

W A L C H E M

An Iwaki America Company

WebMaster® & WebAlert® Quick Start Guide

WebMaster® and WebAlert® USB Style Quick Start Guide

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Notice

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Computer Requirements

The computer hardware guidelines for establishing a connection with the WebMaster/WebAlert are basically the same requirements as surfing the Internet. You'll need sufficient memory to run your computer's operating system and web browser, and a CPU with enough processing speed to easily handle web pages for easy viewing.

Computer requirements for all four methods of communication are as follows:

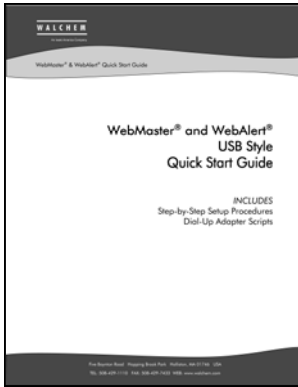
- At least one available USB port
- 100 MHz min. processor
- 40MB minimum RAM
- Windows operating system (2000, XP, Vista, or Windows 7) or MAC OSX
- Windows Internet Explorer (ver. 5.0 or higher), Firefox or Safari

Support Literature

Simple Step-by-Step instructions in our support literature will help make the start-up of your WebMaster/WebAlert quick and easy. The following materials have been supplied to help get you started:

- ✓ Quick Start Guide
- ✓ Instruction Manual
- ✓ USB cable (A-B)
- ✓ USB Driver CD





Introduction

This Quick Start Guide is designed to help you establish basic communications with your WebMaster/WebAlert.

There are four methods of communicating with your device. Each connection is simple and requires no proprietary software on your computer.

The four methods of communication with the WebMaster/WebAlert are as follows:

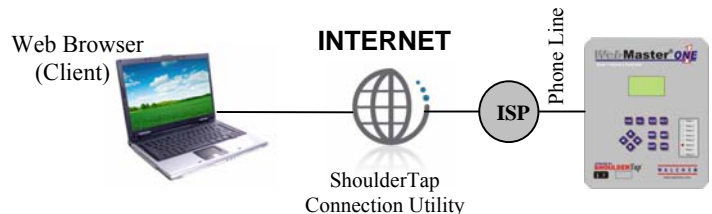
1 USB (standard)

For local monitoring and reconfiguration of your device via Laptop or dedicated on-site desktop. **(Windows 2000, XP, Vista, Windows 7 or Mac OSX)**



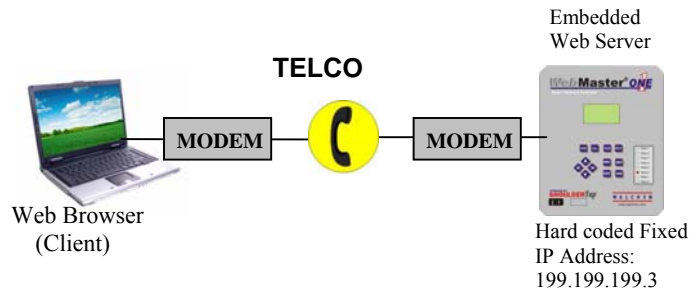
2 ShoulderTap Internet Communications

For monitoring and reconfiguration of your device remotely via the Internet. (Requires modem card option)



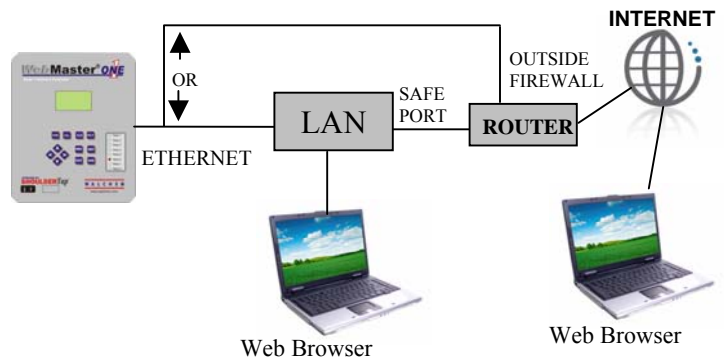
3 DirectTap Modem-to-Modem

For monitoring and reconfiguration of your device remotely using traditional modem-to-modem communications. (Requires modem card option)



4 Ethernet

For monitoring and reconfiguration of your device via Local Area Network or remotely via the Internet.





Getting Started

The majority of local reconfiguration of your WebMaster/WebAlert will be done with the USB connection. **The Instruction Manual has detailed steps for initiating USB communications.**

The following steps are required to get started:

- A USB driver needs to be added to your PC. This driver only needs to be installed once and can be used to communicate with any WebMaster/WebAlert. The USB driver may only be used with **Windows 2000, XP, Vista, Windows 7 or Mac OSX.**
- Step-by-Step instructions for installing the USB driver are included in this guide. Find the operating system that is installed on your computer (**Windows 2000, XP, Vista, Windows 7 or Mac OSX.**) and follow the instructions. The instruction manual will help guide you through the remainder of the process.

ShoulderTap®

ShoulderTap is Walchem's patented Server On-Demand Technology. The software allows you to communicate with the WebMaster/WebAlert over the Internet without the need to be online all the time. Having the web-based device online only when needed makes the connection secure and cost effective. The modem option must be installed in order to ShoulderTap.

If you choose to utilize the ShoulderTap remote communications feature, an Internet Service Provider (ISP) account must be established for your WebMaster/WebAlert, similar to what you may use to access the Internet from home. This account provides the WebMaster/WebAlert with Internet dial-up access. The following information will be needed to establish ShoulderTap communications:

- **ISP User Name** - the name that the controller will use to connect to the ISP
- **ISP Password** - the security ID that the controller will use to connect to the ISP
- **Controller Phone Number** - the number of the analog phone line attached to your WebMaster/WebAlert ... this is used to identify which WebMaster/WebAlert you want to communicate with.
- **Local Access Number For The ISP** - the local phone number that the controller will dial out to for Internet access.

The Instruction Manual provides more details on the ShoulderTap® process.

Choosing an ISP

There is a large selection of ISPs available with a variety of service plans. Walchem recommends selecting an ISP that has easy access and is reliable. Some ISPs can have spotty coverage that can be very unreliable during peak hours. ISPs that require you to load software will not work.



Walchem recommends the following ISP for best results:



Information is available at www.surfbest.net or by dialing (207)-384-4234

EARTHLINK is also reliable in many locations. Information is available at www.earthlink.com or 1-800-EARTHLINK.

If you want to receive e-mails from your controller (alarms, datalogs and system summaries) your ISP will provide you with an SMTP server address.

The Communications section of the Instruction Manual provides additional instructions on receiving e-mails.

The Auto Reporting section in the Instruction Manual contains detailed information on auto-reporting.

DirectTap Modem-to-Modem

Your WebMaster/WebAlert can also be accessed via DirectTap modem-to-modem communications. DirectTap is primarily used as a diagnostic tool or for initial set-up. DirectTap enables the user to connect directly to the WebMaster/WebAlert via a phone line without using the Internet. When the Internet is not available or at peak Internet usage, you can access your device directly with your modem. Unlike ShoulderTap, DirectTap is limited to one user at a time. DirectTap can be used to dial into a controller for initial set-up. The modem option is required to DirectTap. **Refer to the Instruction Manual.**

Ethernet

Your WebMaster/WebAlert can be placed directly on a Wide Area Network (WAN) or Local Area Network (LAN) just like any PC or standard piece of office equipment such as a network printer. The device only needs to be assigned an IP address from the on-site IT administrator for access via an Ethernet connection for a WebMaster/WebAlert.

The Instruction Manual provides a step-by-step guide for Ethernet communications.

QUICK START GUIDE

Section 1: WINDOWS 7

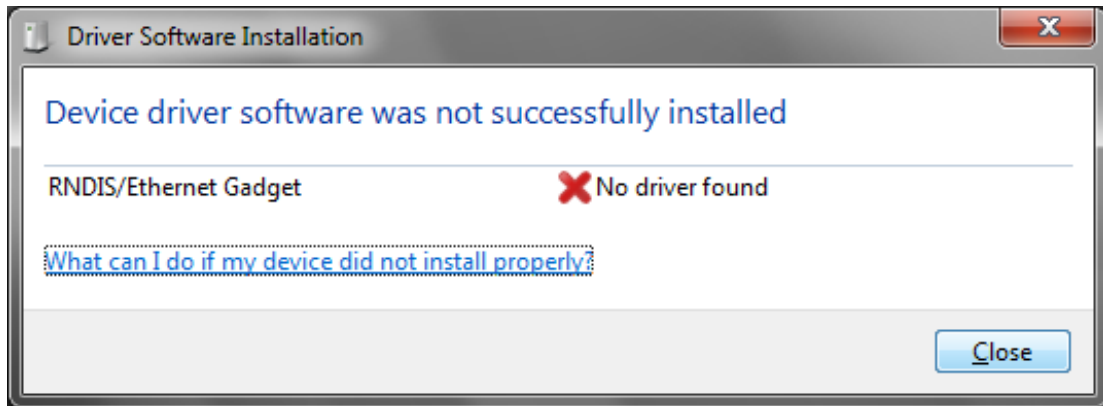


1. USB DRIVER INSTALLATION
2. DIRECT MODEM TO MODEM COMMUNICATIONS

1. USB DRIVER INSTALLATION FOR WINDOWS 7

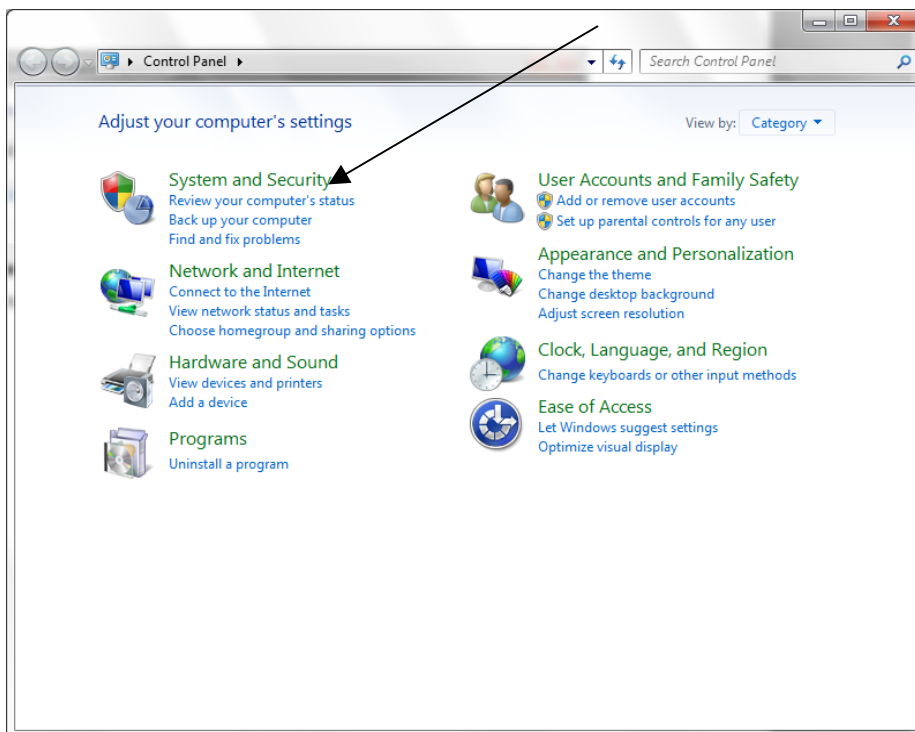
Step 1

- ▶ Plug the USB cable into the WebMaster/WebAlert and your computer.
- ▶ You will see this message on your screen



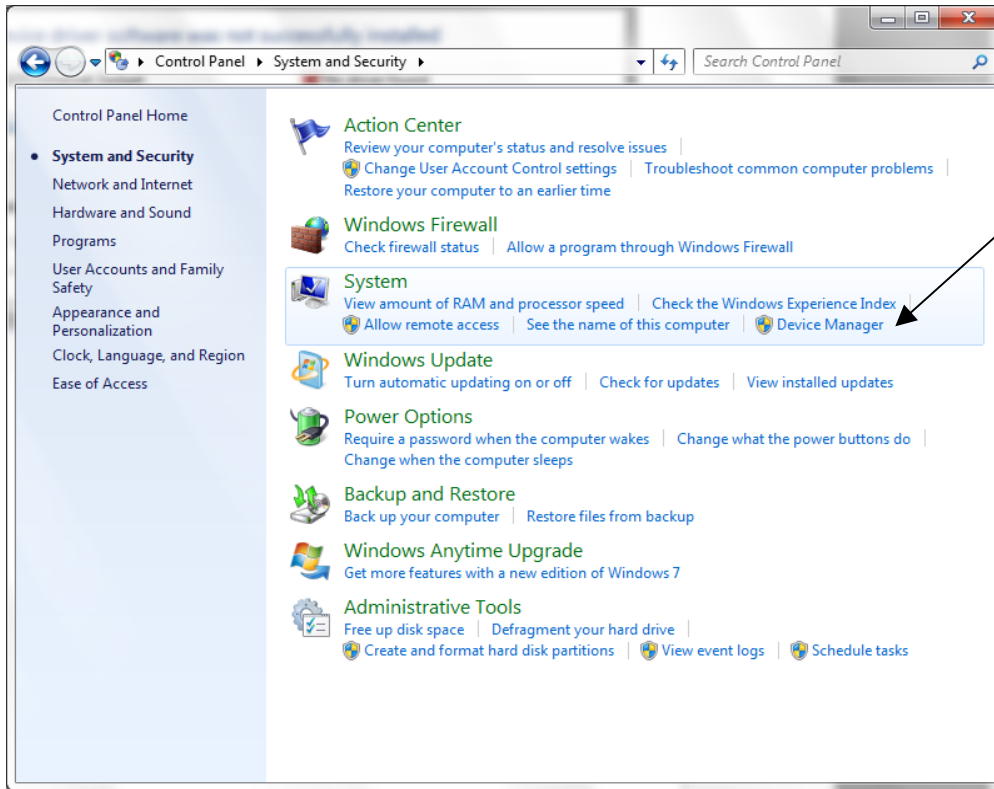
Step 2

- ▶ Go to Start, Control Panel and Click 'System and Security'

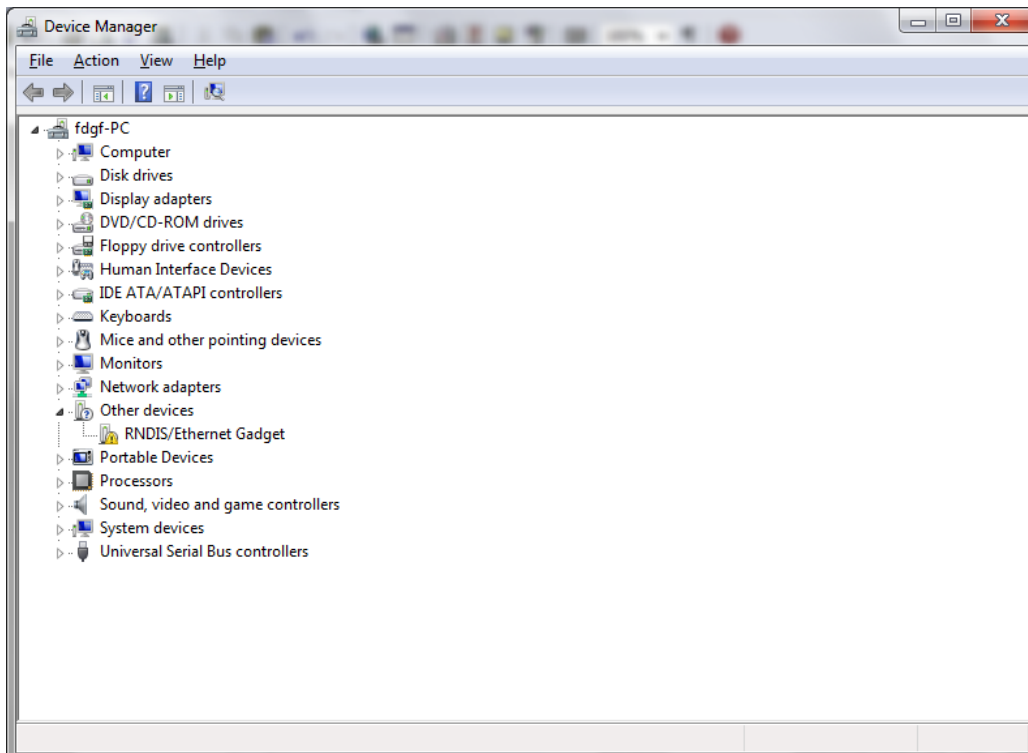


Step 3

- Click 'Device Manager' (under 'System')

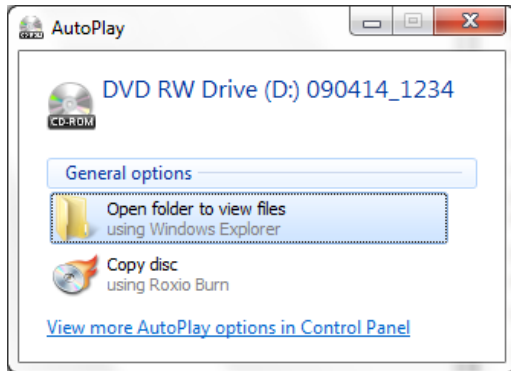


- Device Manager screen will look like this:



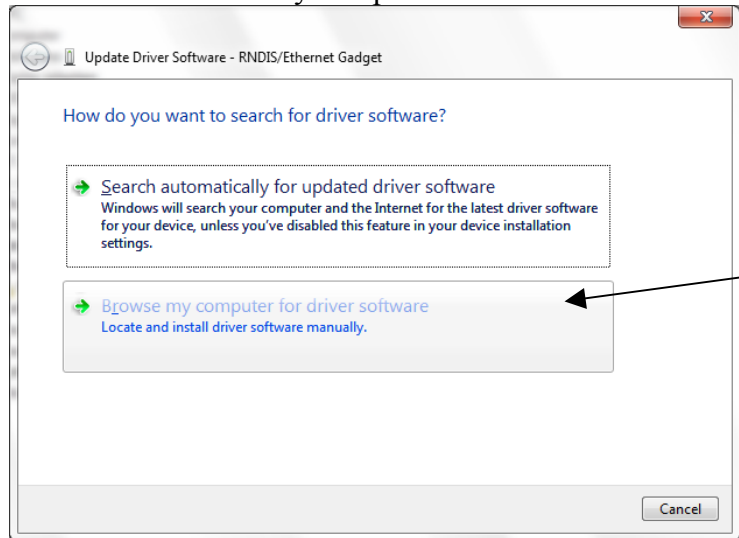
Step 4

- Insert disc and select 'Open folder to View Files'



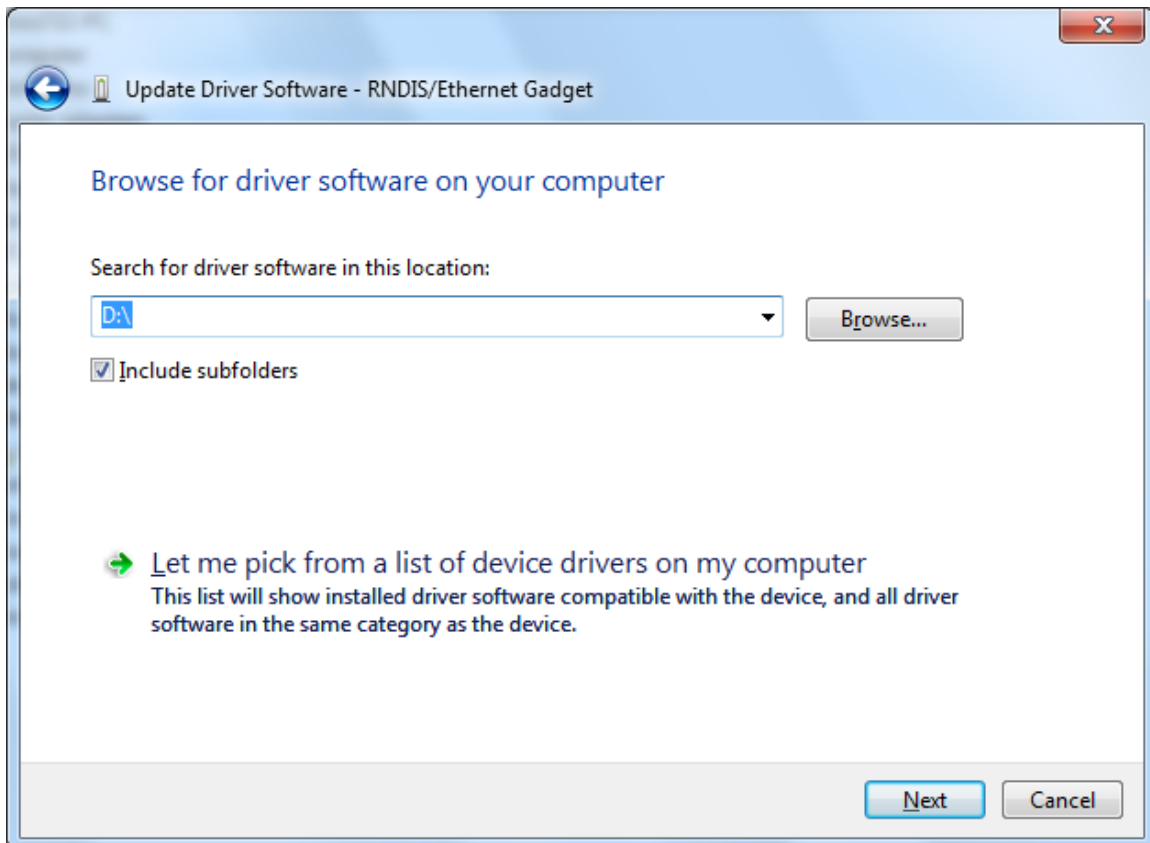
Step 5

- Go back to Device Manager, and right click the RNDIS/Ethernet Gadget.. Select 'Update Driver Software'.
- Select 'Browse my computer for driver software'



