



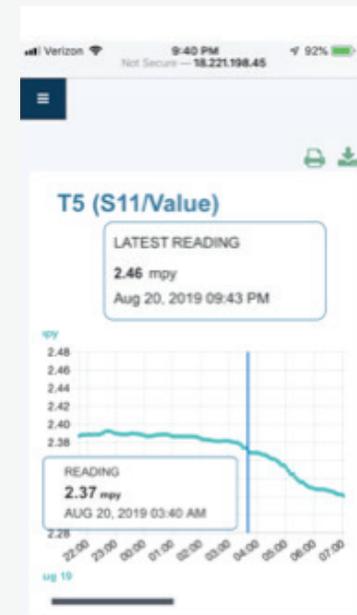
Quick Start Guide

Learn how to configure your Walchem Fluent™ account so you can begin viewing historical device data, alarm status and acknowledgements and LiveConnect™ to your devices on-demand, from anywhere in the world.

Features of Walchem Fluent™

- Configurable dashboard with direct access to alarms and status of key customers and facilities
- Graphic visualization of up to 90 days of data - Easily compare multiple channels
- Export your graphs to PDF to include in reports, or raw data in CSV files to create more detailed graphs in Excel
- Advanced alarm notification, escalation and acknowledgement
- Mobile Device Friendly
- Guided wizard for inviting both internal and customer accounts, setting up new controllers/processes

Getting started is quick and simple – connect with your Walchem distributor to access all the benefits of Walchem Fluent™.



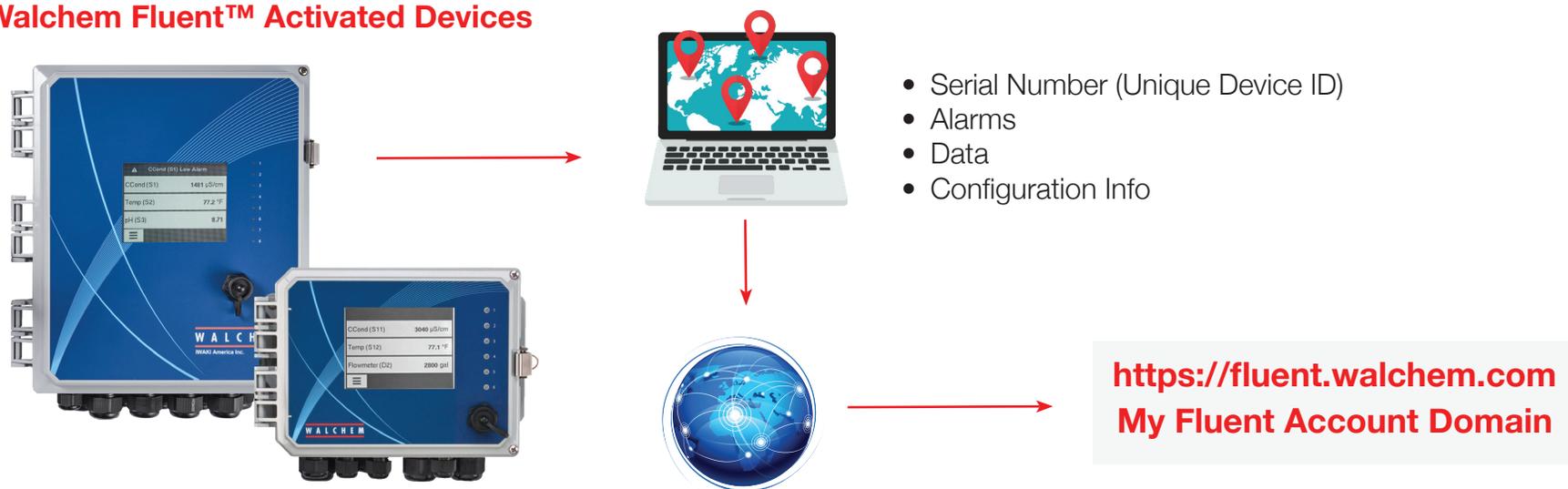
Mobile Device

Basic Walchem Fluent™ Communication

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

Walchem Fluent™ activated devices that you have purchased will be associated to your Walchem Fluent™ account domain using the device's unique serial number.

