Subject: DNS Static IP Address

Hardware: iCT220, iCT250 and iWL252

Software: 2015

Effective Date: Immediately

Description:

When configured with a Static IP address, the terminal is unable to automatically assign the correct DNS IP and fails to communicate to secondary applications (i.e. DCC, TMS etc.)

Impact:

When a static IP address is used, the terminal is unable to successfully assign a correct DNS IP and will not communicate to secondary applications.
Please note: Paymark application does not have an issue and will communicate as normal.

Resolution:

Assigning the DNS IP manually will correct this issue. Please follow the steps below.

- Press **MENU**
- Press **0** and key in password **62624371** followed by **ENTER**
- Press **ENTER** to select **TELIUM MANAGER**
- Scroll down to select **INITIALIZATION** followed by **ENTER**
- Press **2** to select **HARDWARE**
- Press **2** to select **ETHERNET SETUP**
- Scroll down to select **DNS 1** followed by **ENTER**
- Key in the **DNS IP address (to place dot (.) press FUNC)** followed by **ENTER**
- Scroll down to select **DNS 2** followed by **ENTER**
- Key in the **DNS IP address (to place dot (.) press FUNC)** followed by **ENTER**
- Scroll down to select **SAVE** followed by **ENTER**
- The terminal will then restart and return to idle screen

Once the terminal has returned to idle, the terminal will now be able to communicate to the secondary application.