

Frequently asked questions

integral Wi-Fi remote monitoring

What cloud is the device connecting to?

The equipment controls stream data to the DicksonOne® servers on Amazon Web Services (AWS) via secure/encrypted connection.

Is this a private or shared environment on the cloud?

It is a public/shared cloud. All data and account information is maintained separately via permissions and partitioning.

Is the refrigerator able to receive information back, or is this a one-way communication?

All communication is initiated by the network interface card in the equipment. From there, the network card and the servers maintain a secure connection. No special ports should need to be opened for the communication to work properly.

What is the operating system on the refrigerator?

The network device connectivity module runs on the ThreadX real-time operating system with NetX as the TCP/IP networking stack. There are no listening network sockets and the only outgoing network requests are via secure TLS connection (port 443).

Does it use authentication?

Each device is provisioned via secure channels and each device has a unique API key meaning we can selectively deactivate one should there be any form of compromise. Each device also has a unique PIN, so that only users with the PIN can add a device to their account to monitor the data and/or send action requests.

Is the data being transferred encrypted?

The data transfer is encrypted using TLS v1.2.

What type of data is transferred?

Only temperature and the status of the door are transferred to DicksonOne. No patient-specific data is sent.

Is there any software to install?

Only the FollettConnect app on the smart device for provisioning.

What ports does the connection require?

The network cards communicate over port 443.

Does the network connection work with a proxy server?

Not at this time. The NIC devices make direct outgoing connections on port 443, therefore no proxy configuration should be necessary.

Does the device support WPA2 Enterprise security?

As of this publication, the device does not support WPA2 Enterprise authentication.

Does the device support both DHCP and Static IP addresses?

The networking card can be configured for DHCP only.

What happens if my internet goes down?

The equipment will stop sending data and any data collected during the outage will not be sent. The system can be configured to notify users in the event the equipment is "not communicating."

How long is data stored?

Data is stored and available to the user for the life of the account. For example, if you are a subscribing member for 7 years, you'll have access to all 7 years of history.

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