How to replace a Sonic Base in 12 easy steps

1. Plug your laptop into the Sonic Network switch.
2. Configure your Laptop to a static network configuration appropriate for this particular Sonic store. Example: IP Address = 10.xx.xx.100 where the middle octets will be the store number. Subnet can simply be 255.255.0.0.
3. Open a browser and type in the IP address of the Controller 10.xx.xx.2 where the middle octets will be the store number and confirm that you arrive at the Controller Status page.
4. Before you power off and remove the base that is to be replaced (if the base is still functional) write down a list of the critical settings on this base so you can match these on the replacement base. If you cannot get these settings from the base you can check another base and use those settings as a reference. The critical settings are:
   a. Inbound & Outbound Volume settings.
   b. Scheduled Outbound Volume, Schedules and Levels if being used.
   c. Ceiling Speaker Level.
   d. Half or Full Duplex mode.
   e. The Microphone type and Distance from Vehicle.
   f. Disable Echo Canceler if running in Half Duplex.
   g. Base Address (Note: the replacement base must have the same base address as the base that is being removed.)
   h. Sonic Mode.
   i. Enable Order Point.
   j. Drive Thru to Ceiling.
   k. Network settings (Note: Each base's IP Address will end in a unique number. Example: 61 for base 1, 62 for base 2 and so on. Make sure your base has the correct ending address and does not duplicate a base already on the Sonic network.)
5. Remove the base that is to be replaced.
6. Confirm that the Device light on the Bridge is now blinking on and off and refresh the Controller Status page until the removed base's status shows an "F" for failed.
7. Mount and connect the replacement base but do not connect the network cable yet!
8. Power on the base and configure all the settings that you copied from the replacement base.
9. When all settings have been configured properly, plug in the Network cable and power cycle the base.

10. Look at the Device light on the Bridge. When the light goes solid refresh the Controller Status page until the Base Status shows "N" for Normal. This whole process can take up to 3 minutes. If over 3 minutes have passed and you still do not see a solid Device light or an "N" for Normal, then power cycle the base and try again.
11. Once the base is found by the Controller and shows an "N" for Normal, set the current Time and Date on the base to be correct for its Time Zone.
12. Test the base for proper connection to Stalls and Drive-Thru and calibrate the audio levels if needed.
13.

To configure your laptop to a static network use the following steps for Windows 7

1. Navigate to the "Control Panel" by selecting Start -> Control Panel
2. Select "Network and Sharing Center" (or "Network and Internet" → "Network and Sharing" depending your PC's configuration)
3. On the left panel select "**Change adapter settings**"
4. In the "**Local Area Connection Properties**" dialog, select "**Internet Protocol Version 4 (TCP/IPv4)**" and click the "**Properties**" button
5. Write down (or take a photo of this screen for reference) the current settings from the **Internet Protocol Version 4 Properties** dialog including the current bubble selections *before making any changes in case you* want to restore your configuration
6. Bridge IP address will always be **10.x.x.2**, where the x's will be the store number
7. Select "**Use the following IP address**"
8. Set the following values:
   8a. IP address: Final octet should be one number greater than the Bridge
   Example: Store 1341
   Bridge: 10.13.41.2
   Your PC: 10.13.41.3
   8b. Subnet mask: **255.255.255.0.**
   NOTE: Leave the "**Default gateway**" and **DNS Server** settings blank
9. Click "**OK**" to apply the network configuration changes
10. Click "**OK**" to exit the **Local Area Connection Properties**" dialog