

TITLE: WATTBOX BEST PRACTICE SUMMARY

CONTACTING TECH SUPPORT

Phone: 866.838.5052 704.909.5229

Email: TechSupport@SnapAV.com

WHY?

• This helps ensure that installers get the best value from and leverage the power of their WattBox power conditioner. For more training and information, see the OvrC courses on Snap University.

Claim the Device:

1. From your home page, click the customer's entry and click the **Devices** tab.

Ov	TC		3 🛓 Joe Dealer 🔻
!	Customers ALL	OvrC Pro Device is Disconnected from OvrC Discovered devices are temporarily unavailable	
(*)	A Adam Jones 💄 🔽 7 👬	Adam Jones Office	2 OvrC Home Users 23 Device Count
	Alex P. KeatonAlice Smith	DASHB RD DEVICES SITE ETTINGS CLIENT SERVICES	
?	🜲 Andy Dwyer	16 7	 1

2. Next, click on the **+Device** icon.

0	NC		0 🖡	Joe Dealer 🔻
<u>}</u>	Customers ALL -	OvrC Pro Device is Disconnected from OvrC Discovered devices are temporarily unavailable		
(*)	A Adam Jones 🕹 🔽 👬	Adam Jones Office 🧪 PRO	2 OvrC Home Users 23 Device Count	NOTES DELETE
⊞a	Alex P. Keaton	Add Device DEVICES SITE SETTINGS CLIENT SERVICES		
3	Alice Smith Andy Dwyer	Hud beite to be the second se	ALL CONNECTED	DISCONNECTED

3. In the dialog that pops up, enter the device's MAC address and service tag number.



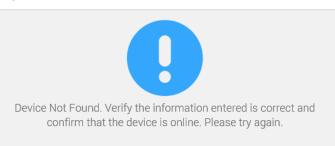
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Don't Panic!

The error message shown at right may pop up.

- First, **double-check the data** to ensure that you entered the MAC address and ST number properly.
- Second, **check that the device is powered and has an internet connection**. OvrC cannot find devices it cannot communicate with.
- If the device is powered and the data was entered correctly, this message does not mean that the device is faulty. Rather, it means the device has already been claimed

Oops...



on another customer account, or it is in your company's inventory, or possibly on another dealer's account.

Name the Power Conditioner:

1. Once the device is claimed, OvrC asks you to name it. For easiest troubleshooting, include location and purpose, so whoever is assigned to troubleshoot the system at a later date can understand what it does and where to find it.

Ā	Edit Information	X
💄 Adam Jones 👗 📲		^
😂 Alex P. Keaton	Device Name	
Alice Smith	WB-700-IPV-12	
Andy Dwyer	Adam Jones Locations	
💄 Barry Coggins	Office	M
A Bill Compton		
🌲 Bryan Adams	Add Zone	
- Burt Macklin		
	Add Notes	~

Claim Additional Devices (optional):

If you are using **OvrC Pro**, it scans your network and automatically adds any additional devices that it finds (unless they've already been claimed).

If you are not using OvrC Pro, then you must add all additional devices repeating the steps above and entering their MAC address and ST number.

Label the Outlets and Set Sequencing:

1. Navigate to the **Configure** tab, then click on **Outlet Options**.

OVIC					0 1	Joe De	aler -
Custome	rs all 🕶	CUSTOMERS ADAM JONES OFFICE			CONNECT	REBIOT	MORE
Q Sear	ch Customers	WB-700-IPV-12			\rightarrow	也	\$
A	-	CONFIGURE	SCHEDULE ACTIVITIES				
🚔 🙏 Adam	n Jones 💄 🛛 🔽 👬	General Settings					
	P. Keaton						
Alice	Smith	- Outlet Options Set the outlet name, mode	er-on delay				
V 🙏 Andy	Dwyer	IP Settings Manage IP Settings					
В		Manage IP Settings					
A Barry	Condins 2	Time Settinas					
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2. Enter a name for each outlet, and add an appropriate **Power On Delay** for each device that needs to have something else fully booted before it starts booting up. For example, your power on delays should make the modem boot first, then the router (after ~30s) and then the switches (after ~30s).

