Overview:

This Quick Start Guide will describe how to use the various features of the Indyme WiFi Help Button.

Configuration:

Configuring the WiFi help buttons is implemented via a UI of the Indyme Cloud Controller.
There is no method to change any configuration values locally.

Voice Assurance Audio Messages:
Currently three voice assurance messages are available inside the help button. This is the audio that plays when a particular button is pressed or when a network error occurs, is configured in the cloud. (Optional, the set and reset buttons can be configured to play up to 4 messages.)

| Location	Audio Message Locations
0	Assurance Message – "*Thank you, somebody will be with you shortly*"
1	Reset Message- "*beep, beep, beep*"
2	Network Error Message– "*I am sorry, an associate could not be reached at this time.*"
3	Not used
4	Not used
5	Not used
6	Not used
7	Not used
8	Not used
9	Not used

Indyme Wi-Fi help button On-Site Provisioning

Configure the WiFi credentials through a webpage on the help button.

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. Now release the reset button.
4. The LED should turn light blue.

CB865
Compact GLASS MOUNT

CB866
BLADE STYLE

CB867-C
COUNTER TOP

CB867-W
WALL MOUNT
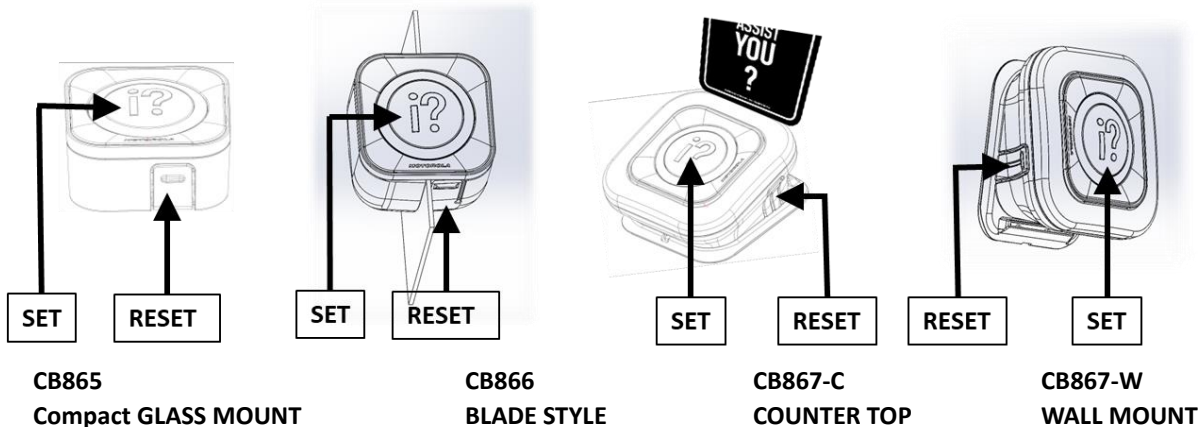
5. With your phone connect the WiFi to the SSID CBAP_<uid of device>
    a. E.g.: CBAP_5qxl5pvqg5r
6. Open up a web browser on your phone and access 192.168.0.1
7. A web page will be displayed that has the current WiFi credentials.
8. Change the values that need to be updated.
9. Press the Submit button.
10. The help button should reboot and connect to the local WiFi and then to the cloud.
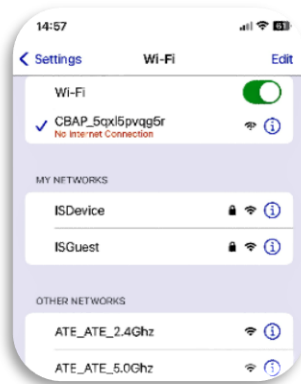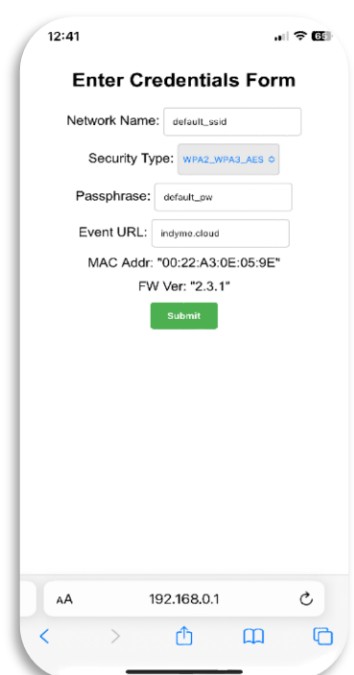
Select help button SSID:
CBAP xxxxxxxxxxx

