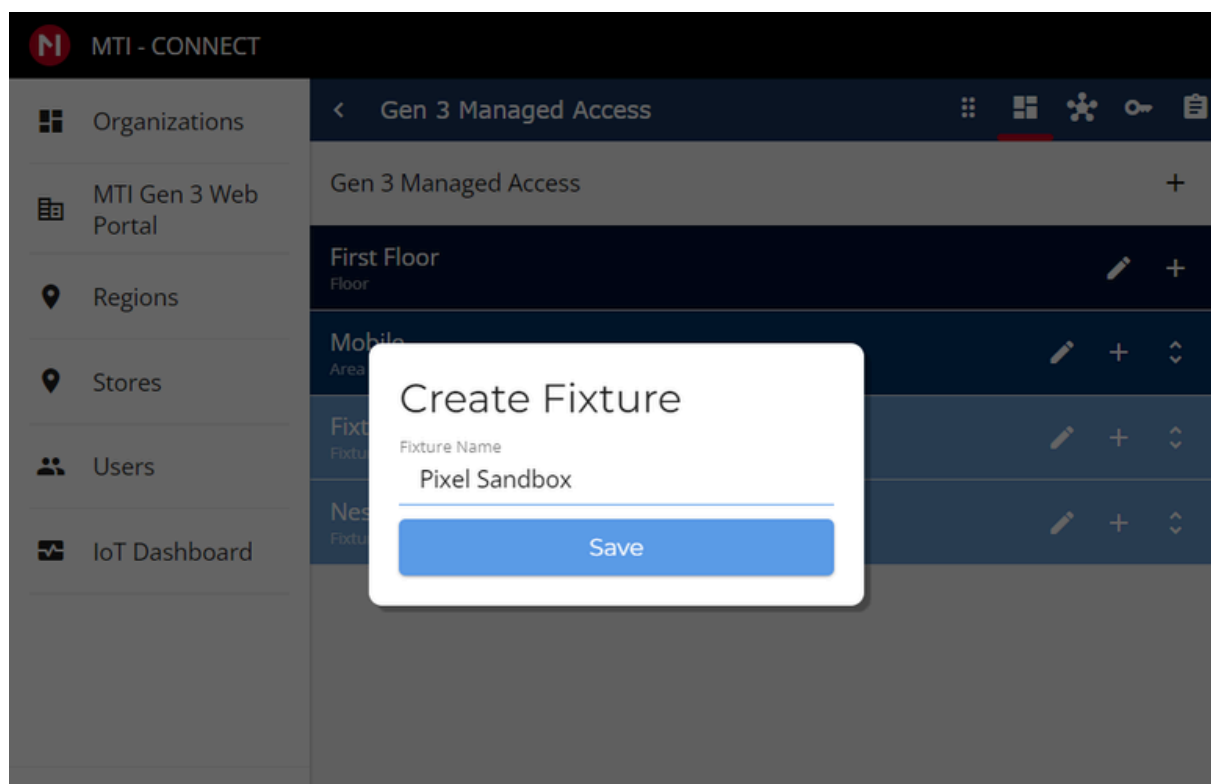
3 To expand the layers of your store click in the middle of the floor row and it will expand into the interior layers.



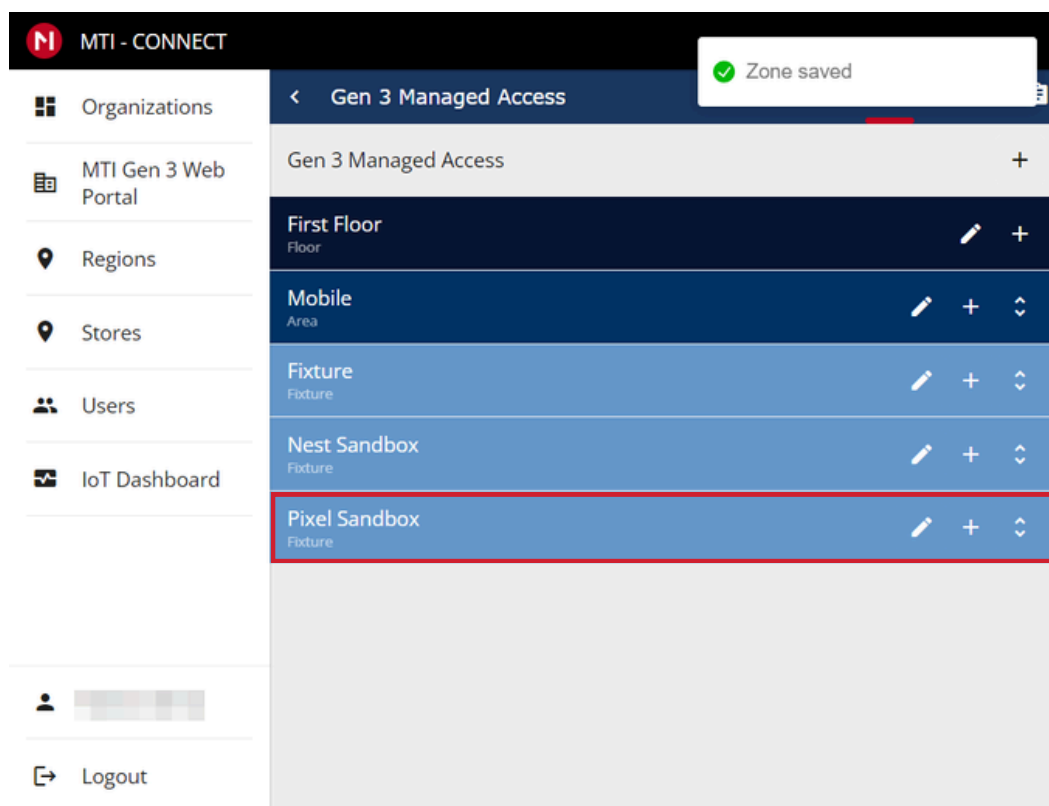
4 To create a new fixture click on the plus icon of the Area you wish to add the fixture to.



- 1 On the Create Fixture popup you can name your fixture and click Save.

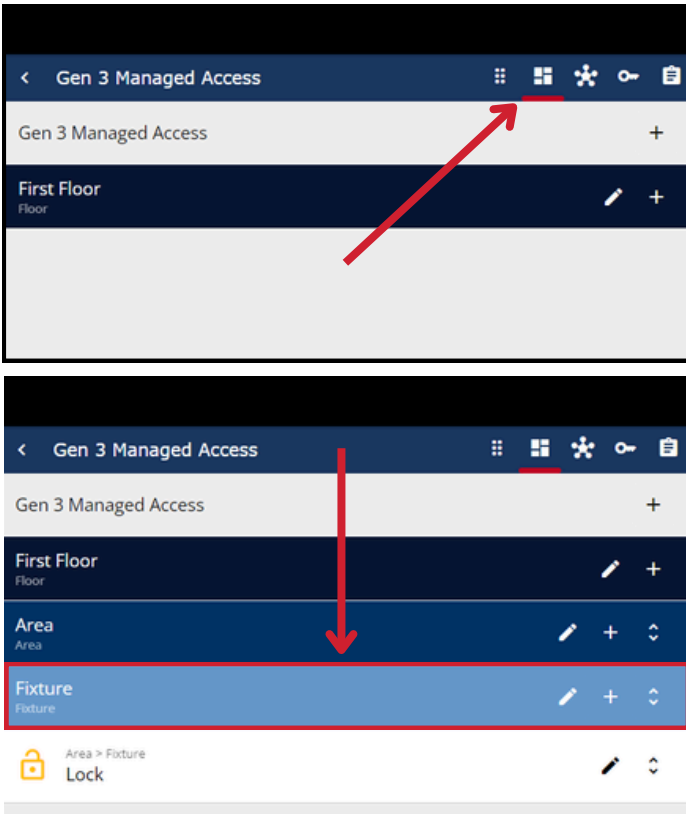


- 2 After clicking Save on the top right a notification will appear and your new fixture will appear below the Area you added it to.

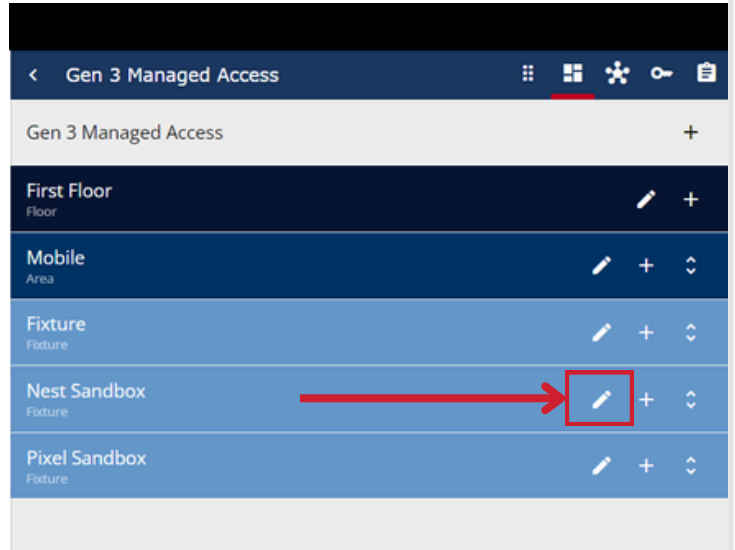


DELETING A FIXTURE

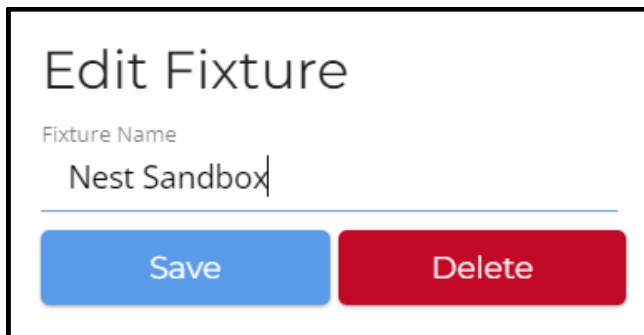
1 Navigate to the store layout page and expand the rows to the fixture you wish to delete.



2 Select the fixture you want to remove by clicking on the pencil icon.



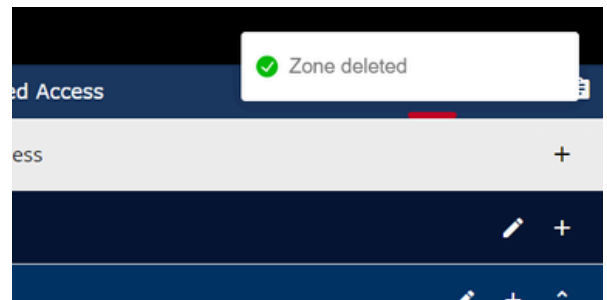
3 On the Edit Fixture popup you can click on the delete button to remove the fixture.



4 Once you confirm the deletion of a fixture, any related items (such as the assigned position) will also be removed. If you are certain, click Agree to proceed with deleting the fixture. A notification saying "Zone Deleted" will then appear on the top right.

