WALCHEM

An Iwaki America Company

VTouch® eServer

VTouch®
Device Management and Communication Service Instruction Manual

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Notice

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1.0 Introduction

VTouch is an online, web-based service that provides a turnkey, completely integrated solution for Walchem's web-based communicating devices. The communications aspect of VTouch provides a controller with plug and play simplicity on installation. The landline, Ethernet or cellular service is preprogrammed and ready to use once the physical connections are made.

Data and alarm notification from the controllers is sent to VTouch and displayed in an easy to absorb format. Any alarm conditions are visible at a glance. The account management aspect of VTouch provides a convenient way to organize the data sent by the controllers by customer, allowing access to the data to various users with a variety of security permissions.

If for any reason you need to connect to the controller to change settings or view data in real time, the VT-LiveConnect™ feature brings you directly to the controller, without any need to know the connection method, phone number or any other technical information.

2.0 Register and Receive a User Name and Password

When purchasing the first controller with VTouch capability, your company will be sent a link to a web-based registration form. You will need to identify an Administrator for your account and supply that individual's contact information. Their User Name and Password for VTouch access will be included on the registration form.

The Administrator will be responsible for adding other users, giving them their login information, defining what activities the user is allowed to perform and the accounts the user is allowed to access, defining user groups, and assigning controllers to the appropriate accounts.

3.0 Getting Started

This section describes how to prepare a controller to communicate to the VTouch server and how to log in to VTouch to verify that the controller is sending data.

3.1 Install the Controller

Install the controller as described in the controller's operating manual, and make any physical connections to a phone line or LAN as necessary to allow it to communicate with the VTouch server. Program the controller to set up the sensors, input and output types, relay control modes, etc. as you normally would.

3.2 Obtain an Activation Key File

Before a controller can communicate with the VTouch server, it must have an activation key installed. If the controller is ordered with the activation, this will be done for you at the factory. In the latest software versions, a VNet key is pre-installed in the controller without needing to be ordered. If the key is already shown on the controller's Communications page, skip to section 3.4.

3.3 Import the Key File

If the controller is ordered with the activation, this will be done for you at the factory. In the latest software versions, a VNet key is pre-installed in the controller without needing to be ordered. If the key is already shown on the controller's Communications page, skip to section 3.4.

If you purchased a Field Activation, first make sure that the controller is at the latest software version and upgrade it if necessary. Save the activation key file to the PC that will be used to connect to the controller. Connect the PC to the controller via USB or Ethernet as described in the controller's operating manual, log in, and go to the Communications Page.

In the Activations section, click on the Browse button next to Upload Key File, select the file and then click the Import button. The activation will appear in the list, with a message Waiting for Reboot. Cycle power to the controller to enable the activation.

3.4 Program the Controller – Communications Page

For VTouch-VNet Ethernet communications, click on the Enable button next to the VNet activation, wait for a minute and then cycle power. The controller will connect to the LAN via DHCP on power up.

For VTouch-VDial phone line communications, where the Internet dialup account is included in the activation, go to the Communications page and enter the controller's phone number and the local ISP phone number. Local phone numbers may be found on the VTouch web site (Home Tab, Admin)

For VTouch-Dialup phone line communications, where you are providing the Internet dialup account, go to the Communications page and enter the controller' phone number, ISP user name, ISP password, and local ISP phone number.

For VTouch-VCell GPRS cellular modem communications, where the cellular account is included in the activation, no additional programming is necessary. The controller will connect to the cell tower on power up.

For VTouch-GPRS cellular modem communications, where you are providing the cellular account, install the SIM card in the modem, and enter the controller's phone number, ISP user name, ISP password, ISP phone number, and APN. The controller will connect to the cell tower on the next power up.

3.5 Program the Controller – VTouch Config Page

The VTouch Configuration page will list all of the measurements that are available to send to the VTouch server. Click on the Yes radio button for each measurement that should be sent to VTouch. Click on Submit Details to save the changes and click on Update VTouch to send the controller's configuration to the server. The data received by VTouch will be used to display the correct name, units of measure, and current value of each parameter.

The Last Config Date and Time status field on the controller's VTouch Config web page should update to the current date and time, and say OK. If this status field shows an error message, click the Update VTouch button again. If it still can't update, then the communications connection has a problem. Make sure that your physical connections or cell signal are good, and the programming in section 3.4 was done correctly.

3.6 Logging in and out

You are now ready to log in to VTouch and set it up to display the data.
From a computer with Internet access, go to www.w-vtouch.com
You will see this screen. Enter the user name and password that you have been assigned and click the Login button.

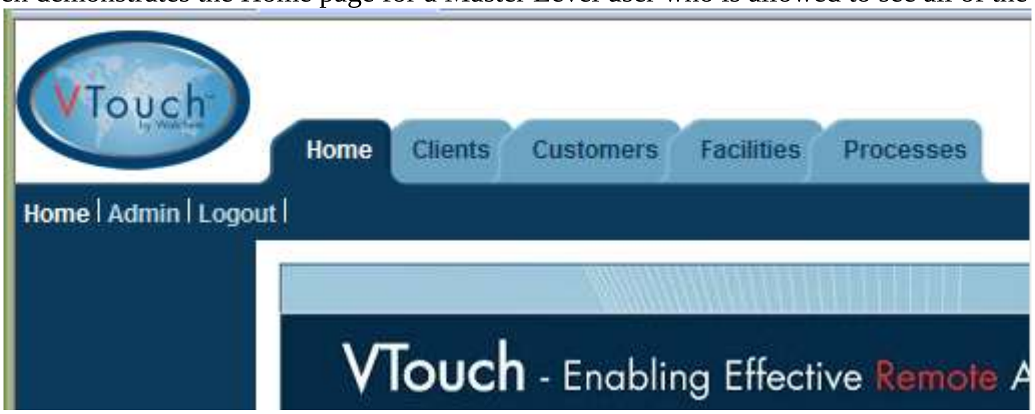
The Home page will open.

When you are ready to log out, click on the Home tab, and then click Logout in the upper left corner of the page.

