# Connecting to your WebMaster/WIND/WebAlert via ShoulderTap®

## Step 1: What you need to **ShoulderTap®** your controller

You will need a *dedicated phone line,* the *phone modem option* (P/N 191215 for WebMaster® and WIND, P/N 103109 for the WebAlert®), and an *ISP* (*I*nternet *S*ervice *P*rovider) account.

## Step 2: Check the phone line

A dedicated phone line is one that can run directly to the WebMaster®/WIND/WebAlert® without going through a switchboard, and is not shared with a fax machine or other device.
To test, attach a telephone to the phone line and call that telephone from your cell phone.
You need to make sure the phone rings at least 8 times. For best results, the phone line should be analog, not PBX.
To test the ability of the controller to dial out, use the telephone on the phone line to call your cell phone. *Note if you need to dial a 9 to get an outside line (since this will need to be entered in the WebMaster®/WIND/WebAlert®) or if outside calls are being blocked by the phone system.*

## Step 3: Sign up with an *I*nternet *S*ervice *P*rovider

Earthlink and SurfBest are both recommended. If you choose another ISP, make sure that it doesn't require a CD for installation.

## Step 4: Enter the information into your controller's Communication section

Your ISP will provide you with your user name, password and ISP phone number.  You also need to enter the controller's phone number.

**Communications Menu**

| Internet Dial-up Connection Details | | |
|---|---|---|
| Controller ISP User Name: | username | |
| Controller ISP Password: | password | |
| ISP Primary Phone #: | 1-508-555-1212 | Examples |
| Controller Phone #: | | |
| U.S.(1) ▼ | 1-978-555-1212 | Examples |
| Custom Country Code: | Not Used | |

If you need to dial '9' to get an outside line, enter the ISP number like this:
*9,,,1-508-555-1212*. The commas provide a pause to allow the modem to get an outside line.

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## Step 4: Connect

Go to [www.walchem.com](http://www.walchem.com) and click the ShoulderTap link.



Next page, enter user name and password as below:



Then enter the controller phone number:

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You should get the log-in screen. Enter the user name and password (shown is default).



You are now directly connected to your WebMaster® /WIND/WebAlert® over the Internet! When you log off, it will disconnect from the Internet and will not get back on until the next ShoulderTap® or the next time it's scheduled to send a report or alarm.