Walchem Fluent™ Activated Devices



Configuring Walchem Fluent™ to view data, alarms and LiveConnect™ to your devices:

Log into to the Walchem Fluent™ website: <https://fluent.walchem.com>

Type the username (your email address) and password created during the registration of the Walchem Fluent™ corporate account

Your Dashboard

The Dashboard view default is for Alarms, with Alarms at your “Starred” or Key Customers at the top of the page. Alarms with a dark red header have yet to be acknowledged. Alarms with a lighter header have been acknowledged, but have not yet cleared.

Other view options include:

React to Alarms –

Click on the Alarm to go directly to the related historical data

“Starred” Customers –

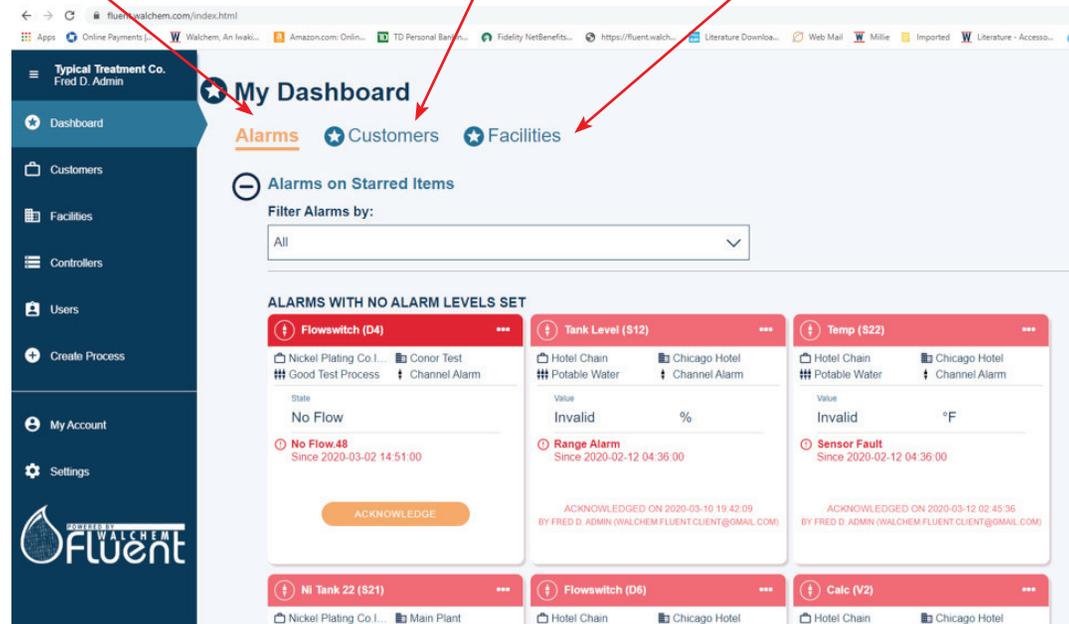
A quick view of all Key Accounts

“Starred” Facilities –

A quick view of all Key Facilities

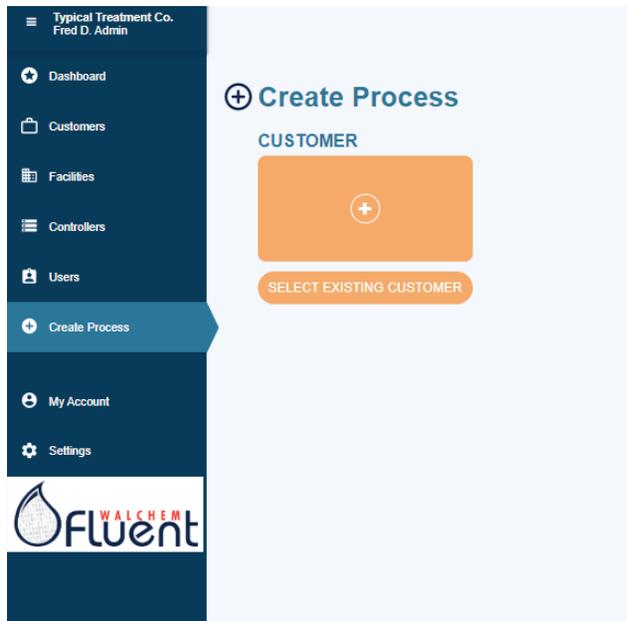
From the left Menu:

Here you’ll see a list of all Customers, Facilities, Controllers or Users associated with the user login



Setting up a New Controller/Application:

1 Select “Create Process” from the left menu:



2a For New Customer, select the “+” button and add new customer information. Then click “Next: Add Facility”

