WALCHEM

IWAKI America Inc.

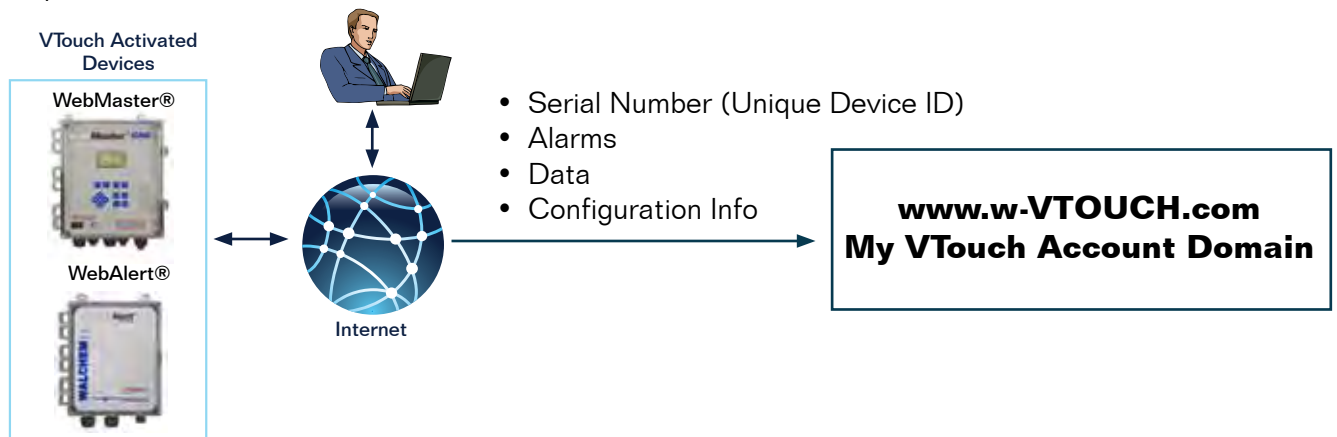# VTouch® Quick Start Guide

Client Account Users

This guide is intended to 'jump-start' the process of configuring your VTouch account so you can begin viewing device data, alarm status and VT-LiveConnect™ to your devices on-demand, from anywhere in the world.

Basic VTouch Overview

VTouch activated devices send information via the Internet to the VTouch server at regular intervals or whenever an alarm occurs.

VTouch activated devices that you have purchased will be registered to your VTouch account domain using the device's unique serial number.

VTouch Activated Devices

WebMaster®

WebAlert®

Internet

- Serial Number (Unique Device ID)
- Alarms
- Data
- Configuration Info

**www.w-VTOUCH.com
My VTouch Account Domain**

Configuring VTouch to view data & alarms and VT-LiveConnect™ to devices

LOGIN to the VTouch Website: www.w-vtouch.com
Type the username and password given during the registration of the VTouch corporate account

Device Relationship Hierarchy

The tabbed menu below shows the general relationship between a VTouch enabled device and you, a Client VTouch account level user. Devices in your Client Account are associated with a specific facility that has a relationship to a specific customer.

Serial Numbers of all VTouch activated devices purchased are linked to your VTouch account domain

Device Relationship Hierarchy

Home | Clients | Customers | Facilities | Processes

List Client Accounts

Name (Client Account)

Controller List				
Serial Number	Model	Name	Location	Client Assigned
0903261923	WebMaster	Name 1	Location	Sales Rep 1
0907161416	WebAlert	Name 2	Location	(unassigned)

In order to view VTouch activated devices in your VTouch account, you must first define a device relationship as outlined in the following instructions.
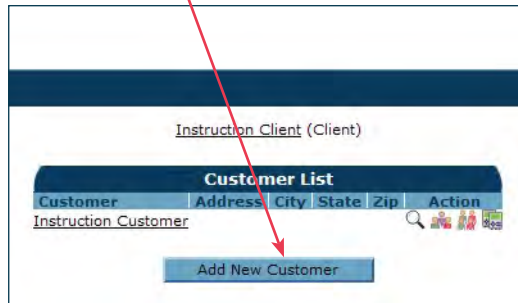
Step 1: Creating a Device Relationship

A | Create a New Customer

1. After LOGIN, select the Customers tab.

2. Select Add New Customer.

3. Enter New Customer Details. Click 'Add', then click 'Back'.

B | Create a New Facility under New Customer

4. Select the New Customer added in the previous step.

5. Select Add New Facility

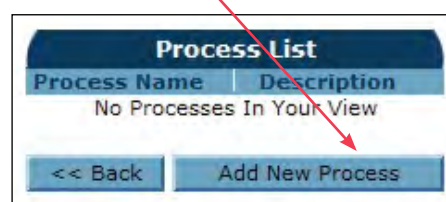6. Enter New Facility Details. Click 'Add', then click 'Back'

C | Create a Process for the New Facility

7. Select the Process Details Icon.

8. Select Add New Process

9. Enter New Process Details

You're DONE! You can go back to the HOME tab.

Step 2: Adding a Device to VTouch

In Step 1 you created a specific device relationship hierarchy. The next and last step is to assign a specific device to this new relationship hierarchy as illustrated below.

