

**WALCHEM**

IWAKI America Inc.

WebMaster® /WebAlert® Quick Start Guide

***WebMaster***<sup>®</sup> / ***WebAlert***<sup>®</sup>  
**USB Style**  
**Quick Start Guide**

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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:

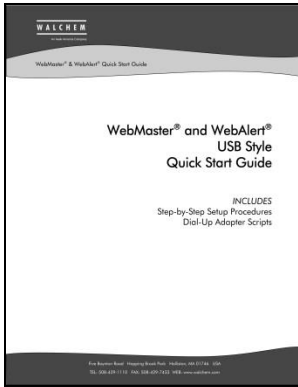
- At least one available USB port
- 100 MHz min. processor
- 40MB minimum RAM
- Windows operating system (XP, Vista, Windows 7, 8 or 10) or MAC OSX
- Windows Internet Explorer (ver. 5.0 or higher), Firefox or Safari

## **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

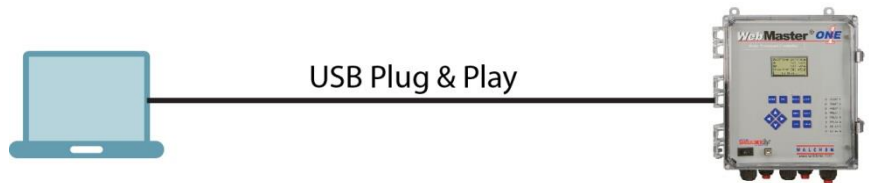
This Quick Start Guide is designed to help you establish basic communications with your WebMaster/WebAlert.

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

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

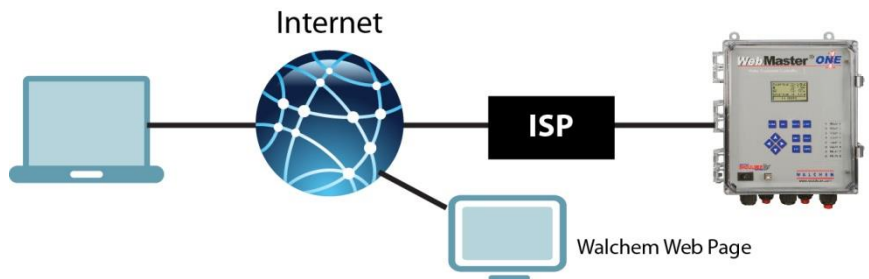
### 1 USB (standard)

For local monitoring and reconfiguration of your device via Laptop or dedicated on-site desktop. (Windows XP, Vista, Windows 7, Windows 8 or Mac OSX)



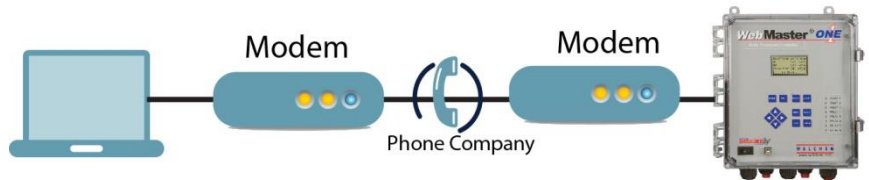
### 2 ShoulderTap Internet Communications

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



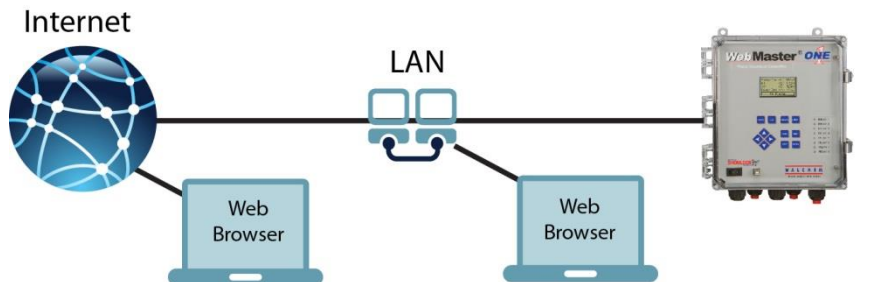
### 3 DirectTap Modem-to-Modem

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



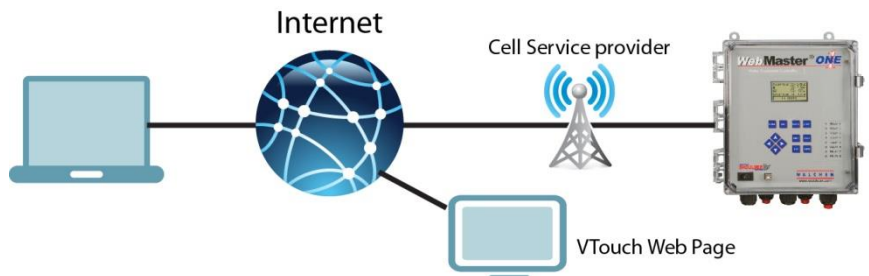
### 4 Ethernet

For monitoring and reconfiguration of your device via Local Area Network



### 5 Cellular

For monitoring and reconfiguration of your WebMasterONE remotely via the Internet (requires cell modem and Vtouch option).





## **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 XP, Vista, Windows 7, Window 8, 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 XP, Vista, Windows 7, Windows 8, 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](http://www.surfbest.net) or by dialing (207)-384-4234

EARTHLINK is also reliable in many locations. Information is available at [www.earthlink.com](http://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 10***



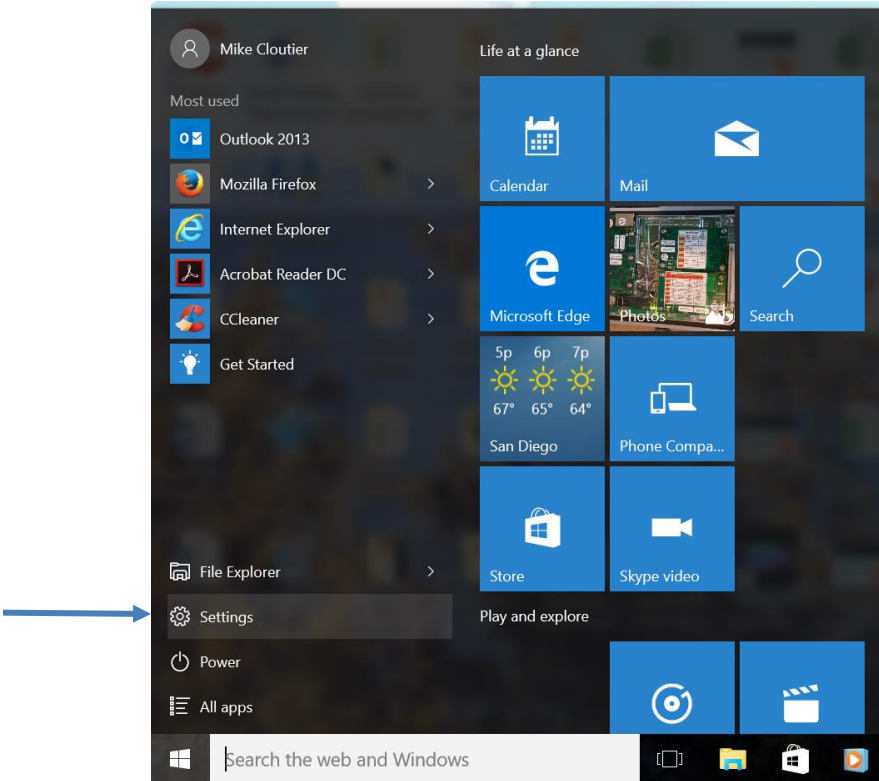
### ***1. USB DRIVER INSTALLATION***



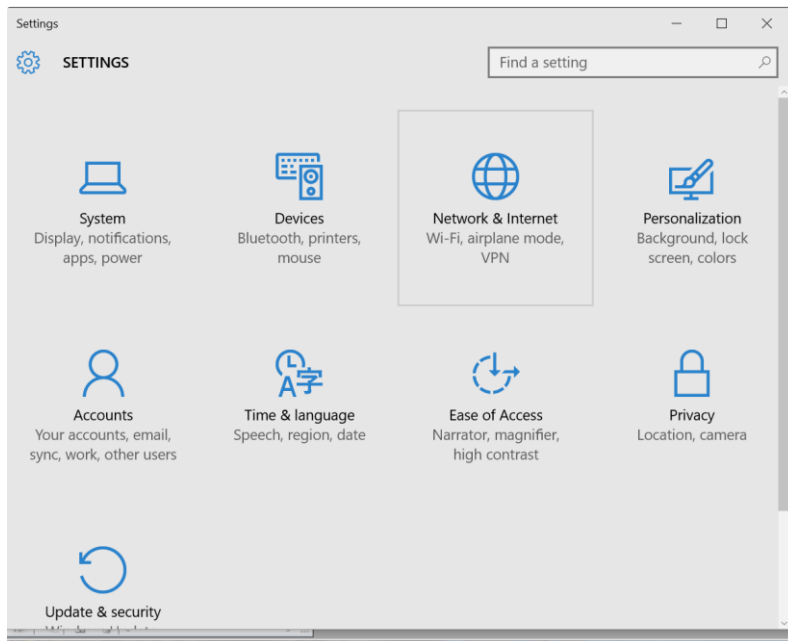
# 1. USB DRIVER INSTALLATION FOR WINDOWS 10

**\*\*NOTE: Your computer MUST be on the Internet to complete this action! \*\***

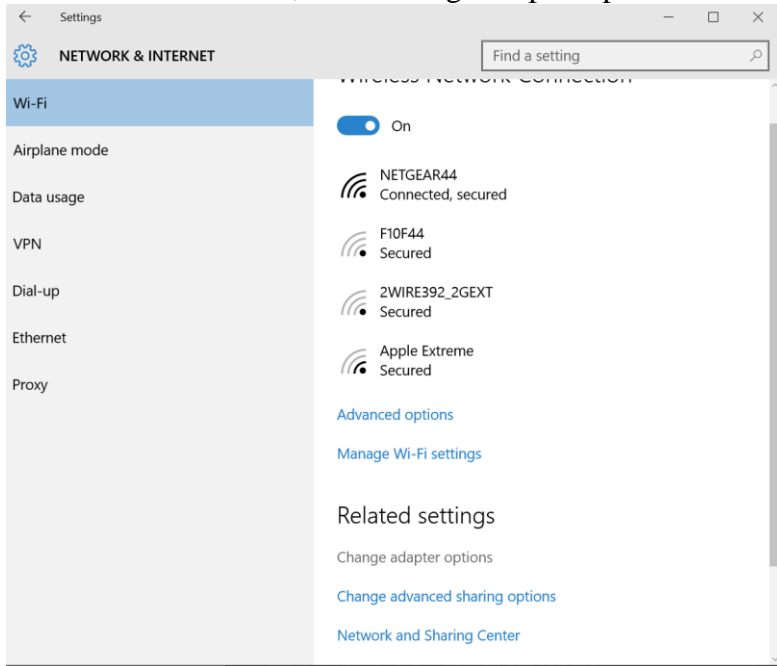
From the Start, click on Settings:



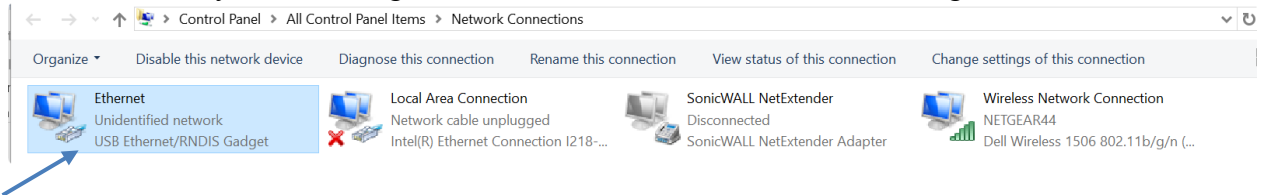
Click on Network and Internet:



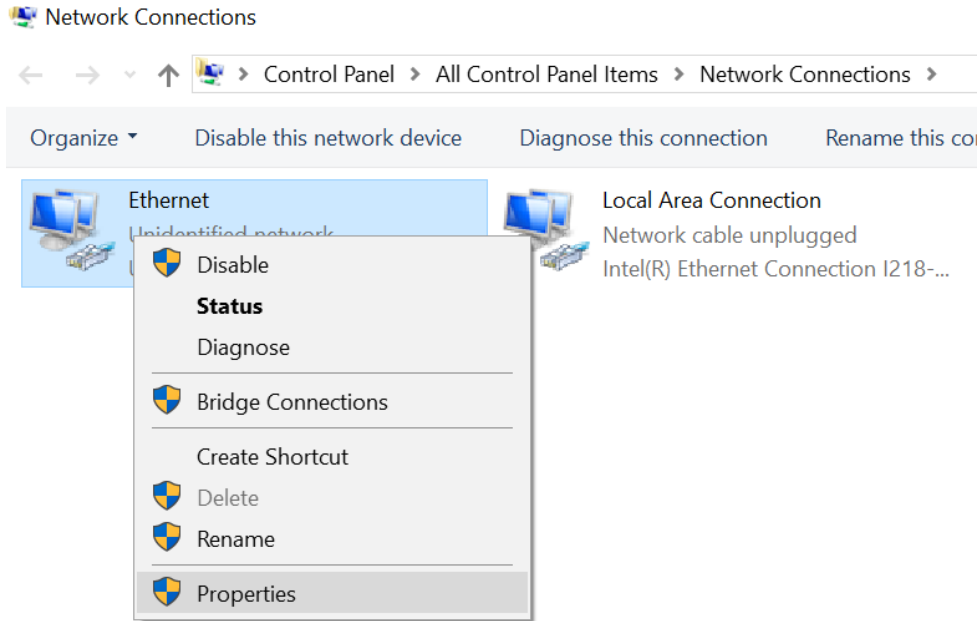
In Network & Internet, click Change adapter options:



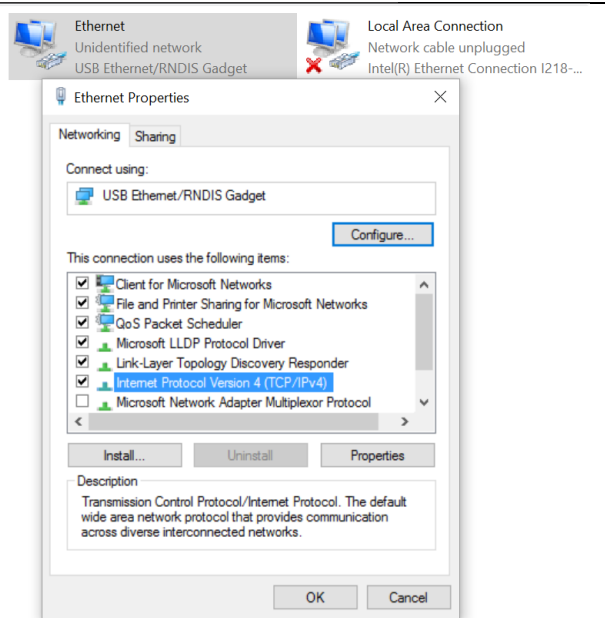
The connection you're looking for is Ethernet USB Ethernet/RNDIS Gadget.



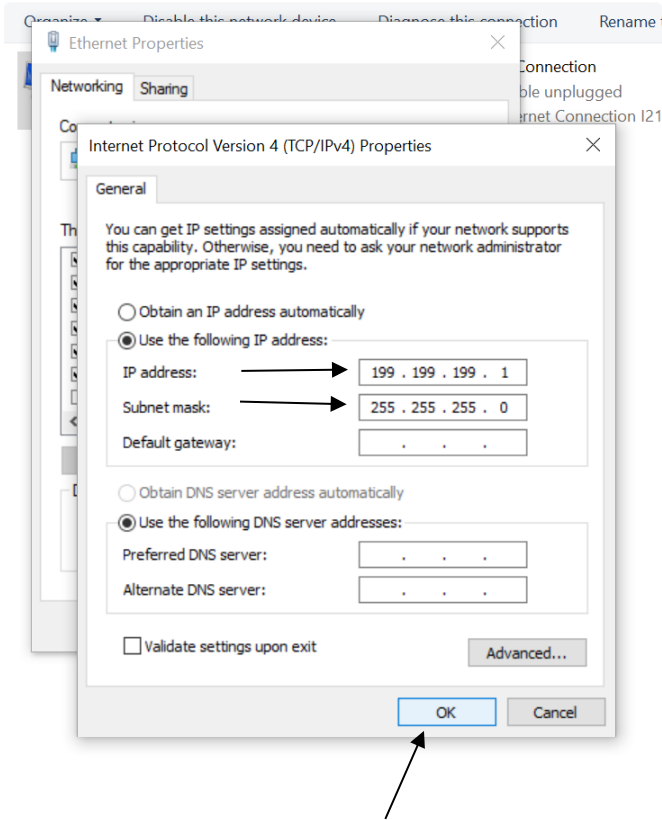
Right click, and click Properties:



In the Properties screen, highlight Internet Protocol Version 4 (TCP/IPv4), and click Properties.

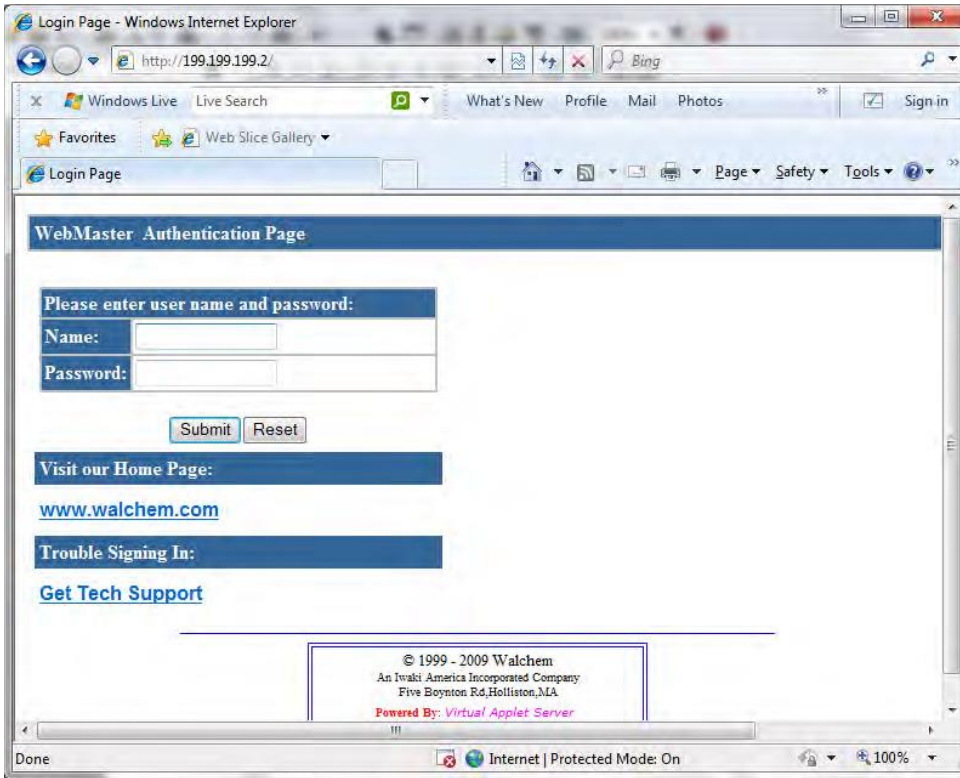


Select Use the following IP address, and enter the fields as below, then click OK:



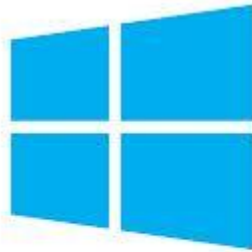
Open your Web browser (Internet Explorer shown) and enter 199.199.199.2 in the address bar.