The screenshot shows the 'Add New Customer' form within the 'Create Process' screen. At the top, there is a header 'Create Process' and a sub-header 'Add New Customer' with a 'SELECT EXISTING CUSTOMER' button. The form contains several input fields: 'Customer Name *' (with placeholder 'Enter Customer Name'), 'Customer Address' (with placeholder 'Enter Address'), 'Primary Contact' (with placeholder 'Enter Contact Name'), 'Phone' (with placeholder 'Enter Customer Phone Number' and a dropdown arrow), 'Mobile Phone' (with placeholder 'Enter Customer Mobile Number' and a dropdown arrow), and 'Fax Number' (with placeholder 'Enter Customer Fax Number' and a dropdown arrow). At the bottom of the form, there are two buttons: 'NEXT ADD FACILITY' and 'SAVE & CLOSE'.

OR

2b For Existing Customer – select customer, then click “Next: Add Facility”

The screenshot shows the 'Select Existing Customer' screen within the 'Create Process' screen. At the top, there is a header 'Create Process' and a sub-header 'Select Existing Customer' with an 'ADD NEW CUSTOMER' button. Below the sub-header is a search bar with the placeholder text 'Type to Filter'. The main content area displays a grid of customer cards. Each card has a circular icon with a plus sign, a customer name, and the text 'Address not available'. The cards are: CT, DANIFER, DIVEI, Gandales, Green Parts, Horlind, Hospital, Hotel Chain (highlighted in orange), and Nickel Plating Co., Inc. At the bottom of the screen, there are two buttons: 'NEXT ADD FACILITY' and 'SAVE & CLOSE'.

3 Select Existing Facility, or Add New Facility in a Similar Manner, then select “Next: Create Process”

The screenshot shows the 'Create Process' form with the 'HOTEL CHAIN' header. Under 'SELECT EXISTING FACILITY', there is an 'ADD NEW FACILITY' button and a search bar labeled 'Type to Filter'. Below the search bar, three facility cards are displayed: 'Boston Hotel', 'Chicago Hotel', and 'Test2'. Each card has a close button and a field labeled 'Address not available'. At the bottom of the form, there are two buttons: 'NEXT CREATE PROCESS' and 'SAVE & CLOSE'.

4 Enter the Process Description and set the desired settings for Alarm Notifications and Escalations:

Note: There are individual settings for Standard, Priority and Critical Alarm Conditions, along with settings for the email addresses for the initial and escalation groups.

The screenshot shows the 'Create Process' form for 'HOTEL CHAIN -- BOSTON HOTEL'. It includes fields for 'Process Name*' and 'Description'. The 'Alarm Notification Settings' section is expanded, showing 'Alarm Notification Levels' and 'Initial Alarm Notification Delay'. Below this, there are three sections for 'STANDARD NOTIFICATION', 'PRIORITY NOTIFICATION', and 'CRITICAL NOTIFICATION', each with settings for 'Set Initial Alarm Notification Delay', 'Set Time to Escalate Alarm Notification', and 'Repeat Escalation Alarm Notification'. At the bottom, there are sections for 'Primary Contact Group' and 'Escalation Contact Group', each with three email address input fields and an 'Add Another Field' button. The form concludes with 'ADD NEW CONTROLLER TO PROCESS', 'SAVE & CLOSE', and 'CANCEL' buttons.

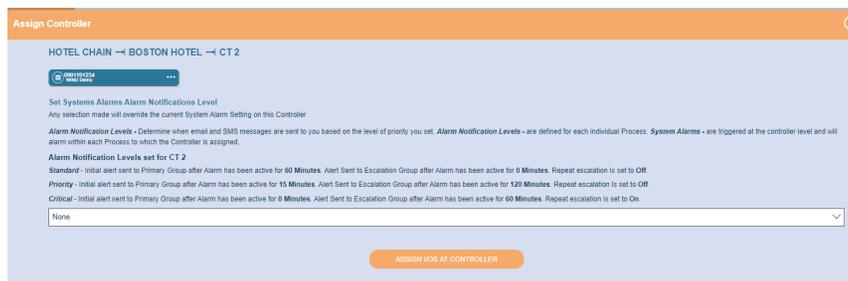
This screenshot is a continuation of the previous one, focusing on the contact group settings. It shows the 'Primary Contact Group' and 'Escalation Contact Group' sections, each with three email address input fields and an 'Add Another Field' button. The form concludes with 'ADD NEW CONTROLLER TO PROCESS', 'SAVE & CLOSE', and 'CANCEL' buttons.

