WebInteract
Monitoring System
Installation Manual

Product Documentation that's Simple to Navigate™

This is the Installation and Adjustment Manual that is the guide for installation, startup and adjustment of WebInteract Web-Based monitoring system. Other resources include:

Controller Specific Manuals
Maintenance & Troubleshooting Training Manual provided in conjunction with Factory and Customer Site technical training classes
Telephone Technical Support available for Customers at no charge
call: 916/428-1708
e-mail: techsupport@elevatorcontrols.com
fax: 916/428-1728
Onsite Product & Engineering Support available worldwide by prior arrangement.

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Introduction

Conventions in this Manual

Throughout this manual, icons call attention to text that issues safety warnings, cautions, and/or notes to which particular attention should be paid.

WARNING: Operating procedures or practices that may result in personal injury and/or equipment damage if not followed correctly.

CAUTION: Operating procedures and practices that may result in equipment damage if not correctly followed.

NOTE: Useful information or procedures.

All instructions in this manual assume that work will be done by qualified field personnel, trained and experienced in the installation of elevator equipment. No attempt has been made to define terms or procedures that should be familiar to qualified elevator personnel.

Warning, Caution, and Note Icons

CAUTION: Equipment installation must comply with all Local and other applicable Elevator and Electrical Codes and regulations.

This manual is intended only to acquaint elevator personnel with the information required to successfully install WebInteract Web-Based monitoring system. Installation personnel must be familiar with all codes and regulations pertaining to safe installation and operation of the elevator systems.

WARNING: THE AC POWER SUPPLIED to this equipment must be provided through a Grounded 120 VAC outlet. Improper circuit protection may create a HAZARDOUS CONDITION.

CAUTION: Restrict access to elevator control equipment and apparatus to qualified personnel only.

NOTE: Installation and wiring must be in accordance with the National Electrical Code and consistent with all local codes, as well as National elevator codes and regulations.

Throughout this manual, visual shorthand Navigation Icons, refer to figure i2 below, are used to describe how to quickly locate and interact with various menus and options for Pixel's controller on board diagnostics.

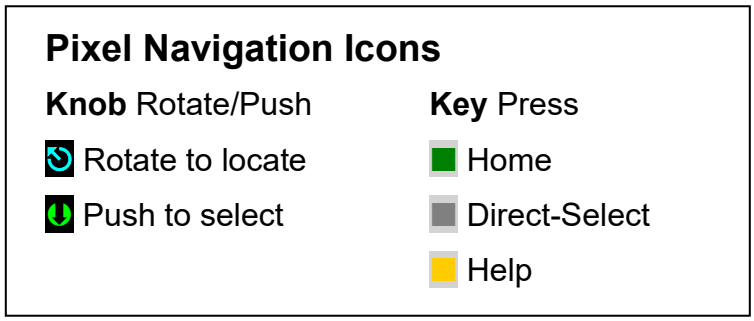


Figure i2 – Pixel Visual Shorthand Navigation Icons

NOTE: **Refer to Pixel controller manual Introduction section for further explanation of shorthand Navigation Icons.**

NOTE: This manual provides Installation and wiring instructions to install WebInteract using a pre-configured PC as provided by Elevator Controls Corp, no information is included for configuring PC firmware.

1 Section 1 - WebInteract Overview

This section contains the overview capabilities and components that WebInteract provides

1.1 System Description, Capabilities & Advantages

WebInteract, i.e. Interact, Interactive Command and Control for Elevators, is an advanced central and remote elevator monitoring software suite. WebInteract provides instant insight for elevator system performance. Convenient, easy to use functions have been combined into a single software platform product, providing value for contractors, Consultants and Building Owners or Property Managers. The WebInteract elevator command and control system is both interactive and intuitive; aiding troubleshooting diagnosis, verifying system performance, and monitoring handling capacity and operation coupled with automatic event notifications.

WebInteract enhances Elevator Management with the Latest Network Technologies, its web server design and configuration allows for multiple browser devices such PCs, both Windows or Apple, Tablets, and intelligent telephones to simultaneously browse elevator operations and to get automated text messages or emails requesting service or reporting system events.

WebInteract user friendly screens display the operation mode of each elevator or the operational status of each group, straightforward mouse operation enables speedy selection of the required information, including traffic analysis and car usage reports to help optimize the efficiency of elevator operations.
Through WebInteract, registration of car and hall calls, and control of security and event functions, as well as notification and email event reports recipient scheduling can be enabled or disabled.

NOTE: This manual describes all WebInteract software features, if you are connected to a controller other than a Pixel, not all features may be supported by your controller.

1.2 WebInteract System Components

The following section describes the provided components accordingly to the selected WebInteract packages.

WebInteract Machine Room PC

Device used as local, GUI, graphical user interface running on Windows, Linux, or MAC. Acting as a web-host server, with minimum requirements as follows:

a. Windows PC
   1. Windows 7 and above
   2. Intel Core 2 Duo CPU
   3. Two GB or more RAM,
   4. Fifty GB or larger hard drive
   5. Two 10/100 Ethernet Network cards
   6. 1280 x 1024 capable monitor, 20” diagonal display minimum
   7. Standard Keyboard and Mouse

b. MAC PC
    1. Operating System G9
    2. 1.4 GHz Intel "Core i5" processor
    3. 4 GB of RAM
    4. 50 GB of hard disk space.
    5. Two 10/100 Ethernet Network cards
    6. 1280 x 1024 capable monitor, 20” diagonal display minimum
    7. Standard Keyboard and Mouse

c. Linux PC
    1. MSI AM1I AMD AM1 ITX Motherboard
    2. AMD Sempron 2650 Kabini Dual-Core 1.4GHz processor
    3. Two GB or more RAM,
    4. Fifty GB or larger hard drive
    5. Two 10/100 Ethernet Network cards
    6. 1280 x 1024 capable monitor, 20” diagonal display minimum
    7. Standard Keyboard and Mouse

NOTE: Follow manufacturer instructions to assemble Machine Room PC.

Optional Lobby Display

This option is only available on PC running Windows and requires an additional display driver board to be installed in the WebInteract machine room PC to drive a second monitor.

NOTE: Option may require HDI Video Extender for distances over 25 feet between WebInteract machine room PC and Lobby Display.

Optional Remote Browser device(s)

Any PC, Laptop, or Tablet running Windows, Linux, or Apple software, or any smart telephone.

Optional Remote WebInteract CMS

PC running WebInteract central monitoring software used to monitor several elevator systems simultaneously, with minimum requirements as follows:

a. Windows 7 64bit OS or above.
b. Intel "Core i5" processor
c. 8GB memory
d. 200 GB of hard drive
e. One 10/100 Ethernet Network cards
f. 1280 x 1024 capable monitor, 20” diagonal display or over.
g. Standard Keyboard and Mouse

Optional Static IP Address, Ethernet connection address provided by building IT department or Internet service provider.

2 Section 2– Your Installation Plan

This section contains important instructions and recommendations to ensure successful WebInteract Machine Room PC System installation.

2.1 General Information

Successful installation, reliable and trouble free operation of all elevator control equipment depends on proper assessment of the installation environment and proper wiring methods. Completing both correctly protects equipment from disruption by external sources.

2.2 Installation Considerations

When selecting the best physical location for the WebInteract Machine Room PC elevator control equipment consider the following:

a. Make sure the WebInteract Machine Room PC and elevator control system are placed logically, taking into consideration all of the elevator system components and non-elevator equipment within the same space.
b. Provide adequate working space for control system installation, wiring, and maintenance.
c. Do not install equipment where it may create a hazard.

WARNING: Install WebInteract Machine Room PC and elevator control system equipment according to all applicable electrical, fire, and building codes. Improper installation and/or equipment location may create a HAZARDOUS CONDITION.

d. Provide adequate lighting for safety and efficiency.
e. An internet connection, with fixed IP address, is desirable for access to **Remote Assist™** from the EC factory technical support team.

2.3 Environmental Considerations

The elevator control system components should be installed according to the following requirements to ensure proper operation and longevity:

a. Temperature inside the control system enclosure should be maintained between 32- and 104-degrees Fahrenheit (0 to 40 degrees Celsius). Temperatures outside this range may affect normal operation and/or reduce system life. If required, make provisions for machine room air conditioning.
b. Air in the machine room should be free of corrosive gases and sufficiently dry to prevent condensation from moisture.
c. Locate control system components away from any window or opening to minimize the risk of equipment damage due to severe weather conditions.

NOTE: Hand-held communications devices used close to the system microprocessors have been known to generate disruptive RF interference.

2.4 WebInteract Machine Room PC Wiring

The following sections describe the interconnection between the WebInteract PC to the Pixel Controller(s).

Assemble WebInteract Machine Room PC

Follow PC manufacturer instructions to connect the Display, Keyboard, and Mouse to the main frame of the PC unit, while keeping the power cords unplugged from the wall at this point.

Wire WebInteract Machine Room PC to Pixel

WebInteract connects through an isolated network between Pixel controller(s) and the WebInteract Machine Room PC, using Pixel Ethernet J7 port, located on the P-MP-IO board top right corner, directly to the PC Ethernet port, labeled **Controller**, for a single car or through an Ethernet switch box for a multi car group elevator system. Refer to your job prints for WebInteract wiring details if controller equipment was purchased with the WebInteract Machine Room PC option for additional features required by your installation.

CAUTION: Restrict access to elevator control equipment and apparatus to qualified personnel only.

Utilize CAT 5e, or better, cable for WebInteract Network wiring, while making sure cable is routed separate from all other elevator control wiring, this cable is running high speed Ethernet data that may be affected by other control signals performance.

Figure 2.4.1, WebInteract Machine Room PC & Lobby Display, below details the connections required for WebInteract Machine Room PC with optional Lobby Display, to connect to Pixel multi car group controller(s).

NOTE: For a single Pixel car installation the Ethernet switch hub is not required, Pixel controller will wire directly to PC Ethernet port, labeled **Controller.**

NOTE: WebInteract network connectivity for remote access will be covered latter on this manual, current chapter will cover connectivity to Pixel Isolated Network only.

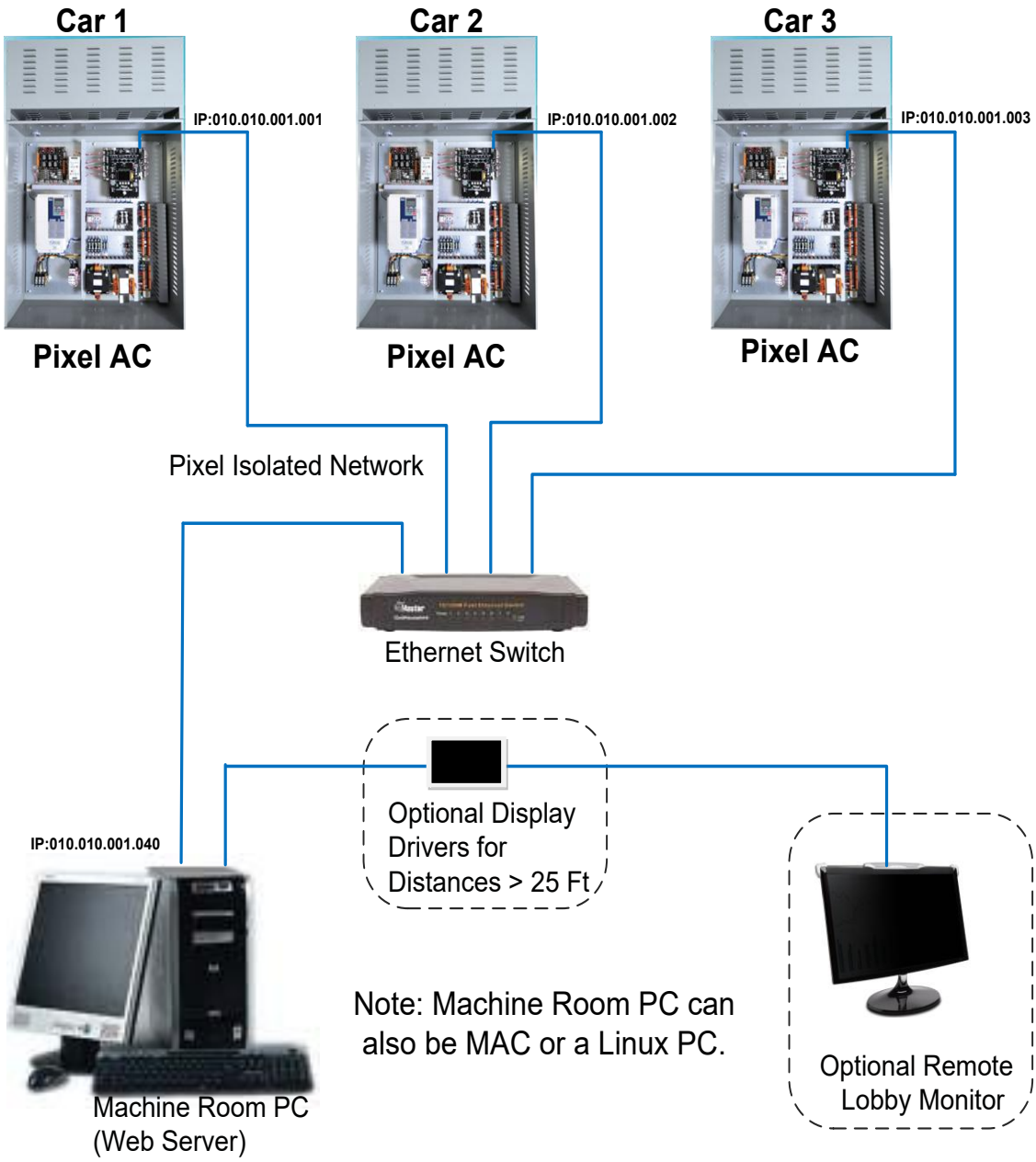


Figure 2.4.1,
WebInteract Machine Room PC & Lobby Display

2.5 Pixel Controller Set up

The following section describes the configuration of the Pixel controller to successfully communicate with WebInteract.

Pixel WebInteract Settings

To enable Pixel to communicate with WebInteract Machine Room PC, the following Pixel's monitoring option settings must be set, verify using Pixel Controller on board diagnostics, navigating to:

- Home
- Install
- Initial Settings
- Basic Pixel Settings
- Monitoring Option **Rotate to Select Interact**

NOTE: For a Pixel car that is in a multiple car group with swing mode operation enabled and is connected to its own WebInteract Machine Room PC, set WebInteract Override Option to Yes. The option location is below Monitoring Option within this menu.

- Pixel Cars In Group **Rotate to select to the number of cars in the group, for Simplex set to 1**
- Pixel Cars Priority **Rotate to select the car priority number in the Group for Simplex set to 1, for multi cars set to this car number, i.e. 1, 2, 3, etc.**
- System Type **Rotate to select Simplex or Pixel Group**

Press the Save soft key, to permanently store Options.

NOTE: Repeat section 2.5.1 at each Pixel car controller.

Pixel IP Address Selection

Every car controller contributes as a member of the Pixel Isolated WebInteract monitoring network and each has to be assigned an individual IP address at the controller side, the IP address assignment depends on the type of elevator system, Simplex or Multi car group and the Car Priority assigned to each car, refer to section 2.5.1 above, navigating to:

NOTE: Placing Pixel in File Transfer mode removes the car from operation.

Home

Install

File Transfer

Press the Enable soft key to enter file transfer mode.

Board Settings

Press the Default soft key to assign this car number IP address value.

Press the Yes soft key to confirm assignment.

Observe IP address assignment displayed is 010.010.001.001 for car 1, 010.010.001.002 for car 2, 010.010.001.003 for car 3 and so on, if not matching repeat steps on section 2.5.1 and 2.5.2 above.

NOTE: Press the COMPUTER RESET button on Pixel P-MP board to allow Pixel to set up firmware for WebInteract settings.

NOTE: Repeat section 2.5.2 at each Pixel car controller.

3 Section 3 – Launch WebInteract

This section contains instructions for startup and verification of WebInteract private network, i.e. connection to the Pixel controller(s)

3.1 General Information

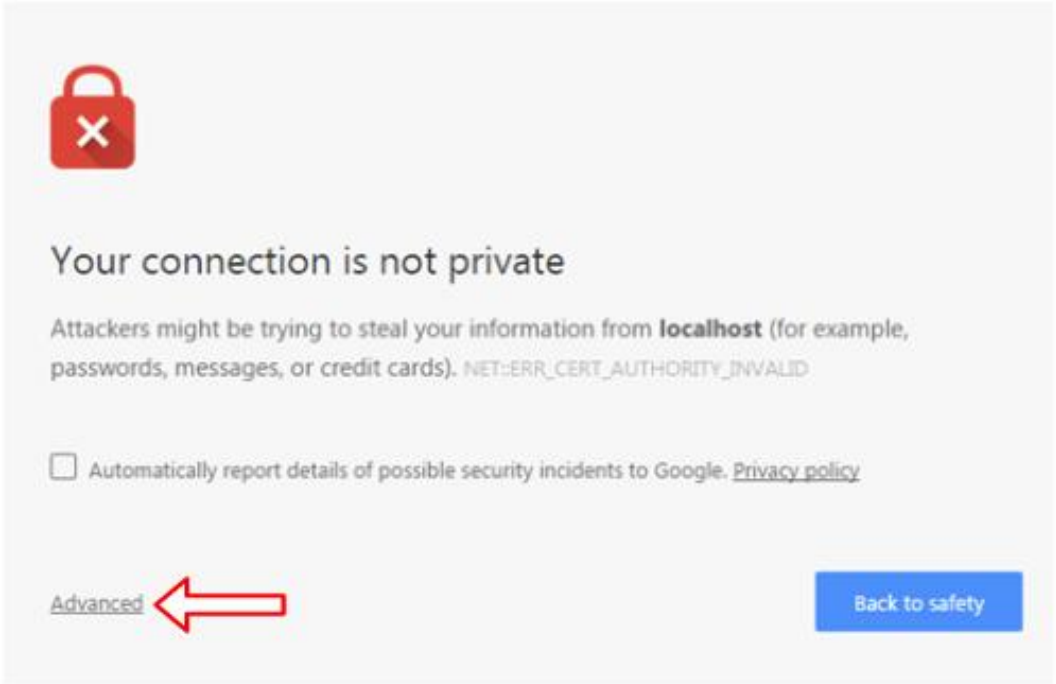
This section contains instructions and recommendations to set up and verify WebInteract Machine Room PC System performance.

NOTE: Instructions below assume WebInteract user has basic knowledge to operate a Windows based PC, no attempt will be made on this manual to instruct on the use of a PC.

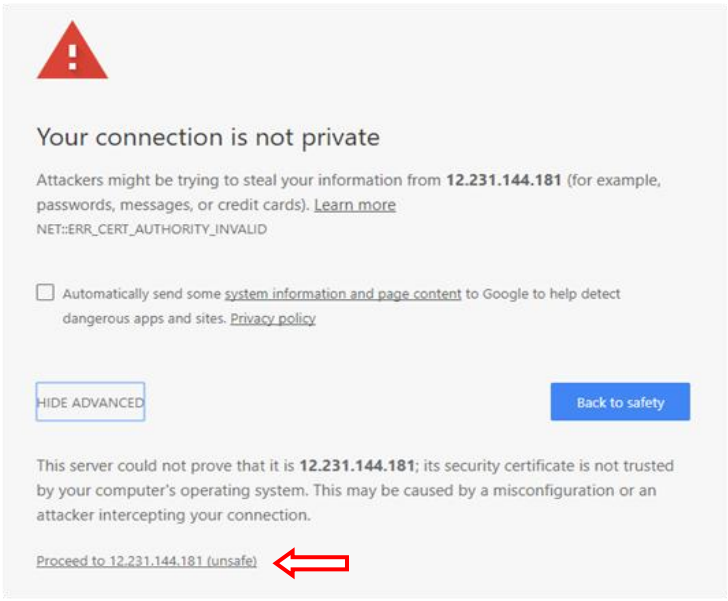
3.2 Power Up WebInteract Machine Room PC

WebInteract Machine Room PC has been set up by default to launch WebInteract on power up or reset, once all wiring has been performed per Section 2 above, WebInteract PC is ready to be power up by plugging the PC, the PC display to a 120 VAC wall outlet.

Upon power up the PC will execute its power up sequence and will proceed to launch WebInteract program, if running it for the first time it may generate a Windows security warning exception, example below is for Chrome browser, WebInteract Default browser, it may be different for other browsers, click on the “Advanced” Tab, to allow connection to Pixel local network.



Then Click on the “Proceed to Localhost (unsafe)” Tab

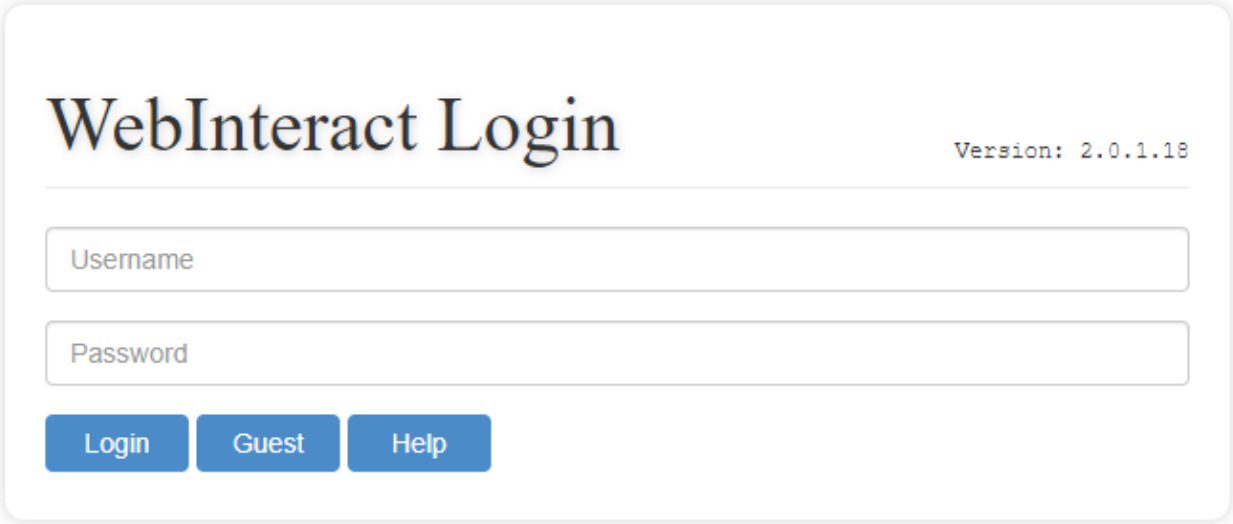


3.3 WebInteract Machine Room PC Log In

Once Windows security warning exception has been allowed, WebInteract will default to the Login screen prompting for Username and password entry, the factory defaults values are:

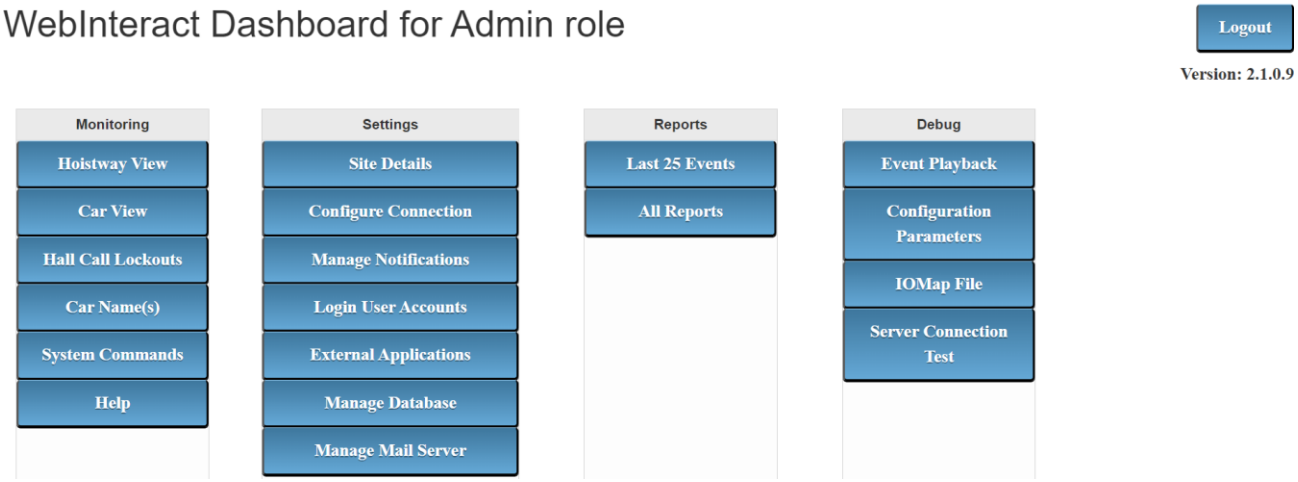
Username = customer

Password = elevator



NOTE: Clicking on the "Help" button brings up this manual

Upon successfully entry of Username and Password WebInteract Dashboard will be displayed



3.4 Pixel to WebInteract Connection Troubleshooting

Click on Hoistway View button to verify WebInteract to Pixel connectivity, if the correct number of landings and number of cars is displayed with no errors reported at the top of the Dashboard screen skip to section 3.5 below. If an error is reported refer to sections 3.4.1 to 3.4.3 below to troubleshoot connection(s) problem.