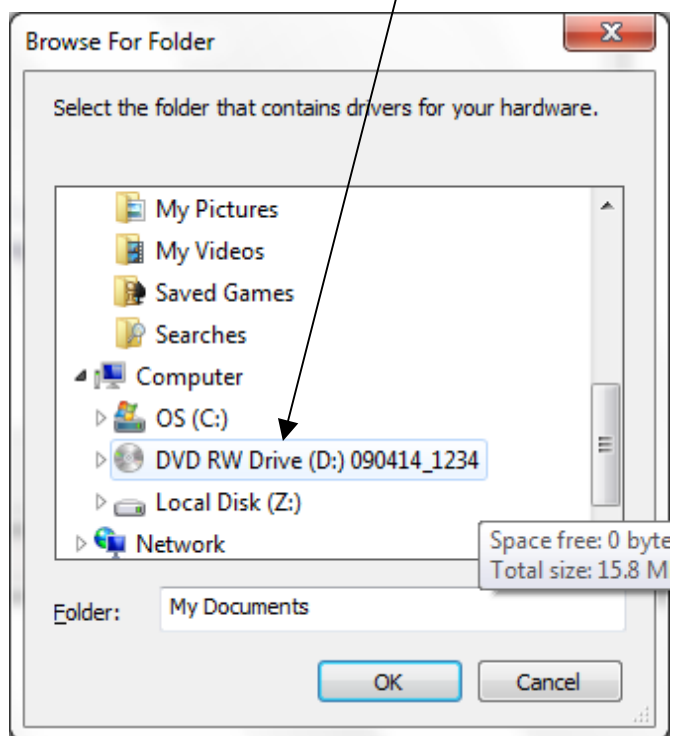
Step 6

- Click 'Browse' to search for the CD/DVD Drive



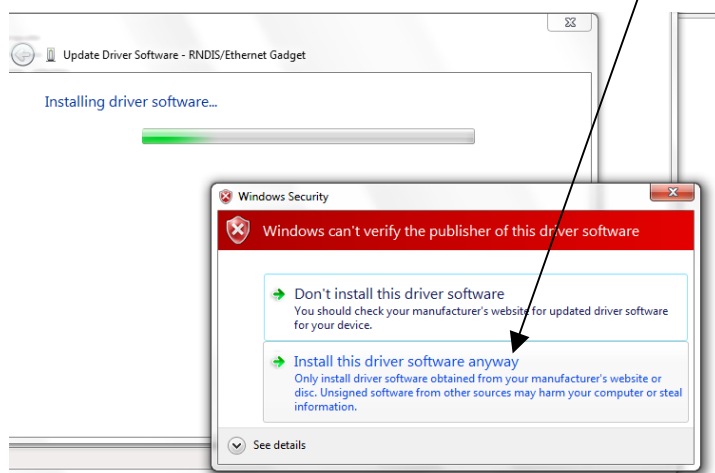
Step 7

- Browse to Computer, CD/DVD drive, click 'OK'



Step 8

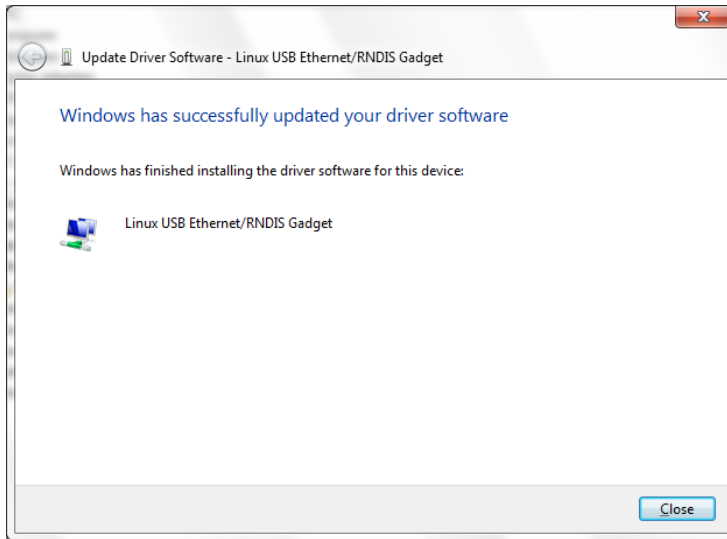
- Click 'Install this driver software anyway'



Quick Start Guide SECTION 1: WINDOWS 7

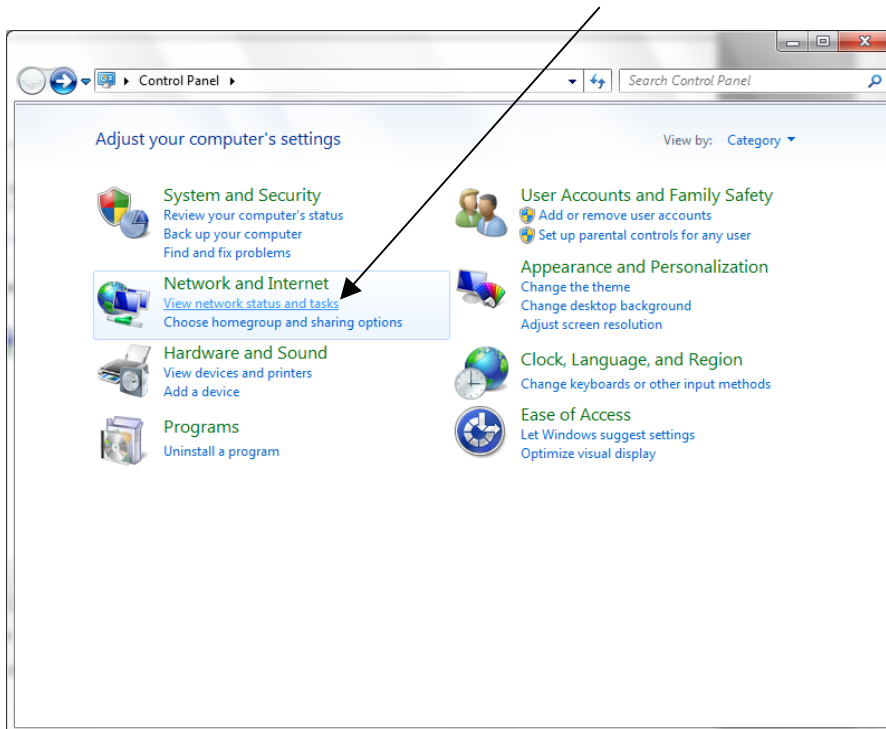
Step 9

- Click 'Close'



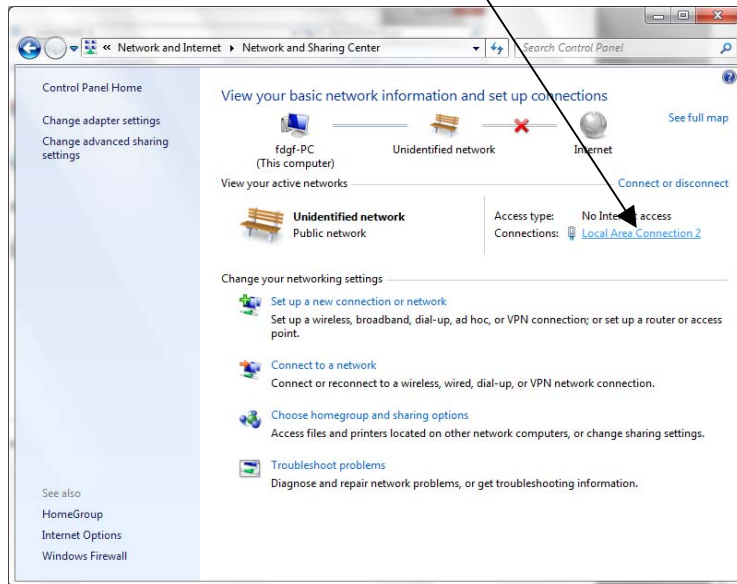
Step 10

- Return to the Control Panel
- Click 'View Network Status and Tasks'



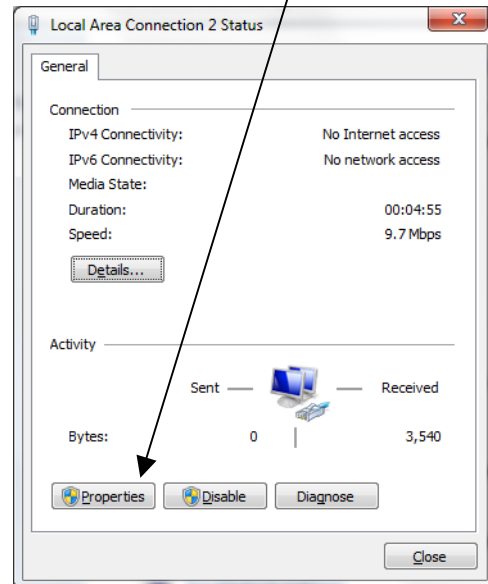
Step 11

- Click 'Local Area Connection 2'



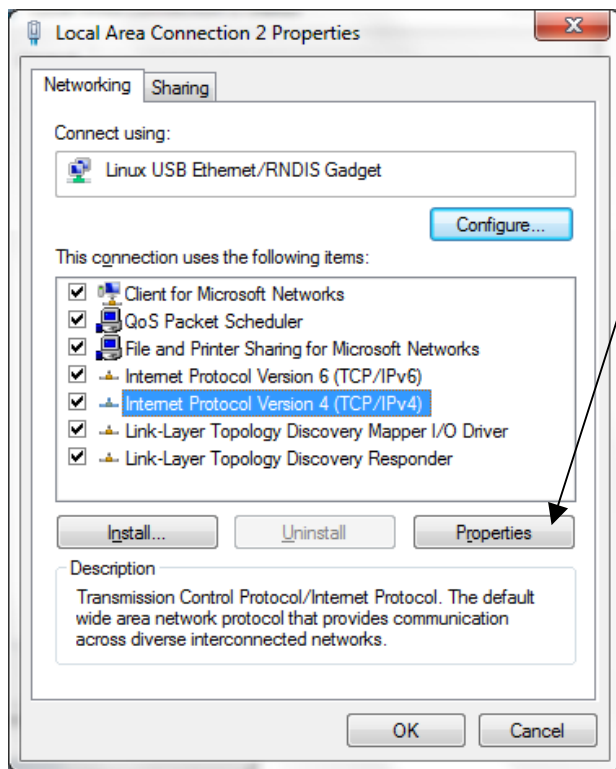
Step 12

- Click 'Properties'



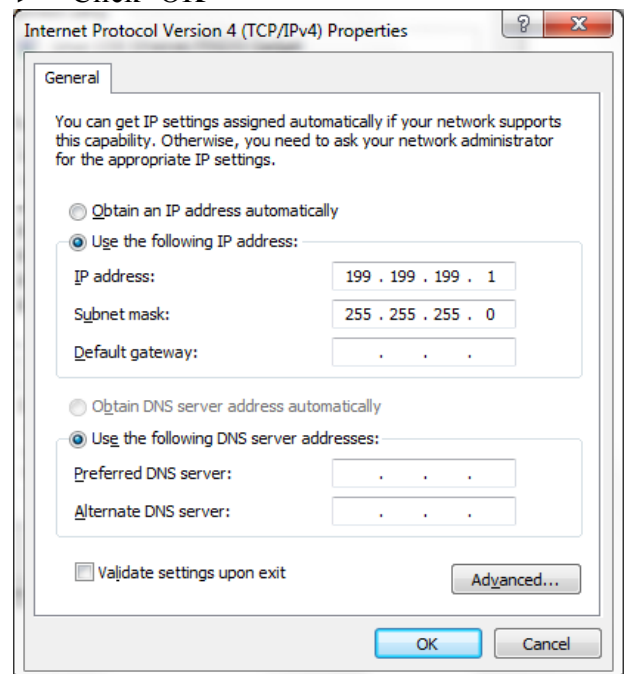
Step 13

- Highlight Internet Protocol Version 4 (TCP/IPv4) and then click 'Properties'



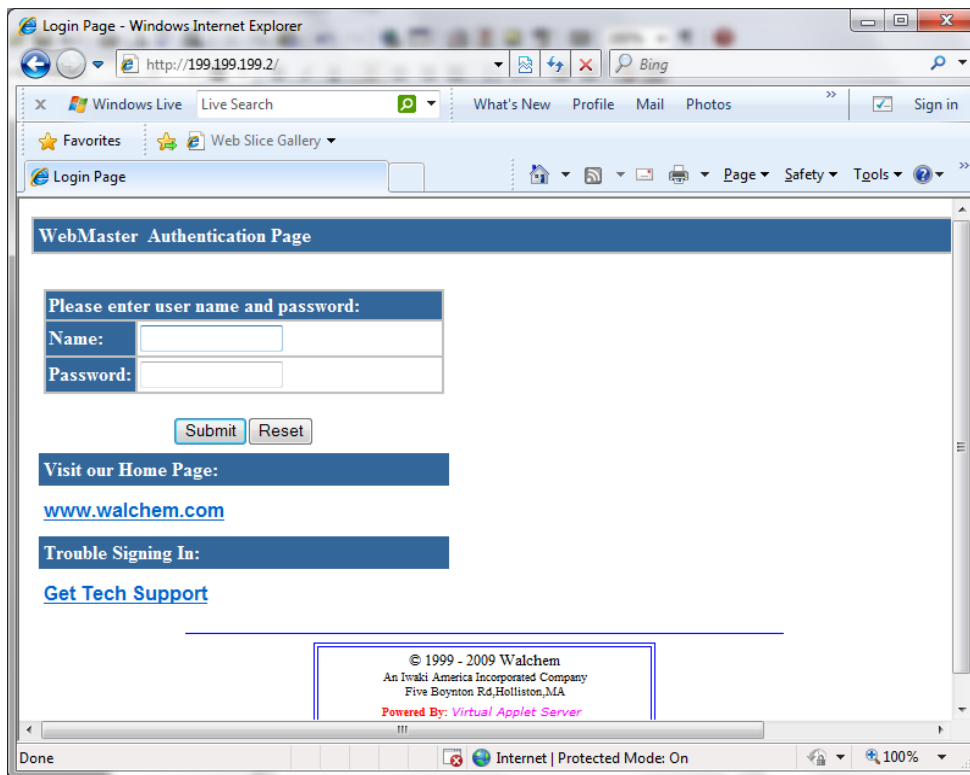
Step 14

- Select 'Use the following IP address' and type in 199.199.199.1
- Click 'OK'



Step 15

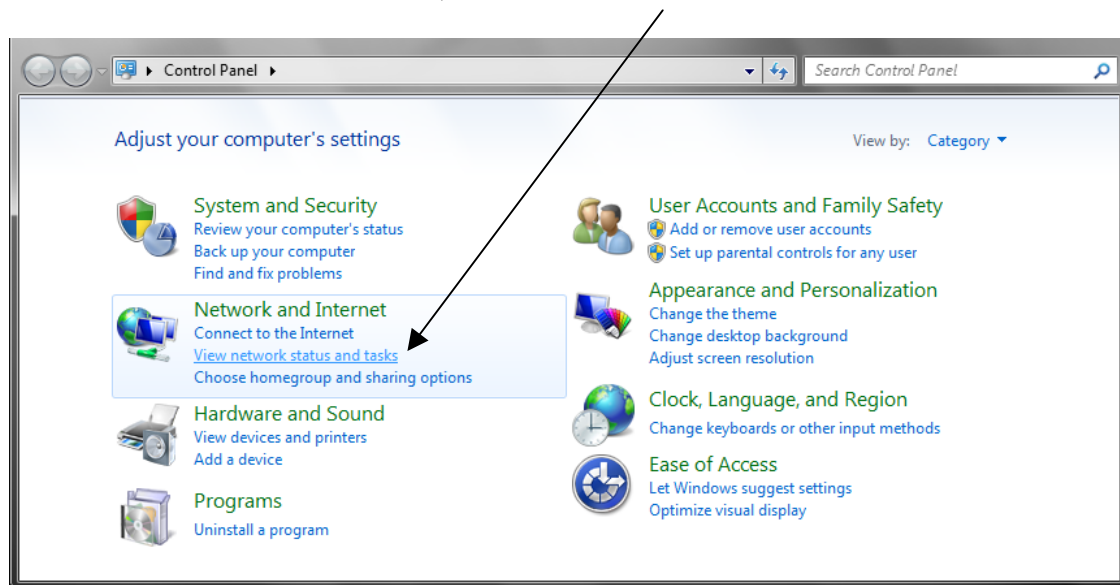
- Open Internet Explorer and enter 199.199.199.2 in the address bar. The WebMaster Authentication screen appears as shown below:



2. DIRECT MODEM SET-UP FOR WINDOWS 7

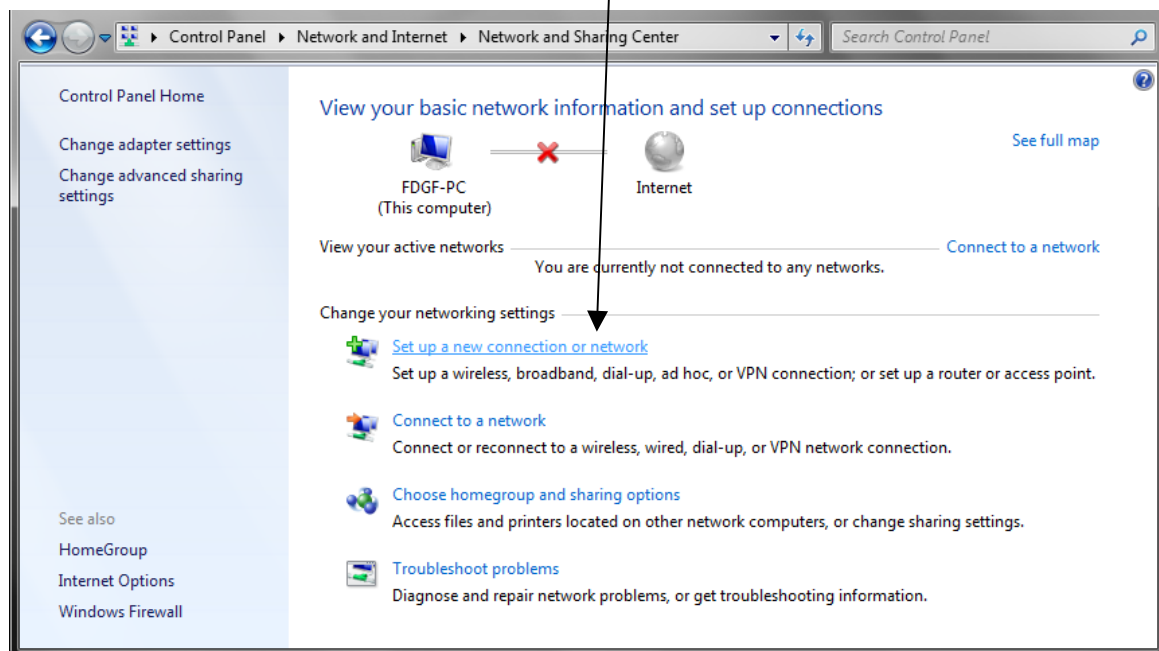
Step 1

- Go to Start, Control Panel
- Under 'Network and Internet', click 'View network status and tasks'



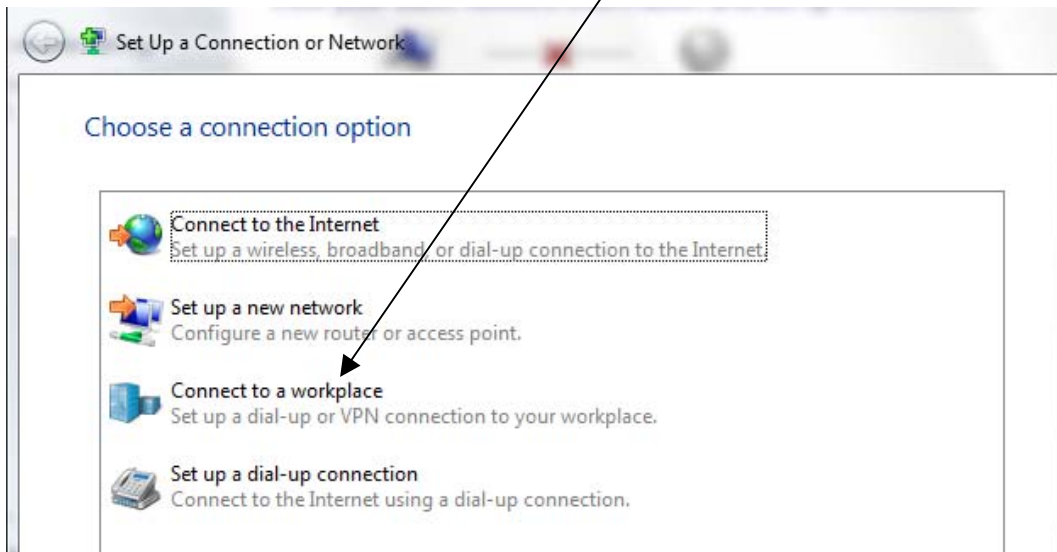
Step 2

- Click 'Set up a new connection or network'



Step 3

- Select 'Connect to a workplace' and then 'Next'



Step 4

- Click 'Dial Directly'



Step 5

- ▶ Add a phone number (this can be changed whenever you use the connection)
- ▶ Check the box next to 'Don't connect now'
- ▶ Click 'Next'

Connect to a Workplace

Type the telephone number to connect to

Your network administrator can give you this information.

Telephone number: 1-555-1212 [Dialing Rules](#)

Destination name: WebMaster Modem

☐ Use a smart card

☐ Allow other people to use this connection
This option allows anyone with access to this computer to use this connection.

