

# Wi-Fi Service Addendum

## WORKS24 DOES NOT RECOMMEND YOU USE WI-FI FOR YOUR SERVICE. WHY?

Wi-Fi can be problematic in commercial construction, and we have no control over the placement of the access point for the Works24 device. Metal studs, fluorescent lighting, vaults in bank locations, etc., can all reduce the Wi-Fi range and cause performance problems.

That said, we do have many clients who use it successfully. Some, however, have had to replace Wi-Fi with cabled connections due to poor connectivity between the access point and the device.

We ask you to sign this agreement because Works24 has no control over the quality of your Wi-Fi signal at the installation location. **The quality of this connection is YOUR responsibility.** If this connection is unreliable for any reason, the service may not work as expected.

## WORKS24 SUPPORTED WI-FI SPECS

### Linux Video Player (Mekotronics R58)

2.4GHz and 5GHz bands, 802.11 a/g/n/ac/ax  
These units do not support Wi-Fi 6e (6GHz), 7 or 8

### Windows Video Player (Mekotronics N5105)

2.4ghz and 5GHz bands, 802.11 a/g/n/ac/ax  
These units do not support Wi-Fi 6e (6GHz), 7 or 8

### Windows Video Player (Intel)

2.4GHz and 5GHz bands, 802.11 a/g/n/ac  
These units do not support Wi-Fi 6, 6e (6GHz), 7 or 8

### Linux On Hold / Overhead Music Player (Mekotronics R57-5S)

2.4GHz and 5GHz bands, 802.11 a/g/n/ac  
These units do not support Wi-Fi 6, 6e (6GHz), 7 or 8

## WI-FI SETTINGS

One form must be completed for each player that is to be installed with Wi-Fi.

Player Location \_\_\_\_\_ Security Type \_\_\_\_\_

Network Name \_\_\_\_\_ Security Key \_\_\_\_\_

## SIGNATURE

I understand that using Wi-Fi for Works24 device connectivity is supported, but that the quality of the signal to the device is MY responsibility. Works24 cannot guarantee that the quality of the signal in each particular installation will be adequate for reliable service.

Client signature \_\_\_\_\_ Date \_\_\_\_\_

Name \_\_\_\_\_ Title \_\_\_\_\_