






WebMaster & WebAlert Improvements Made Possible with VTouch

Before VTouch	After VTouch
1. Dial-up Remote Communications (ShoulderTap)	
Remember phone number and enter it correctly on ShoulderTap website.	Click on the VT-LiveConnect™ icon in VTouch Account Manager.
2. Email	
Determine if ASMTMP is required and program correctly.	Automatically done for you.
Program username & password correctly.	Automatically done for you.
Determine if Port 25 is OK or not.	Automatically done for you.
Find SMTP IP address & program correctly.	Automatically done for you.
3. LAN: Remote Access (VT-LiveConnect™)	
Request that IT changes their corporate firewall (router) security settings.	The only requirement is outbound access from the LAN like a typical PC has for Internet access and sending email.
Request permission from IT for access to the corporate network with a VPN connection.	The only requirement is outbound access from the LAN like a typical PC has for Internet access and sending email.
4. Cellular Communications	
Hardware	
Purchase 3rd party cell modem, power supply, antenna.	Supplied by Walchem.
Separate enclosure must be installed by customer.	Cell modem plugs into slot inside the controller.
Cell modem is not NEMA 4X rated.	Completely integrated NEMA 4X package.
Service Plan	
Select & purchase your own cell account.	Supplied by Walchem when VTouch-Vcell activation is purchased.
It's your responsibility to purchase the correct type of cell account.	Automatically done for you.
Deal with cell provider's customer service if you have problems.	We handle it all.
Find & program important communications settings correctly.	Automatically done for you.
My company is not set up to handle monthly recurring invoices.	Walchem manages this for you. First year of service is prepaid. Annual renewals are handled just like the purchase of a replacement part.
5. Account Management	
Open & examine many individual System Summary emails every morning.	Take one glance at your VTouch Account Manager Summary screen.
Past 24 hour min, max, and avg process values are reviewed once a day.	Past 24 hour min, max and avg process values are continuously updated in your VTouch Account Manager summary screen.

Upgrading WebMaster or WebAlert to Use VTouch

Look at the connector used for local communications, the serial number located on a sticker on the right hand side of the controller, and the core board (a 2 inch square circuit board located just under the display's ribbon cable on the inside of the front panel of a WebMaster, or in the upper left corner inside a WebAlert). These will dictate the course of action required to upgrade the controller, if possible.

If you plan on upgrading to any GPRS account, and don't already have a GPRS modem, you will need to order and install the modem kit as well.

How to Identify the Vintage	Prior to Activating VTouch
<ul style="list-style-type: none"> WebMaster purchased <u>before</u> May 2006 or WebAlert purchased <u>before</u> Feb 2007 DB9 Serial Port on the front panel, not USB <p style="text-align: center;">DB9 Serial Port</p> 	<p>The Serial Port vintage WebMaster and WebAlert products cannot be upgraded to use VTouch.</p> <p>These controllers need to be replaced.</p>
<ul style="list-style-type: none"> WebMaster purchased <u>before</u> April 2007 USB Connector Serial Numbers before <u>070405xxxx</u> The core board was <u>not</u> upgraded/replaced after May 2007. The core will have a large 1" square black component on it. <p style="text-align: center;">Large 1" Chip</p> 	<p>Replace the core and core interface boards (WebMaster) or core and process monitor board (WebAlert) to provide the current hardware and software.</p> <p>Order the desired VTouch Field Activation on the same PO.</p>
<ul style="list-style-type: none"> WebMaster purchased <u>before</u> April 2007 USB Connector Serial Numbers before <u>070405xxxx</u> The core board <u>HAS BEEN</u> upgraded/replaced after May 2007. The cores <u>WILL NOT</u> have a large 1" square black component on it. <p style="text-align: center;">Small Chip</p> 	<p>Upgrade the software to the latest revision.</p> <p>Order the desired VTouch Field Activation.</p>
<ul style="list-style-type: none"> Device purchased <u>after</u> April 2007 Serial Numbers <u>070405xxxx</u> or higher. The core board <u>WILL NOT</u> have a large 1" square black component on it. 	<p>Upgrade the software to the latest revision.</p> <p>Order the desired VTouch Field Activation.</p>

Once the software version is up to the level required for using VTouch, and the hardware is installed if necessary, the following instructions outline the steps required to activate the feature. The steps are different for each communications option.

Activation Type	How to Activate
VT-VNet™	<p>Connect to the controller via computer.</p> <p>Go to the Communications Page and Enable the activation key file.</p> <p>Connect the controller to the LAN.</p> <p>Wait at least one minute and cycle power to the controller.</p>
VT-VCe™ VTouch – GPRS NA or W	<p>Save the activation file to your computer.</p> <p>Connect to the controller via that computer.</p> <p>Go to the Communications Page and Import the activation key file.</p> <p>Connect the controller to the antenna.</p> <p>Cycle Power to the controller.</p>
VTouch - Standalone	<p>Save the activation file to your computer.</p> <p>Connect to the controller via that computer.</p> <p>Go to the Communications Page and Import the activation key file.</p> <p>Cycle Power to the controller.</p>