☒ Don't connect now; just set it up so I can connect later

Next Cancel

Step 6

- ▶ Click 'Create'

Connect to a Workplace

Type your user name and password

User name:

Password:

☐ Show characters

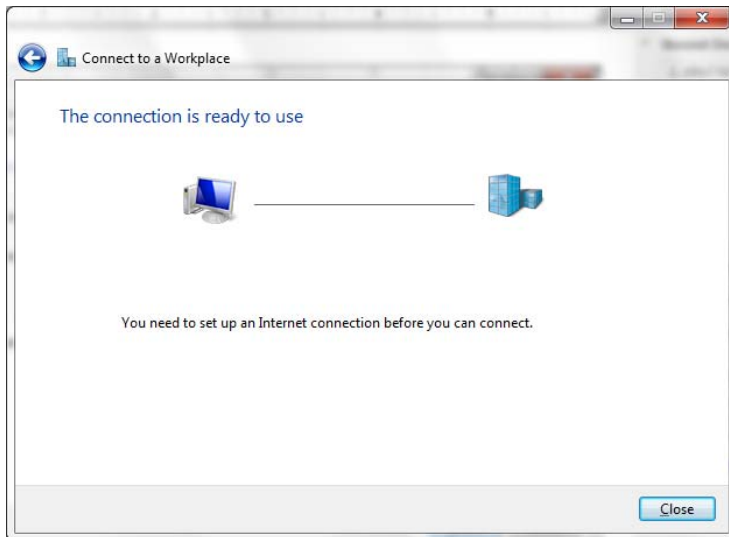
☐ Remember this password

Domain (optional):

Create Cancel

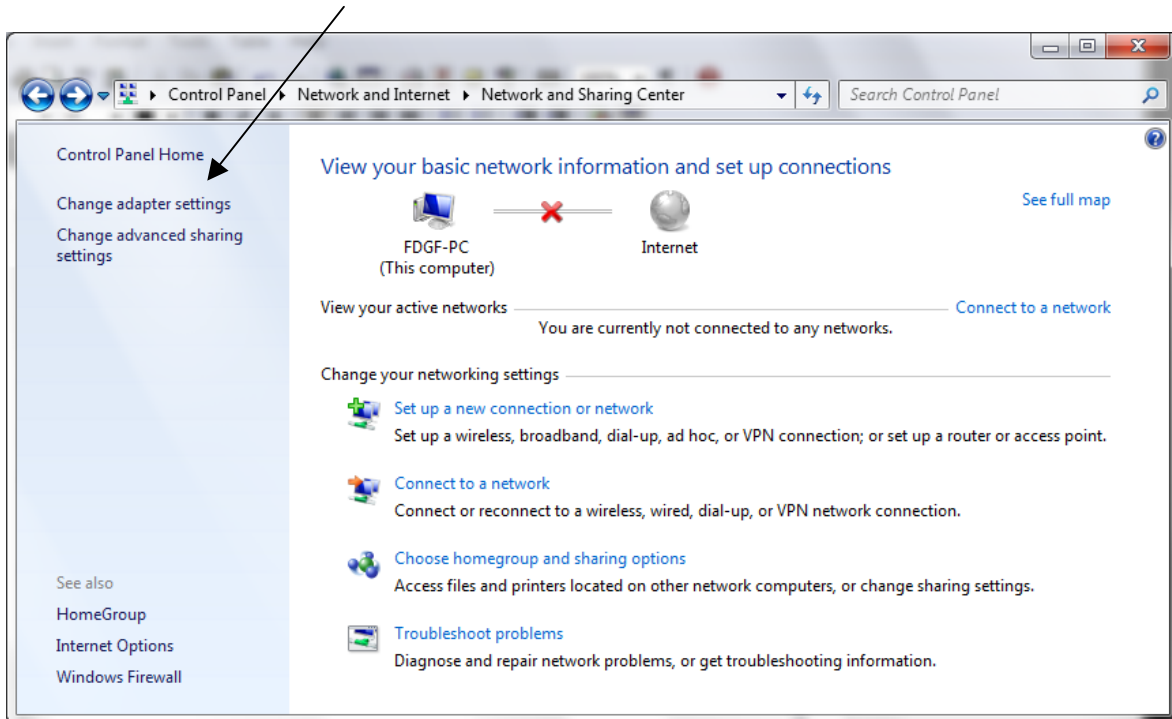
Step 7

- Click 'Close'
- Return to the Network and Sharing Center



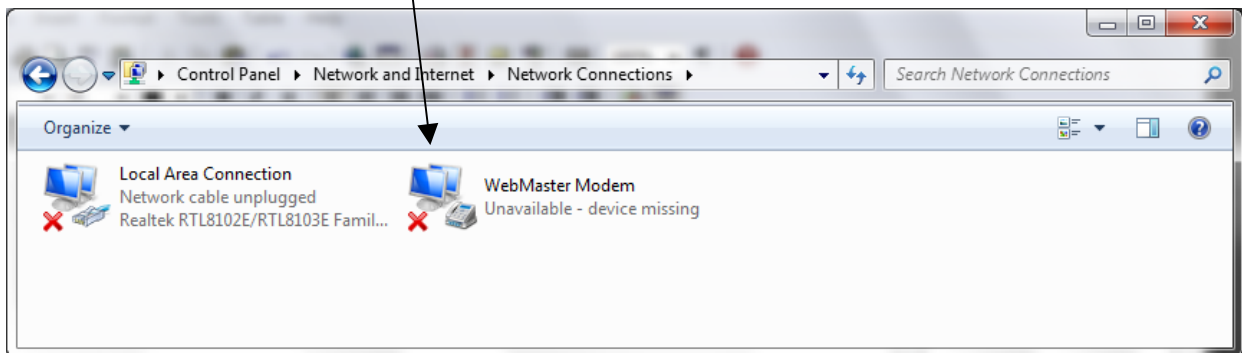
Step 8

- Click 'Change adapter settings' on the left



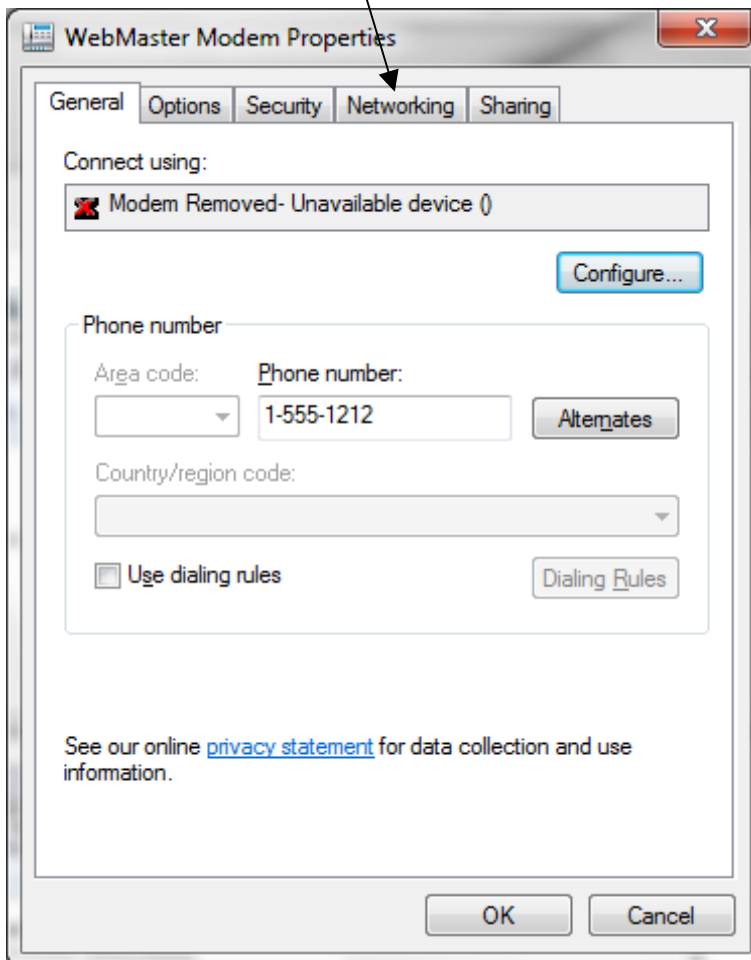
Step 9

- ▶ Right click 'WebMaster Modem'
- ▶ Select 'Properties'



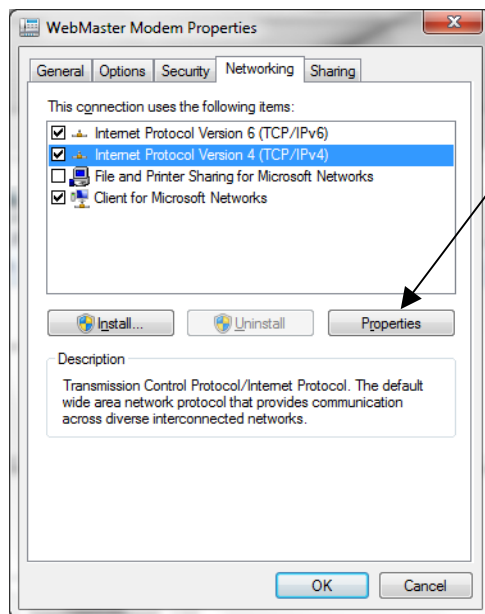
Step 10

- ▶ Click 'Networking' tab



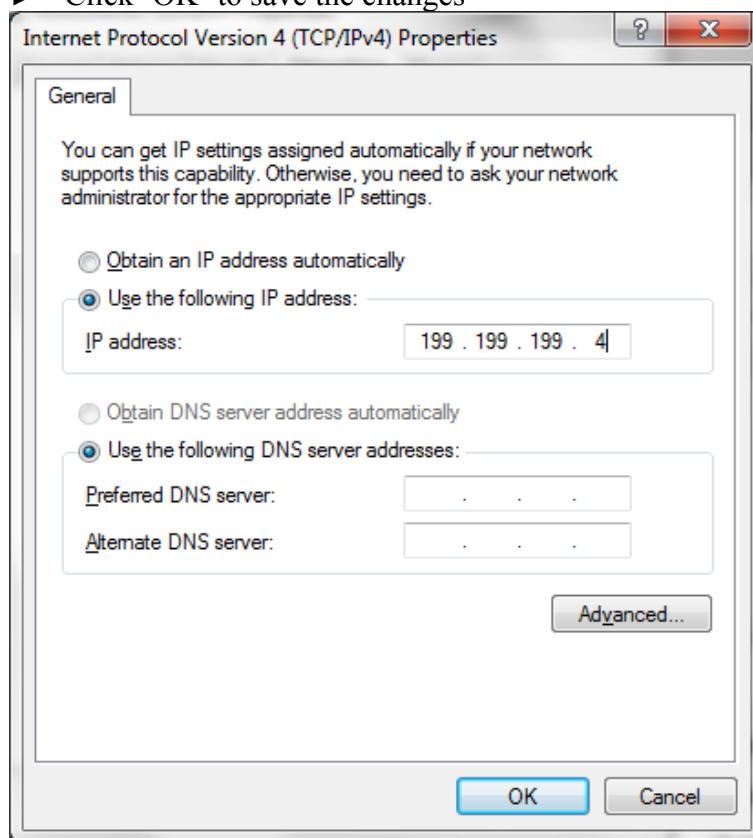
Step 11

- Select 'Internet Protocol Version 4' and click 'Properties' button



Step 12

- Select 'Use the following IP address' and change the IP address to 199.199.199.4
- Click 'OK' to save the changes



QUICK START GUIDE

Section 2: WINDOWS VISTA (32-bit)



1. USB DRIVER INSTALLATION
2. DIRECT MODEM TO MODEM COMMUNICATIONS

1. USB DRIVER INSTALLATION FOR WINDOWS VISTA (32 BIT)

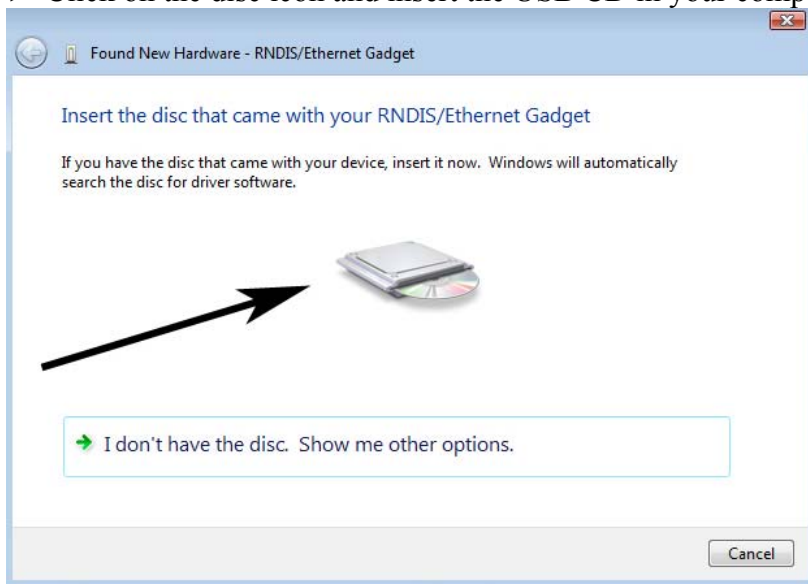
Step 1

- ▶ Plug the USB cable into the WebMaster/WebAlert and your computer.
- ▶ You will see this message on your screen.
- ▶ Click 'Locate and install driver software (recommended)'



Step 2

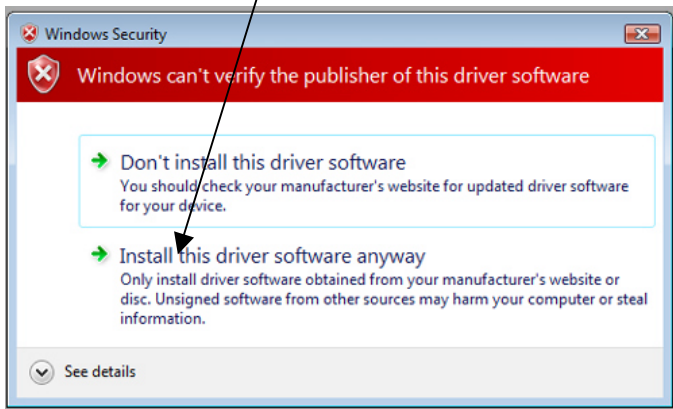
- ▶ You'll then see this screen.
- ▶ Click on the disc icon and insert the USB CD in your computer's CD drive.



Quick Start Guide SECTION 2: WINDOWS VISTA (32-bit)

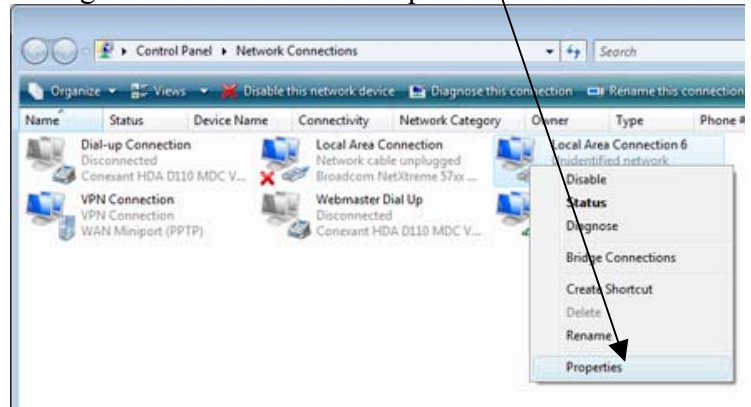
Step 3

- ▶ You will see this message.
- ▶ Click on 'Install this driver software anyway'
- ▶ You'll get a message confirming the software installation.



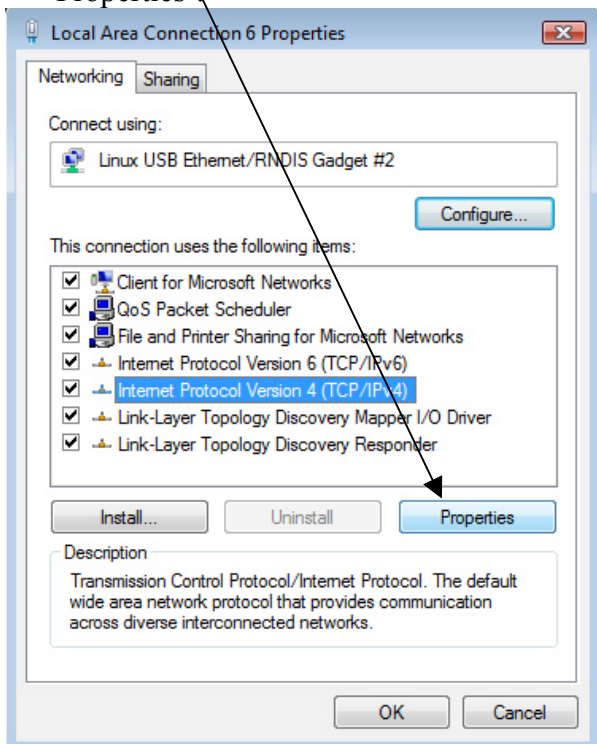
Step 4

- ▶ Next you'll need to change the IP settings for the LAN connections and right-click on the new one.
- ▶ It is labeled 'Local Area Connection 2' or similar.
- ▶ Right-click and choose 'Properties'.



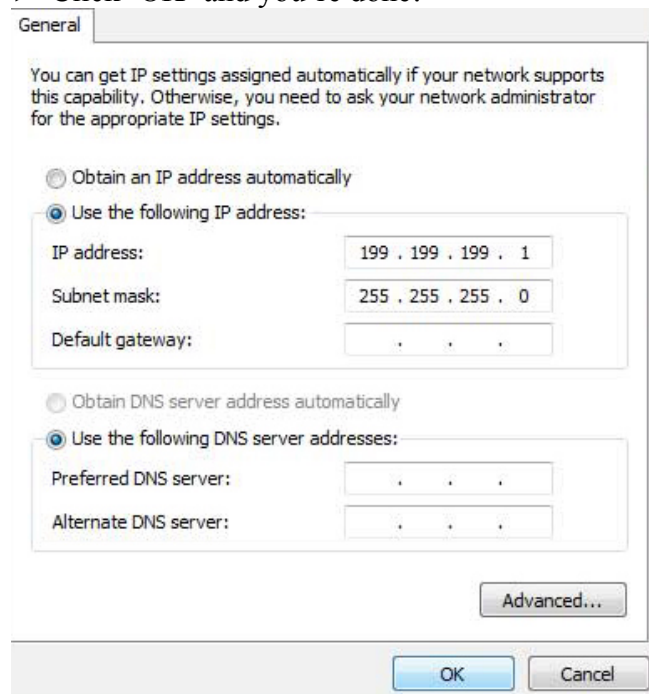
Step 5

- ▶ Choose 'Internet Protocol Version 4' and click 'Properties'.



Step 6

- ▶ Check 'Use the following IP address' and type 199.199.199.1 for the IP address and 255.255.255.0 for subnet mask.
- ▶ Click 'OK' and you're done!



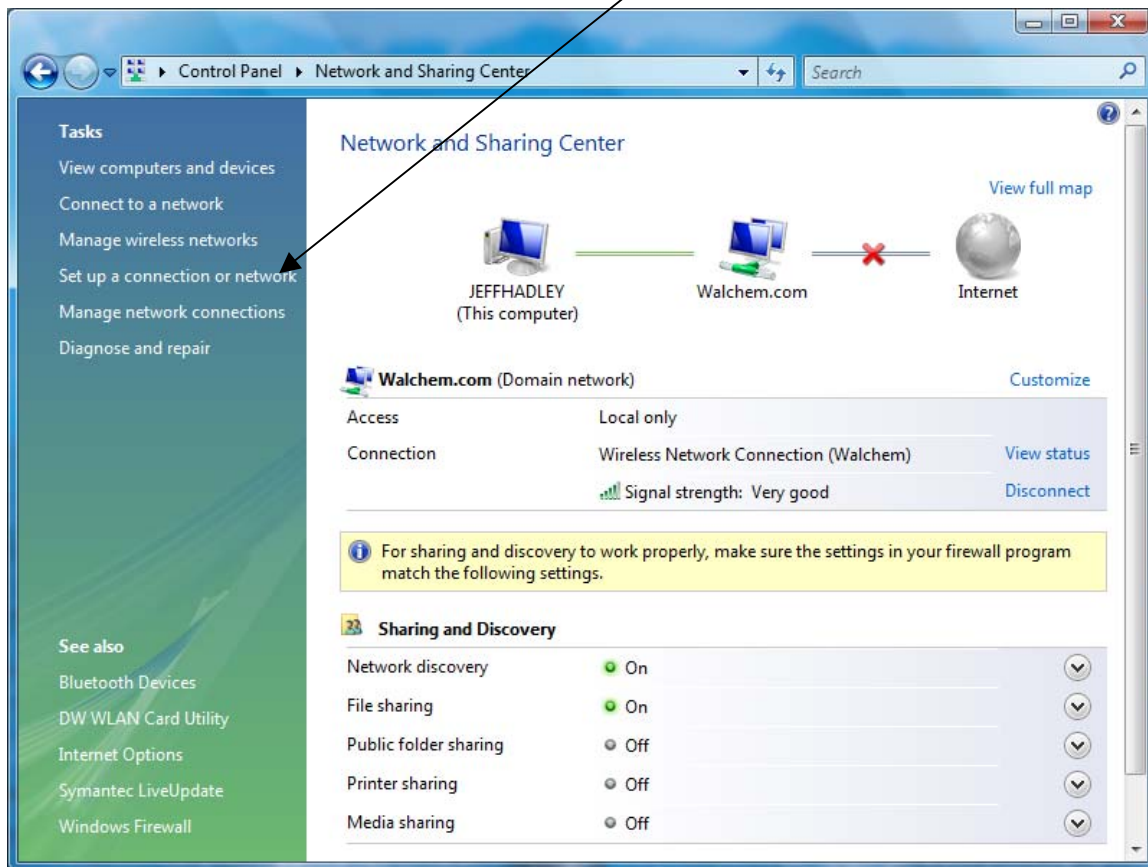
Step 7

- ▶ Open your browser and type in 199.199.199.2 to access the WebMaster Login Screen

2. DIRECT MODEM SET-UP FOR WINDOWS VISTA 32

Step 1

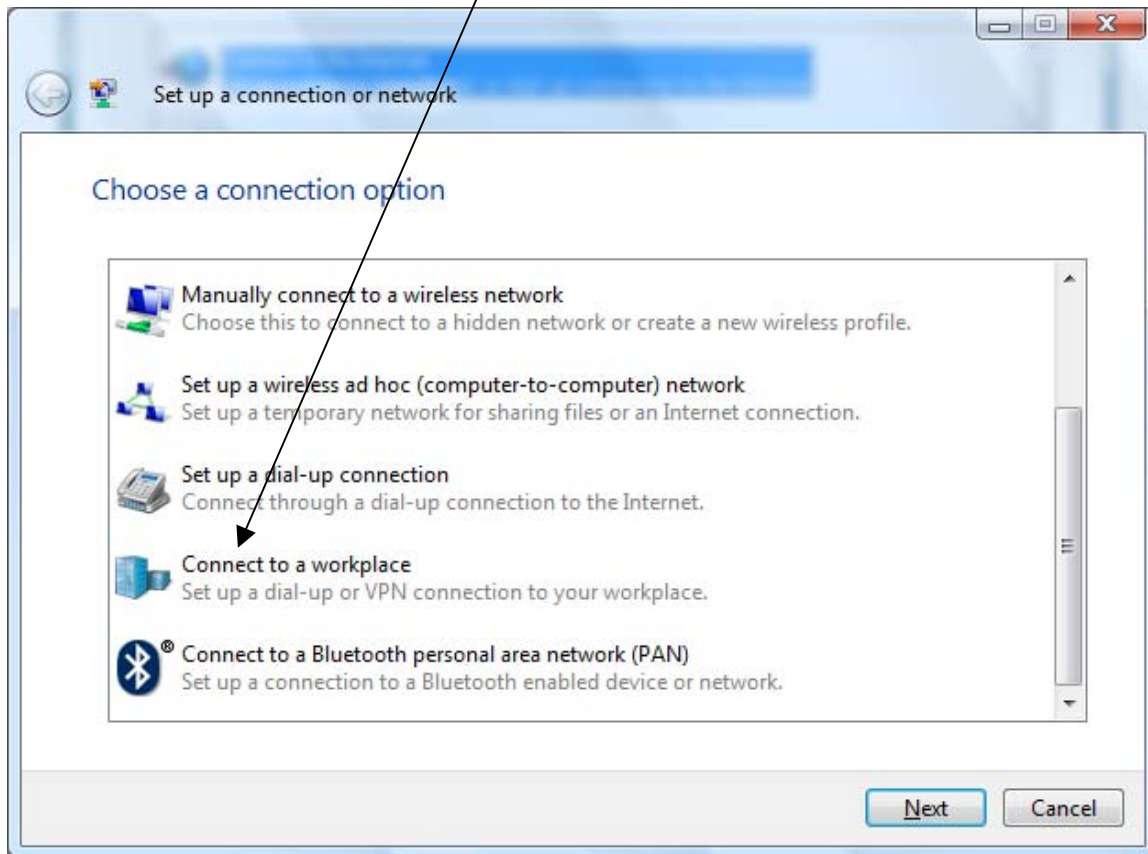
- ▶ Go to Control Panel, Network and Sharing Center.
- ▶ Choose 'Set-up a Connection or Network' on the left.