No Controller(s) found

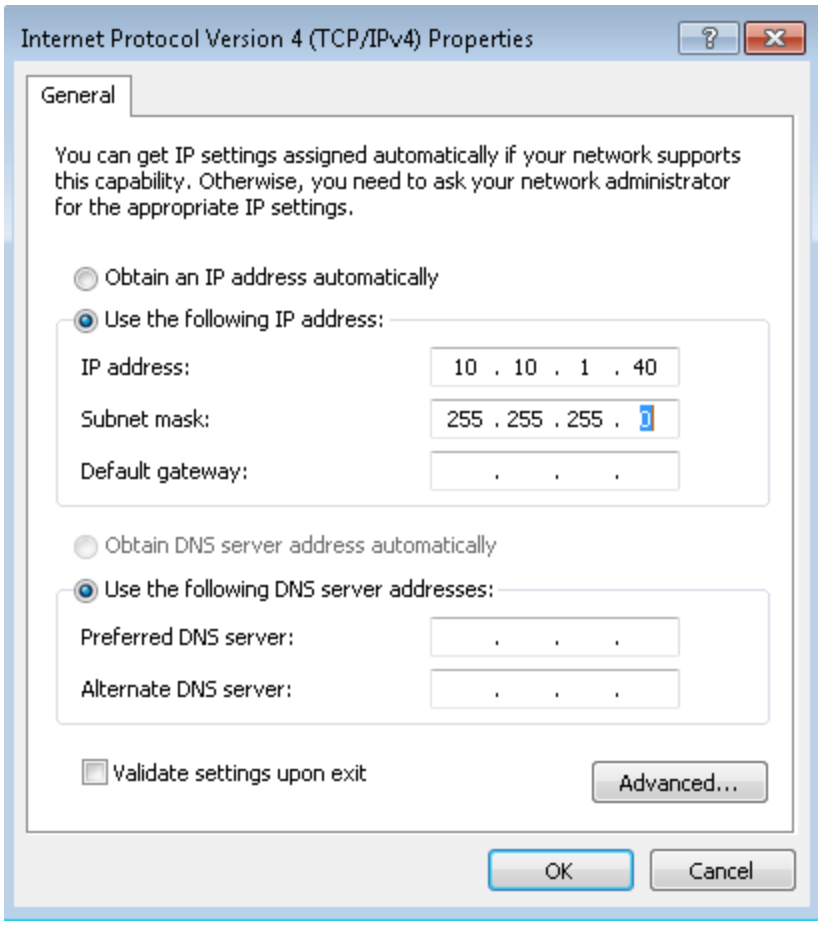
Error indicates that WebInteract PC is unable to detect any data exchanges in the Pixel Isolated Network:

a. From the Dashboard page click on the Configure Connections tab and verify that the IP address is set to 10.10.1.1, the Pixel Cars match the job number of cars and the Enable is set to true. If changes to the Configure Connections page were made a machine room PC reboot is required.

b. Verify the J7, Pixel Ethernet connector, and the PC Ethernet connector LEDs are on or flashing, if not unplug and plug connectors one at a time to re-seat them properly, if LEDs do not turn on verify Pixel Isolated Network Wiring per Figure 2.4.1 above and integrity of the Ethernet cables utilizing an Ethernet cable tester.

c. Verify Pixel parameter settings for each Pixel controller per section 2.5 above.

d. Verify PC Ethernet port settings by clicking on the Windows Start button, then type network connections and hit enter, right click on Local Area Connection and select Properties, then select Internet Protocol Version 4 (TCP/IPv4) and set values to match window below, then click OK.



