IStation's Network Configuration for Paging Integration

This guide explains how to configure the IStation transmitter on your network.
A static IP address is required so the transmitter can communicate with your POS/JTECH system.
JTECH products that use this configuration include HostConcepts, SmartCall Messenger, Direct SMS, Direct Alert, CloudAlert, Virtual Service Kiosk (VSK), FindMe with Arriva, and others.

JTECH normally programs the transmitter before shipping. However, some settings may still need to be entered on-site. If so, a wired USB keyboard will be required.
Please contact your IT Administrator to obtain the static IP address and network details before starting.



1. Understanding the IStation IP Format (Important)

The IStation does **not** accept regular IP formats like **192.168.1.25**.
Instead, it uses a **12-digit format** divided into **four blocks of three digits**:
Required format: XXX.XXX.XXX.XXX
To enter the values correctly, every block must contain **three digits**, and you must use **leading zeros** whenever necessary.
Examples

Standard value	Required format
192	192
1	001
25	025

Example conversion

Standard IP: **192.168.1.25**
IStation format: **192.168.001.025**
This rule applies to: IP Address, Subnet Mask, Gateway, DNS

2. Network Settings Required (from IT)

Please obtain the following details from your IT Administrator.
Use the **12-digit format** for each field.

Static IP Address: ___ ___ ___. ___ ___ ___ . ___ ___ ___ . ___ ___ ___ *(Example: 192.168.001.222)*
Gateway: ___ ___ ___. ___ ___ ___ . ___ ___ ___ . ___ ___ ___ *(Example: 192.168.001.001)*
Subnet Mask: ___ ___ ___. ___ ___ ___ . ___ ___ ___ . ___ ___ ___ *(Example: 255.255.255.000)*
DNS Server: ___ ___ ___. ___ ___ ___ . ___ ___ ___ . ___ ___ ___ *(Example: 008.008.008.008)*

3. Accessing the Network Setup Menu

This is the screen where you begin entering all network values.

To enter the Network Setup menu on the IStation:

1. Press **SETUP**
2. Enter password: **1173**
3. Press **ENTER**
4. You will now see: **TCPIP SETUP (MAC Address)**

4. How the Menu Navigation Works

The IStation uses a simple and repetitive workflow:

- **ENTER** → open a field / edit a value
- **ENTER** → save the value
- **MENU** → move to the next field
- **0** → go back to the previous field if you skip it
- **CANCEL** → exit the setup menu when finished

Once you understand this pattern, you use the same steps for each network value.

5. Fields You Must Configure

You will update the following items:

1. **IP Address, Subnet Mask, DNS Server IP, Gateway IP**
   When each label appears on the screen:
   - Press **ENTER**
   - Type the value in **12-digit format**
   - Press **ENTER** to save
   - Press **MENU** to move to the next field
   - Repeat this process until all values are updated.

6. Example of the Full Flow

Use this as a quick reference:

- **SETUP** → **1173** → **ENTER**
- Display shows **MAC Address** MENU until **IP Address** → ENTER → type value → ENTER
- MENU → **Gateway IP** → ENTER → type value → ENTER
- MENU → **Subnet Mask** → ENTER → type value → ENTER
- MENU → **DNS Server IP** → ENTER → type value → ENTER
- Press **CANCEL** to exit

7. Connecting the IStation to the Network

1. Plug an Ethernet cable into a live port on your router or wall connection
2. Connect the other end to the transmitter port labeled **LAN CABLE**
3. The connector light will turn **green** when the network link is active

8. Confirming Message Reception

When the transmitter is receiving messages from the software and broadcasting them, you will see a small **"T"** in the upper-right corner of the screen.



9. Need Assistance?

If you need help during the installation:
Email: wecare@jtech.com
Phone: 1-800-321-6221