5 Once all fields have been completed, select “Assign Controller to Process”. Choose Controller by Serial #, or enter Serial # to locate:



Once Controller is highlighted, select “Set System Alarm Notifications”

6 Select “Assign I/O’s at Controller”



7 If all I/O corresponds to a single process, choose the process and select “Apply to All”. If there are multiple processes controlled by the same device, inputs must be assigned individually.



8 If all I/O belongs to a single process, Select “Confirm Application”



9 For each I/O – select “Manage Alarm Settings” and set desired level for each possible alarm condition:

Chlorine Input: S 1 Type: Value U/M: ppm Boston CT Manage Alarm Settings	pH Input: S 2 Type: Value U/M: pH Boston CT Manage Alarm Settings	Conductivity Input: S 3 Type: Value U/M: mS Boston CT Manage Alarm Settings
ORP Input: S 4 Type: Value U/M: mV Boston CT Manage Alarm Settings	Relay 1 Input: R1 Type: No Data U/M: Boston CT Manage Alarm Settings	Relay 2 Input: R2 Type: No Data U/M: Boston CT Manage Alarm Settings
Relay 3 Input: R3 Type: No Data U/M: Boston CT Manage Alarm Settings	Relay 4 Input: R4 Type: No Data U/M: Boston CT Manage Alarm Settings	Relay 5 Input: R5 Type: No Data U/M: Boston CT Manage Alarm Settings
Relay 6	Relay 7	Relay 8

10 Walchem Fluent™ has alarm notifications on Relays as well, those should also be set as desired:

Channel Alarm Settings

Relay 1 (R1)

Assigned Process
CT Test #1

About Alerts
Alert Levels determine when email and SMS messages are sent to you based on the level of priority you set. *Alert Levels* are defined for each Individual Process. *System Alarms* are triggered at the controller level and will alarm within each Process the Controller is assigned too.

Alert Levels set for CT Test #1 (this Process)
Standard - Initial alert sent to Primary Group after Alarm has been active for **60 minutes**. Alert sent to Escalation Group after Alarm has been active for **0 minutes**. Repeat escalation is set to **Off**.
Priority - Initial alert sent to Primary Group after Alarm has been active for **15 minutes**. Alert Sent to Escalation Group after Alarm has been active for **120 minutes**. Repeat escalation is set to **Off**.
Critical - Initial alert sent to Primary Group after Alarm has been active for **0 minutes**. Alert Sent to Escalation Group after Alarm has been active for **60 minutes**. Repeat escalation is set to **On**.

[EDIT PROCESS ALERT SETTINGS](#)

Alarms

Event Skipped
[NO ALERTS](#) [STANDARD ALERTS](#) [PRIORITY ALERTS](#) [CRITICAL ALERTS](#)

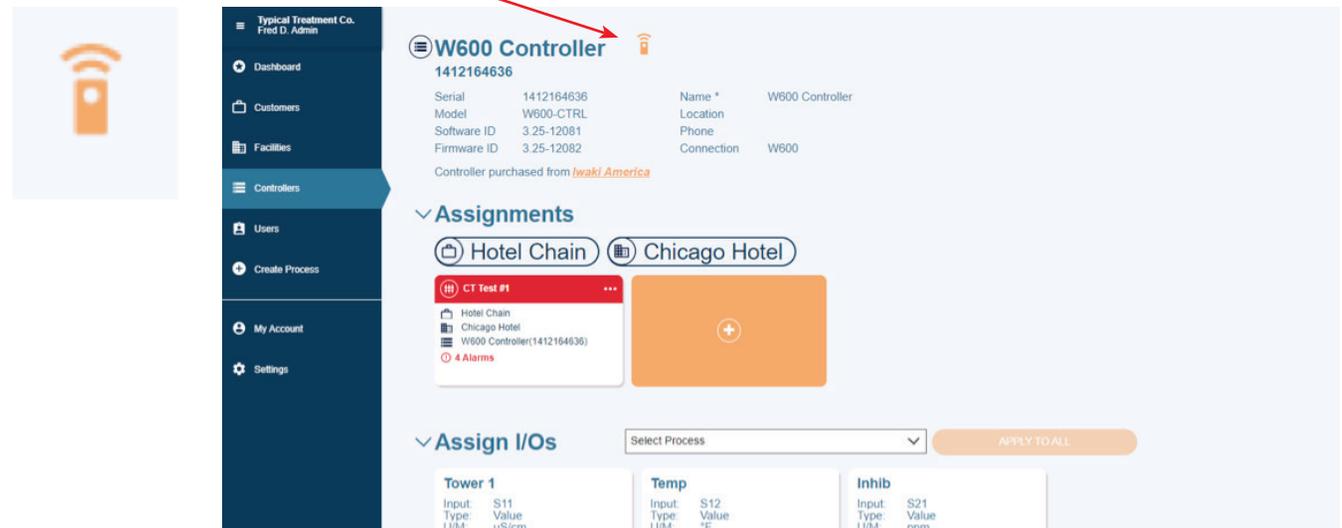
Output Timeout
[NO ALERTS](#) [STANDARD ALERTS](#) [PRIORITY ALERTS](#) [CRITICAL ALERTS](#)

