

Why is it important to find an optimal WiFi network for Zamboni Connect™?

As your Zamboni machine resurfaces your ice sheet, it constantly gathers data. At the end of an ice resurfacing session, this data is stored on the Zamboni Connect module on the machine ready to deliver to the Zamboni Connect server in the cloud whenever it is next connected. Having a WiFi signal in the Zamboni machine room is optimal as it would then be able to send all data related to the resurfacing up to the cloud right after the session. If the WiFi signal is only present while on the ice sheet, partial amounts of data would be transferred up to the cloud during resurfacing and the last bit of data towards the end of the session would be stored on the Connect module ready to deliver to the cloud whenever it is next in range. Should your WiFi signal be spotty (not have a minimum of -70 dB) you may experience delays between your resurfacing sessions and your machine Connect data appearing in the cloud.

We also want to caution you against using an open (not password protected) WiFi network for transferring your Connect data up to the cloud. Your unencrypted network traffic is then clearly visible to everyone in range. Hackers could see your data if you choose to send it across an unencrypted WiFi network.

Following the steps below will allow you to pinpoint an optimal WiFi network for your Zamboni Connect.

#1 Scan for a WiFi network in your facility

Start in your Zamboni machine room. While walking in your machine room, use your smartphone / tablet / laptop to scan for a WiFi network.



Did you find a WiFi network in your Zamboni machine room?

YES **NO** -----> Use your smartphone / tablet / laptop to scan for a WiFi network while walking around your ice sheet(s) and elsewhere in your facility.

Did you find a WiFi network elsewhere in your facility?

YES **NO** ----->

We recommend you contact your local internet provider and get internet access and WiFi wired to your Zamboni machine room.

Great you found a WiFi network!

#2 Is this a secure network? (password protected)

YES **NO** -----> This is a public access WiFi network, similar to what's found in coffee shops. We don't recommend sending your Zamboni Machine Connect data through a public network.

Is this network managed by your facility?

YES **NO** ----->

Go to Step #3

#3 Analyze the strength and speed of the secure, facility managed WiFi network you have found.

- Using your smartphone / tablet / laptop, look at the WiFi strength in settings. Does it say "Excellent" or have full bars? If you want a more accurate signal strength reading, you can download "DrWiFi" app for iOS or "Netgear WiFi Analytics" for Android.
- To assess your WiFi speed, open your browser, go to speedtest.net. Note on smartphones you do not need to install the speedtest app. For iOS: Tap on Safari's address bar. This will bring up Safari's list populated with icons of your bookmarks and frequently visited websites. Pull down on the menu and click "Request Desktop Site". For Android: Tap on Chrome's menu. Tap to check the box for "Desktop site".
- On the Speedtest.net site click "GO". This will run a test of the WiFi Download and Upload speeds.

WiFi requirements for the Zamboni Connect System:

Signal Strength: Excellent or -50 dB to -65 dB is ideal (-70 dB minimum)

Download speeds: 1.0 Mbps (minimum)

Upload speeds: 1.0 Mbps (minimum)

Network name should not contain spaces.

Is the Download and Upload speed of the WiFi network you have found at or above the acceptable range?

YES **NO** ----->

We recommend getting a dedicated router for WiFi for your Zamboni Machine room. You may also consider one of the recommended accessories listed below.

↓

#4 Great you found a network that may work well with your Zamboni Connect system! Please note the following information for the WiFi network you have determined is optimal for your Zamboni Connect Setup.

If you don't have access to the password, please contact your facility's IT Department.

WiFi Network Name: *Network name should not contain spaces.

Password:

Security Protocol: WPA WPA2 (circle one) skip if you don't know

WiFi Network Location in Arena:

If the WiFi network is not in the Zamboni Machine Room, we recommend getting an accessory to get the WiFi into your Zamboni Machine Room.

Recommended Accessories

TP-Link AP500 AC1900 Wireless Gigabit Access Point for Windows 7,8,8.1,10
NETGEAR Nighthawk AC1900 Dual Band WiFi Access Point (EX7000)
NETGEAR Nighthawk AC1750 Smart Dual Band WiFi Router (R6700)
or any router compatible with 802.11 b / g / n.

#5 Additional Considerations

Does your facility periodically change WiFi passwords?

If so, your Connect module will need to have the WiFi password updated in it **before** the password on your network is changed. Login to your Zamboni Connect Account online, go to your Account Settings and add a network with the same name as your current network with the new password. Once this is complete, there will be two WiFi networks listed with the same name, but different passwords. The old network information will be archived for future reference.

Do you plan to move your machines between ice pads?

If so, please repeat steps 1 through 4 for each additional ice pad on which the machine will be used, and record the information for the additional ice pads below.

Do you plan to move the machines between facilities?

If so, please repeat steps 1 through 4 for each facility where the machine will be used, and record the information for the additional facilities below.

| | |
|---------------------------------|--|
| WiFi Network Name: | *Network name should not contain spaces. |
| Password: | |
| Security Protocol: | WPA WPA2 (circle one) skip if you don't know |
| WiFi Network Location in Arena: | |

| | |
|---------------------------------|--|
| WiFi Network Name: | *Network name should not contain spaces. |
| Password: | |
| Security Protocol: | WPA WPA2 (circle one) skip if you don't know |
| WiFi Network Location in Arena: | |

| | |
|---------------------------------|--|
| WiFi Network Name: | *Network name should not contain spaces. |
| Password: | |
| Security Protocol: | WPA WPA2 (circle one) skip if you don't know |
| WiFi Network Location in Arena: | |

| | |
|---------------------------------|--|
| WiFi Network Name: | *Network name should not contain spaces. |
| Password: | |
| Security Protocol: | WPA WPA2 (circle one) skip if you don't know |
| WiFi Network Location in Arena: | |

#6 Next steps

Expect an automated email from Zamboni Connect. The email will give you access to your account.

Login and go to the Account Settings screen and enter all WiFi networks from steps 4 and 5 of this form as soon as possible.

You must do this before your machine(s) ship from the Zamboni factory. Your Zamboni Connect System will not function without the successful completion of this step.

Contact support@zamboniconnect.com for assistance, if needed.