Communications Ordering & Commissioning Process

VCell Purchased with controller		VCell Field Upgrade	
By a Direct Walchem OEM Customer	Turnkey by a Walchem Distributor	By a Sales Rep of a Direct OEM	By a Customer of a Walchem Distributor
Visit the site to review the application, environment, installation location, etc.			
Confirm that a good GPRS cell signal is available where the controller will be located.			
Place the order for controller with GPRS modem and VCell.	Place the order for VCell Field activation and GPRS modem kit if necessary.		
Controller is shipped completely configured with cellular & VTouch communications.	SIM card & GPRS modem (if not already in controller) is shipped to distributor & activation key is emailed to distributor's VTouch administrator.	SIM card & GPRS modem (if not already in controller) is shipped to site & activation key is emailed to OEM's VTouch administrator.	SIM card & GPRS modem (if not already in controller) is shipped to distributor & activation key is emailed to distributor's VTouch administrator.
	Distributor installs modem & antenna (if necessary), places SIM card into stock controller, imports key file and cycles power.	VTouch administrator emails key to Sales Rep,	Distributor ships SIM & GPRS modem (if not already in the controller) and emails key to customer.
	Controller is shipped completely configured with cellular & VTouch communications.	Sales Rep install modem & antenna (if necessary), places SIM card into controller, imports key file and cycles power.	Customer installs modem & antenna (if necessary), places SIM card into controller, imports key file and cycles power.
VTouch administrator creates new client & USer (if not done already) & assigns the controller to that account.			

Field Modem Upgrades

191487	Kit, GPRS modem, antenna, cables, mounting hardware, WebAlert
103561	Modem, GPRS, WebAlert
191215	Modem, Landline, WebMaster
191118	Modem, Landline, WebAlert
191548	Kit, GPRS 3G modem, antenna, cables, mounting hardware, WebMaster
191712	Modem, GPRS, 3G, WebMaster

Ordering Information

Factory Activations

VT-VNet: The VNet activation is a standard feature of the controller, and does not need to be ordered separately.

VT-VCCell: Order your WebMaster or WebAlert with the "G" GPRS modem kit option and select the desired cellular plan from the table below. Add the activation part number to the order on the line following the controller. If VT-LiveConnect™ minutes are desired, add them to the following line.

Sample Purchase Order:

1. WMT8131-1P4BG3
2. 103571 VT-VCCell GPRS-NA1 Activation
3. 103676 VT-VCCell GPRS-NA1 Minutes

VTouch GPRS: Order your WebMaster or WebAlert with the "G" GPRS modem kit option and select the NA or W factory activation from the table below. Add the activation to the order on the line following the controller. Customer supplies cell service, email and communications service, and tech support.

Field Activations

See page 2 to confirm that your WebMaster or WebAlert is VTouch compatible or can be upgraded for VTouch compatibility.

Upgrading WebMasters and WebAlerts already in operation is easy! Simply provide Walchem with the model and serial number of the controller and order as follows:

VT-VNet: The VNet activation is a standard feature of the controller once the software has been upgraded, and does not need to be ordered separately.

VT-VCCell: Order p/n 191487 GPRS modem kit (modem, antenna, cables, hardware) and select the desired cellular plan from the table below. Add the activation to the modem kit order. We will ship the GPRS modem kit and SIM card and email the activation file.

VTouch GPRS: Order 191487 GPRS modem kit (modem, antenna, cables, hardware) and select the NA or W field activation from the table below. Add the activation to the order on the line following the GPRS modem kit. Customer supplies cell service, email and communications service, and tech support.

VTouch Services and Activation Part Numbers

Method	Type	Field Activation Part #	Factory Activation Part#	Activation Renewal Part#	Highlights
LAN	VT-VNet™				<ul style="list-style-type: none"> • Walchem gateway service (VT-LiveConnect™ feature) & email • VTouch Account Manager • Unlimited VT-LiveConnect™
Cellular	VT-VCCell™ GPRS-NA1 VT-VCCell™ GPRS-W2	103586 103640	103571 103619	103598 103599	<ul style="list-style-type: none"> • Walchem supplied cellular service, email & communications service tech support • VTouch Account Manager
	VT-VCCell™ GPRS-NA1 Minutes VT-VCCell™ GPRS-W2 Minutes	103676 103682			<ul style="list-style-type: none"> • VT-LiveConnect™ time buckets, 199 minutes • No expiration date as long as account is active
	VTouch GPRS-NA VTouch GPRS-W	103644 103645	103623 103624		<ul style="list-style-type: none"> • Walchem gateway service (VT-LiveConnect™ feature) & email • VTouch Account Manager • Customer supplied cell service, email & communications service, and tech support • Customer managed data usage
LAN or Dial-up Customer supplied	VTouch Standalone	103694	103625		<ul style="list-style-type: none"> • VTouch Account Manager & email • Customer supplied communications service, and tech support

Present Cell Coverage (Coverage may be available in additional countries. Contact the factory for specific country information.)

NA1	W2						
USA	Albania	Czech Republic	Greece	Liechtenstein	Norway	Serbia	Switzerland
Puerto Rico	Austria	Denmark	Hungary	Lithuania	Nigeria	Slovakia	Ukraine
Mexico	Belgium	Finland	Ireland	Luxembourg	Poland	Slovenia	United Kingdom
	Bulgaria	Estonia	Italy	Macedonia	Portugal	Spain	
	Croatia	Germany	Latvia	Netherlands	Romania	Sweden	

180500.F July 2014

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