Quick Start Guide SECTION 2: WINDOWS VISTA (32-bit)

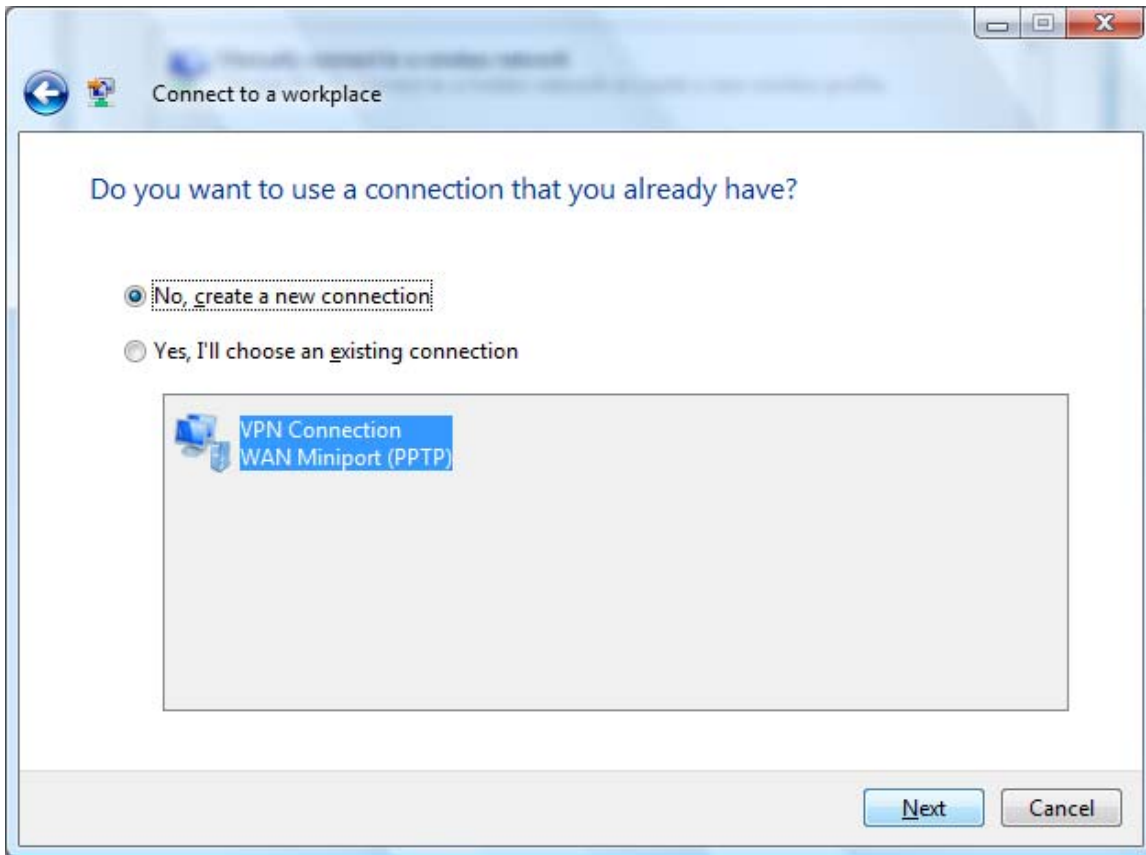
Step 2

- Choose 'Connect to a workplace'.
- Click 'Next'



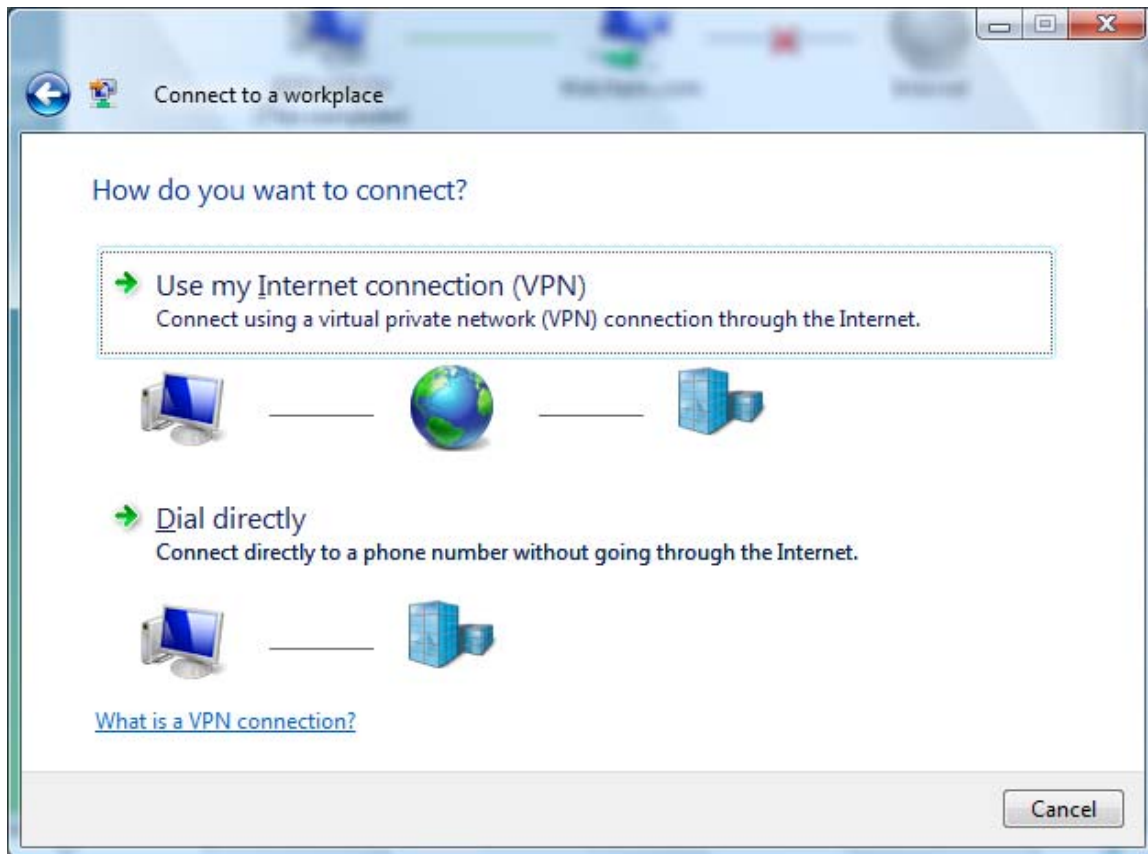
Step 3

- ▶ Choose 'No, create a new connection'
- ▶ Click 'Next'



Step 4

- Choose 'Dial Directly'



Step 5

- ▶ Add a phone number. (this can be changed whenever you use the adaptor.)
- ▶ Click 'Don't connect now...'
- ▶ Click 'Next'
- ▶ You do not need a username or password
- ▶ Click 'Next'

Connect to a workplace

Type the telephone number to connect to

Your network administrator can give you this information.

Telephone number: 1-555-1212 [Dialing Rules](#)

Destination name: Dial-up Connection

☐ Use a smart card

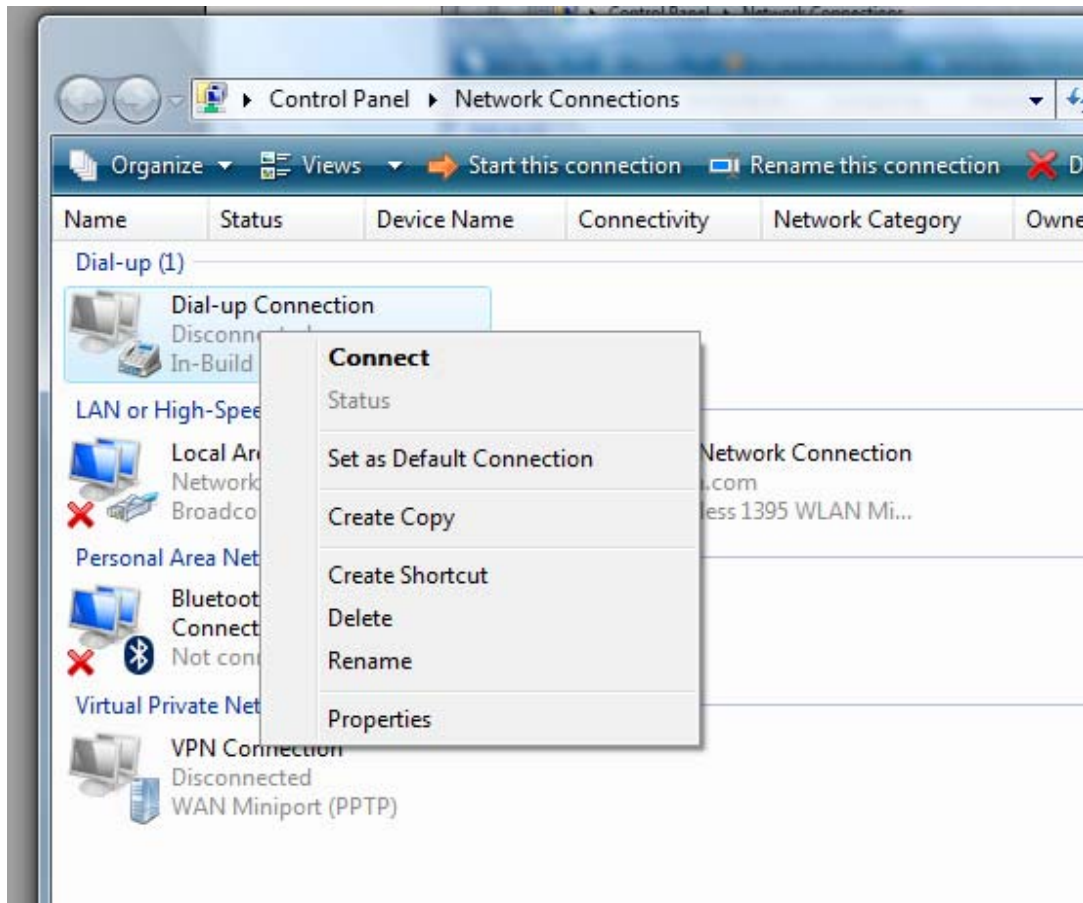
☐ Allow other people to use this connection
This option allows anyone with access to this computer to use this connection.

☒ Don't connect now; just set it up so I can connect later

Next Cancel

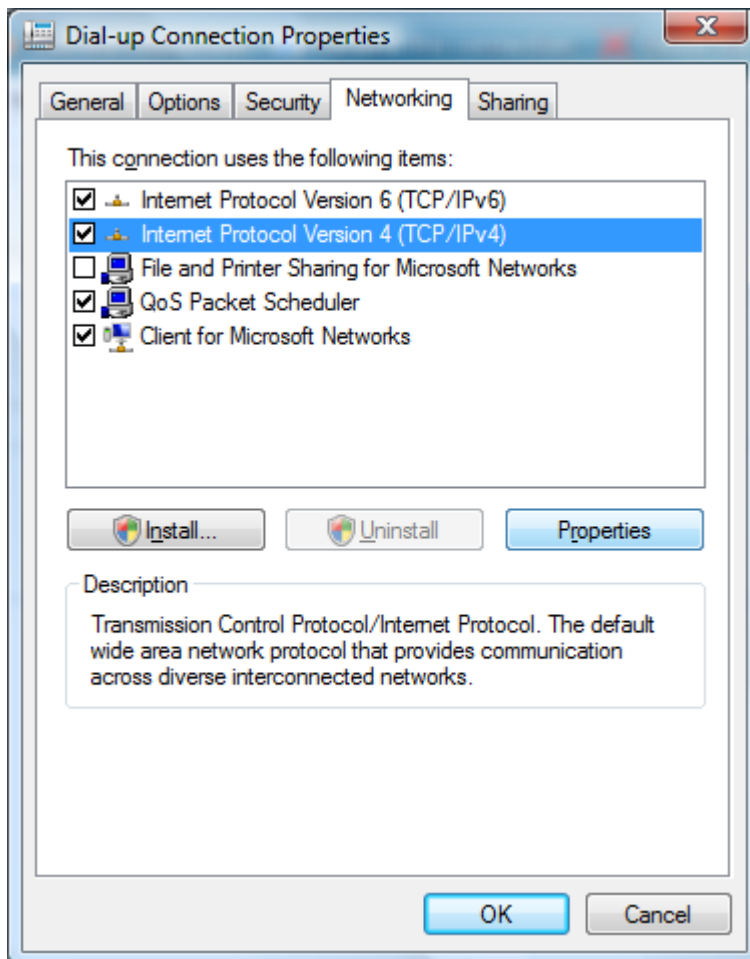
Step 6

- ▶ Go to Control Panel and Network Connections.
- ▶ Right-click the connection you just created and click 'Properties'



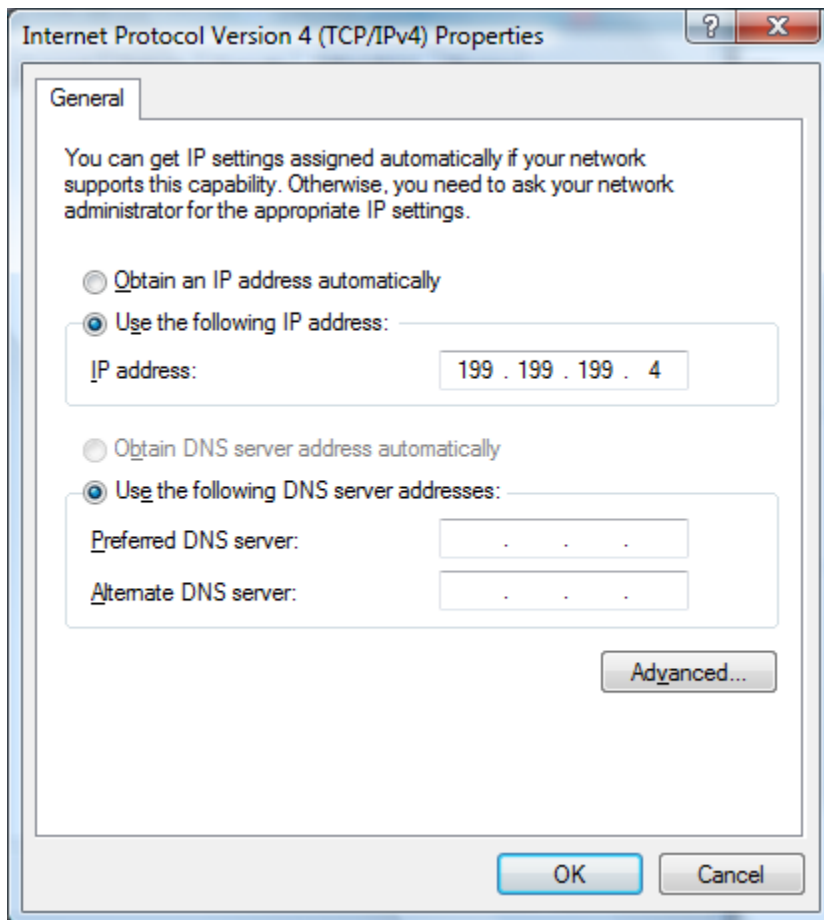
Step 7

- ▶ Click the 'Networking' tab
- ▶ Uncheck everything except the two TCP/IP options
- ▶ Highlight 'Internet Protocol Version 4 (TCP/IP 4)'
- ▶ Click 'Properties'



Step 8

- ▶ Select 'Use the following IP address' and enter 199.199.199.4
- ▶ Click 'OK' to save the changes



You're done!

QUICK START GUIDE

Section 3: WINDOWS VISTA (64-bit)

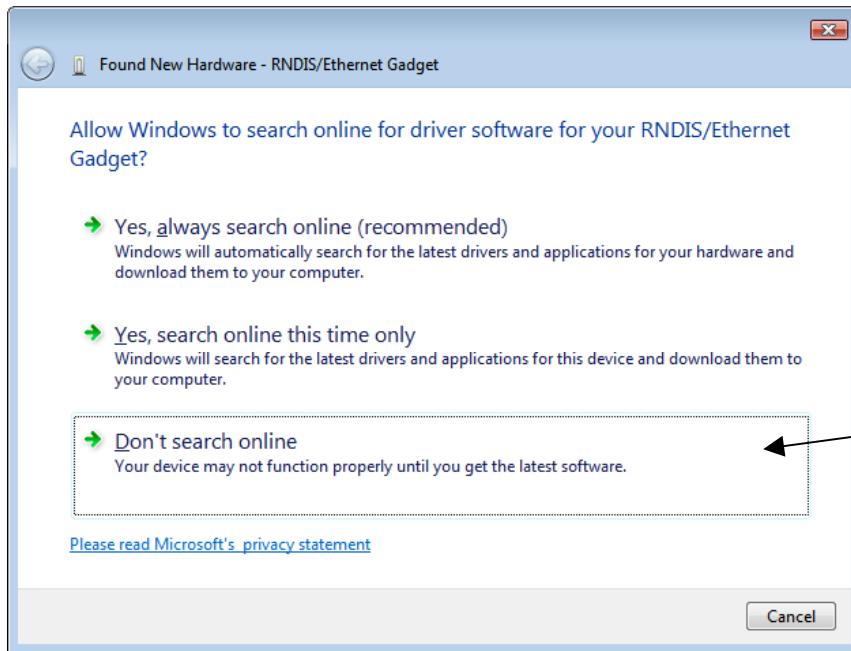


1. USB DRIVER INSTALLATION
2. DIRECT MODEM TO MODEM COMMUNICATIONS

1. USB DRIVER INSTALLATION FOR WINDOWS VISTA (64-BIT)

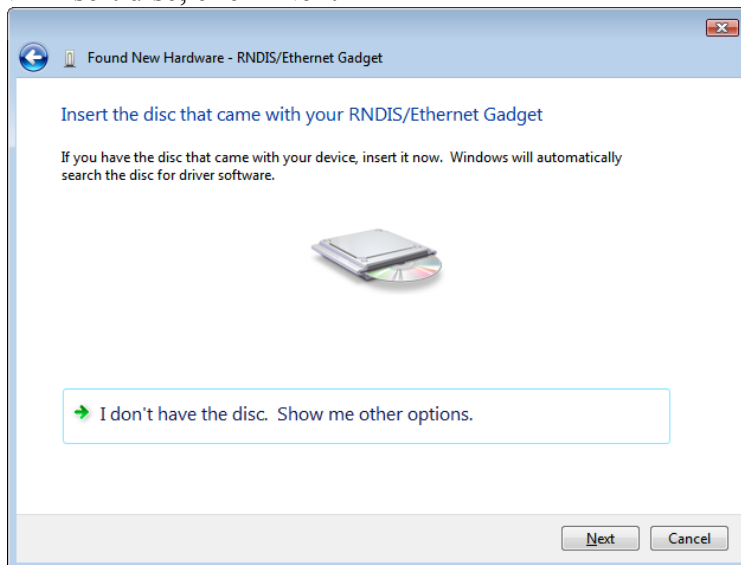
Step 1

- ▶ Plug the USB cable into the WebMaster/WebAlert and your computer.
- ▶ You will see this message on your screen.
- ▶ Click 'Don't search online'



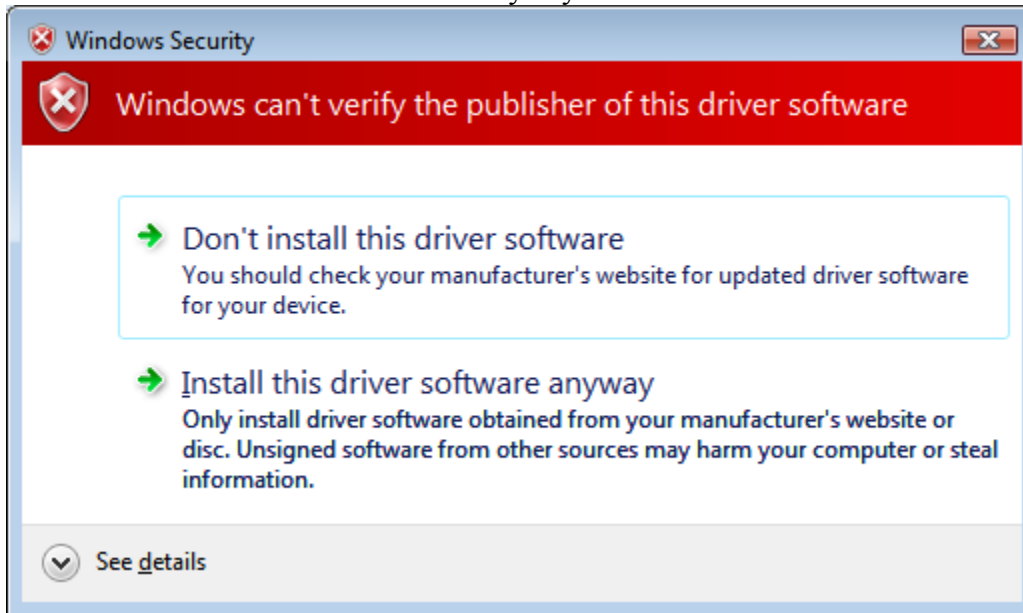
Step 2

- ▶ Insert disc, click 'Next'

