

Indyme WiFi Call Button

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Overview

This Quick Start Guide describes how to provision, install and troubleshoot the Indyme WiFi Call Button.

The Call Button is battery-powered and spends most of its time in sleep mode to save battery power. When a shopper presses the button, it wakes up, connects to the store WiFi, and sends a "help" trigger to the Indyme Cloud via the store WiFi. The Indyme Cloud then triggers a message to be sent to the customer-desired output, including Indyme Hubs to play the correct audio message on 2-way store radios or overhead-PA amplifier.

Call Button needs to be configured with the **store WiFi credentials to operate**. The WiFi Call Button can receive these store WiFi credentials automatically when using an Indyme VCE/VCU or DH300. When using other forms of output systems for messages, the WiFi buttons must be configured manually.

Voice Assurance Audio Messages

Currently, three voice assurance messages are available inside the Call Button. This is the audio that plays when a particular button is pressed or when a network error occurs, is configured in the cloud and not adjustable locally.

Location	Audio Message Locations
0	Assurance Message – “ <i>Thank you, somebody will be with you shortly</i> ”
1	Reset Message- “ <i>beep, beep, beep</i> ”
2	Network Error Message– “ <i>I am sorry, an associate could not be reached at this time.</i> ”

Provisioning WiFi Call Buttons

Provisioning with a Hub

1. The Hub needs to be connected to the internet via a switch and network port
2. Ensure that the WiFi Call Button is within 10 feet of the Hub
3. Power on the WiFi Call Button near the Hub, by pulling the battery tabs
4. The button connects to the Hub's internal WiFi signal
 - a. Once the battery tabs are pulled, the button will flash yellow while trying to connect.
 - b. The button will flash green then go blank (no color). This indicates button provisioning a success. (See fig. 1)
 - c. Any other color sequence see table on last page, WiFi Call Button LED Diagnostics.
5. The Hub acts like a gateway to pass through the final store WiFi credentials to the WiFi Call Button
6. The WiFi Call Button automatically reconnects to the store WiFi and is ready to use