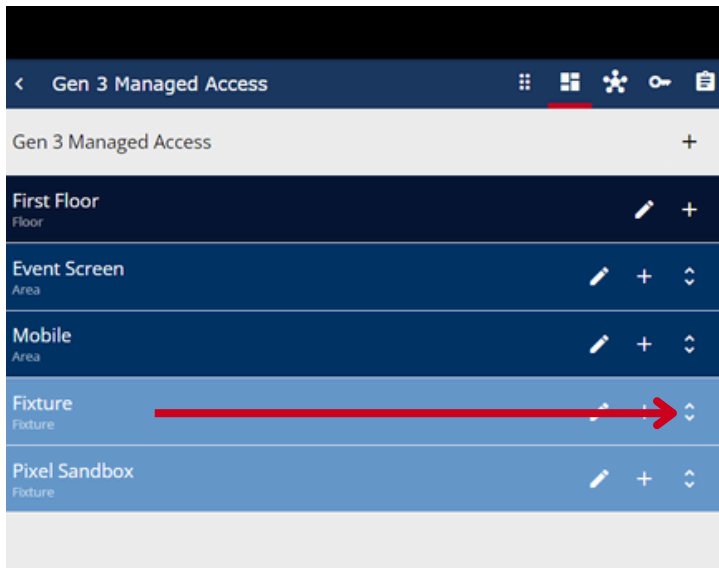
Are you sure?

This zone and all of its sub-zones will be deleted permanently. This cannot be undone.

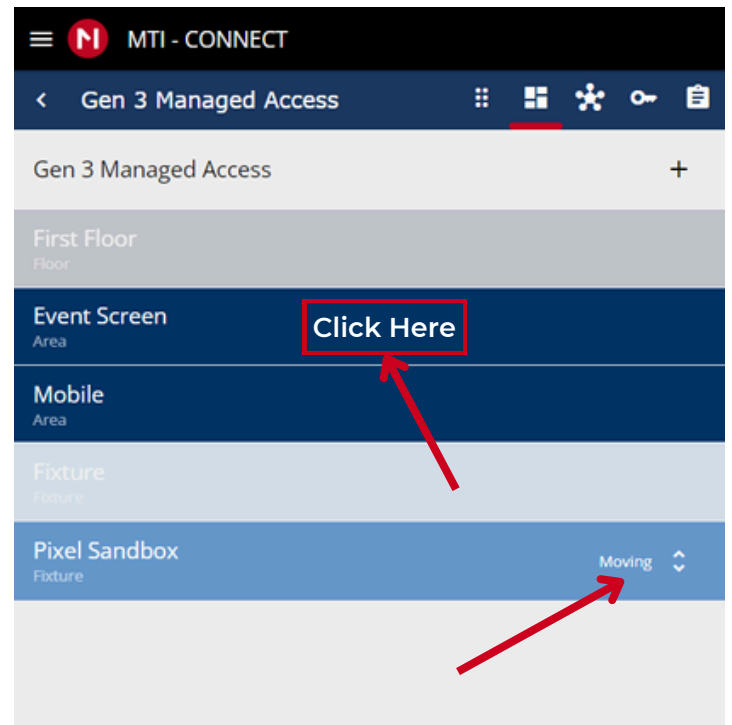


ADJUSTING A FIXTURE

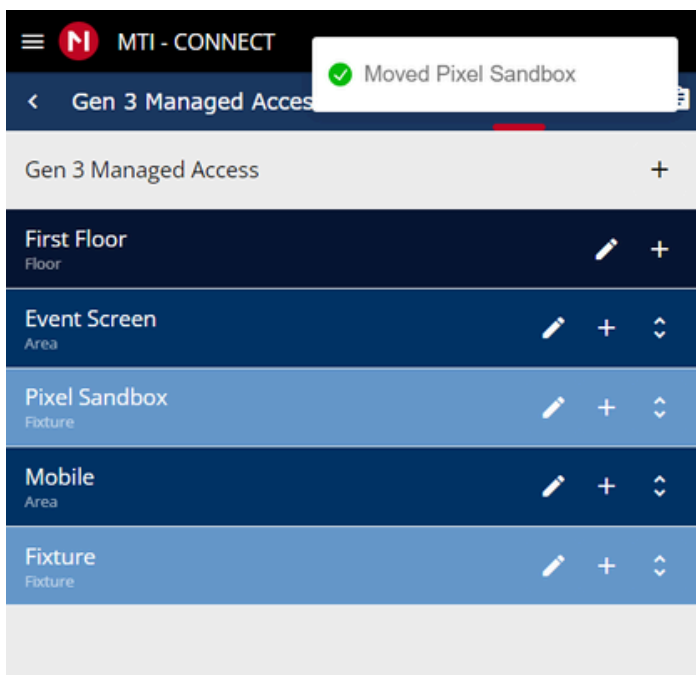
- 1 To relocate a fixture, simply click on the arrows icon located at the far right of the fixture.



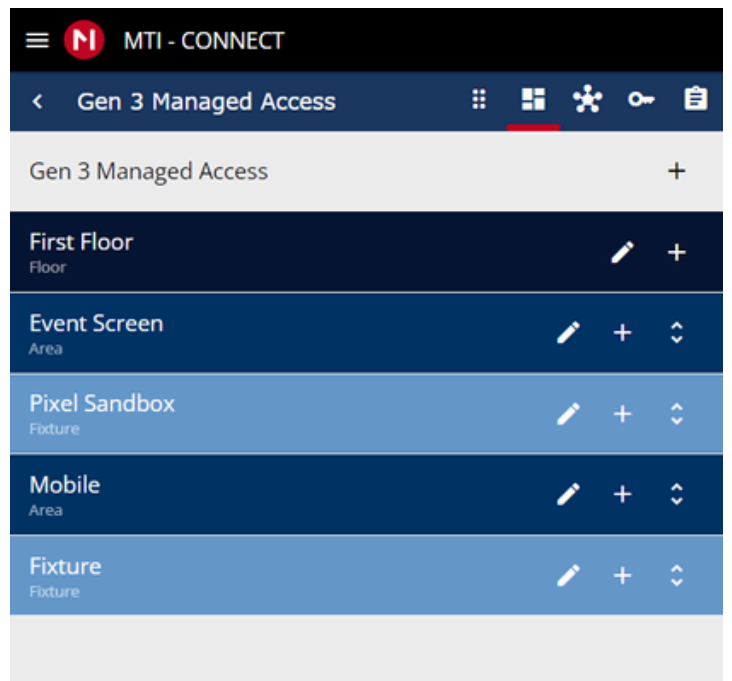
- 2 After clicking on the arrow icon, proceed by clicking in the center of the row where you want to relocate the fixture.



- 3 After selecting the new area for your fixture a popup will appear on the top right confirming your move.



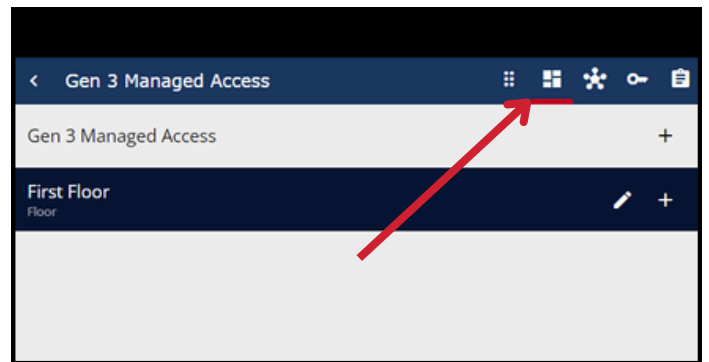
- 4 Fixtures can be moved to any area and it will bring along any position associated with the fixture.



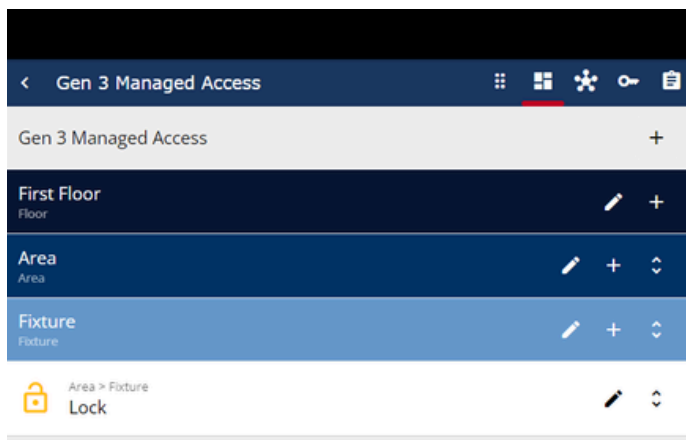
1 Navigate to your store



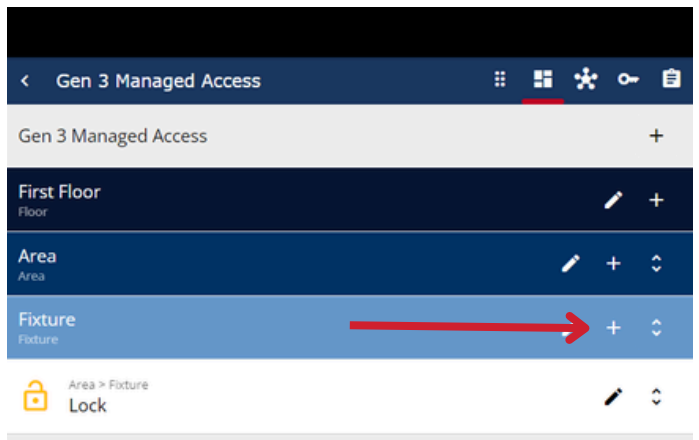
2 Navigate to your store dashboard



3 Expand the dashboard until you see the fixture you want to add a new position to



4 Once you identified the fixture that needs a new position click on the plus icon on the right side.



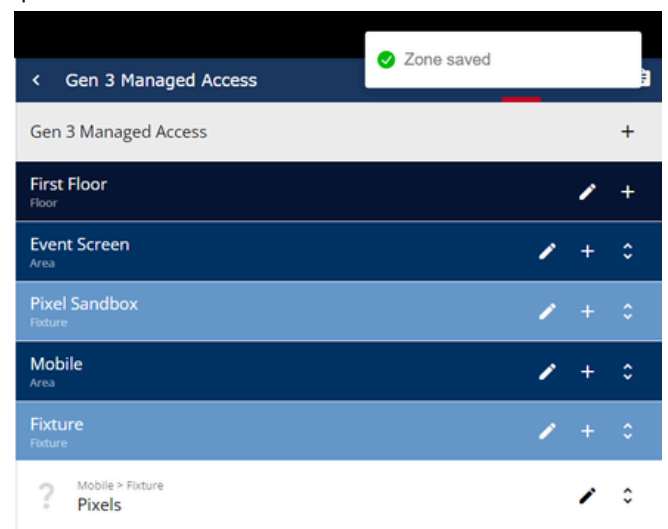
5 A popup will appear where you can name the new position and save it.