Cycles Alarm
[NO ALERTS](#) [STANDARD ALERTS](#) [PRIORITY ALERTS](#) [CRITICAL ALERTS](#)

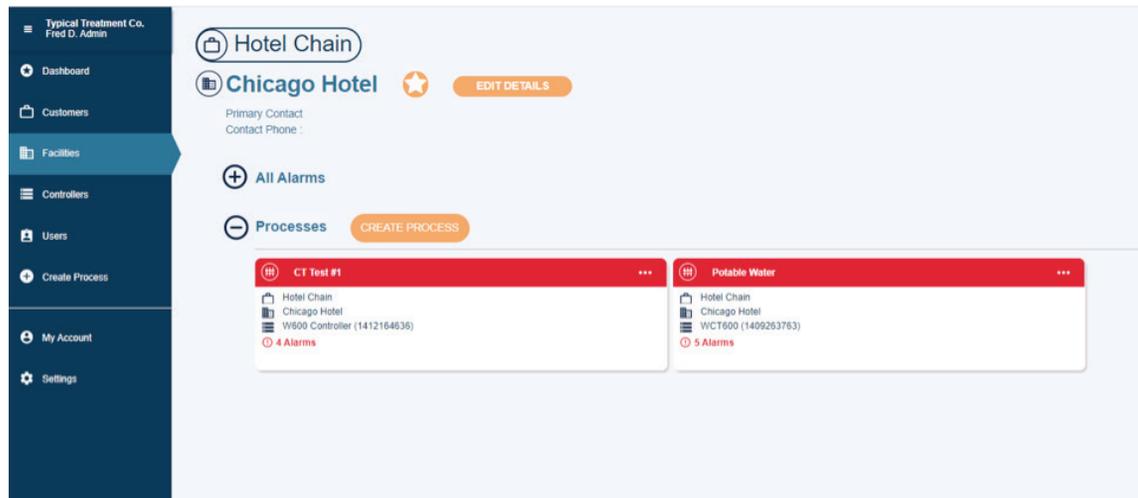
Control Failure
[NO ALERTS](#) [STANDARD ALERTS](#) [PRIORITY ALERTS](#) [CRITICAL ALERTS](#)

[SAVE & CLOSE](#)

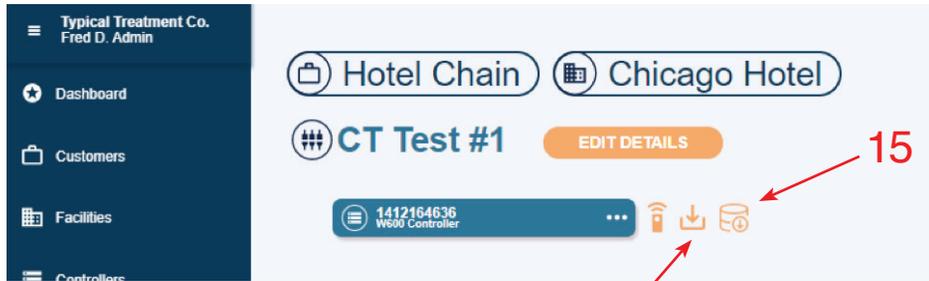
11 You can LiveConnect™ to the controller from the icon shown next to the controller:



