Network and Internet Whitelisting Assistance for Dr. Dish

This document was last updated 12/10/2024.

These instructions are for Dr. Dish CT+, All-Star+, Rebel+, and FCLTY machines with a software version of 4.0.80

These instructions are designed to be used by the network administrator.

Ensure your WiFi Network Connection is working

Enterprise WiFi Networks often use tools like a captive portal, certificates, and hidden networks to secure and monitor access to school and corporate networks. The following instructions provide steps for common network administrator exceptions to allow the Dr. Dish to connect to a WiFi Network.

Your Dr. Dish uses Android's native connection pages and processes for connecting to WiFi.

IT Administrator: Find your Device MAC Address

1. Select the WiFi icon 📶 in the Dr. Dish App
2. Android WiFi Settings page will open
3. Select the **WiFi Network** your Dr. Dish is connected to
4. Under Network details you will see "**Device MAC address**"

IT Administrator Option 1: Provide an exception for the Dr. Dish by MAC address

Following IT Admin security protocols, allow an exception for the Dr. Dish to connect with password to the WiFi network based on the MAC address

IT Administrator Option 2: Set a static IP Address

1. Select the WiFi icon 📶 in the Dr. Dish App
2. The Android WiFi Settings page will open
3. Select the **WiFi connection** you would like to set a static IP Address
4. Select the **pencil icon** in the top right corner
5. Select **Advanced options**
6. Change the "IP settings" from **"DHCP"** to **"Static"**
7. Enter the static IP address and configurations as provided by your network administrator
8. **Save**

IT Administrator: If needed, how to add a WiFi Certificate

Some networks require a certificate for WiFi connections. Here are instructions for adding a WiFi certificate on an Android device.

1. Insert the USB drive with the certificate into the USB port on the Dr. Dish tablet next to the ethernet port
2. Click on "More" in the Dr. Dish app
3. Select **Settings** → **Android Settings** → **Advanced Settings** → **Android Settings**
4. Enter the PIN provided by your customer support representative
5. You will enter Android Settings
6. Click on **Security**
7. Click on **Encryption and credentials**
8. Click on **Install a certificate**
9. Click on **WiFi Certificate**
10. Select the menu in the top left corner.
11. Select the certificate to install from the USB drive.
12. Reboot the device by using the **power button** on the tablet

Ensure your access to the Internet is open

Your Dr. Dish connects to a variety of online resources. These steps help to ensure your machine connects correctly or fixes internet connectivity issues.

Whitelist the following domains

> *.drdishbasketball.com
> *.appcenter.ms
> **.azureedge.net
> **imgix.net
> **.updatefactory.io
> *airborneathletesstore.blob.core.windows.net

- The wildcard designations (*) in the domains should be included as part of the whitelisting process.
- The preferred method to whitelist your device is with the device MAC address; some network administrators may choose to use a static IP address.

Make sure the following ports are open

> 443, 8080, 8443, and 80