Create Position

Position Name

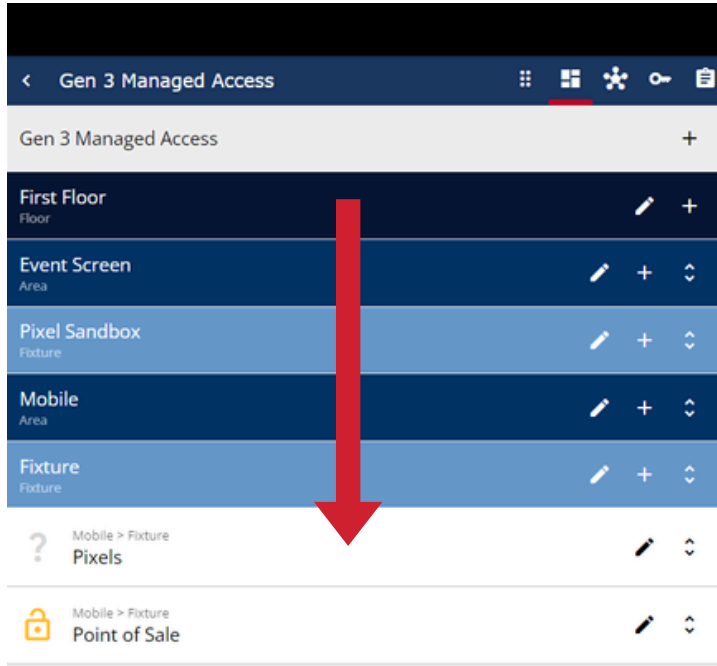
Save

6 Once save a notification will appear and the position will be added below the associated fixture.

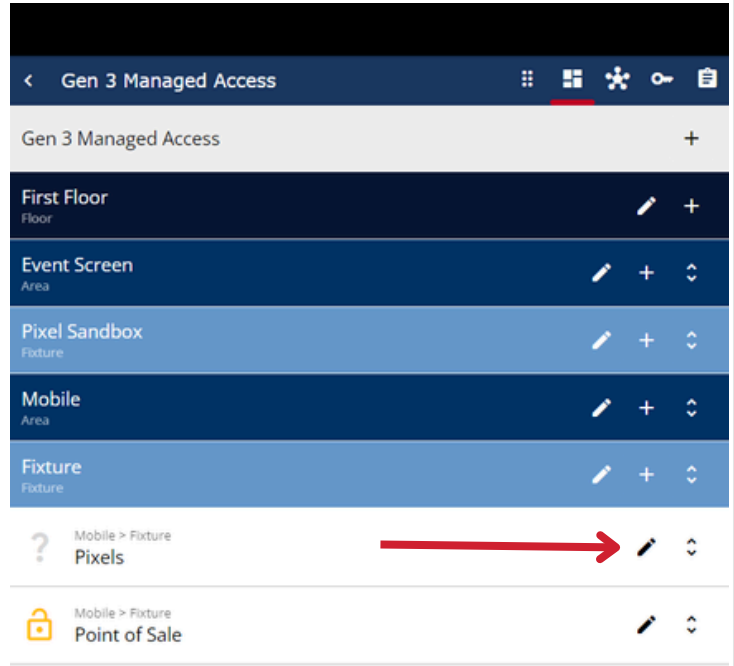


REMOVING POSITIONS

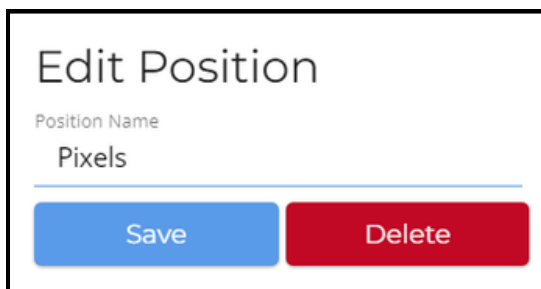
1 On the store dashboard navigate to the position you wish to remove.



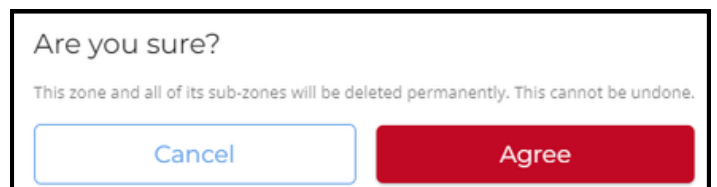
2 Click on the pencil icon. A popup window will appear.



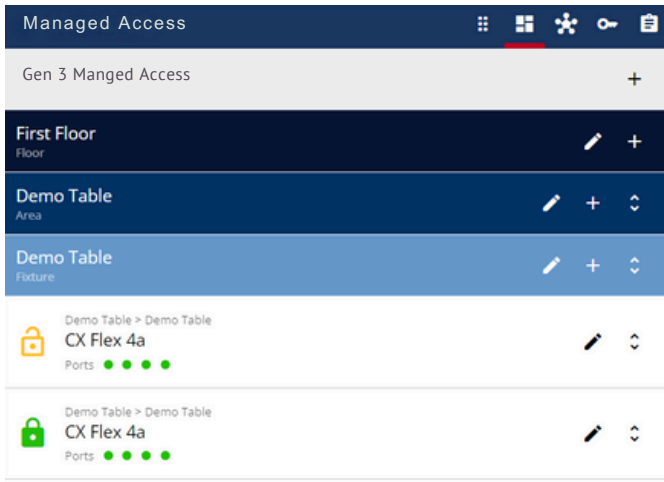
3 On this popup screen you can select Delete to remove the position.



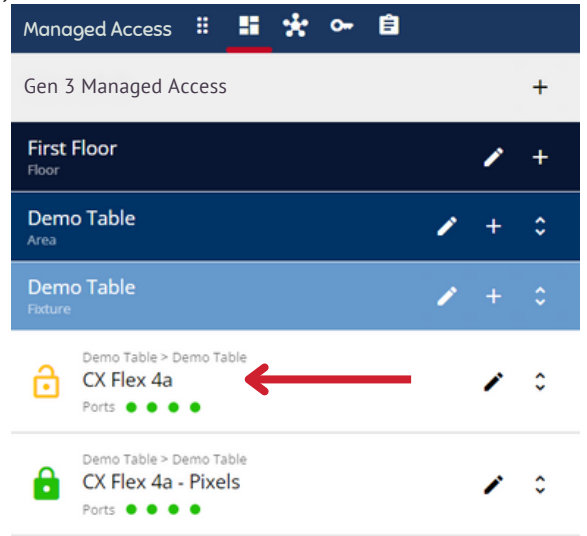
4 A confirmation message will appear confirming your choice. Click agree and the position will be deleted.



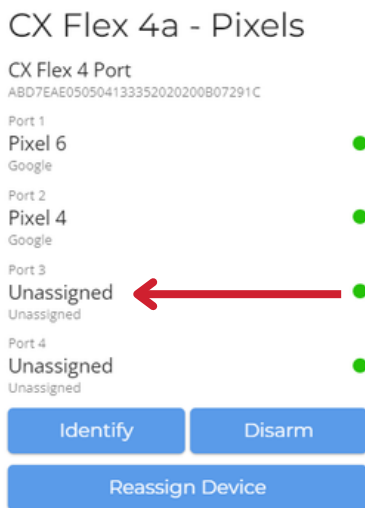
1 Select the CX Flex position you wish to edit the port names on.



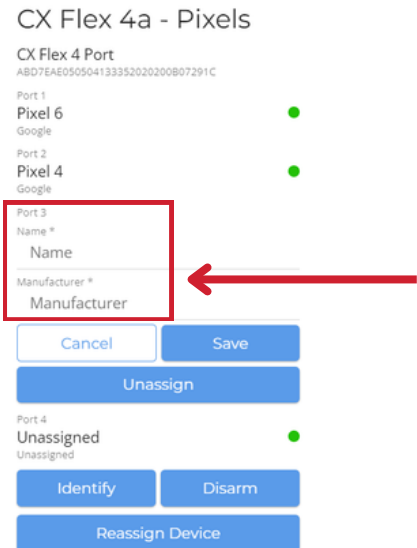
2 Click on the name of the CX-Flex (left side above the port icons)



3 Click on the port name you wish to edit, a new popup will appear.



4 Edit the Name & Manufacturer



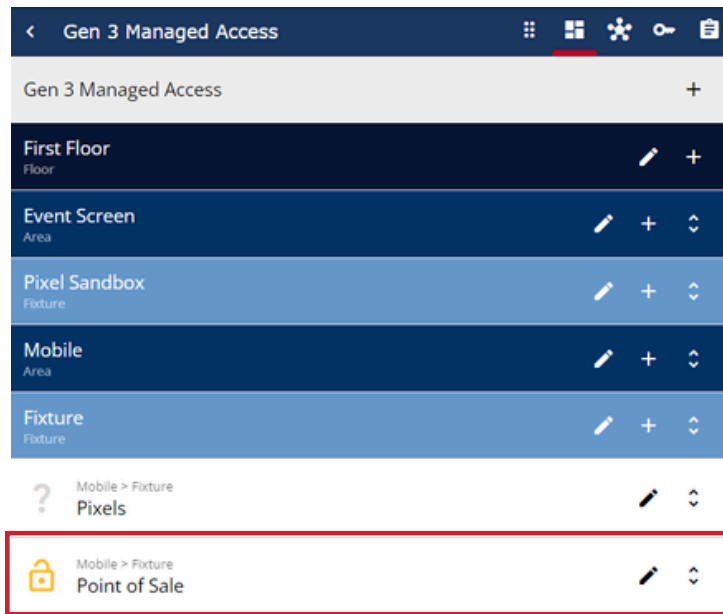
5 Once you've filled in the field you can click Save.



6 You'll see the updated secured products list after refreshing your screen.



1 Navigate to your store dashboard and to the position you wish to edit



2 Next click on the EDIT button next to the port number you wish to unname or change the device name.

CX Flex 4a - Pixels

CX Flex 4 Port

ABD7EAE050504133352020200B07291C

Port 1	Pixel 6	Google	●
Port 2	Pixel 4	Google	●
Port 3	Unassigned	Unassigned	●
Port 4	Unassigned	Unassigned	●

Identify Disarm

Reassign Device

3 Click on the Unassign button to remove the product information from the port.

CX Flex 4a - Pixels

CX Flex 4 Port

ABD7EAE050504133352020200B07291C

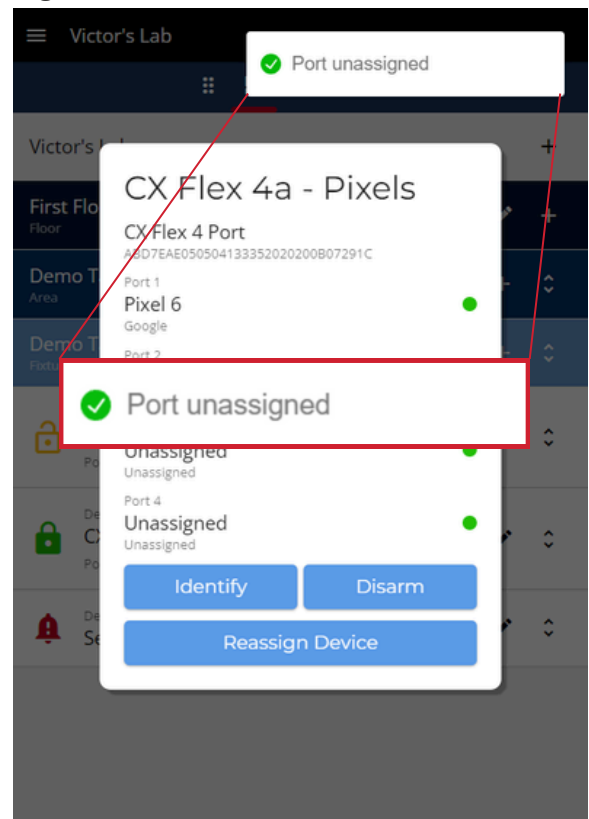
Port 1	Pixel 6	Google	●
Port 2	Pixel 6	Google	●
Port 3	Name *	Pixel 6A	
	Manufacturer *	Google	
Port 4	Unassigned	Unassigned	●

Cancel Save

Unassign Identify Disarm

Reassign Device

4 A notification will appear confirming that the port has been unassigned.



1 To pair to the MTI Connect Hub you will need to do the following.

- Ensure that the power is connected and the security device is powered on
- You will need your “Network Pairing” card



2 Two methods for placing MTI Hub into pairing mode.

Manual method: Put the MTI Connect Hub into pairing mode (Insert USB Intellikey on top of the mini micro-USB port for 10 seconds until your status light on the hub flashes blue)

Web Portal Method: Described on next page.