The WebMaster Authentication screen appears as shown below:



# **QUICK START GUIDE**

## **Section 2: WINDOWS 8**



Windows 8

### **1. USB DRIVER INSTALLATION**

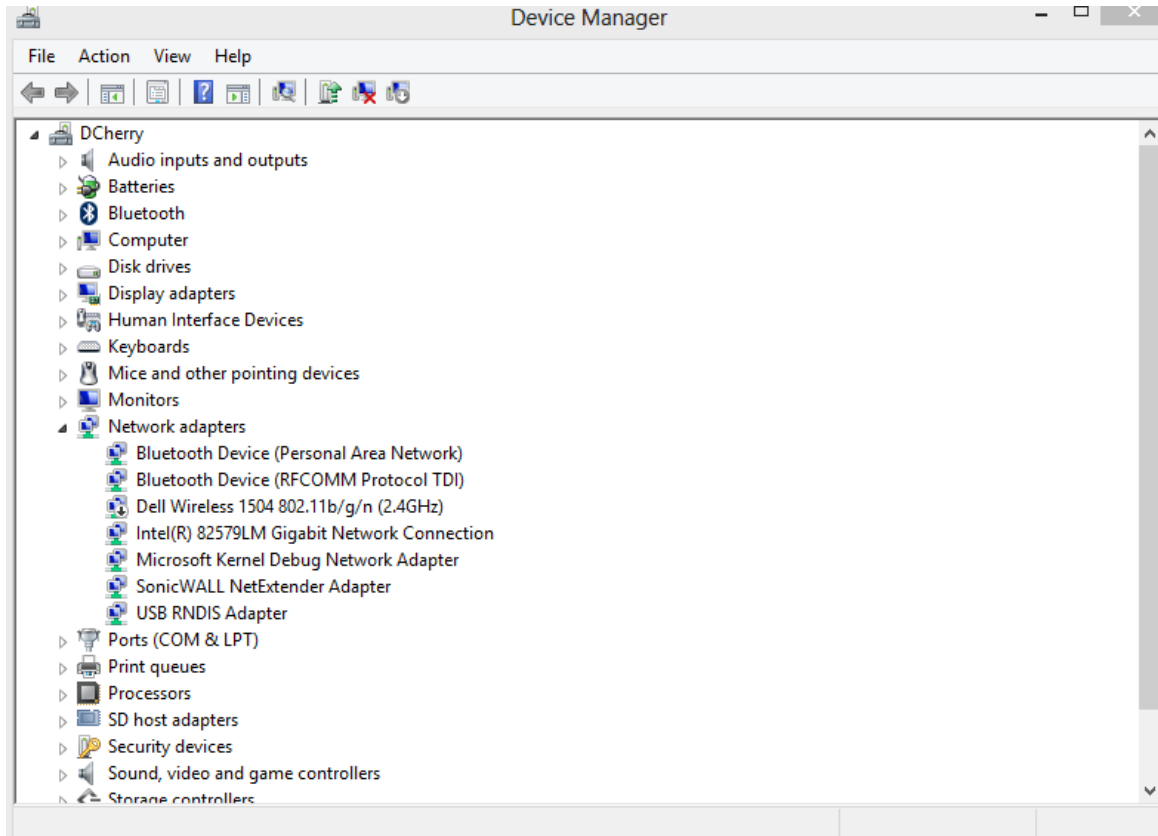
### **2. DIRECT MODEM TO MODEM COMMUNICATIONS**

## Quick Start Guide SECTION 2: WINDOWS 8

### 1. USB DRIVER INSTALLATION FOR WINDOWS 8

#### Step 1

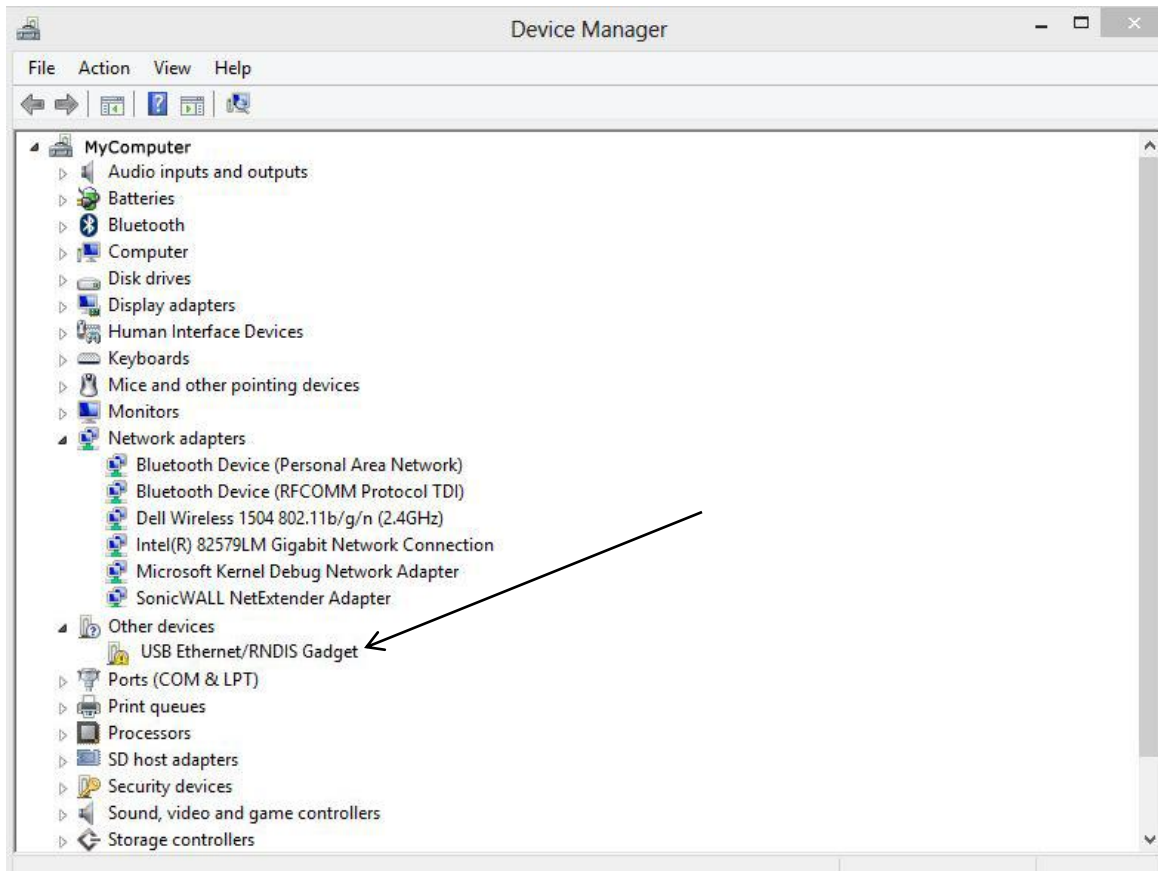
- ▶ Plug the USB cable into the WebMaster/WebAlert and your computer.
- ▶ Go to the Device Manager (right-click the lower left corner, select Control Panel, then Device manager)



## Quick Start Guide SECTION 2: WINDOWS 8

### Step 2

- ▶ Right-click the RNDIS Ethernet Gadget with the yellow exclamation mark.
- ▶ Select Update Driver.





## Quick Start Guide SECTION 2: WINDOWS 8

### Step 3

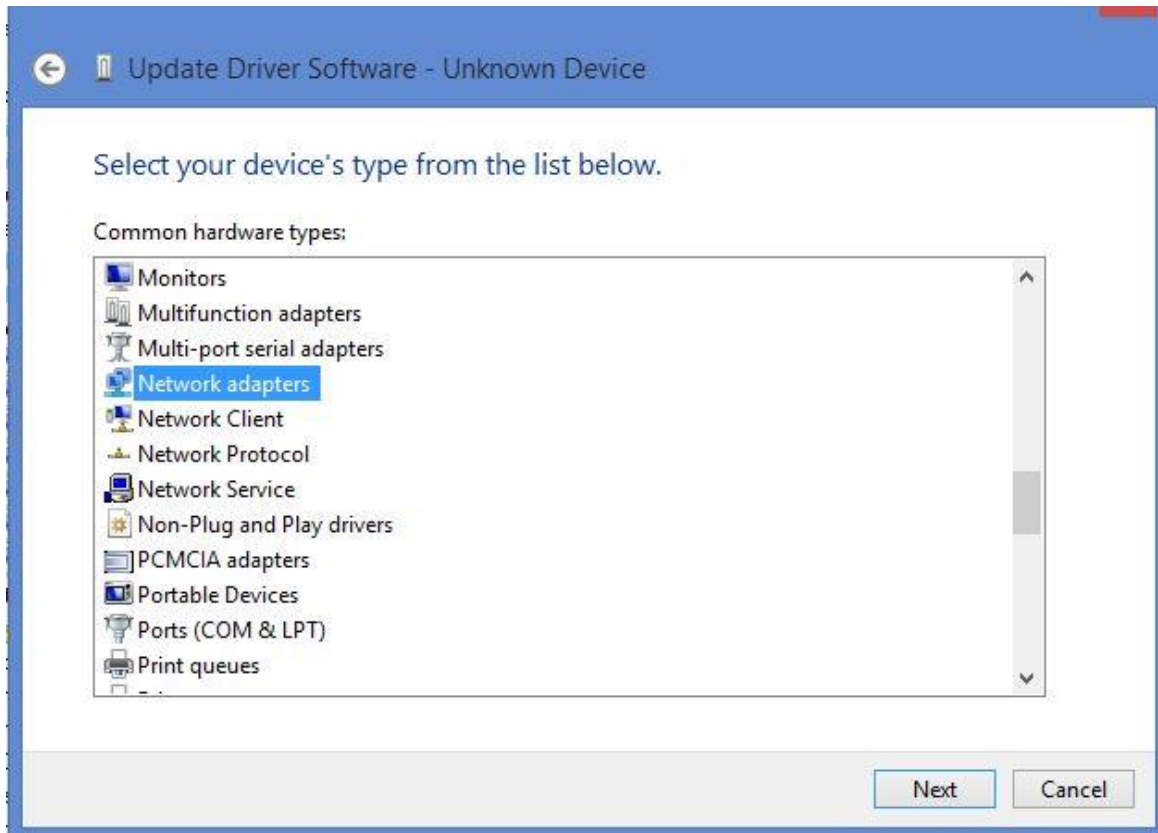
- ▶ Select Browse my computer
- ▶ Select “Let me pick from a list of device drivers on my computer”



## Quick Start Guide SECTION 2: WINDOWS 8

### Step 4

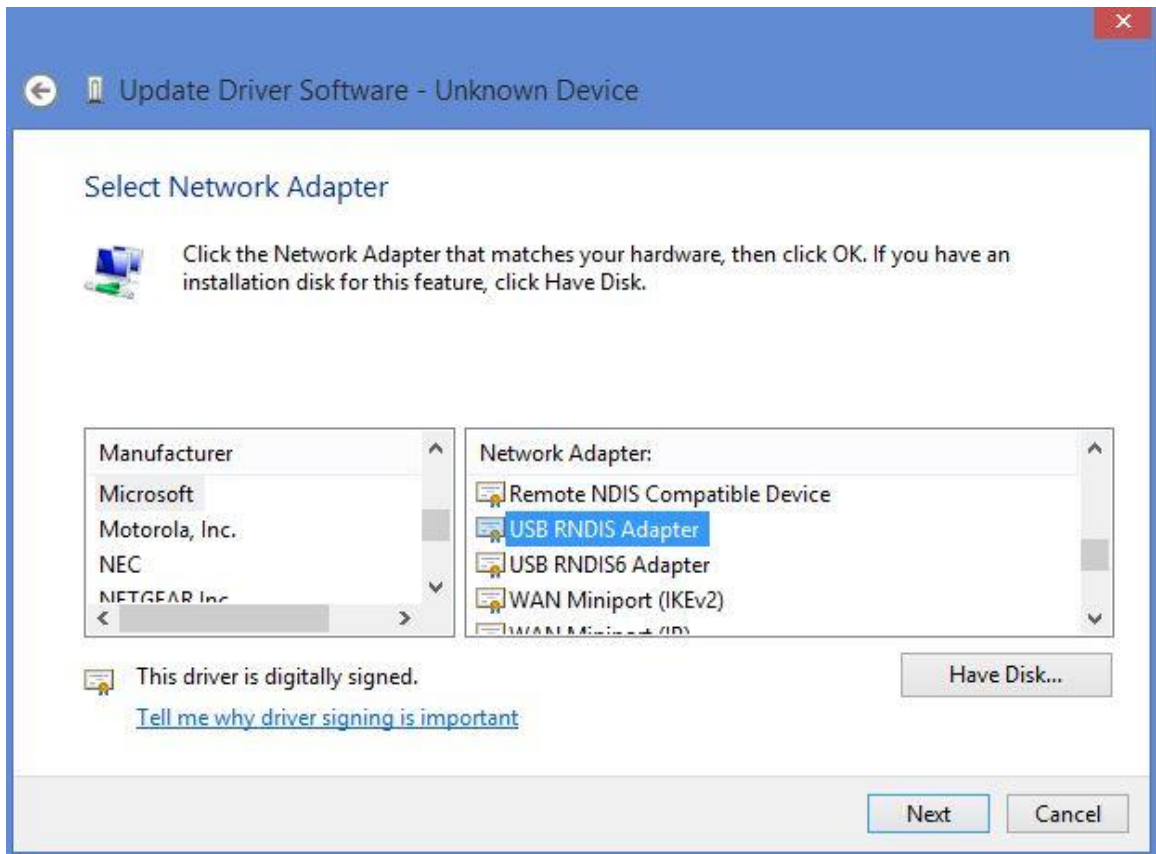
- ▶ Select Network Adapter, click Next



## Quick Start Guide SECTION 2: WINDOWS 8

### Step 5

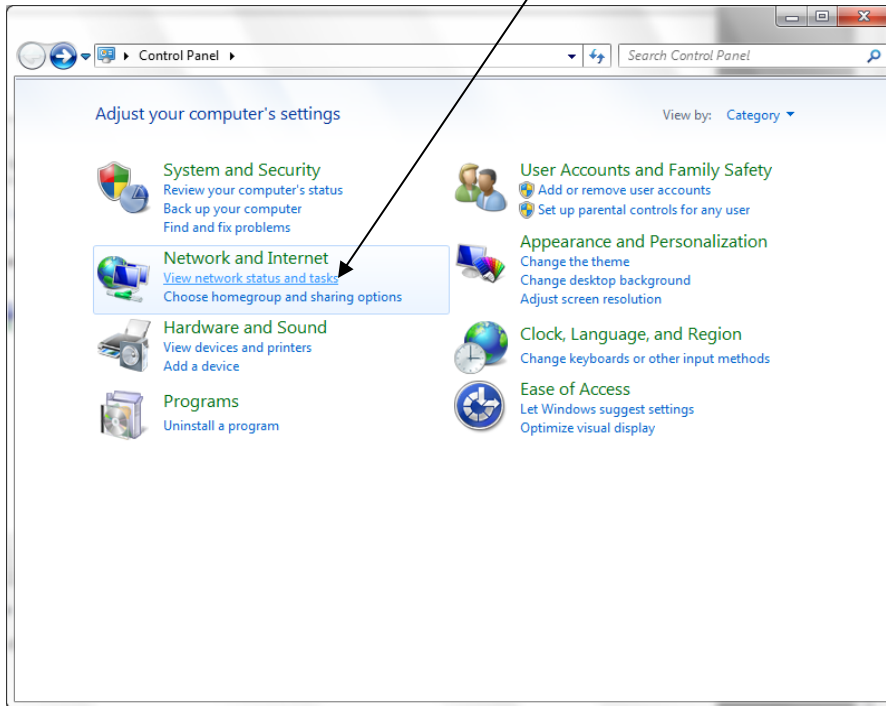
- ▶ Select Microsoft and then USB RNDIS Adapter



## Quick Start Guide SECTION 2: WINDOWS 8

### Step 6

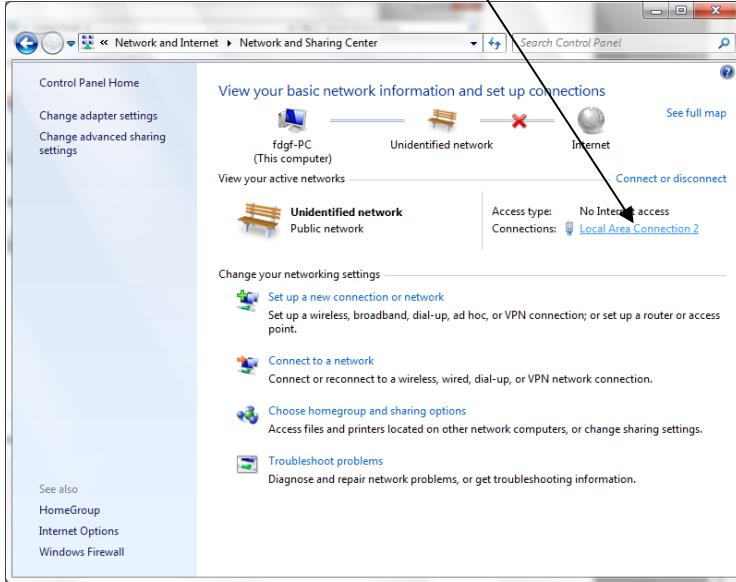
- ▶ Return to the Control Panel
- ▶ Click 'View Network Status and Tasks'



## Quick Start Guide SECTION 2: WINDOWS 8

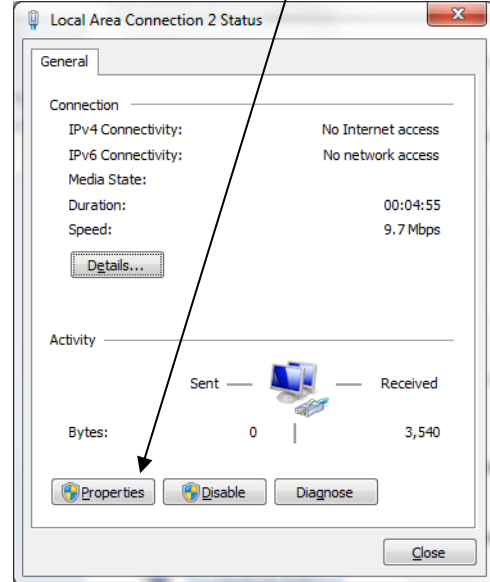
### Step 7

- ▶ Click 'Local Area Connection 2'



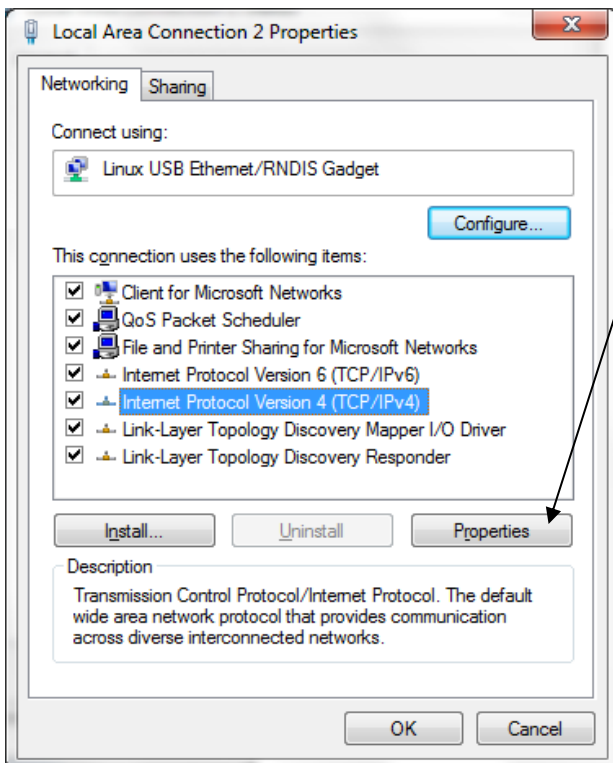
### Step 8

- ▶ Click 'Properties'



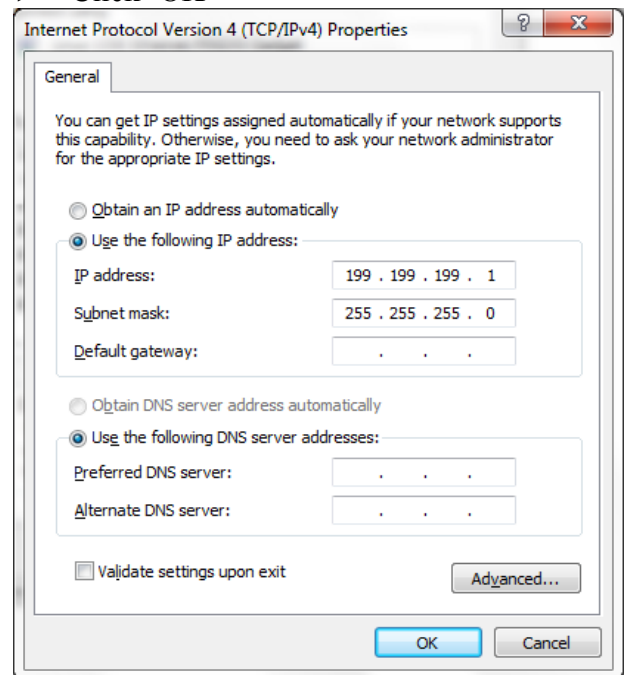
### Step 9

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



### Step 10

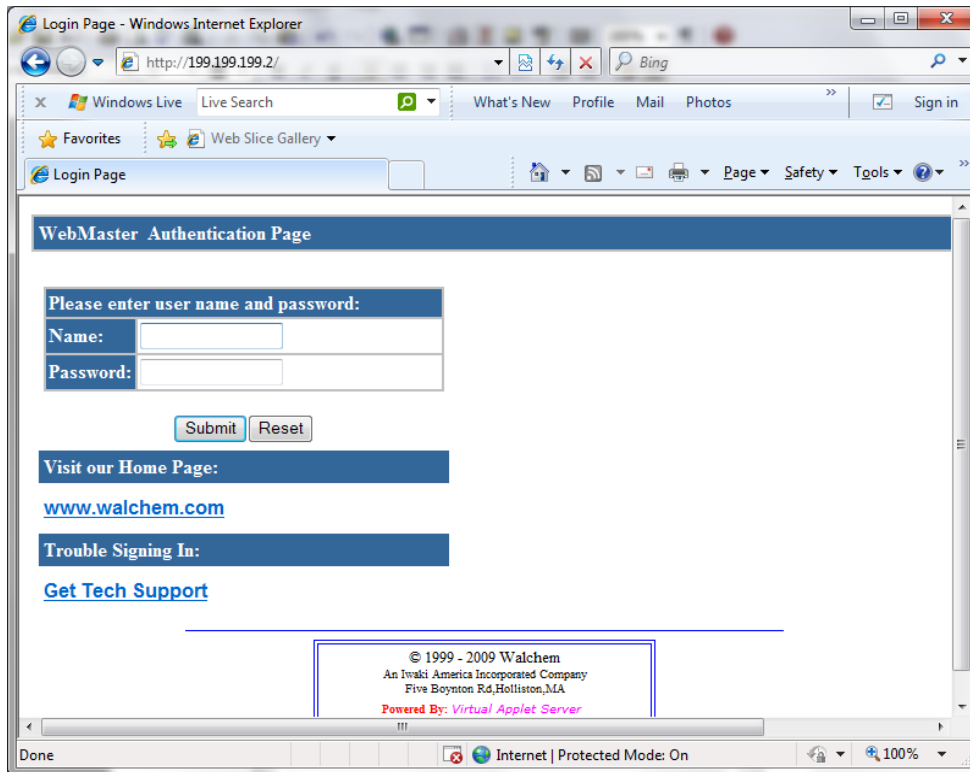
- ▶ Select 'Use the following IP address' and type in 199.199.199.1
- ▶ Click 'OK'