e. Run a ping test to each controller by clicking on the Windows Start button, and then type cmd and hit enter. At the prompt, type: ping 10.10.1.1 and look for (0% loss)

```
ping 10.10.1.1

Pinging 10.10.1.1 with 32 bytes of data:
Reply from 10.10.1.1: bytes=32 time<1ms TTL=128
Reply from 10.10.1.1: bytes=32 time<1ms TTL=128
Reply from 10.10.1.1: bytes=32 time<1ms TTL=128
Reply from 10.10.1.1: bytes=32 time<1ms TTL=128

Ping statistics for 10.10.1.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
    Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

A zero percent loss indicates a successful ping test indicating that the MR-PC and Car 1 are connected correctly on the network. This ping test can be repeated for each car present in this job:

ping 10.10.1.1 for car 1
ping 10.10.1.2 for car 2
ping 10.10.1.3 for car 3
ping 10.10.1.4 for car 4
ping 10.10.1.5 for car 5
ping 10.10.1.6 for car 6
ping 10.10.1.7 for car 7
ping 10.10.1.8 for car 8
ping 10.10.1.9 for car 9
ping 10.10.1.10 for car 10

If any ping test to any or all controllers does not return desired 0% loss results, verify wiring and Pixel settings for that controller until ping test is successful for each Pixel controller.

f. Try Hoistway View in WebInteract again. If the “No Controller’s Found” error continues contact Elevator Controls Tech Support.

No Master Car Found

This error message will be generated by Pixel groupless system when no data exchange with the acting master car is detected in the Pixel Ethernet Isolated Network:

a. Verify at the acting master car that the J7, Pixel Ethernet connector, is on or flashing, if not unplug and plug connectors at the J7 and the Ethernet switch corresponding to the acting master car one at a time to re-seat them properly, if LEDs does not turn on verify Pixel Isolated Network Wiring per Figure 2.1 above for the acting master car and Ethernet cables utilizing an Ethernet cable tester.

b. Verify Pixel parameter settings for the acting master car controller per section 2.5 above.

c. Run a ping test to the master car per section 3.4.1 e above.

Resolving the System Status

This error message will be generated by Pixel groupless system when more than one acting master car data exchange is detected in the Pixel Ethernet Isolated Network:

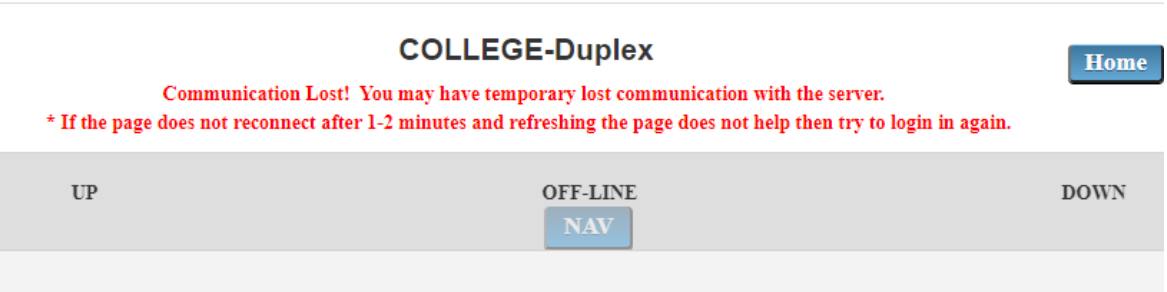
a. Repeat section 2.5 above to make ensure each Pixel car parameters is properly set.

b. Reset all Pixel controllers to allow Pixel controllers to initialize their own network parameters.

3.5 WebInteract Web Page Troubleshooting

Hoistway Webpage Receives No Data from Server

If the following error message is displayed on the Hoistway page. The webpage cannot communicate with the WebInteract server.



Possible Causes:

- If the user is a on remote connection this could be temporary because of a bad connection.
- If the user is just trying to access the local WebInteract server then it may have automatically rebooted when it has detected the server has stopped responding. If after 1-2 minutes the connection is not re-established, the user should try to refresh the page. If refreshing the page does not work, try to login again.
- If the user still cannot login with correct credentials, then the server may have failed to startup correctly. In this case a PC reboot or server reboot must be done.

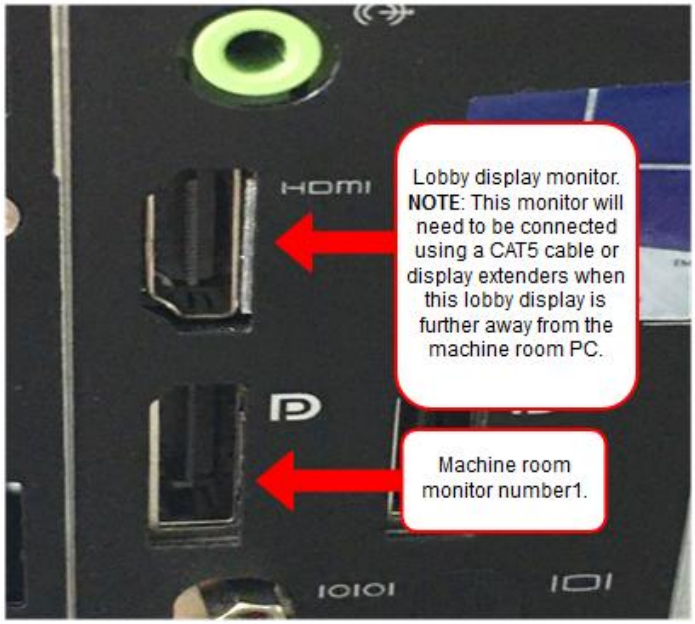
3.6 Remote Lobby Monitor

If the machine room PC is equipped with the option to drive a remote lobby monitor, refer to your job prints pages IMS and/or IMS2 for wiring and setup.

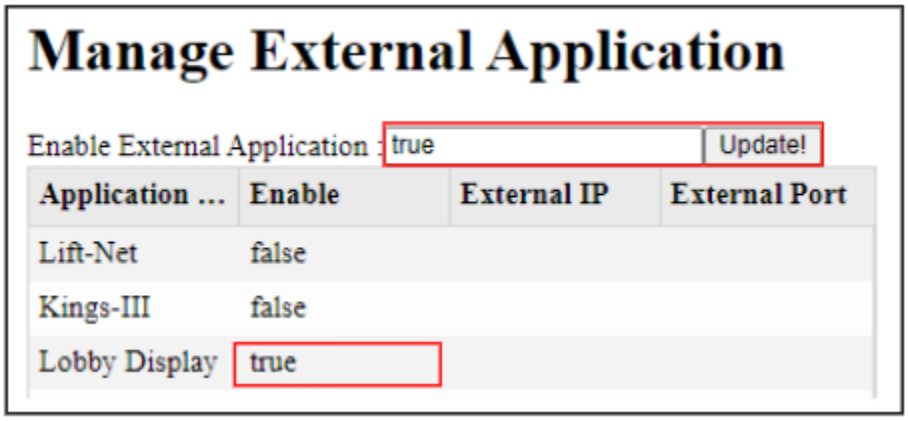
NOTE: It is recommended to first wire the remote lobby display directly to the PC in the machine room to verify its performance before installing at the remote location.

NOTE: Option may require HDI Video Extender for distances over 25 feet between WebInteract machine room PC and Lobby Display.

1. Connect the two monitors to the back of the PC's display port as show below.



2. From the Dashboard page select External Applications tab, then Click on “false” corresponding to the Lobby Display’s Enable column and enter “**true**” inside of the text box. Click “Update!” to apply changes.



3. Restart the computer and allow the background scripts to run.

4. One of the two monitors will display the Hoistway View page after the background scripts are completed. Using the mouse cursor, drag the Hoistway View page to the Lobby Monitor.

Fitting Remote Lobby Display to Screen Area

Using the mouse, adjust the screen resolution to cover the entire display area by dragging the browser window edges.

NOTE: The lobby remote display adjustment will only need to be performed once, the PC will retain settings through power down and reset.

NOTE: For installations with large number of stops it may be best to set the machine room and the lobby remote displays from Landscape to Portrait display mode utilizing the PC Display Settings under Display orientation.

4 Section 4 – WebInteract Features

This section describes WebInteract features and features functionality

4.1 Dashboard

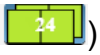
The dashboard is the central location for accessing all WebInteract features. Features are categorized into four columns containing similar applications functions. The following bullets describes those categories:

1. **Monitoring:** Contains various tools to oversee the controller's status in real time.
2. **Settings**: Allows users to modify WebInteract configurations and its controller's settings.
3. **Reports:** Provides graphical representation for the performance statuses of each elevator.
4. **Debug:** Contains tools to troubleshoot the controller(s) events and to access its configuration parameters.

4.2 Hoistway View

The Hoistway page is a real-time overview of Pixel Simplex/Group state. It intuitively provides a visual representation of the elevator system status.

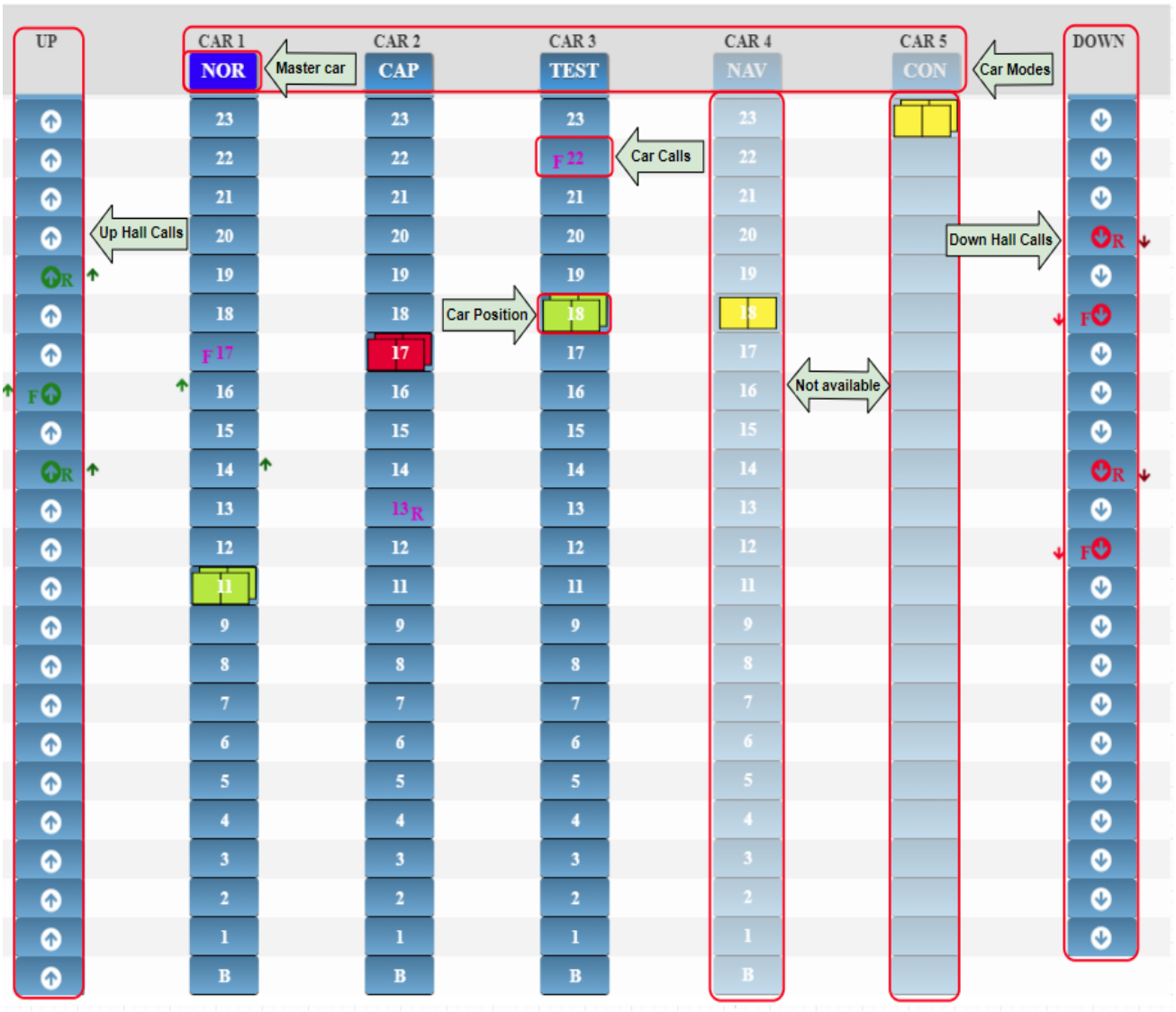
1. **Car Intended movement** is depicted by the color of the car icon. **Yellow** () idling, **Red** (

) down, and **Green** (

) up.
2. Registered **Car calls** are depicted by **Purple** fonts (

) when the user selects a car's floor by clicking a floor button. If both front and rear doors are enabled, left side of the button corresponds to Front and the right for Rear.

3. Registered **Hall calls** are depicted by **Green Arrows** (↑) for up and **Red Arrows** (↓) for down in the "**UP**" and "**DOWN**" columns. If both front and rear doors are enabled, left side of the button corresponds to Front and the right for Rear.



4. The **Master car** is depicted in **Dark Navy** (NOR) shown on the car mode button. Only one car can be a master at any given time.
5. At the top of each car column is the **Car Mode**. The Car Mode Lookup Table below provides a translation of the possible car Mode pneumonic.

NOTE: If the Car Mode displays "NA" followed by a number, WebInteract doesn't have the text value to display that car mode. This will not affect the functionality of WebInteract, it is solely for displaying purposes. The

WebInteract program requires a software upgrade to display the text, contact Elevator Controls Technical support for directions

NOTE: Placing the mouse cursor over the Car Mode will display the Car Mode description.

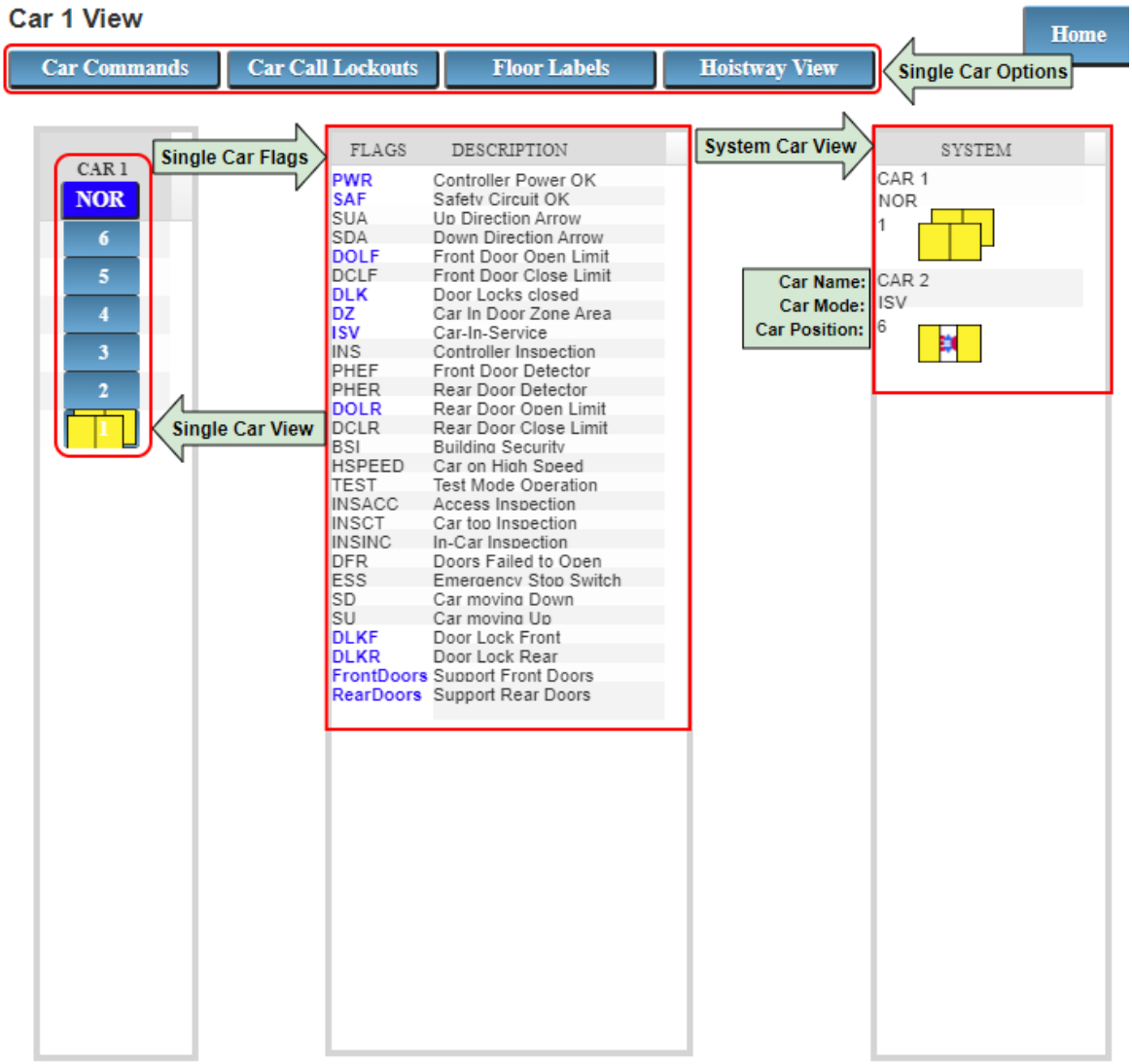
Car Mode Lookup Table

ACIN	= Access Inspection	**EQN**	= Earthquake Normal	**NOR**	= Normal Service
ATT	= Attendant Service	**ESSS**	= Exclusive Selective Service	**OOS**	= Out-of-Service
BR	= Battery Rescue	**FRA**	= Alternative Fire Service	**OVL**	= Car Overloaded
BSMM	= Broken Suspension	**FRC**	= Fire Phase 2	**PF**	= Pit Flood
CAP	= Capture	**FRS**	= Main Fire Service	**PK**	= Parked Car
CCS	= Car Call Security	**HBR**	= Hydro Battery	**PSYN**	= Piston Synchronous
CON	= Construction	**HEQ**	= Hydro Earthquake	**RCB1**	= Remote COP Booth 1
CTF	= Car-to-floor	**HLI**	= Load Bypass	**RCB2**	= Remote COP Booth 2
CTL	= Car-to-lobby	**HOL**	= Hot Oil	**RMT**	= Remote Auxiliary COP
CTIN	= Car Top Inspection	**HS**	= Hospital Service	**RSPF**	= Rescue System Power Fault
DPR	= Door Timeout Closing	**HSR**	= Heat Sensor	**SBT**	= Sabbath
DTO	= Door Timeout Opening	**IA**	= Infant Abduction	**SCO**	= Swing Car Operation
EEX	= Elevator Exercise	**ICIN**	= In Car Inspection	**SPB**	= Single Auto Push Button
EGR	= Emergency Recall	**IND**	= Independent Service	**SR**	= Service Request
EMT	= Mass Hospital Service	**INSP**	= Machine Room Inspection	**TEST**	= Test Mode
EPT	= Emergency Pretransfer	**ISV**	= Car In-Service	**VIP**	= Very Important Person Mode
EP_I	= Emergency Power Phase I	**LLI**	= Anti-nuisance Triggered	**VIS**	= Viscosity Mode
EP_II	= Emergency Power Phase II	**LOI**	= Low Oil	**WIL**	= Wild Mode
EQA	= Earthquake Abnormal	**MLT**	= Motor Limit Timeout		
EQHS	= Earthquake Hoistway Scan	**NAV**	= Not Available		

4.3 Car View

The Car View page can be accessed through the Hoistway View page by clicking on the Car Status button or through the Dashboard page by clicking on the Car View button; this page provides enhanced information for the selected car and serves as gate way for adjustment of the car display parameters and car commandeering options.

1. The **left column** displays the selected car hoistway view.
2. The **middle table** shows the status of the most relevant input and output status, if status is active its associated pneumonic will be displayed in **Blue** and while inactive in **Black**.