3 Tap the network pairing card against the security device. The security device will beep and flash blue. (This means that the security device is now in pairing)



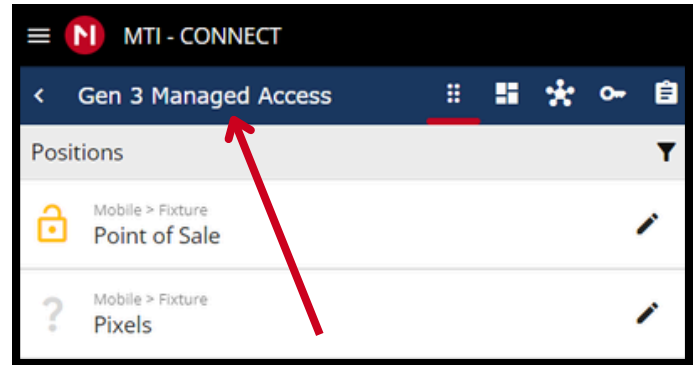
4 Once paired it will flash white and you can test that it is paired properly by plugging a device into the security device and using an activated user card or the app to arm/disarm



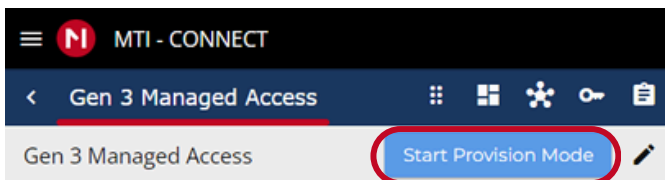
1 Login into the MTI Web Portal: gen3.mtimanagedaccess.com and navigate to the store you are working on.



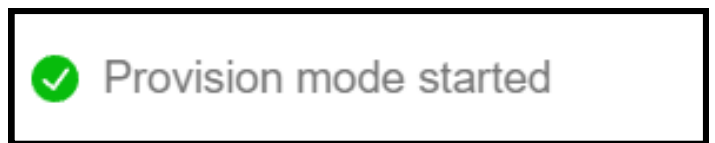
2 Click on the name of the store on the left hand side. It will take you to store details.



3 Click on **Enter Provisioning Mode** to turn on pairing mode on the MTI Hub



4 After clicking the button you will see a confirmation box appear on the top right of your screen. You can now continue with the pairing process on your security device.





REPORTING



MTI Managed Access website. Scan or click.



The Historical Log page will show you activity for your store

MTI - CONNECT

Google Store - Chelsea

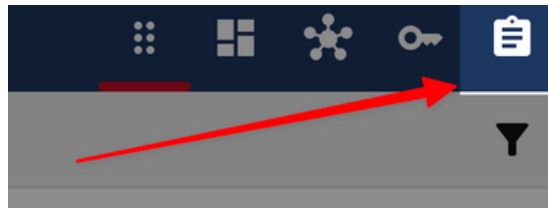
Operations Start Date 06/03/2024 End Date 06/10/2024 Submit Export All Export Pa

Operations	Start Date	End Date	Submit	Export All	Export Pa
Alarmed Table 2 - 2				Jun 7 1:37 PM 0h 0m 1s	
Armed Table 2 - 2				Jun 7 1:03 PM 0h 0m 3s	
Disarmed Table 2 - 2				Jun 7 1:03 PM 0h 0m 1s	
Roman Maraan Table 2 - 2				Jun 7 1:03 PM 0h 0m 3s	
Roman Maraan Sent Identify Command Table 2 - 2				Jun 7 1:02 PM 0h 0m 1s	

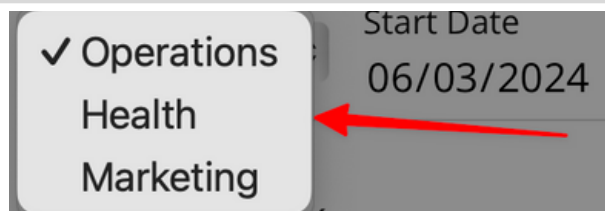
< 1 / 2 >

Historical Log

1 Select Historical Logs



2 Select Event Types: Health & Operations



3 Enter your desired date range

Select Dates Range to include:

Note: You can select up to 7 days range of data to be displayed

Start Date

End Date

06/03/2024

06/10/2024



4 Optionally, you can select Export all to export to a CSV file.

Export All

Exceptions are health events that currently exist in your store. Your positions page automatically organizes exceptions.

The screenshot displays the MTI Connect interface for a Google Store in Charleston East. The left sidebar contains navigation options: Google, Stores, Users, IoT Dashboard, Test Manager, and Logout. The main content area is titled "Positions" and lists several units with yellow warning icons, indicating exceptions. Each unit entry includes the store location, unit name, and a status indicator (Ports) represented by green dots.

Position	Status	Action
Store > Section 7 CX Flex 3-45D Ports ●●●●●	Warning	Edit
Store > Section 1 CX Flex 4a 3-1 Ports ●●●●●	Warning	Edit
Store > Section 2 CX Flex 4a 3-10 Ports ●●●●●	Warning	Edit
Store > Section 3 CX Flex 4a 3-13d Ports ●●●●●	Warning	Edit
Store > Section 3 CX Flex 4a 3-14d Ports ●●●●●	Warning	Edit
Store > Section 3 CX Flex 4a 3-15d Ports ●●●●●	Warning	Edit
Store > Section 3 CX Flex 4a 3-16d Ports ●●●●●	Warning	Edit



BEST PRACTICES



MTI Managed Access website. Scan or click.



Dos and Don'ts

Follow the tips below for proper usage.



- Verify sensor is strongly applied
- Verify the system is armed
- Verify sensor cable is not damaged
- Check LED light on port
- Check to make sure cable is connected
- Check LED light on module
- Check status on app



- Do not reuse damaged sensor cables
- Do not shorten cable pull



MOBILE APP GUIDE



MTI Managed Access website. Scan or click.

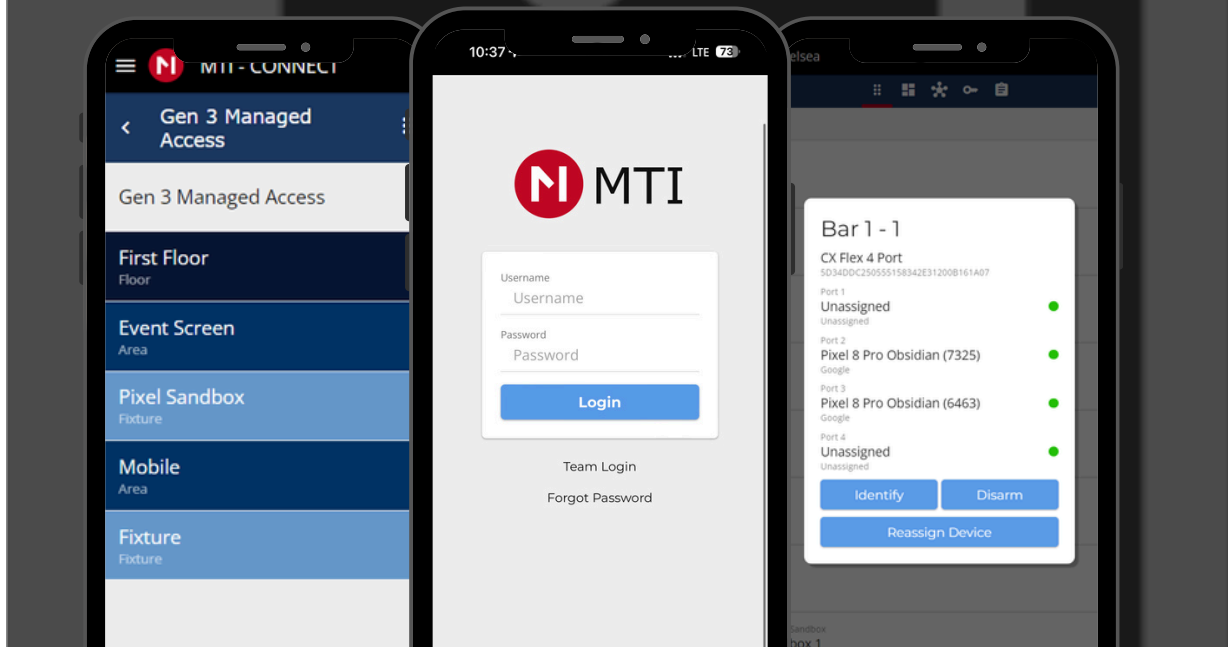


Receive real-time updates on your MTI Connect enabled security devices to understand the health, security and compliance of your retail displays



MTI Connected Store

by Mobile Technologies Inc.

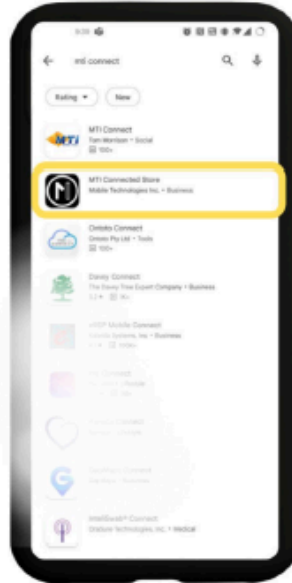


Requirements:

- Access to Google Play Store
- An active MTI Connect User Account for login

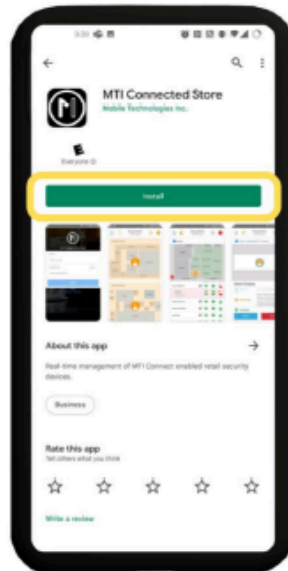
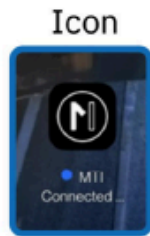
1 Go to Google Play Store and search for 'MTI Connected Store'

- Select the highlighted app



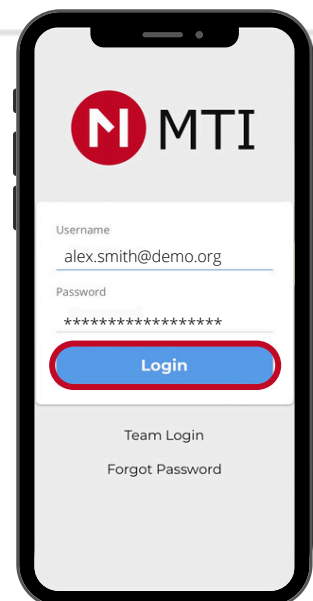
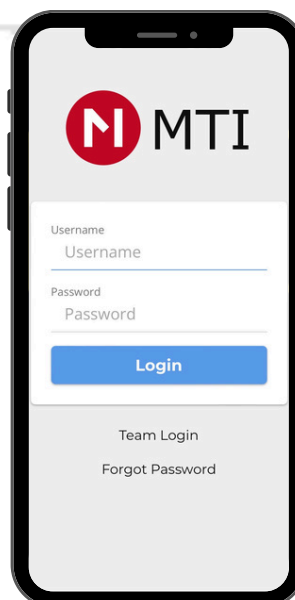
2 When your app is finished downloading the below icon will show on your home screen.