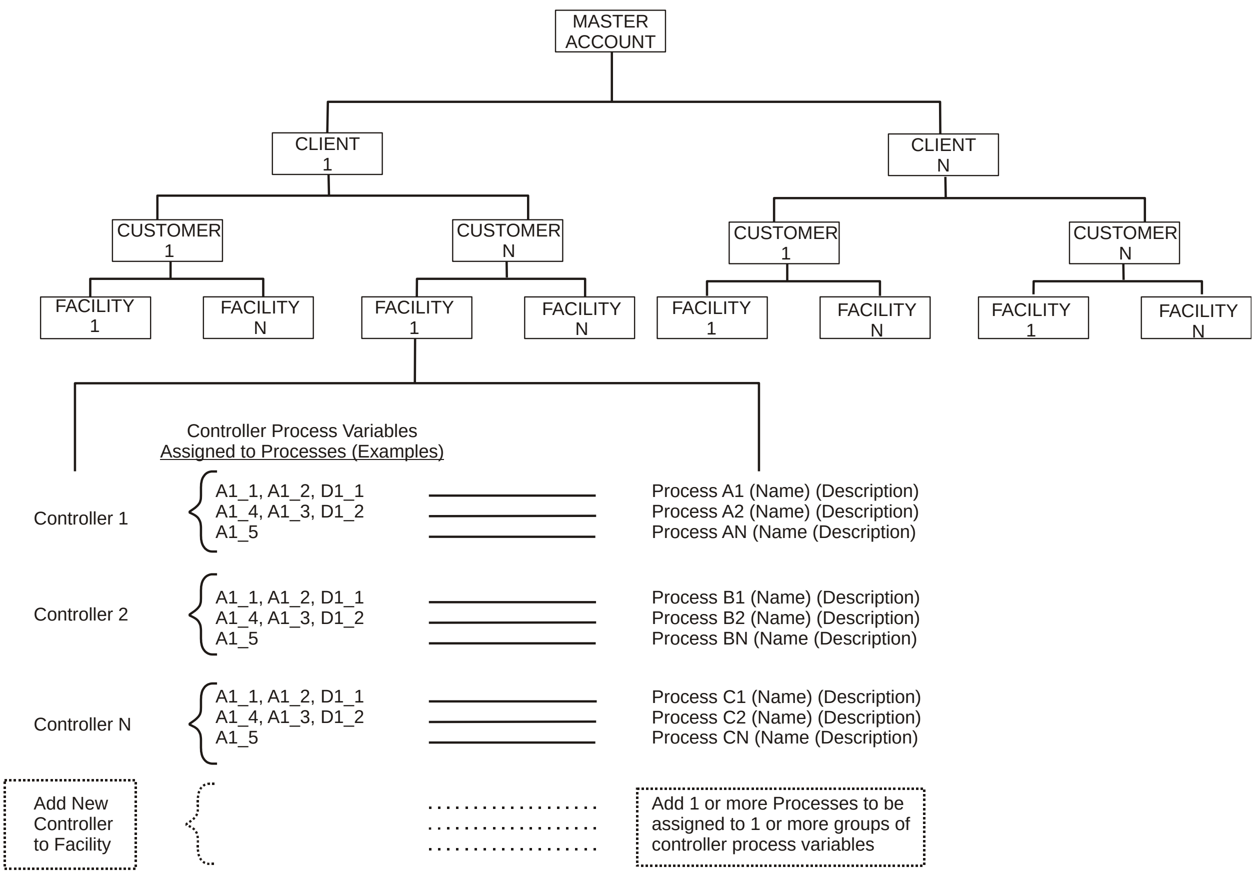
4.0 Account Management

This section describes how to set up accounts under your control. Depending upon your level of access and permissions, you will be able to see all or part of these screens. A Master Level user could set up Clients, Customers, Facilities and Processes under their control, while a Facility Level user could only set up Processes.

This screen demonstrates the Home page for a Master Level user who is allowed to see all of the tabs.



The diagram below shows the relationship between each level of account. There is no limit to the number of accounts that may be created.



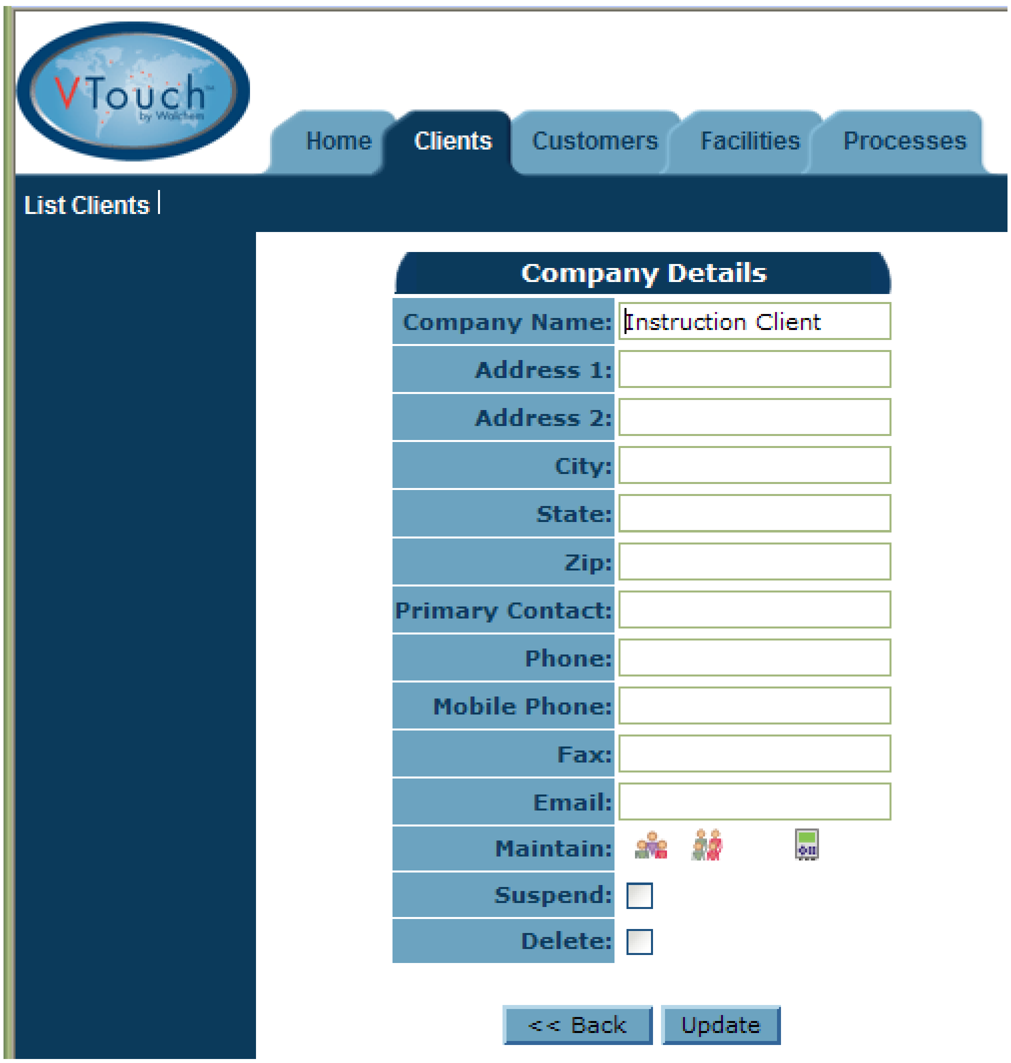
4.1 Adding a New Client, Customer or Facility

