



# TripTix Windows

## Offline Quick Reference Guide

*June 2018*

TripTix®

## Quick Reference Guide

### Resolve Connectivity Issues

#### Introduction

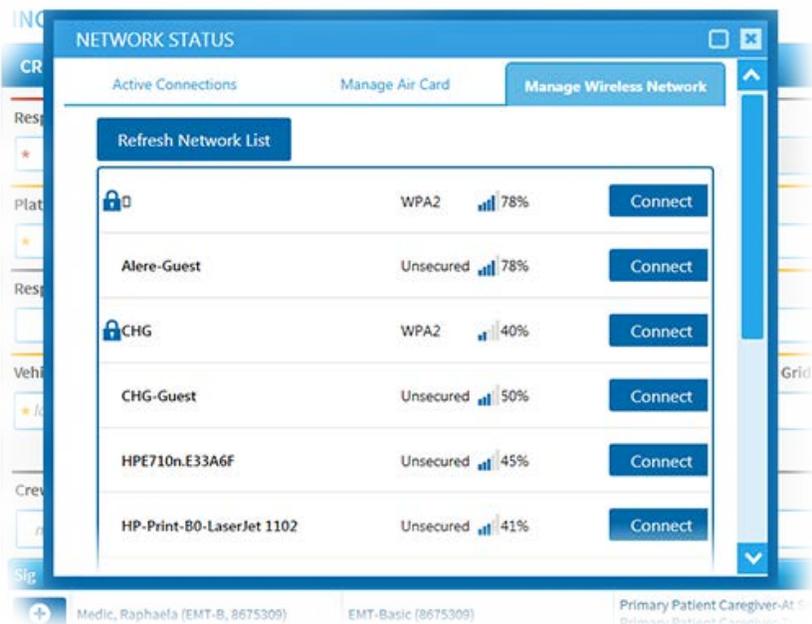
Maintaining online capabilities is essential to the functioning of both TripTix and CDX. When in the field, however, it is possible for your mobile device to be offline. During these times, there are several actions you can take to reconnect to the Internet, of which are outlined below. If the described resolutions do not rectify connectivity issues, contact Support at 888-735-9559.

#### Resolutions

Take the below actions to resolve connectivity issues with your mobile device. If further troubleshooting is required, contact Support at 888-735-9559.

#### Connect to a Wireless Network

To resolve connectivity issues, you must first view your network status. The *Network Status* window opens when you tap the network status icon in the bottom left corner of every page in TripTix. From this window, you can manage your active connections, air card, and wireless network connections. Locate the network you want to access, and tap its associated **Connect** button.



## Connect to a LAN Network

If you cannot gain wireless access, plug a LAN cable into your device to gain Internet connectivity.

## Restart

If the device still won't connect, save and exit any open run records. Then, open the Main Menu and tap **Power**, followed by **Shutdown/Restart**.

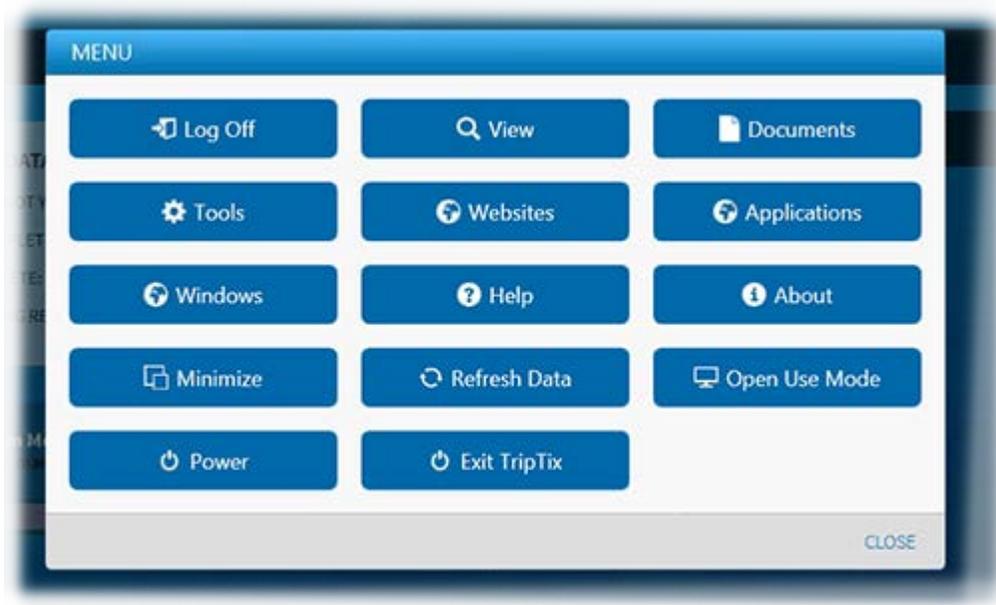
**Note:** Do not press and hold the power button while a run is open in an effort to reboot a device – this could cause run corruption.

After shutting down, the device can either be turned back on or restarted again.

## CF-20-specific Resolutions

For users with CF-20 devices, attempt the following device-specific resolutions to reconnect:

1. Open the *Network Status* window to confirm whether there is an active connection.
  - a. If a connection is not active, go to the **Manage Air Card** tab and manually connect or disconnect to the air card.
  - b. In this same window, verify that **Airplane Mode** is not toggled **On**.
2. Confirm the device is not connected to a WiFi network such as Xfinity that requires TOS agreement after connecting.
3. Reboot the CF-20 using the menu's **Power** options in TripTix Windows.



## CF-19-specific Resolutions

### Turn on the Wireless Switch

If you are using a CF-19, shut down the device and then verify that the wireless switch is turned on. To do so, open the side hatch and verify that the switch is set to on. Close the hatch, and then power up the device to see if connectivity is restored.



### Verify the SIM Card Placement

If you are using a CF-19, shut down the device and then open the back soft hatch to see the SIM card. Gently press in on the card to release it and then press it back in to seat it; you do not need to remove the card from the slot at any point. Close the soft hatch and power the device up to see if connectivity is restored.



If your device still won't connect to the Internet after taking the above measures, connect your device to a LAN cable and call Support for further troubleshooting.

For more information, call Support at 888-735-9559 or email [support@intermedix.com](mailto:support@intermedix.com).