- Select Install



3 Enter your email and password

- Select 'Log In'



1

Select
Forgot Password

2

Enter your email
and tap submit

3

A confirmation
will appear,
check your email
for reset
instructions

4

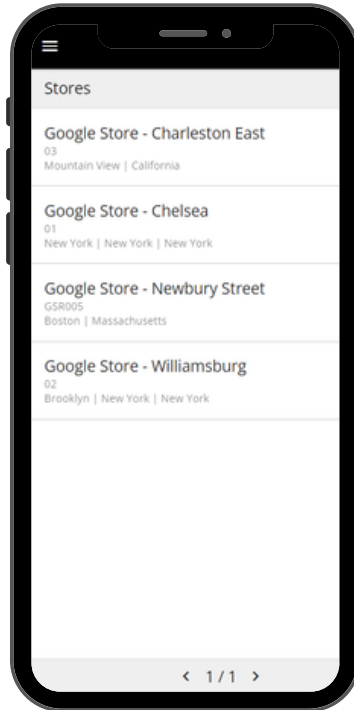
Follow the **Reset Password** link to
continue

5

Enter a new password and pin to
complete password reset

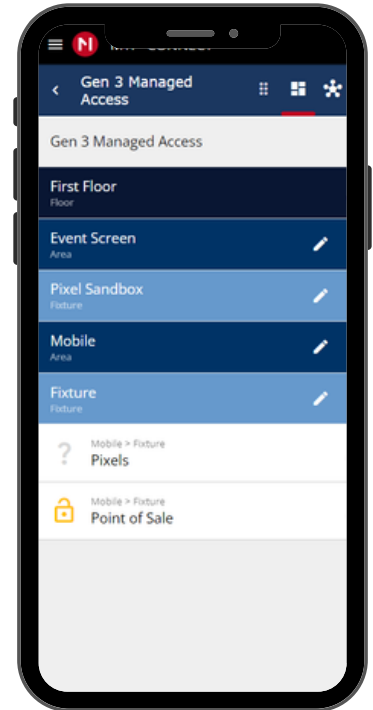
1 Store Selection

On the initial page after you login you will see the stores you have access to



2 Store Dashboard

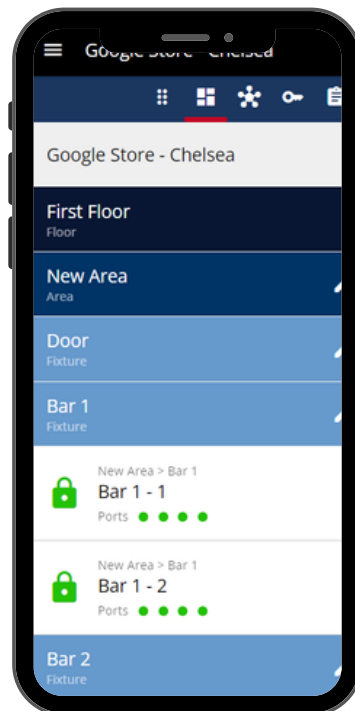
This view shows the store's areas, fixtures, and positions.



3 Position View

Tap into a fixture to see the positions associated under that fixture.

Tapping each position shows a detailed status



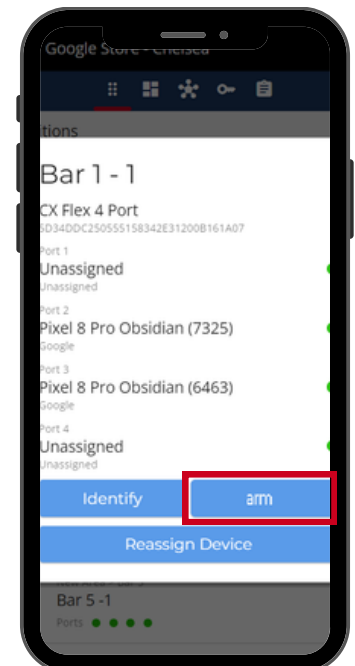
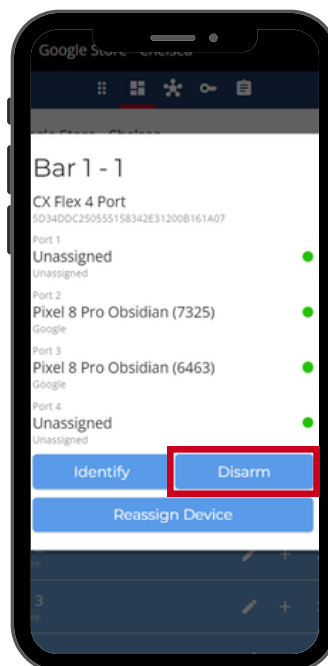
4 Arm and Disarm Control

To Disarm

- Select a position
- Tap **Disarm**

To Arm

- Select a position
- Tap **Arm**



App Visual Indicators

Visual References same for Web and Mobile App unless stated otherwise

Visual Reference	System Status	Condition	Resolution
	Armed and Secured	<ul style="list-style-type: none"> Module has been armed and port is secured. Port color indicator will depend on sensors in use. 	
	Module is Silenced and <u>Port is not Secure</u>	<ul style="list-style-type: none"> Cable may be damaged. Molex connector may have been disconnected. Sensor is not engaged. A disconnection has occurred within the cable/connector/module. 	<ul style="list-style-type: none"> Check molex connection, reconnect if needed. Check sensor engagement, apply new adhesive if needed. Check port and cable for damage, replace if needed.
	Alarming	<ul style="list-style-type: none"> Cable may be damaged. Molex connector may have been disconnected. Sensor is not engaged. A disconnection has occurred within the cable/connector/module. 	<ul style="list-style-type: none"> Check molex connection, reconnect if needed. Check sensor engagement, apply new adhesive if needed. Check port and cable for damage, replace if needed.
	Disarmed	<ul style="list-style-type: none"> Module has been disarmed. 	<ul style="list-style-type: none"> Connect Cable Sensors if ready to use. Arm system with app or key.

USER GUIDES

MTI Managed Access App Guide
Pg. 32



CX Flex 4A Install Guide -
Pg. 39



MTI Connect Wifi Guide -
Pg. 48



MTI Managed Access website. Scan or click.



Product Manual for

CX FLEX™ 4A

WORKS WITH



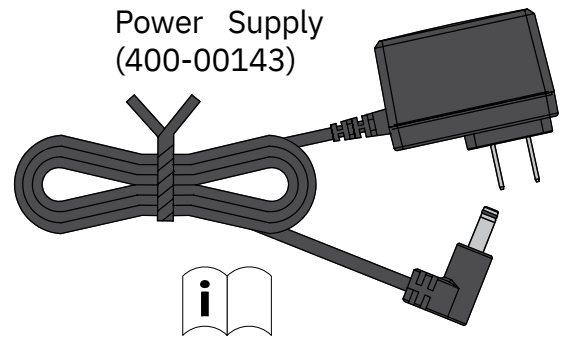
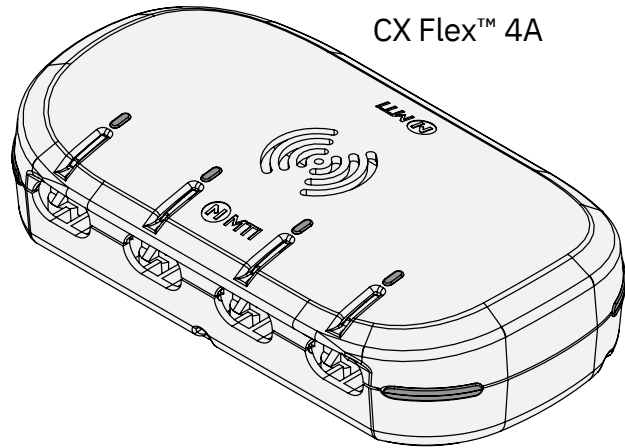
Contents

1.	Materials in Box	2
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4.	Merchandising	4
5.	Managing Alarms	5
6.	Cable Removal	5
7.	Remerchandising	5
8.	Adding New User/Access	6
9.	Keys Deleting Enrolled Keys	6
10.	LED Status Indicators	7
11.	Dimensions	9
12.	FCC and ISED Statement	10

DO NOT REMOVE FROM STORE



For additional support, please reach out to our Contact Center at 800-426-6844



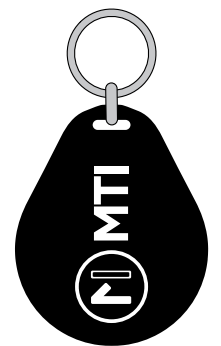
Use provided AC/DC adapter model W&T AD1806B050025U manufactured by W&T Electronics Co., Ltd. with output rating 5VDC 0.25A only.

