**Accessing Footprints for TED 5000.**

When connecting the Gateway to a router, run the **Installation Utility** after connecting the two devices to each other with the provided *Ethernet cable* that comes with the Gateway. Let the program run for 5-10 minutes, and it should bring back an IP address. Once it does, select the IP address and then click on ‘Launch in Browser’ from the bottom of the utility. This will launch the Footprints software in a web browser.

*It is strongly recommended that any installer of a TED 5000 system arrives on site with a Laptop computer as well as an Ethernet Crossover cable: [http://en.wikipedia.org/wiki/Ethernet_crossover_cable](http://en.wikipedia.org/wiki/Ethernet_crossover_cable). The Gateway can alternatively be DIRECTLY CONNECTED to a laptop to verify that all hardware and software is fully functional at any time, following the steps given in the Direct Connection Guide on the following page.*

The **Installation Utility** can be found here: [http://www.theenergydetective.com/install-program](http://www.theenergydetective.com/install-program).

**NOTE:** *If the utility is not locating the TED 5000 on the network, please read the following troubleshooting steps, and keep in mind that every wireless network is different. There are thousands of different routers, modems, and many different service providers. The following steps are a guide towards addressing the most basic networking issues in relation to the TED 5000:*

1. **Simply** type [http://ted5000/Footprints.html](http://ted5000/Footprints.html) into a browser and hit enter. There are cases where the network configuration or computer settings prevent the Utility from returning the Gateway IP but the address above may still access Footprints page.

2. **Disable** any additional security software that may be running on the computer (anti-virus, popup blocker, additional firewall protection, etc.) as these programs can prevent the utility and/or router from detecting the Gateway being connected to the network. Once you have disabled these items, close and then re-open the installation program.

3. **If there is still no connection between the Gateway and the wireless network, perform a hard Reset on the Gateway:** Unplug the Gateway for 15 minutes and plug it back in. There is a very small reset button on the RIGHT SIDE of the Gateway - next to the LED. After it goes through its normal start up sequence from cycling power on the unit, hold the reset button in FULLY (you may need a BIC pen or a thicker toothpick - - try not to use something TOO small as it may slide off the side of the button) until the LED next to the button turns a solid ORANGE. Once it turns orange, release the button and the LED will flash rapidly for a few cycles. Once this is done, unplug the Gateway and router for 5 minutes. Plug the router back in first and then plug the Gateway back in. Run the Installation Utility and locate the device on your network.