## Quick Start Guide SECTION 2: WINDOWS 8

### Step 11

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

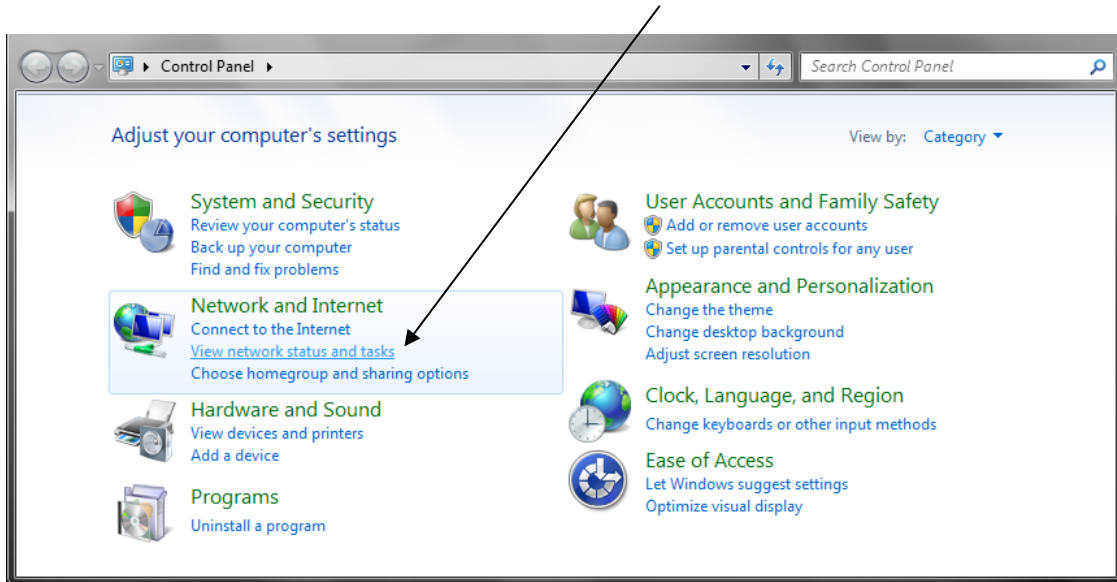


## Quick Start Guide SECTION 2: WINDOWS 8

### 2. DIRECT MODEM SET-UP FOR WINDOWS 8

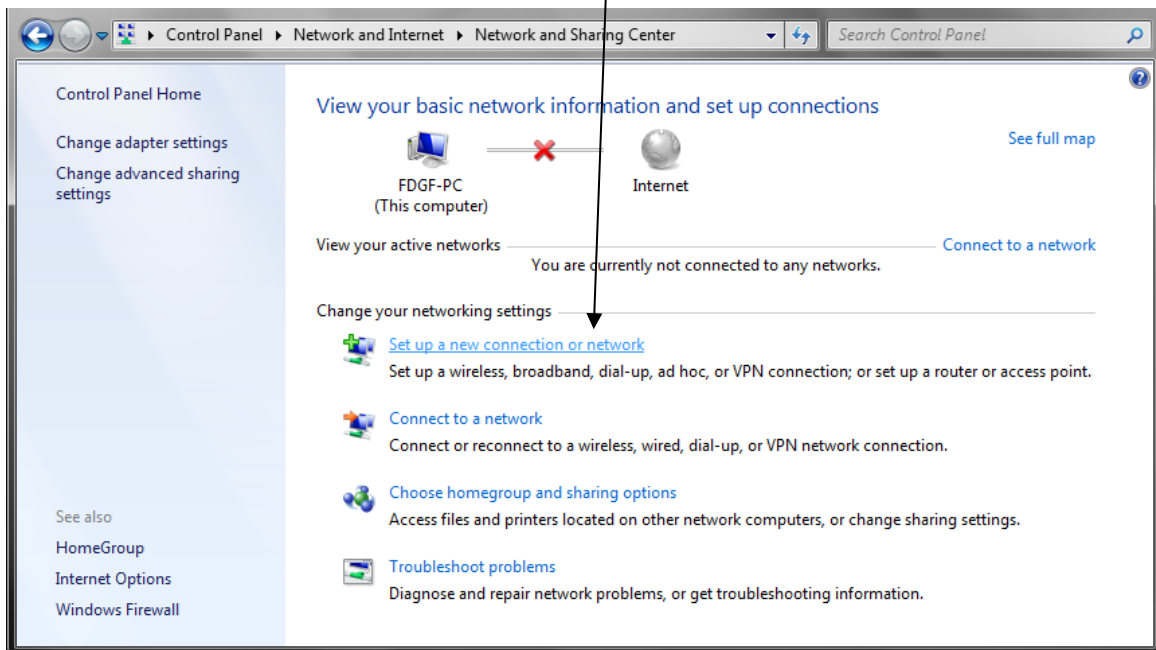
#### Step 1

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



#### Step 2

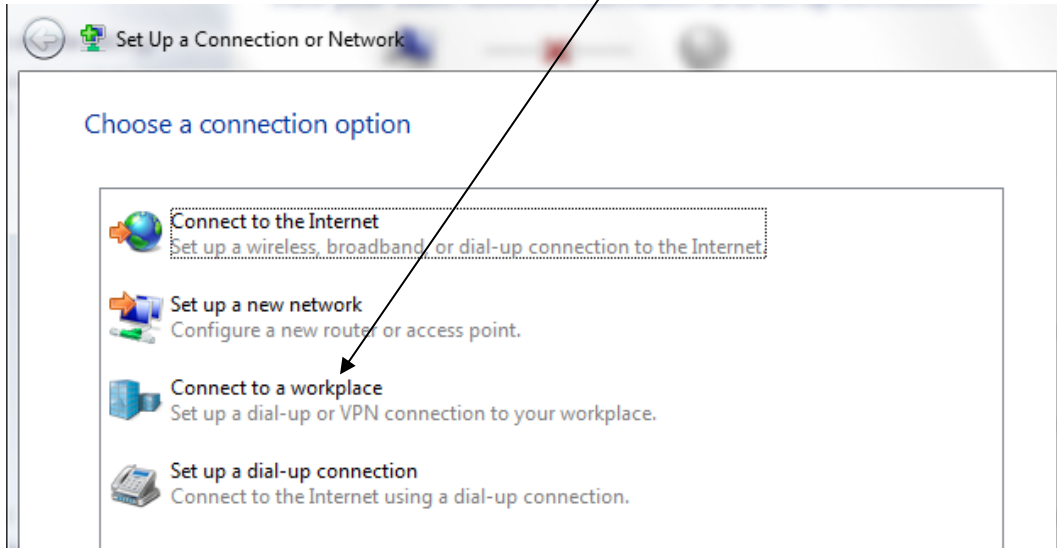
- ▶ Click 'Set up a new connection or network?'



## Quick Start Guide SECTION 2: WINDOWS 8

### Step 3

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



### Step 4

- ▶ Click 'Dial Directly'





## Quick Start Guide SECTION 2: WINDOWS 8

### 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

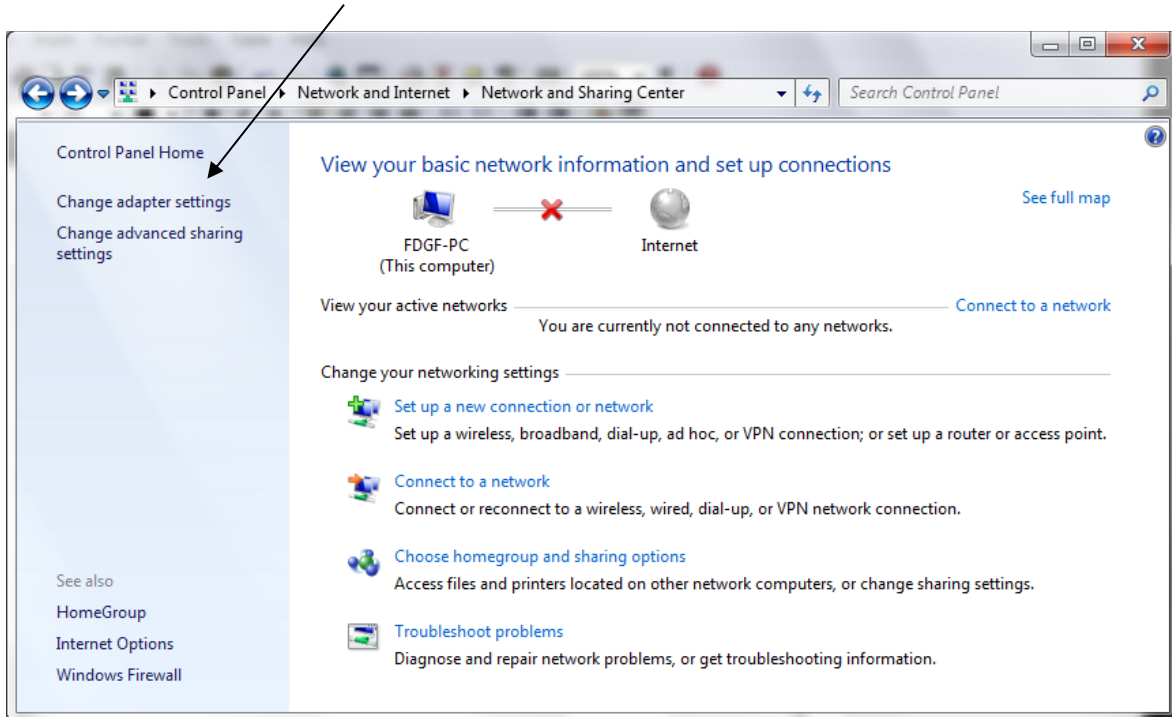
## Quick Start Guide SECTION 2: WINDOWS 8

### Step 7

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

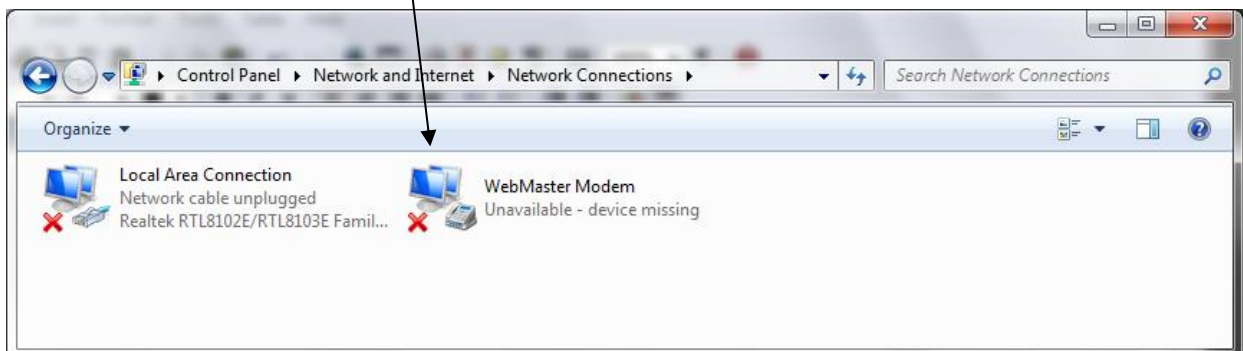
### Step 8

- ▶ Click 'Change adapter settings' on the left



### Step 9

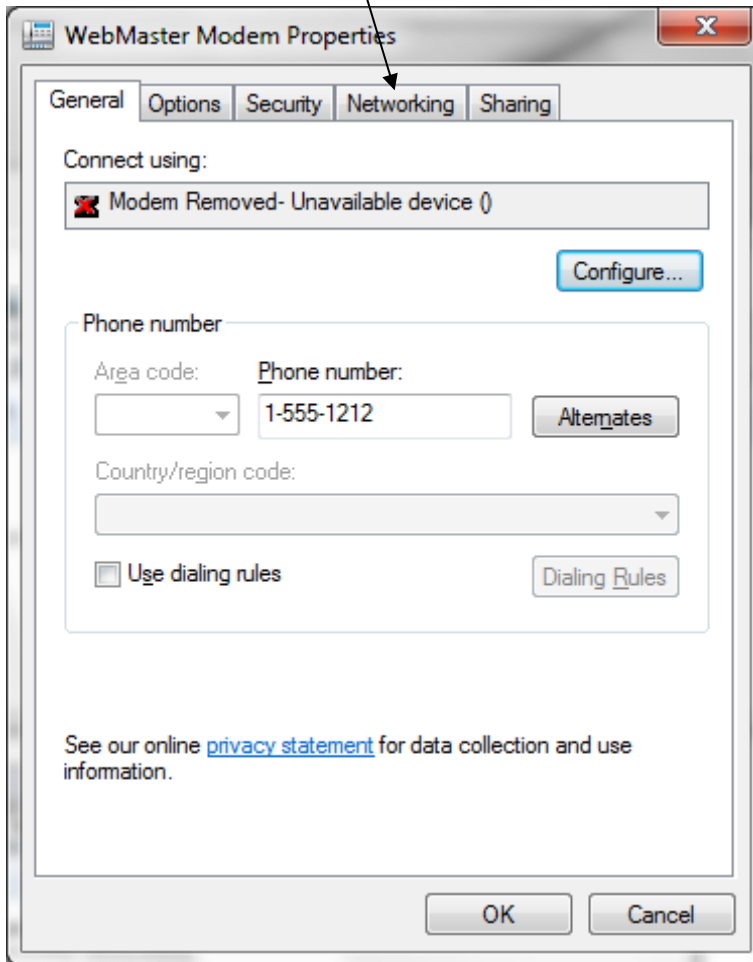
- ▶ Right click 'WebMaster Modem'
- ▶ Select 'Properties'



## Quick Start Guide SECTION 2: WINDOWS 8

### Step 10

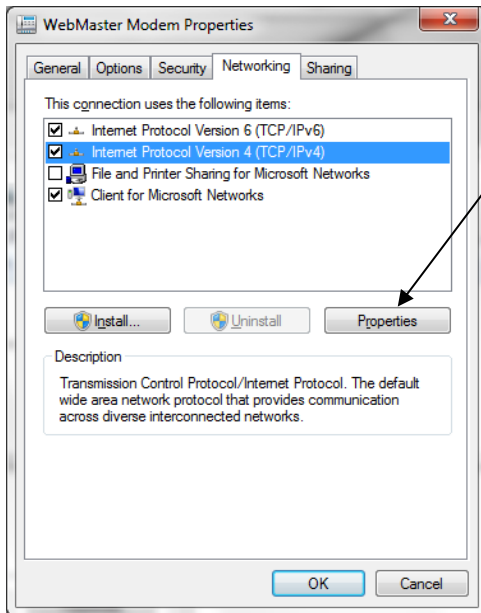
- ▶ Click 'Networking' tab



## Quick Start Guide SECTION 2: WINDOWS 8

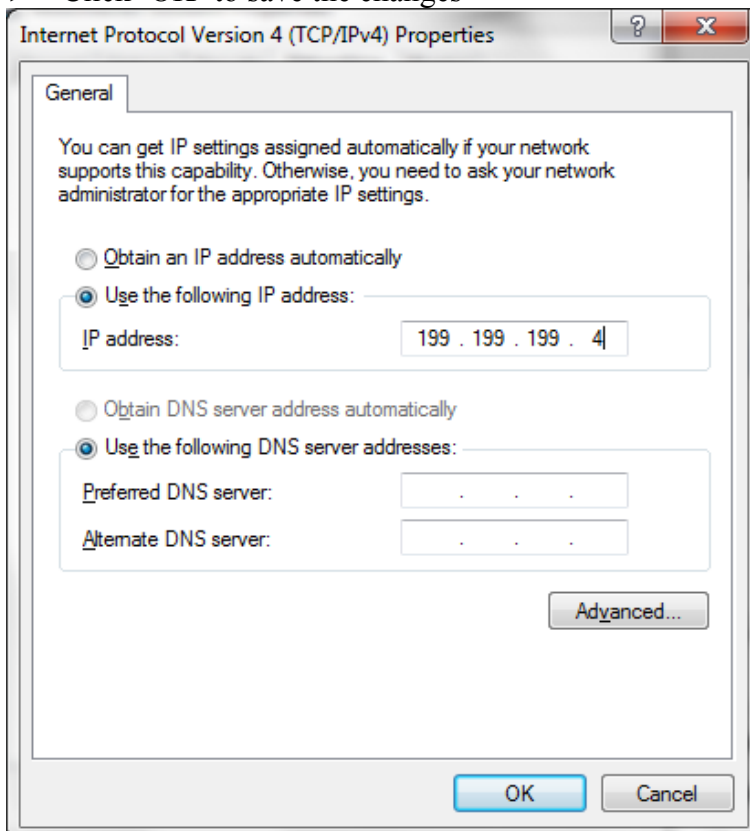
### Step 11

- ▶ 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 3: WINDOWS 7**



### **1. USB DRIVER INSTALLATION**

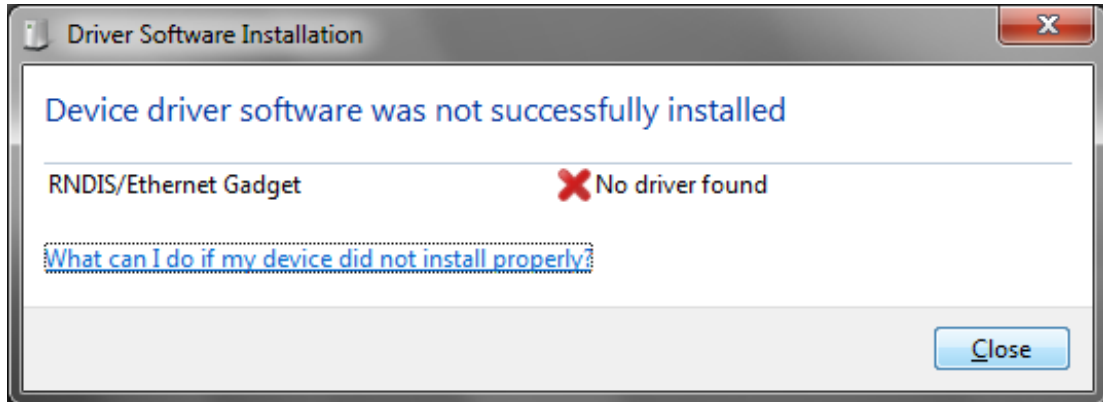
### **2. DIRECT MODEM TO MODEM COMMUNICATIONS**

## Quick Start Guide SECTION 3: WINDOWS 7

### 1. USB DRIVER INSTALLATION FOR WINDOWS 7

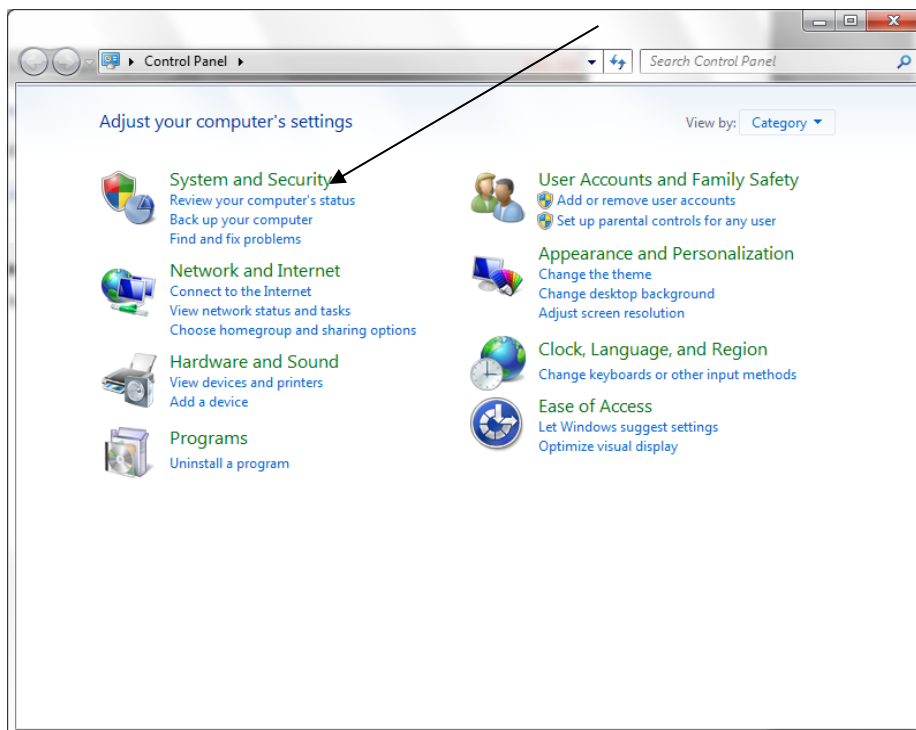
#### Step 1

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



#### Step 2

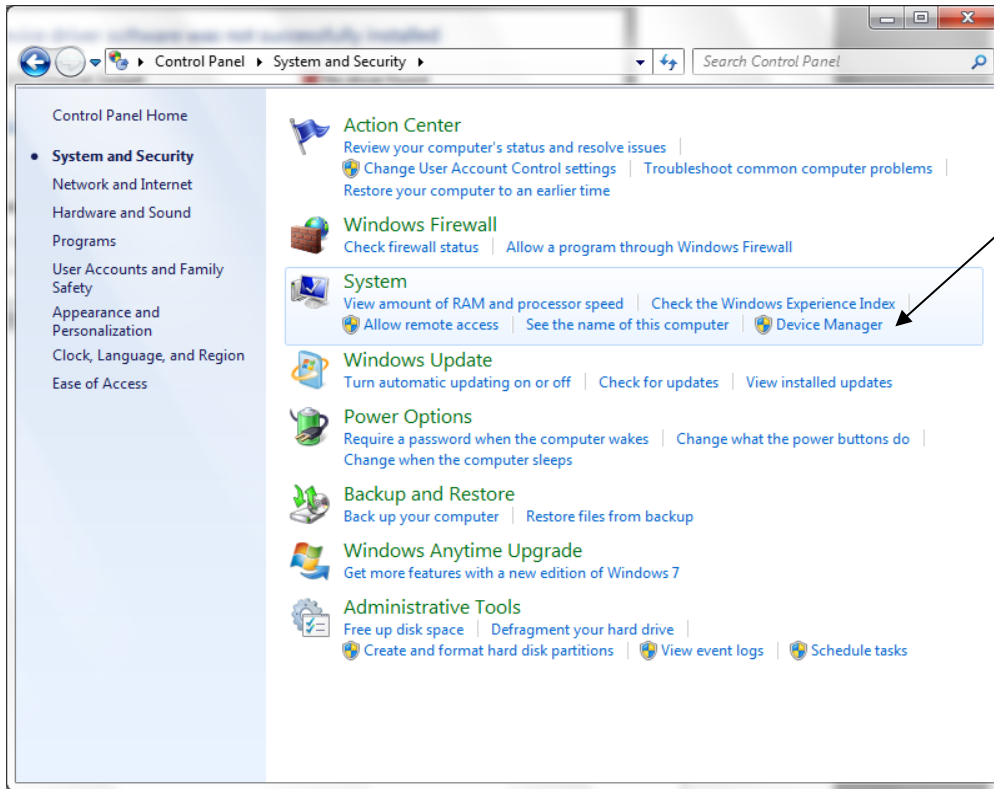
- ▶ Go to Start, Control Panel and Click 'System and Security'



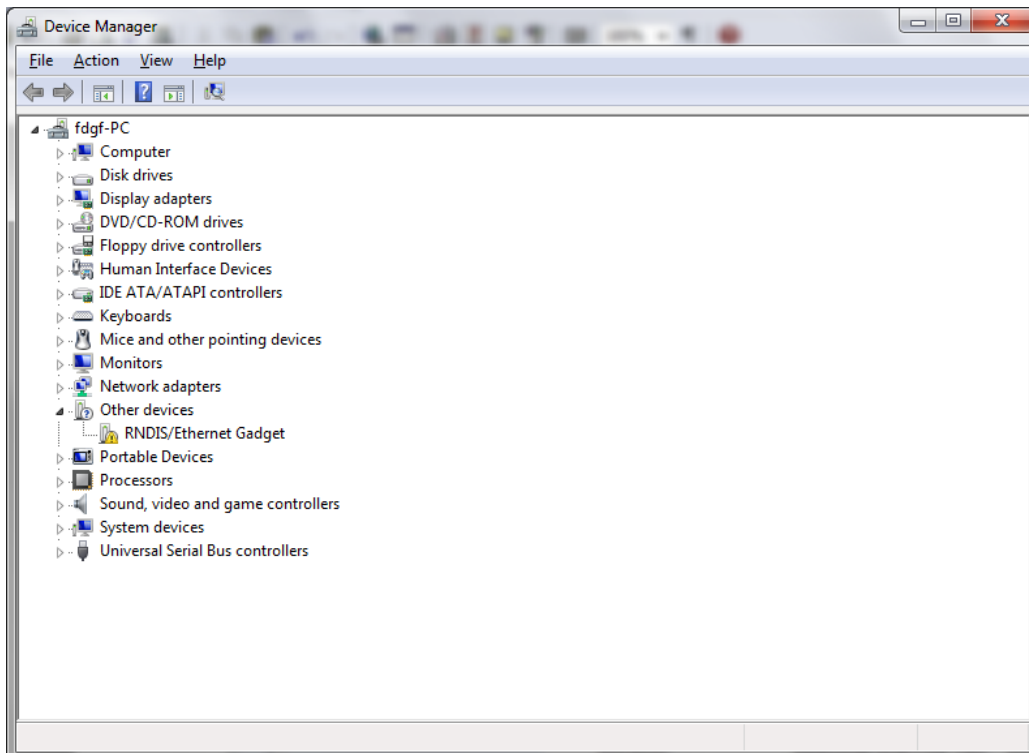
## Quick Start Guide SECTION 3: WINDOWS 7