RFID CARD ID

Your Authorization card could look like either of these:

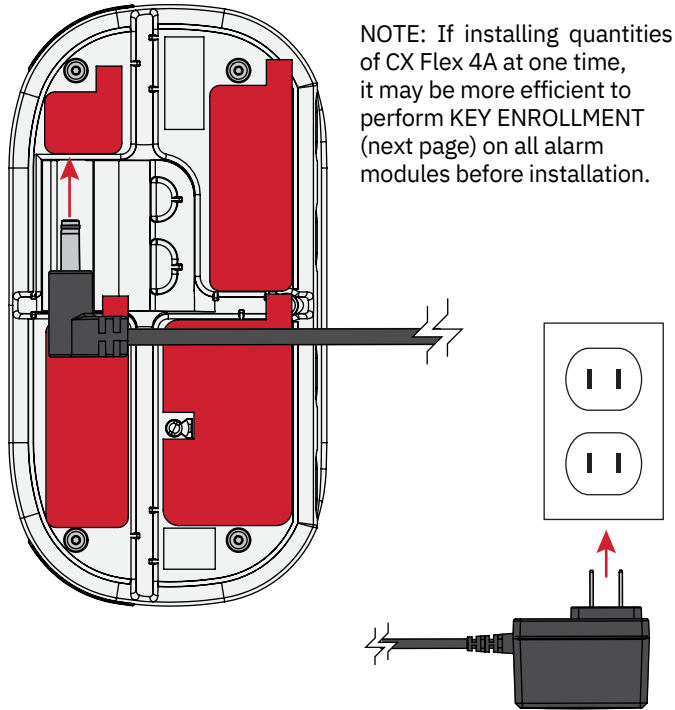


Your Access Key could look like any of these, all perform the same function:

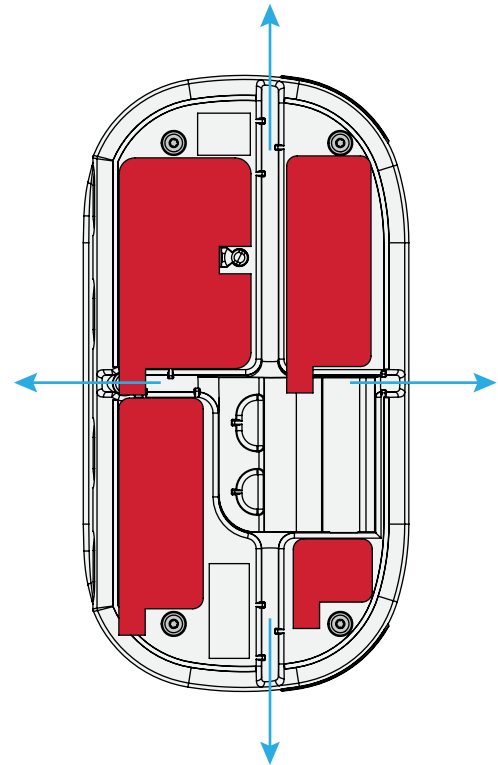


Access Key Fob

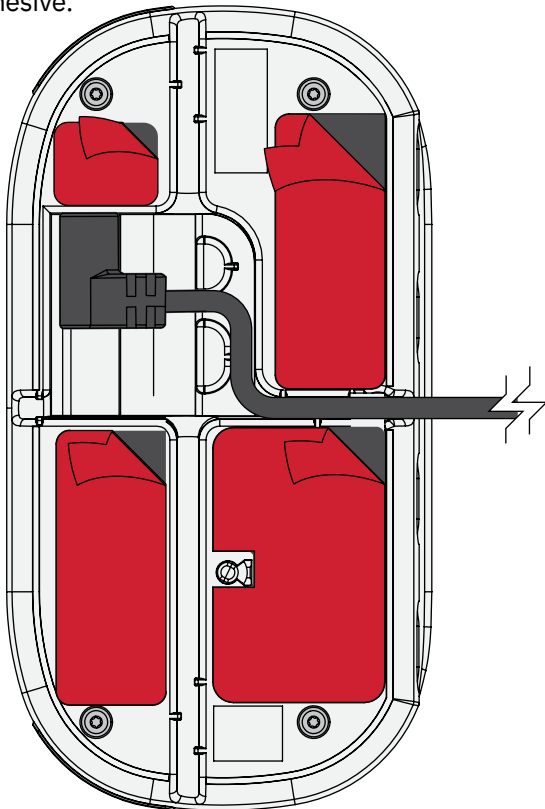
- 1 Feed power cable up through hole in fixture (if needed), and plug the barrel connector into the receptacle on the bottom of CX Flex, and plug the provided power supply into the nearest outlet. Use an outlet installed near the equipment that is easily accessible.



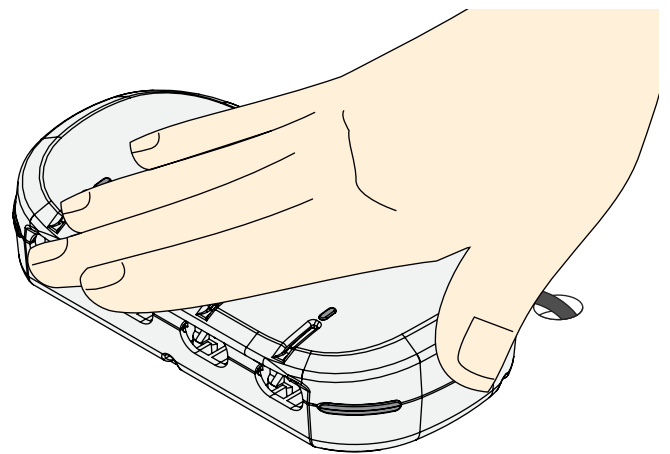
- 2 Route the power cord out of the CX Flex using the provided channels (marked in blue). The cable may exit down through a hole in the fixture or out from any side.



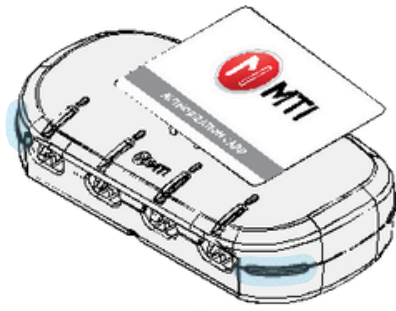
- 3 Clean the desired surface with an alcohol pad allow it to completely dry. Peel the red film from the VHB adhesive.



- 4 Press down on the base plate for 20 seconds for full VHB contact. Allow 24 hours for full VHB adhesion.

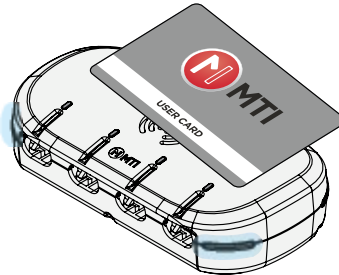


- 1 Place Authorization Card over the RFID icon to register to system. LED will be solid blue.

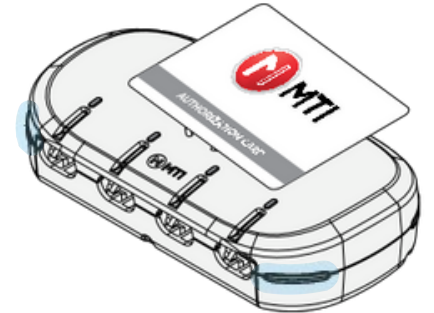


System must be disarmed to perform this operation.

- 2 Place the User/Access Key you want to add over the RFID icon. If successful unit beeps 2 times Repeat process for all User/Access Keys until they are successfully added.

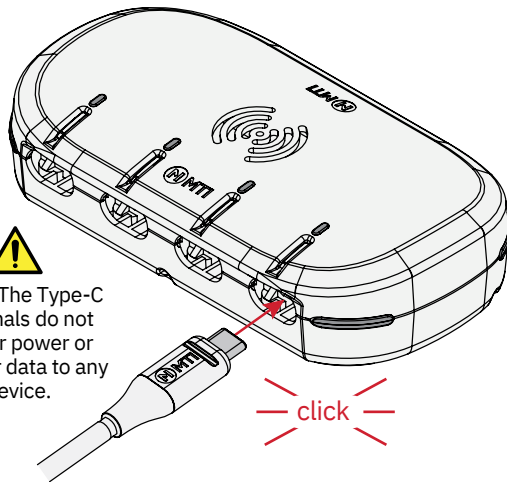


- 3 To close Enrollment mode, place the Authorization Card over the RFID icon. Enrollment mode will end automatically after 3 minutes of no use. LED will then be intermittently flashing white.



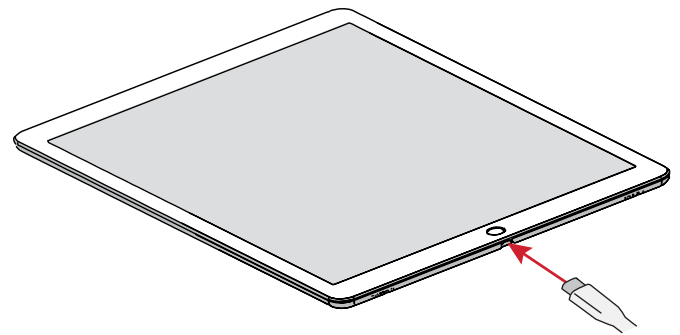
MERCHANDISING

- 1 Plug the USB-C system end (marked with the MTI logo) of the sensor into the CX Flex until it clicks.

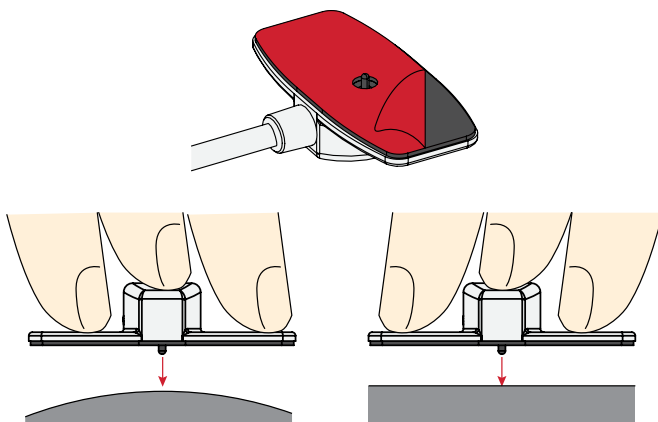


NOTE: The Type-C terminals do not deliver power or transfer data to any device.

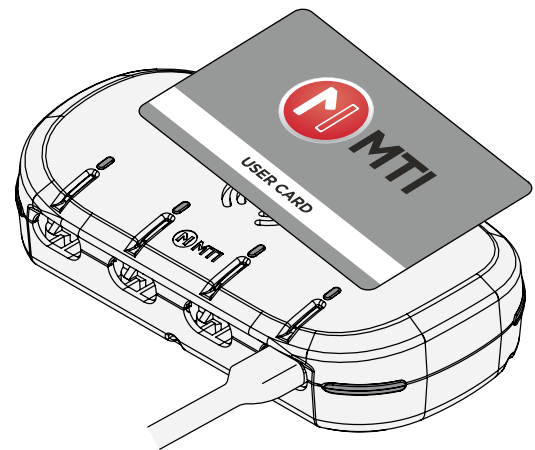
- 2a USB-C Sensor: Insert the other end of the cable into the device.



- 2b Flexi-Disc Sensor: Peel the red film from the VHB adhesive and press firmly onto the product for 1 minute if the product surface is curved, or 30 seconds if it is flat.

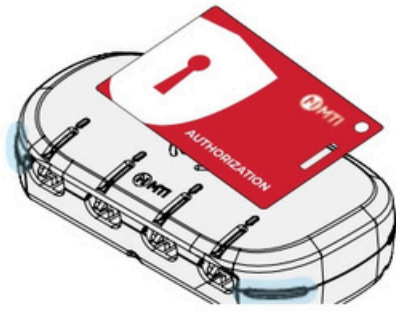


- 3 System will auto-arm after 1 minute, or arm immediately by holding an enrolled User Card over the RFID Icon.



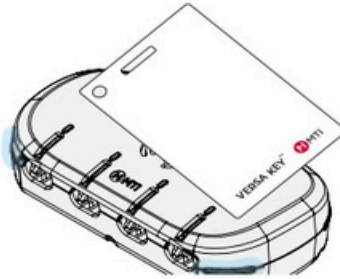
MINI SENSOR CABLE INSTALL

- 1 Place Authorization Card over the RFID icon to register to system. LED will be solid blue.

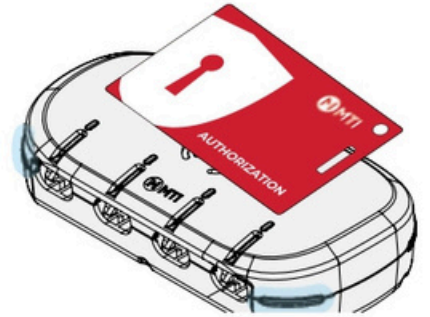


 System must be disarmed to perform this operation.