3. The **right column** is a simplified hoistway view of the elevator system.
4. To view a different car, click on desired **CAR #** in the system column.
5. **Car calls** can be, selectively for front or rear, registered by clicking on the car's column button desired landing.



4.4 Car Commands

The **Car Commands** page allows the user to command the car to perform different events while allowing event customization response to car call demand, door behavior and destination floor.

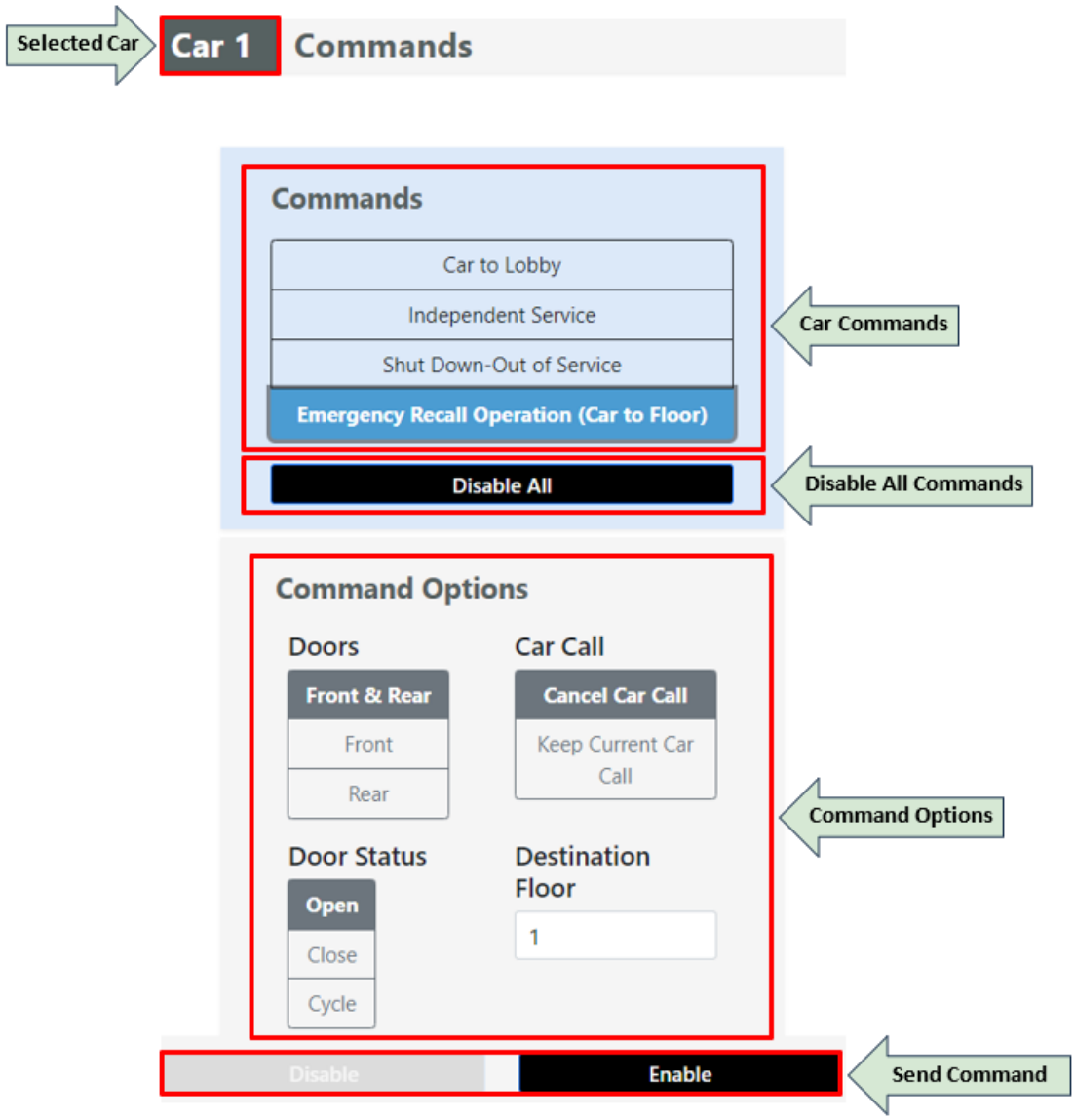
To activate an event, perform following steps:

1. Select desired car by clicking on a **CAR #** in the system column.
2. Select desired Event below the **Commands** heading.
3. If the event is to remove present car call demand then select, under **Car Call** Heading, Cancel Car Calls. If car calls are to be serviced prior to a servicing event then select **Keep Current Car Calls**.
4. Select desired door(s), front or rear, under the **Door** heading and their respective behavior under **Door Status** heading.
5. Select desired destination landing under **Destination Floor** heading.

6. Click on the **Enable button** to send the command to the Pixel car.

To de-activate an event, perform following steps:

1. Select desired car clicking on **CAR #** in the system column.
2. Click on the **Disable button** to send the command to the Pixel car. The **Disable All button** will deactivate all commands.



4.5 System Commands

The **System Commands** page allows the user to command a group of cars to perform different events.

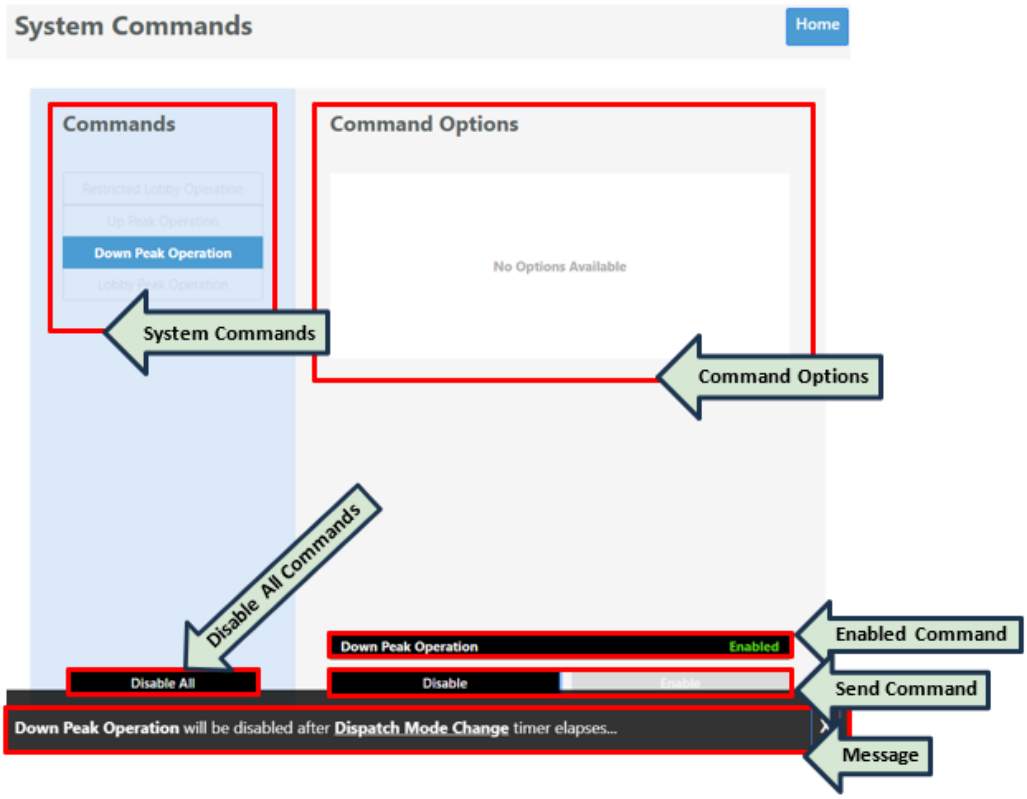
To activate an event, perform following steps:

1. From the **Dashboard page**, navigate to the **Monitoring** column and select **System Commands.**
2. Select the desired event under the **Commands** heading.

3. Select the desired options under **Command Options**, if any.
4. Click on the **Enable button** to send the command to the group.

To de-active an event, perform following steps:

1. From the **Dashboard page**, navigate to the **Monitoring** column and select **System Commands.**
2. Click on the **Disable button** to send the command to the group. The **Disable All button** will deactivate all commands. Some commands will only deactivate after a timer expires. A message will be displayed indicating that.



4.6 Car Call Lockouts

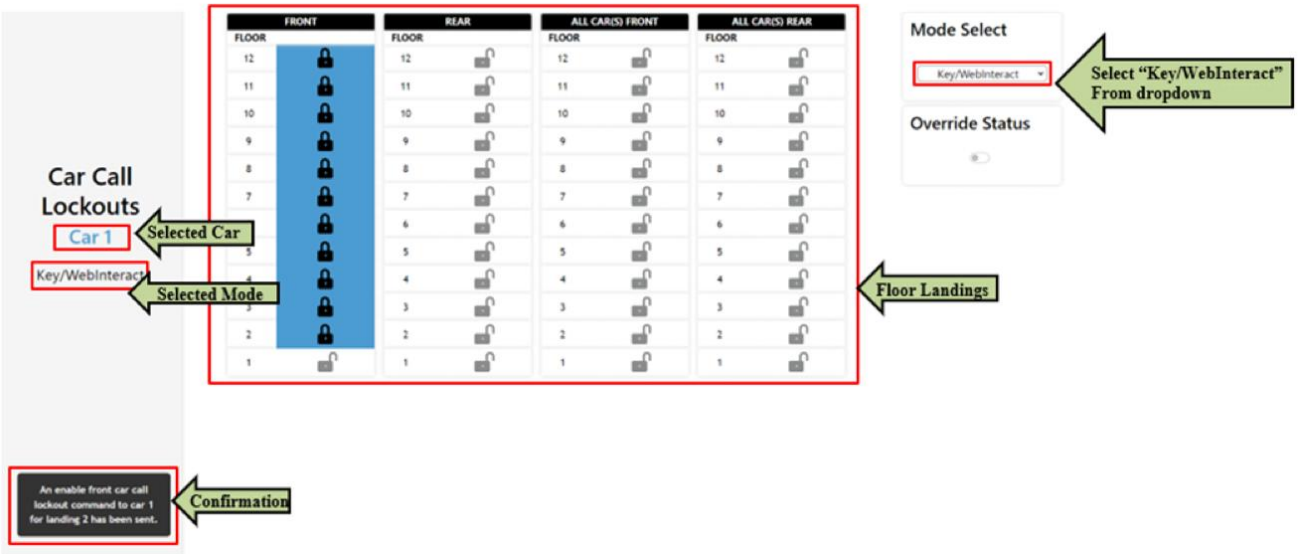
The Car Call Lockouts page allows the user to configure car call registration access, locked or unlocked, to one or all car calls on a per car or per system configuration.

NOTE: Car Call(s) with locked status can still be registered by first activating their corresponding car call lockout input, usually through a card reader car call unlock input activation.

To lockout a car call for the selected car, click on the landing number's lock icon under the **Front Lockouts** or **Rear Lockouts** column.

NOTE: A confirmation message will appear, indicating command has been sent to Pixel.

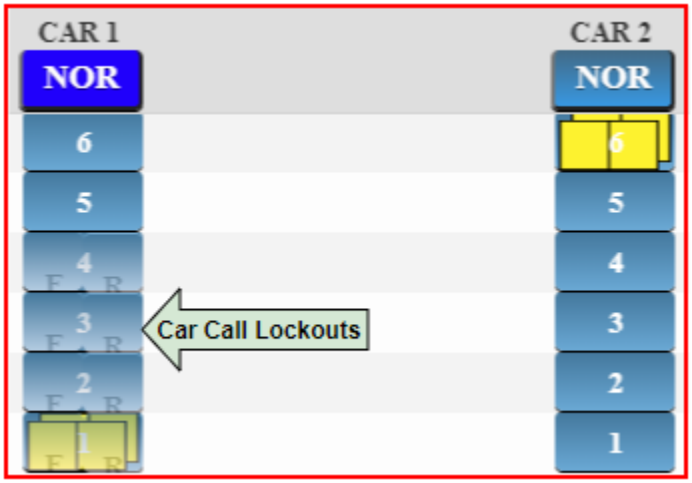
To lockout a car call for all cars in the system click on the landing number's lock icon under the **All Car(s) Front Lockouts** or **All Car(s) Rear Lockouts** column.



NOTE: A confirmation message will appear, indicating command has been sent to Pixel.

NOTE: Active car call lockouts are depicted with Greyed icons on the Hoistway page in the landing area corresponding to the locked car call.

To unlock car calls, click on the landing number's lock icon under the desired column, **Front**, **Rear, All Car(s) Front** or **All Car(s) Rear** .



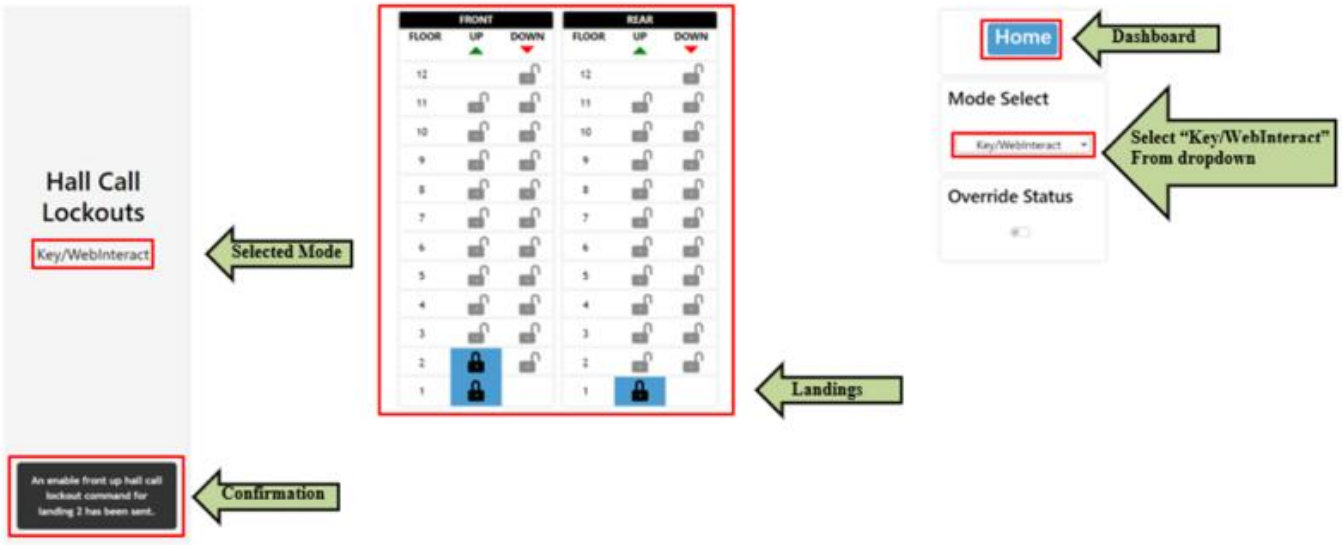
4.7 Hall Call Lockouts

The Hall Call Lockout page allows the user to configure hall call registration access, locked, or unlocked, to one or all hall calls on a per system configuration.

NOTE: Hall Call(s) with locked status can still be registered by first activating their corresponding hall call lockout input, usually through a card reader hall call unlock input activation.

To lockout hall calls for a selected landing, click on the landing number's lock icon under the **Front Up Hall Call Lockouts, Front Down Hall Call Lockouts, Rear Up Hall Call Lockouts,** or **Rear Down Hall Call Lockouts** column.

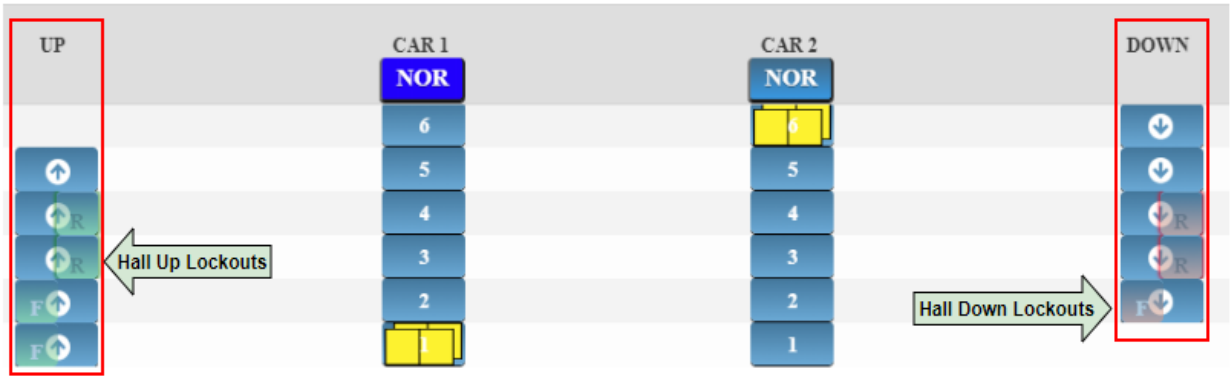
NOTE: A confirmation message will appear, indicating command has been sent to Pixel.



NOTE: Active hall call lockouts are depicted with Greyed icons in the Hoistway page in the landing area corresponding to the locked hall call.

To unlock hall calls for a selected landing, click on the landing number's lock icon under the **Front Up Hall Call Lockouts, Front Down Hall Call Lockouts, Rear Up Hall Call Lockouts,** or **Rear Down Hall Call Lockouts** column.

NOTE: A confirmation message will appear, indicating command has been sent to Pixel.

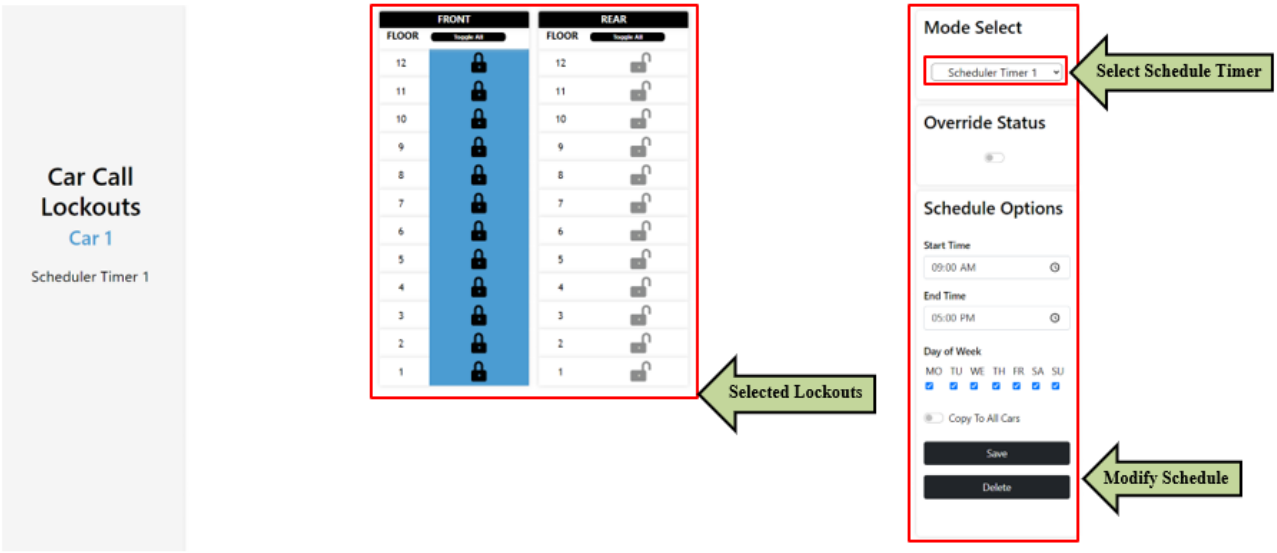


4.8 Car Call Lockout Scheduler

The Car Call Lockout Scheduler gives the user the ability to schedule Car Call Lockouts. The user provides Car Call Lockouts to be enabled, Start Time, End Time, and the Days of the Week. Once the schedule is saved and Web Interact detects that it has reached the set day and start time then the car lockouts will be sent to Pixel. The user can set up to 8 different schedules for each car.

Accessing the Scheduler

The scheduler is located within the Car Call Lockout page and is accessible by selecting a scheduled timeslot (1-8) from the dropdown menu. The user can also select “Lockout Overview” from the dropdown menu to get an overview of who is holding each Car Lockout active.



Creating a Lockout Schedule

To schedule lockouts a user selects one of the schedule timeslots from the dropdown menu. They will need to provide the following items listed below and then click the save button.

1. **Lockouts**
   The user selects which Car lockouts (Front and/or Rear Lockouts) to be activated via the checkboxes.

2. **Start Time and End Time**
   The start time (HH:MM) determines when the lockouts will be sent to Pixel. The end time determines when Web Interact will no longer consider the schedule to be active. If the user set a schedule and they are currently within the set time/day the lockouts will be sent to Pixel immediately. In the case of a server reboot/startup or if a lockout override has been deactivated, the lockouts of an active schedule will be resent to Pixel to ensure they are set. Any activated scheduled lockouts will not be deactivated at end time, user must set another schedule to achieve this.

   ⓘ **NOTE:** The scheduler follows the time set on the Windows Machine Room PC. If the Windows Machine PC time is changed the user must restart the Web Interact server for the scheduler to correctly pick up newly set time to run on.

   ⓘ **NOTE:** When there is a server reboot or deactivation of lockout override the server will run any current active schedules. If multiple schedules are overlapping the will be executed in chronological order.

   ⓘ **NOTE:** If you want to have a schedule with START/END time that spans into the next day you will have to create additional schedules to accomplish this. For example, the following requires two schedules to be set.

   Start Time: 3:00 PM
   End Time: 2:00 AM

   To be able to do this you create one schedule from 3:00 PM to 12:00 AM and another from 12:00 AM to 2:00 AM.

3. **Days of Week**
   The user can select every day of the week but must select at least one day the lockouts will be activated.

4. **Copy To All Cars (Optional)**

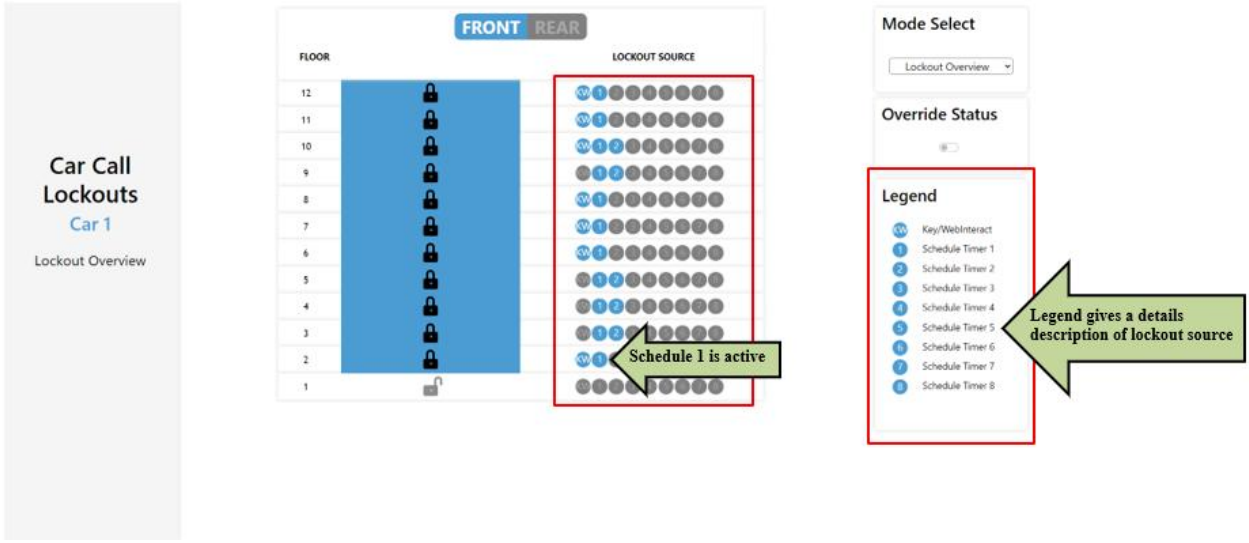
If this switch is set when a schedule is saved the schedule will be copied to all cars in the system. For example, if we are setting schedule 1 and enable “Copy to All Cars” then all cars will have the same lockouts saved in their schedule 1 slot.

Deleting a Lockout Schedule

A schedule can be deleted by first selecting the schedule from the dropdown menu and then clicking the delete button. The user will be prompted to confirm the deletion.

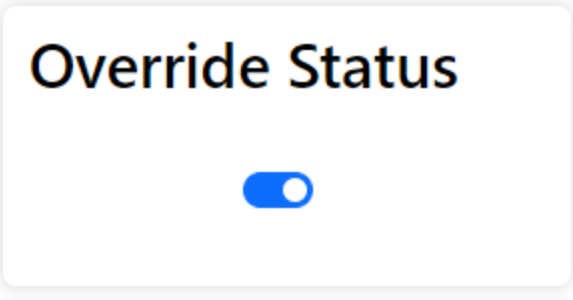
Lockout Overview page

The overview page can be viewed by selecting “Lockout Overview” from the dropdown menu. This page provides the currently active Car lockouts for each floor and who is holding the lockout activate currently. Any of the scheduled time slots and/or the “Key/WebInteract” Hall Call Lockouts can hold a lockout active. The “Key/WebInteract” Car Call Lockouts is the default Car Call Lockout page (Refer to section 4.6).



Override Status

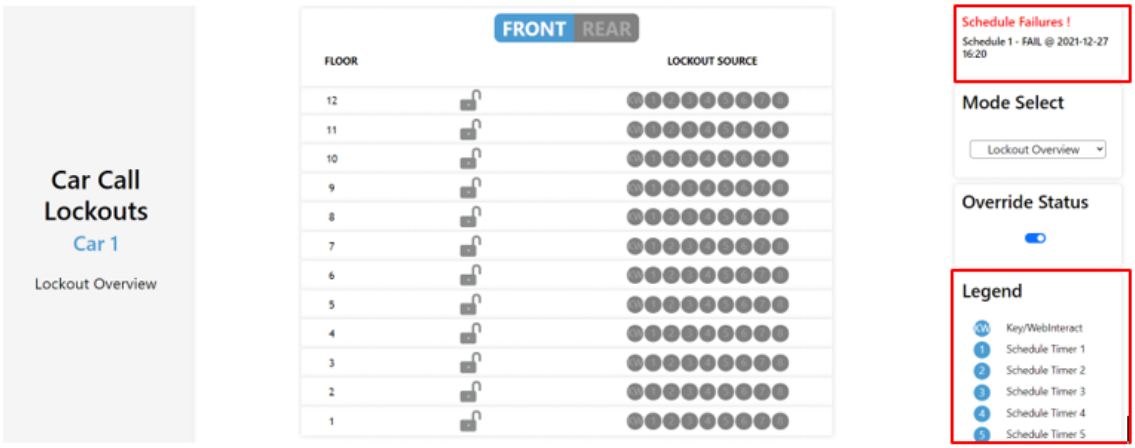
The override status indicates if there is a Car Lockout override set in the Pixel Car. The user can enable/disable override from Web Interact by toggling the “Override Status” switch. When override is active the car will disable all car lockouts and will not accept any lockouts sent from Web Interact.



NOTE: When Web Interact detects that the override is activate and then is deactivated it will check for any schedule that is currently active and resends the Car Call Lockouts to the selected car.

Scheduling Failures

If there are any scheduling failures it will be indicated on the “Overview” page. Scheduling failures indicates Pixel did not get all the lockouts set by the scheduler. The page must be refreshed to get the latest updates.



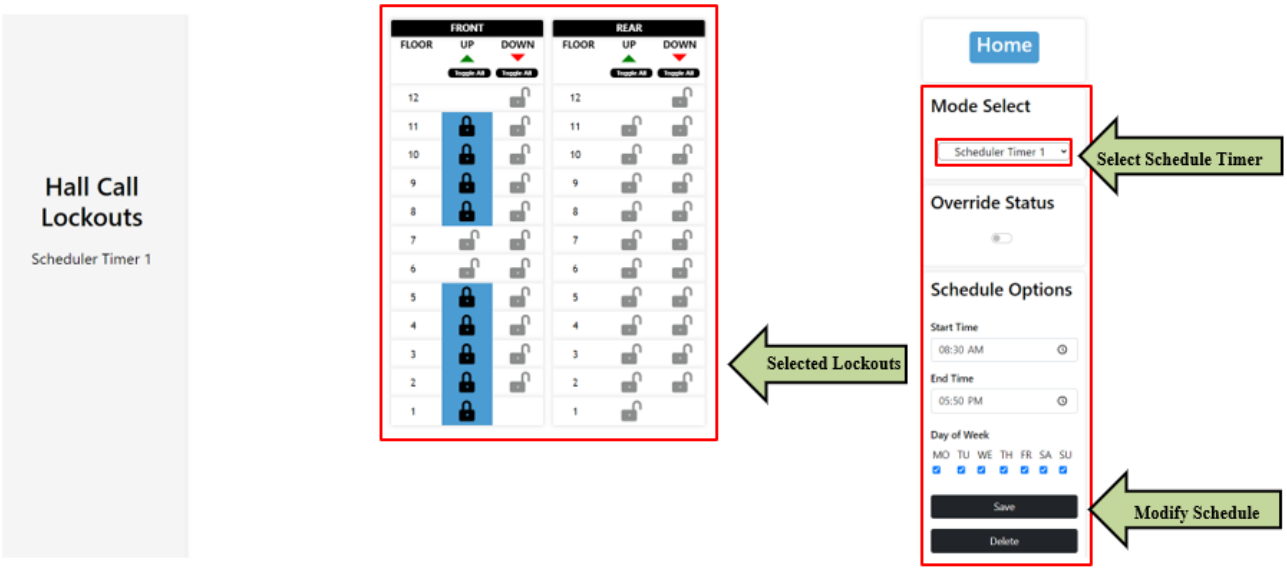
4.9 Hall Call Lockout Scheduler