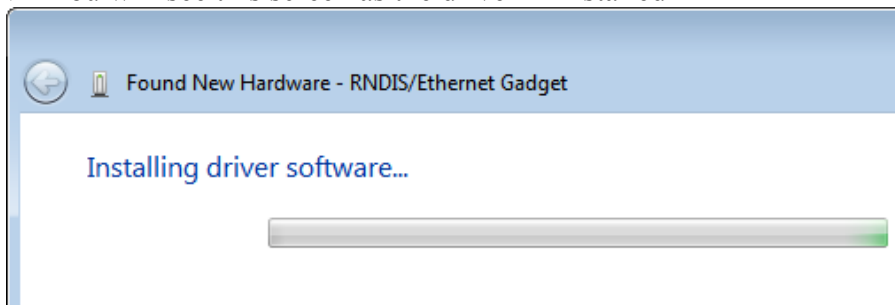


Step 3

- Click 'Install this driver software anyway'

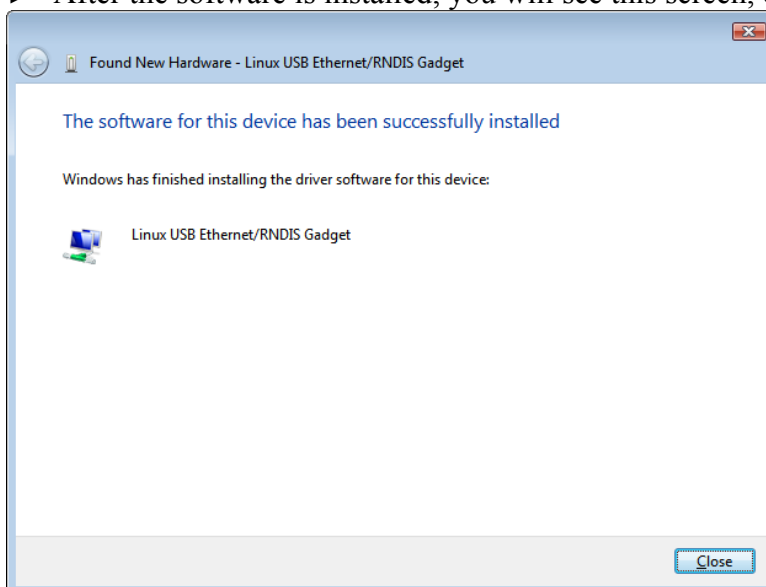


- You will see this screen as the driver is installed



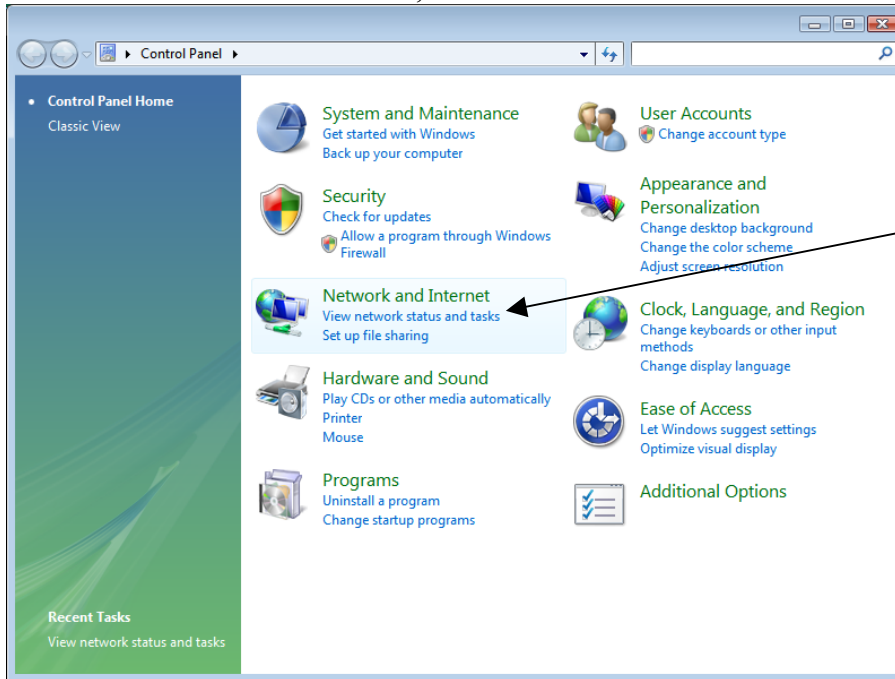
Step 4

- After the software is installed, you will see this screen, click 'Close'



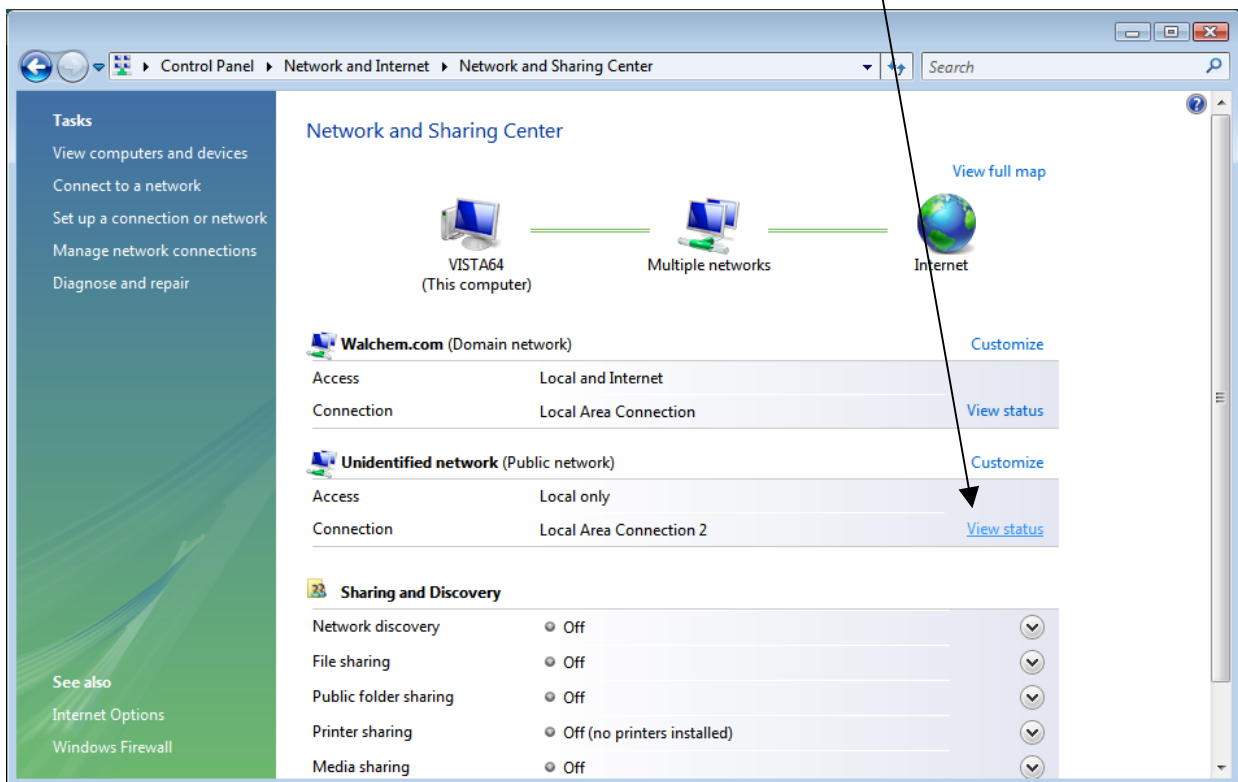
Step 5

- Go to the Control Panel
- Under Network and Internet, click 'View Network Status and Tasks'



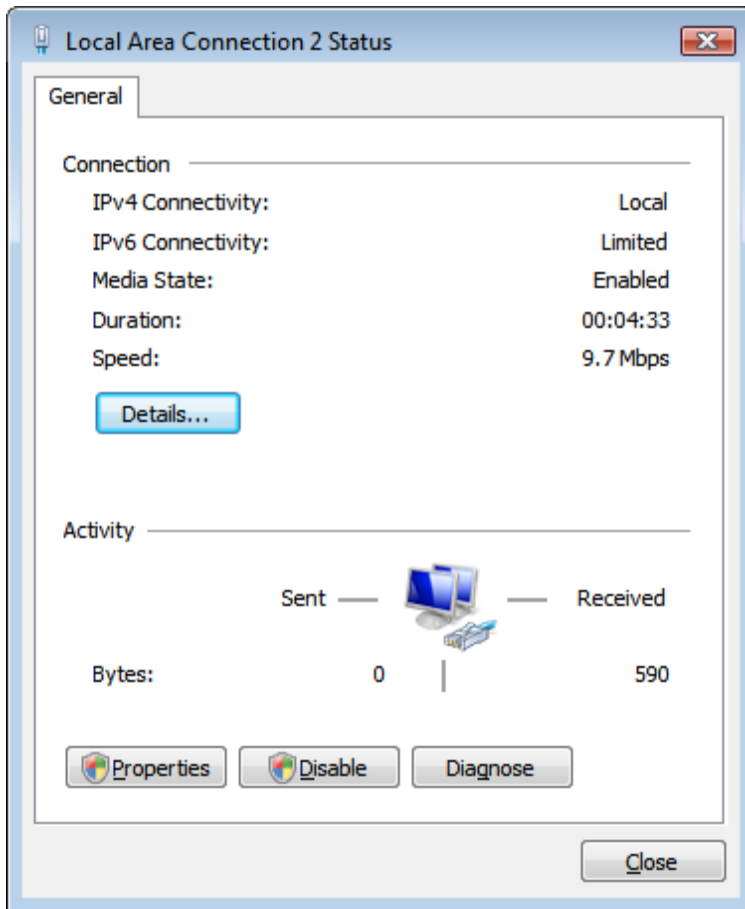
Step 6

- Click 'View Status' to the right of 'Local Area Connection 2'



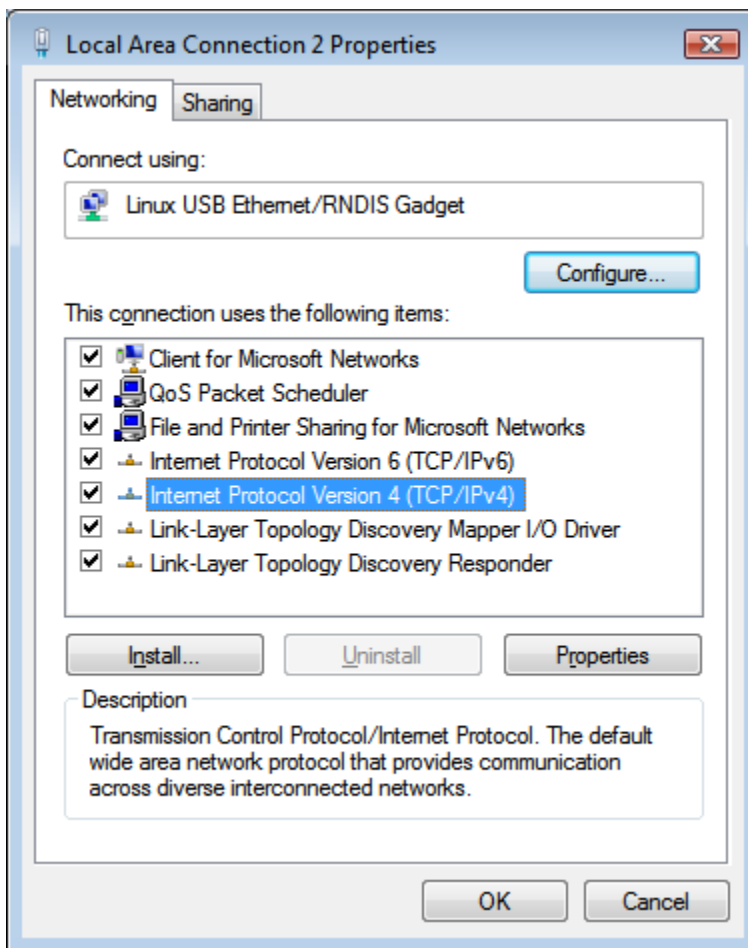
Step 7

- Click 'Properties'



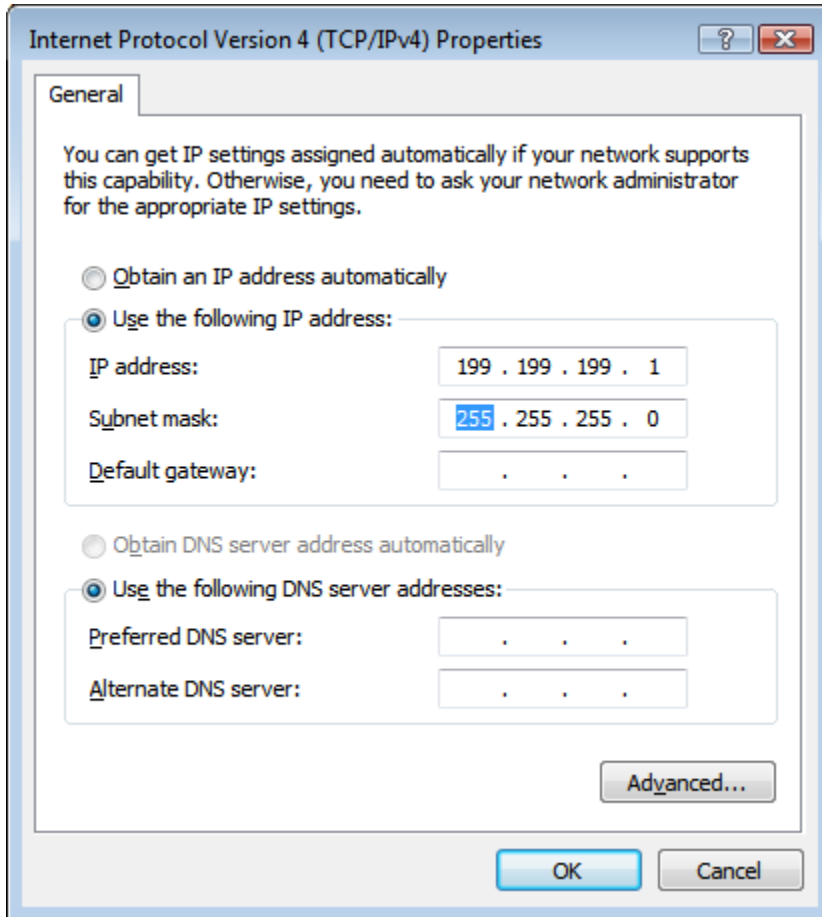
Step 8

- Highlight 'Internet Protocol Version 4 (TCP/IPv4)' and click 'Properties'



Step 9

- ▶ Select 'Use the following IP address'
- ▶ Enter 199.199.199.1 for the IP address and 255.255.255.0 for subnet mask
- ▶ Click 'OK' and you're done!



Step 10

- ▶ Open your browser and type in 199.199.199.2 to access the WebMaster Login screen.

2. DIRECT MODEM SET-UP FOR WINDOWS VISTA 64

See Windows Vista 32 Direct Modem Set-up instructions

QUICK START GUIDE

Section 4: WINDOWS XP



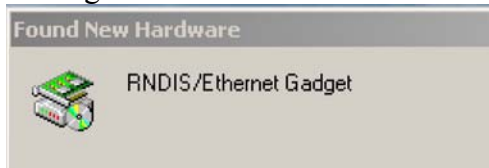
1. USB DRIVER INSTALLATION
2. DIRECT MODEM TO MODEM COMMUNICATIONS

1. USB DRIVER INSTALLATION FOR WINDOWS XP

Before inserting the CD into your computer, follow Steps 1-3 below!!

Step 1

- ▶ Power up your computer and the WebMaster/WebAlert controller.
- ▶ Connect the supplied USB cable between the computer USB port and the WebMaster/WebAlert USB port on the front panel.
- ▶ You'll see this 'Found New Hardware' message.



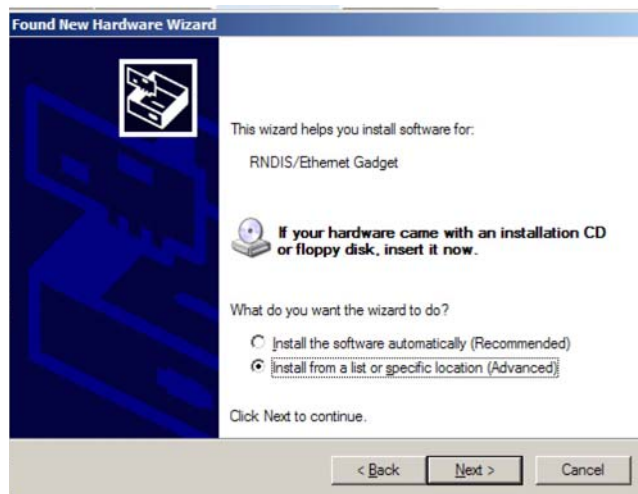
Step 2

- ▶ Click 'No, not this time'
- ▶ Click 'Next'



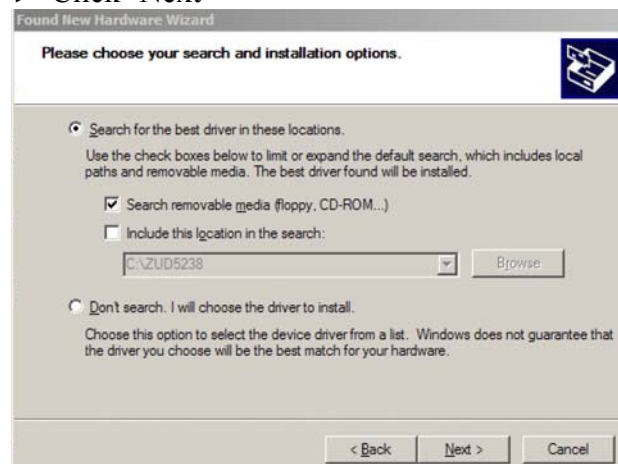
Step 3

- ▶ Click 'Install from a list of specific location'
- ▶ Click 'Next'



Step 4

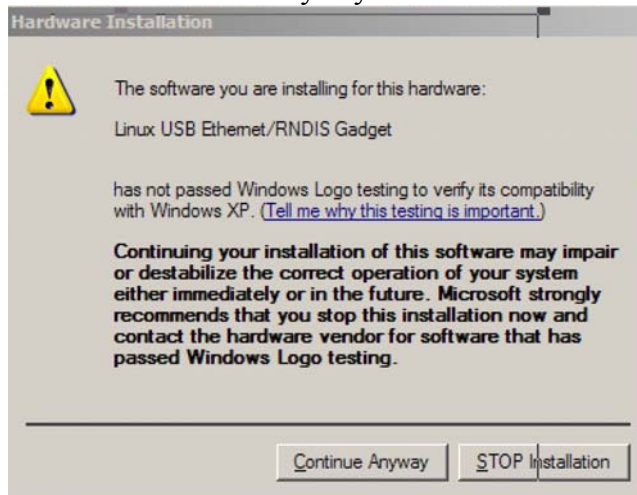
- ▶ Click 'Search for the best driver'
- ▶ Check the box next to 'Search removable media' and insert the CD supplied with your controller into the CD-ROM drive
- ▶ Click 'Next'



Quick Start Guide SECTION 4: WINDOWS XP

Step 5

- Click 'Continue Anyway'



Step 6

- Click 'Finish'
- Repeat this procedure for each USB port on your computer that may be used for a connection.