### Step 3

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



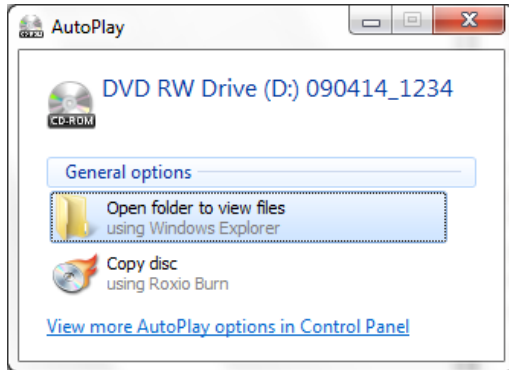
- ▶ Device Manager screen will look like this:



## Quick Start Guide SECTION 3: WINDOWS 7

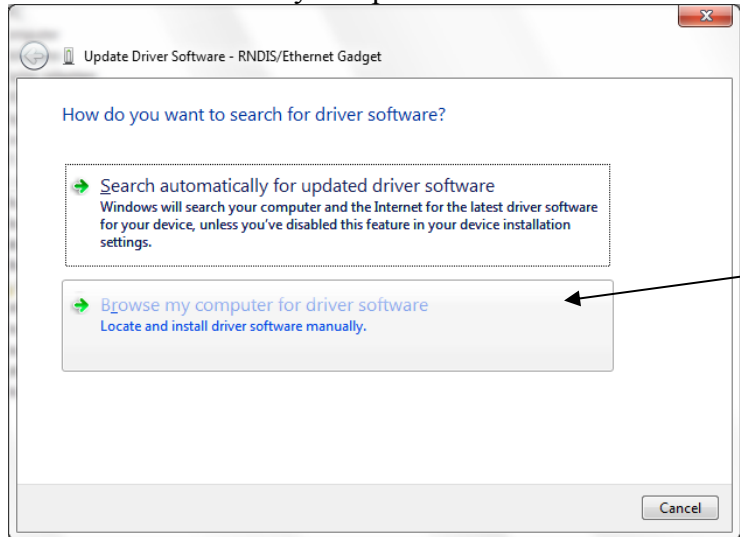
### Step 4

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



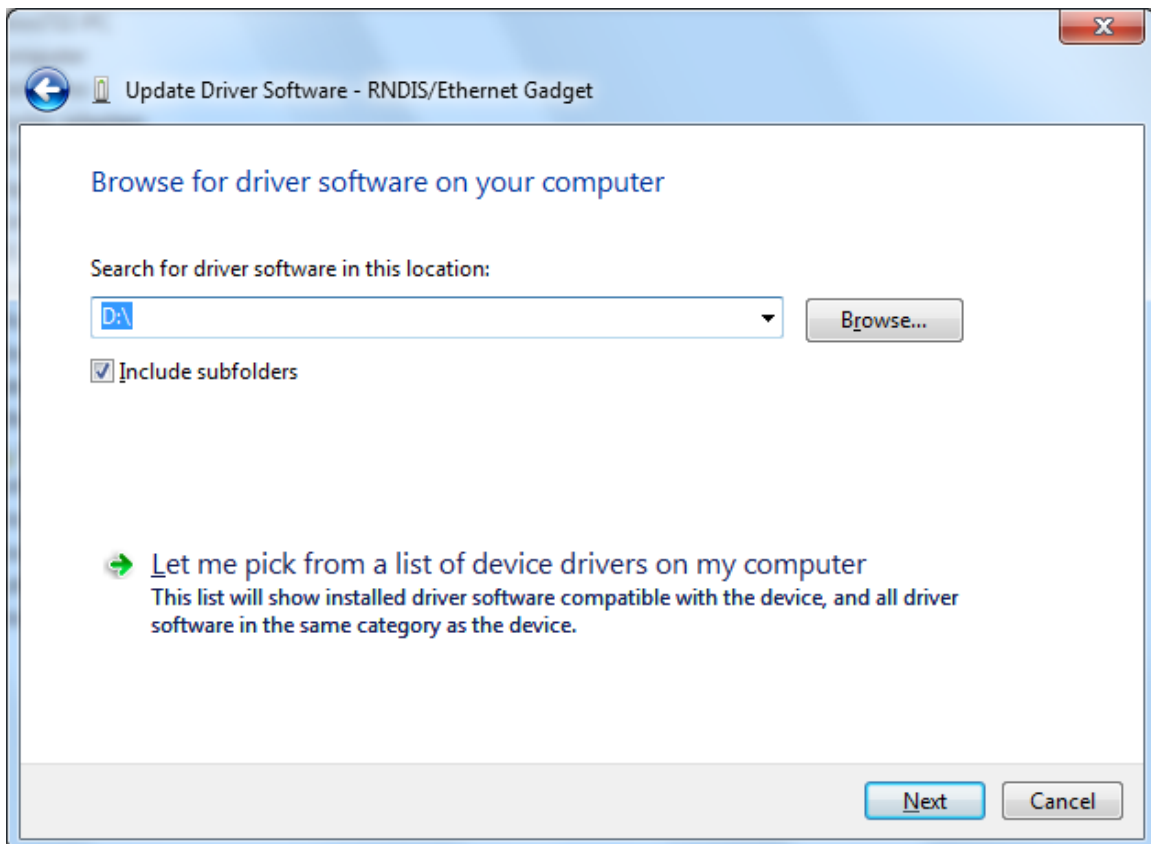
### Step 5

- ▶ 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

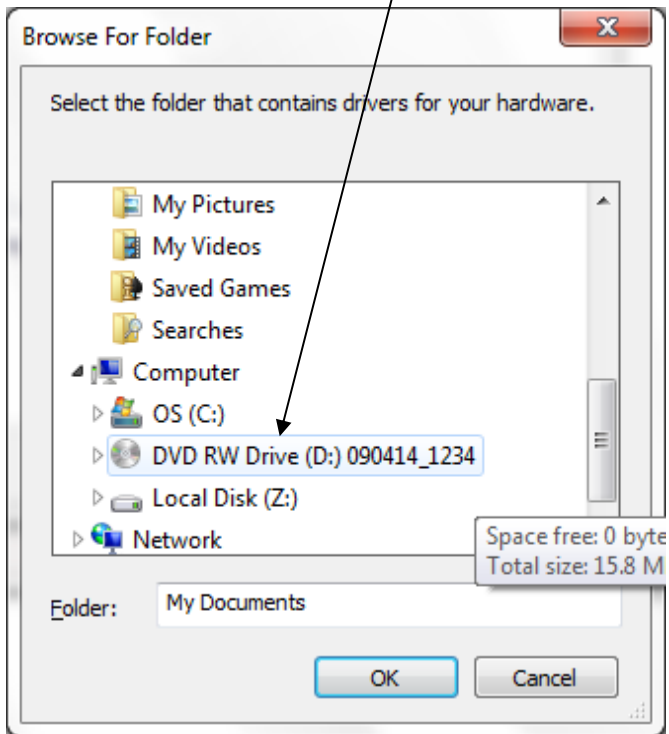




## Quick Start Guide SECTION 3: WINDOWS 7

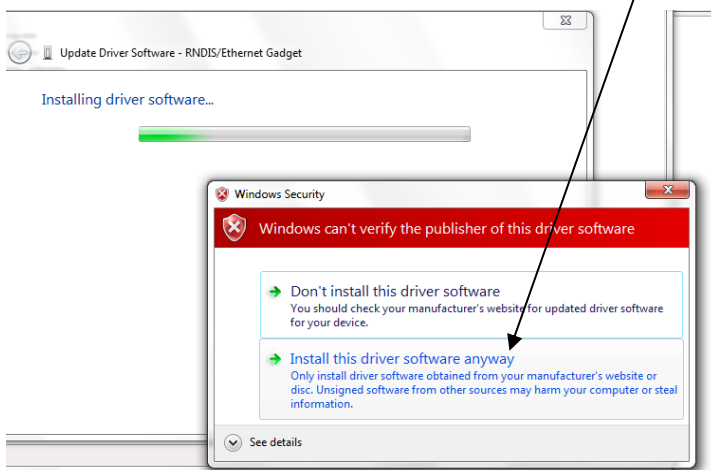
### Step 7

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



### Step 8

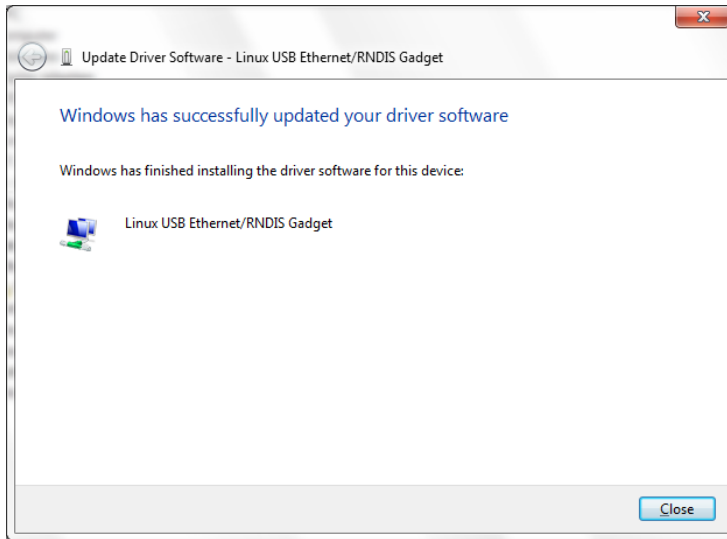
- Click 'Install this driver software anyway'



## Quick Start Guide SECTION 3: WINDOWS 7

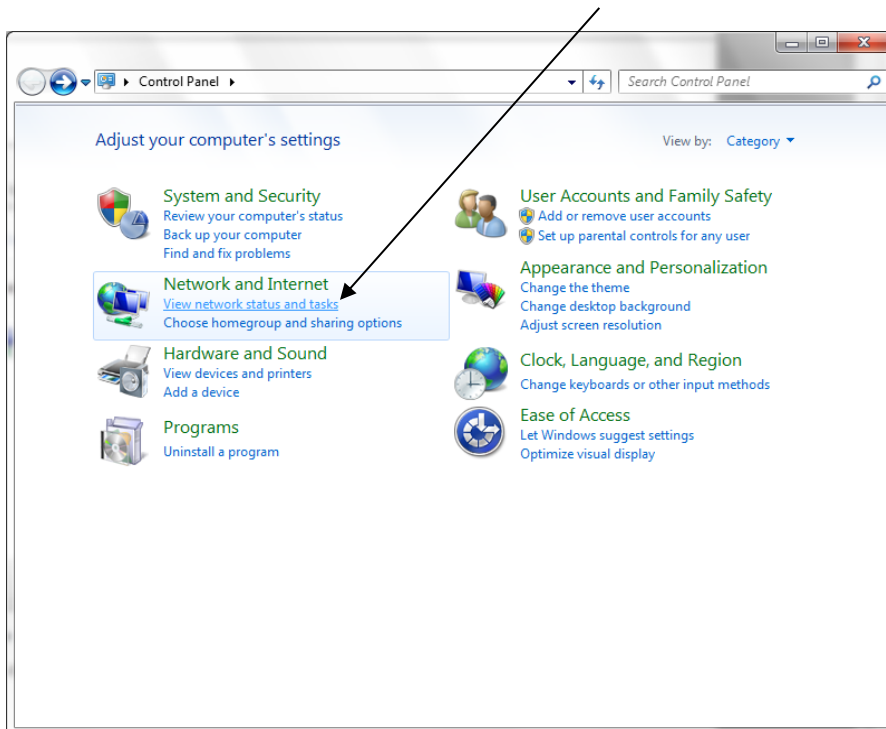
### Step 9

- ▶ Click 'Close'



### Step 10

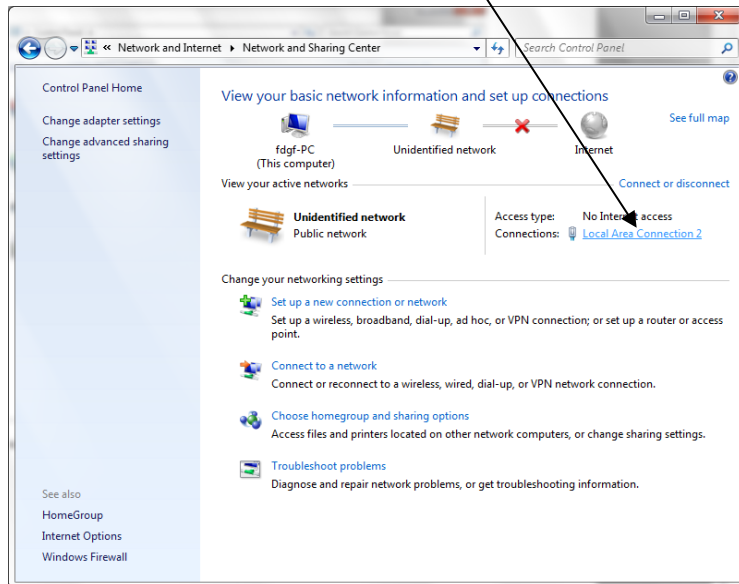
- ▶ Return to the Control Panel
- ▶ Click 'View Network Status and Tasks'



## Quick Start Guide SECTION 3: WINDOWS 7

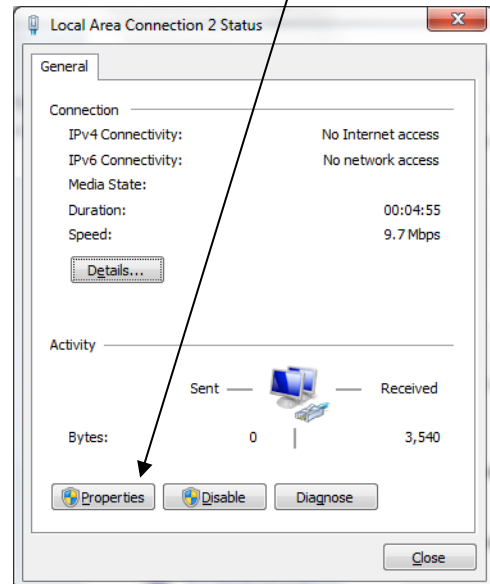
### Step 11

- ▶ Click 'Local Area Connection 2'



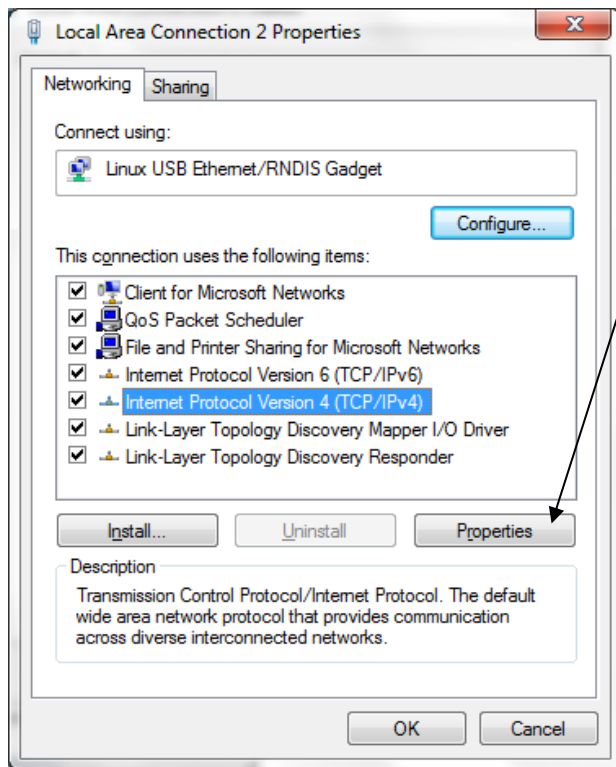
### Step 12

- ▶ Click 'Properties'



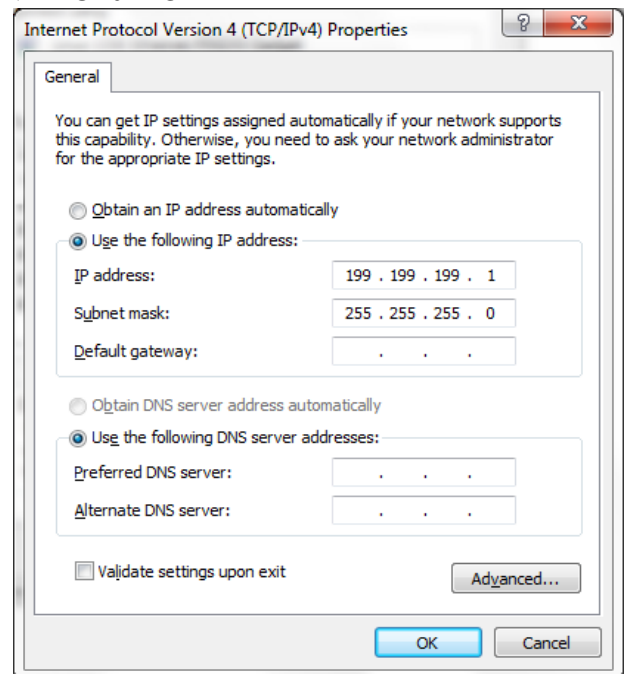
### Step 13

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



### Step 14

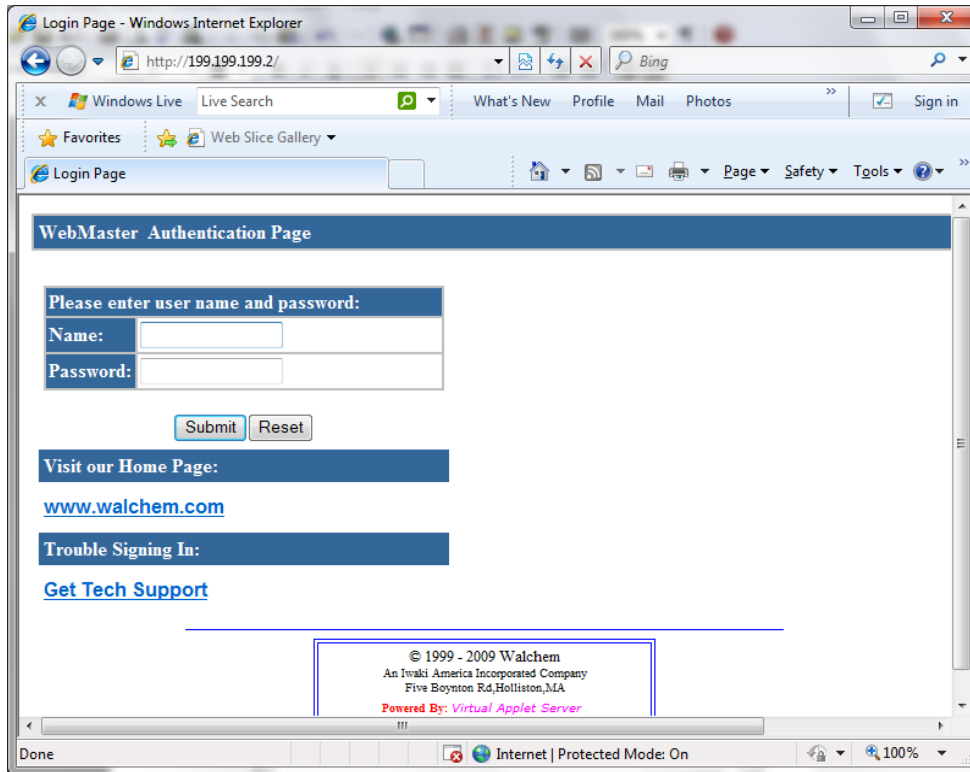
- ▶ Select 'Use the following IP address' and type in 199.199.199.1
- ▶ Click 'OK'



## Quick Start Guide SECTION 3: WINDOWS 7

### 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**

See Direct Modem Setup for Windows 8 section.

# **QUICK START GUIDE**

## **Section 4: WINDOWS VISTA (32-bit)**



### **1. USB DRIVER INSTALLATION**

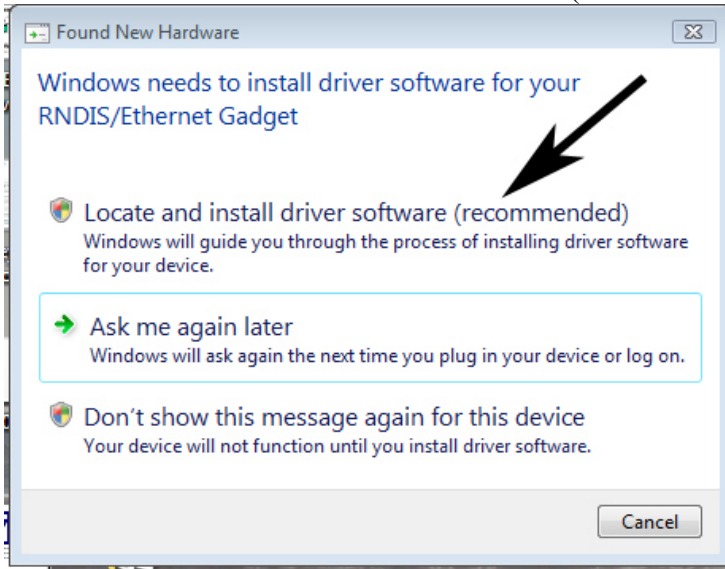
### **2. DIRECT MODEM TO MODEM COMMUNICATIONS**

## Quick Start Guide SECTION 4: WINDOWS VISTA (32-bit)

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

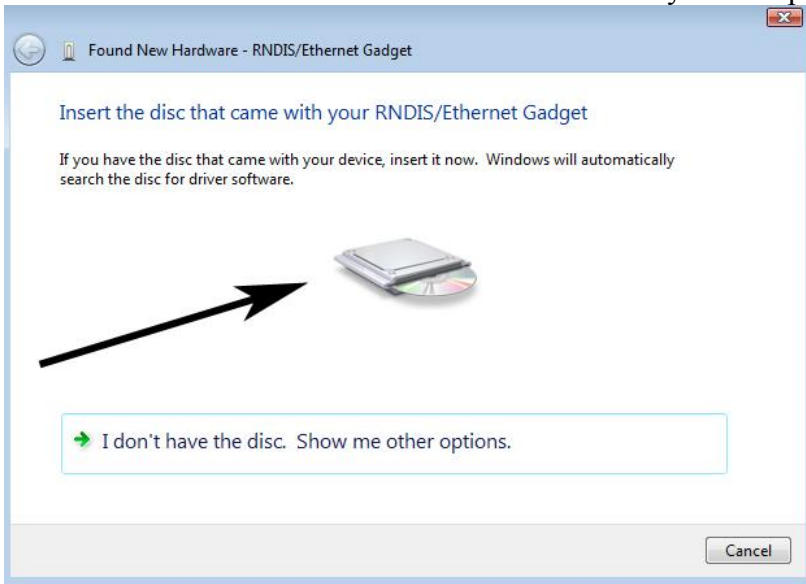
#### Step 1

- ▶ 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

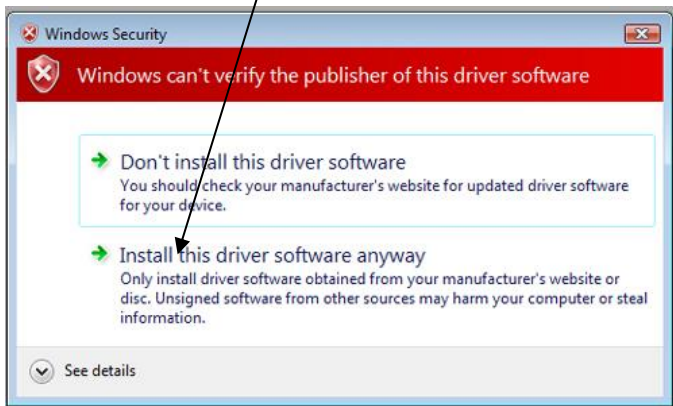
- ▶ You'll then see this screen.
- ▶ Click on the disc icon and insert the USB CD in your computer's CD drive.