Before VTouch can display the controller's data, you need to create the various levels of customers under your control. Section 5.0 will then explain how to assign the controller to the correct customers.

To begin, click on the first tab on the left. For a Master Level user this will be the Client tab, for a Customer Level user, this will be Facility, and for a Facility Level user, this step is not necessary and you should skip to section 4.2 below.

If there are more layers of companies in VTouch than you need, you should create a dummy company at the highest level. Refer to the Company Tree above to plan your course of action.

If you are adding the next controller to an existing account, click on their company name to get to the next layer down. If you need a new account, click on the Clients tab and then click Add New Client. Fill in as much or as little of the contact information as you desire, and then click the Add button. The company name is the only required field.



Click on Back to return to the list of Clients. To add a new Customer under that Client, click on the name of that client, and then click on Add New Customer, fill in the Customer Details and click Add.

Once the Customer is added, click Back. To add a Facility under that Customer, click on the name of that customer and then click on Add New Facility, fill in the Facility Details and click Add. Click Back again to return to the list of Facilities.

4.2 Adding a New Process

Once the tree of companies has been established down to the Facility level, you may add any number of Processes to a Facility. The Facility view will look like this, with the company names at the top showing the tree.

Click on the gear-shaped Maintain Process icon to add a new process, and then click the Add New Process button. Enter a Name for the Process and a brief Description, and then click the Add button. Click Back to return to the Process list. Repeat this for as many Processes as you need for this Facility.

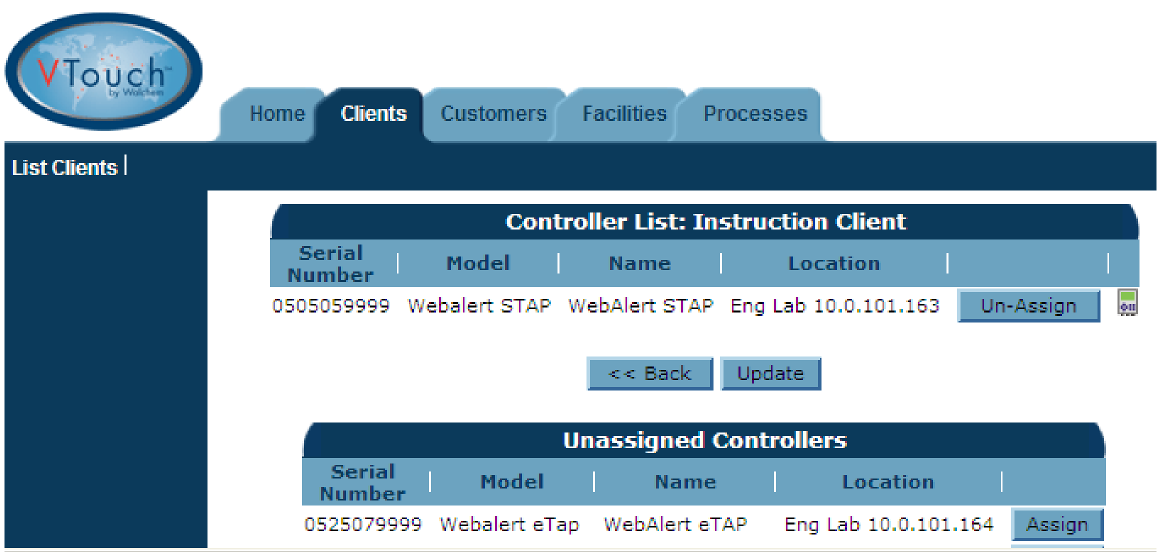
5.0 Assigning a Controller to a Process

Once the tree of companies has been established down to the Process level as described in section 4.0, you may assign a controller to the Facility, and then assign specific inputs of that controller to the Processes.

5.1 Moving a Controller to the Correct Facility

Click on the Clients tab and then click the Controller Assignment icon for the Client you need to move the controller to.

You will be presented with a list of all controllers that are assigned to that client. Any unassigned controllers will be listed at the bottom. Locate the serial number of the controller to be assigned, and then click on the Assign button.



Click The Customers tab (or the next tab down) and repeat the process of assigning the controller to the desired Customer level company, and Facility level company.

5.2 Assigning Controller Inputs to the Processes

Click on the Facilities tab, and the screen will look like this.

Click on the green Maintain Controller icon.

The top section will show the information stored in VTouch obtained from the activation key file, and obtained from the controller via the VTouch Config information sent.