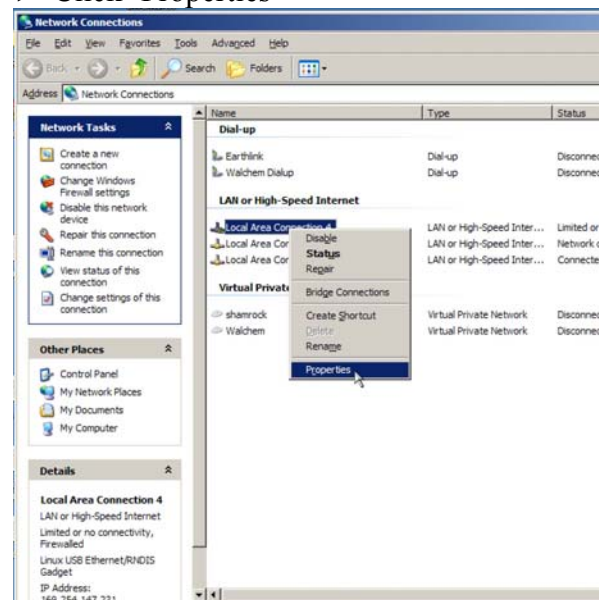
Step 7

- Click 'Start', then 'Connect to'
- Click 'Show all connections'



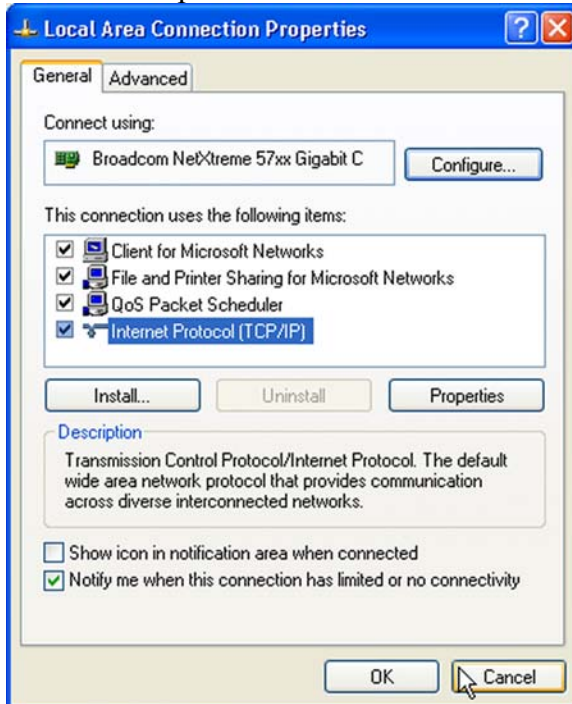
Step 8

- Right-click the new 'Local Area Connection' (usually called #2)
- Click 'Properties'



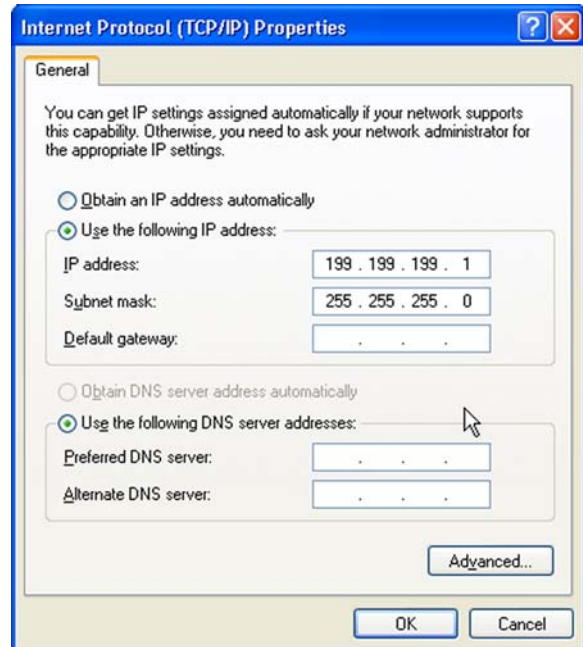
Step 9

- ▶ Select 'Internet Protocol (TCP/IP)'
- ▶ Click 'Properties'



Step 10

- ▶ Click 'Use the following IP address'
- ▶ In the IP address box, type:
199.199.199.1
- ▶ In the Subnet mask box, type:
255.255.255.0
- ▶ Click 'OK'



Step 11

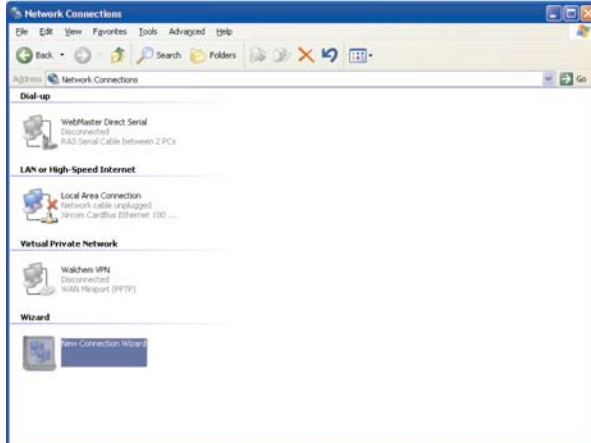
- ▶ Open Internet Explorer and type "199.199.199.2 in the address bar
- ▶ This will give you direct access to the login page of the controller.
- ▶ From this point on, you will only need to connect the USB cable to the controller and type in that address to access the local connection to your controller.

2. DIRECT MODEM SET-UP FOR WINDOWS XP

Create Direct Modem Dial-up Adapter

Step 1

- Return to Control Panel, Network Connections
- Double-click 'New Connection Wizard'



Step 2

- Click 'Next'



Step 3

- Select 'Connect to the network at my workplace'
- Click 'Next'



Step 4

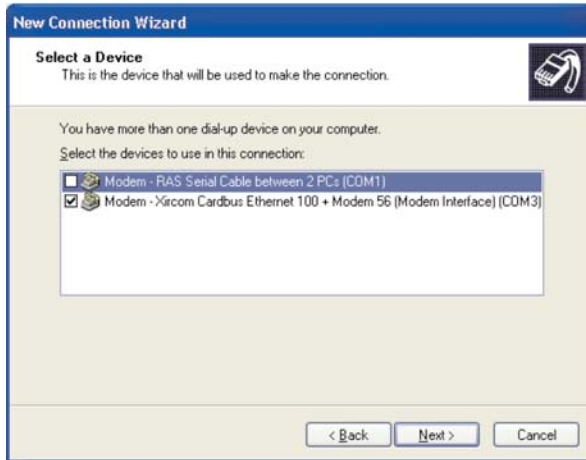
- Select 'Dial-up connection'
- Click 'Next'



Quick Start Guide SECTION 4: WINDOWS XP

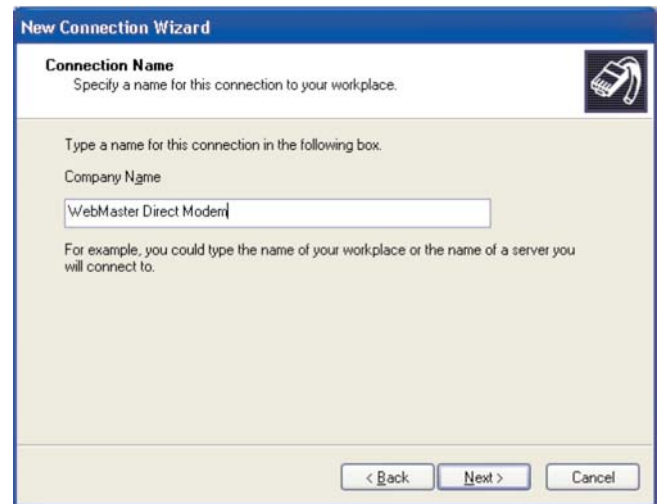
Step 5

- ▶ Check the appropriate modem
- ▶ Uncheck all the others
- ▶ Click 'Next'



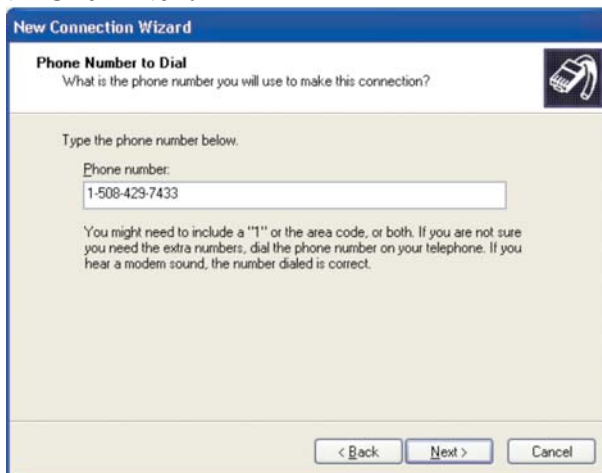
Step 6

- ▶ Type an appropriate name for the connection
- ▶ Click 'Next'



Step 7

- ▶ Enter the phone number for the WebMaster/WebAlert controller you will be connecting to (include area code and '1' if necessary)
- ▶ Click 'Next'



Step 8

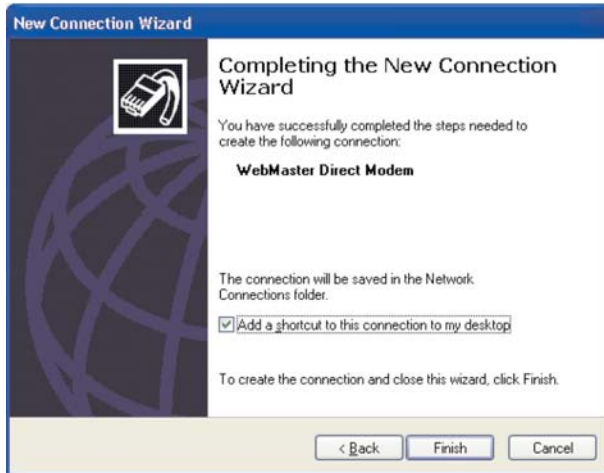
- ▶ Select 'My use only'
- ▶ Click 'Next'



Quick Start Guide SECTION 4: WINDOWS XP

Step 9

- Check the box next to 'Add a shortcut to this connection to my desktop'
- Click 'Finish'



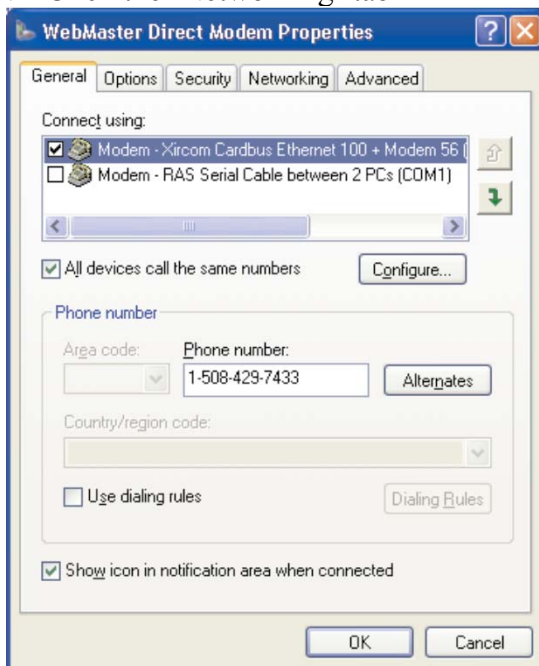
Step 10

- Click 'Properties'



Step 11

- Click the 'Networking' tab



Step 12

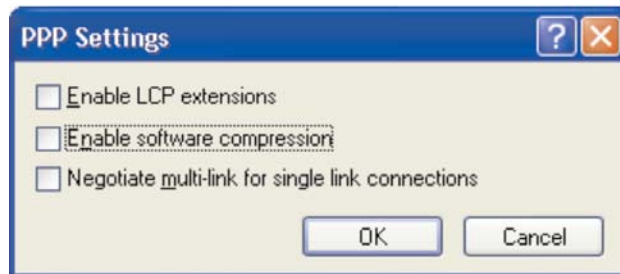
- Check the box next to 'Internet Protocol (TCP/IP)'
- Uncheck all the other boxes
- Click 'Settings'



Quick Start Guide SECTION 4: WINDOWS XP

Step 13

- Uncheck all three options
- Click 'OK'



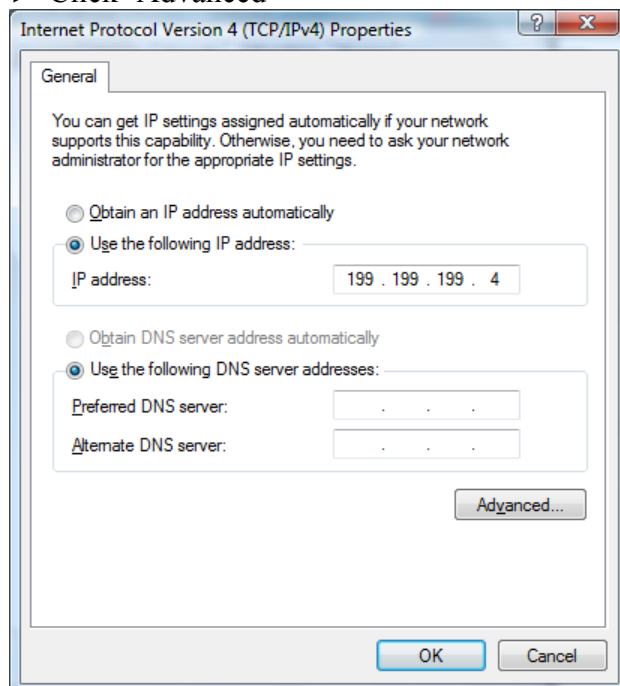
Step 14

- Highlight 'Internet Protocol (TCP/IP)'
- Click 'Properties'



Step 15

- Select 'Use the following IP address'
- Enter the IP address: 199.199.199.4
- Click 'Advanced'



Step 16

- Uncheck both boxes
- Click 'OK' until you are back at the 'Connect WebMaster Direct Modem' screen



Quick Start Guide SECTION 4: WINDOWS XP

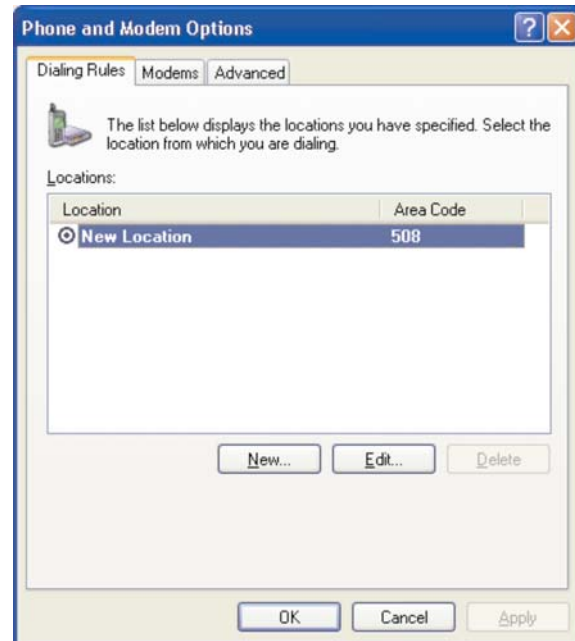
Step 17

- Click 'Cancel'



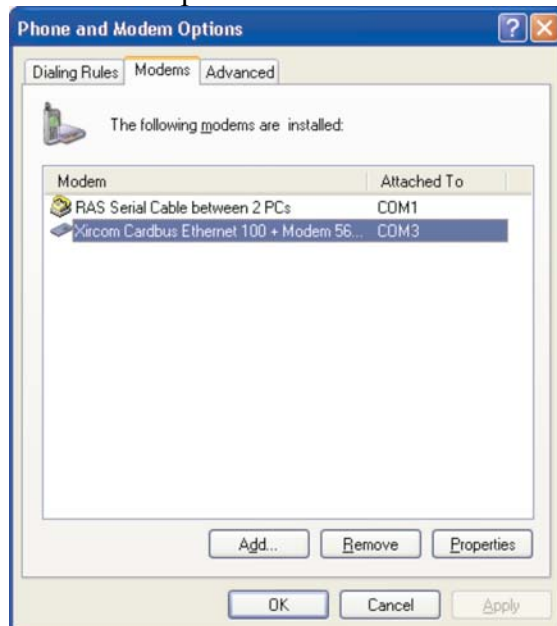
Step 18

- Return to the Control Panel and double-click 'Phone and Modem Options'
- Click the 'Modems' tab



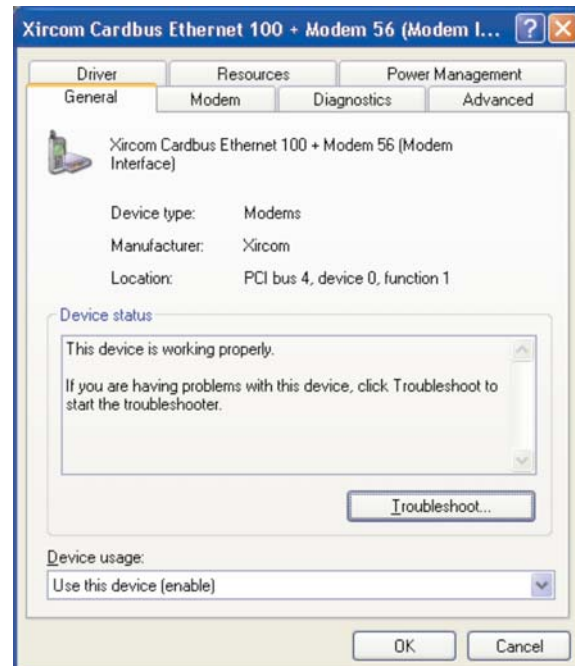
Step 19

- Highlight the modem to be used
- Click 'Properties'



Step 20

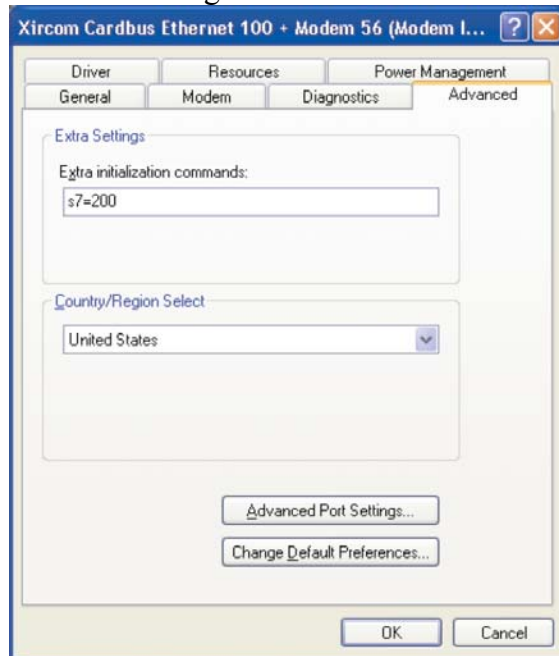
- Click the 'Advanced' tab



Quick Start Guide SECTION 4: WINDOWS XP

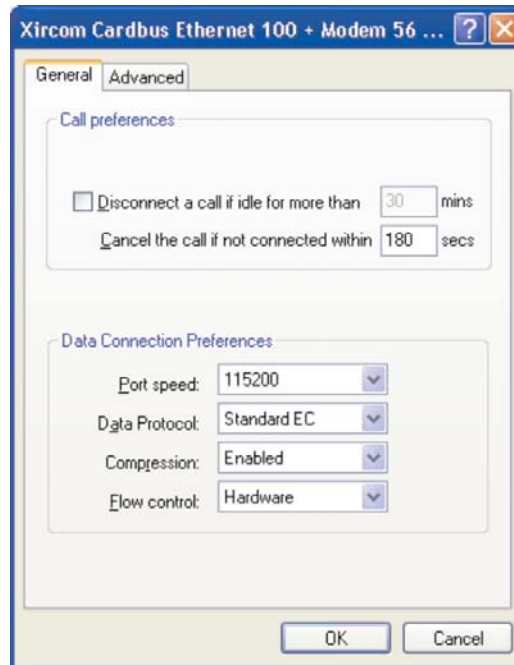
Step 21

- In the 'Extra Initialization commands' box, enter 'S7=200'
- Click 'Change Default Preferences'



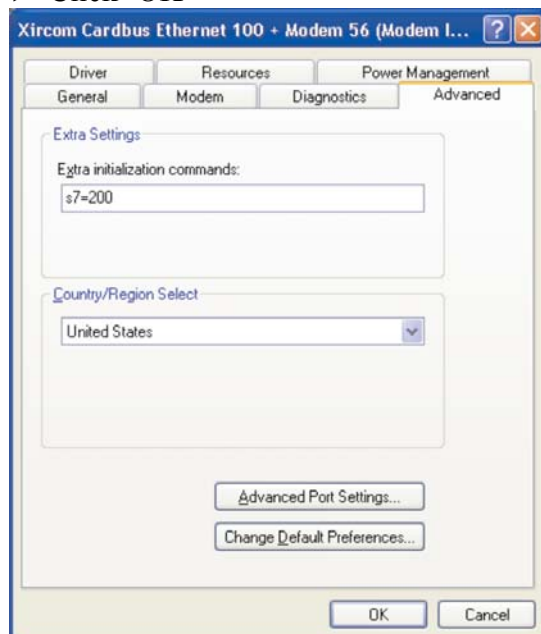
Step 22

- Enter '180' in 'Cancel the call if not connected within' box
- Click 'OK'



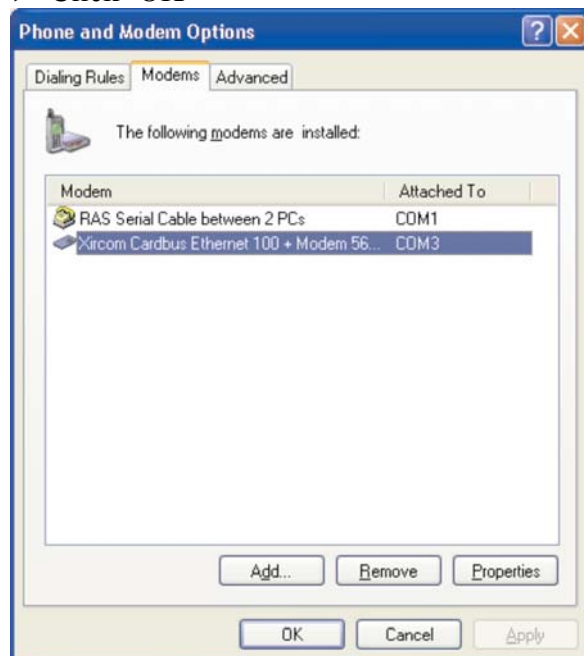
Step 23

- Click 'OK'



Step 24

- Click 'OK'



QUICK START GUIDE

Section 5: WINDOWS 2000



1. USB DRIVER INSTALLATION
2. DIRECT MODEM TO MODEM COMMUNICATIONS

1. USB DRIVER INSTALLATION FOR WINDOWS 2000

Before inserting the CD into your computer, follow Steps 1-3 below!!

Step 1

- ▶ Power up your computer and the WebMaster/WebAlert controller.
- ▶ Connect the supplied USB cable between the computer USB port and the WebMaster/WebAlert USB port on the front panel.
- ▶ You'll see this 'Found New Hardware' message.



Step 2

- ▶ Click 'Next' to continue.



Step 3

- ▶ Click 'Search for a suitable driver for my device'



Step 4

- ▶ Click box to the left of 'CD ROM Drives' and insert the CD supplied with your controller.
- ▶ Click 'Next'



Quick Start Guide SECTION 5: WINDOWS 2000

Step 5

- Click 'Next'



Step 6

- Click 'Yes'



Step 7

- Click 'Finish'
- Repeat this procedure for each USB port on your computer that may be used for a connection.