The Hall Call Lockout Scheduler gives the user the ability to schedule Hall Call Lockouts. The user provides Hall Call Lockouts to be enabled, Start Time, End Time, and the Days of the Week. Once the schedule is saved and Web Interact detects that it has reached the set day and start time then the hall lockouts will be sent to Pixel. The user can set up to 8 different schedules.

Accessing the Scheduler

The scheduler is located within the Hall Call Lockout page and is accessible by selecting a scheduled timeslot from 1 to 8 from the dropdown menu. The user

can also select “Lockout Overview” from the dropdown menu to get an overview of who is holding each Hall Lockout active.



Creating a Lockout Schedule

To schedule lockouts a user selects one of the schedule timeslots from the dropdown menu. They will need to provide the following items listed below and then click the save button.

1. **Lockouts**
   The user selects which Hall lockouts (Front Up, Front Down, Rear Up, Rear Down) to be activated via the lock icon buttons.

2. **Start Time and End Time**
   The start time (HH:MM) determines when the lockouts will be sent to Pixel. The end time determines when Web Interact will no longer consider the schedule to be active. If the user set a schedule and they are currently within that set time/day the lockouts will be sent to Pixel immediately. In the case of a server reboot/startup or if a lockout override has been deactivated, the lockouts of an active schedule will be resent to Pixel to ensure they are set. Any activated scheduled lockouts will not be deactivated at end time, user must set another schedule to achieve this.

   NOTE: The scheduler follows the time set on the Windows Machine Room PC. If the Windows Machine PC time is changed the user must restart the Web Interact server for the scheduler to correctly pick up newly set time to run on.

NOTE: When there is a server reboot or deactivation of lockout override the server will run any current active schedules. If multiple schedules are overlapping the will be executed in chronological order.

NOTE: If you want to have a schedule with START/END time that spans into the next day you will have to create additional schedules to accomplish this. For example, the following requires two schedules to be set.

Start Time: 3:00 PM
End Time: 2:00 AM

To be able to do this you create one schedule from 3:00 PM to 12:00 AM and another from 12:00 AM to 2:00 AM.

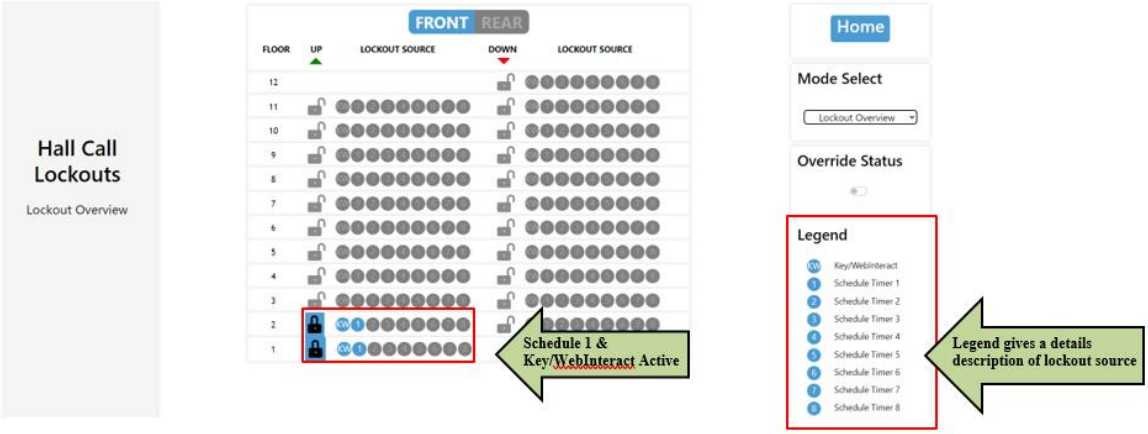
3. **Days of Week**
   The user can select every day of the week but must select at least one day the lockouts will be activated.

Deleting a Lockout Schedule

A schedule can be deleted by first selecting the schedule from the dropdown menu and then clicking the delete button. The user will be prompted to confirm the deletion.

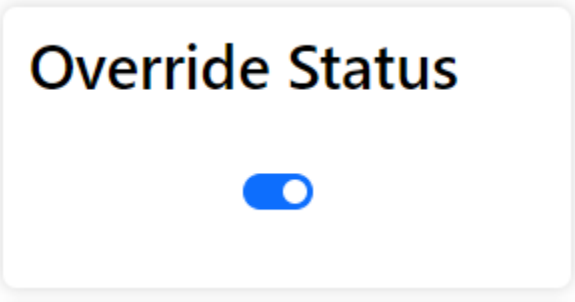
Overview page

The overview page can be viewed by selecting “Lockout Overview” from the dropdown menu. This page provides the currently active Hall lockouts for each floor and who is holding the lockout activate currently. Any of the scheduled time slots and/or the “Key/WebInteract” Hall Call Lockouts can hold a lockout active. “Key/WebInteract” Hall Call Lockouts is the default Hall Call Lockout page (Refer to section 4.6).



Override Status

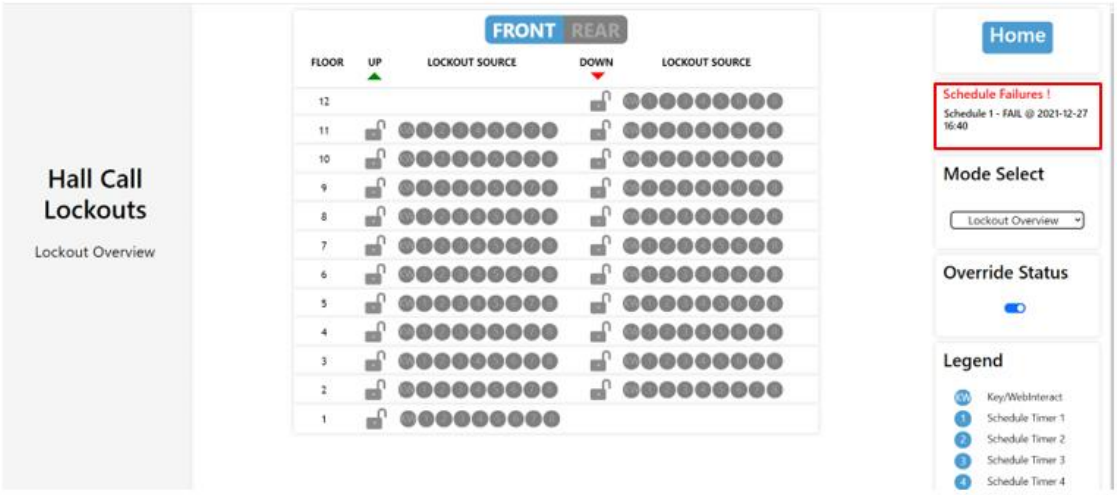
The override status indicates if there is a Hall Lockout override set in the Pixel Master. The user can enable/disable override from Web Interact by toggling the "Override Status" switch. When override is active the Master car will disable all hall lockouts and will not accept any lockouts sent from Web Interact.



NOTE: When Web Interact detects that the override is active and then is deactivated it will check for any schedule that is currently active and resends the Hall Call Lockouts to the Master car.

Scheduling Failures

If there are any scheduling failures it will be indicated on the "Lockout Overview" page. Scheduling failures indicates Pixel did not get all the lockouts set by the scheduler. The page must be refreshed to get the latest updates.

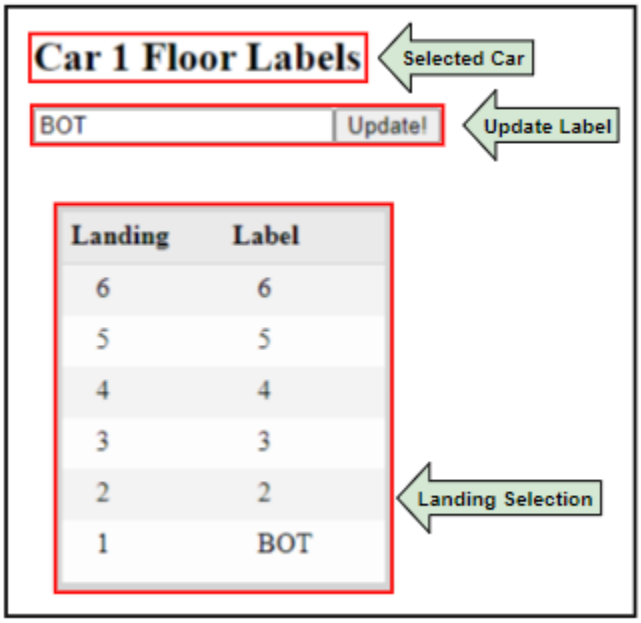


4.10 Floor Labels

The Floor Label page allows changes to the floor labels displayed on WebInteract Hoistway View and Car View.

NOTE: Changes to WebInteract floor labels do not change floor labels in Pixel controller or position indicator display units. To change the floor labels on the controller side, please refer to the controller installation and adjustment manual.

To change a floor label for the selected car, click on desired landing number and its corresponding landing label will appear in the Update! window, where the label can be changed. Once new label is entered hit the **Update!** Button to store value.

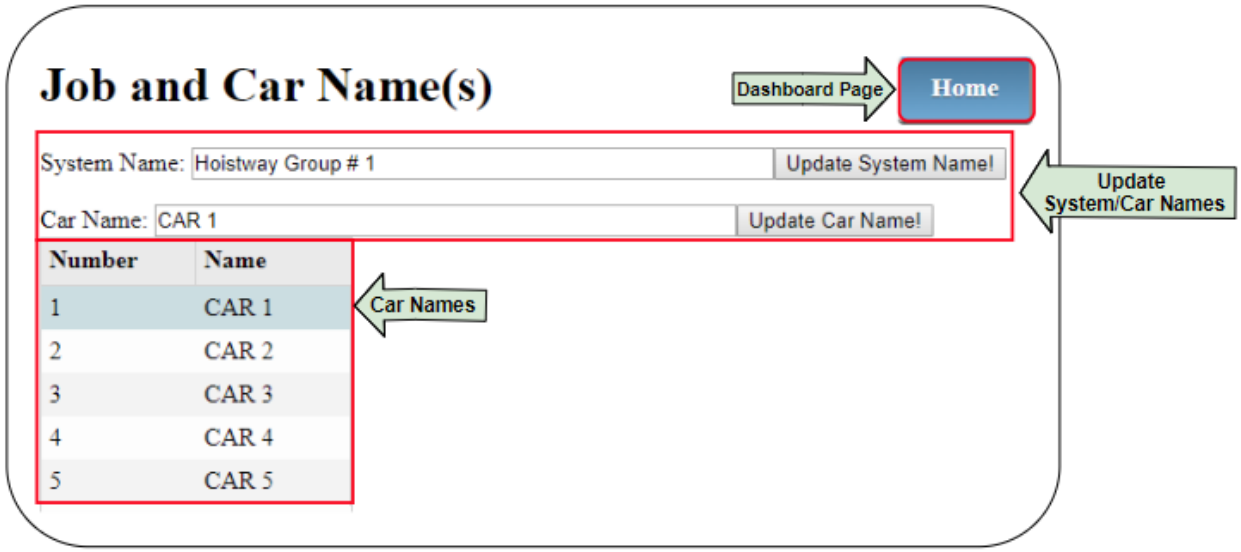


4.11 Job and Car Name(s)

WebInteract Car and System names are set on this page. They can be configured to match the job site name and car names.

To change a System's name, click on the **System Name** window and edit the text to the desired name. Click "**Update System Name!**" to confirm.

To change a car's name, click on the name under the **Name** column of the desired car and edit the text in the Car Name window to the desired name. Click "**Update Car Name!**" to confirm.



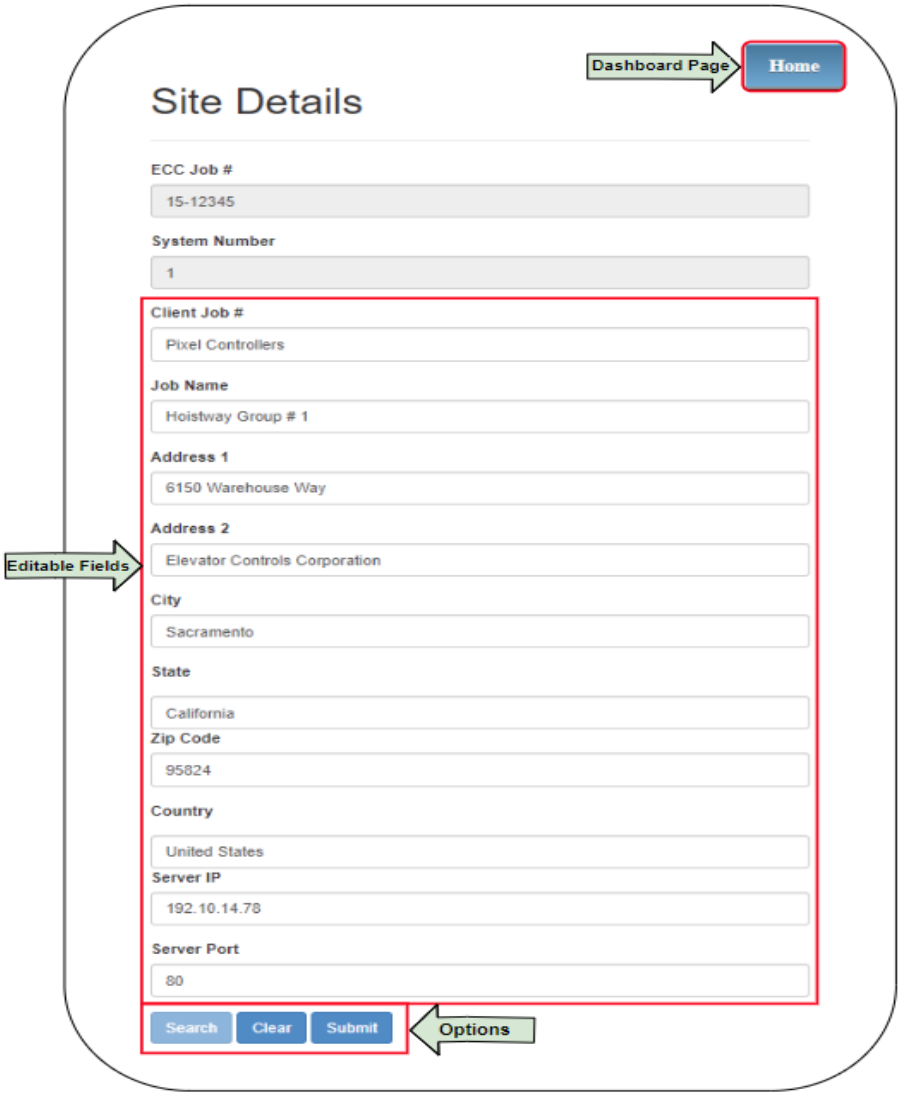
4.12 Site Details

The purpose of this page is to edit a job site's address and server information. The address provided will be used internally when sending notifications via Text or Email. The IP address and port configurations are used to enable remote monitoring access via Ethernet connection.

NOTE: Placing the mouse over a textbox's title provides more details of what is to be provided by the user.

Fill in the information contained in the red box labeled **"Editable Fields"** as seen in the figure below and then click the **"Submit"** button to commit changes.

NOTE: Server IP and Server Port are used only if remote monitoring access is to be provided; these data is to be provided by the building IT network administrator, Values are not required to run machine room PC.



4.13 Configure Connection

Configure Connection page is used to set the number of monitored cars by the WebInteract PC for both simplex and multi car groupless system. It also stores the IP Address determining which network the Pixel controller is expected to be connected to.

NOTE: These settings should only be changed if instructed by Elevator Controls technical support.

1. Set the Pixel Cars to the number of cars corresponding to this installation. If the value of Pixel Cars parameter is less than the actual number of Pixel cars in the system, WebInteract will use the communicated number of cars from the P-MP controller. If the communicated value of Pixel Cars is less than the actual number of cars in the system, WebInteract will use the value here. WebInteract will always use the largest number from the two.

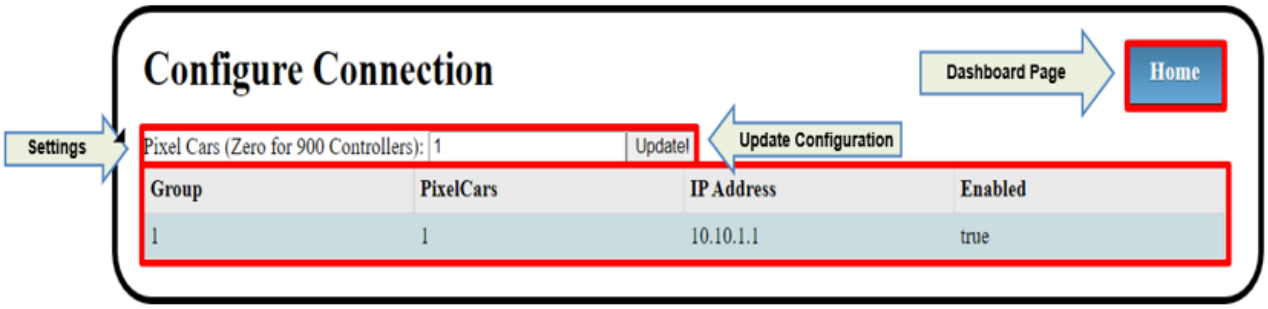
    1.1 Set the "IP Address" field to 10.10.1.1, its default value

    1.1 Set the "Group" field to 1, its default value.

1.1 Set the "Enabled" field to true, its default value.

NOTE: For **G900 group** configuration set the value of “PixelCars” to “0”. Then Click “**Update!**”.

NOTE: The example below depicts parameter settings to monitor a two car groupless Pixel controller system.



4.14 Manage Notifications

Manage Notification page allows an Administrator to configure who will be the recipient(s) of event notifications, when notifications will be sent (date/time/days) and the method of communication(s).

Each notification can be sent via email and/or phone text messages. Notifications are sent whenever an event or a change of mode of operation is triggered by the group system or by a car. This feature conveniently and quickly alerts off-site personnel whenever an event occurs. There is no limit on the number of accounts that can be added to the notification system.

NOTE: For this feature to work, WebInteract will require an internet connection.

NOTE: Notification programming for this feature can only be performed by users with Administrator rights account.

1. To add an account to the notification system, provide a name and the name of the company (optional). Under the phone section, enter a 10-digit number (numerical values only), check ‘Use Phone to Notify’ if notifications should be sent via text messages, and select your phone company provider.

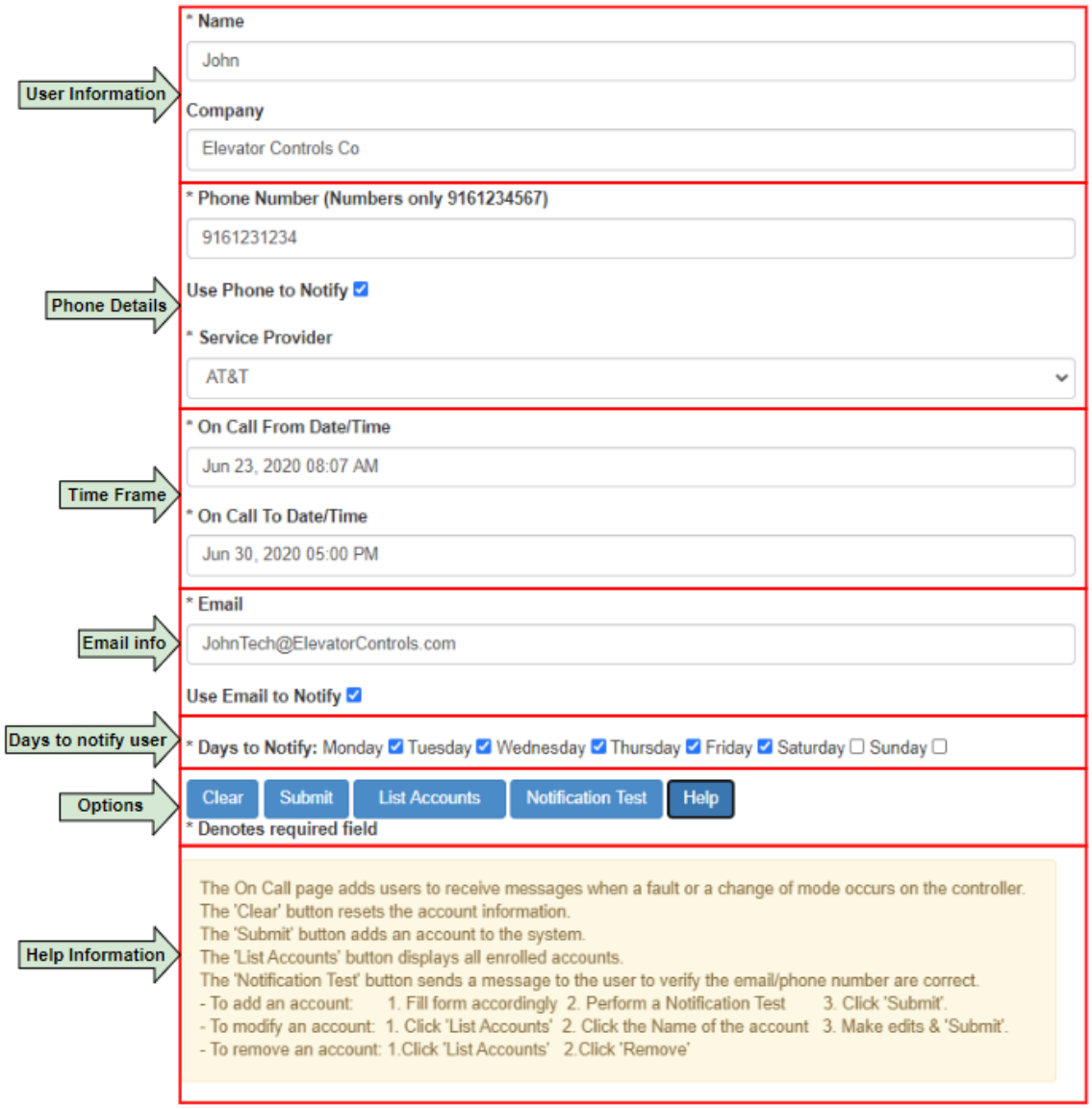
2. Select the date range and the time frame to indicate the time window for recipient to be notified. Enter an email and check ‘Use Email to Notify’ if notifications should be sent via email messages. Check the days of the week to specify which days within the date range the notifications should be sent.

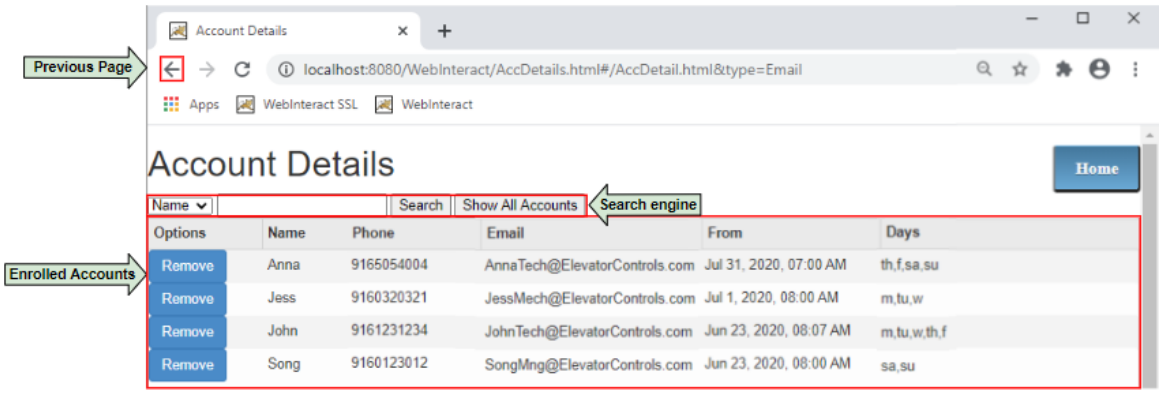
3. Click the ‘Notification Test’ button to test if the user’s email and/or phone text messages can be notified. If no notification was received, verify the email and/or the phone detail sections are correct, and the appropriate checkboxes are checked. Click ‘Submit’ to enroll the account to the notification system.

To modify an account, click the ‘List Accounts’ button to display accounts currently enrolled into the system. Locate the account by utilizing the search engine and click on the account. Make changes to the account information and click ‘Submit’ to confirm changes.