- 2 Place the User/Access Key you want to add over the RFID icon. If successful → unit beeps 2 times Repeat process for all User/Access Keys until they are successfully added.

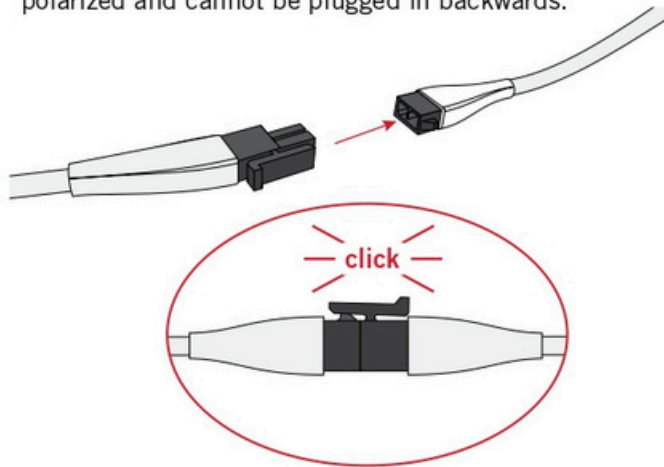


- 3 To close Enrollment mode, place the Authorization Card over the RFID icon. Enrollment mode will end automatically after 3 minutes of no use. LED will then be intermittently flashing white.

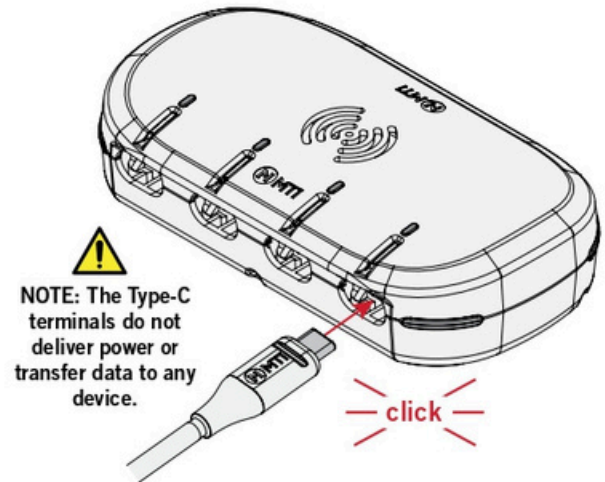


MERCHANDISING

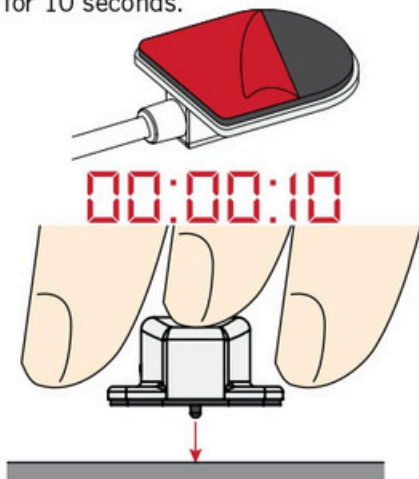
- 1 Plug sensor cable into the small adapter cable. They will lock together with a "click" The connectors are polarized and cannot be plugged in backwards.



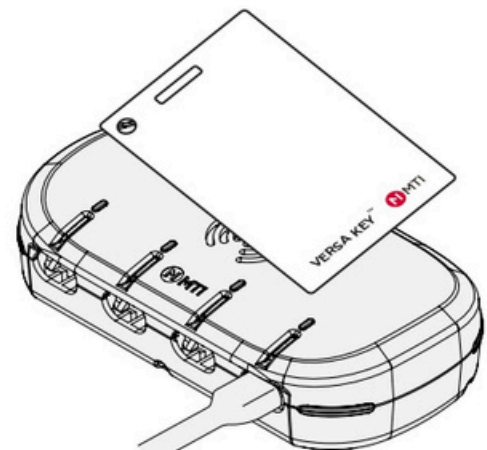
- 2 Plug the USB-C system end (marked with the MTI logo) of the sensor into the CX Flex until it clicks.



- 3 **Mini Sensor** Peel the clear film (shown red for clarity) from the VHB adhesive and press firmly onto the product for 10 seconds.



- 3 System will auto-arm after 1 minute, or arm immediately by holding an enrolled User Card over the RFID Icon.



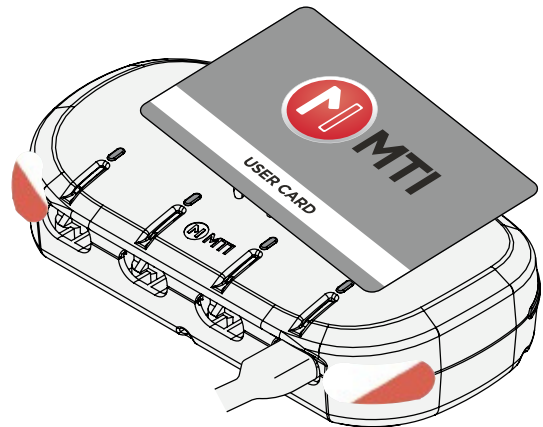
- 1 To silence an alarm, hold the user card over the RFID icon. To disarm after silencing an alarm, hold the user card over the RFID icon again (2 + 4 beeps). Alarm events on any port will trigger an alarm, and the LEDs for the affected individual port or ports will flash red/white along with the system (side) LEDs. Other armed ports LEDs remain white.



NOTE: If the issue causing the alarm is corrected while the system is still alarming, holding the card over the RFID icon will immediately re-arm the system (2 beeps).

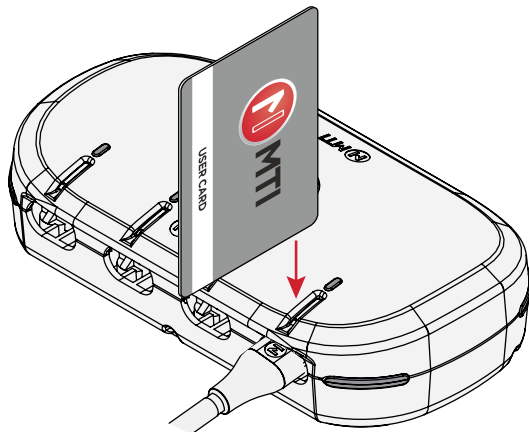
If the issue causing the alarm is resolved after silencing the alarm, the system will automatically re-arm after 1 minute without using the RFID card, or re-arm immediately by holding the User/Access Key over the RFID icon. (2 beeps).

2 + 4 beeps indicates card was successfully read (2 beeps), but can't arm the system or all ports that are in use (4 beeps).

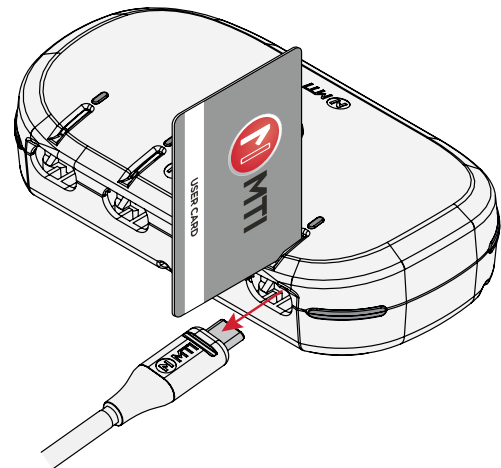


CABLE REMOVAL

- 1 Insert a corner of the RFID card into the slot and press down until the cable detaches.

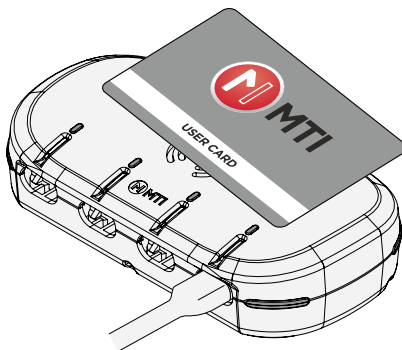


- 2 Remove the cable.

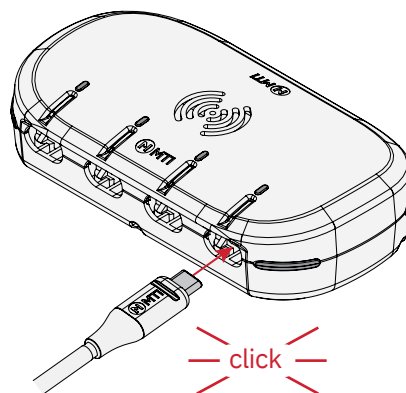


REMERCHANDISING

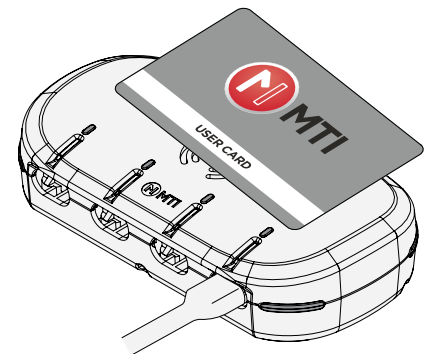
- 1 From an armed state, place the User/Access Key over the RFID icon to disarm the system. LED will be flashing white. Then remove the cable.

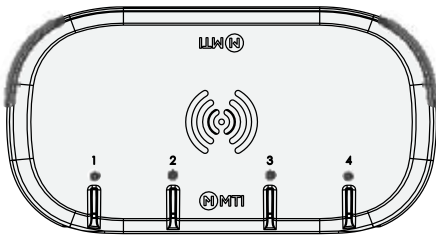
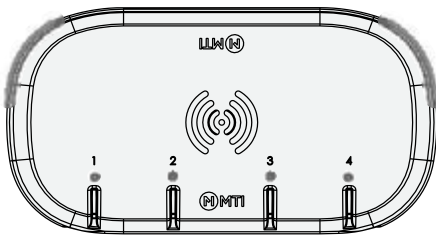
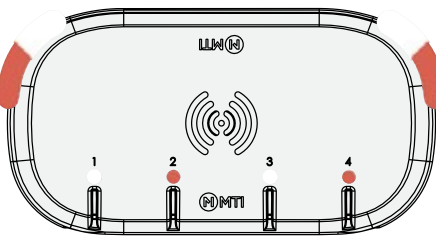
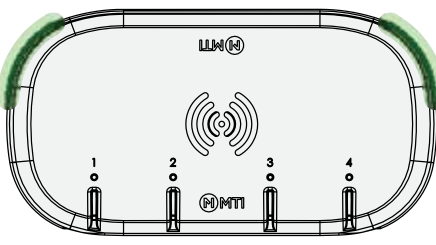
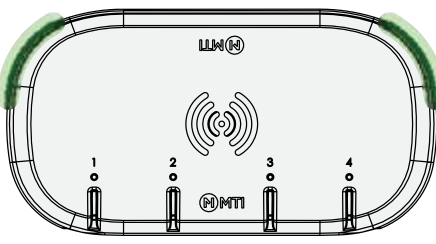


- 2 Insert new cable until it clicks.



- 3 Re-arm by holding user card over RFID icon or system will auto-arm after 1 minute.