## Quick Start Guide SECTION 4: WINDOWS VISTA (32-bit)

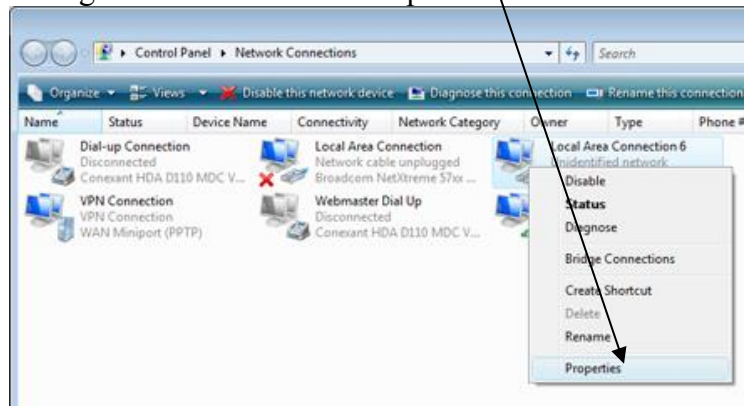
### Step 3

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



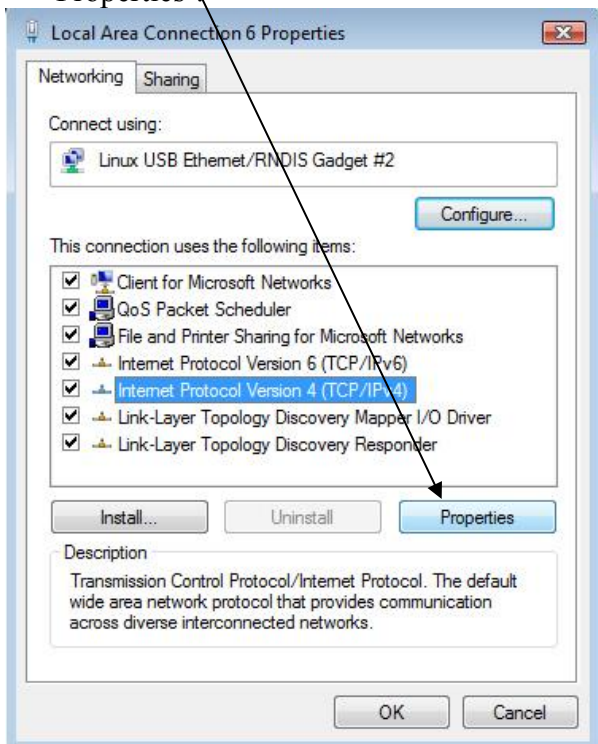
### Step 4

- ▶ 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'.



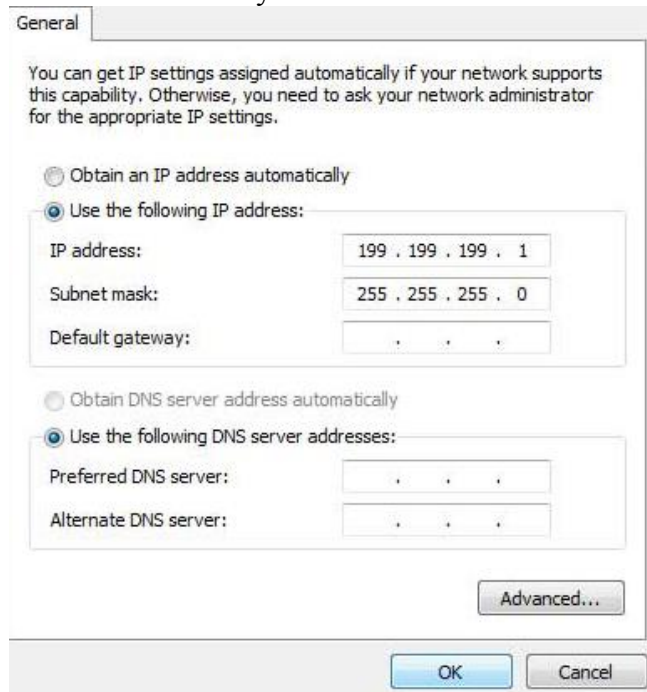
### Step 5

- ▶ 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

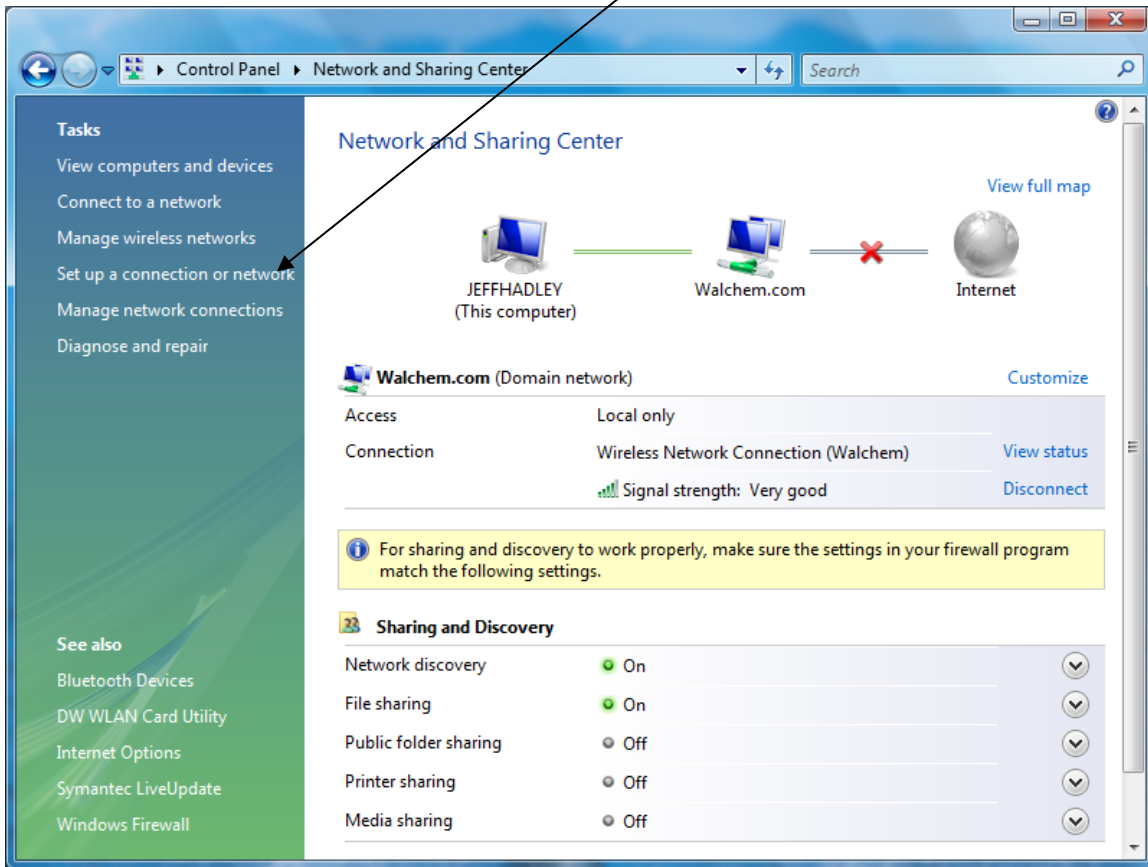


## Quick Start Guide SECTION 4: WINDOWS VISTA (32-bit)

### 2. DIRECT MODEM SET-UP FOR WINDOWS VISTA 32

#### Step 1

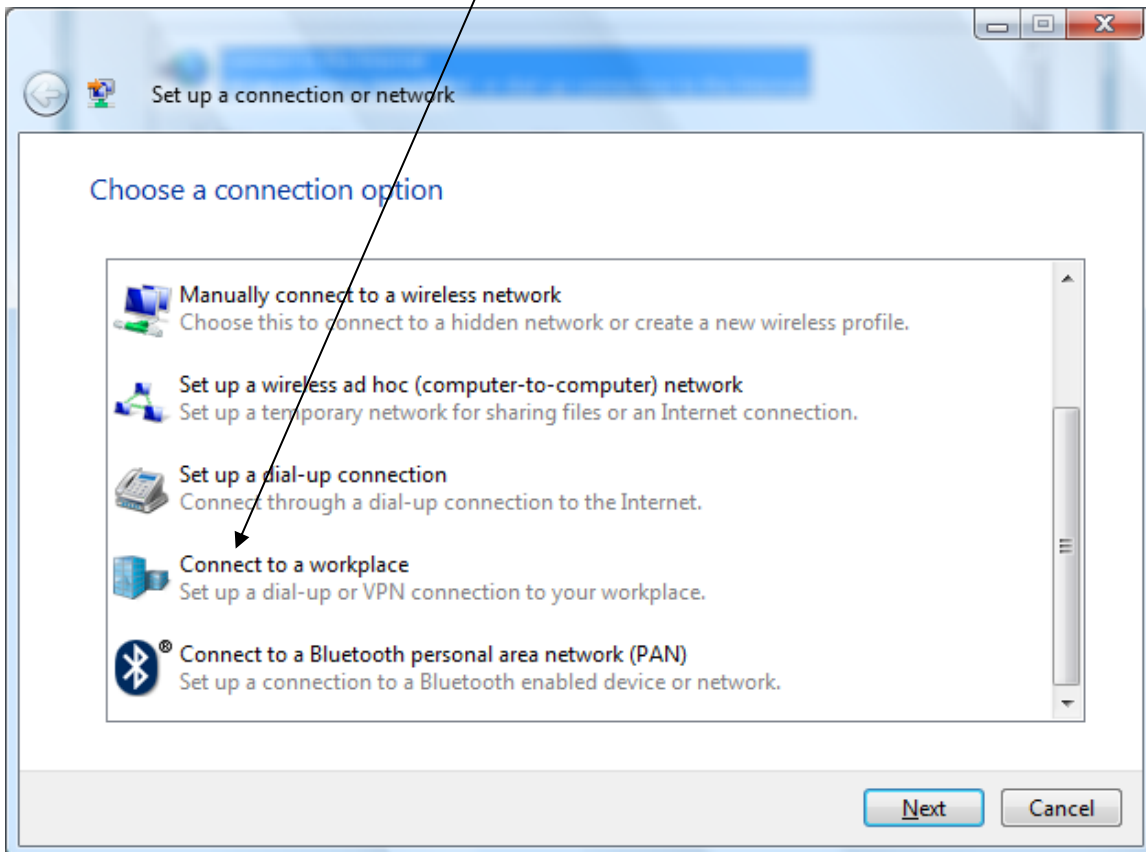
- ▶ Go to Control Panel, Network and Sharing Center.
- ▶ Choose 'Set-up a Connection or Network' on the left.



## Quick Start Guide SECTION 4: WINDOWS VISTA (32-bit)

### Step 2

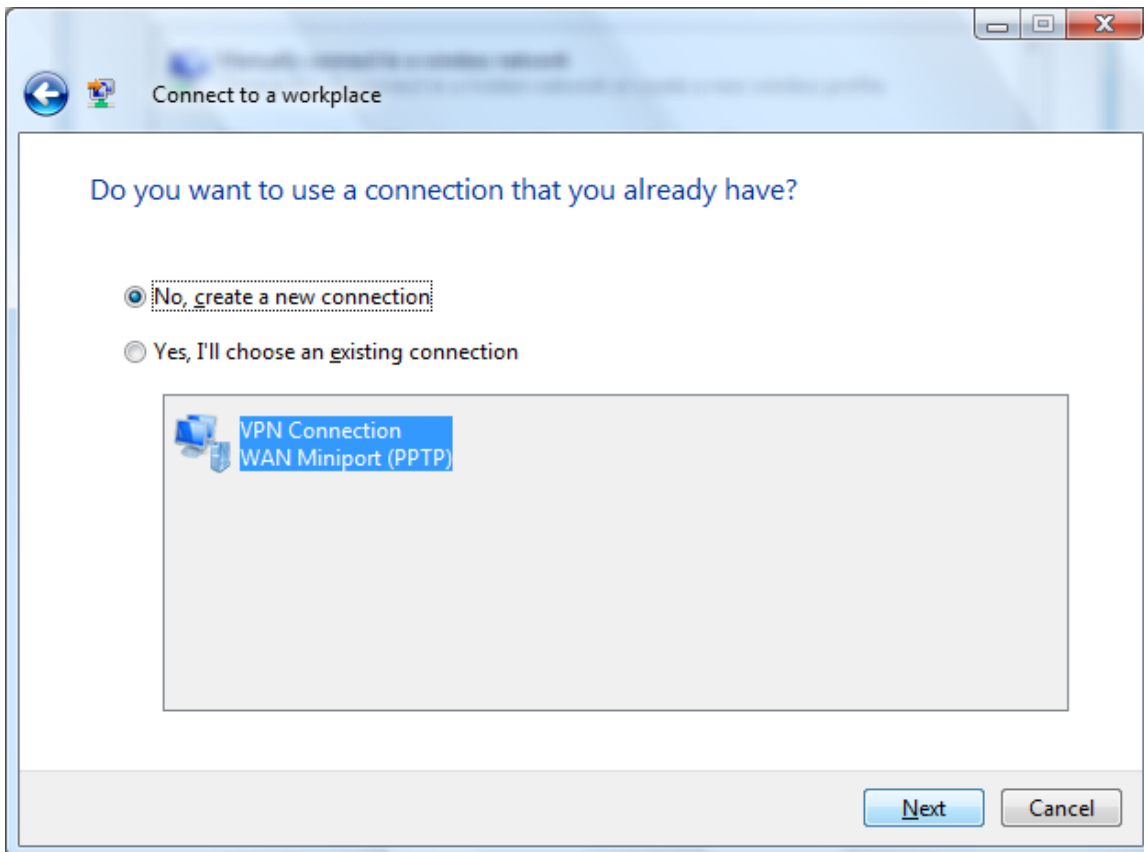
- ▶ Choose 'Connect to a workplace'.
- ▶ Click 'Next'



## Quick Start Guide SECTION 4: WINDOWS VISTA (32-bit)

### Step 3

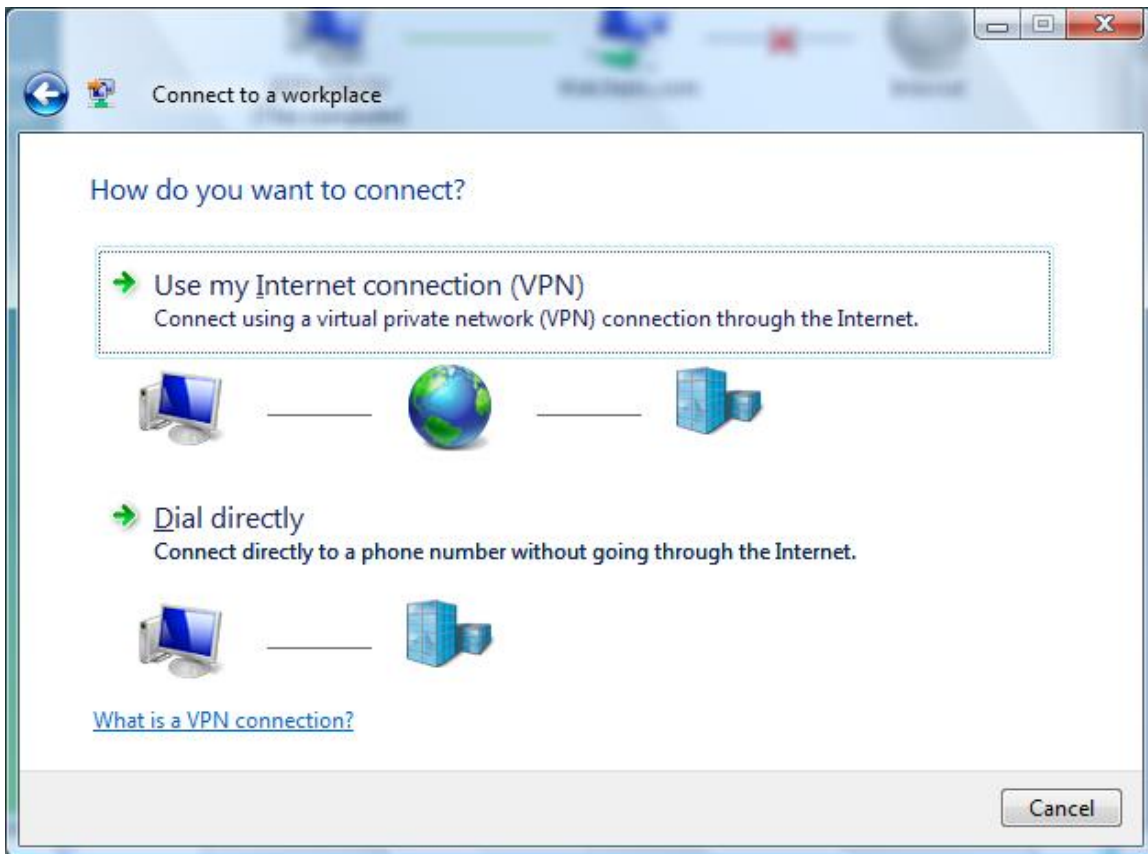
- ▶ Choose 'No, create a new connection'
- ▶ Click 'Next'



## Quick Start Guide SECTION 4: WINDOWS VISTA (32-bit)

### Step 4

- ▶ Choose 'Dial Directly'



## Quick Start Guide SECTION 4: WINDOWS VISTA (32-bit)

### 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.

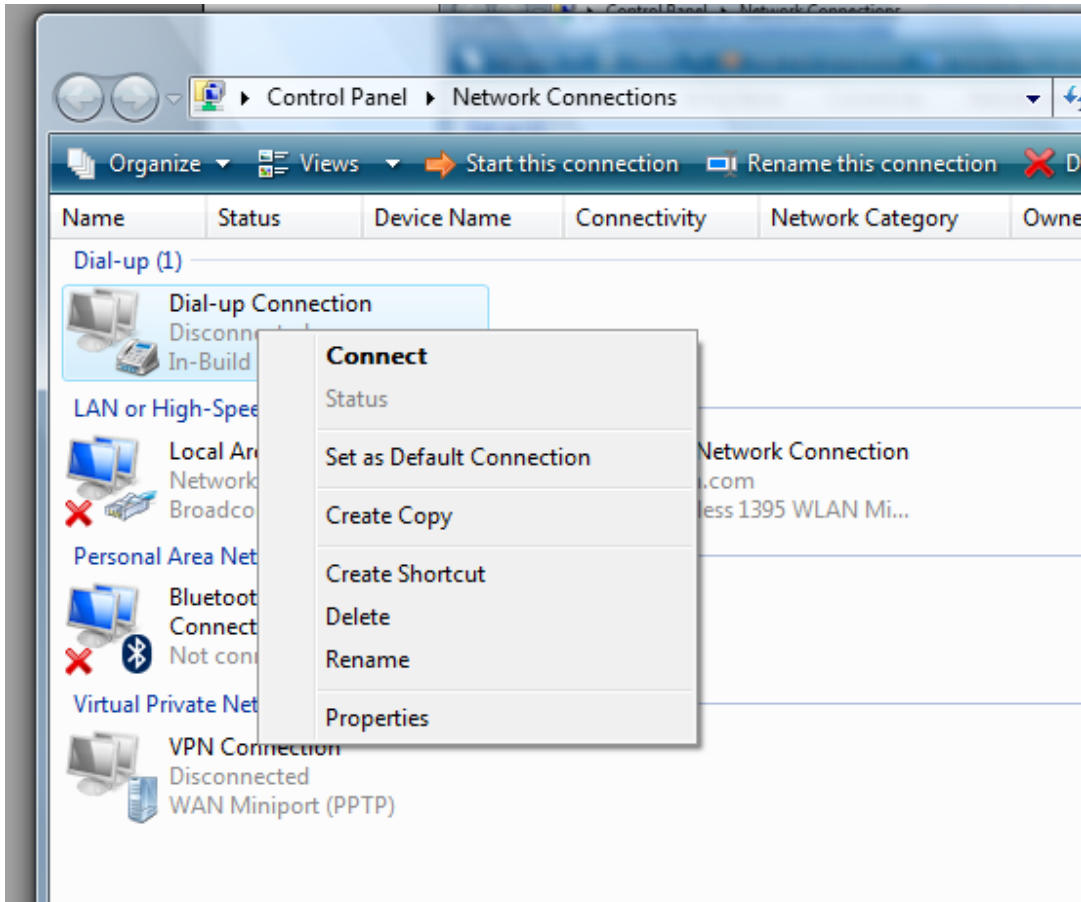
Don't connect now; just set it up so I can connect later

[Next](#) [Cancel](#)

## Quick Start Guide SECTION 4: WINDOWS VISTA (32-bit)

### Step 6

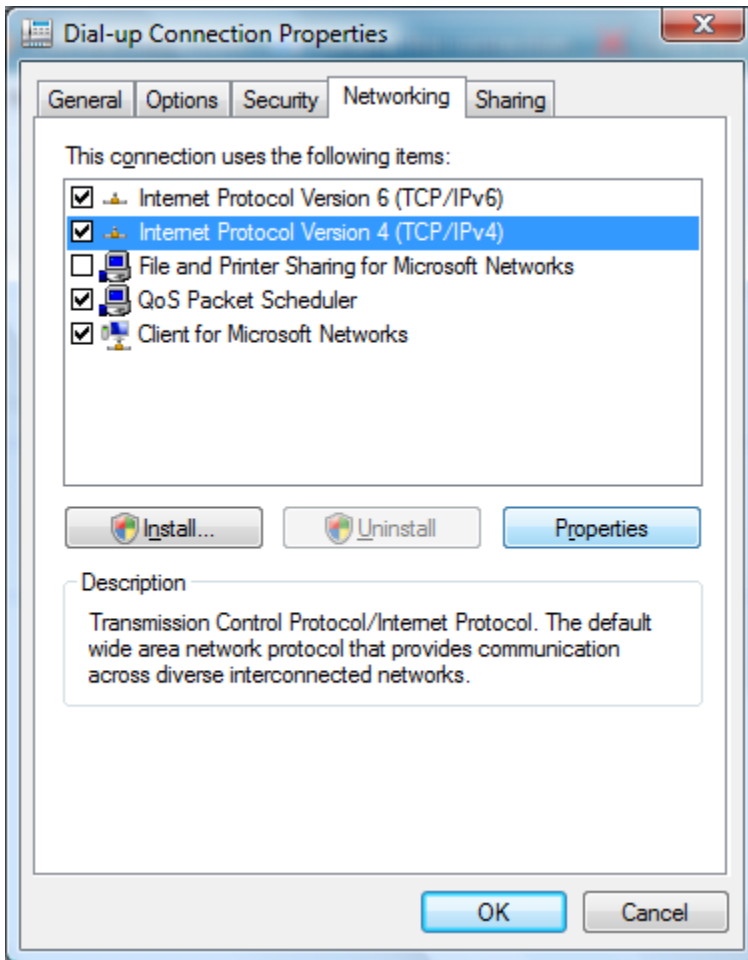
- ▶ Go to Control Panel and Network Connections.
- ▶ Right-click the connection you just created and click 'Properties'