1. Assign device serial number to that client's customer

2. Assign device serial number that customer's facility

3. Assign device data to that facility's process

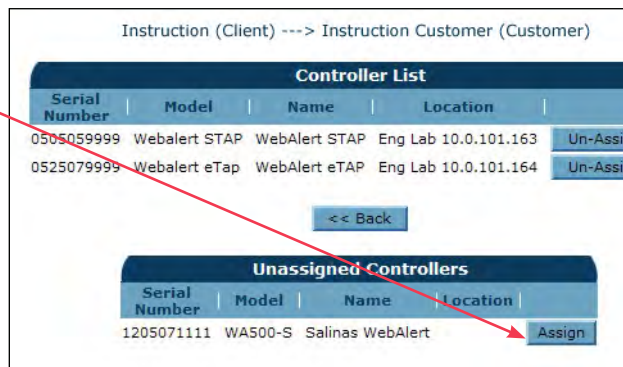Clients ➝ Customers ➝ Facilities ➝ Processes

A   Assign Device to Your Customer

1. Select the Customers tab. Select the Controller Assignment Icon for desired customer.

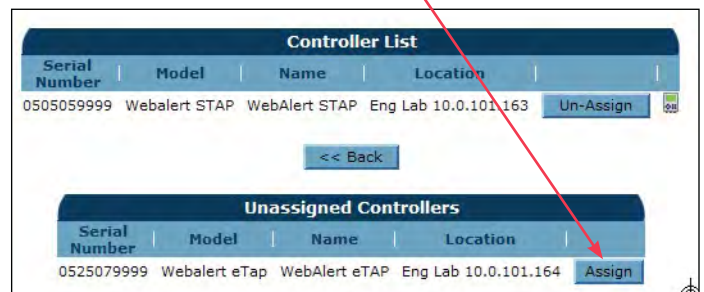2. Assign device to the Customer.

B   Assign Device to a Customer's Facility

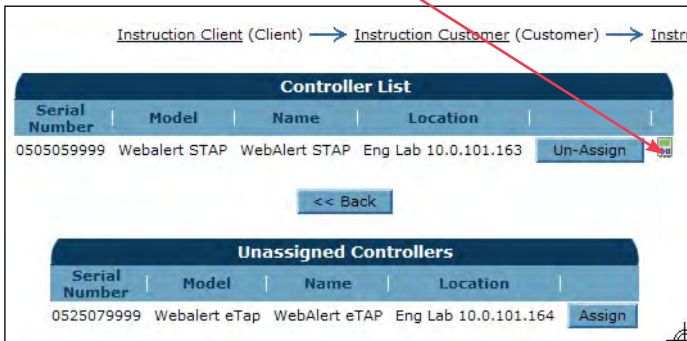3. Select the Facilities tab. Select the Controller Assignment Icon for desired facility.
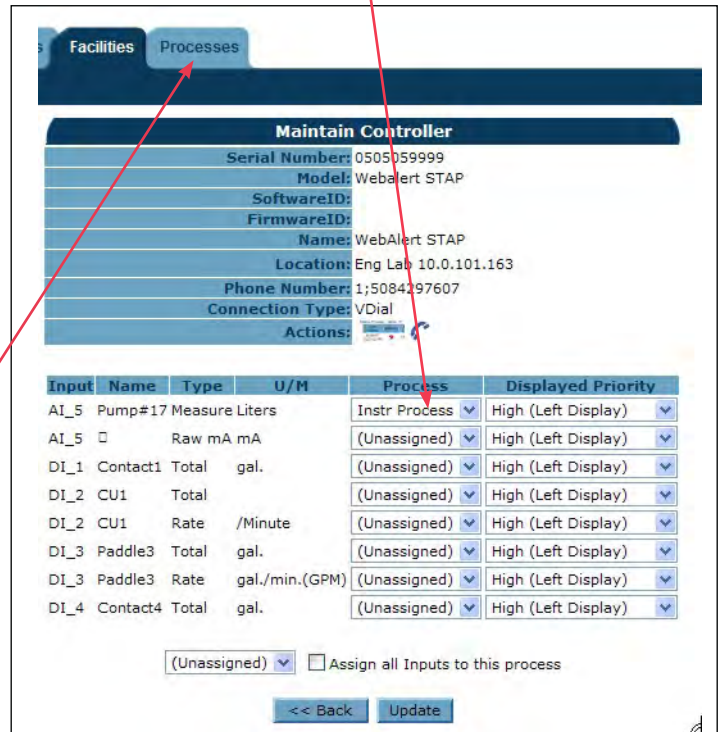
4. Assign device to the Customer.

C **Assign Device Data to a Process**

5. Select the Maintain Controller icon.

6. Assign controller data to a Process.
   Click the Update button.

7. Select the Process tab to view controller data.

List Processes|

(System User)

ABC Industrial - Chiller Room

Tower #1 (Process Cooling)

Actions:	
System Alarms:	Level D (DI_D) Low Alarm (since 9/30/2011 1:23:09 PM)
Readings as of:	9/12/2012 10:06:54 AM

Channel	Readings					Alarms
Level 1 (AI_1)	**Measure** 695.31 gal.					None.
FlowMeter4 (AI_4)	**Total** 21515344.00 gal	**Rate** 69.78 gal/min	**Minimum** 69.71 gal/min	**Maximum** 70.06 gal/min	**Average** 69.82 gal/min	None.
Contact1 (DI_A)	**Total** 0.00 gal.					None.
Flow Switch (DI_E)	**State** FSClosed					None.
CLO2 1 (S_1)	**Measure** 0.000 ppm					None.
HP 1000 (S_2)	**Measure** 214 ppm					⚠ High Alarm (since 6/24/2011 9:08:39 AM)

Congratulations! You're done! Click the VT-LiveConnect® icon 📞 **to connect to your controller**