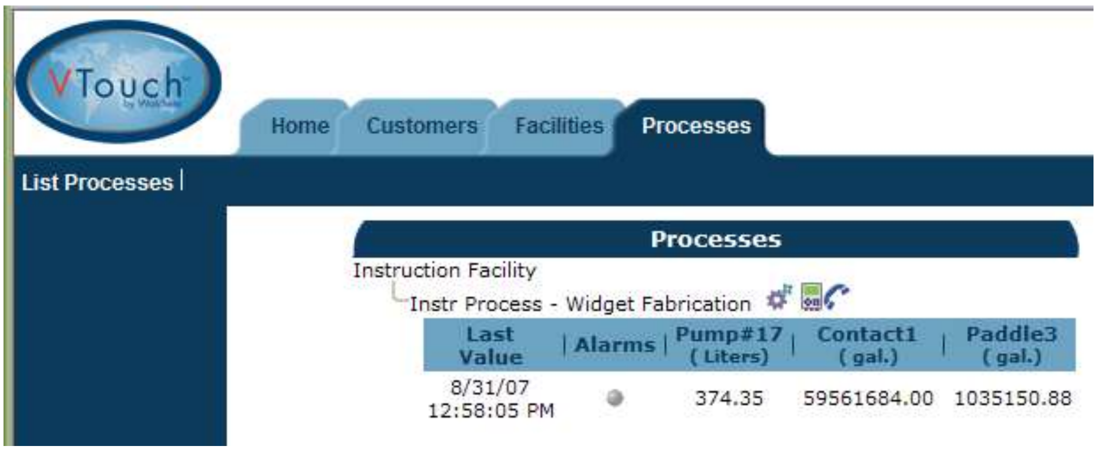
The lower section will show the list of all inputs sent up via the VTouch Config update, and pulldowns to allow you to assign the input to a Process. Use the check box at the bottom to assign all inputs to one Process. In the case where there are a lot of inputs to display, you may use the Displayed Priority to select which ones will be on the left, and which ones you'll have to scroll to the right to see. Click the Update button to save the changes.

The telephone shaped Connect to the Controller icon may be used to connect to the controller, if your type of activation allows it.

The List Processes icon bring you direct to the process view of that Facility.

6.0 The Process View

Once the customer tree has been established and the controller's inputs have been assigned to the Processes, the Process Tab view is the place to go to keep an eye on every process that is under your control.



The data is sorted by the Facility, then indented are the Processes under the Facility. Hover your mouse over any heading or red Alarm icon for more details on that data point.

6.1 Edit Process Icon

The gear-shaped Edit Process icon is used to change the name or description of the Process. This is what is displayed to the left of the icons for each Process. In the example above, the Process name is Inst Process and the description is Widget Fabrication.

6.2 Maintain Controller Icon

The green Maintain Controller icon links you to the page where you can assign inputs from the controller to Processes within the Facility. See section 5.2.

6.3 Connect to Controller Icon

This icon will not appear for all activation types. The telephone-shaped Connect to Controller icon allows you to connect to the controller with a single click. VTouch knows the phone number, serial number, IP address, and method of connection based upon the information it received from the controller with the Update VTouch process.

With Ethernet-based communications, VTouch will open a new window directing you to the correct IP address.

With modem-based communications, VTouch will dial the controller using our ShoulderTap technology to get it on line.

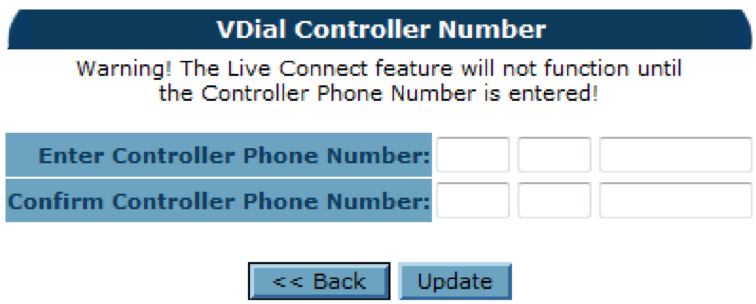
With cellular communications with unlimited data usage, VTouch will connect directly to the controller's fixed IP address.

With cellular communications with limited data usage, the icon will only appear if the account has VT-LiveConnect™ minutes available. A window will open with a header that states how many minutes remain, and then ask if you wish to connect.

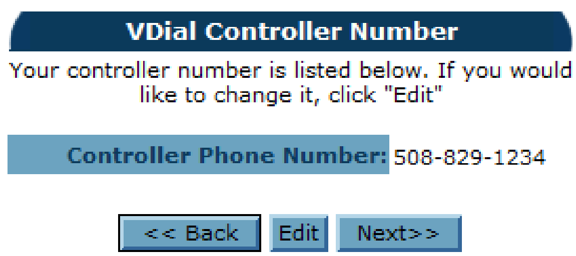
6.4 Exclamation Point Icon

The exclamation point icon will appear next to a controller using VTouch VDial communications if either the controller's phone number or ISP access phone number has not been entered. The message displayed when you hover over the icon will tell you what number is not entered. Click on the icon to enter this information into the controller.

If the controller's phone number has not yet been entered you will see:



Type the controller's telephone number, confirm the entry, and click Update Controller Number.



If the number is correct, click Next. If not, click Edit to change it.

VDial ISP Number

Warning!! The controller must be programmed with a local ISP phone number as soon as possible! The controller is shipped with only 30 minutes of remote connection time! Once that time is used up, the information must be entered while connected to the controller on site!

The Access Numbers below were matched to Local NPA/NXX Combinations. Since every person's local calling plan is different, please make sure that you confirm with your telephone company that the Access Number you are calling is local.

Rate Center Results

Access Numbers were matched to all Local Rate Centers.
Please contact your Telephone Company to make sure that an Access Number is local to you before using it.

Location	Access Number	Other	Type
Holden, MA	(508) 210-5009		V.92
Holden, MA	(774) 642-0076		V.92

Select access numbers from the list above and type them in the text boxes below. If the controller is connected to a PBX system and needs to dial a 9 or other prefix number to get a dial tone, enter that number followed by a comma in front of the access number below. Click the Update button to save the changes.