Step 8

- Click 'Start', then select 'Settings'
- Click 'Network and Dial-up Connections'
- Right-click the newly created 'Local Area Connection' (normally called #2)



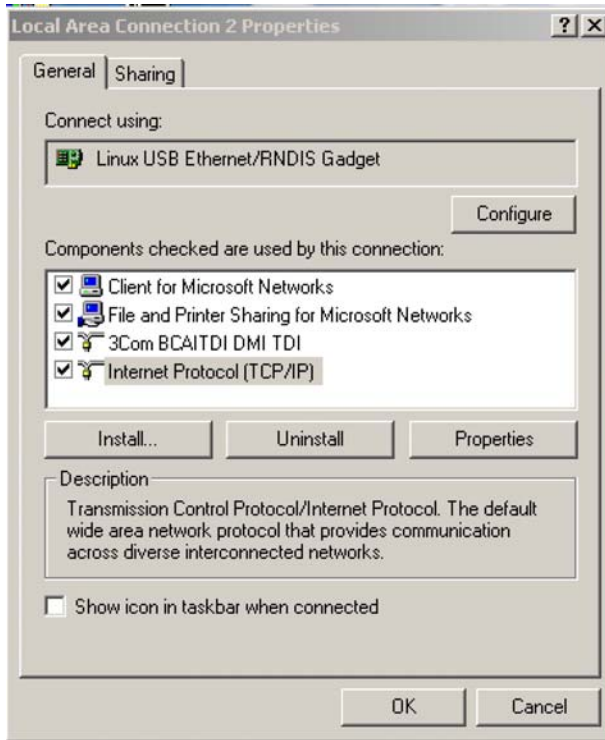
Step 9

- Click 'Properties'



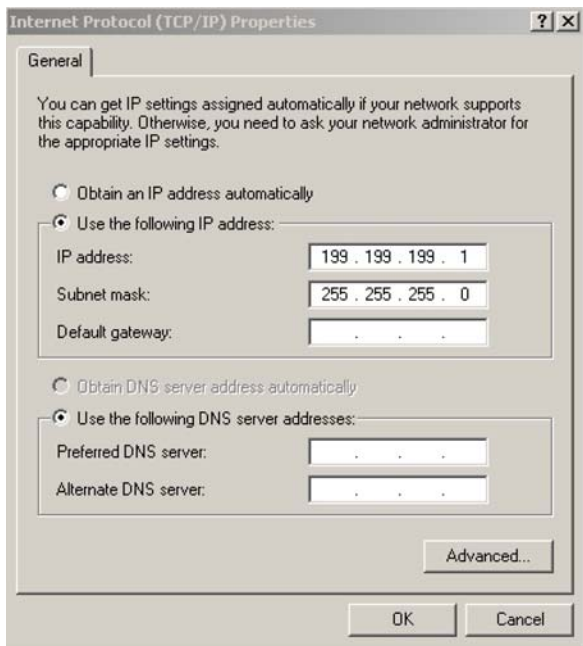
Step 10

- Select 'Internet Protocol (TCP/IP)'
- Click 'Properties'



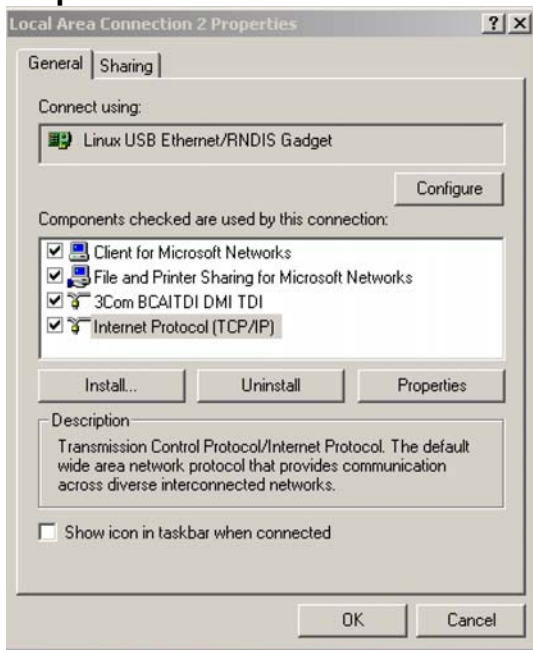
Quick Start Guide SECTION 5: WINDOWS 2000

Step 11



- Click 'Use the following IP address'
- In the IP address box, type 199.199.199.1
- In the Subnet mask box, type 255.255.255.0
- Click 'OK'

Step 12



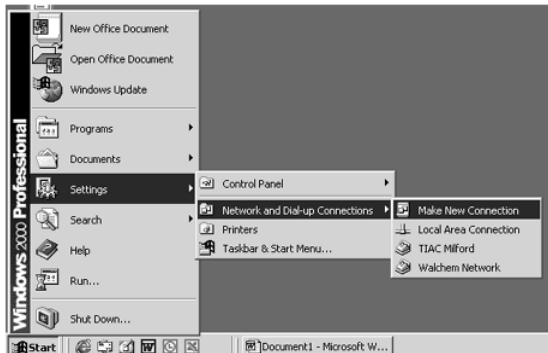
- Click 'OK'
- Open Internet Explorer and type 199.199.199.2 in the address bar. This will give you direct access to the login page of the controller.
- From this point on, you will only need to connect the USB cable to the controller to access the local connection to your controller.

2. DIRECT MODEM SET-UP FOR WINDOWS 2000

Create Direct Modem Dial-up Adapter

Step 1

- ▶ Click 'Start' and then select 'Settings'
- ▶ Click 'Network and Dial-up Connections'
- ▶ Click 'Make New Connection'



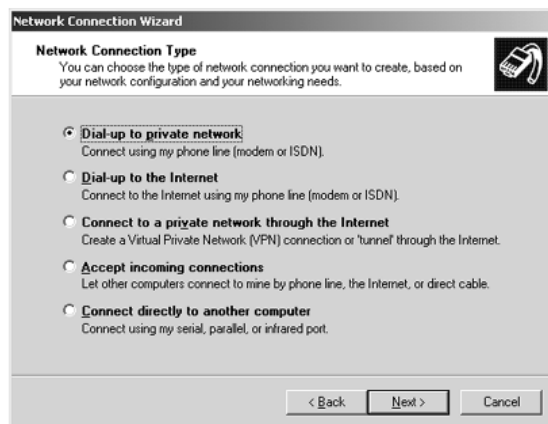
Step 2

- ▶ Click 'Next'



Step 3

- ▶ Click 'Dial-up to private network'
- ▶ Click 'Next'



Step 4

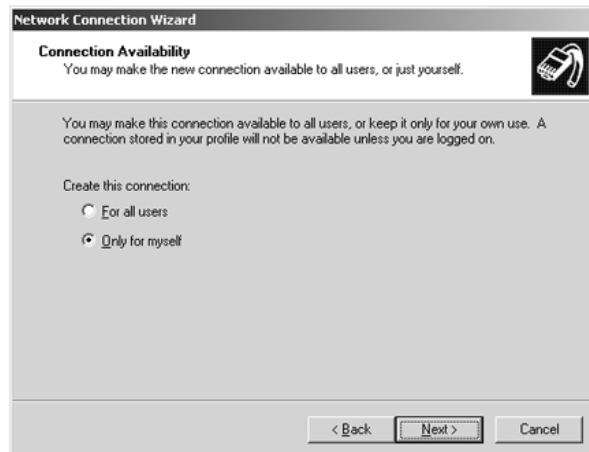
- ▶ Enter the Controller phone number in the phone number box
- ▶ Click 'Next'



Quick Start Guide SECTION 5: WINDOWS 2000

Step 5

- Click 'Only for myself'
- Click 'Next'



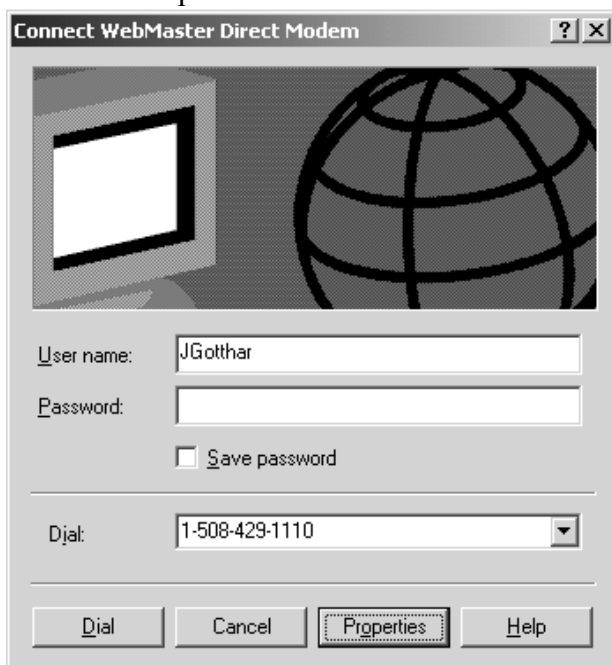
Step 6

- Type an appropriate name (i.e. WebMaster/WebAlert Direct Modem) for your connection in the text box
- Click 'Finish'



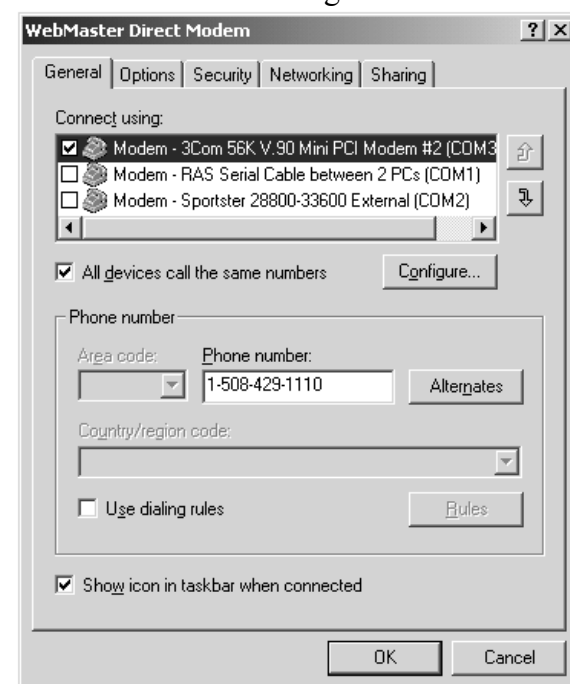
Step 7

- Click 'Properties'



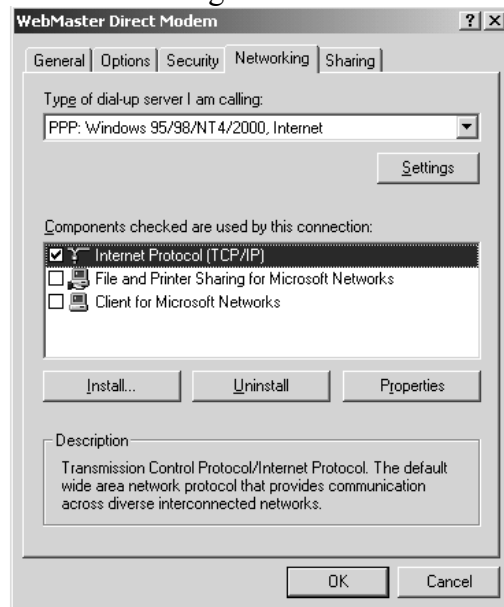
Step 8

- Click the 'Networking' tab



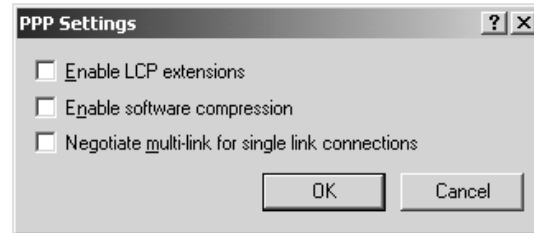
Step 9

- ▶ Click 'Internet Protocol (TCP/IP)'
- ▶ Uncheck all others
- ▶ Click 'Settings'



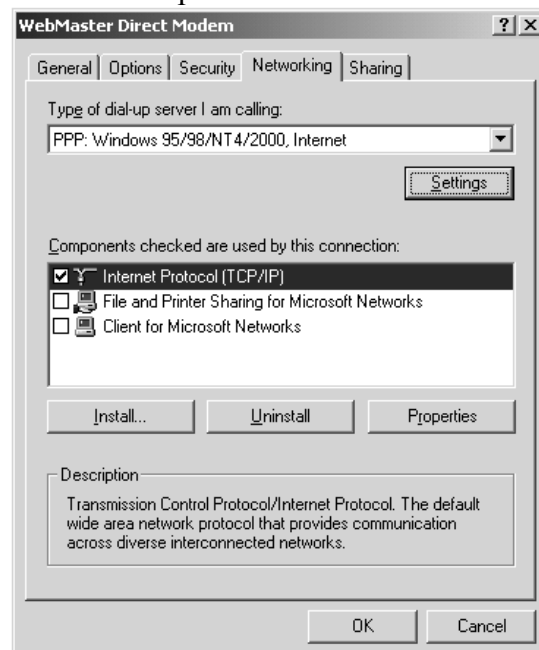
Step 10

- ▶ Uncheck all 3 options
- ▶ Click 'OK'



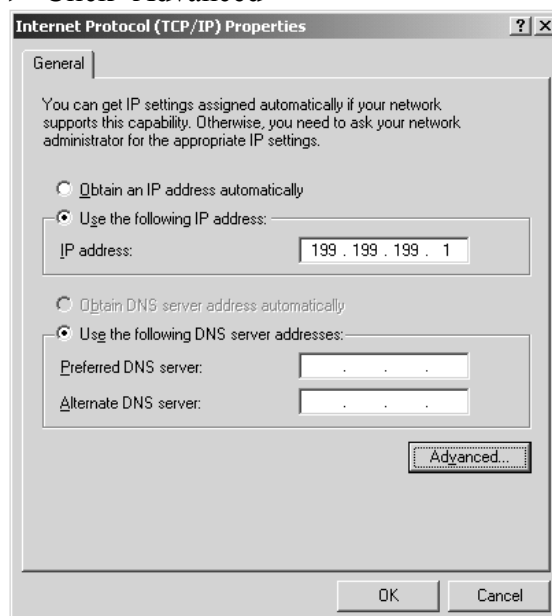
Step 11

- ▶ Highlight 'Internet Protocol (TCP/IP)'
- ▶ Click 'Properties'



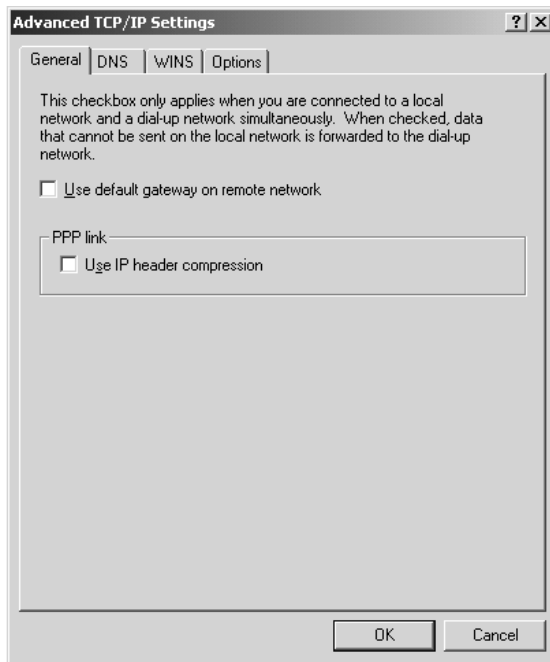
Step 12

- ▶ Click 'Use the following IP address'
- ▶ Enter IP address 199.199.199.4
- ▶ Click 'Advanced'



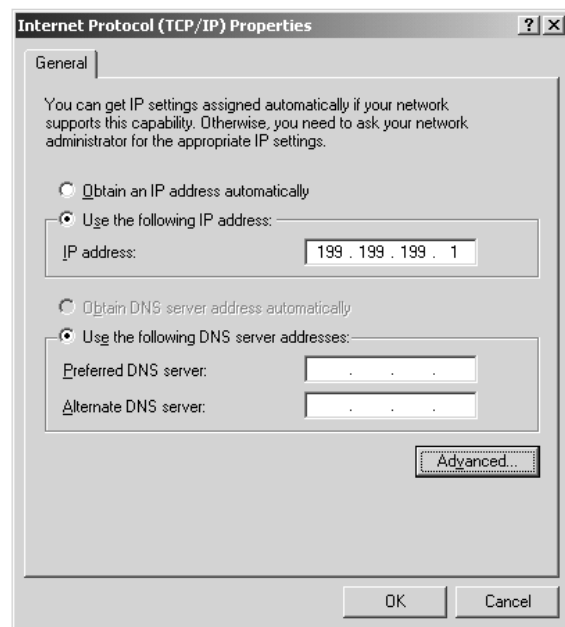
Step 13

- Uncheck 'Use default gateway on remote network'
- Uncheck 'Use IP header compression'
- Click 'OK'



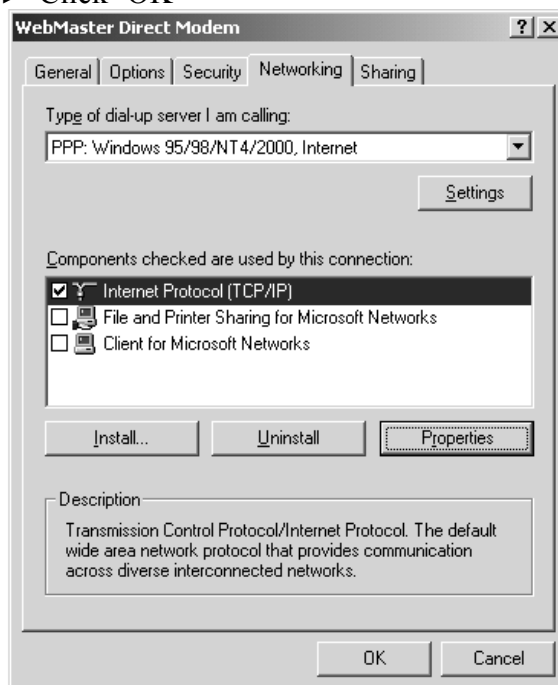
Step 14

- Click 'OK'



Step 15

- Click 'OK'



Step 16

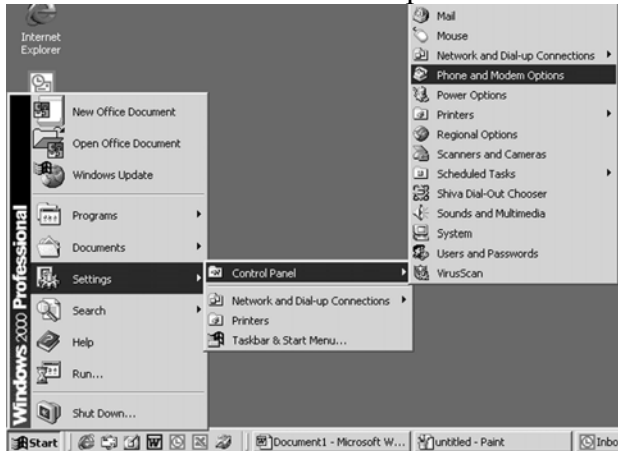
- Click 'Cancel'



Quick Start Guide SECTION 5: WINDOWS 2000

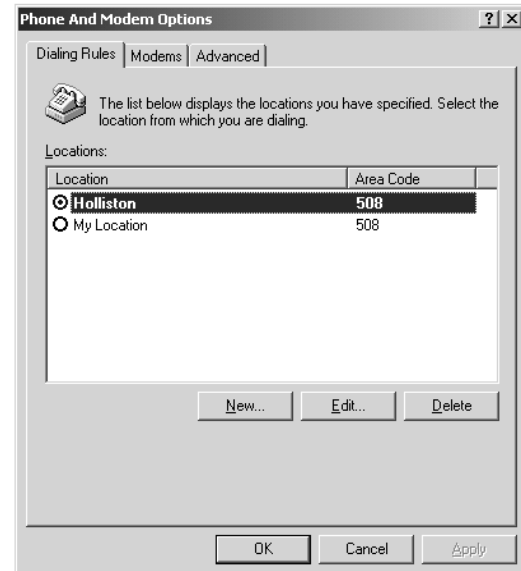
Step 17

- ▶ Click 'Start'
- ▶ Click 'Settings'
- ▶ Click 'Control Panel'
- ▶ Click 'Phone and Modem Options'



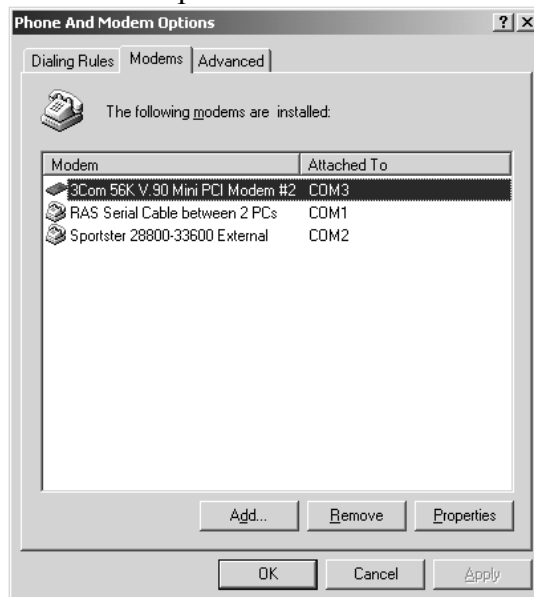
Step 18

- ▶ Click 'Modems' tab



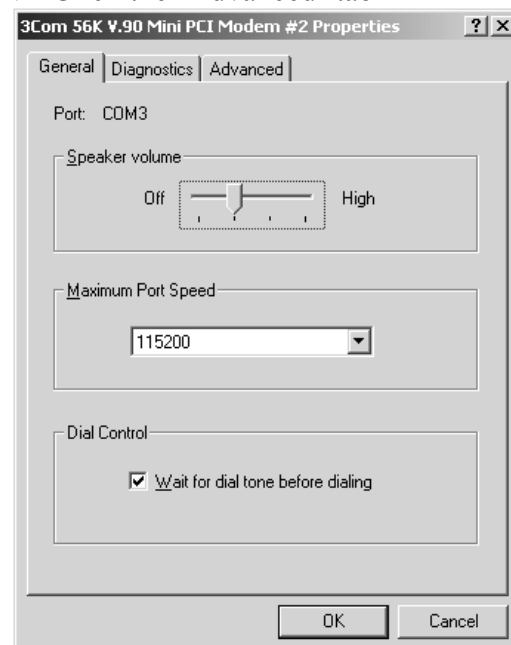
Step 19

- ▶ Select your modem
- ▶ Click 'Properties'