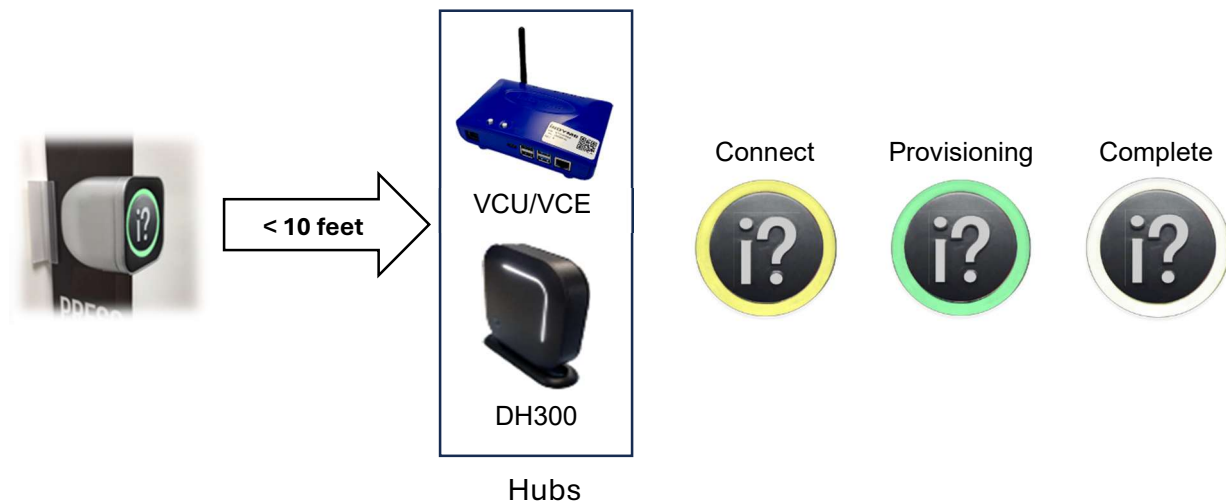


Figure 1 – Hub and button LED's

Provisioning Manually

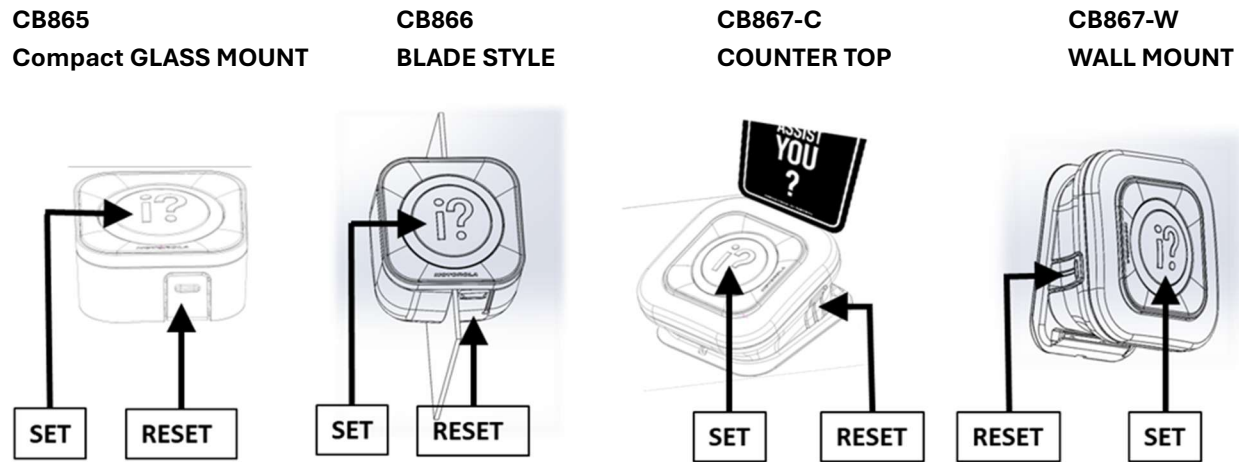


Figure 2 – Set and Reset buttons

WiFi Programming

WiFi credentials are configured using a phone.

1. Press and hold the Reset button (keep pressed).
2. Press and release the Set button three times. The LED should flash red with each press.
3. Release the Reset button.
4. The LED should turn light blue. (button will reset to normal mode if any button is pressed, five minutes has elapsed or configuration is complete.)
5. Connect a phone to the WiFi to the SSID CBAP_<uid of device> (figure 3)
 - a. E.g.: CBAP_5qxl5pvqg5r
6. Open up a web browser on the phone and access 192.168.0.1.
7. A web page will be displayed that has the current WiFi credentials.
8. Change the values that need to be updated.
9. Press the Submit button.
10. The Call Button reboots and connects to the local WiFi and then to the cloud.

