Orisent

TCU Internet Connection Instructions

An internet connection ensures your system pushes information to our cloud servers.
If you've opted into subscription services, your phone app and user portal will not communicate with the rest of your system, and SMS notifications will not work.
Without a reliable, constant connection, we do not have the information to facilitate remote support.
If your TCU has lost connection, the connection type in the bottom left corner will be red.

Connecting Via Ethernet Cable:

- Your TCU will come enabled for an ethernet connection
- To connect your TCU, simply plug an ethernet cable into the ethernet port at the bottom of the TCU
- Your TCU should be online immediately

Connecting Via WiFi:

1. On the dashboard of your TCU click SETTINGS, then click EXIT (which will make the TCU exit the app)
2. Enter the installer code: 170210
3. Wait a few seconds then either:
   a. The screen will show a box with the SafetyManager launcher. Press the Just Once button. Then follow the next instruction.
   b. The screen will show a clock and a circle with six dots. Press this circle.
4. A page will display with a number of apps. Find the Settings app.
5. Find your business WiFi router name and enter the password (you'll need to get this from your IT team).
6. At the bottom of the next screen click the circle.
7. Wait a few seconds then either:
   a. The app will restart and connect with a green tick next to Ethernet. The TCU will automatically navigate back to the dashboard.
   b. The SafetyManager launcher will appear again. Select Always and the TCU will return to the dashboard.
8. If the connection is successful, the the name of the network will appear in the bottom left corner.
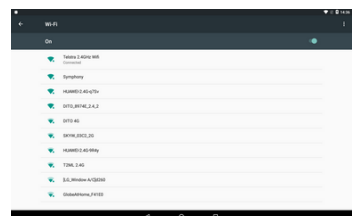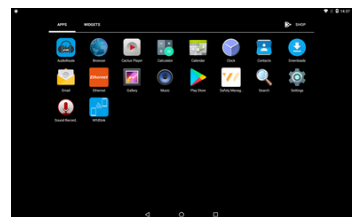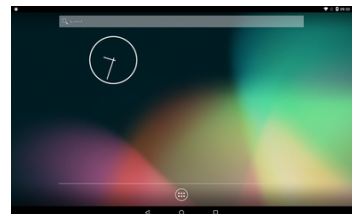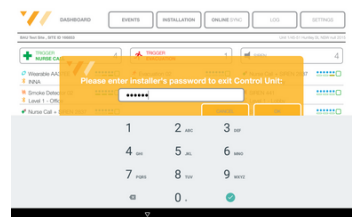
IMPORTANT: if your business resets its password regularly you will need to undertake this process every time it changes.

Connecting Via SIM:

1. If you have opted to use an Orisent SIM, this will already be inserted. Power up the TCU and the connection will already work.
2. If you opt to use your own SIM, please contact our tech support team on the number below.