

Network and Whitelisting Assistance for Dr. Dish

Your Dr. Dish rebounding machine connects to a variety of domain names to provide the many interconnected benefits you enjoy. If you suspect that your network is restricting access to the websites the Dr. Dish needs, here are some steps you can take to help.

1. Whitelist the domains the Dr. Dish uses to connect to the internet

- As of 7/29/2019 the Dr. Dish uses the following domains to connect
- *.drdishbasketball.com
- *.appcenter.ms
- **.azureedge.net
- **.imgix.net
- **.updatefactory.io
- *airborneathletesstore.blob.core.windows.net

- Please note the wildcard designations in the domains to assist you in suggested method to whitelist
- Using the MAC address is the preferred method. If Dr. Dish changes or adds or changes a domain you will likely need to update your whitelist rules if you use the second option to whitelist by domain.
- You may also use a static IP address to set these whitelist rules.

2. Ports

- Your Dr. Dish needs ports 443, 8080, 8443, and 80

3. Use the MAC address to whitelist your Dr. Dish

- To find your MAC address select the WiFi icon 
- Above the WiFi network names you will find your MAC address listed
- In your server settings, find this MAC address and create a network rule that is broad enough to allow the Dr. Dish to connect to the services it needs.

4. Set a Static IP Address

- To set a static IP address select the WiFi setting by clicking the WiFi icon. 
- If you are dropped immediately into Android WiFi settings, proceed to the next step. Otherwise if you are still in the Dr. Dish app WiFi settings, click on the three dots in the top right corner and enter the Android WiFi Settings.

- Select your WiFi network.
- Scroll down and tap on the "Advanced" option.
- In the Advanced settings, tap on the "IP settings" option.
- Change the "IP settings" from "DHCP" to "Static".
- Enter the static IP address, subnet mask, and default gateway that you want to use for this device. You can obtain these values from your network administrator.
- Tap on the "Save" button to apply the new static IP settings.

5. Add a Certificate

Some networks require a certificate for WiFi connections. Here are instructions for adding a WiFi certificate.

1. Insert the USB drive with the certificate into the USB next to the ethernet port
2. Click on "More" in the Dr. Dish app
3. Confirm that the Dr. Dish application version is greater than 525
4. Select "Android Settings"
5. Enter PIN:
6. Enter the second PIN:
7. You will enter Android Settings
8. Click on Security
9. Click on "Encryption and credentials"
10. Click on "Install a certificate"
11. Click on "WiFi Certificate"
12. Select the menu in the top left corner.
13. Select the Certificate to install from the USB drive.
14. Reboot the device by using the Power Button or turning off the machine.