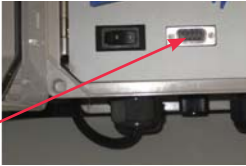

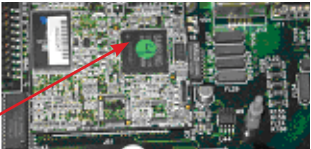


WebMaster & WebAlert Improvements Made Possible with VTouch

Before VTouch	After VTouch
1. Dial-up Remote Communications (ShoulderTap)	
Select & sign-up for your own ISP account.	Supplied by Walchem when VTouch-VDial activation is purchased.
Select & Manage usernames & passwords.	Automatically done for you.
Program username & password correctly.	Automatically done for you.
Remember phone number and enter it correctly on ShoulderTap website.	Click on the VT-LiveConnect™ icon in VTouch Account Manager.
2. Email	
Determine if ASMTTP 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.
How to know if Cellular will work in the planned location?	
Take your best guess.	Use the VCheck tool to pre-qualify the site to ensure it will work BEFORE purchasing & installing the unit.
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.

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 a VTouch – VT-VCell™ 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 070405xxxx 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 070405xxxx The core board <u>HAS BEEN</u> upgraded/replaced after May 2007. The cores <u>WILL NOT</u> have a large 1" square 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 070405xxxx 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. Go to the Communications Page and Enable the activation key file. Connect the controller to the LAN. Wait at least one minute and cycle power to the controller.</p>
VT-VDial™ VT-VCell™ VTouch – GPRS NA or W	<p>Save the activation file to your computer. Connect to the controller via that computer. Go to the Communications Page and Import the activation key file. Connect the controller to the antenna. (Connect the controller to the phone line for VDial.) Cycle Power to the controller.</p>
VTouch - Standalone	<p>Save the activation file to your computer. Connect to the controller via that computer. Go to the Communications Page and Import the activation key file. Cycle Power to the controller.</p>

VCell Purchased with controller		VCell Field Upgrade	
Direct Customer	by Sales Rep	Turnkey by Distributor to Customer	by Customer
Visit the site to review the application, environment, installation location, etc.			
Use VCheck device to ensure cellular communications will work at the planned installation site. This is required before a VCell order can be placed with Walchem.			
VCheck emails a Site Key to your VTouch administrator.			
		Customer places order for controller with VCell	Customer places order for VCell activation and GPRS model kit if necessary.
Fill out a web-based VCell preliminary order form on the Walchem website that includes purchase order number and the Site key number emailed to you by the VCheck device.			
Place the actual order for controller with GPRS modem and VCell.	Place the actual order for VCell Field activation & GPRS modem kit if necessary.	Place the actual VCell Field activation order with Walchem.	
Controller is shipped completely configured with cellular & VTouch communications.	SIM card & GPRS modem (if not already in controller) is shipped to site & activation key is emailed to VTouch administrator.	SIM card is shipped to you & activation key is emailed to VTouch administrator.	
	VTouch administrator emails key to Sales Rep	Install SIM & GPRS modem (if not already in controller), & import key into controller	Ship SIM & GPRS modem (if not already in controller) and email key to customer
	Sales Rep installs modem & antenna (if necessary) and SIM card, imports key file and cycles power.	Controller is shipped to customer completely pre-configured with cellular and VTouch communications.	
		VTouch administrator creates new Client & User in VTouch (if not done already) & assigns the controller to that account.	
VDial Purchased with controller		VDial Field Upgrade	
Sales Rep confirms that a standard analog phone line is available		Visit the site to review the application, environment, installation location, etc.	
Place order for controller with modem & VDial	Place order for VDial activation & modem (if not already in the controller)	Customer gets the phone number & checks to see if a number must be dialed for an outside line	
Controller is shipped completely preconfigured with VDial and VTouch communications.	VDial activation key is emailed to VTouch administrator. Modem is shipped to site (if necessary)	Customer places order with you for controller with VDial	Customer places order with you for VDial field activation
		Place VDial Field Activation order with Walchem. Activation key is emailed to VTouch administrator.	
	VTouch administrator emails key to Sales Rep	Install modem (if necessary) & import key into controller	Ship modem (if necessary) & email key to customer
	Sales Rep installed modem, connects phone line, imports key file, & cycles power	Controller is shipped to customer completely preconfigured with dial-up and VTouch communications	VTouch admin creates new Client & User (customer) in VTouch (if not already done) & assigns the controller to that account
		VTouch admin creates new Client & User (customer) in VTouch (if not already done) & assigns the controller to that account	Customer installs modem, connects phone line & imports key into controller
		Customer connects phone line, goes to VTouch & follows prompts to enter controller phone # and selects ISP access number	Customer goes to VTouch & follows prompts to enter controller phone # and selects ISP access number

VCheck Site Qualifier

VCheck	<ul style="list-style-type: none"> • Allows planned location of device to be fully qualified for cellular service before the purchase and commitment is made • Guaranteed “out-of-the-box” automatic connection to VTouch • Battery powered for quick and flexible on-site positioning (no need to find AC power connection) • Simple to use with no training required: 2 external buttons and 2 easy steps • Includes 1 year of VCell service
103725	VCheck Travel Case



Field Modem Upgrades

191487	Kit, GPRS modem, antenna, cables, mounting hardware
103561	Modem, GPRS
191215	Modem, Landline, WM
191118	Modem, Landline, WA

Factory Activations

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

VT-VDial: Order your WebMaster or WebAlert with the "M" landline modem option and add p/n 103569 to the line following the controller.
 Sample Purchase Order:
 1. WMT8131-1P4BM3
 2. 103569 VT-VDial Activation

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-VDial: Order p/n 191215 landline modem card and p/n 103584 activation. We will ship the modem card and email the activation file.

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#	Annual Net Price	Activation Renewal Part#	Annual Renewal Net Price	Highlights
LAN	VT-VNet™	103588	N/A	No charge			<ul style="list-style-type: none"> • Walchem gateway service (VT-LiveConnect™ feature) & email • VTouch Account Manager • Unlimited VT-LiveConnect™
Dial-up	VT-VDial™	103584	103569	Consult Factory	103596	Consult Factory	<ul style="list-style-type: none"> • Walchem dial-up ISP service, email & communications service tech support • VTouch Account Manager • Unlimited VT-LiveConnect™
Cellular	VT-VCCell™ GPRS-NA1 VT-VCCell™ GPRS-W2	103586 103640	103571 103619	Consult Factory	103598 103599	Consult Factory	<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		Consult Factory			<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	No charge			<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	No charge			<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	

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