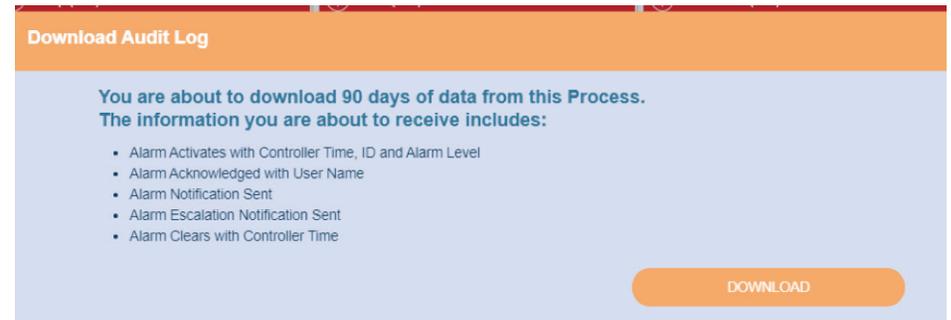
12 At this point, the system is fully configured. To view historical data, download datalogs or event logs, or LiveConnect™ to the controller, you must be at the “Process View”. This can be navigated to from Customers or Facilities.



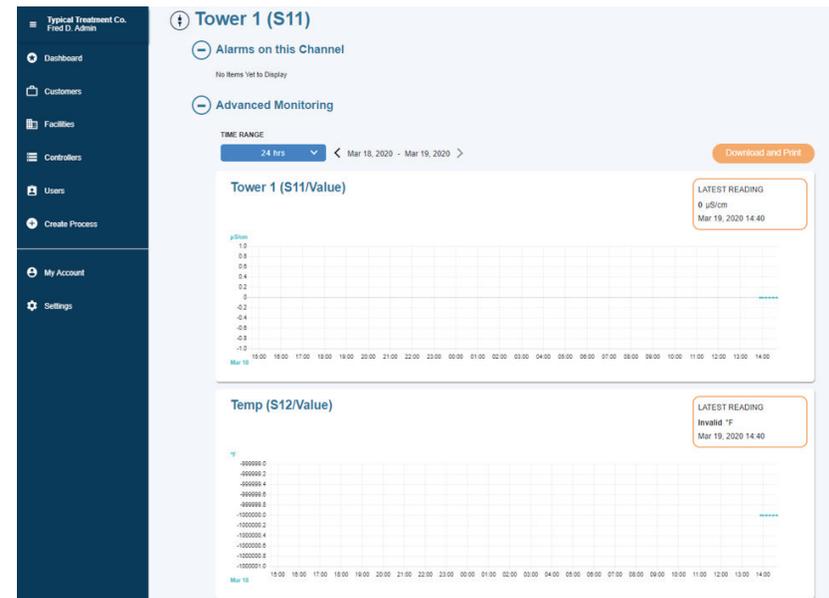
13 Select the Process of Interest:



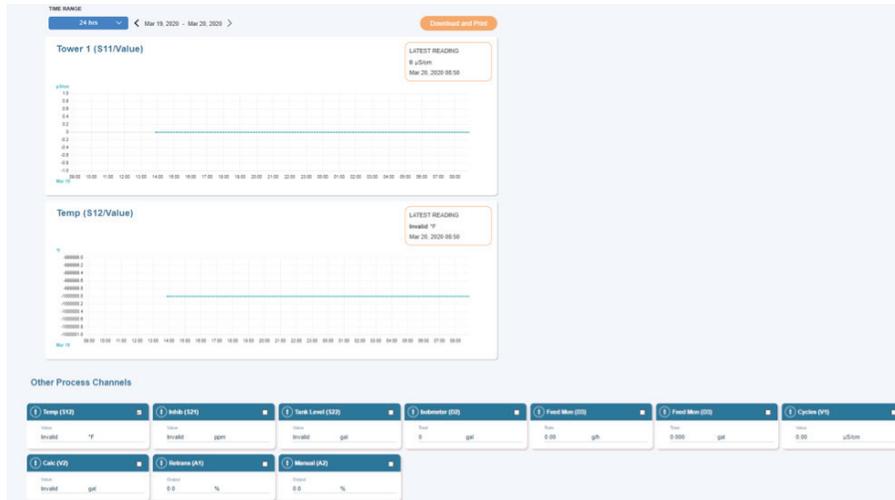
14 Will provide a 90-day Process Log (Select the specific "Process Channel", along with the desired time frame)



15 Will provide a 90-day Datalog Historical data for any parameter can be selected (Select the specific "Process Channel", along with the desired time frame)



16 Multiple items can be selected, and stacked for a multi-parameter view by checking the box in the top right corner of any additional parameters you would like to view for the same time period:



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A new cloud-based water treatment management software tool that amplifies the value of any Walchem controllers that have Internet access.