## Quick Start Guide SECTION 4: WINDOWS VISTA (32-bit)

### Step 7

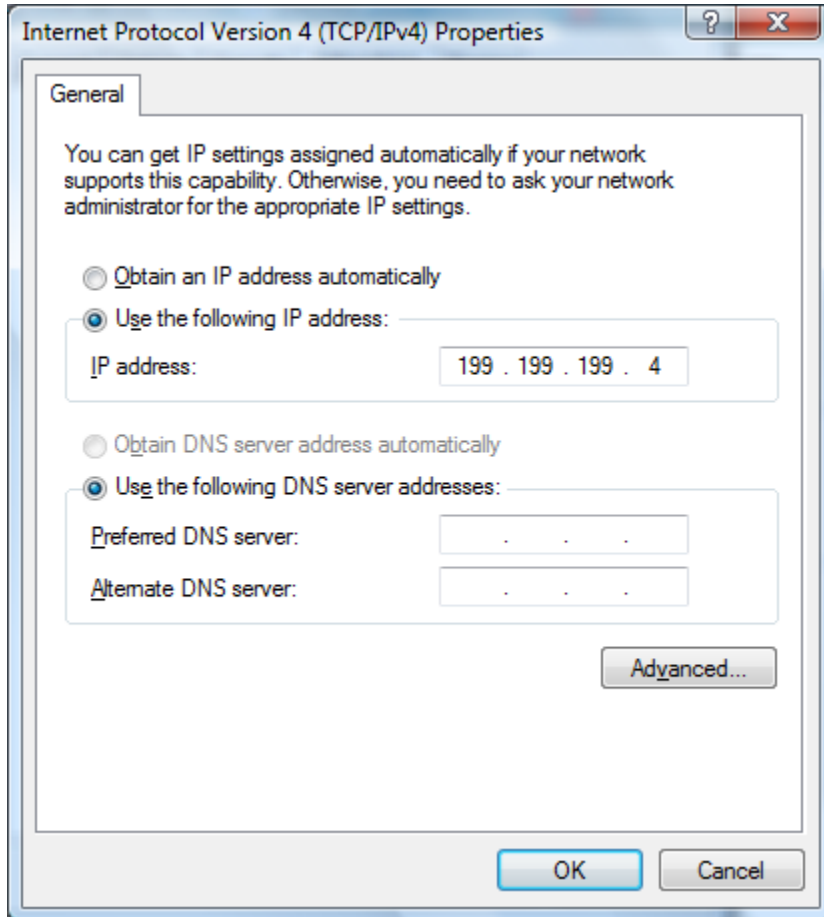
- ▶ Click the 'Networking' tab
- ▶ Uncheck everything except the two TCP/IP options
- ▶ Highlight 'Internet Protocol Version 4 (TCP/IP 4)'
- ▶ Click 'Properties'



## Quick Start Guide SECTION 4: WINDOWS VISTA (32-bit)

### 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 5: WINDOWS VISTA (64-bit)***



### ***1. USB DRIVER INSTALLATION***

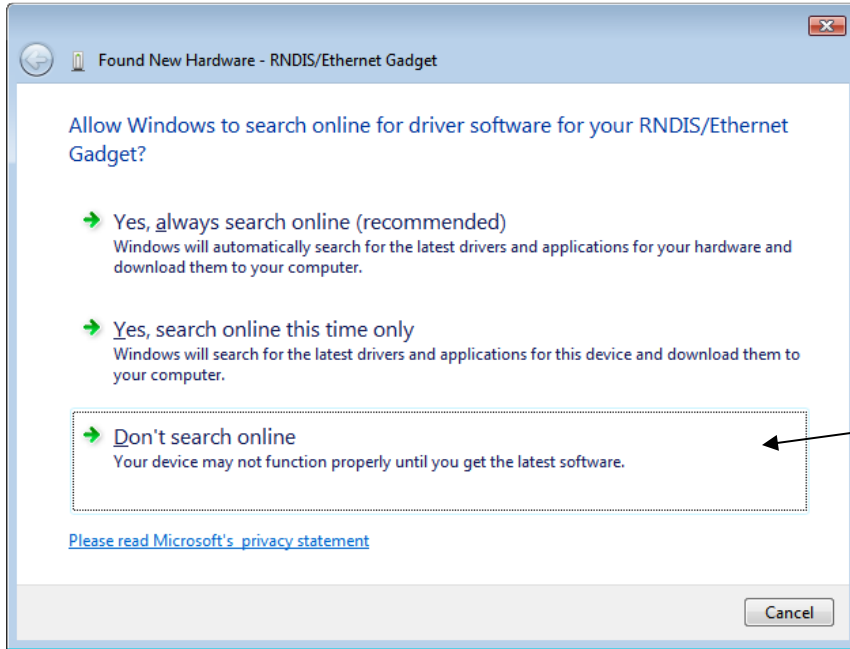
### ***2. DIRECT MODEM TO MODEM COMMUNICATIONS***

## Quick Start Guide SECTION 5: WINDOWS VISTA (64-bit)

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

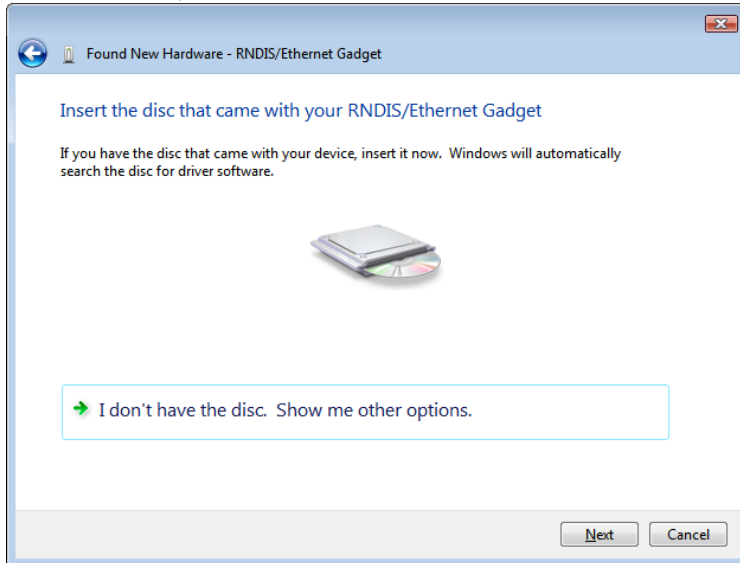
#### Step 1

- ▶ 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

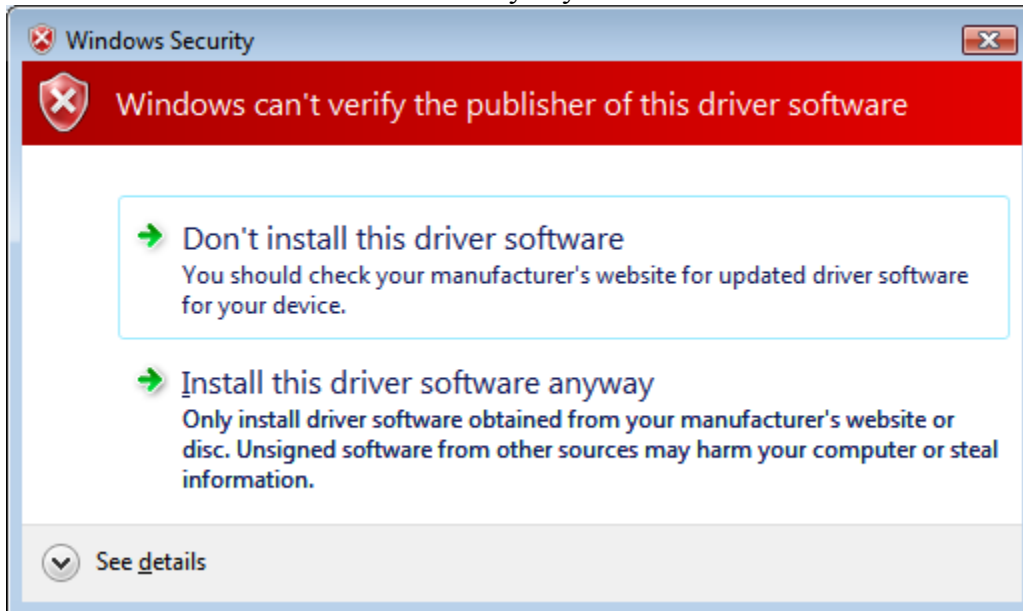
- ▶ Insert disc, click 'Next'



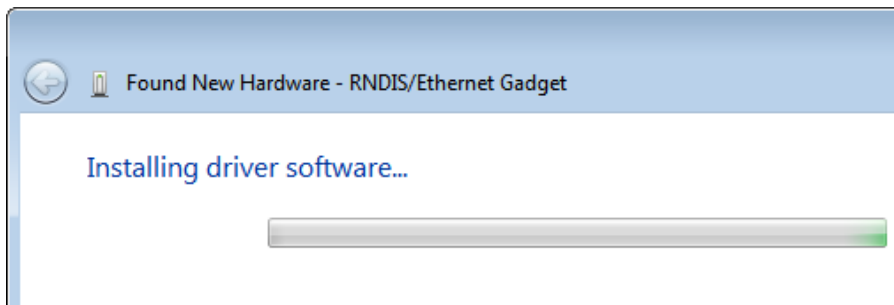
## Quick Start Guide SECTION 5: WINDOWS VISTA (64-bit)

### Step 3

- ▶ Click 'Install this driver software anyway'



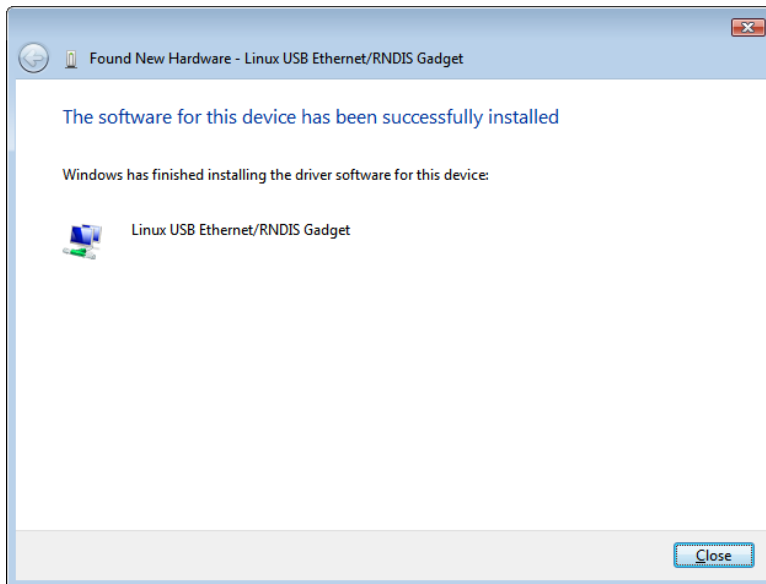
- ▶ You will see this screen as the driver is installed



### Step 4

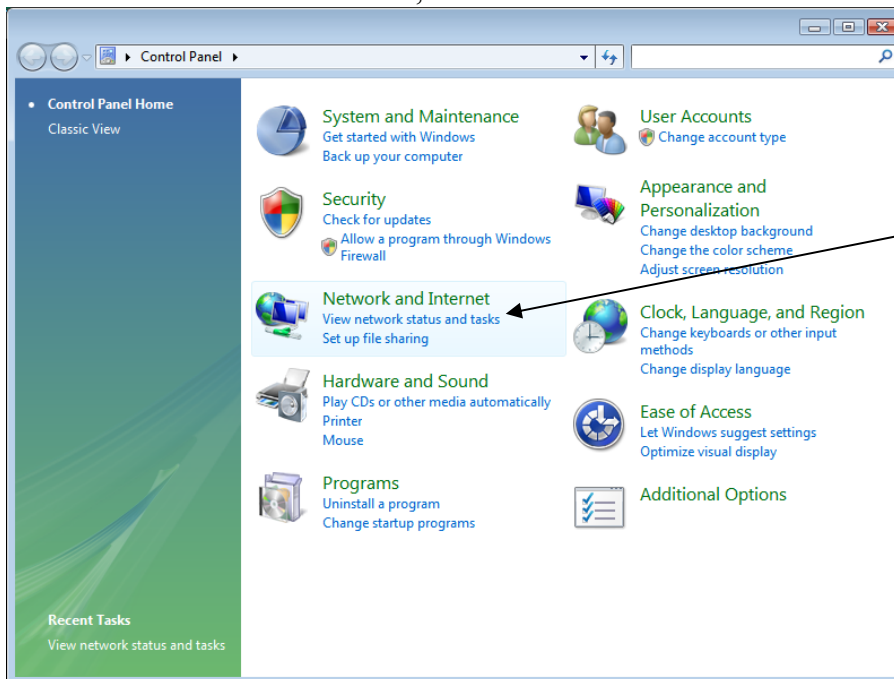
- ▶ After the software is installed, you will see this screen, click 'Close'

## Quick Start Guide SECTION 5: WINDOWS VISTA (64-bit)



### Step 5

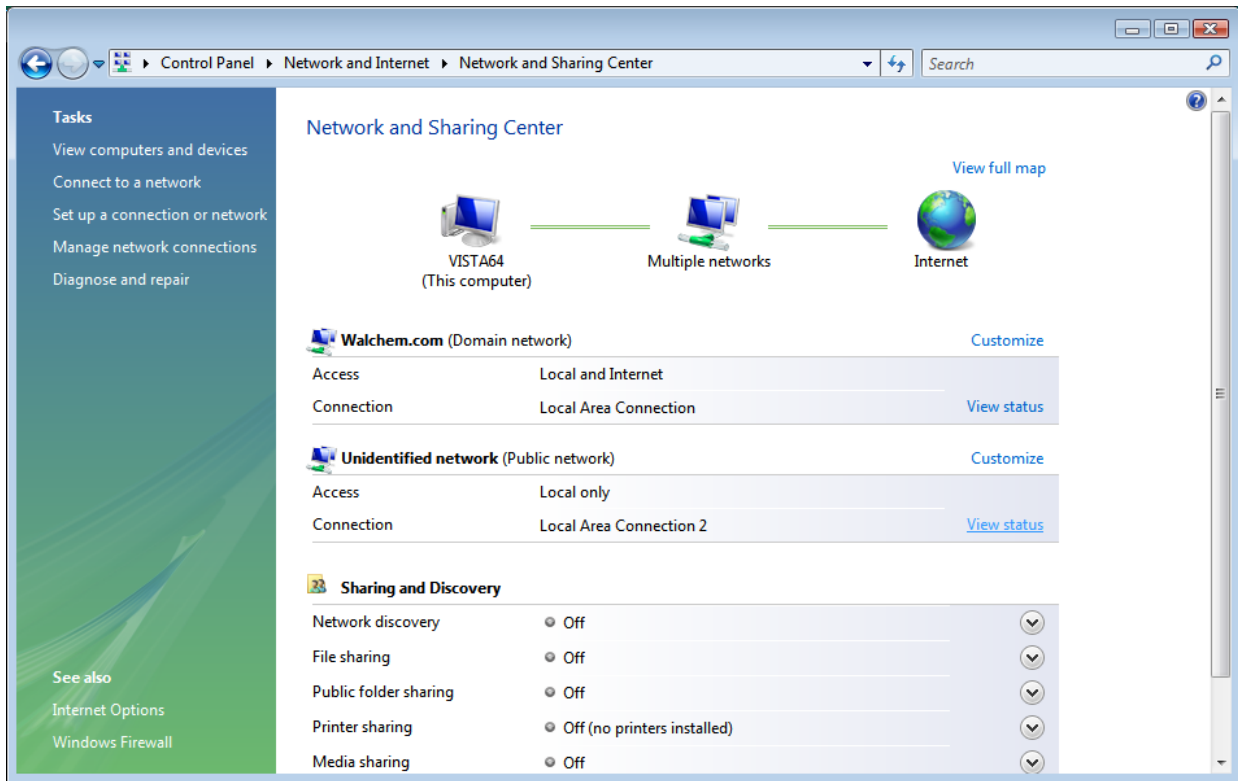
- ▶ Go to the Control Panel
- ▶ Under Network and Internet, click 'View Network Status and Tasks'



### Step 6

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

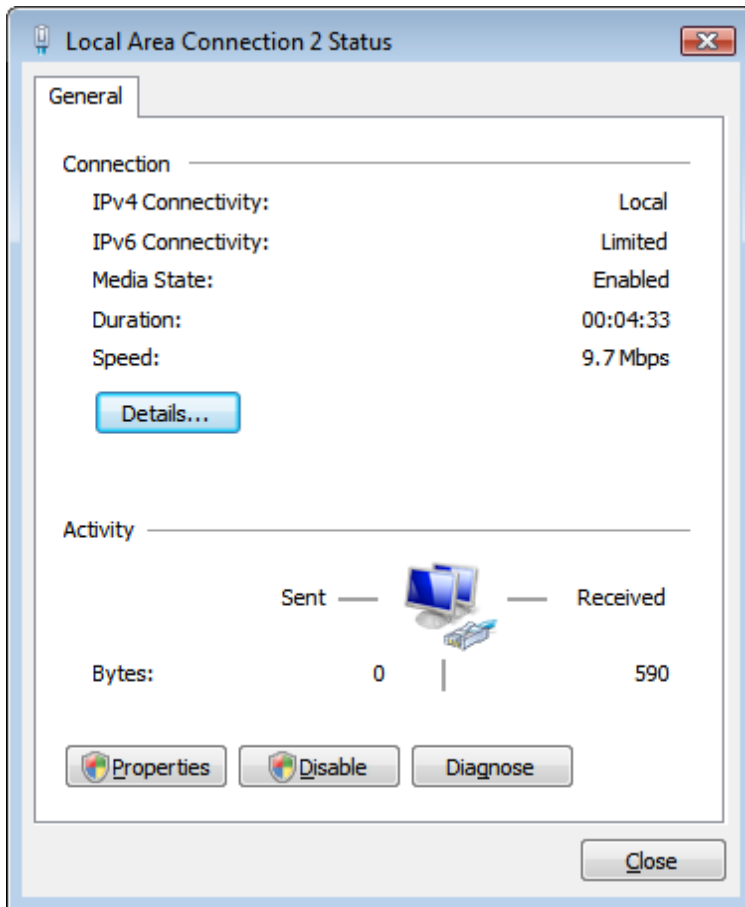
## Quick Start Guide SECTION 5: WINDOWS VISTA (64-bit)



## Quick Start Guide SECTION 5: WINDOWS VISTA (64-bit)

### Step 7

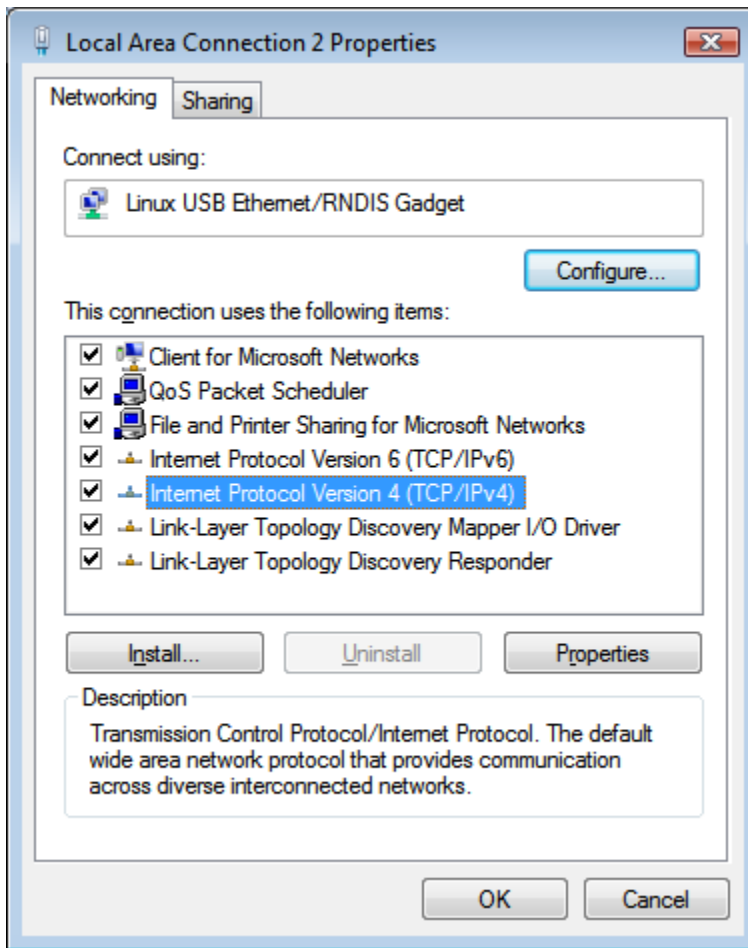
- ▶ Click 'Properties'



## Quick Start Guide SECTION 5: WINDOWS VISTA (64-bit)

### Step 8

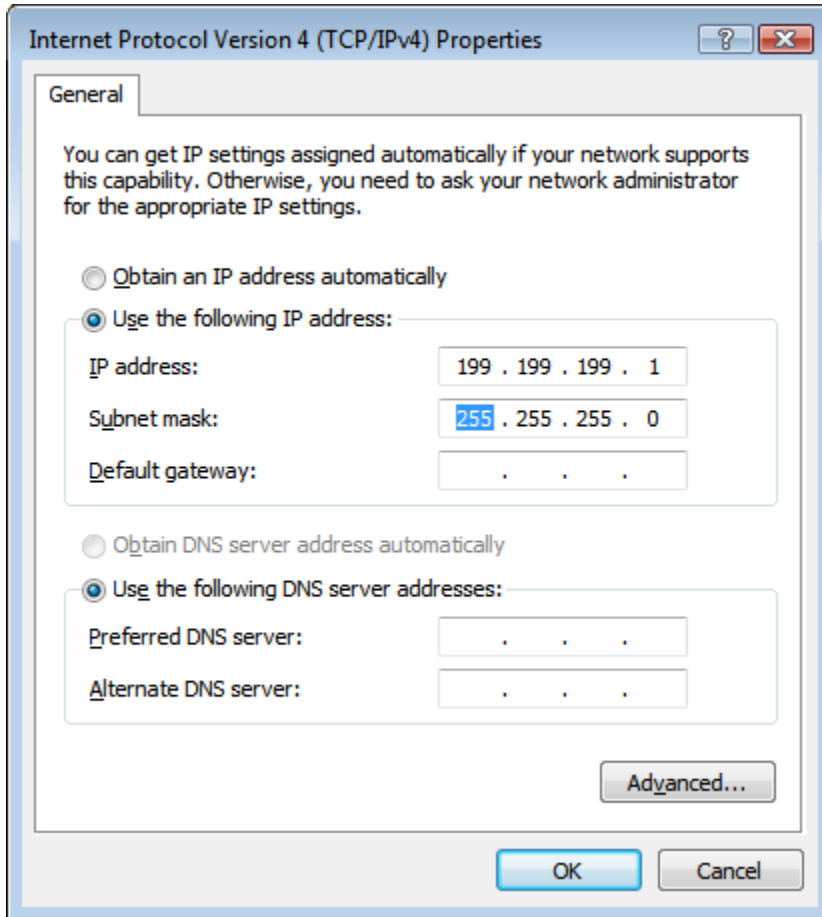
- ▶ Highlight 'Internet Protocol Version 4 (TCP/IPv4)' and click 'Properties'



## Quick Start Guide SECTION 5: WINDOWS VISTA (64-bit)

### 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 6: WINDOWS XP**



### **1. USB DRIVER INSTALLATION**

### **2. DIRECT MODEM TO MODEM COMMUNICATIONS**

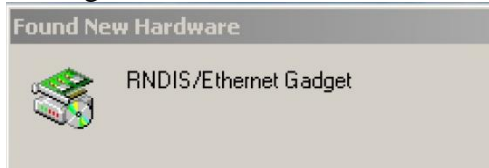
# Quick Start Guide SECTION 6: WINDOWS XP

## 1. USB DRIVER INSTALLATION FOR WINDOWS XP

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

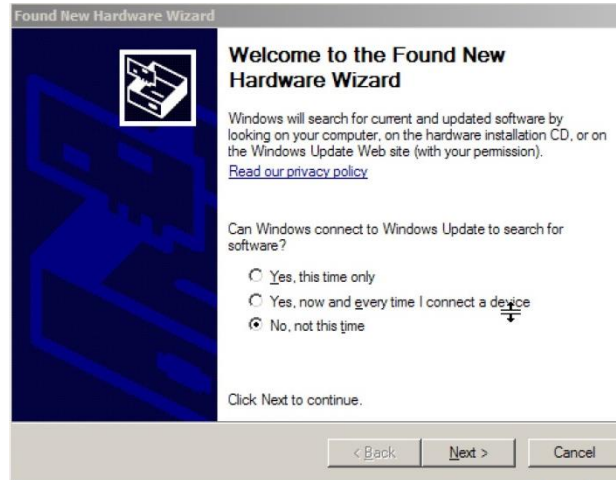
### Step 1

- ▶ 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.



