



Application Note TSI-168 (A4)

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### Security and Protocols that are Supported

- 2.4 GHz Wi-Fi<sup>®</sup> frequency
- WEP/WPA-TKIP/WPA2-CCMP & Protected Management Frames
- Cellular Modems or Smartphone Wi-Fi<sup>®</sup> hotspots
- Enhanced Wi-Fi<sup>®</sup> security MAC address filtering/MAC filtering
- IEEE 802.11b, IEEE 802.11g, IEEE 802.11n
- Encryption via MQTT/SSL
- IPv4

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### Not Supported

- Guest Wi-Fi<sup>®</sup> Networks with captive portal (aka splash page or terms and conditions page) that require a user to authenticate themselves and/or register to the Wi-Fi<sup>®</sup> network.
- WPA2-Enterprise is not supported. *The device is capable, but TSI<sup>®</sup> would need to enable it and test.*
- IPv6 is not supported. *Device is capable, but TSI would need to enable and test.*

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### Enterprise Firewall Setting

- Following ports need to be Enabled:
  - DNS: 53 (UDP)
  - SNTP: 123 (UDP)
  - HTTPS: 443 (TCP)
  - MQTT: 8883 (TCP)
- If hostnames are needed, please contact TSI support.

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<sup>®</sup>Wi-Fi is a registered trademark of Wi-Fi Alliance.

## Frequently Asked Questions

1. Not able to connect to Wi-Fi®, getting a solid white light.

- Verify the Wi-Fi® channel is 2.4 GHz Wi-Fi® frequency and supports WPA2-Personal Security.
- The most common issue is an incorrect password for your Wi-Fi®. To double check the Wi-Fi® password try connecting to the same network using your phone. Once you have confirmed the password is correct, try again with the device.
- Check if your Wi-Fi® router has MAC address filtering/MAC filtering enabled. If so you will need to add your device MAC address on the approved Wi-Fi® router whitelist. See diagrams for where they are placed on the labels.

LED	Wi-Fi®	Cloud
Pulse Yellow	Set up Mode	
Pulse White	Connecting	
Pulse Blue	Connected	Connecting
Solid Blue	Connected	Connected
Solid White	No connection	No connection



- If you are connecting to GUEST network, verify if it has a captive portal (aka, splash page. For example when you have to accept the terms and conditions or login to a public Wi-Fi®). If so, that is currently not supported and you will not be able to connect the device to the GUEST network.
2. I am able to get a blue solid light, but still unable to connect to the internet.
- Most likely your Wi-Fi® router/Cellular modem is having issues connecting to the internet.
    - Try power cycling your Wi-Fi® router/Cellular modem
    - Try connecting another device to that Wi-Fi® router/Cellular modem/hotspot
  - If you are trying to connect to a corporate/enterprise network, most likely it is due to a firewall setting/rule.
    - Request the IT/Firewall security team enable required ports and hostnames on the firewall settings
3. Is any communication initiated from the cloud to monitors?  
*Yes, communication can be done in both directions.*
4. Is data pulled from monitors by application running in the cloud or are data pushed by monitors into the cloud?  
*Data is currently being pushed by device.*
5. How is data moved into the cloud, what protocols or applications are used by software running on monitors?  
*IoT device communicates via MQTT.*

6. Are your applications, systems, and networks run on robust, reliable hardware and software supported by appropriate backup hardware and facilities where necessary?

Yes.

7. Does TSI Link™ software require the utilization of a special browser?

Google® Chrome® browser is recommended, but it will also work with Safari®, Edge® and Firefox® browsers.

8. Is sensitive information/PII encrypted from the device to the cloud and from the cloud to the Applications?

Yes we do encrypt our data, regarding the process / different components:

- a. Data moving from the device to the cloud is encrypted using TLS/SSL and compression of JSON formatted payloads, under a secure connection using public/private key authentication and TLS encryption.
  - b. Data in our cloud requires proper certification using 2 factor authentications to access and the data is stored unencrypted in our databases which are secured and only allowed from specific IP addresses we manually add to a white list.
  - c. from the cloud to the application? Uses standard TLS/SSL encryption and compression as per REST standards, requires valid JWT from the customer as well which is provided by Auth0 using proper OAuth flow.
  - d. From the cloud / API to the customer? Uses standard TLS/SSL encryption and compression as per REST standards, protected via client id and secret as per OAuth machine2machine client credentials flow, requires valid subscription and account\_id for access.
9. Do you have an information security risk assessment program?
- Yes.
10. Do you maintain a process to document non-compliance with any statutory, regulatory, or contractual requirements?
- Yes.
11. Do you perform regular security audits/reviews by internal or qualified third-party assessors?
- Yes.
12. Where is the data stored?
- Our TSI Link™ data is currently hosted in Google® Cloud Platform, specifically using Google's us-central1 location (physically in Iowa).

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