Thomas 8000 Series - Network Connectivity Information - v2-0

Overview

The Thomas 8000 Series machine is designed to be connected to a live internet connection. This will optimise the machine's performance on location as well as providing additional functionality.

In some configuration, such as when there is a requirement to process credit & debit card payments, an active internet connection is essential.

Standard Network Services

- Distress Reporting (Paper Low, Hopper Empty etc.) via Email
- Periodic Audit, Stock and Event Reporting via Email
- Report generation via the PayStation Management Zone
- Remote Troubleshooting and Diagnostics
- Machine Software Updating

Network Connectivity Options

Connection Option	Additional Hardware Required (P/N)	Optional Hardware (P/N)
Ethernet (2 x RJ45)	-	-
Wi-Fi	TA195103	-
3G / 4G	TARQ892	TA-SIM-CARD TA-SIM-RENTAL

We **always** recommend connecting via an ethernet cable, to one of the two RJ45 sockets located next to the mains inlet plug.

If Wi-Fi is elected as the connection method, it is **essential** a site survey is conducted to confirm there is sufficient network coverage were the Thomas 8000 Series machine will be installed. Please also ensure you have read the 'Public / Wi-Fi Hotspot Connectivity' section below if applicable.

If 3G / 4G is elected as the connection method, it is **essential** a site survey is conducted to ascertain the preferred network service provider (EE, Vodafone etc.) and there is sufficient signal strength where the Thomas 8000 Series machine will be installed.

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Public / Wi-Fi Hotspot Connectivity

Connecting the Thomas 8000 Series machine to the internet over a Wi-Fi Hotspot is supported, **however** there are prerequisites which need to be in place, prior to siting.

Most Wi-fi hotspot networks require any connecting device to login, usually via a web browser portal and limit the connection time to, for example, 1-hour usage before forcefully disconnecting the client.

To overcome the connection via a web browser and automatic disconnection issue, we insist a request is put into the Wi-Fi Hotspot network administration / support team to either;

1. Allocate a dedicated static IP address, which does not require web portal login or has the disconnect timer enforced
2. Authorise the MAC address of the installed Wi-Fi adapter, to not require web portal login or has the disconnect timer enforced

Corporate Networking

It is recommended that if a Thomas 8000 Series mahcine is used in a corporate environment, a dedicated VLAN is configured, to isolate the machine from the domain network.

It is also recommended, that on the machine, under Admin > Diagnostics, the Remote Support option is Disabled, until such a time remote assistance is required.

Required Whitelisted URLs

Name	URL	Ports	Protocol	Function
PayStaion Webserver	www.paystationkiosk.co.uk	80 443	http https	Distress Reporting, Email Relay, Live Floats, Remote Software Updates
CreditCall Chip&Pin	tms.cardeasexml.com	443	https	Processing Credit / Debit Card Payments
TeamViewer	*.teamviewer.com	5938	TCP/UDP	Remote Support

Default Network Configuration

All Thomas 8000 Series mahcine are sent out with all NIC's set to DHCP by default.

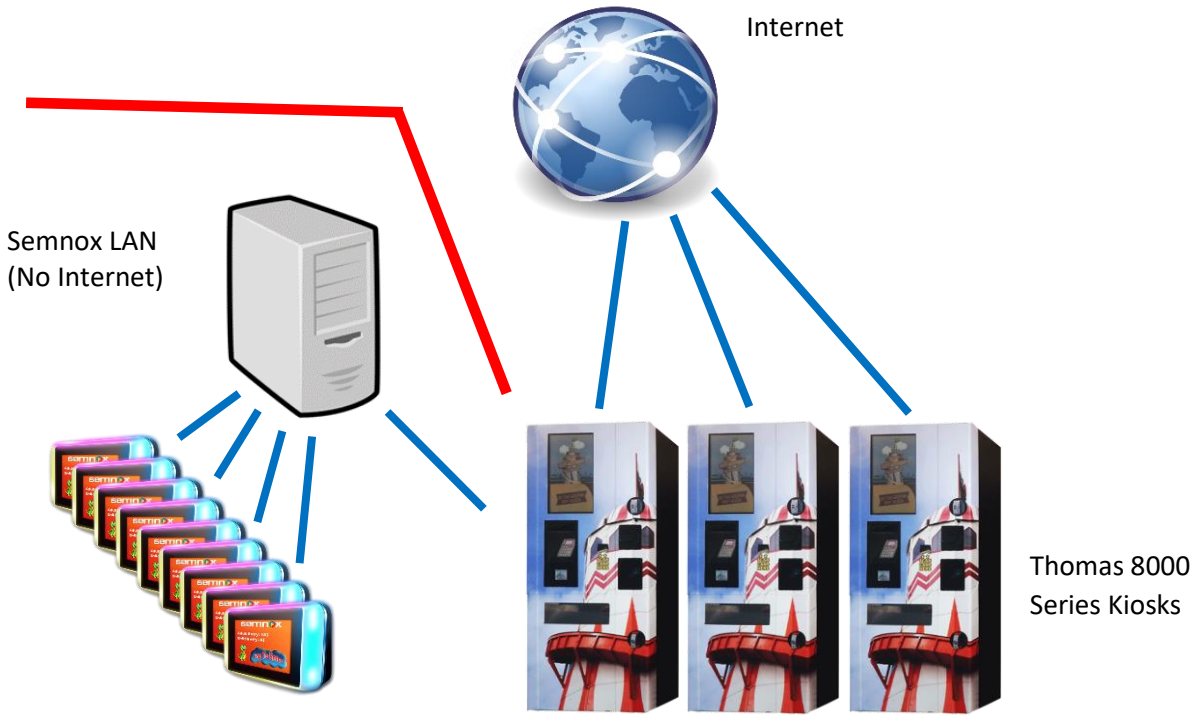
Depending on OS image date, the hostname will be to 'QXI200' or 'PAYSTATION'.

If required, a static IP can be assigned to each NIC, but IP reservation MAC / hostname, is preferred.

Dual Network Configuration

As the Thomas 8000 Series machine has multiple network interface connection (NIC) options, configurations can be achieved where local server communication (e.g. Semnox, VideoBet, Ticket2Go etc.) can be kept local / isolated from the internet but the kiosk still is able to communicate to the internet (to process card payments, send email alerts etc.) by using a second, unbridged, NIC.

An example configuration is below;



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