



Network Requirements for VitalLog Devices



Wi-Fi Requirements

- All IoT devices, including VitalLog, rely on the 2.4 GHz WiFi band, which is the default network on almost any router. When our device scans for available networks, it will only scan for 2.4 GHz networks.
- **Guest Networks** are **not supported** since they do not allow communication between devices on the network, preventing you from accessing the VitalLog device UI via its IP address.
- Wi-Fi networks without passwords are supported in recent versions of our firmware.
- Hidden SSID is supported, simply enter the name of the SSID instead of selecting a network.

Ethernet Connection (wired)

The ethernet port is located below the WiFi antenna on the front panel. Ethernet can be used instead of WiFi or at the same time as failover. If Ethernet and WiFi are used at the same time, the device will have 2 IP addresses, one for each network connection.

Firewall Requirements (if present)

Our devices require access to the local network, so they can be accessed via IP address from a phone or computer on the same network.

In addition to the local network, VitalLog devices need to be able to communicate with the VitalLog Cloud to activate the device and synchronize aggregated sensor data with the cloud.

The following domains and protocols are used by devices:

- Port TCP 443: cloud.vitallog.ai
- Port UDP 53: DNS (host provided by DHCP)
- Port UDP 123: NTP (host provided by DHCP or pool.ntp.org)
- The device listens and waits for incoming connections on port TCP 80.

Wi-Fi Troubleshooting

The VitalLog device is connected to WiFi and has received an IP address, but you cannot access the IP address of the device from a computer or phone.

1. Your phone or computer must be on the same Wifi network as the VitalLog device. For example, if the device was connected to the "Office" network, your computer or phone must also be connected to the "Office" network.
2. The WiFi network could be a "Guest" network that only allows Internet connection but does not allow network devices to communicate with each other. Make sure to connect the device to a standard network. Check with your network administrator if in doubt.

The VitalLog device cannot connect to the selected WiFi network, it has not received an IP address.

1. Check that you are using the correct password. Passwords are case sensitive.
2. Check that you selected the correct WiFi network.
3. The WiFi network may have connectivity issues.
4. Try connecting a different device (e.g. phone) to the same network, using the same credentials.
5. If you are not able to connect any device to the WiFi network, contact the network administrator as there may be advanced security measures in place such as MAC address filtering, which would require adding the MAC address of the VitalLog device to the "allow" list.

Resources

Battery Backup Set-up

- [Powering Up Your Battery Backup System](#)
- [Set-by-Step Guide to Configuring Your VPS](#)

Vital Power Log (VPL) Set-up

- [VPL Set-up Instructions](#)

Need additional support?



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