RTA Diagnostics Property: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Please review and confirm the following information on the mobile devices accessing the RTA Application.

## Mobile Devices – Please provide the following information on the mobile devices

* Make / Model: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* OS version: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Age: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## RTA Application - Please provide version numbers from the RTA Mobile ‘CONTINUE’ screen

* RTA Server Version \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* RTA Device Version: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* RTA Mobile Application Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Device Configuration – Please review and confirm the following device configurations

* Wifi is enabled and connected \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Device connected to GAMMA Wifi network \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Device set to forget all other networks \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Airplane Mode is set to ON \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Cellular and Bluetooth set to OFF \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Screen Timeout set to never or longest time available \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Low power mode is disabled \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Confirm every device has a unique IP address. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + This can be found by in the device settings, or on RTA Application ‘CONTINUE’ screen, under ‘Device ID’

# Network Information – Confirm the following with IT or the Network Administrators

* Only 1 frequency is enabled on the Wifi network (either 2.4GHz or 5GHz) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Have there been any network updates, including but not limited \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + Access Point replacements, construction that may be impacting Access Point performance or availability?