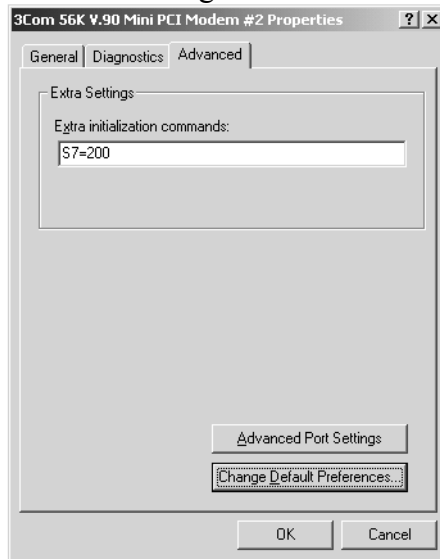
Step 20

- ▶ Click the 'Advanced' tab



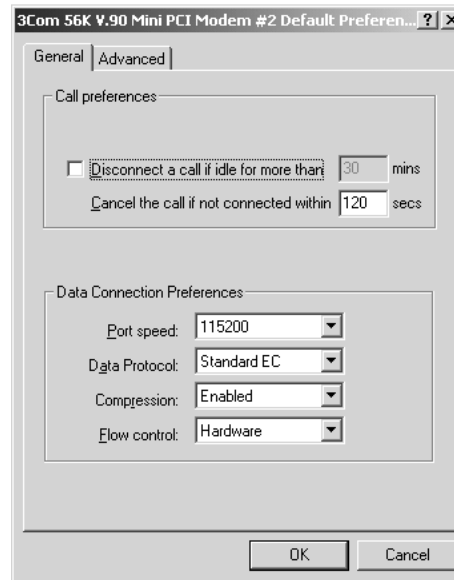
Step 21

- ▶ Enter 'S7=200' in the Extra initialization commands box
- ▶ Click 'Change Default Preferences'



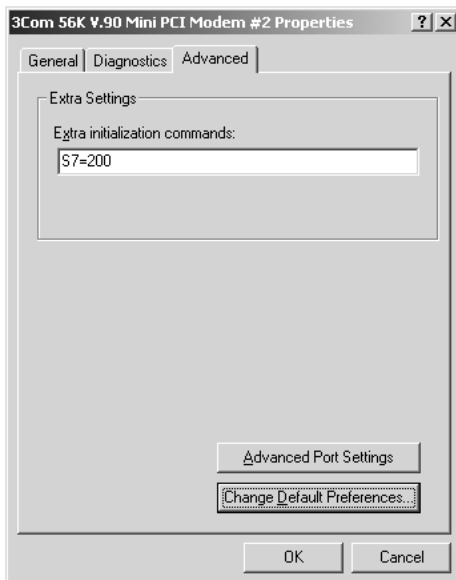
Step 22

- ▶ Enter '120' in the 'Cancel the call if not connected within' box.
- ▶ Click 'OK'



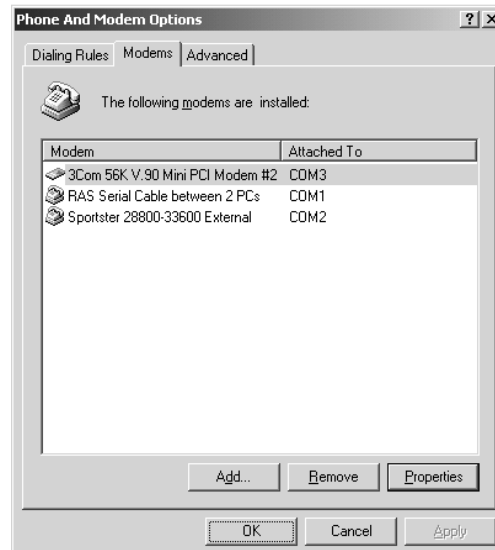
Step 23

- ▶ Click 'OK'



Step 24

- ▶ Click 'OK'



QUICK START GUIDE

Section 6: MAC OSX

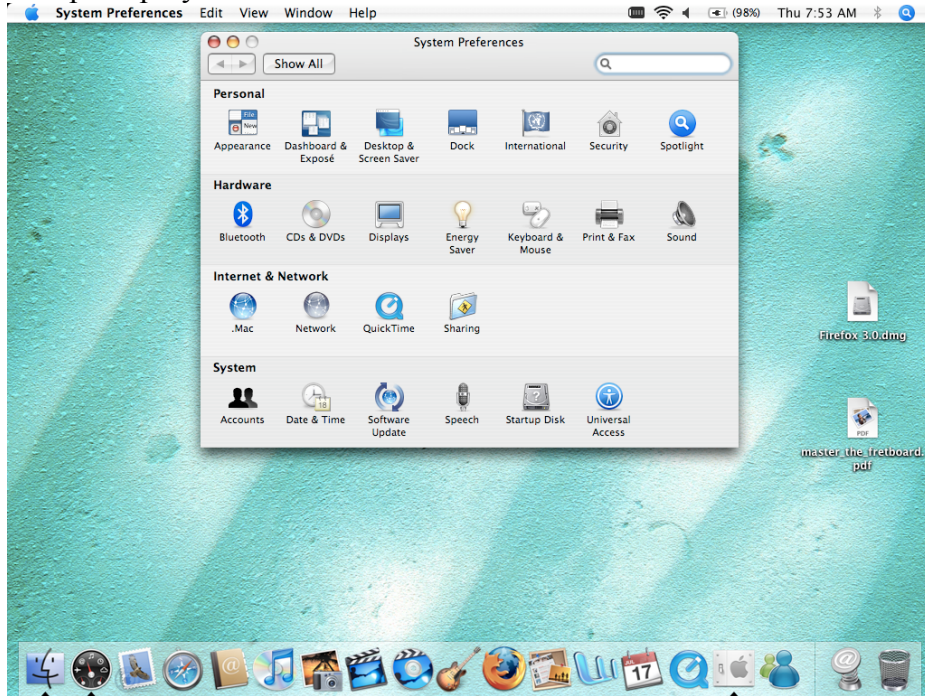


1. USB DRIVER INSTALLATION

1. USB INSTALLATION FOR MAC

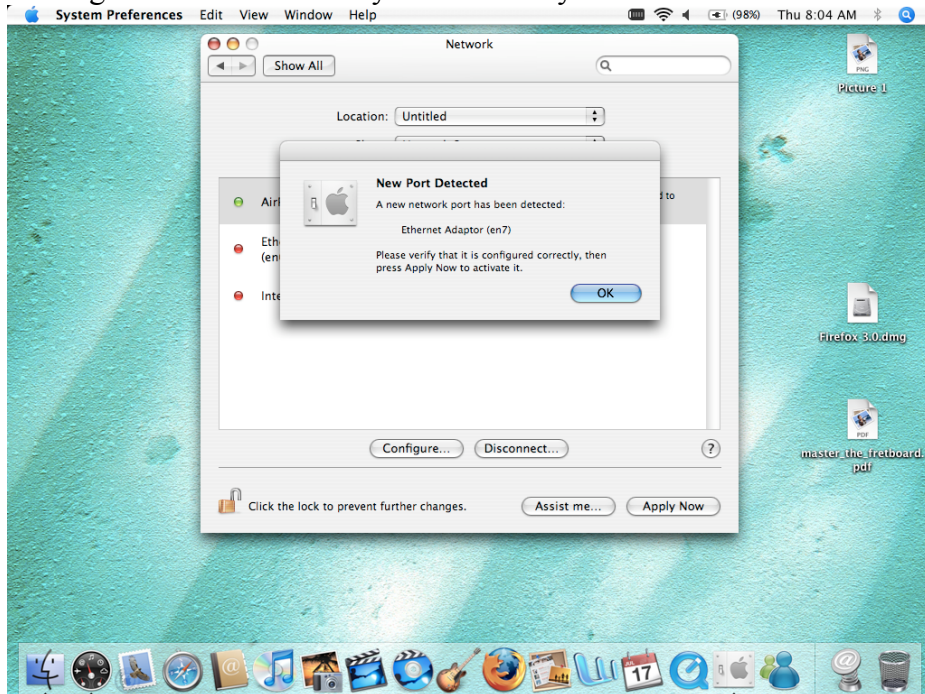
Step 1

► Open up System Preferences:



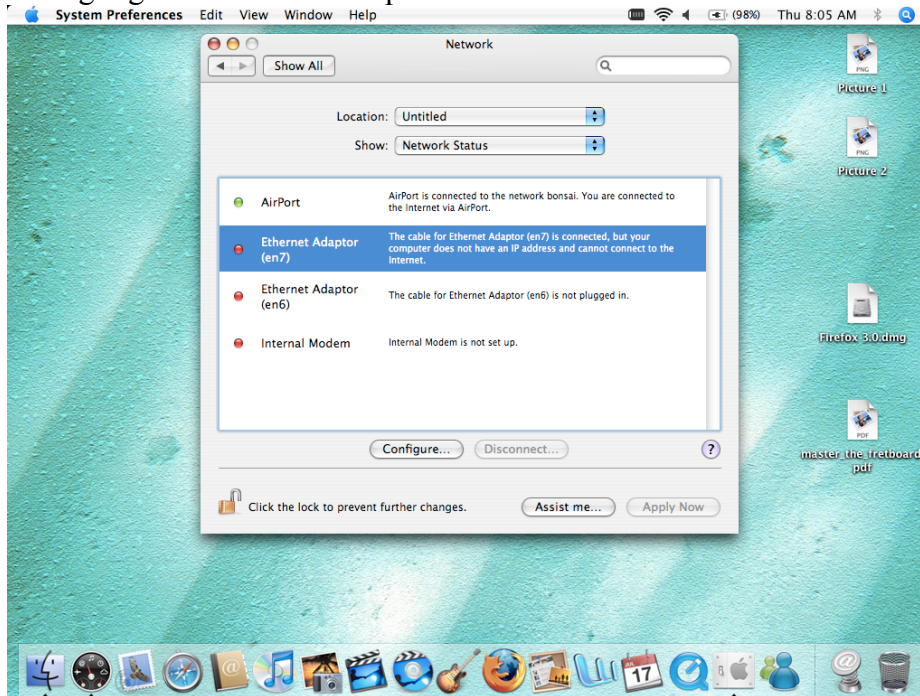
Step 2

► Plug in the USB cable to your Mac and your WebMaster:



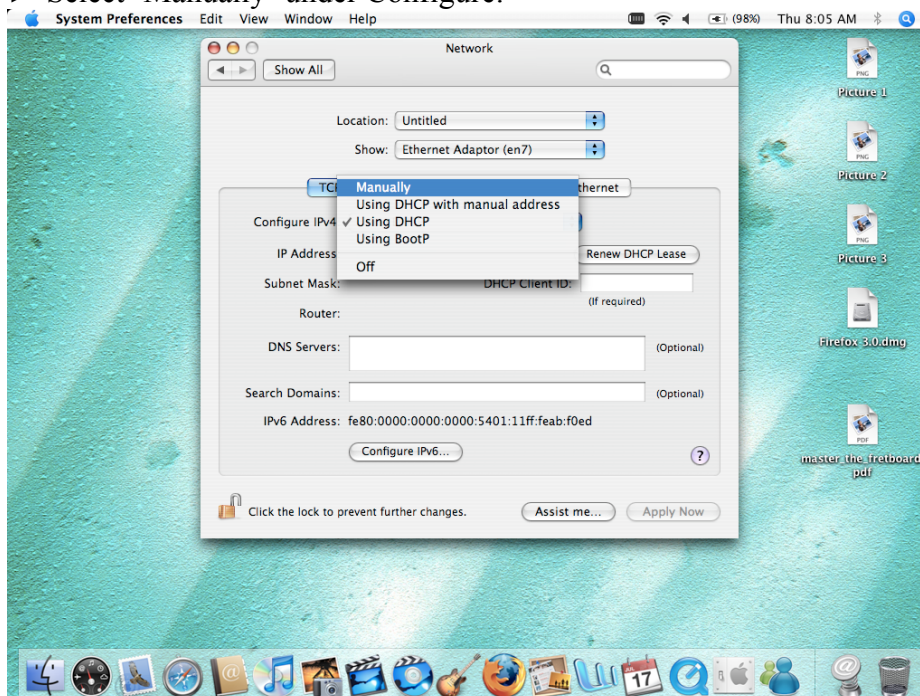
Step 3

► Highlight the Ethernet adaptor that's been created:



Step 4

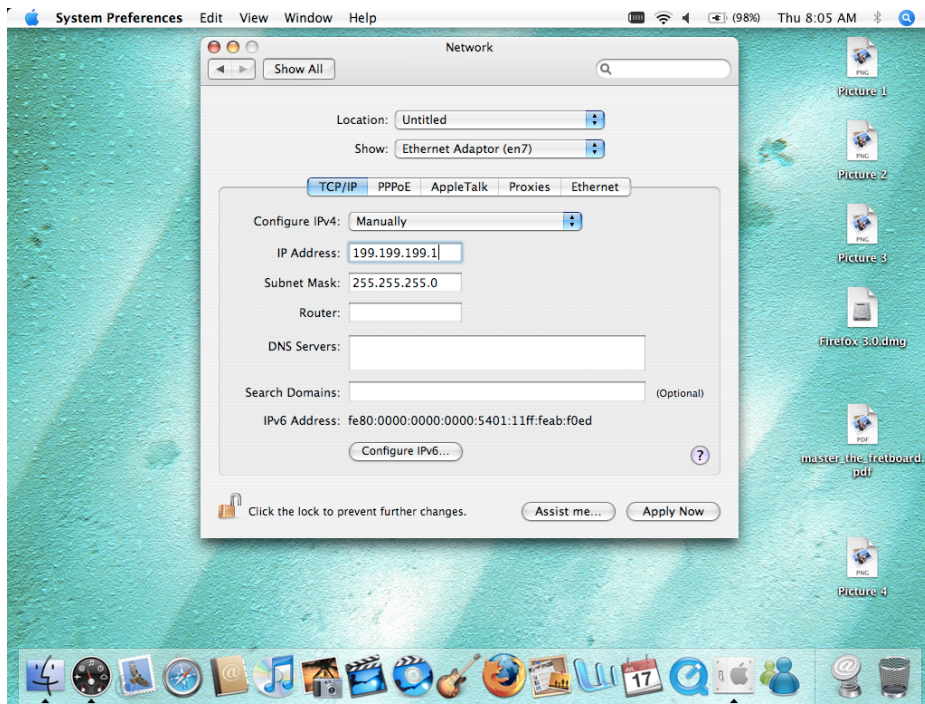
► Select 'Manually' under Configure:



Quick Start Guide SECTION 6: MAC OSX

Step 5

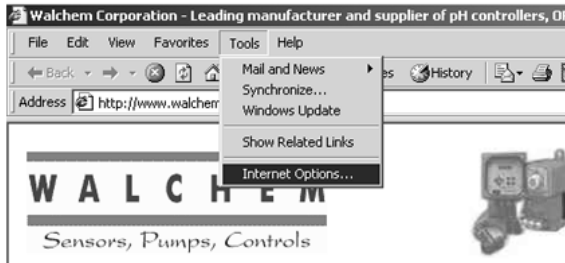
- Enter the IP address (199.199.199.1) and Subnet Mask (255.255.255.0)



You're ready to go! Open your browser and type in the controller IP address:
199.199.199.2

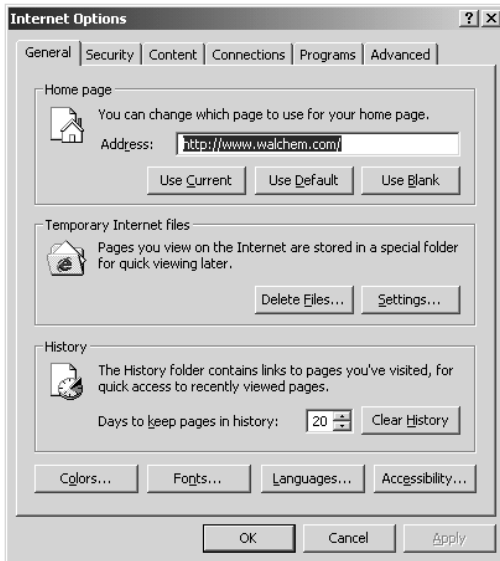
Section 7: CHECK BROWSER SETTINGS

Step 1



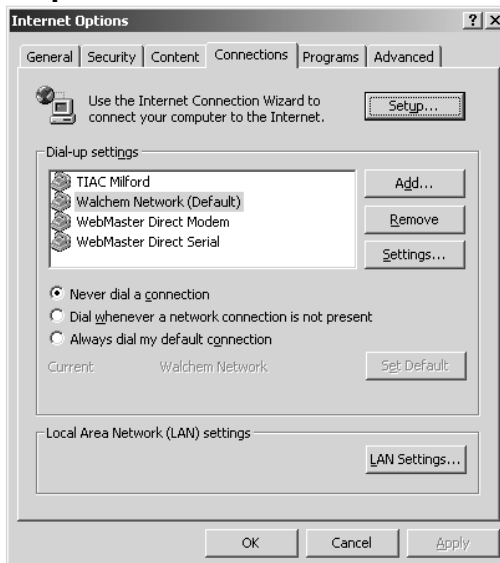
- Click 'Tools' from the top menu bar
- Select 'Internet Options' from the drop down menu

Step 2



- Click the 'Connections' tab

Step 3



- Click 'Never dial a connection'
- Click 'OK'

Quick Start Guide Section 8:
TROUBLESHOOTING THE USB CONNECTION

Section 8: Troubleshooting the USB connection

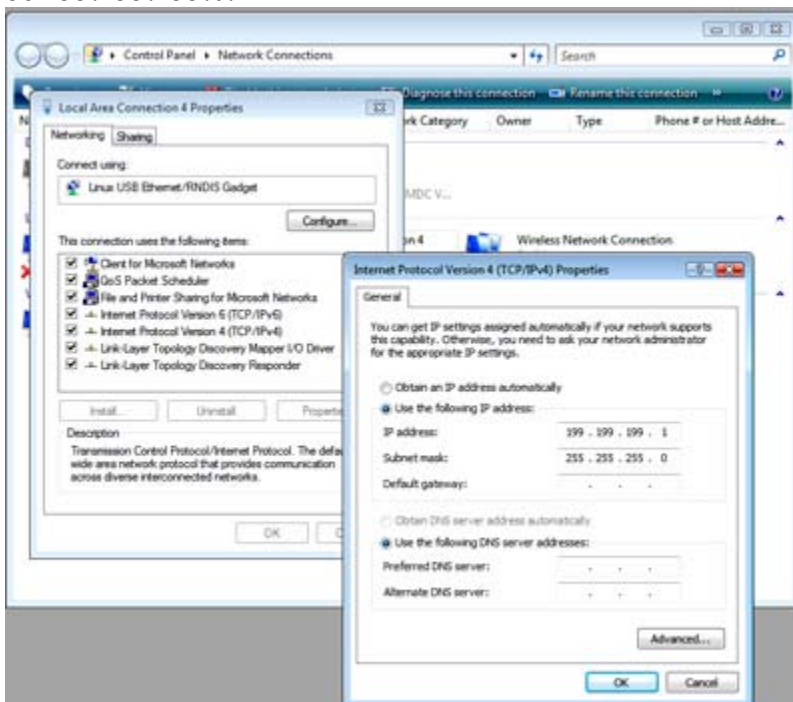
The problem: You connect to the Webmaster with your USB cable, open your browser, type in the IP address 199.199.199.2, and the **Login Page** doesn't load. What do you do?

1. First, when you plug the cable in, you should see "Device can perform faster on a USB 2.0 port...." message.



If you see this, then go to your Network Connections on your computer. Under "LAN or High Speed Connection", you should see Local Area Connection 2 (it may be Local Area Connection 3, or some other number). It should be connected, and the connection time moving. If you see this, then you're connected.

2. Right-click on Properties. Highlight TCP-IP (in Vista, it will be TCP-IP-v4), and click Properties. The IP address should be 199.199.199.1, and the subnet mask should be 255.255.255.0.



3. If you don't get the message "This device can perform faster", or if you don't see the Local Area Connection 2, then unplug your USB cable, wait 3 minutes, and plug back in.

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4. If waiting 3 minutes and plugging the USB cable back in doesn't work, re-boot both computer and controller.
5. If this doesn't work, read the tips below:

Scenario	Cause	Corrective Action
Connect cable and get New Hardware Found Wizard	Driver not installed	Install driver
	Driver installed on another USB port	Move cable to the other port
Connection worked normally, but after removing cable and plugging it back in after a minute, can't reconnect. Get "this device can work faster" message but No 'Local Area Connection 2' appears.	Driver in PC has not reset	Unplug cable and wait for 5 minutes, or reboot PC
Get "this device can work faster" message when cable is connected. Local Area Connection 2 says it's connected but time is stuck at 0:00. Local Area Connection 2 does not disappear when cable is disconnected	Driver in PC has crashed. Can happen when Controller Restart button is clicked with USB cable connected.	Reboot PC. May require a hard reboot if a blue screen appears on restart attempt.
	Driver in PC is corrupt	Uninstall and reinstall the driver
No "this device can work faster" message when cable is connected, No Local Area Connection 2	Faulty core interface board	Replace CI board
	Foam grommet shorting to CI board (WM1 only)	Put tape between grommet and CI board, or remove grommet
	Faulty USB cable	Replace USB cable
	Noisy DC power supply in controller	Install two p/n 103608 ferrite clamps on the DC output cable of the power supply
	PC does not recognize all USB 1.0 devices	Install a 2.0 USB hub between PC and cable
Get "this device can work faster" message when cable is connected, but No Local Area Connection 2	Driver installed improperly	Uninstall and reinstall driver
Get "this device can work faster" message when cable is connected, get Local Area Connection 2, but it can't be enabled	Faulty USB cable	Replace USB cable
	Noise coupling in on SI, AI, DI	Properly shield all I/O cables. Ensure proper earth ground connection to controller.
Get "this device can work faster" message, Local Area Connection 2 appears, but when 199.199.199.2 is entered in the browser you get "The page cannot be displayed"	Local Area Connection 2 not set to use fixed IP address	Enter 'Local Area Connection 2' properties and enter fixed IP address of 199.199.199.1 as described in Quick Start Guide