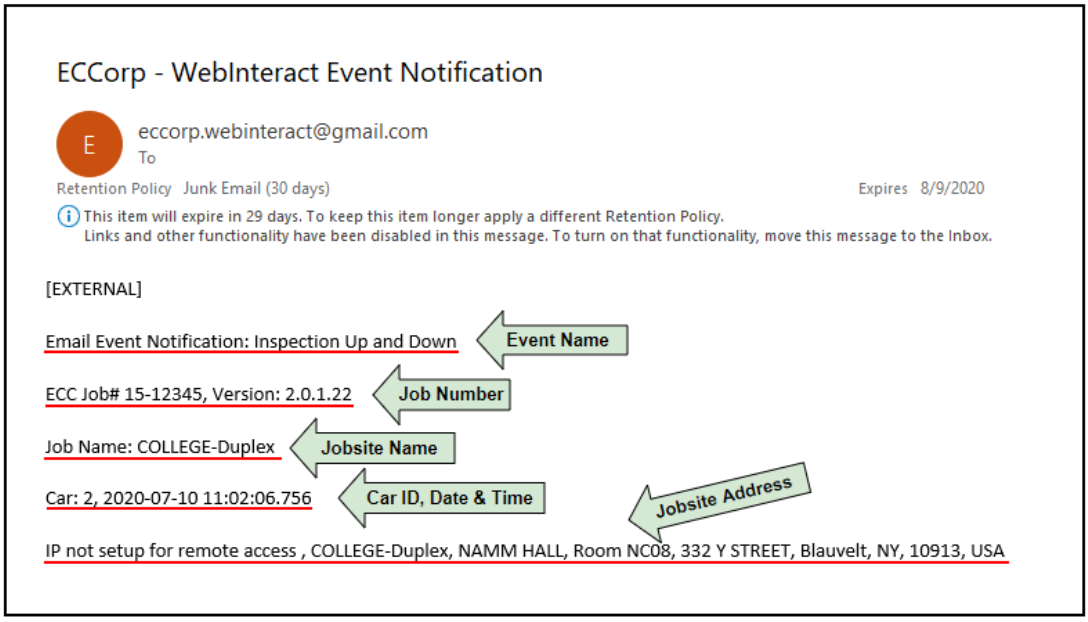
To remove an account, click the ‘List Account’ button and search for the account using the search engine. Click the ‘Remove’ button to permanently remove the account from the system.

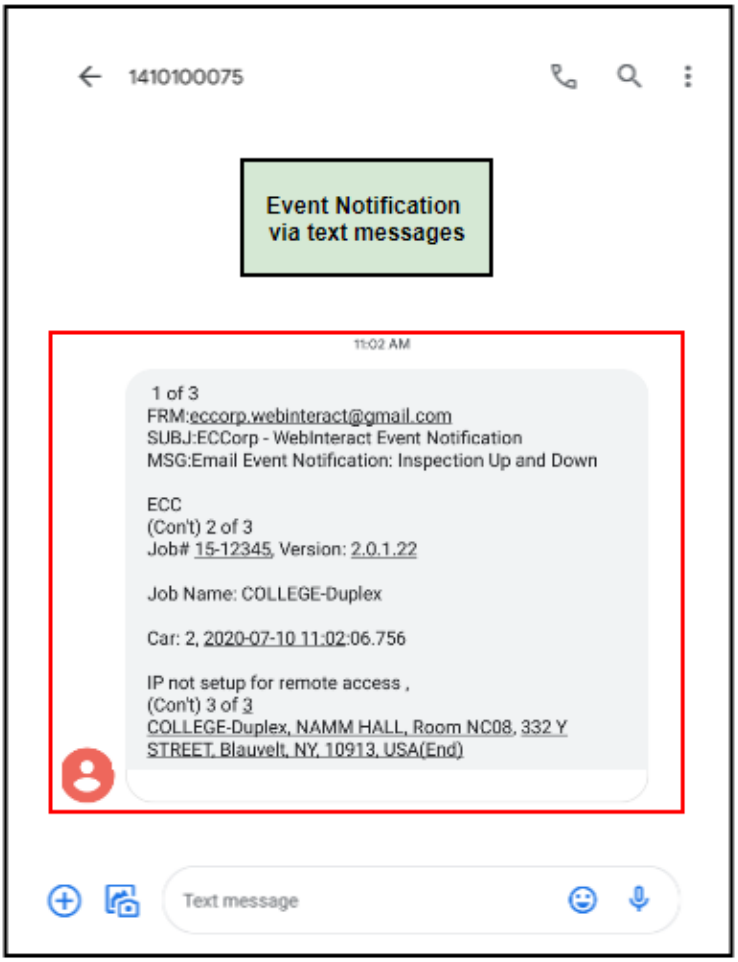
Manage On Call Accounts





Following are examples of WebInteract emailed notifications as may appear on a PC or a mobile device.



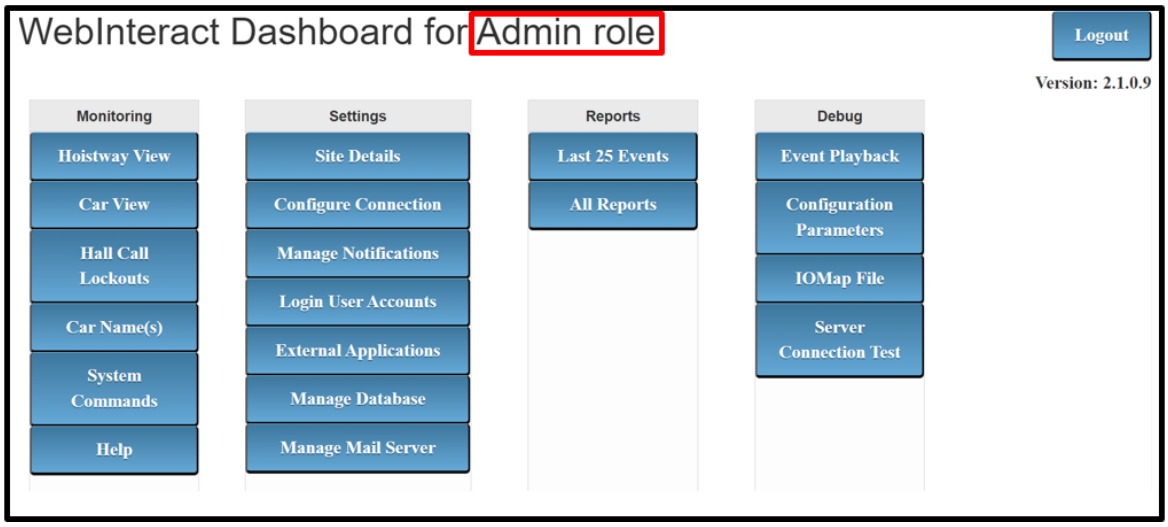


4.15 Manage Login User Accounts

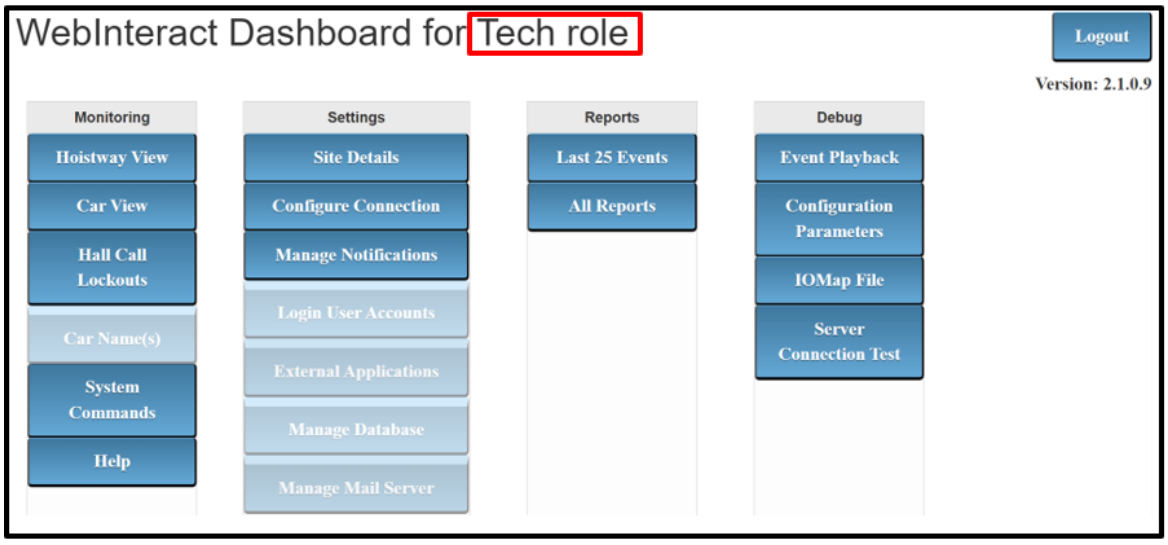
The Manage Login User Account page is used to control if an account has the rights to access certain information generated by WebInteract. Accounts can be created, deleted and/or modified by the Administrator account. Each account has a role which is used to determine their data accessibility rights to WebInteract features.

The four roles an account can be identified as:

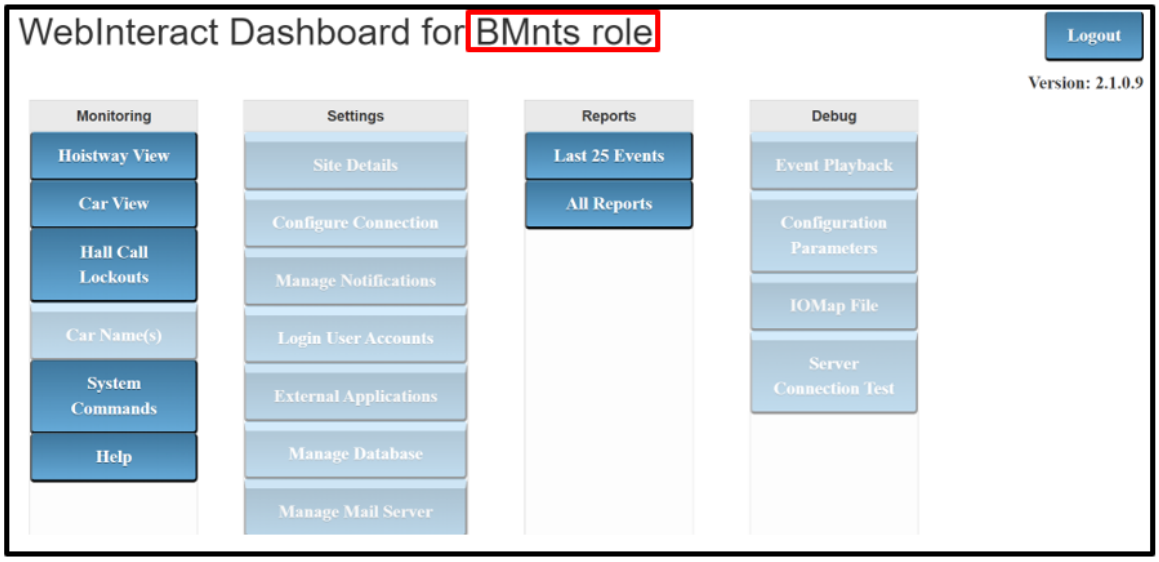
1. Administrator (Admin): Full access to WebInteract



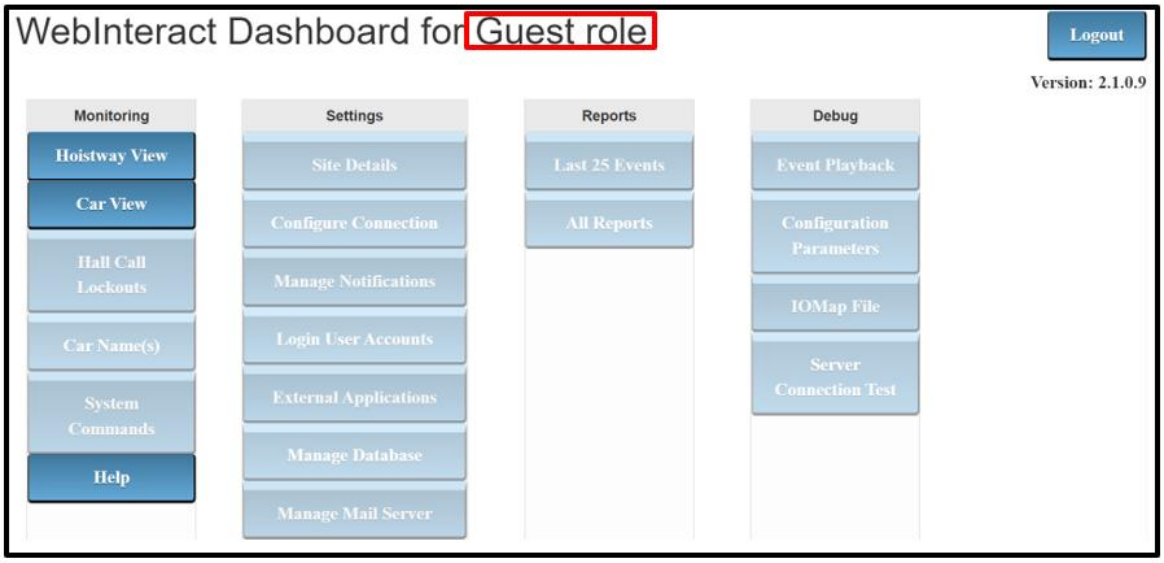
2. Technician (Tech): Limited access to Monitoring, Settings, and Reports



3. Building Maintenance (BMnts): Limited access to Monitoring and Report features.



4. Guest**:** Limited access to Monitoring features

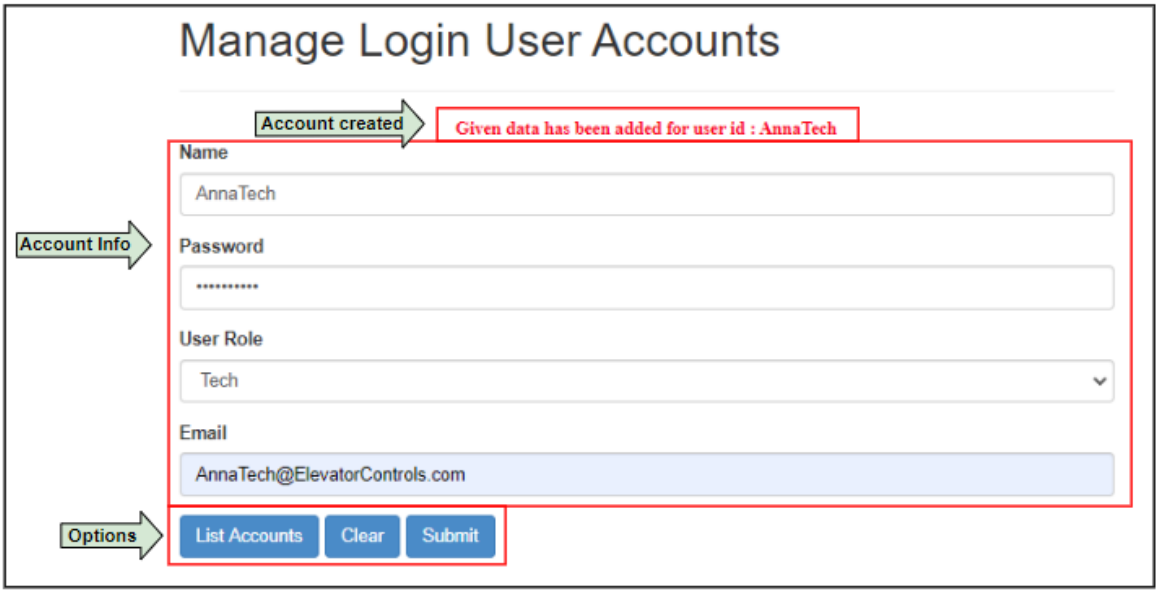


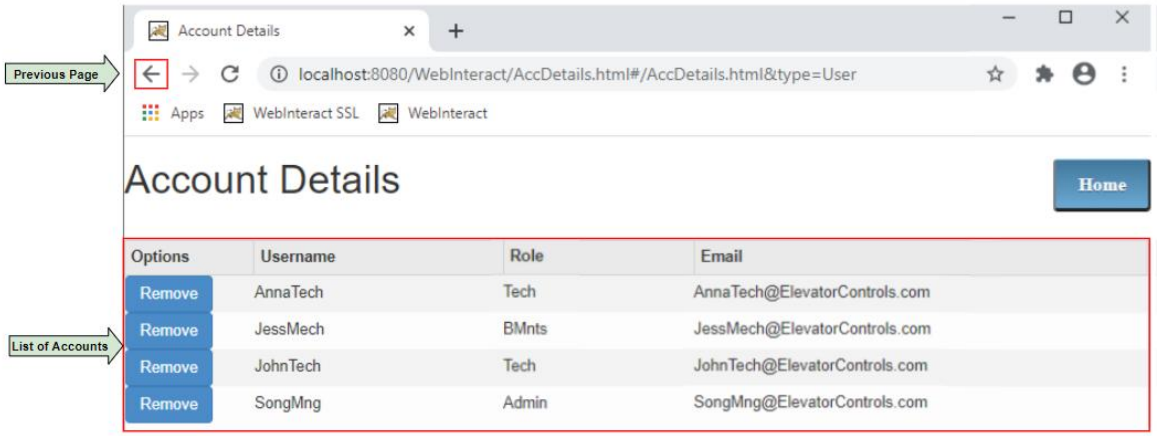
To create a new account, provide the username and password . Select the role of the account, enter an email address and then click ‘Submit’ to complete.

To modify an account information, click the ‘List Accounts’ button to list all accounts that has access to WebInteract. Click on an account and make changes to the account information. Click the ‘Submit’ button to confirm changes.

To remove an account, click the ‘List Account’ button to list all the accounts in the system. Click the ‘Remove’ button to permanently remove the account from the system.

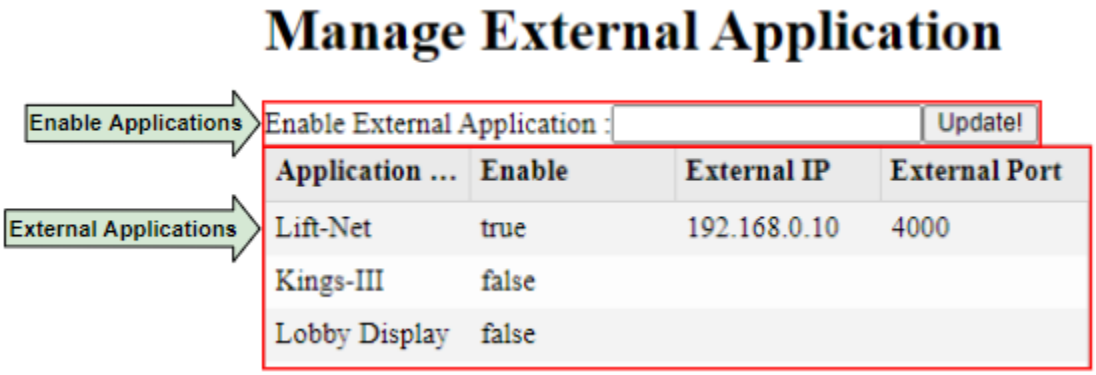
NOTE: The account “customer” cannot be deleted or altered.





4.16 Manage External Application

WebInteract has the capabilities to interface with other monitoring applications from a third-party such as Lift-Net and Kings-III.

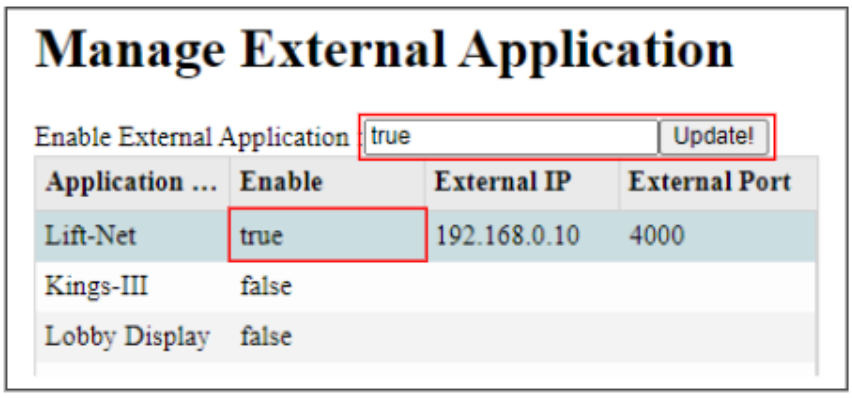


NOTE: Only one Lift-Net or Kings-III can be enabled at one time. If one of them is enabled, the other must be disabled. To disable an application, click on the application's Enable column, enter "false" in the text field and then click "Update!" to apply changes. A computer reset is required.

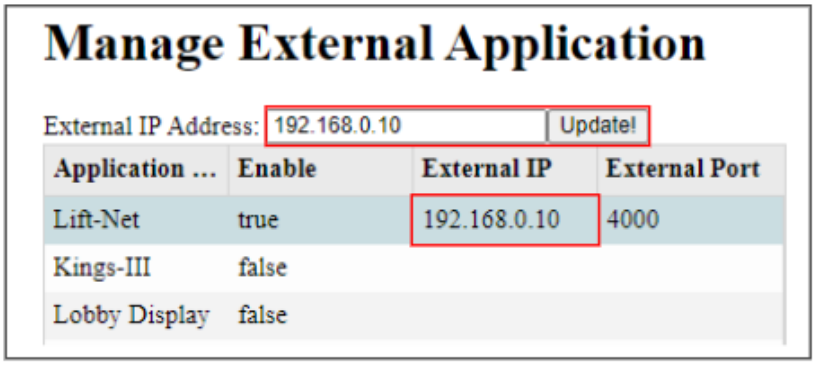
Lift-Net Interface

The following describes the steps to interface Lift-net Monitoring tool with WebInteract:

1. Click on "false" under Lift-Net's Enable column and enter in "true" inside of "Enable External Application" text field. Click "Update!" to apply changes.

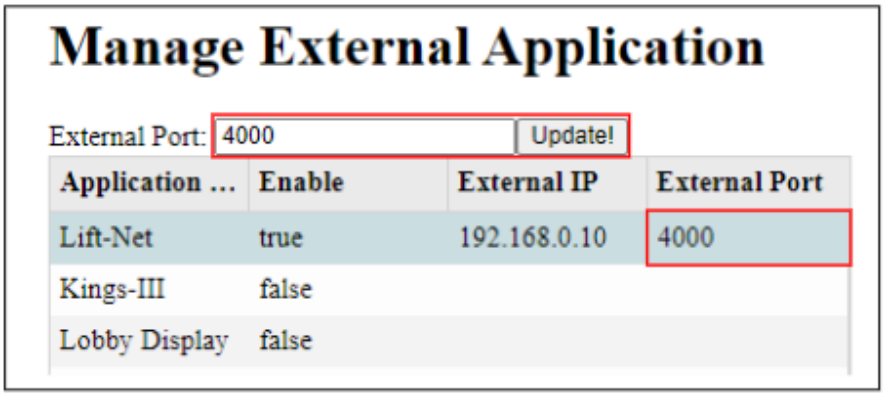


2. Click on the empty box under Lift-Net's External IP column and enter the assigned IP address provided by Lift-Net. Click "Update!" to apply changes.

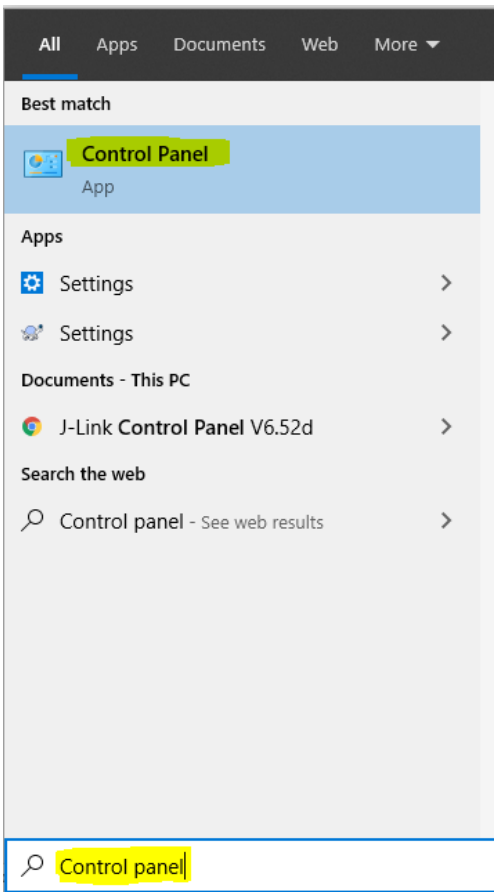


NOTE: Contact Lift-Net technical support to obtain the IP Address of their monitoring system.

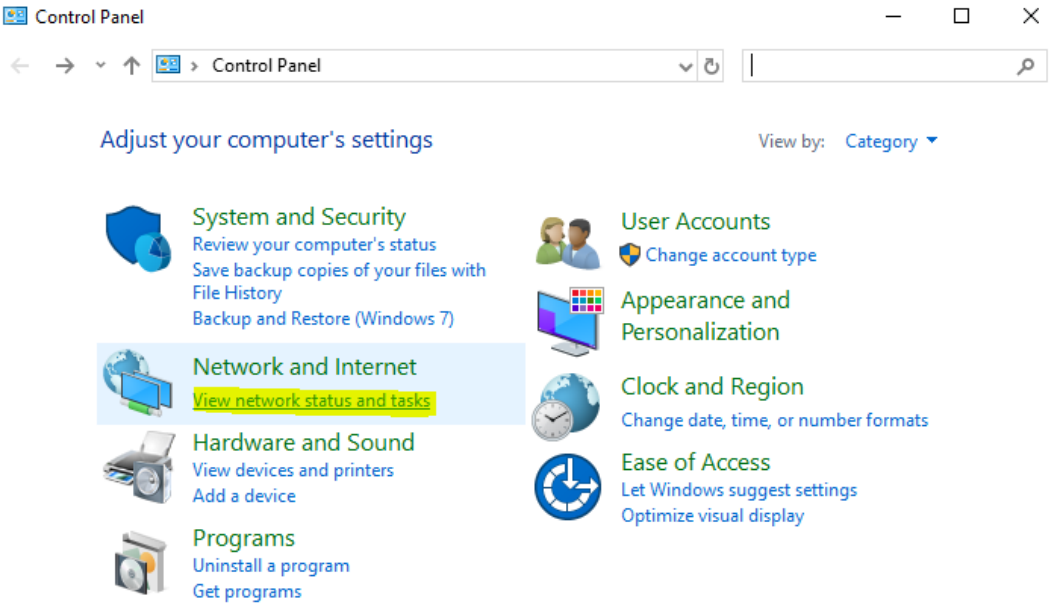
3. Click on the empty box under Lift-Net's External Port column and enter the port number "4000". Click on "Update!" to apply changes.



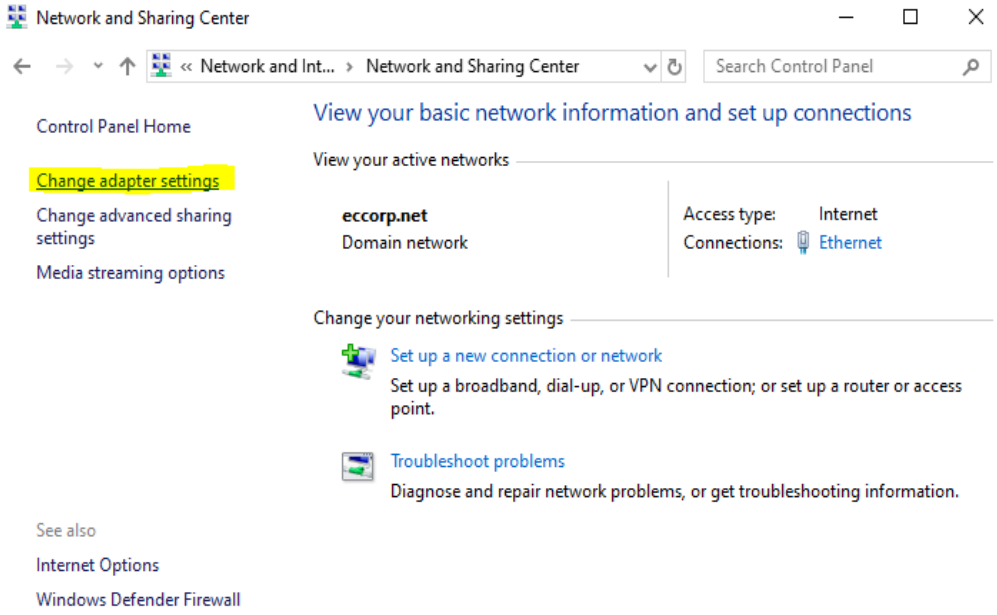
4. Plug in the USB-Ethernet Adapter to the WebInteract PC into an available PC USB port and assign its IP Address to the IP Address provided by Lift-Net per instructions below:
    a. Click on the Windows Start icon and type "Control panel" into its search bar. Click on "Control Panel" application at the top of the list.



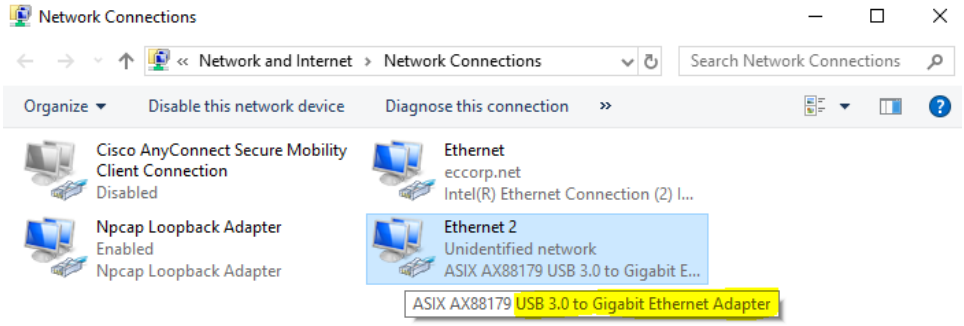
b. Click “View network status and tasks”.



c. Click “Change adapter settings".

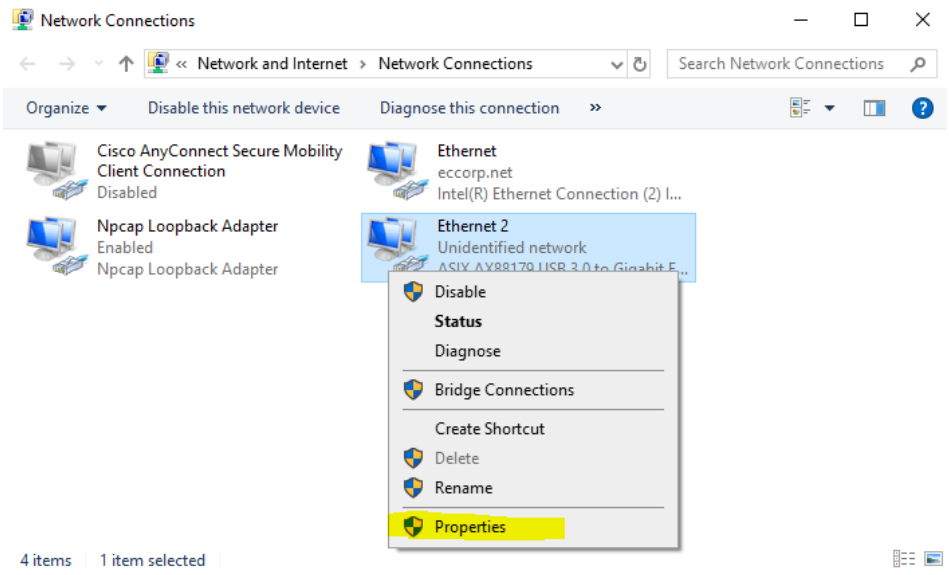


d. Determine which Ethernet Connection the USB-Ethernet Adapter is assigned to by hovering the mouse cursor over them. The USB-Ethernet Connection will have a description like “USB 3.0 to gigabit Ethernet Adapter”.

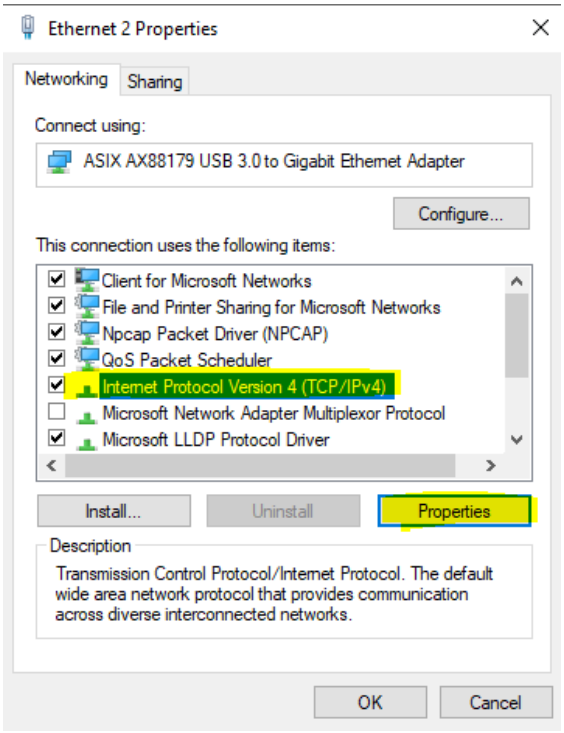


NOTE: Another method is to unplug the USB-Ethernet Adapter and see which Ethernet connection disappears from the list. Plug in the adapter again and the newly added Ethernet connection is the USB-Ethernet Adapter.

e. Right-click the USB-Ethernet Adapter Connection and click “Properties”.

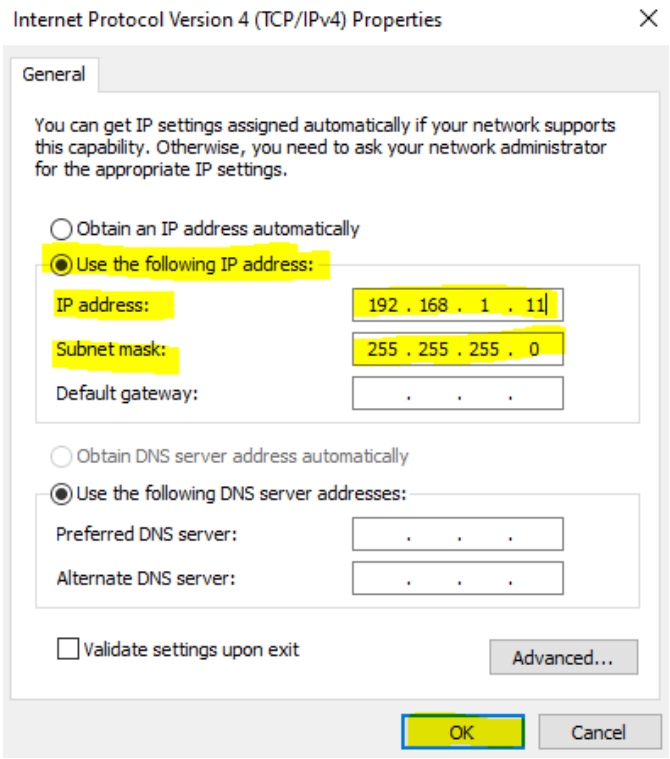


f. Select “Internet Protocol Version 4 (TCP/IPv4)” and click “Properties”.

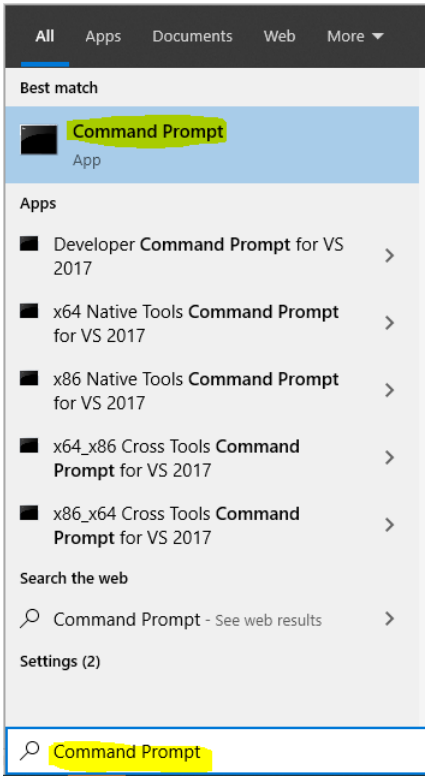


g. Select “Use the following IP address:” and enter the assigned IP Address provided by Lift-Net into the IP Address field. Enter the

Subnet Mask of “255.255.255.0” and click “Ok”

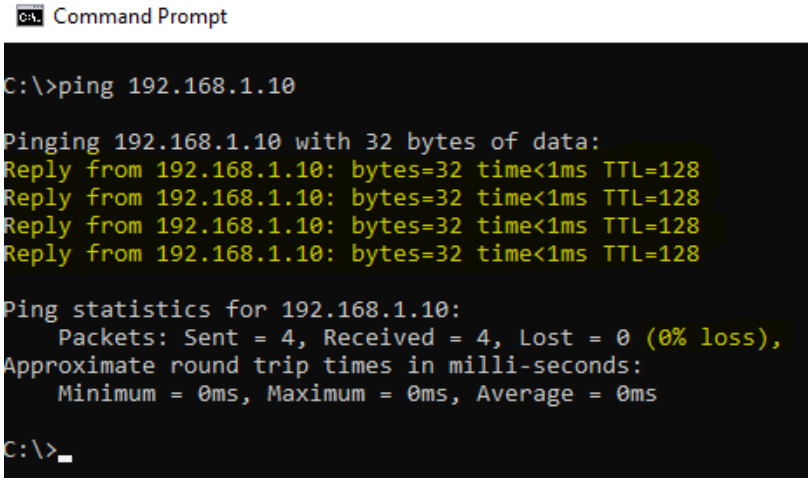


h. Click on the Windows Start icon and enter “Command Prompt” into its search bar. Click on "Command Prompt" at the top of the list.

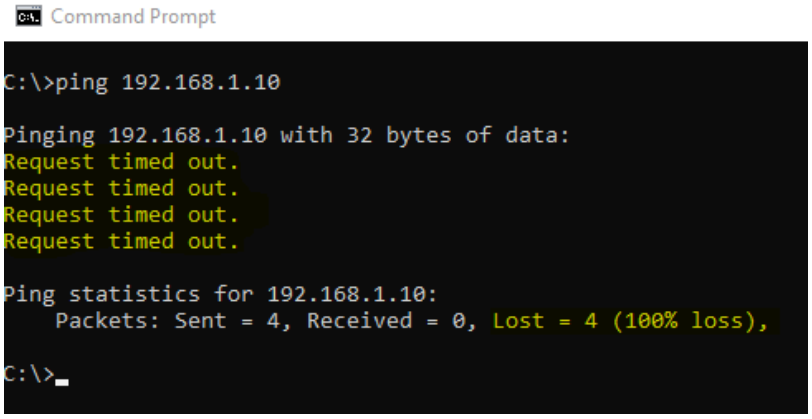


i. Verify the network connection between WebInteract to Lift-Net PC/Server by pinging the Lift-Net PC/Server IP Address, refer to section 3.4 entry e for instructions on how to use the Ping command. For example, if the Lift-Net PC/Server IP Address is 192.168.1.10, enter the command “ping 192.168.1.10” in the Command Prompt and hit enter.

a) A successful ping command will display similar text in the highlighted section below. This informs us that WebInteract PC can communicate with Lift-Net PC/Server. Continue to Step 5.

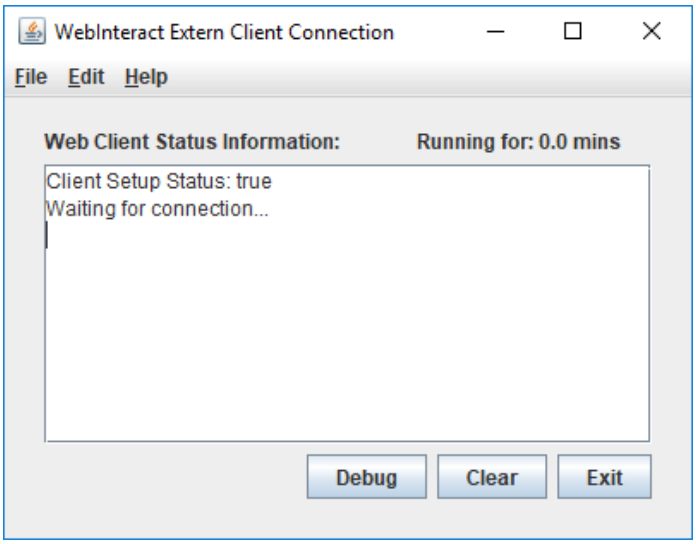


b) If the command fails, reseat and verify each connection are securely plugged in. Repeat the same ping test again. If it fails, contact Lift-Net Technical Support to verify if the Lift-Net PC/Server is running.

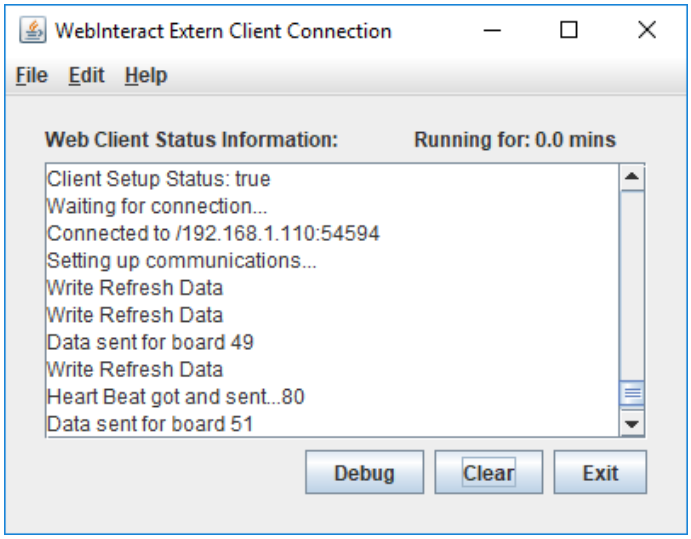


5. Restart the WebInteract PC. Login to INTERACT and allow the scripts to run. Username: customer password: elevator

6. A program called “WebInteract Extern Client Connection” will attempt to connect to Lift-Net PC/Server. The following message means WebInteract is ready and waiting for a connection from Lift-Net. It will take a moment for the Extern Client to establish a connection. If connection is not made after about 2 minutes check all the IP configurations set in previous steps, check the physical ethernet connections and check if the Lift-Net program is running.



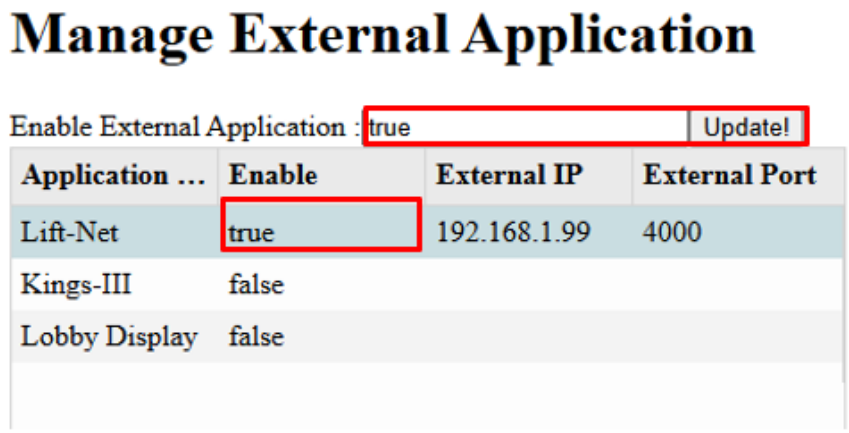
7. A successful connection to Lift-Net will display similar text to window below, verify Lift-Net operation per Lift-Net instructions.



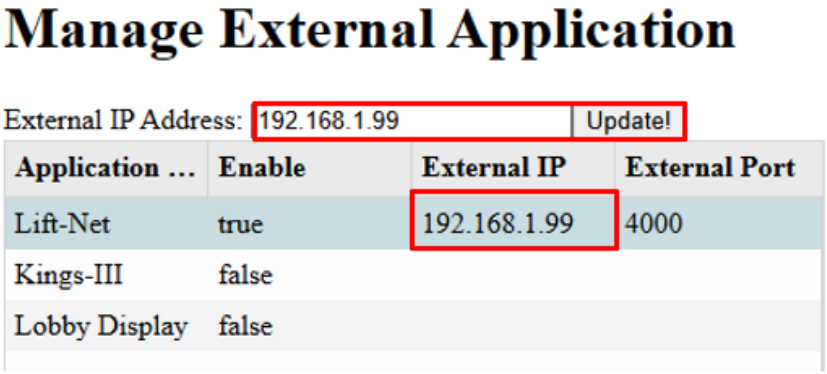
BACNet Interface

The following describes the steps to interface BACNet from WebInteract.

1. Click on “false” under Lift-Net’s Enable column and enter in “true” inside of “Enable External Application” text field. Click “Update!” to apply changes.



2. Click on the box under Lift-Net’s External IP column and enter “192.168.1.99”. For a BACNet setup this IP is the address of the Raspberry PI and will always remain the same. Click “Update!” to apply changes.



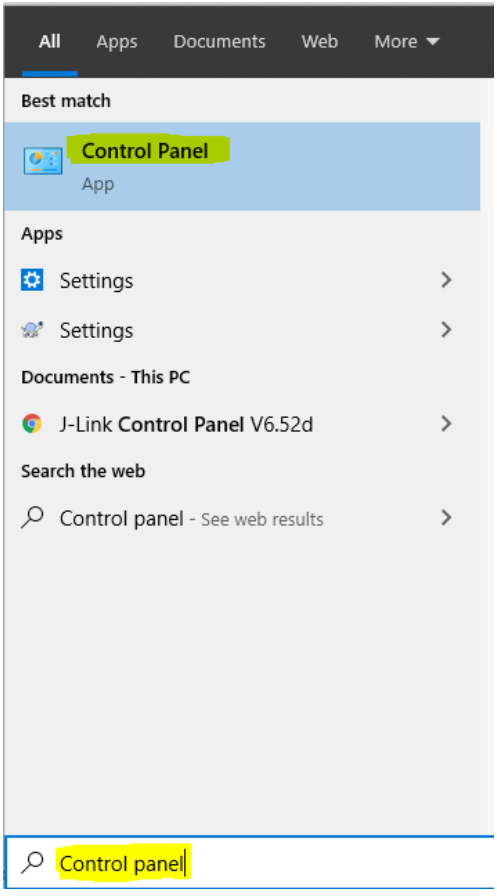
3. Click on the empty box under Lift-Net’s External Port column and enter the port number “4000”. Click on “Update!” to apply changes.

Manage External Application

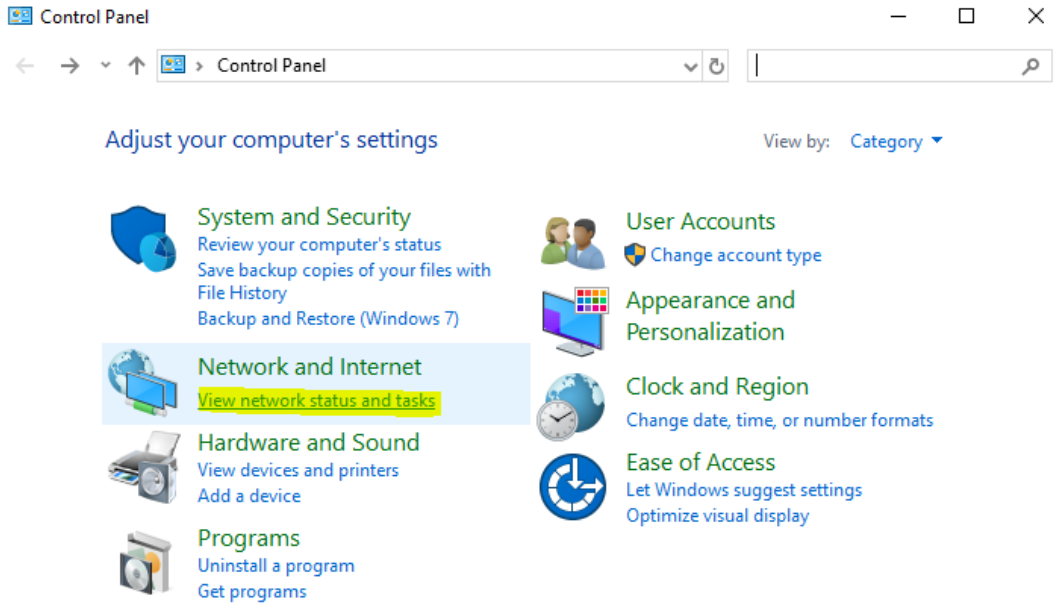
External Port: 4000 Update!

Application …	Enable	External IP	External Port
Lift-Net	true	192.168.1.99	4000
Kings-III	false		
Lobby Display	false		

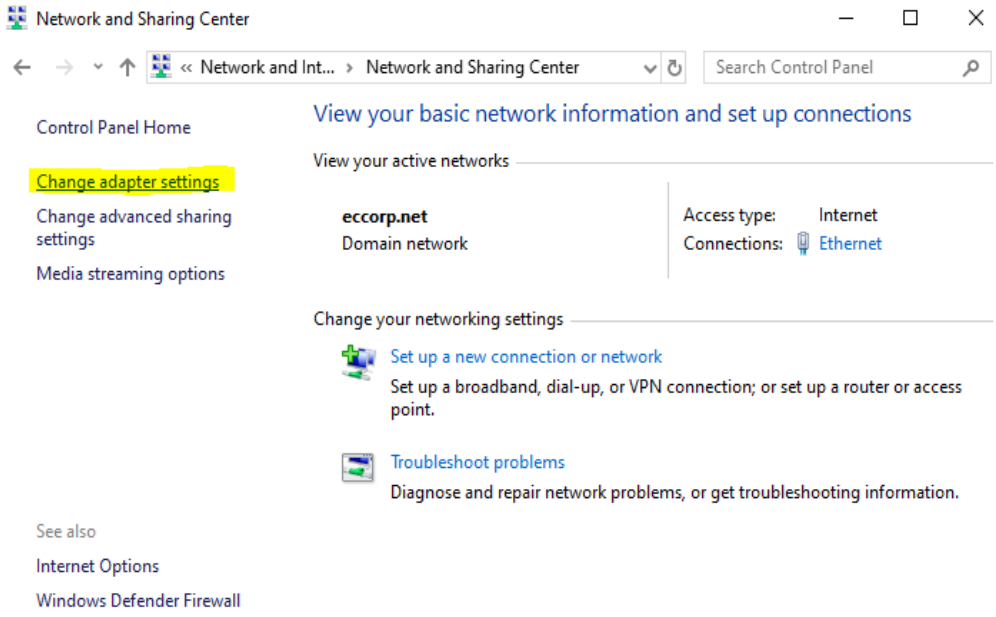
4. Plug in the USB-Ethernet Adapter to the WebInteract PC into an available PC USB port and assign its IP Address per instructions below:
    a. Click on the Windows Start icon and type “Control panel” into its search bar. Click on “Control Panel” application at the top of the list.



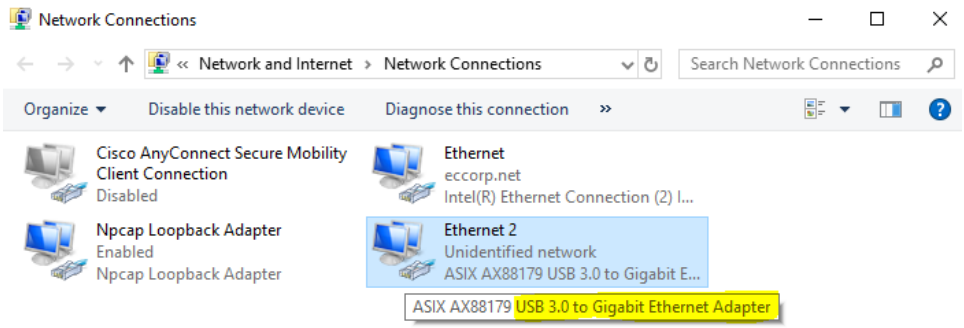
b. Click “View network status and tasks”.



c. Click “Change adapter settings".

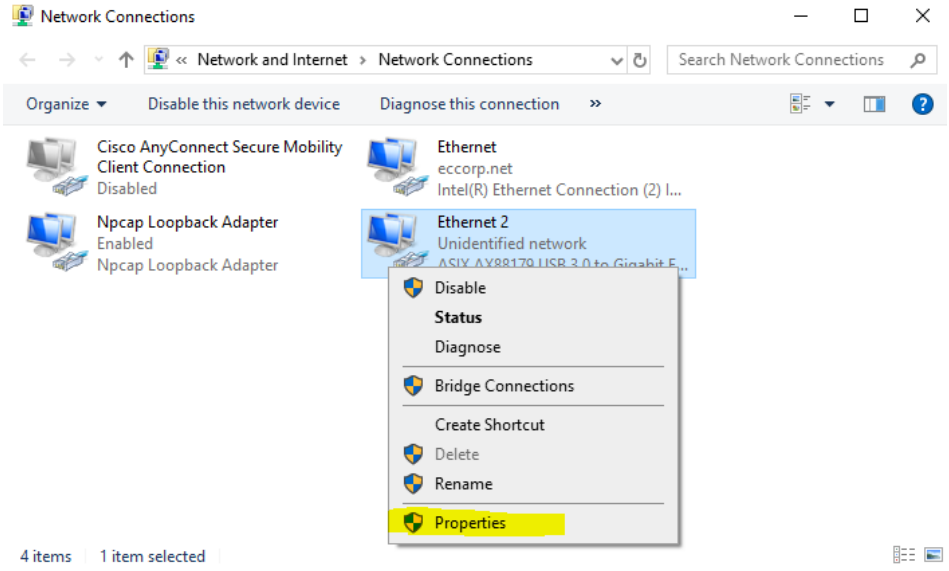


d. Determine which Ethernet Connection the USB-Ethernet Adapter is assigned to by hovering the mouse cursor over them. The USB-Ethernet Connection will have a description like “USB 3.0 to gigabit Ethernet Adapter”.

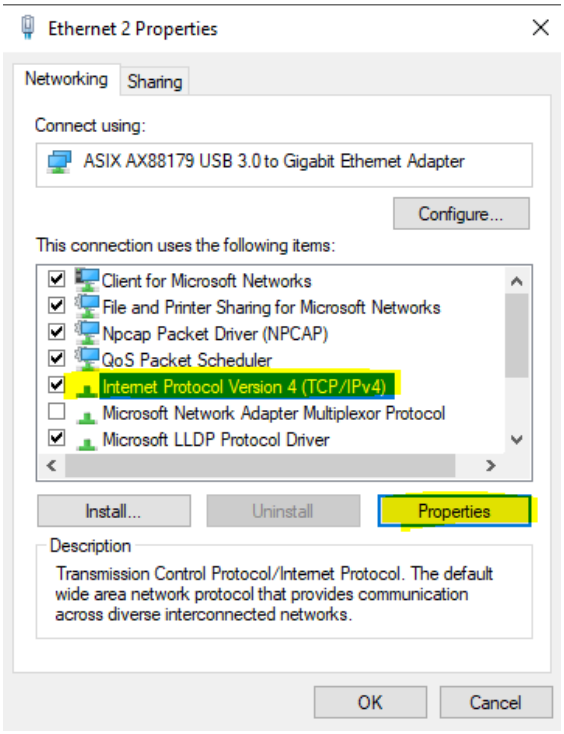


NOTE: Another method is to unplug the USB-Ethernet Adapter and see which Ethernet connection disappears from the list. Plug in the adapter again and the newly added Ethernet connection is the USB-Ethernet Adapter.

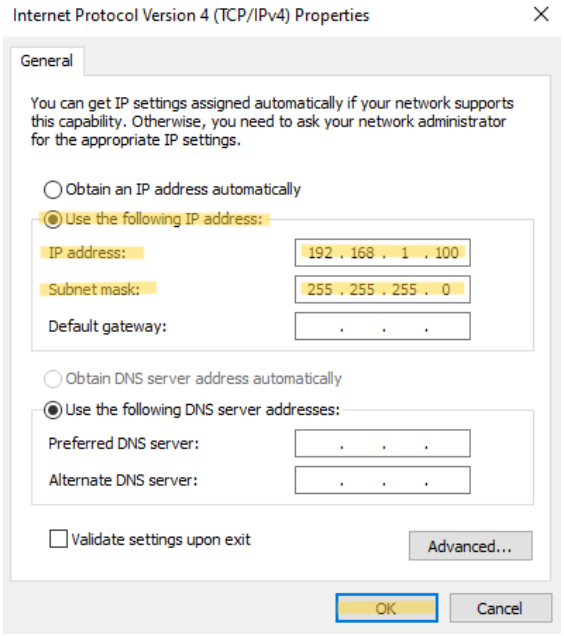
e. Right-click the USB-Ethernet Adapter Connection and click "Properties".



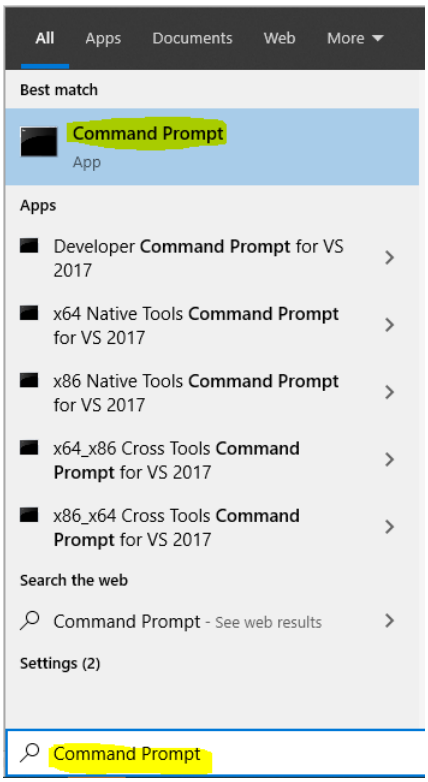
f. Select "Internet Protocol Version 4 (TCP/IPv4)" and click "Properties".



g. Select “Use the following IP address:” and enter “192.168.1.100” into the IP Address field. Enter the Subnet Mask of “255.255.255.0” and click “Ok”



h. Click on the Windows Start icon and enter “Command Prompt” into its search bar. Click on "Command Prompt" at the top of the list.



i. Verify the network connection between WebInteract to BACNet Raspberry PI by pinging the IP Address, refer to section 3.4 entry e for instructions on how to use the Ping command. Enter the command “ping 192.168.1.99” in the Command Prompt and hit enter.

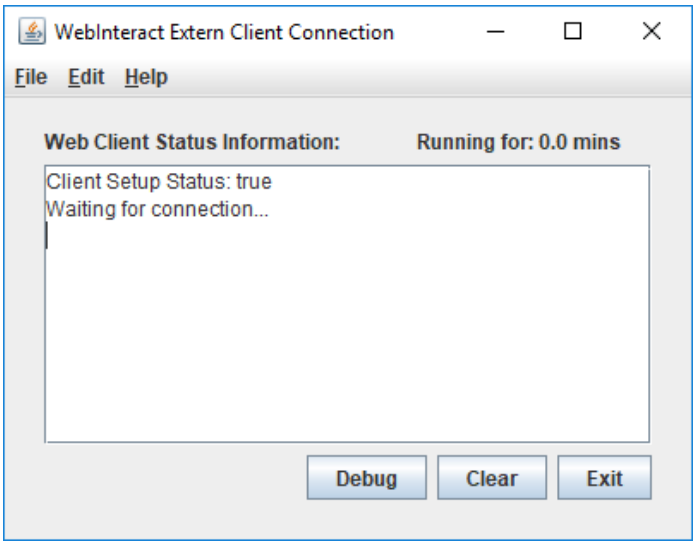
   a) A successful ping command will display similar text in the highlighted section below. This informs us that WebInteract PC can communicate with BACNet Raspberry PI. Continue to Step 5.