Enter Primary ISP Phone Number:

Enter Secondary ISP Phone Number:

<< Back   Update

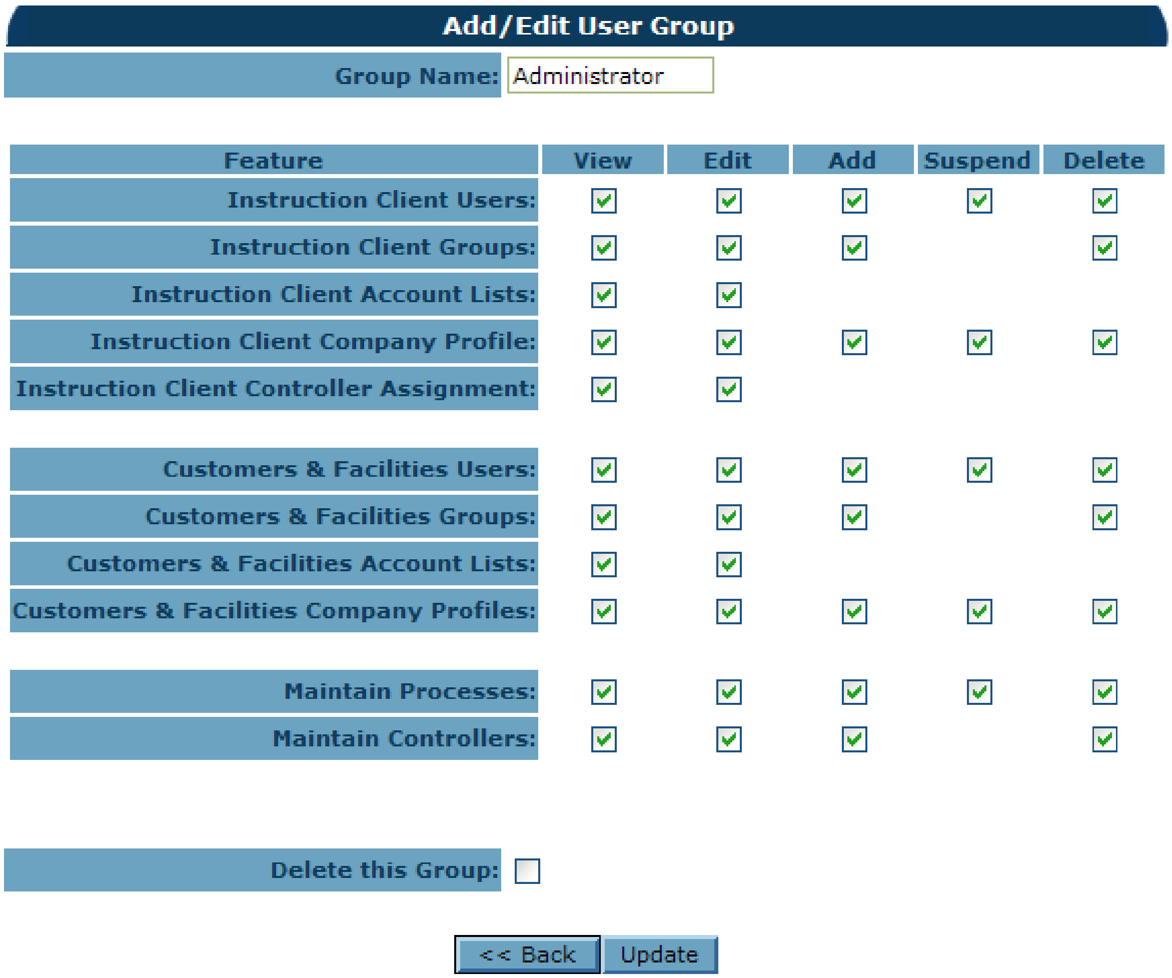
The ISP phone number entry screen above will appear next if the 800 number has not been replaced by a local access number. A list of local access numbers will be generated. Enter the desired ISP phone number in the text box, using a dial-out prefix (such as 9,) if required by the phone system and click the Update button.

The next time the controller sends data to VTouch, the controller phone number and ISP access numbers will be programmed into the controller.

7.0 Adding User Groups

User Groups are used to quickly assign permissions to users of a similar category. Different user groups can and should be set for each level of user (Client, Customer or Facility).

A user group of Administrator is predefined and is capable of performing all of the tasks listed below:

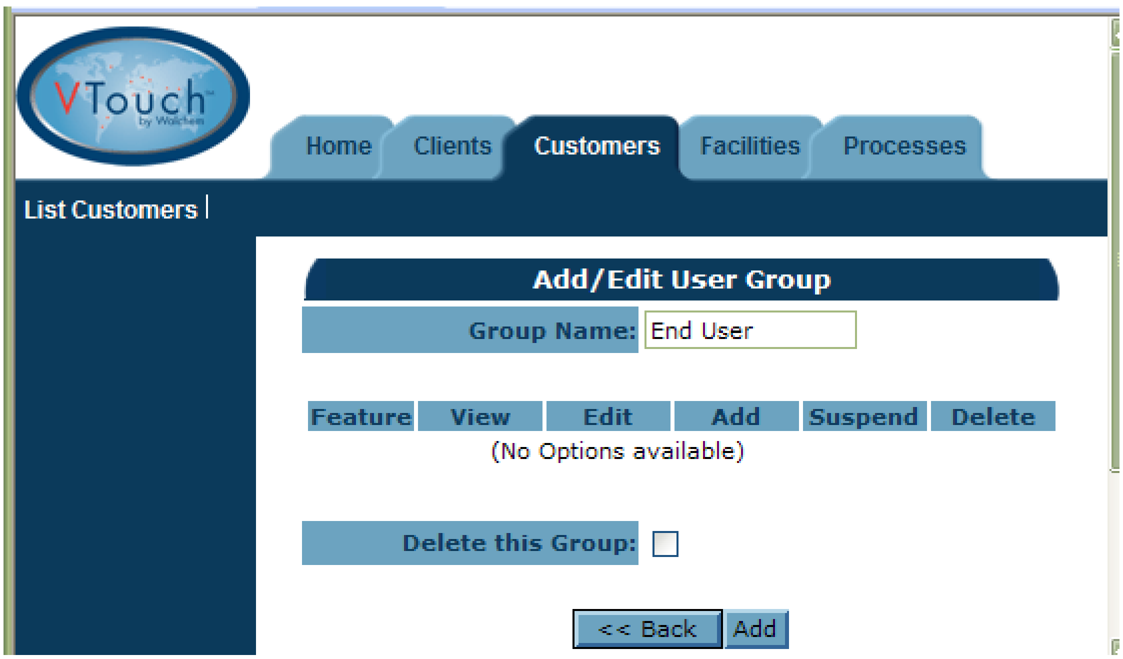


You may want to create other groups of users that have less capability. For example, you could create a group called End Users who will only be able to view the data, but will not be able to change any customer or controller information. You may want to create another group called Technician whose users can View, Edit or Add but not be allowed to Suspend or Delete an account.

