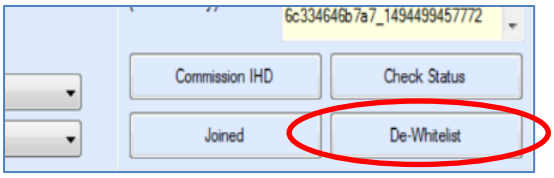
We have been experiencing some issues with failure of PPMIDs where they have never joined the HAN, but remain on the customer's premise.

We would like to reduce this number and re-introduce some processing on your ToughPad that could help us to do this.

If the PPMID fails to join the HAN within 5 minutes then the 'De-Whitelist' button should be used – this will remove the PPMID from the whitelist for this premise.



The PPMID should be returned as per existing processes. This will give you an opportunity to ~~re-~~try ~~to~~ and join a different PPMID at the property.

As per current guidelines you should try two PPMIDs and if both fail then, as this is likely to be a HAN signal issue, no PPMID should be left.

The Trouble Shooting Guide (TSG) has been updated to reflect the content of this briefing.