Enter in web browser:
192.168.0.1
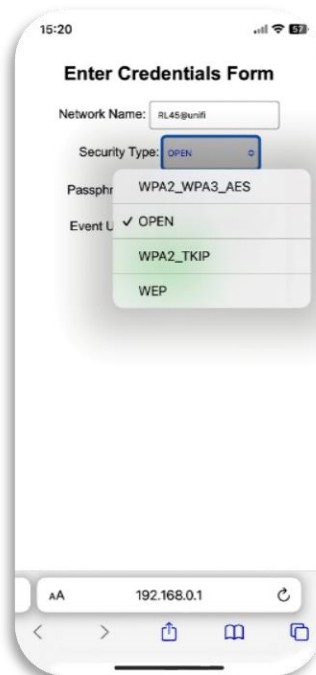
- *Enter store SSID*
- *Select Security Type*

- *Enter passphrase*
In case security Type is
OPEN, keep passphrase
field empty
- *Press [Submit]*

If a help button has successfully connected to the WiFi, then it can be used to program the WiFi credentials into other help buttons. It can be put into Clone Mode. When a device is in Clone Mode, other help buttons can be put into Learn Mode where they then connect to the device in Clone and retrieve the WiFi credentials.

Clone process: Duplicating provisioning setting into other help buttons

Put a device that has successfully connected to the WiFi into Clone Mode.

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

Put a device into Learn Mode.

1. Press and hold the reset button.
2. Press and release the set button five times. The LED should 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.

Forcing a diagnostic transmission:

Forcing the unit to send a diagnostic transmission will allow the cloud to update the units FW or configuration.

To force the unit to send a diagnostic transmission, 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.

LED flashes and meanings:

WiFi Help Button LED Diagnostics	
Wi-Fi Help Button State	**LED color and flashes**
Finding an AP	Yellow or flashing yellow
Updating FW	Solid light-blue
Updating audio	Solid light-purple
Attention LED	5 quick flashes. Default color is white, but could be configured to be another color.
Set button activated	Flashes quickly for 10 seconds and then slows to flash once every 1 and ½ seconds. Color is configurable, the default is blue.
Provisioning through the hub	Flashes Yellow until Hub AP is found, then LED will turn light-green briefly as the WiFi credentials are received. Then LED will turn off.
Reset button press	LED is yellow as unit tries to find the AP. LED will turn off after AP is found and packet sent. LED will turn on a peach color, briefly, when the unit is ready to be activated again. Until the peach-colored LED turns on, the unit cannot be activated.
Error Flashes Below	
No IP received from DHCP server.	Flash red once, Flash blue once, pause. This repeats six times.
Can't find the Hub AP	Flash red once, Flash blue twice, pause. This repeats six times.
Can't find Store AP (AP offline, wrong SSID, wrong passphrase)	Flash red once, Flash blue three times, pause. This repeats six times.
Can't connect to cloud controller because of port	Flash red once, Flash blue four times, pause. This repeats six times.
Can't connect to cloud controller because of URL	Flash red once, Flash blue five times, pause. This repeats six times.
Bad Configuration, UID or Access Token	Flash red once, Flash blue six times, pause. This repeats six times.
HTTP Error Flashes Below	
400 – Bad Request	Flash red twice, Flash blue twice, pause. This repeats six times.
401 -Unauthorized	Flash red twice, Flash blue three times, pause. This repeats six times.
403 - Forbidden	Flash red twice, Flash blue four times, pause. This repeats six times.
404 – Not Found	Flash red twice, Flash blue five times, pause. This repeats six times.
Unknown Error	Flash red twice, Flash blue six times, pause. This repeats six times.