



DICKSON RF Gateway User Guide

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DICKSON RF Gateway User Guide



RF Gateway for DicksonOne

This Quick-start Guide presents an overview of the Dickson RF Gateway, with setup and connection instructions to get your device up and running.

What's in the box



Set Up Your Gateway

Before you begin

- If you already have a gateway at your facility, you can skip these steps and proceed to *Setting up your RF Data Logger* or continue reading to set up an additional gateway.
- The gateway can be powered with the included AC adapter or power over ethernet (PoE).
- This device is similar to a WiFi access point, while easier to configure, it may require IT to provide information to ensure that it is correctly
- The gateway requires an internet connection and by default is configured to work out of the box using ethernet with DHCP but does support static IP addresses as well as WiFi

Note: Write down the Serial Number on the back of the gateway *before* mounting it as you'll need it during configuration. IT may also need the MAC address so please note that as well.

Configuring WiFi connection, Static IP address, and/or Proxies

Configure the gateway to use a static IP address using the following steps:

1. Power the device using the AC adapter
2. Connect to the gateway's broadcasted WiFi network, the SSID will look like "DKSN-####" where the numbers are the last four digits of the gateway's MAC address which can be found on the bottom of the The password is **Dickson####** (# are last 4 of MAC address)
3. Using your preferred Web browser, go to 168.230.1
4. The user will be prompted to create a password upon first
5. Login in with username "**root**" and the password you just created (keep your password somewhere safe as it may be needed in the future to edit settings).
6. Once logged in, go to the appropriate page to configure the desired settings and follow the instructions on that
7. For WiFi connection, set "mode" to "Client".

Register the RF Gateway to your DicksonOne account

Registering the gateway to your account will automatically associate your RF loggers to your account, making the logger registration process a breeze.

Follow these steps to add the gateway to your account:

1. On DicksonOne, go to: **Manage > Gateways**
2. Click the "Register New Gateway" button
3. Enter the information for the gateway including *Name*, *Gateway Serial Number* (located on the back of the device), and the *Location* for where this gateway will be located
4. Click "Register Gateway"
5. A message indicating that it has been added will be displayed, and you'll be redirected to the gateways overview You can now move on to adding RF data loggersPower the device using the AC adapter

Troubleshooting

If you receive a message that says:

No gateway could be found with that serial number. Please confirm the serial number.

This likely means that the gateway hasn't successfully connected to the internet or is blocked by the IT settings on your network. To resolve this we recommend the following:

- If you configured with WiFi, static IP, or other advanced configurations, try running through the process again paying special attention to spelling, punctuation, capitalization,
- If that still doesn't work or you're trying to connect via ethernet, it's likely something IT related and you should contact your IT You may need to confirm that the FQDN [dicksonone.nam1.cloud.thethings.industries](https://www.dicksonone.com/) is on the safe-list for UDP port 1700.
- If your IT department can't help or you don't have an IT department, please be sure to have the MAC address from the bottom of the device when you contact us at

DicksonOne Account

Log into or create your DicksonOne account at <https://www.dicksonone.com/> to get started with:

- Device management
- Adding users
- Creating alarms
- Configuring reports
- and more

DicksonOne Subscription

A DicksonOne subscription is required to enable all features. Accounts may have an active subscription already and the account administrator can verify by going to DicksonOne.com and navigating to **Manage > Billing**. Contact your sales rep or via support (contact details provided below).

Manage Locations, Users, Alarms, Reports and more on DicksonOne

A DicksonOne subscription is required to enable all features. Accounts may have an active subscription already and the account administrator can verify by going to DicksonOne.com and navigating to **Manage > Billing**. Contact your sales rep or via support (contact details provided below).

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References

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