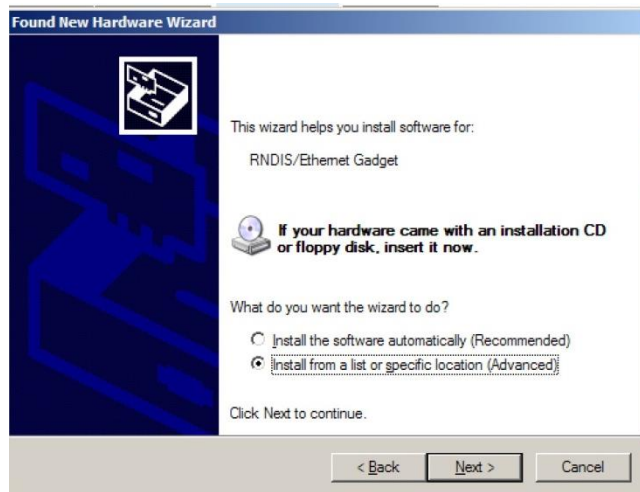
### Step 2

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



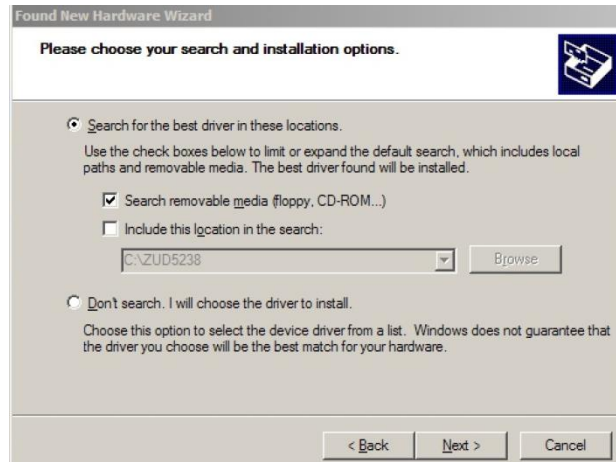
### Step 3

- ▶ 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 6: 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.



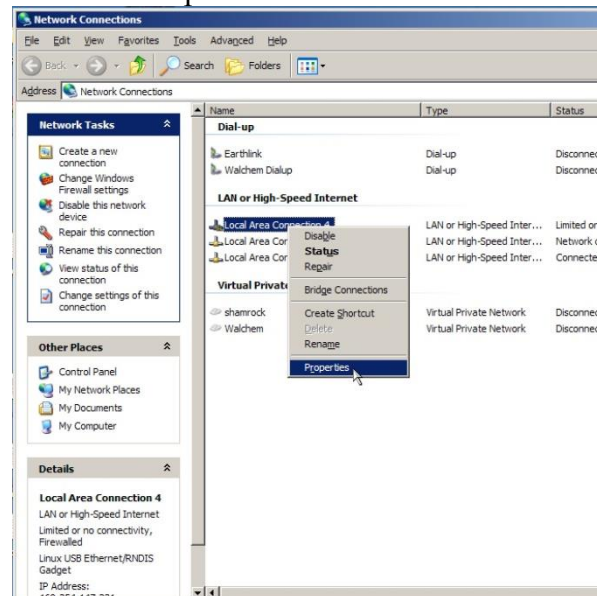
### Step 7

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



### Step 8

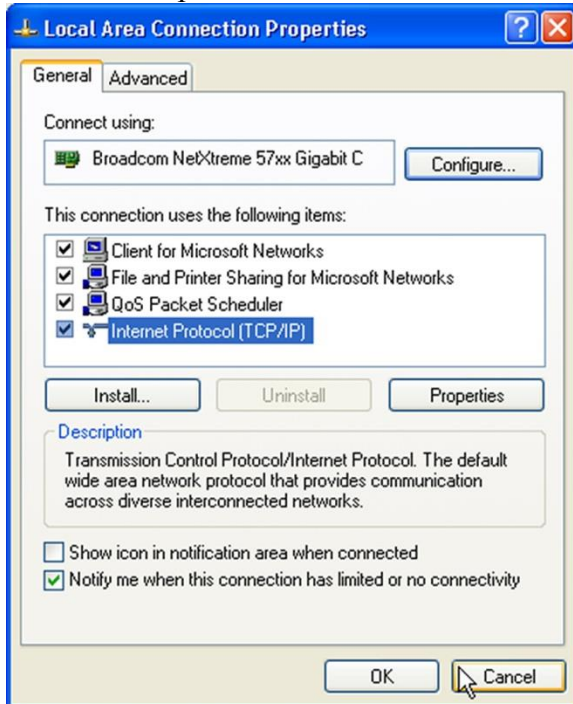
- ▶ Right-click the new 'Local Area Connection' (usually called #2)
- ▶ Click 'Properties'



## Quick Start Guide SECTION 6: WINDOWS XP

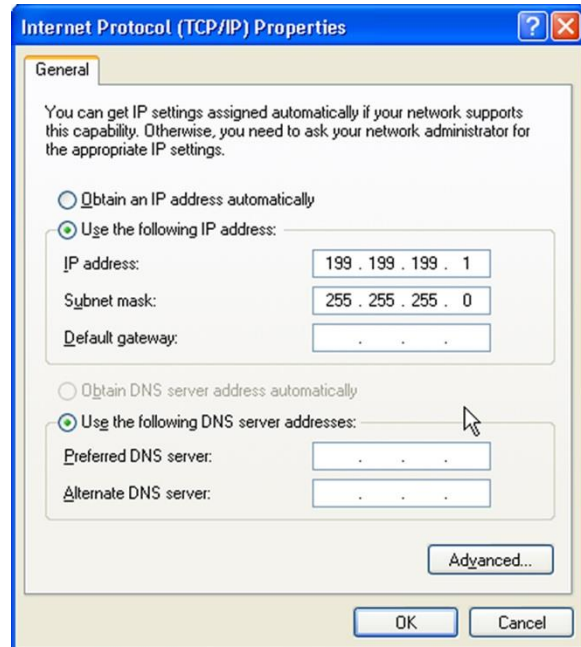
### Step 9

- ▶ 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.

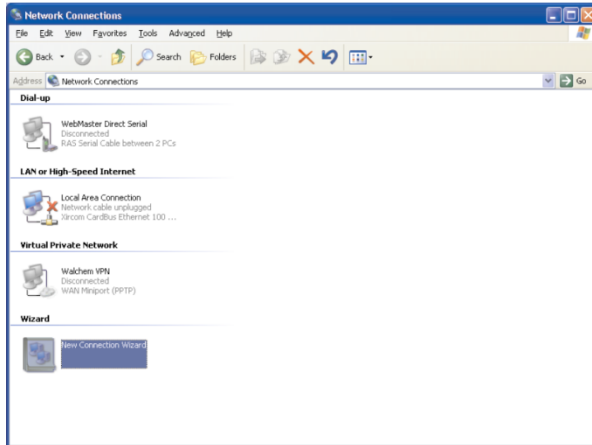
## Quick Start Guide SECTION 6: WINDOWS XP

### 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'



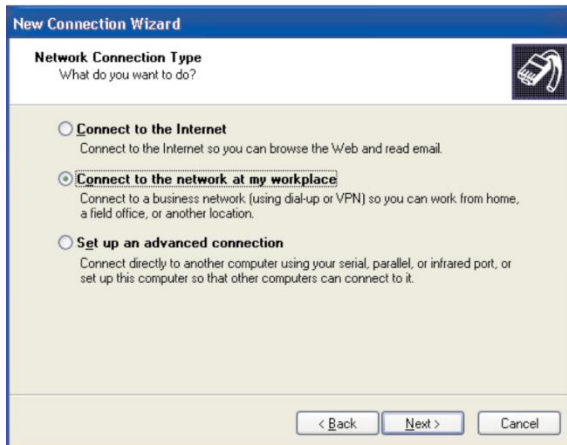
#### Step 2

- ▶ Click 'Next'



#### Step 3

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



#### Step 4

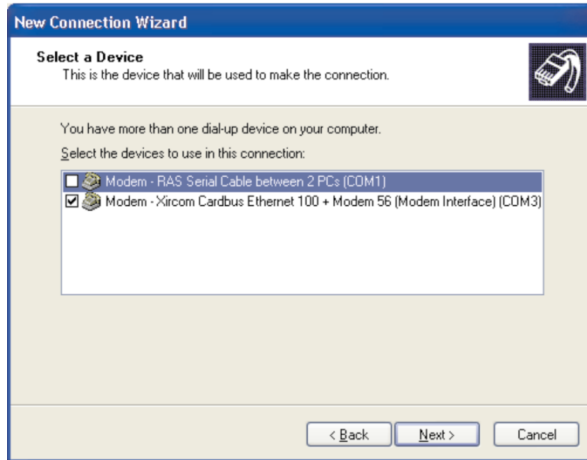
- ▶ Select 'Dial-up connection'
- ▶ Click 'Next'



## Quick Start Guide SECTION 6: WINDOWS XP

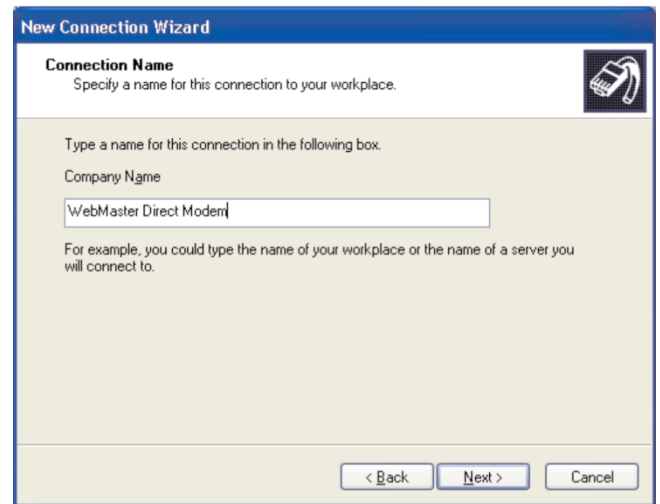
### Step 5

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



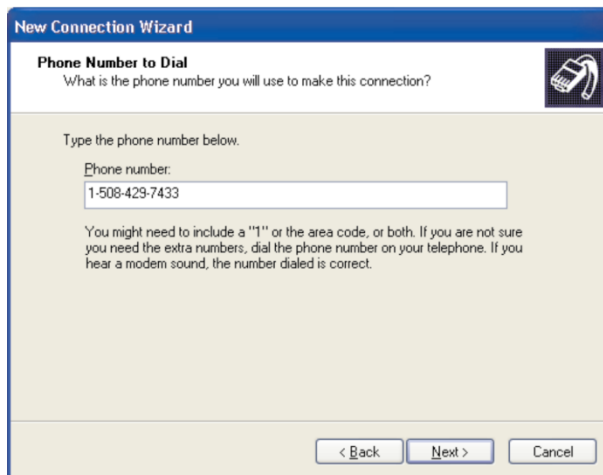
### Step 6

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



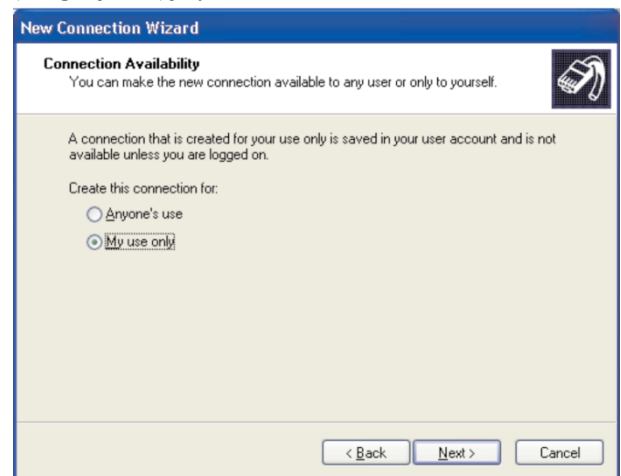
### Step 7

- ▶ 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 6: WINDOWS XP

### Step 9

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



### Step 10

- ▶ Click 'Properties'



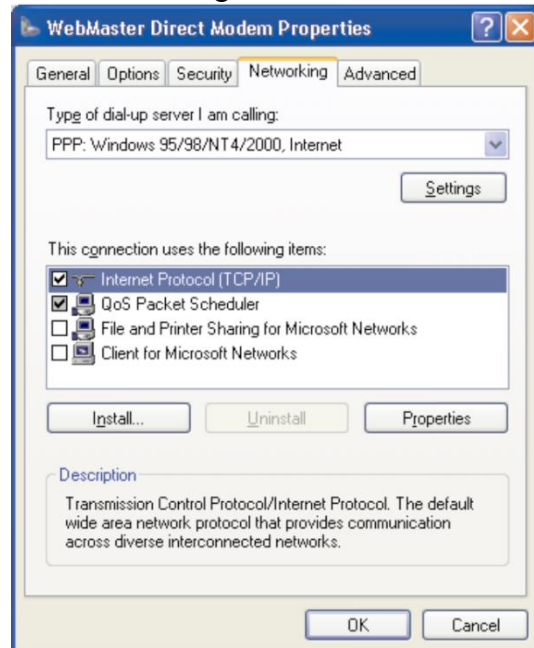
### Step 11

- ▶ Click the 'Networking' tab



### Step 12

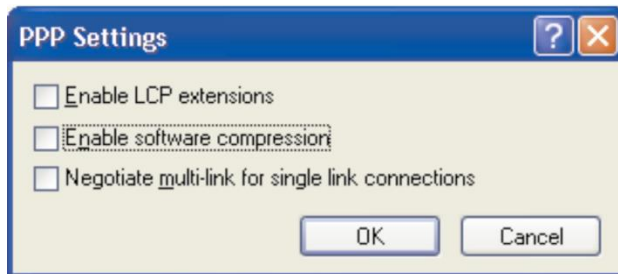
- ▶ Check the box next to 'Internet Protocol (TCP/IP)'
- ▶ Uncheck all the other boxes
- ▶ Click 'Settings'



## Quick Start Guide SECTION 6: WINDOWS XP

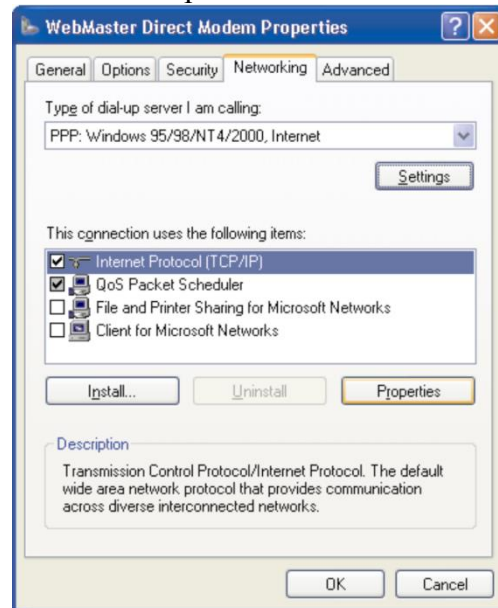
### Step 13

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



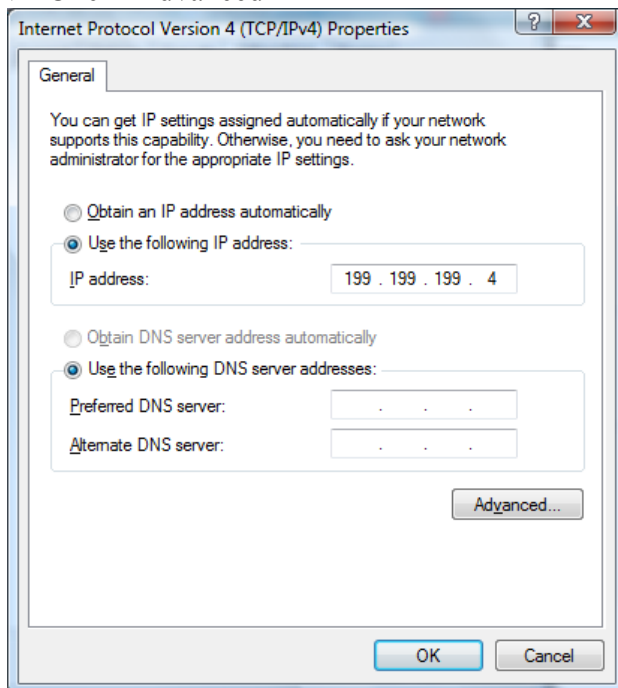
### Step 14

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



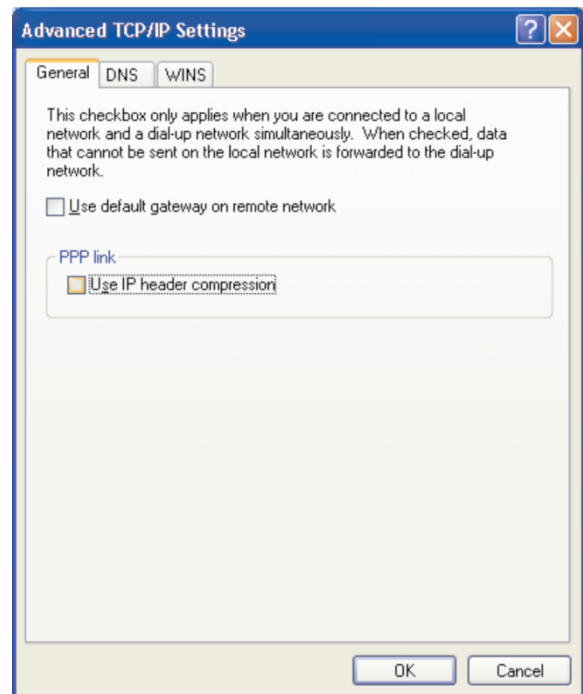
### Step 15

- ▶ 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 6: WINDOWS XP

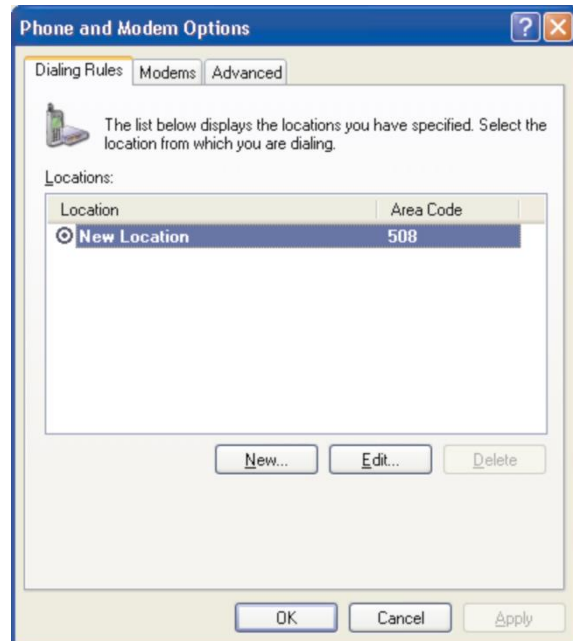
### Step 17

- ▶ Click 'Cancel'