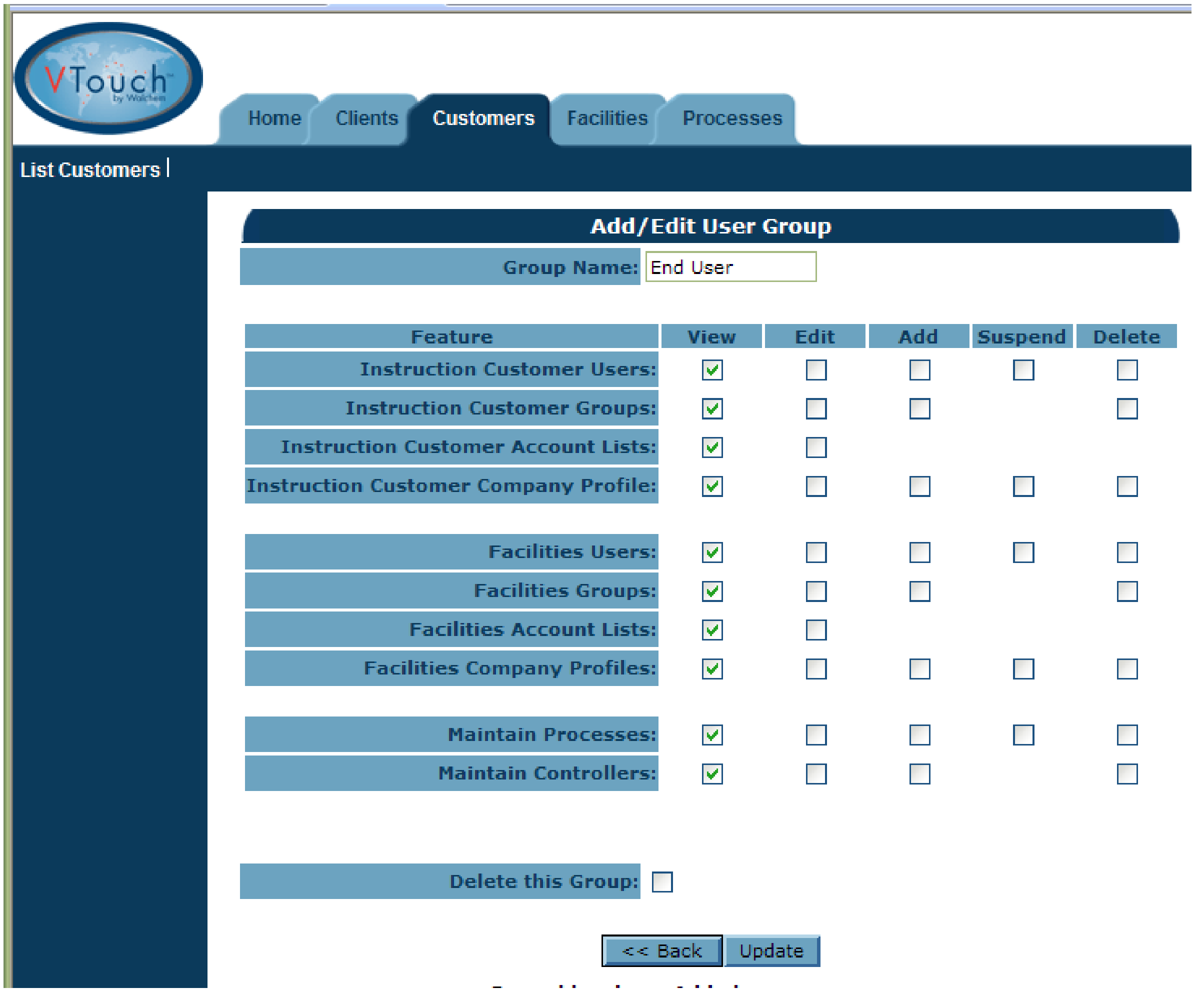
To create a user group for Customer level users, click on the Customers Tab to view the list of all of your Customers, and then click on the Maintain This Customer's User Groups icon adjacent to that customer.

This will open the User Group List screen. This displays existing User Groups that may be edited, and a button to Add New Group.

The Add/Edit User Group screen will first allow you to name the new group.



Type in the name of the new User Group and click Add. Check the boxes next to the desired permissions and then click the Update button.