A	Outlet Options				×
Adam Jones 💄	Outlet Name	Outlet Mode		Power On Delay (Sec)	^
Alex P. Keaton Alice Smith	Router	Network Device (Reset Only)	~	1	
Andy Dwyer	Cisco Switch	Enabled	~	2	
Barry Coggins	Power strip bottom	Enabled	~	3	
Bill Compton	Outlet4	Enabled	~	4	

Configure Self-Healing Auto-Reboot:

1. From the Configure tab, turn Auto-Reboot on, then click Outlet Reboot Settings.

AC .		🕤 🌲 🛛 Joe Dealer
Customers ALL -	DUSTOMERS ADAM JONES OFFICE	DIMINEDT REBOOT MORE
🥄 Search Customers	WB-700-IPV-12	E 🙂 🌣
A	DETAILS CONFIGURE SCHEDULE ACTIVITIES	
🜲 Adam Jones 💄 🛛 🔽 👬	General Settings	
Alex P. Keaton		
Alice Smith	Outlet Options Set the outlet name, mode and power-on delay	
Andy Dwyer	IP Settings Manage IP Settings	
В	Manage IP Settings	
A Barry Coggins	Time Settings Manage Time Settings	
A Bill Compton	Auto-Reboot Settings	
💄 Bryan Adams	Auto-Rebool Settings	
🐇 Burt Macklin	Auto-Reboot Enable auto-reboot to reset specific outlets when the device fails to connect to designated hosts	On
C	Host Settings	
💄 Cedia 2018 Audio 💄 🛛 🧕 👬	P P P Addresses to test the network connection of the device	
🜲 Chandler Bing	Outlet Reboot Settings	
🛸 Cindy Anderson	Select which outlets to reboot	
	1 martin sening	

2. In the dialog, select a device that you want to auto-reboot. Select how many pings need to fail, and which IP addresses the device should ping. Repeat this for every device you want to auto-reboot.

	Outlet Reboot Setting	S	×	
🛔 Adam Jones 💄	1			
Alex P Keaton	Select an outlet below:			
Alice Smith	Router		× .	
Andy Dwyer	This outlet will reboot when	2		
	All selected hosts time	-out 🕘 Any selected hosts time-out 🔵	Never	
Barry Coggins	2			
Bill Compton	Hosts to test:			
L Bryan Adams	Google	Bing		
	Ask	Ping 6		

NOTE: Google is included as a ping by default. Add other IP addresses as needed under Host Settings.© 2019 OvrC*page | 3www.snapav.comSupport 866.838.5052

Configure Scheduled Reboot:

1. Click on the **Schedule** tab, then click the **Add New Schedule** button.

0	AC .		Joe Dealer -
1	Customers ALL -	DUSTOMERS ADAM JONES OFFICE	DUMMENT REEDOT MORE
	🧠 Search Customers	WB-700-IPV-12	Đ Ů 🍄
	A		
	🗼 Adam Jones 💄 🛛 🔽 👬		
BR	🛸 Alex P. Keaton	Device Schedules	Add New Schedule
	Alice Smith	Reset cable	Off
0	Andy Dwyer	Sunday	
	В	Reboot router	Off
	💄 Barry Coggins 📃 🙎	Sunday	011
	A Bill Compton		
	Rovan Adams	Reset nvr	Off

2. In the dialog that pops up, select a scheduled event a name, and select which outlets are affected.

A.	Add Schedule		×	
Adam Jones 💄	1		^	Add New Schedu
Alex P. Keaton	Schedule Name			Add NEW DEICED
Alice Smith	ex. Reset at night			
Andy Dwyer	-			
	Outlets			
Barry Coggins	Router	Cisco Switch		
Bill Compton	Power strip bottom	Outlet4		
- Bill Compton	Allnet	Test		
💄 Bryan Adams	Outlet7	Outlet8		
Burt Macklin	Outlet9	PWR_Strip		
	0.404.21	0.41-410	~	
👢 Cedia 2018 Audio 💄		-		
Chandler Bing			Save	

3. Scroll down, and choose what action the WattBox performs, how often, and when. For single events, you select a date and time.

A	Add Schedule	×
Adam Jones 💄	Outlet Action	Add New Schedule
Alex P. Keaton	On Off Reset	Pidd New Schedule
Alice Smith		-
Andy Dwyer	Frequency	
	Once Repeat	
Barry Coggins	8	
Bill Compton	Date 06/18/2019	8
L Bryan Adams		
Burt Macklin	Time	
	12 22 PM EDT	¥
💄 Cedia 2018 Audio 🔳	0	
L Chandler Bing	Save	

4. For repeated events, you choose a day (or days) of the week, and at what time the event occurs. .

A	Add Schedule		×	
Adam Jones	Frequency		^	Add New Schedule
Alex P. Keaton	Once 💽 Repeat			Add New Schebble
Alice Smith	Devie			
Andy Dwyer	Days Sunday	Monday		
	Tuesday	Wednesday		
Barry Coggins	Thursday	Friday		
L Bill Compton	Saturday			
💄 Bryan Adams				
Burt Macklin	Time			
	12 22 PM EDT		~	
💄 Cedia 2018 Audio 💄			Save	
L Chandler Bing			Save	

LEARN MORE!

Again, we urge you to visit **Snap University** for self-paced training in both networking concepts and using OvrC. These courses provide **CEDIA CEU credit!**

Visit SnapAV.com, log in, click on the Training tab, and click Launch under the Snap University entry. We look forward to seeing you there!