```
C:\>ping 192.168.1.99

Pinging 192.168.1.99 with 32 bytes of data:
Reply from 192.168.1.99: bytes=32 time<1ms TTL=64
Reply from 192.168.1.99: bytes=32 time<1ms TTL=64
Reply from 192.168.1.99: bytes=32 time<1ms TTL=64
Reply from 192.168.1.99: bytes=32 time<1ms TTL=64

Ping statistics for 192.168.1.99:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 0ms, Maximum = 0ms, Average = 0ms

C:\>
```

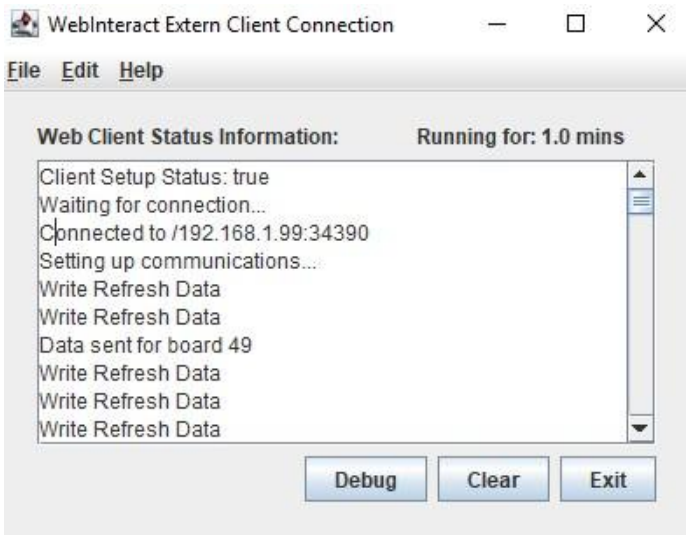
b) If the command fails, reseat and verify each connection are securely plugged in. Repeat the same ping test again. The green LEDs on both ends of the ethernet cables should be blinking and BACNet Raspberry PI should be powered on.

