5 Troubleshooting

If clocks cannot be configured prior to installation/power-up:

- Follow the same process outlined in this instruction sheet. After configuration, clocks will appear as partially configured in the Device List until they communicate with inCloud fully; this may take up to 24 hours, but clocks will function normally until that occurs.

- If immediate connection is desired, removing and then reconnecting power to the clocks will command them to communicate with inCloud immediately. This must be performed with each clock if desired.

The inCloud Management Portal is a fast and intuitive tool for setting up, monitoring and managing American Time products. Get your devices up and running more quickly, efficiently manage their status, and easily make changes. inCloud includes features such as:

- Indicators for clock status and time sync
- Signal quality metrics for Wi-Fi clocks
- Remaining battery life for battery-powered clocks
- Default and custom configuration setups, to maintain consistent settings across all clocks

With the inCloud management portal you can set up, monitor and manage your American Time network clocks easily and from anywhere.

incloud.american-time.com

INST-3244 Rev 1

Setting up Wi-Fi Clocks on inCloud Management Portal

Please read this first!

If this is your first installation or you have questions at any time during this process, please call American Time toll free at **800-328-8996**.

1 Pre-Installation

1. Determine if clocks were preconfigured with network credentials by American Time or if clocks will need to be configured. This information would have been provided to American Time by whomever placed the order.

2. Verify network infrastructure with Network Administrator.
   - Network SSID
   - Network security type (clocks support open networks, WPA/WPA2, WEP, and enterprise security)
   - Network password, if network is secured (and username for enterprise security).

3. Plan clock locations and names for clocks.

2 Preparation for Setup

Both preconfigured and unconfigured clocks can be set up on inCloud via the inCloud website.

Navigate to incloud.american-time.com and login with the credentials provided in your welcome e-mail from American Time.

For PRECONFIGURED clocks, advance to step 3. For UNCONFIGURED clocks, skip to step 4.

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INCLOUD SETUP - PRECONFIGURED CLOCKS

3

Preconfigured clock setup - web browser

1. Navigate to the inCloud portal: incloud.american-time.com
   Log in using the credentials supplied in the welcome e-mail from American Time.
2. Click on the green "Setup New" button in the Wi-Fi Devices bar on the Device List page. This will open the Setup Network Device List, which will list all the clocks assigned to your site by American Time.
3. Find the clock's MAC address and provide a name and (if desired) description for the clock. Ideally, the name will identify the clock's location or otherwise make the clock easy to identify for management purposes. Repeat this for each clock in the list.

   - The MAC address can be searched using the last five characters of the address including the colon (for example, AA:11) in the search bar.
   - Once a clock is named on inCloud, it will appear as "partially configured" in the inCloud device list.

4. After a clock has been named, it can be mounted and given power as described in the **Installation** segment of the Wi-Fi operating manual. Repeat these steps until all clocks have been set up.

INCLOUD SETUP - UNCONFIGURED CLOCKS

4

Unconfigured clock setup - web browser

1. Navigate to the inCloud portal: incloud.american-time.com
   Log in using the credentials supplied in the welcome e-mail from American Time.
2. Click on the green "Setup New" button in the Wi-Fi Devices bar on the Device List page. This will open the Setup Network Device List, which will list all the clocks assigned to your site by American Time.
3. Click on the clock's MAC address and provide the clock a name. Ideally, the name will identify the clock's location or otherwise make the clock easy to identify for management purposes.

   - The MAC address can be searched using the last five characters of the address including the colon (for example, AA:11) in the search bar.
   - Once a clock is named on inCloud, it will appear as "partially configured" in the inCloud device list.

4. Once a clock is named, the process outlined in the **Configuration** section of the operating manual can be performed to give the clock its network credentials.
5. After a clock has been configured with its network credentials, it can be mounted and given power as described in the **Installation** segment of the Wi-Fi operating manual. Repeat these steps until all clocks have been set up.