# Connecting to WebMaster/WIND/WebAlert via Direct Modem

## Step 1: Verify proper hardware

The WebMaster/WIND/WebAlert MUST have the modem card installed.
                -191215 (for WM/WIND)
                -103109 (for WebAlert)
There must be a dedicated, analog phone line connected to the controller.
The controller must have its own phone number.

## Step 2: Setting up your PC

Set up your computer using the Quick-Start guide. One is provided with the controller. In addition, there's one on our Web site, www.walchem.com under Literature > WebMaster

## 3. Connect

Upon completion of the set-up, you have created a desk-top shortcut. Double-click on this, and enter the number in the appropriate field. Do not enter a User Name or Password.

Click "Connect"; a dialog box should come up and tell you when you're connected.

Open your browser, and type in the IP address '199.199.199.3'

## 4. Troubleshooting: Cannot connect

*If you are unable to connect, go through the dialup networking adapter setup, verify that:*
 -The phone number is correct.
 -All TCP/IP settings are correct.
 -'Use IP header compression' and 'Use default gateway' are unchecked.
 -The S7=200 initialization command is used.
- Cancel the call if not connected within 120 seconds is changed.

*If, while trying to connect, the direct modem connection gets all the way to "verifying..." , and then quits with an error message along the lines of "remote computer could not assign address..."*

In the Direct Modem Properties, go to the General tab of the TCP/IP properties.  Make sure that  "Use the following IP address" is checked, and the IP address is 199.199.199.4

# Troubleshooting, continued

*If there is a connection between PC and WM but pages do not load correctly:*

-If only the word "Loading" appears instead of the Java applets of data, try deleting all temporary internet files (in Internet Explorer, click on Tools, Delete files. In Firefox, click Tools, clear recent history).

-If you're using Internet Explorer, make sure that 'Never Dial a Connection' is checked under Tools, Internet Options, Connection Tab.

-If your browser prompts you to 'Work Offline' or 'Try Again', make sure you click Try Again, or else you will see old pages and the data will never load.