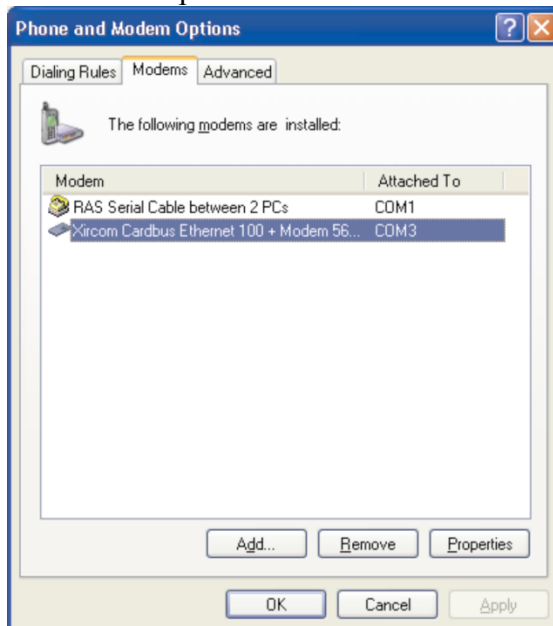
### Step 18

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



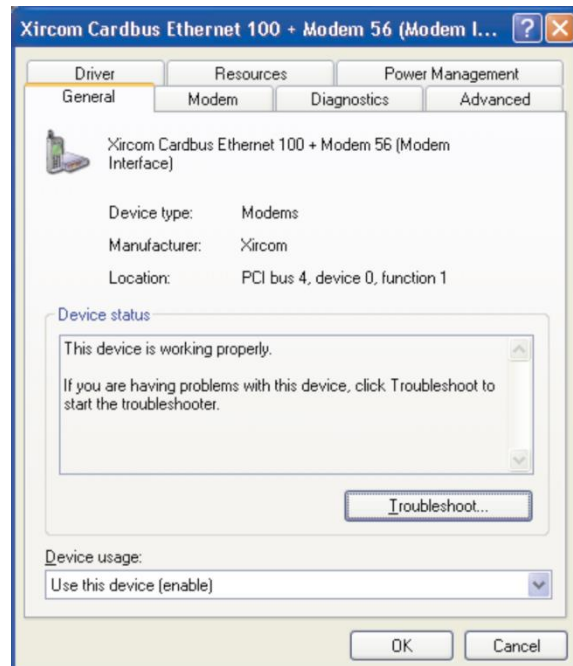
### Step 19

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



### Step 20

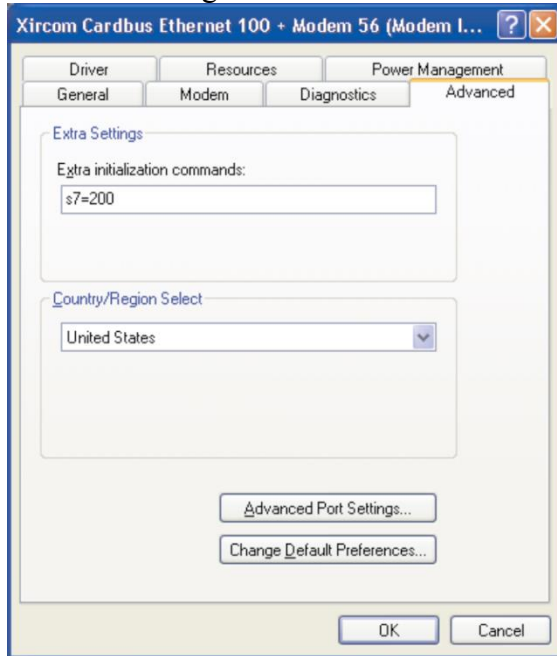
- ▶ Click the 'Advanced' tab



## Quick Start Guide SECTION 6: WINDOWS XP

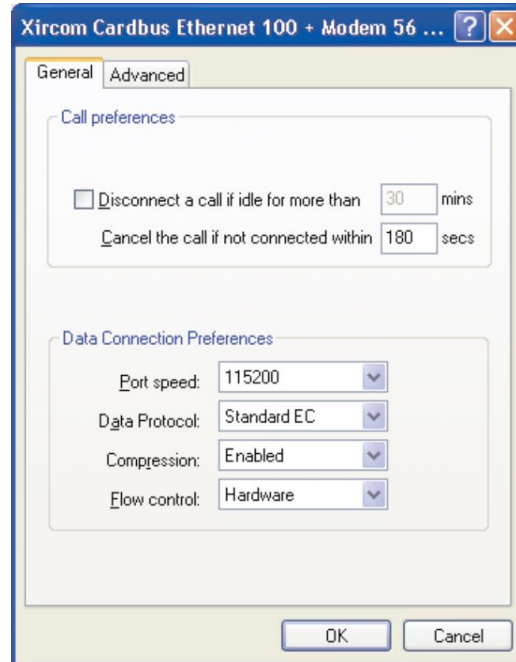
### Step 21

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



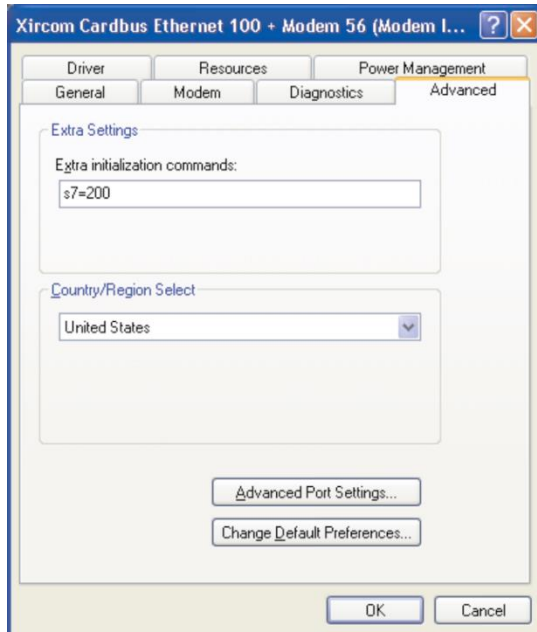
### Step 22

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



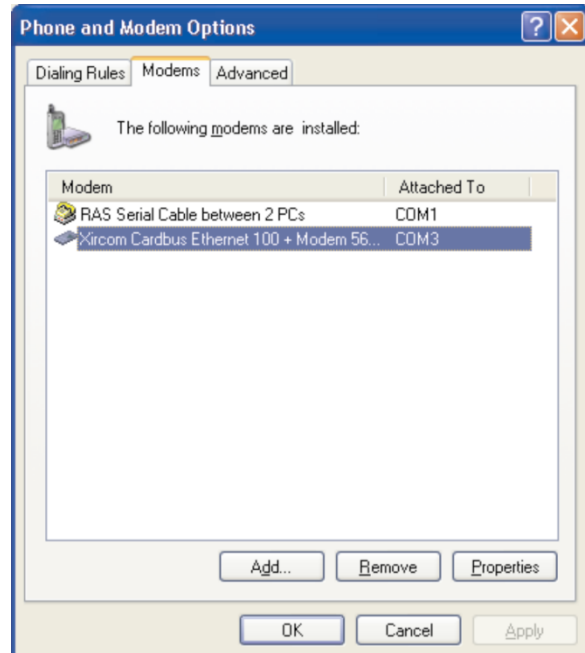
### Step 23

- ▶ Click 'OK'



### Step 24

- ▶ Click 'OK'



# **QUICK START GUIDE**

## **Section 7: MAC (OS Lion)**



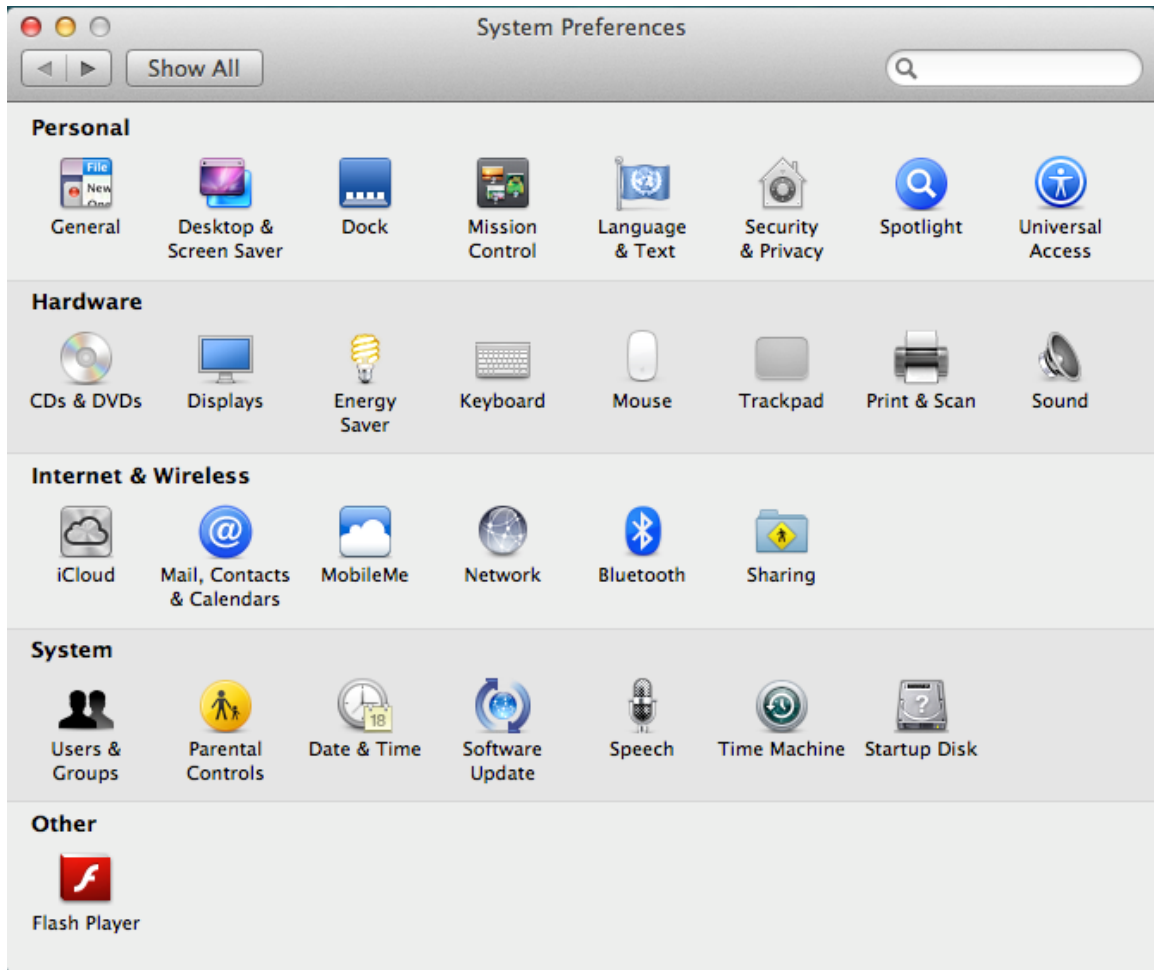
### **1. USB DRIVER INSTALLATION**

## Quick Start Guide SECTION 7: MAC OSX

### 1. USB INSTALLATION FOR MAC

#### Step 1

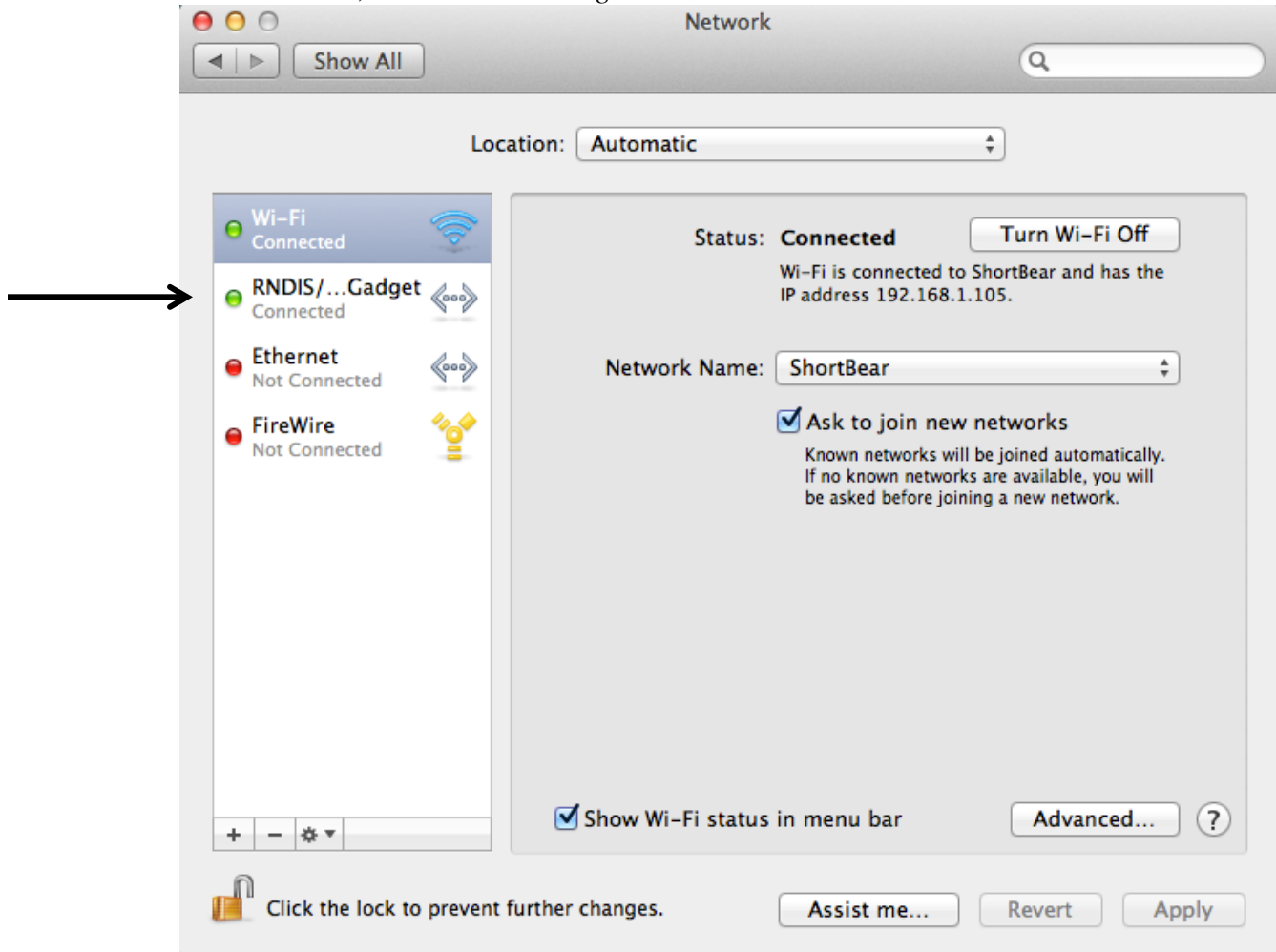
- ▶ With the USB cable plugged into the computer and controller, go to System Preferences and click on Network:



## Quick Start Guide SECTION 7: MAC OSX

### Step 2

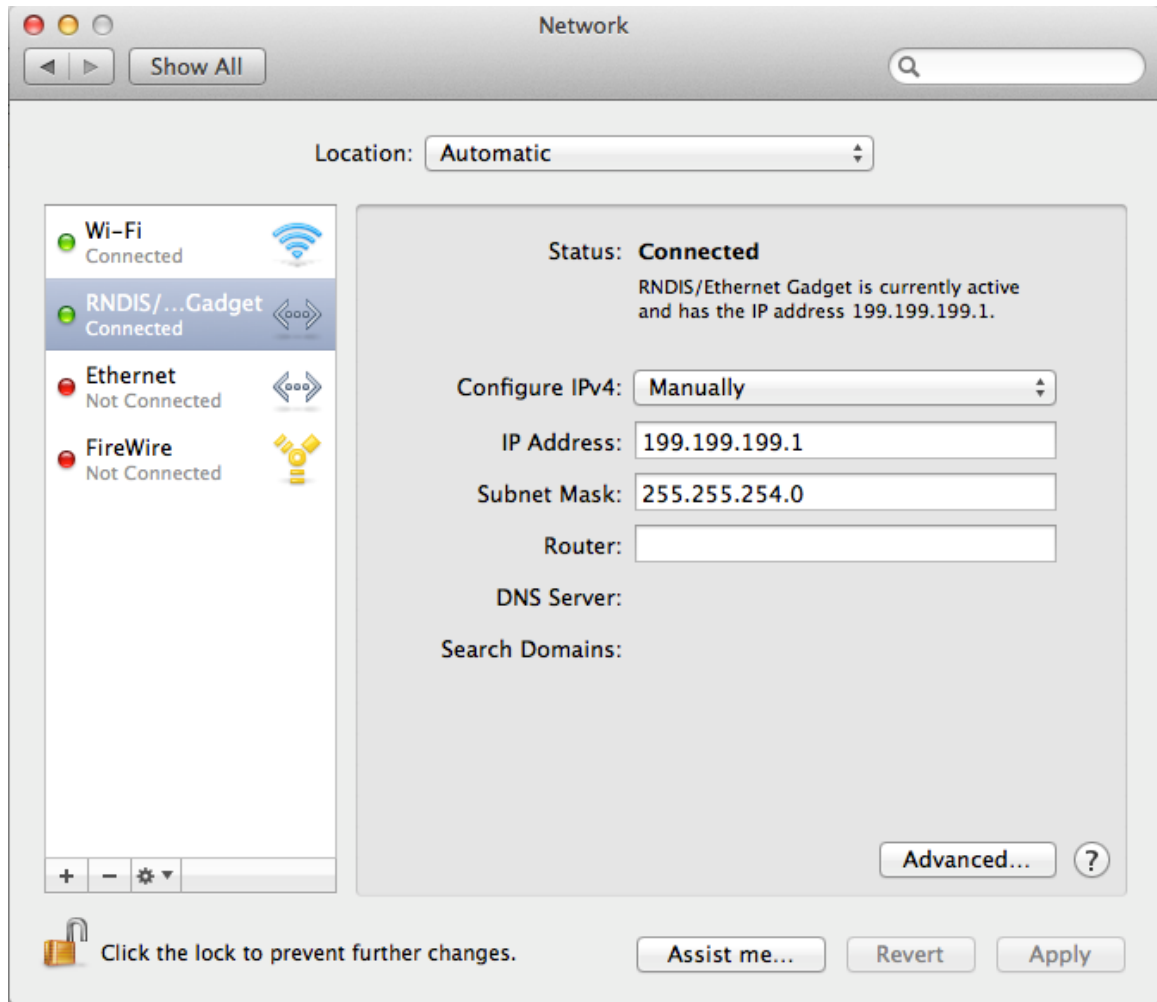
► In Network, select *RNDIS Gadget*::



## Quick Start Guide SECTION 7: MAC OSX

### Step 3

- ▶ Select Manually for Configure IPv4. IP address should be *199.199.199.1*. Subnet Mask should be *255.255.254.0*. Click Apply.

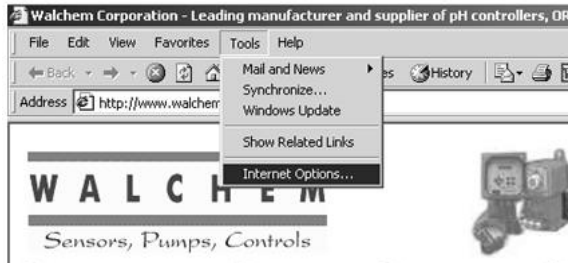


### Step 4

- ▶ Open Web browser (Internet Explorer, Firefox, Safari, Chrome, etc.) and type in *199.199.199.2* in the address bar to open the login screen.

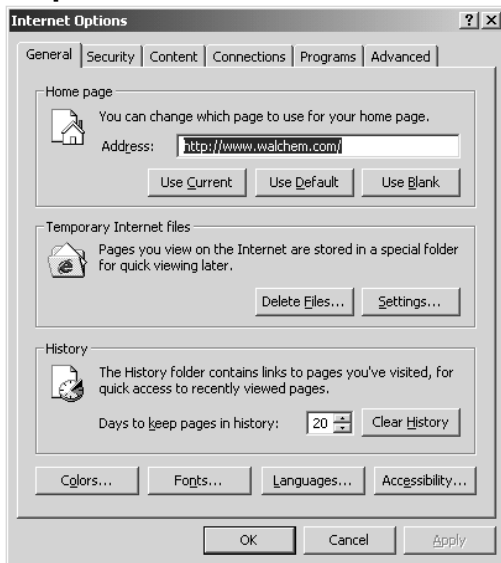
## Section 8: CHECK BROWSER SETTINGS

### Step 1



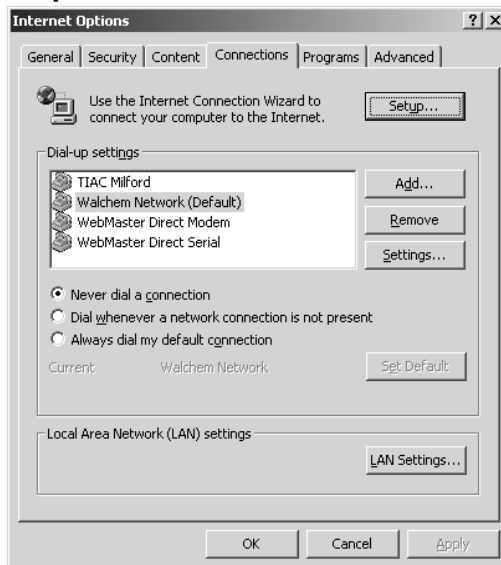
- ▶ Click 'Tools' from the top menu bar
- ▶ Select 'Internet Options' from the drop down menu

### 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 9: Troubleshooting the USB  
connection**

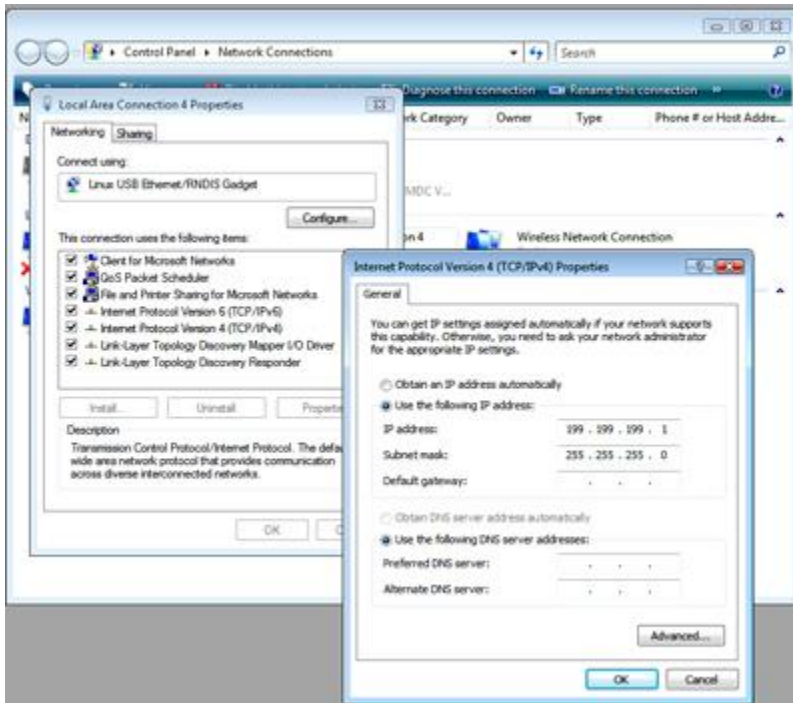
The problem: You connect to the Webmaster with your USB cable, open your browser, type in the IP address 199.199.199.2, and the *Login Page* doesn't load. What do you do?

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.



**Quick Start Guide Section 8:  
TROUBLESHOOTING THE USB CONNECTION**

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