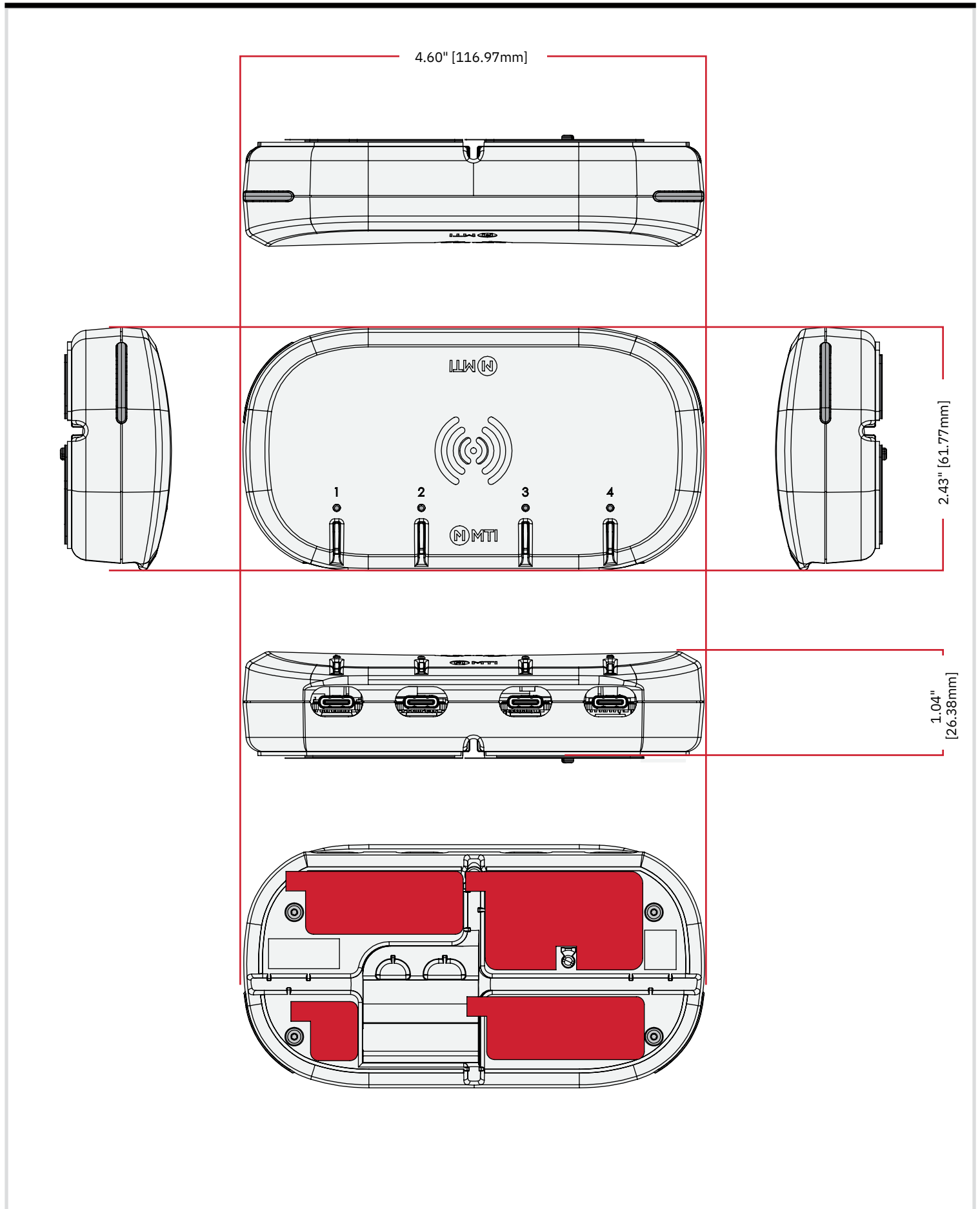


Visual Reference	System Status	Condition	Solution
	System LEDs are solid white.	Armed	One or more ports of the system are armed. Some ports may be disarmed if they were not properly merchandised.
	System LEDs are flashing white.	Disarmed	System is disarmed and is ready to merchandise or re-arm.
	System LEDs are flashing red and white.	Alarming	One or more ports of the system have triggered an alarm and require immediate attention, an alarm condition on any single channel will trigger the alarm.
	System LEDs are flashing green.	Default mode	System has no enrolled User/Access Keys or Authorization Card. Follow key enrollment process. NOTE: System will arm in this state if merchandised.
	System LEDs are solid green.	Ready to Whitelist	System has an Authorization Card, but does not have any User/Access Keys enrolled. Follow key enrollment process.

Visual Reference	System Status	Condition	Solution
	System LEDs are flashing blue.	Connect Pairing Mode	In Connect Pairing Mode; LEDs return to previous color when Pairing is complete; times-out after ~1.5 minutes.
	System LEDs are solid yellow.	<ul style="list-style-type: none"> Armed, paired with connect but not communicating to Connect Network. Delete User/Access Keys Mode (if using authorization Card) 	<ul style="list-style-type: none"> Ensure Connect Network is operating properly. Hold Authorization card again to complete they key deletion process, allow the countdown timer to expire to NOT delete all enrolled User/Access Keys
	System LEDs are flashing yellow.	Ready to be Armed, paired with a Connect Network, but not communicating with the Connect Network.	Ensure Connect Network is operating properly.

PORT LED STATUS INDICATORS

Armed	Alarming
<p>System and Port LEDs are solid white.</p>	<p>System LEDs and Alarming Port(s) are flashing red and white.</p>



The MTI Connect HUB has the option to use its integrated web service to configure itself as a Wi-Fi client to another available wireless network, instead of requiring an ethernet cable.



REQUIREMENTS

- ✓ A device that can act as a hotspot (Android/iOS/Cellular Router/Wireless App)
- ✓ A second device to access the broadcasted wireless page

Note: Wireless AP has to be 2.4Ghz (NOT 5GHZ) and cannot be a sign on page login.

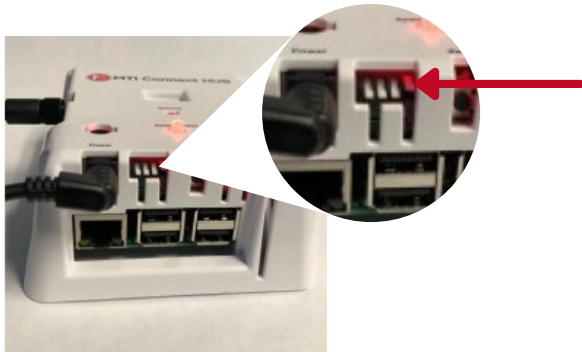
Author: S. Raymond and C. Weller

Revision Date 1.12.22

Step-by-Step Instructions:

STEP 01

The DIP switch is located on the upper front side of the HUB between the Power input and the Reset button.



STEP 02

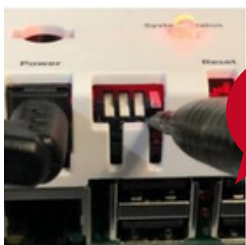
Using the tip of a small screwdriver or similar, counting from the left, flip the *fourth* DIP switch from its current position that of the opposite direction.



STEP 03

If it is UP change it to the DOWN position or vice versa.

After rebooting itself, the MTI Connect HUB will broadcast its SSID as: MTI-WiFi-Setup



Note: The system status light will blink white while the hubs Wi-Fi SSID is being broadcasted. Please wait until you see blinking before proceeding

STEP 04

Using a laptop, mobile device or tablet, you will now be able to connect directly to the HUB's wireless network.

Note: The secondary device (not the hotspot) should be used to access the wireless network



Step-by-Step Instructions:

STEP 05

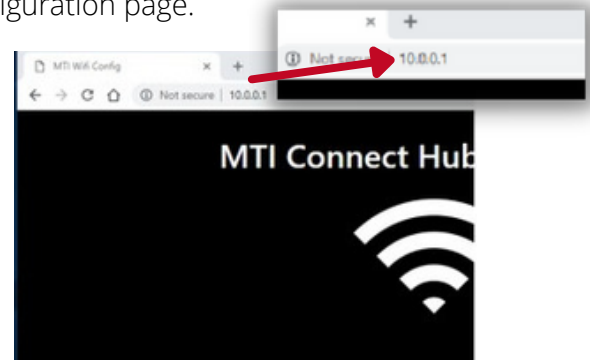
Configure the Wi-Fi settings of your device to access the HUB via the SSID **MTI-WiFi-Setup**

Note: this image shows Windows, but your devices basic network parameters will apply



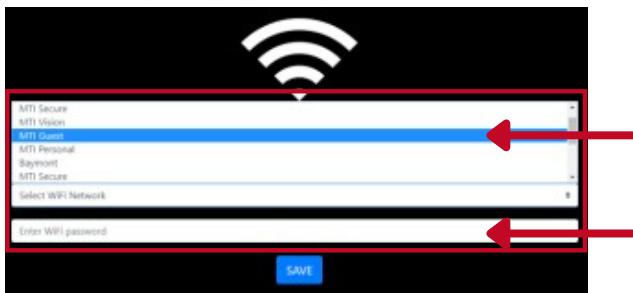
STEP 06

Using you device's web browser, enter this IP Address: 10.0.0.1 to get the HUB's configuration page.



STEP 07

Select a Wi-Fi SSID from the list of available wireless networks. Enter a password or leave blank if you are connecting to an open network.



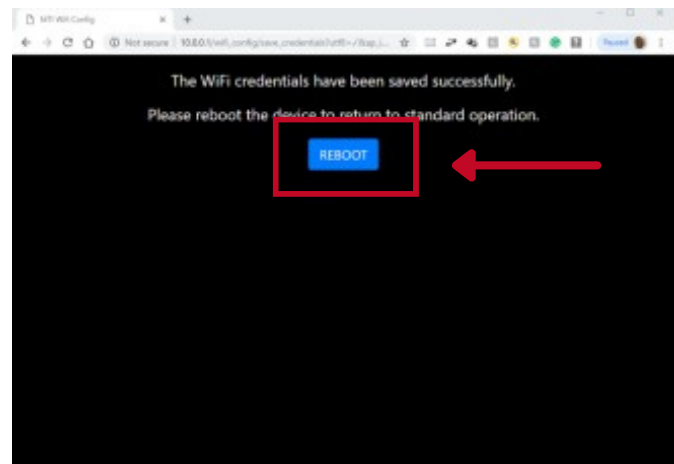
STEP 08

Select the SAVE button to accept your configuration.



STEP 09

Select the REBOOT button to restart the HUB connected to your configured Wi-Fi network.



MTI Support Channels

(Questions or issues)

Call MTI at 1.800.305.1043 for support

- Troubleshoot with MTI for no longer than 25 minutes
 - If issue persists, request a break-fix technician to be dispatched to the store to resolve the issue within 24 hrs.
- For non-urgent issues:
 - Option to self-Assess w/ User Guides
 - Option to email MTI at connectsupport@mtigs.com for support (Questions or issues)
 - Option to Chat with MTI at [mtigs.com](https://www.mtigs.com) for support (Questions or issues)

Hours of operation:

- Technical support team – M – F, 7a – 7p PST
- Customer service team – M – Sa, 6a – 6p PST
- No coverage on Sundays