EQUIPMENT TROUBLESHOOTING: CONNECTIVITY

v. September 2024

IDENTIFY OR RULE OUT INTERNET CONNECTIVITY FIRST

- Poor internet connectivity can cause a cascade of other issues

- Identifying or ruling out internet connectivity allows you to confidently move on to the next steps in troubleshooting

- Replacing equipment while ignoring internet connectivity will result in the same issues manifesting themselves with the new equipment

TEST EQUIPMENT & BUILD CONFIDENCE PRIOR TO EVENT

Connect and test the equipment in your office -

- Your office will generally have a strong and reliable WiFi connection
- This is a great way to determine if the equipment is functioning properly
- Seeing the equipment and the Gate App function properly can be a huge confidence boost prior to your event taking place
- If everything connects and works while connected to strong WiFi, then the issues you may be experiencing will generally stem from on-site internet
- If the equipment still doesn't operate properly while connected to strong WiFi, then that will indicate the need to troubleshoot the devices further

RECOMMENDED INTERNET CONNECTION SPEEDS

Desired results for internet speed tests may vary depending on the intended use of the internet connection, but generally a minimum range of *10+ Mbps download speed and 2+ Mbps upload speed* is considered a good indicator of a reliable and fast internet connection. However, these numbers are not absolute requirements and some applications may require faster speeds to function optimally.
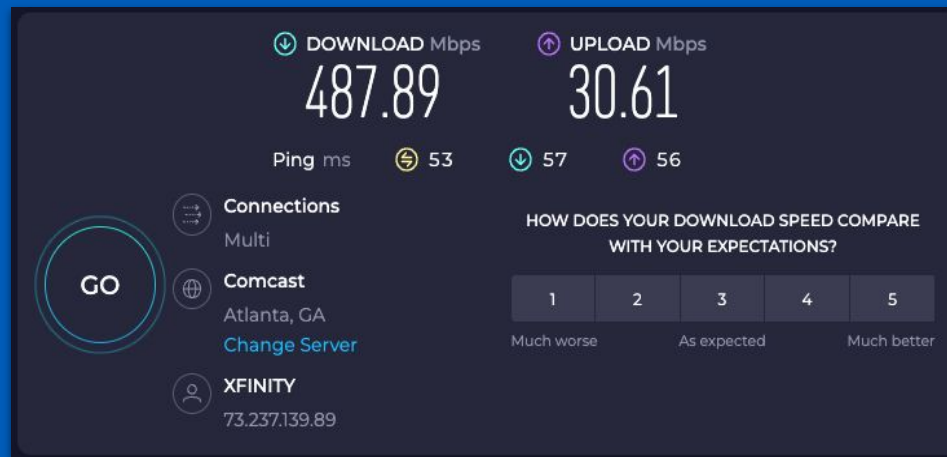
INSTRUCTIONS FOR RUNNING AN OOKLA SPEED TEST

Here are the instructions to run an **Ookla Speed Test:**

1) Go to the Ookla Speedtest website or download the Speedtest app on your device.

2) Make sure that you are at the location where the event will be taking place.

3) Connect to the same internet connection that will be utilized during the event. If you're testing a Wi-Fi connection, make sure that you're connected to the same network that will be used during the event.

4) Close any unnecessary applications on your device to ensure that the speed test is not affected by any other processes running in the background.

5) Run the speed test on the device that you will be using during the event. This will provide the most accurate results for your specific device and its capabilities.

6) Click the *Go* or *Start Test* button to begin the speed test.

7) Wait for the speed test to complete. The test will typically take a few seconds to a minute to complete.

8) Review the results of the speed test, paying attention to the download and upload speeds. If the results fall within the desired range (e.g. 10+ Mbps download/2+ Mbps upload), the internet strength is likely not an issue. If the results fall below the desired range, consider troubleshooting the connection or finding an alternative solution for the event.

HOW TO IDENTIFY CONNECTIVITY ISSUES

Connectivity issues refer to problems with the internet connection used to run the point of sale system. This can include issues with slow or non-existent internet connection, as well as problems with the connection between the point of sale equipment and the HomeTown Gate app.

Here are some common internet connectivity issues that may occur when using the Gate app with a WiFi network, a mobile hotspot, or mobile data:

- Poor or weak WiFi signal or network coverage.
- WiFi network is not working or down.
- Inadequate mobile data plan or coverage.
- Device is not connected to the correct WiFi network.
- Network firewall or security settings blocking access to the app.
- Slow or unstable mobile hotspot connection.
- Network congestion or interference causing connection issues.
- Limited network bandwidth or capacity causing connection issues.
- Network restrictions or limitations on the device or service provider level.

* Please note that this is not an exhaustive list, and other issues may occur.

POSSIBLE CONNECTIVITY SOLUTIONS

Improve Internet Connection at Desired Gate Location (Involve School/Organization IT if possible)

- Install new WiFi capabilities if they do not already exist at that location

- Extend current nearby WiFi coverage to include gate location

- WiFi is by far the recommended option, however, utilizing a mobile hotspot or a mobile data plan can be used as a back up until proper WiFi can be established

Relocate the Gate to a Better Location

- Position the Gate at a location that is within range of current WiFi

- Position the Gate at a location that has better mobile data reception

  - For example, away from possible obstructions such as trees or certain building materials like aluminum siding

CONNECTIVITY WRAP UP

- Connectivity is not always the issue, but HomeTown's Support Case Study shows that it is a major contributor to multiple types of POS (Point-Of-Sale) issues

- Identify connectivity issues first and then move onto additional troubleshooting steps as needed

- You as the school/organization, along with your IT team will be largely in charge of addressing internet connectivity issues

- Demonstrating how the equipment and Gate App operate in a location, like your athletic office, can help identify equipment issues as well as boost confidence

- Make sure the internet connection at the gate is strong, or move the gate to the internet