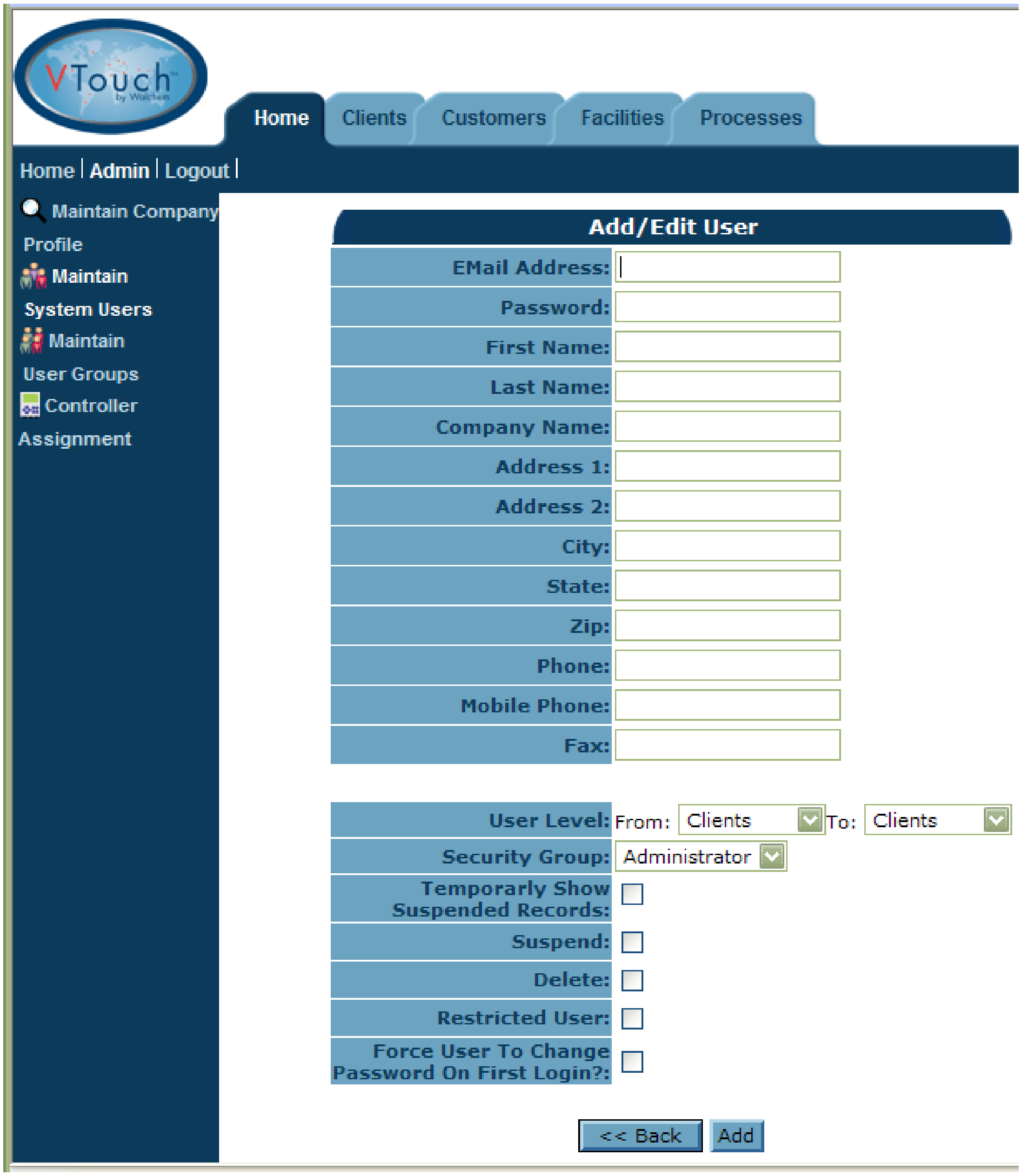
Repeat this process for each User Group desired for this Customer, and for each Customer. The same procedure applies to any other level of company.

8.0 Adding Users

The Administrator of an account is able to add VTouch users. These people can belong to the same company as the Administrator (System Users), or to any level of company below the Administrator in the company tree.

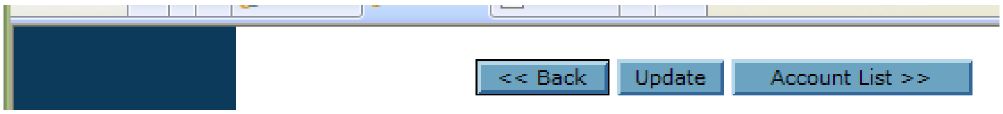
8.1 Adding System Users

To add people from your own company to VTouch, Click the Home Tab, then Admin, then the Maintain System Users icon. The User List will show all existing users (including yourself) and a button to Add New User. Click this and the Add/Edit User screen will appear.