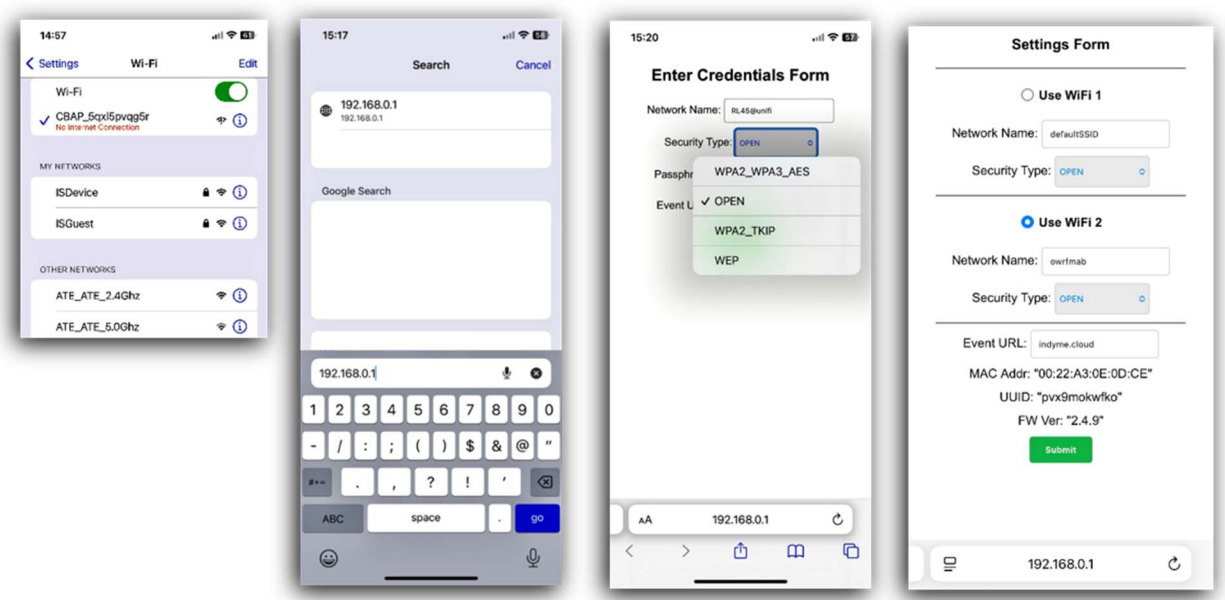


Figure 3

Cloning process

A WiFi connected Call Button can be used to program WiFi credentials for other Call Buttons, using Clone Mode. When a device is in Clone Mode, other Call Buttons can be put into Learn Mode where they retrieve the WiFi credentials from the device in Clone Mode.

Entering Clone Mode

1. Press and hold the Reset button.
2. Press and release the Set button four times. The LED will flash red with each press.
3. Release the reset button.
4. The LED will turn light purple or pink.
5. Clone mode will exit on its own in 5 minutes or can be exit by pressing either the Set or Reset button.

Entering Learn Mode

1. Press and hold the Reset button.
2. Press and release the Set button five times. The LED will flash red with each press.
3. Release the Reset button.
4. The LED will turn yellow and then flash yellow as it tries to find the device in Clone Mode.
5. If it successfully connects to the Clone Mode device, the LED will turn green briefly as the WiFi credentials are received and then will begin to flash yellow as it searches for the store AP.
6. When successfully connected, the flashing yellow LED will stop and then LED will flash white briefly.

Updating Button Configurations

After a button is connected to WiFi, it should automatically download its configuration from the Indyme Cloud. To force the unit to update its configuration, for instance after changing configuration in the cloud, do the following steps:

1. Press and hold the reset button until the LED turns green (approximately 5 seconds).
2. Release the button.
3. Press the Reset button again.
4. The LED will turn yellow as it finds the access point.

Troubleshooting — red + blue flash codes

When something fails, the LED flashes **some red flashes, then some blue flashes**, and repeats the pattern a few times. **Count the red flashes, then the blue flashes**, and look it up:

Red	Blue	Problem	What to do
1x 	3x 	Button cannot find / connect to the WiFi store network	Wrong SSID/Password or out of range. Check the network name and signal; re-run setup.
1x 	1x 	Connected to the WiFi store network, but no IP address received	DHCP or DNS server problem on the store network. Check the store router/DHCP configuration; confirm the DNS server assigns IP addresses.
1x 	2x 	Cannot connect to the Hub while trying to provision	Verify Hub power, out of range (< 10 feet/ 3 meter), or more than one Hub active inside the same store. Confirm the Hub is on and in range, then retry.
2x 	1x 	Button isn't set up to provision (obsolete with version 2.6.3)	This unit wasn't enabled for provisioning at the depot. Use a properly configured unit.
1x 	4 / 5 / 6 	Bad cloud address/port/config	A configuration value is wrong. Flag for depot/engineering — not field-fixable.
2x 	2–6 	Cloud rejected the request	Authorization or account issue (e.g. unauthorized/not found). Flag for depot/engineering.

Tips

- **Press RESET to stop** an error flash pattern.
- For "can't find WiFi / no IP / can't reach Hub," the usual fix is to move closer, confirm the right network, verify the WiFi works for other devices, then retry (re-insert batteries or repeat setup).
- Codes flagged "depot/engineering" mean the button's stored configuration is wrong — these cannot be corrected from the field.

An audio message may also play when a SET press fails to connect — that's the button's "network error" prompt, another sign setup is not complete.