```
C:\>ping 192.168.1.99

Pinging 192.168.1.99 with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 192.168.1.99:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),

C:\>
```

5. Restart the WebInteract PC. Login to INTERACT and allow the scripts to run. Username: customer password: elevator
6. A program called “WebInteract Extern Client Connection” will attempt to connect to BACNet Raspberry PI. The following message means WebInteract is ready and waiting for a connection. It will take a moment for the Extern Client to establish a connection. If connection is not made after about 2 minutes check all the IP configurations set in previous steps, check the physical ethernet connections and check if Raspberry PI is running.



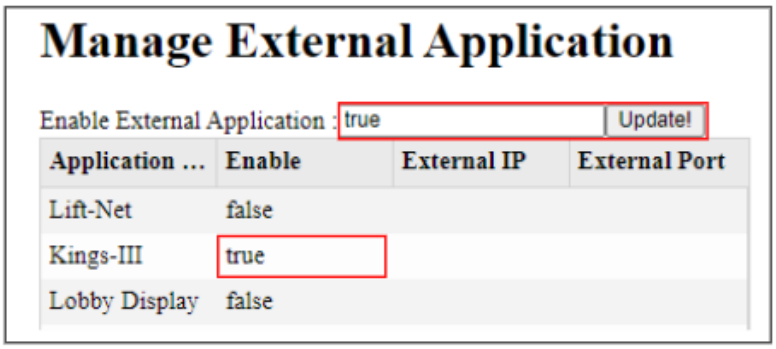
7. A successful connection to BACNet Raspberry PI will display similar text to window below.



Kings-III Interface

The following describes the steps to interface Kings-III Monitoring tool to WebInteract.

8. Click on “false” under Kings-III’s Enable column and enter “true” inside of “Enable External Application” text field. Click “Update!” to apply changes.



9. Connect the DB9 to DB9 serial cable connector.
    a. Connect one end to the USB to Serial adapter connected to the Machine Room PC.
    b. Connect the other end to Kings-III monitoring serial port.
10. Verify Kings III interface performance per Kings III instructions.

Vantage Connect Interface

The following describes the steps to interface Vantage Connect to WebInteract.

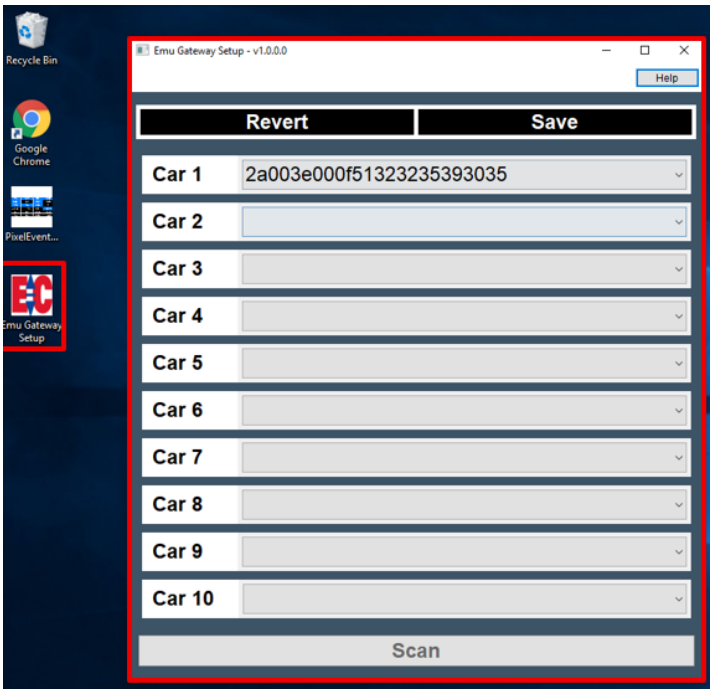
1. Click on “false” under Vantage Connect’s Enable column and enter “true” inside of “Enable External Application” text field. Click “Update!” to apply changes.

Manage External Application

Enable External Application : true Update!

Application ...	Enable	External IP	External Port
Lift-Net	false		
Kings-III	false		
Lobby Display	false		
Schindler Cube	false		
Vantage Connect	true		

2. Once enabled, reset the PC. The interfacing software for Vantage Connect will run after boot.
3. The communication to Vantage Connect will not happen until Pixel car to Emu gateway mapping has been set up. To setup, navigate to the desktop and open software named “Emu Gateway Setup.exe” (If not found it is also located in “C:\ECCorp”). This program must be run as admin user INTERACT or another admin account.



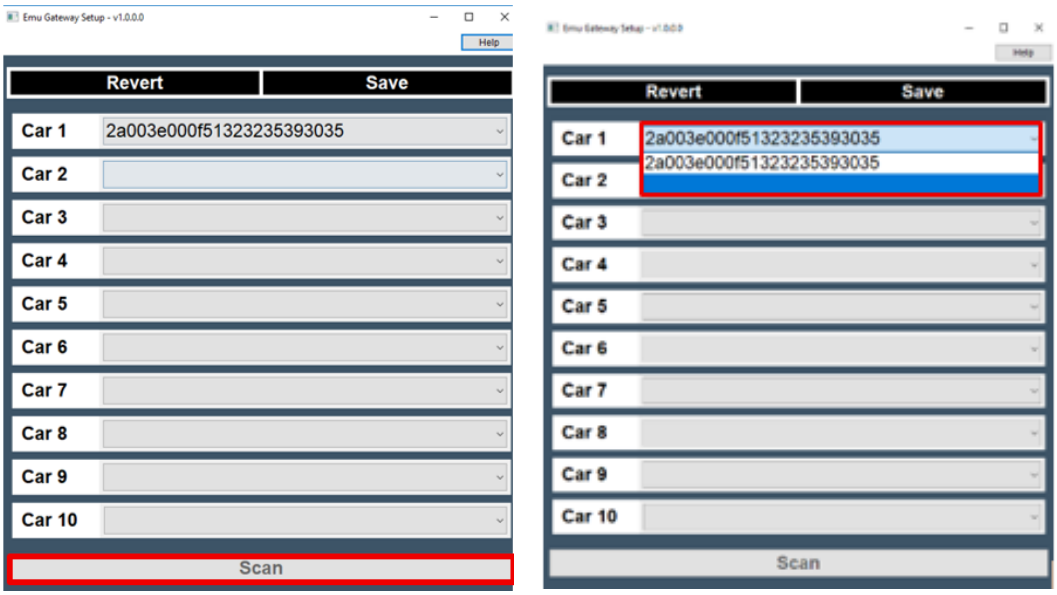
4. Verify all Emu gateways are connected to the Machine Room PC.

The Machine Room PC provides the data for all cars. One Emu gateway will communicate with the Vantage Connect website for only one car. The gatway is connected to the PC via a USB-to-Serial cable. The USB end goes into the Machine Room PC and serial connection goes to the Emu gateway.

ⓘ **NOTE:** The PC may require additional port extensions depending on how many Pixel cars there are in the group.

ⓘ **NOTE:** The USB connections to PC can be in any order.

5. Once all the gateways are connected, use the scan button to pick up the UID (Unique Identifier) for each gateway device.



6. Determine which car number will map to which gateway device.

    a. To identify the Unqiue ID of the gateway device scan the QR code using a mobile camera. The QR code is located on the top or bottom of the gateway device.

    ⓘ **NOTE:** If the QR code cannot be easily scanned, it may require the removal of gateway. Safely remove all connectors and carefully remove from the rails. Lift up slightly on the black tab (see image below) to release the tension from the rail.

b. In the same enclosure identify the car number of a Pixel MP board by navigating to the below location. The Unqiue ID from the previous step should be mapped to this car.

   [Home > Install > Initial Settings > Basic Pixel Settings > Pixel Car Priority]

7. Save the changes once everything is configured.
8. After saving everything will be reset, proceed to verify the data that has reached Vantage Connect website.

4.17 Database Management

The Database Management page provides the ability to archive and/or delete data accumulated by WebInteract from its communication with the Pixel Controller (Numbers of calls, car events, car mode changes, car movements, door states, etc.). It also controls the frequency of automatic data backups (yearly, monthly, daily or feature off). By default, WebInteract will automatically backup its data yearly.

NOTE: Archived data is stored as an SQL file type in "C:/Database/Archived" folder named "mm_dd_yyyy-mm_dd_yyyy_Archived.sql" where mm_dd_yyyy is the date when the data backup was performed.

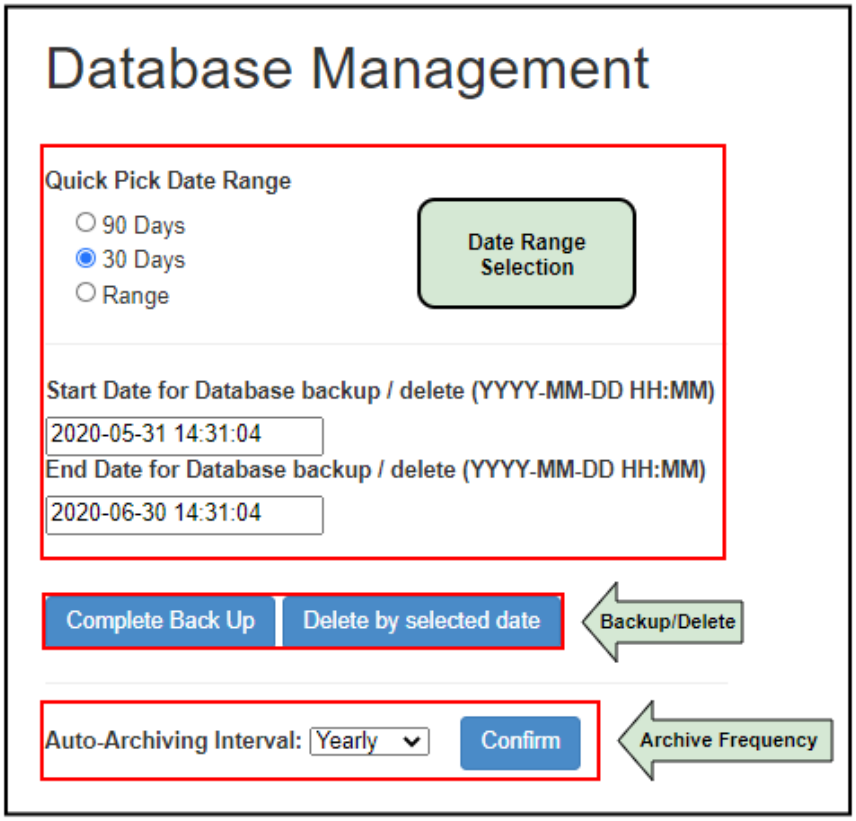
NOTE: WebInteract begins the archiving process at 2 AM on the day of the set interval. Once the data is archived, WebInteract will delete archived data from its running database.

To change the frequency of when auto-archiving happens, choose the one of the listed intervals from its drop-down menu and click "Confirm".

Data backups can also be manually archived by selecting the “Quick Pick Date Range” or by typing both the start and end date and times. An SQL file will be generated when the **“Complete Back Up”** button is clicked. The data is stored into the local folder “C:/Database/” with the name in format “mm_dd_yyyy-mm_dd_yyyy_Backup.sql” where mm_dd_yyyy is the date when the data backup was performed.

Data can also be erased from the database by selecting from the “Quick Pick Date Range” or by typing both the start and end date and times and then clicking on **“Delete by Selected Date”** button.

To view backed up and/or archived SQL data files, refer to Section 4.20 Report for instructions.



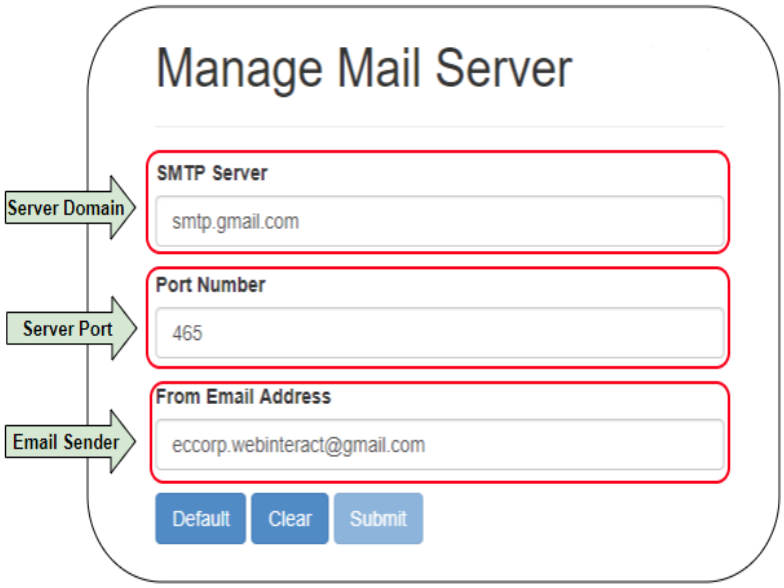
4.18 Manage Mail Server

The Mail Server page provides the option to change the email router for the Notification System, per default, notifications are sent under the email address “eccorp.webinteract@gmail.com”. Changing the default email router will require the SMTP Server, the SMTP port number and an email address.

To change the email router, complete the form for “SMTP Server”, “Port Number”, and the “From Email Address”. Click “Submit” to apply changes.

To default email server to the original email, click “Default” and “Submit” to apply changes.

To clear the form, click “Clear” button.

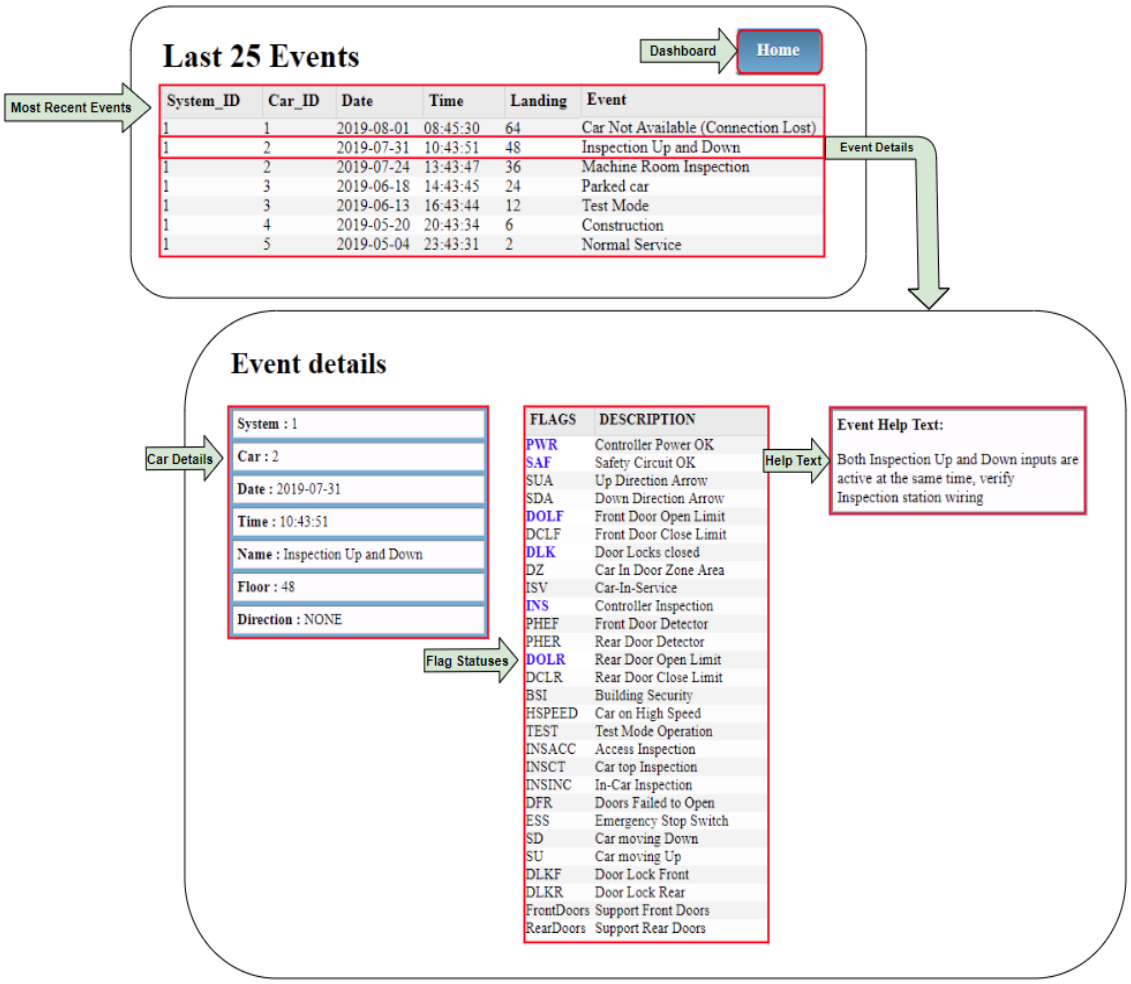


4.19 Last 25 Events

The Last 25 Events page displays the last 25 events that occurred on monitored controller(s). Each event describes the date/time of occurrence, the car number, floor landing and the type of event.

To view detailed information of an event, click on desired event from the Last 25 Events table and WebInteract will redirect the page to the “Event detail” page. The Event detail page provides additional information about the car flags, and the definition of an event.

NOTE: In Event detail page, active car flags are shown in **Blue** text while inactive flags are shown in **Black**.



4.20 Reports

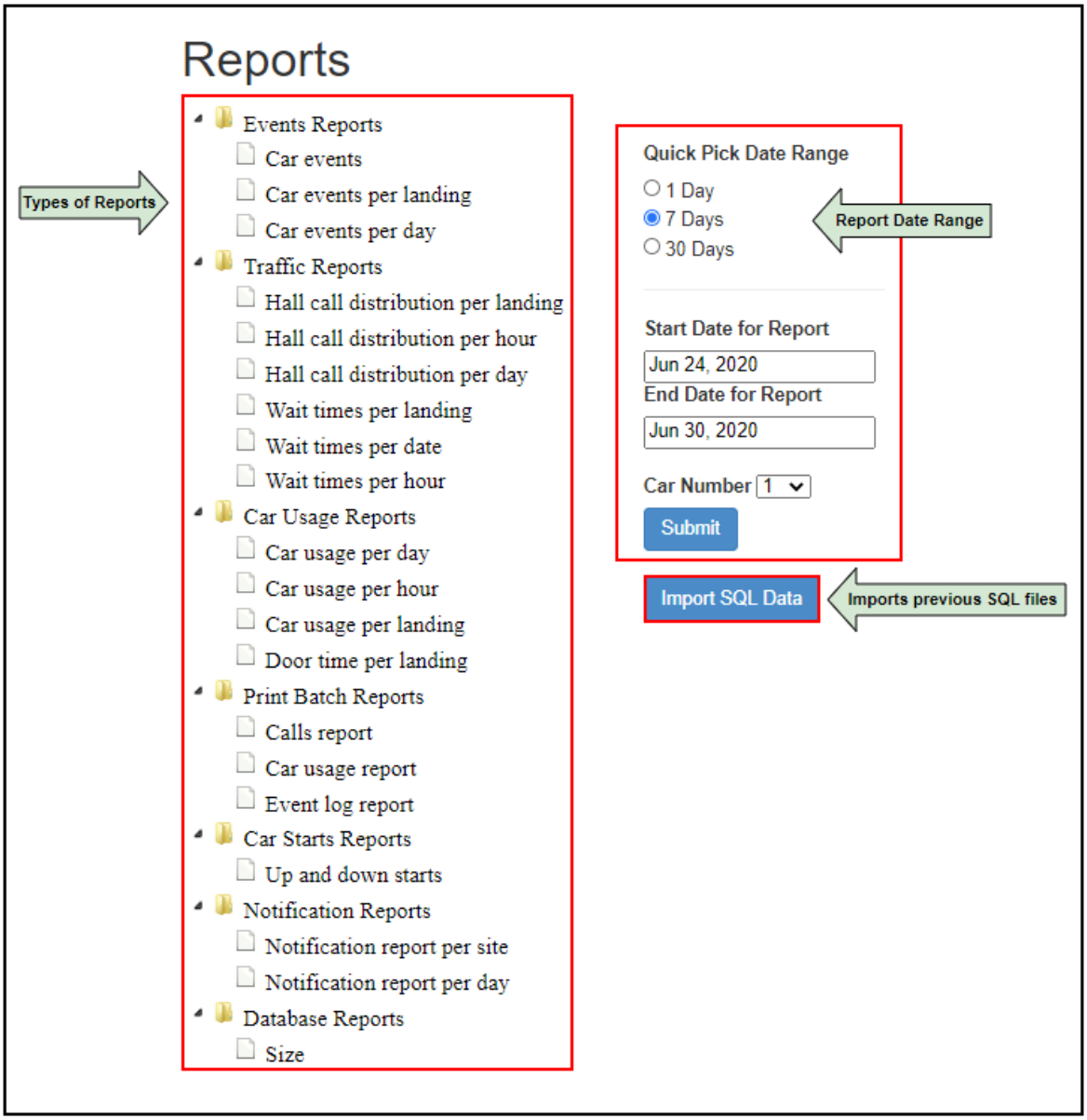
The Reports page provides users access to graphical representations of the statistical data accumulated in WebInteract. This data is valuable to aide in evaluating an elevator systems performance. Reports are grouped into five categories each contained into separate folders as seen in Reports figure below. Each category has several related reports that are available for viewing.

To view a report, select desired report, enter the start and end date range or select one of the Quick Pick Date Range options to match the data timeline of interest, and click “Submit” to view the requested report.

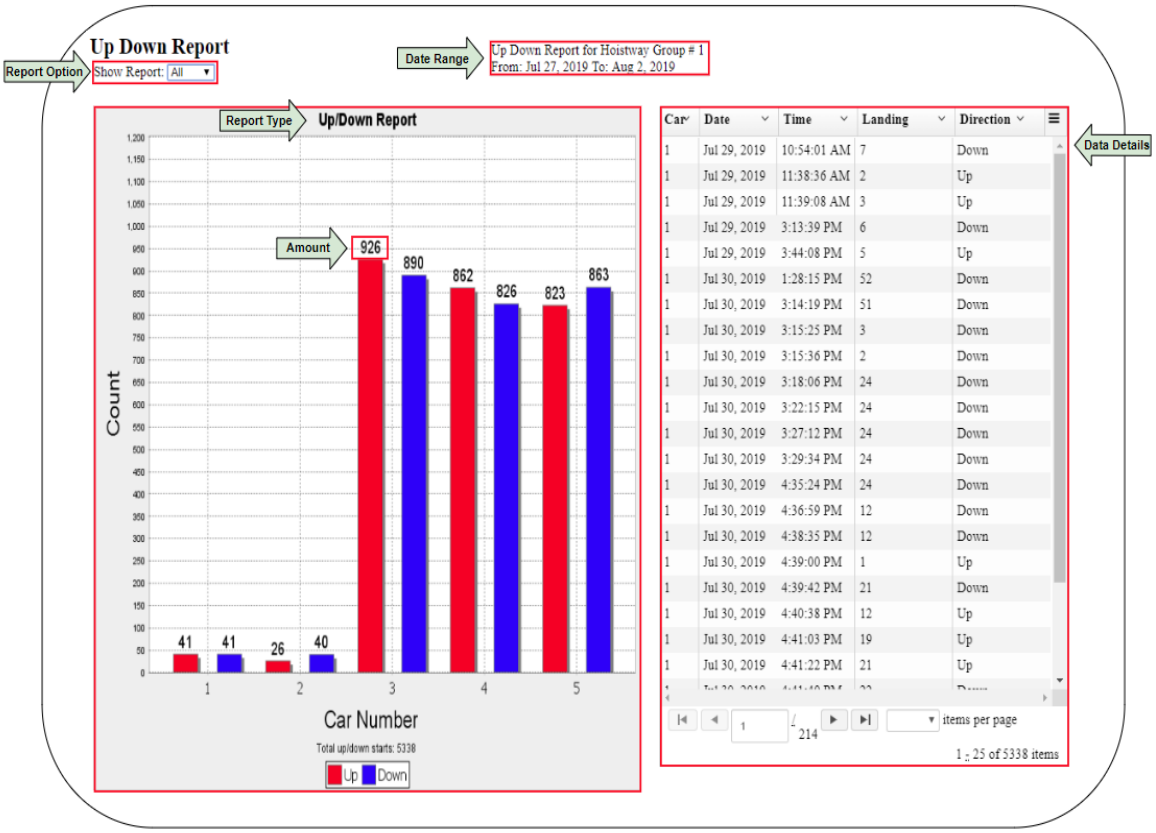
NOTE: The “per hour” reports have a maximum range of 24 hours.

NOTE: Each report may contain its own set of options to manipulate its data formatting representation.

To view the archived data, click “Import SQL Data” button and open the desired archived SQL file. Refer to Section 4.17 Database Management, select the desired report, enter the start and end date range or select one of the Quick Pick Date Range options to match the data timeline of interest, and click “Submit” to view the requested report.



NOTE: Each report contains a graph depicting a visual overview of the data and a table listing the data points in the graph.



4.21 Event Playback

The Event Playback page gives users access to events stored in Pixel. Each event contains an elevator's status that was collected within a ten second period, five seconds prior and five seconds after an event has occurred.

To playback an event, first select the "**Car Number**" from the drop-down list. A loading icon will appear to indicate WebInteract is actively retrieving the event logs from the selected car. Once completed, choose an event from the "**Events**" dropdown list and click "**Download Events**".

To review a playback of an event and its data, click on the "**Playback**" button and use the speed button to control the speed at which the frames will be displayed or use the buttons **"First"**, **"Previous"**, **"Next"** and "**Last"** to manually step through each frame of the event. There are hundred frames for every event, every ten frames are equivalent to one second.

4.22 Standalone Event Tool

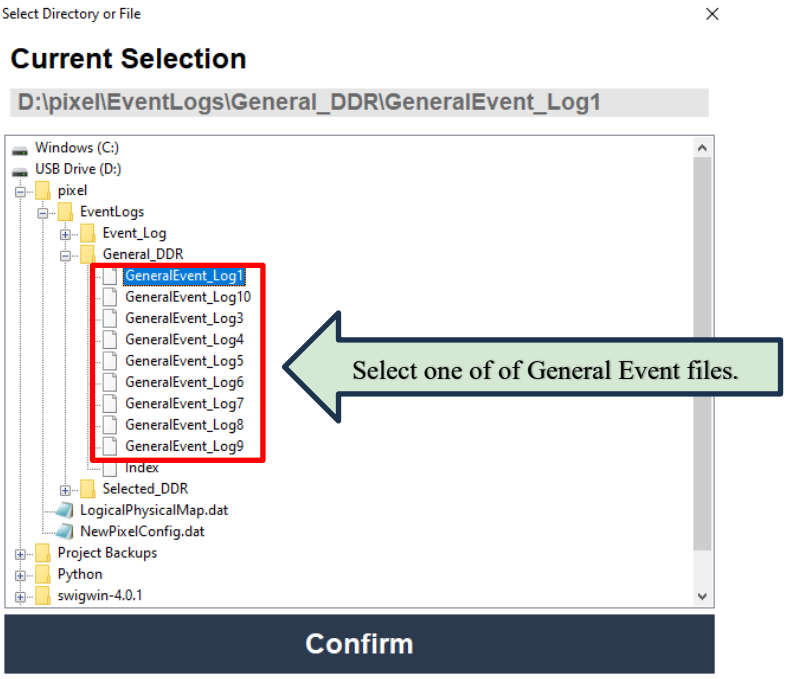
The Standalone Event Tool provides two features, event playback and event report creation. The tool is separate from the WebInteract and it is not accessed through a browser. The program is located on the desktop and is called "**PixelEventTool.exe**". It is also in "**C:\ECCorp"** in case program is ever deleted from the Desktop.

The files used for this tool are retrieved from the Pixel controller. Navigate to "**Install > File Transfer > Event Log Backup"** to load the files onto a USB. The user then inserts the USB into the PC so it can be used by the tool.

Playback

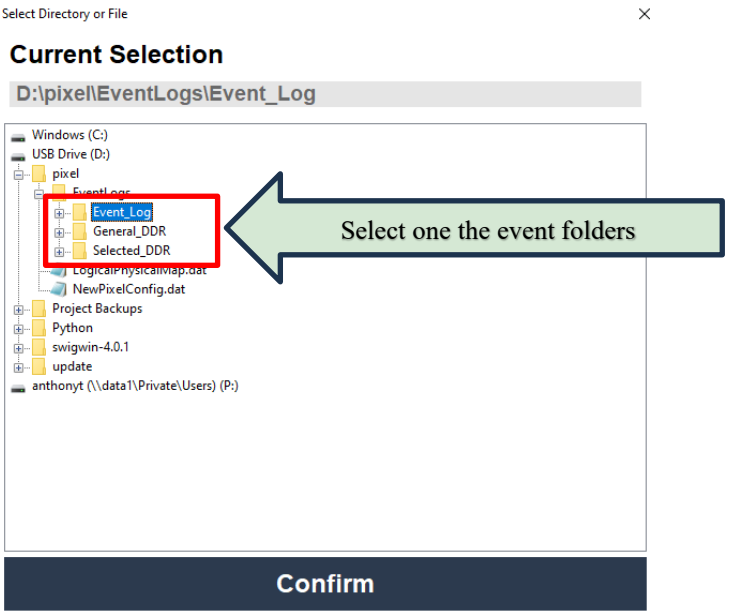
The playback feature is the same as the Event Playback page on WebInteract. It does not need WebInteract to be running so the tool can be copied and run on

any other compatible Windows PC. To playback an event, select one of the event **files** depicted in the below diagram.



Create Report

The Create Report feature allows the user to create a PDF report containing information of all the faults located in a folder. The user must select one of the three **folders** depicted in the below diagram.



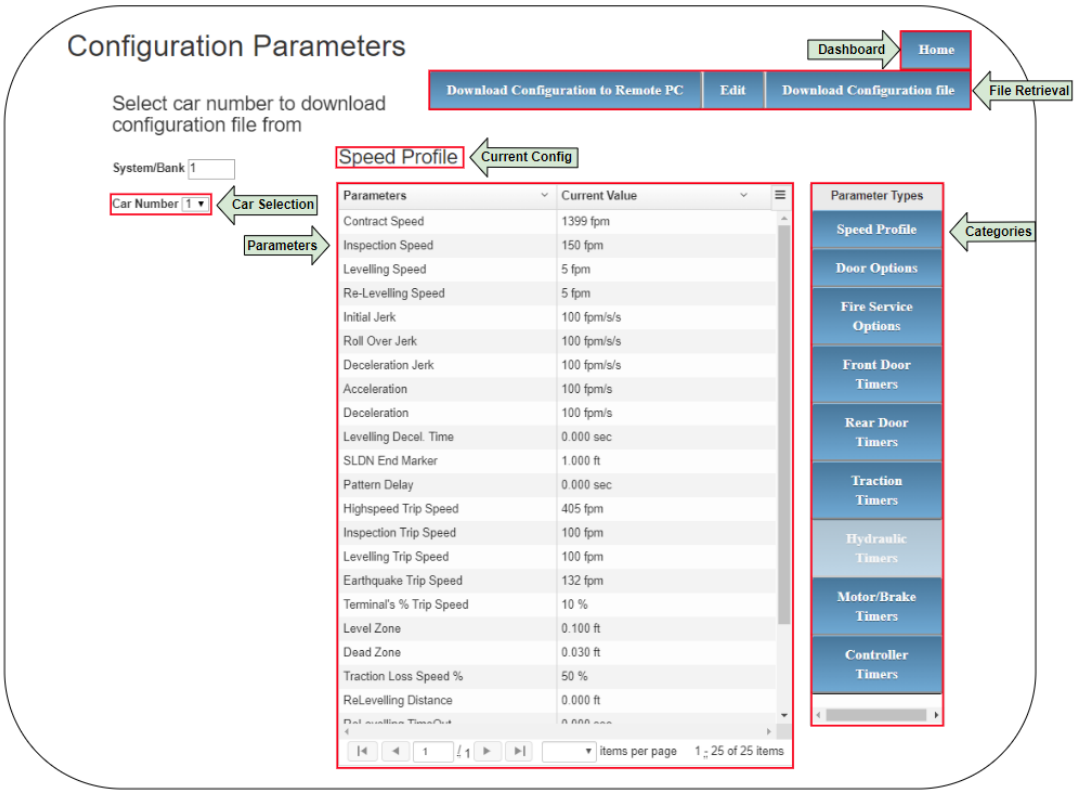
4.23 Configuration Parameters

The Configuration Page serves as a link to access, view and edit, Pixel configuration parameters. Parameters are grouped by their functionality. The groups are listed under Parameter Types tab as seen in the Configuration Parameters figure below.

To download a car configuration file, first select a car from the "**Car Number**" dropdown list and the file will start downloading. Once download is completed the screen will default to display the car Speed Profile parameters.

To download a copy of the configuration file to the PC, click on the "**Download Configuration to Remote PC**" button for WebInteract to create a copy of the configuration file and store it in the PC folder **"Downloads"** named "**NewPixelConfig.dat"**

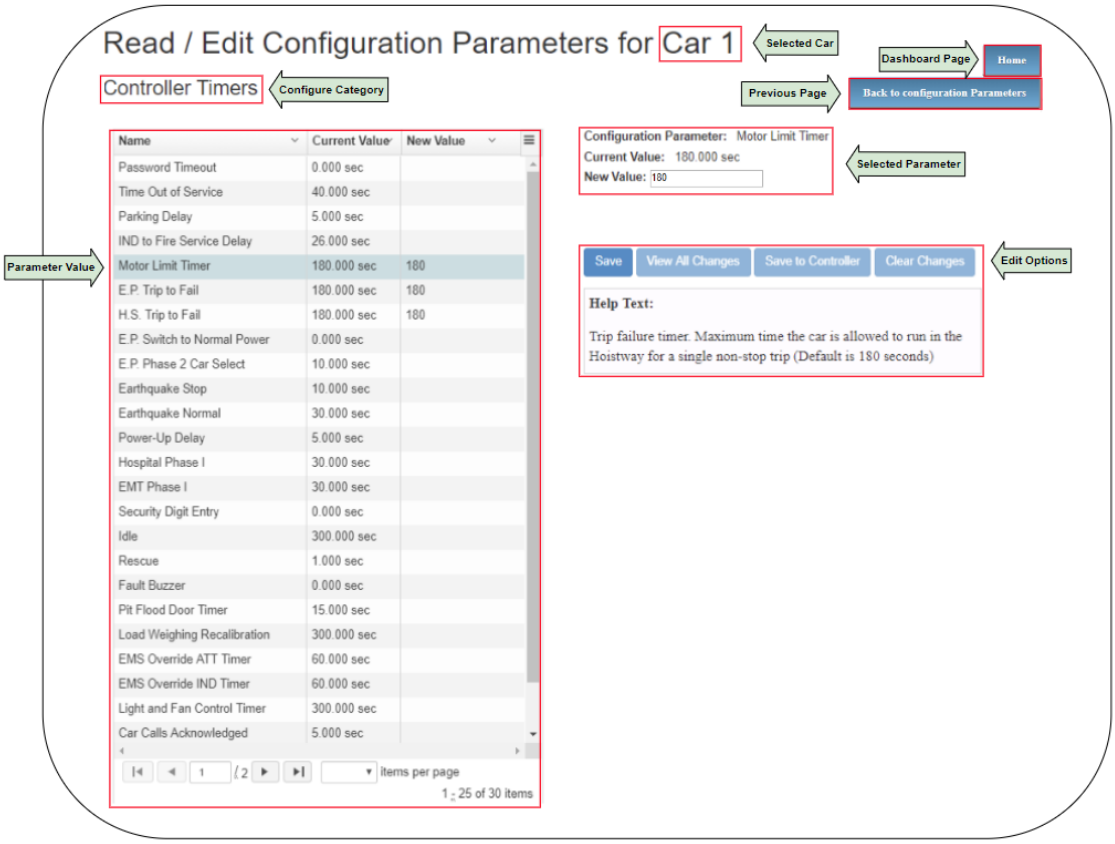
NOTE: The "NewPixelConfig.dat" file can be uploaded to similar cars, which avoids having to make configurations changes to each car or the file can be emailed to Elevator Controls technical support group for product support.



To edit a parameter, follow steps below:

a. Download a car's configuration file by selecting a car from the "**Car Number**" dropdown list and file will start downloading. When the download is complete, the screen will default to the car Speed Profile parameters display.
b. Select a parameter group under the **Parameter Types** tab.
c. Click **"Edit**" button to bring up the "**Read / Edit Configuration Parameters**" page.
d. Click on desired parameter and enter new value in the "**New Value**" field.
e. Click on the **"Save"** button to store new value into local copy of the configuration parameters file.
f. Commit change(s), upload local copy of the configuration file back to Pixel controller, click on **"Save to Controller"**.

NOTE: If **"Save to Controller"** is not clicked, changes to the configuration file will not be transferred to the Pixel controller.



4.24 IOMap File

The IOMap File Download page allows users to retrieve the raw IO mapping file from the selected car.

NOTE: The **"IOMap.dat"** file can be uploaded to similar cars to avoid having to make IO changes to each car or it can be emailed to Elevator Controls technical support group for product support.

To download a copy of the file to the PC, click on **"Download IOMap file to Remote PC"** button for WebInteract to store a copy of the IOMap.dat it in the PC folder **"Downloads"** named "**NewIOMap.dat"**

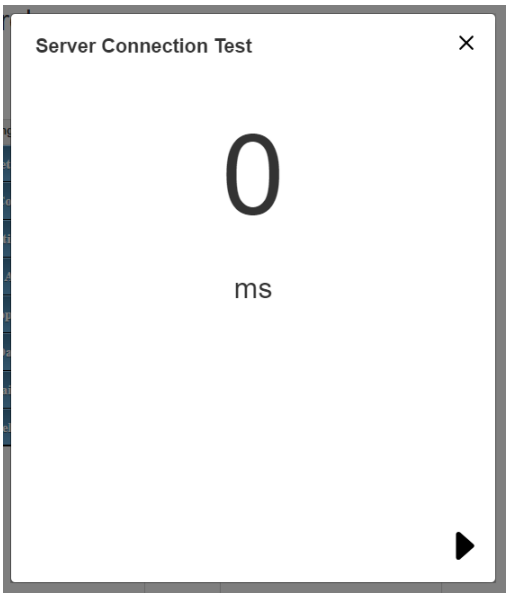
4.25 Server Connection Test

Running the Server Connection Test will measure the average response time the webpage gets from the WebInteract server. Using this feature a user can determine if WebInteract webpage will experience any connectivity issues. This feature is especially useful to determine if the user may see delays in the Hoistway/Car view pages.

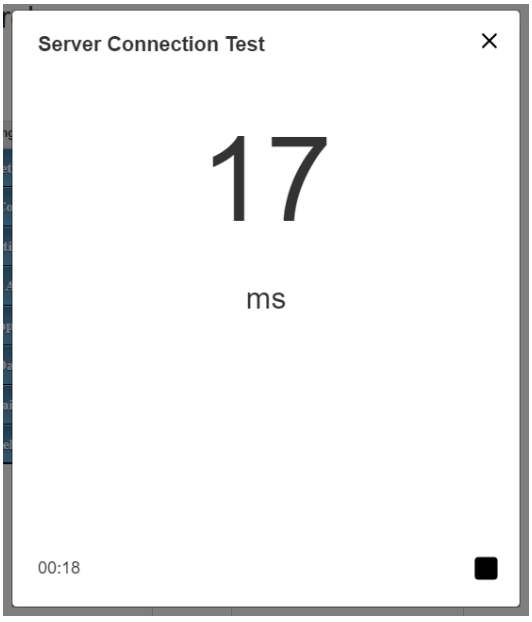
To run the connection test, follow the steps below:

a. On the "**WebInteract Dashboard**" screen, under the column "**Debug"** click "**Server Connection Test**".

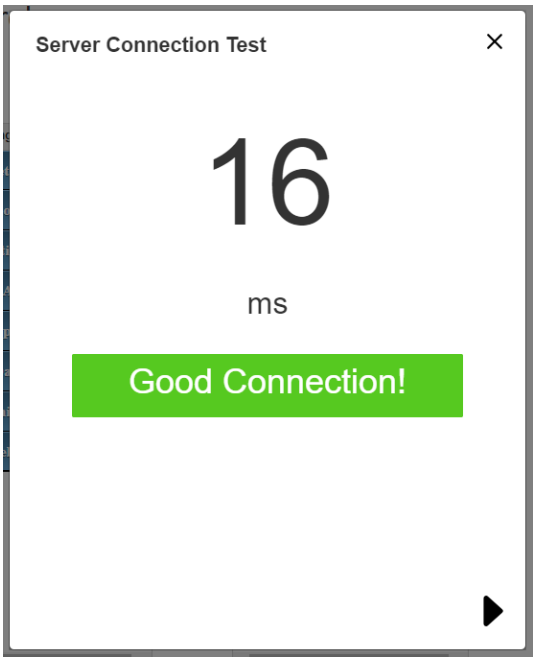
b. Click on the start button.



c. The test will run for 30 seconds. The user can view the average response time as the test runs.



d. The result is displayed after the test run.



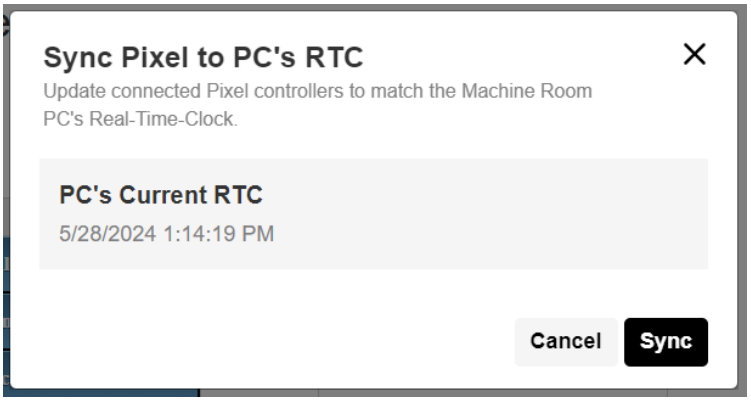
4.26 Real-Time-Clock Sync

When a Pixel car receives this command, it will sync up its RTC to match the Machine Room. For the sync to be successful, the Pixel car(s) must be connected to the WebInteract server.

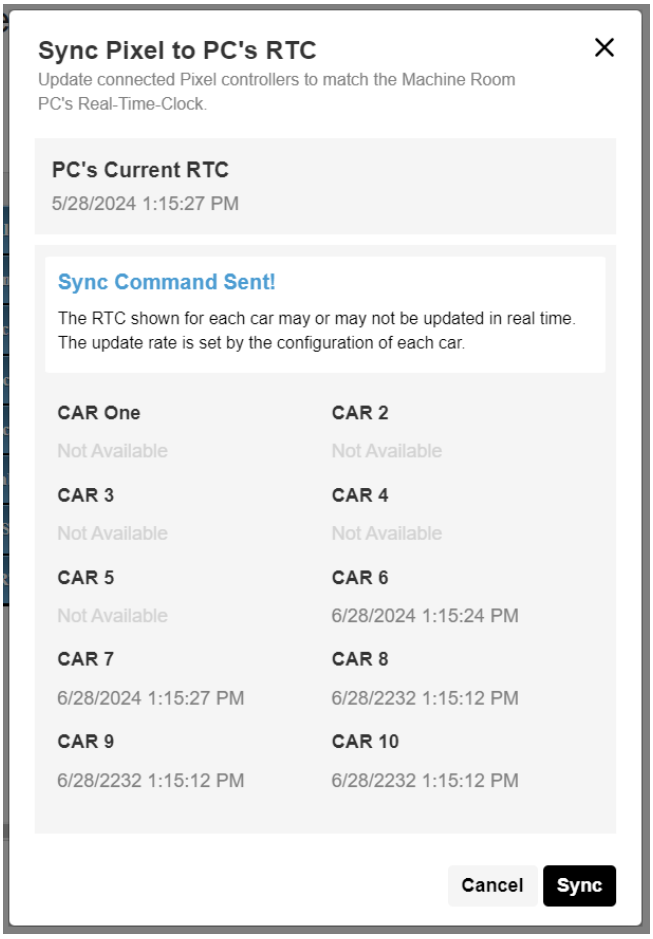
Below are the steps do an RTC sync:

a. On the "**WebInteract Dashboard**" screen, under the column "**Setting"** click "**Sync Pixel RTC**".

b. Click on the Sync button.



c. After the command is sent the user can see the results showing the last RTC change for each car.



NOTE: The RTC shown of each car may or may not be displayed in real time. This would depend on the RTC refresh interval configuration for each Pixel.

5 Section 5 – Accessing WebInteract Server

This section illustrates accessing to WebInteract machine room PC server-side services through a private or public network.

5.1 Wired Private Network Access

WebInteract Machine Room PC can be remotely accessed via a private network through a secondary ethernet connection hosted by the machine room PC unlabeled ethernet port. The following devices can be used to create a connection to WebInteract Server side:

1. Remote PC running WebInteract CMS
2. Remote PC or other device capable of direct ethernet connection, with browsing capabilities.

NOTE: If the job includes a CMS PC, refer to job prints for network connection diagrams and WebInteract CMS Manual.

To set up Machine Room PC for wired remote access, verify the Machine Room PC to Pixel private network is functional, refer to Section 2 - Your Installation Plan and Section 3 – Launch WebInteract of this manual, then follow instructions below:

1. Connect to the WebInteract Machine Room PC unlabeled ethernet port using an RJ45 cable. On the other end of the RJ45, connect it to an ethernet network switch.

2. Set Machine Room PC server-side IP Address of the unlabeled ethernet port chosen by your building network administrator. For example, an IP Address of “192.168.10.14” can be used.

NOTE: The IP address needs to be provided by the building network administrator IT department to prevent addressing conflicts with other devices.

3. Set the subnet mask of the unlabeled ethernet port to “255.255.255.0”

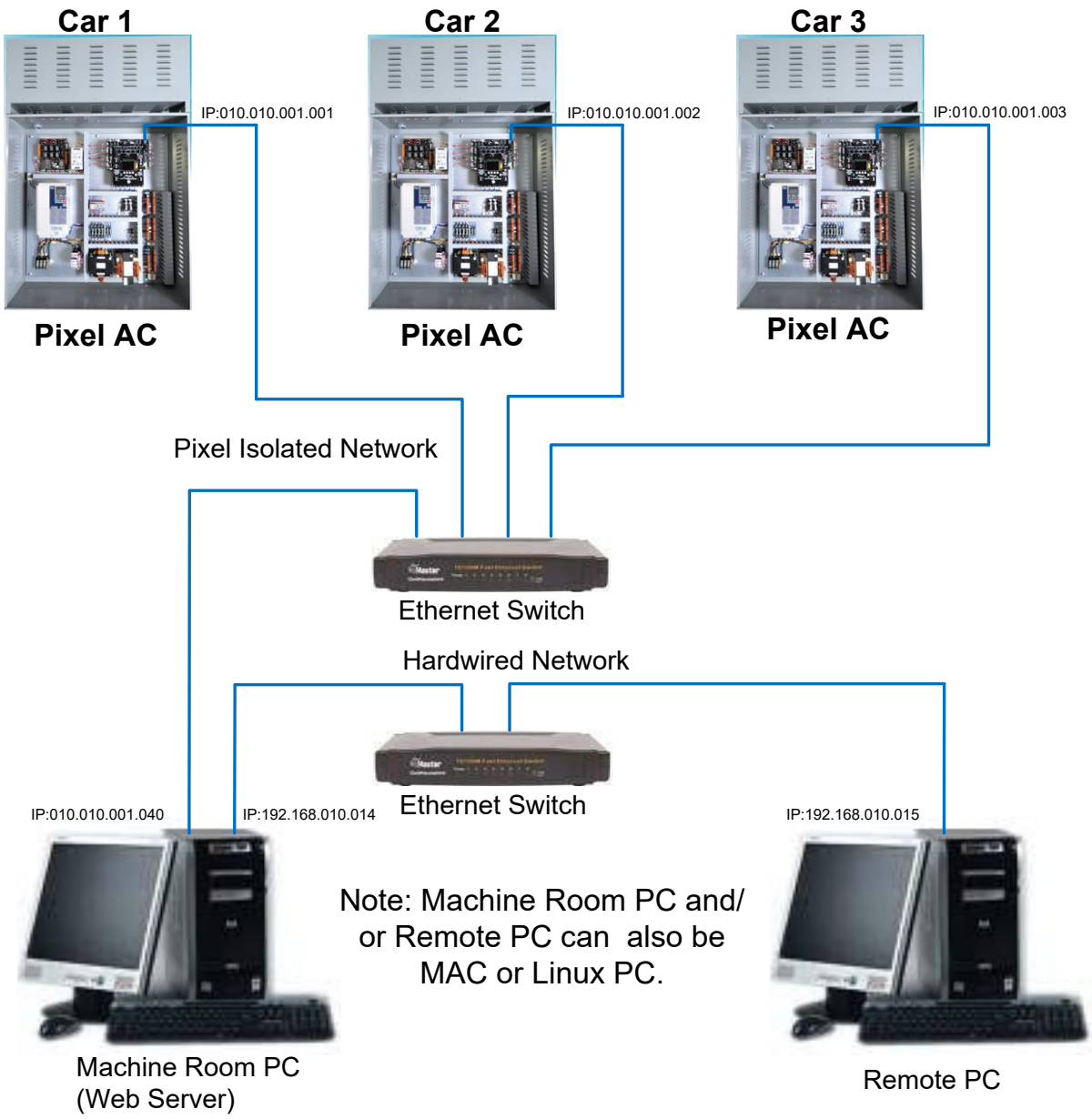
4. Connect the Remote PC ethernet port to the ethernet network switch using an RJ45 cable. (Refer to the wire diagram below)

5. Set the remote PC ethernet port IP Address to be the same subnet mask the WebInteract Machine Room PC unlabeled ethernet network. For example, if WebInteract Machine Room PC has an IP Address of “192.168.10.14”, set the Remote PC IP Address to “192.168.10.15”

6. On the remote PC, open a web-browser and enter the URL into the address bar “IP_ADDRESS:8080\WebInteract” where IP_ADDRESS is the IP Address of WebInteract Machine Room PC. For example, if WebInteract Machine Room PC has an IP Address of “192.168.10.14”, the URL to enter into the address bar is “192.168.10.14:8080\WebInteract”

7. After entering the URL, press the enter key and the page will display WebInteract login page.

The image below details the connections required for Machine Room PC and a Remote PC located within the same building to connect through an RJ45 cable.



5.2 Wireless Private Network Access

Mobile devices like smart phones and tablets can wirelessly access WebInteract by installing a wireless network card into WebInteract Machine Room PC.

NOTE: Before installing or purchasing a wireless network adapter, research online to determine if the wireless network adapter supports Hosted Network feature. This feature allows the network adapter to host its own network which other mobile devices can connect to.

1. Install the wireless network adapter into WebInteract Machine Room PC as per the manufacture's installation instructions. Wireless network adapters are readily available in most electronic stores and are simple to install.

2. On WebInteract Machine Room PC logged in as Interact, press the windows key and in the search bar, type in “Command Prompt”.

3. Right-click the “Command Prompt” application from the result list and run the application as Administrator.

4. In the command prompt console, type in “netsh wlan show drivers” and press enter. This command displays the driver details of the wireless network adapter.

5. Look for “Hosted network supported” and verify it is set to “Yes”. If it is not, go to the manufacturer webpage of the wireless network adapter, download the latest drivers, restart the computer and log in as Interact. Repeat step 2 again and verify if “Hosted network supported:” is set to “Yes”.

NOTE: If “Hosted network supported” is still not support after installing the latest driver, the wireless network adapter does not have the ability to host its own network. The wireless adapter will need to be replaced by another one that supports such feature.

6. After verifying hosted network is supported, in the command prompt console, type in “netshwlanset hostednetworkmode=allowssid= MyWebInteractNetwork key = MyPassword”. “MyWebInteractNetwork” is the network name and “MyPassword” is the password to gain access to the network (both entries can be changed to your perference). Press enter to create a new network.

7. Next, type in “netsh wlan start hostednetwork” into the command prompt and press enter. This will initiate the newly created network. Once the hosted network has started, open the Control Panel by searching it in the windows search bar.
8. From Control Panel, go to “Network and Internet” -> “Network and Sharing Center” -> “Change adapter settings”.

9. Right-click the wireless network that was created in Step 6 and click on “Properties”.

10. Click on “Internet Protocol Version 4 (TCP/IPv4)” and click on "Properties”.

11. Select “Use the following IP Address” and enter an IP Address given by the building IT department. For example, an IP Address of “192.168.10.14” can be used.

NOTE: The IP address needs to be provided by the building network administrator IT department to prevent addressing conflicts with other devices.

12. Set the subnet mask of the wireless network to “255.255.255.0” and click “OK”. Close out of the “Ethernet Properties” and “Network Connections” window.

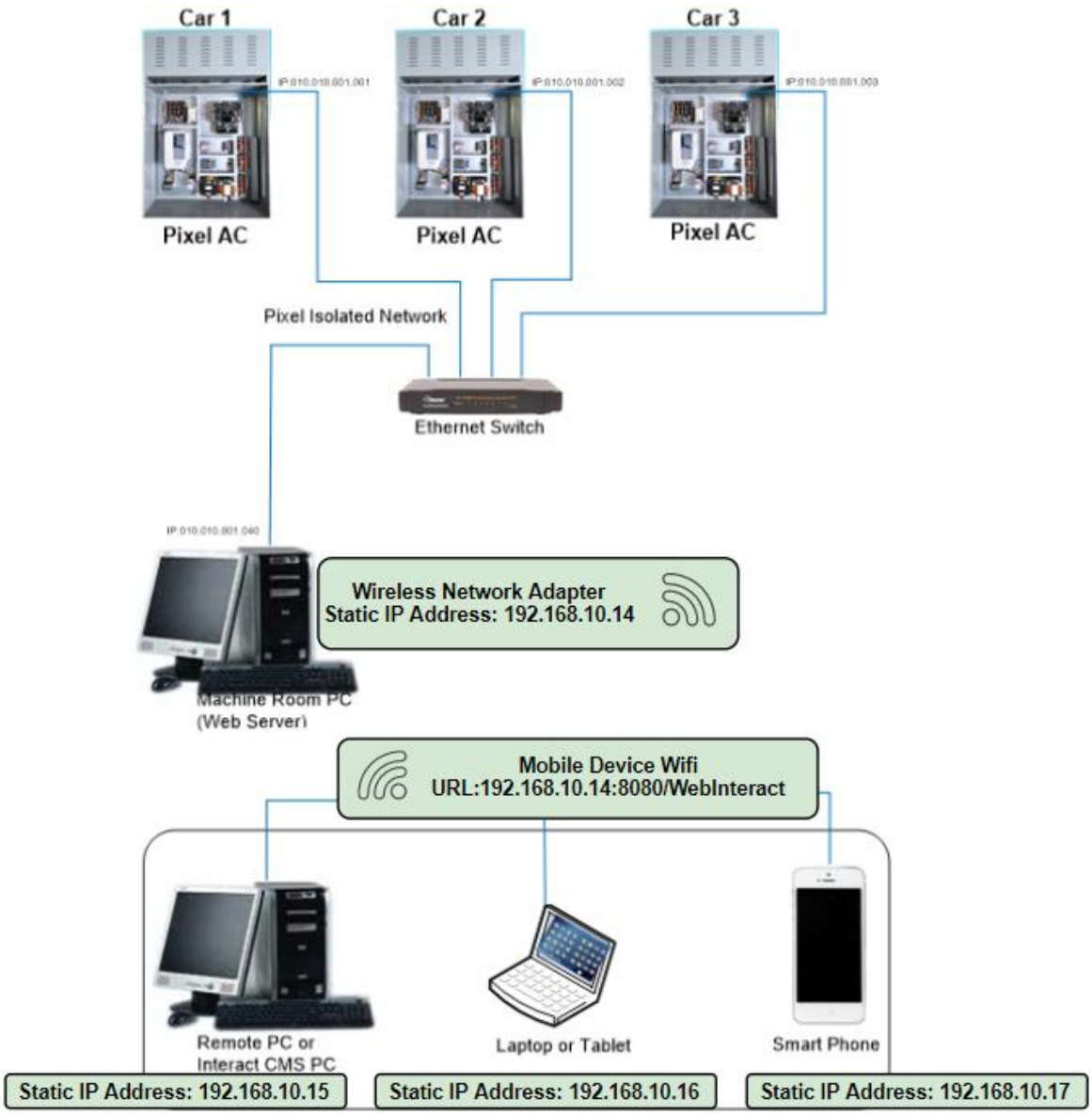
13. On a mobile device (smart phone, tablets, laptops), go to the Wi-Fi network settings and scan the nearby Wi-Fi networks. In the list of networks, select the network that was created in Step 6 and connect to it by entering its password.

14. Once connected, go to the network’s advanced option and set its “IP settings” to “Static” and enter a “IP Address” that is within the subnet as the Wireless Network adapter. For example, if the wireless network adapter has a static IP address of “192.168.10.14”, set the mobile device IP Address one above it to “192.168.10.15” and click “Save”.

NOTE: When connecting multiple mobile devices to WebInteract, the IP Address of each device must be unique while in the same subnet. For example, if the wireless network adapter has an IP Address of “192.168.10.14” then device #1 IP Address is “192.168.10.15”, device #2 IP Address is “192.168.10.16”, device #3 IP Address is “192.168.10.17” and so on. This will prevent addressing conflicts with other devices.

15. On the mobile device, open a web-browser and enter the URL into the address bar “IP_ADDRESS:8080\WebInteract” where IP_ADDRESS is the IP Address of wireless network adapter. For example, if wireless network adapter has an IP Address of “192.168.10.14”, the URL to enter into the address bar is “192.168.10.14:8080\WebInteract”.

The image below details the connection required for WebInteract Machine room PC and mobile devices to connect wirelessly on a private network.



5.3 Public Network Access

Remotely accessing WebInteract can be achieved via internet connection by creating a pinhole IP address associated with WebInteract static IPv4 address. This is achieved by port forwarding that redirects a communication request from one address and port number to another while the packets are transmitted through a router/firewall.

NOTE: Creating a pinhole through a firewall may raise security risk as anyone with internet connection can connect to WebInteract Machine Room PC. Consult with your building's network administrator about the risks and the firewall rules to minimize such risks before creating a pinhole access.

NOTE: Pinhole IP address and WebInteract static IPv4 address will be provided by the building's network administrator.

NOTE: WebInteract machine room PC and any devices connecting to WebInteract will require an internet connection.

1. Verify the physical ethernet connections are wired properly. (Refer to the job prints and Section 2 - Your Installation Plan)

2. Verify that WebInteract is communicating with the connected Pixel controllers. (Refer to Section 3 – Launch WebInteract)

3. Connect the ethernet cable with internet access to WebInteract Machine Room PC unlabeled ethernet port.

4. On WebInteract Machine Room PC, press the window start button and type in "Command Prompt".

5. On the result list, click on "Command Prompt" application and type in "ipconfig" into the Command Prompt console. This will display the network connections that are currently on WebInteract Machine Room PC.

6. Under the network that has internet access, there is "IPv4 Address. . .:" text that displays the static IPv4 address. This static IPv4 address will be associated with the pinhole IP address.

NOTE: If the network description displays "Autoconfiguration IPv4 Address", then WebInteract Machine Room PC does not have a static IPv4 address as this IP address may change. Consult with building's network administrator to assign a static IPv4 address to WebInteract Machine Room PC. Once it is assigned, verify its IPv4 address again (refer to step 3).

7. Ask the building's network administrator to create a pinhole IP address to associate with WebInteract static IPv4 address (found in step 6) and port forward it to port "8443".

8. On any device with internet connection, open a web browser and type in the URL to the address bar: "Pinhole_IP_Address:8443/WebInteract" where "Pinhole_IP_Address" is the IP address provided by building's network administrator. After entering the URL, WebInteract will load onto the web browser.

The image below details the connections required for WebInteract Machine Room PC to be accessed remotely via internet by other devices.