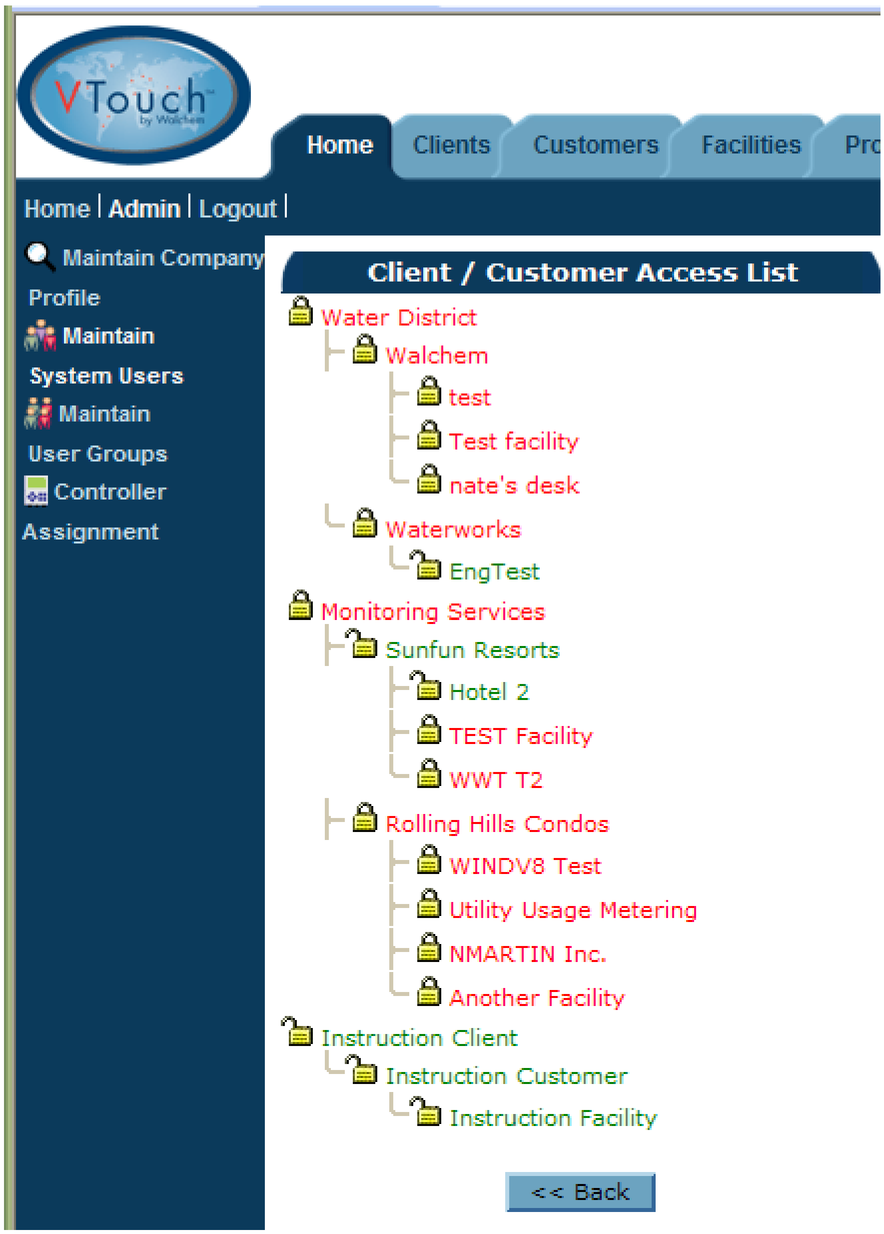


Fill in the Email Address (user name) and Password (6-15 characters) at a minimum. The User Level defines the Tabs and levels of companies below them in the tree that may be accessed. The security (User) Group is a list of all User Groups created for your company as described in section 7.0.

If you want to select the companies that this user can access on a case by case basis, then you should select a wider range for the User Level to include any level of company desired, and then check Restricted User, and click the Add button. You will now see a button for Account List at the bottom of the screen.



Click on the Account List button and the Access List will open, showing all of the layers of companies potentially accessible by the user.



The default condition is for all accounts to be locked. Click on the Padlock icons to unlock the companies that the user will be allowed to access, and click Back to submit the changes.

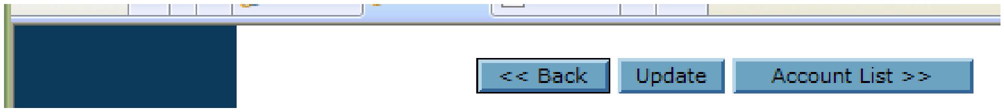
8.2 Adding Other Company's Users

To add a user from a company other than your own, start by clicking on the tab appropriate for that company (Client, Customer, or Facility Tab).

Click on the Maintain Users icon. The User List will show all existing users and a button to Add New User. Click this and the Add/Edit User screen will appear.

Fill in the Email Address (user name) and Password (6-15 characters) at a minimum. The User Level defines the Tabs and levels of companies below them in the tree that may be accessed. The security (User) Group is a list of all User Groups created for your company as described in section 7.0.

If you want to select the companies that this user can access on a case by case basis, then you should select a wider range for the User Level to include any level of company desired, and then check Restricted User, and click the Add button. You will now see a button for Account List at the bottom of the screen.



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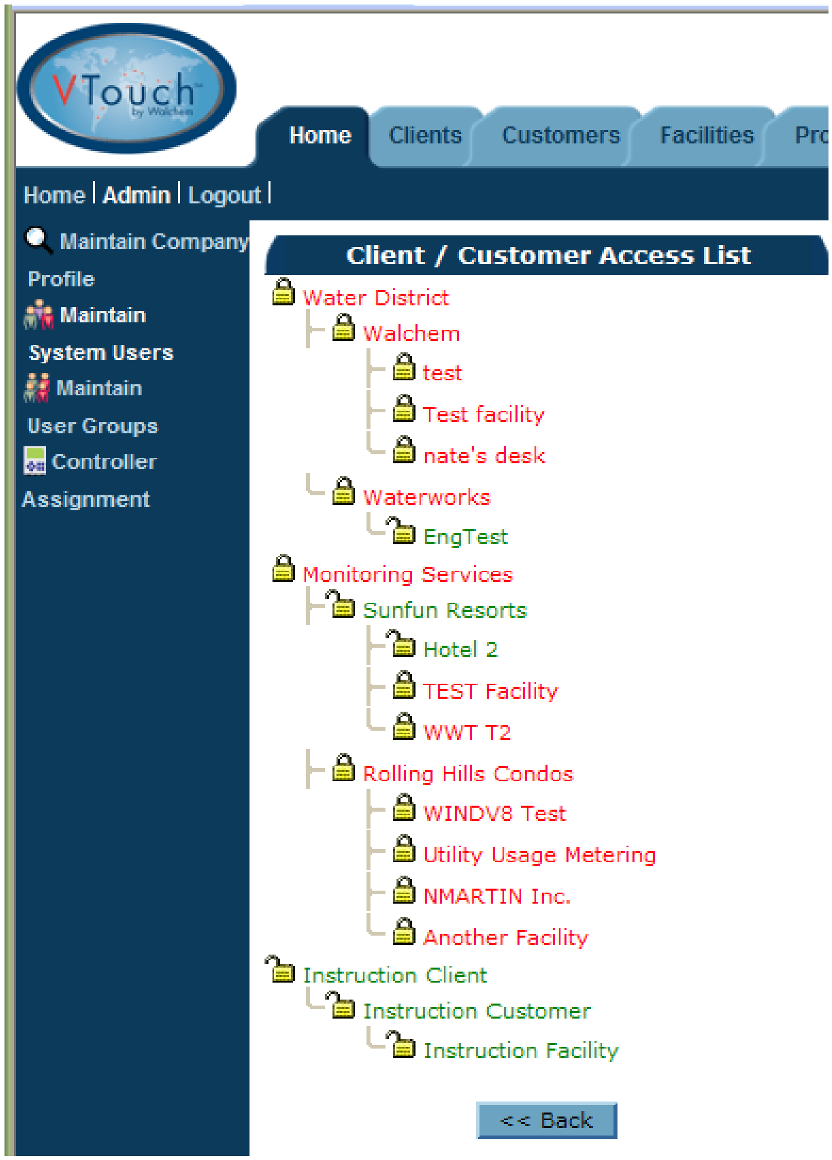

The default condition is for all accounts to be locked. Click on the Padlock icons to unlock the companies that the user will be allowed to access, and click Back to submit the changes.

9.0 Troubleshooting