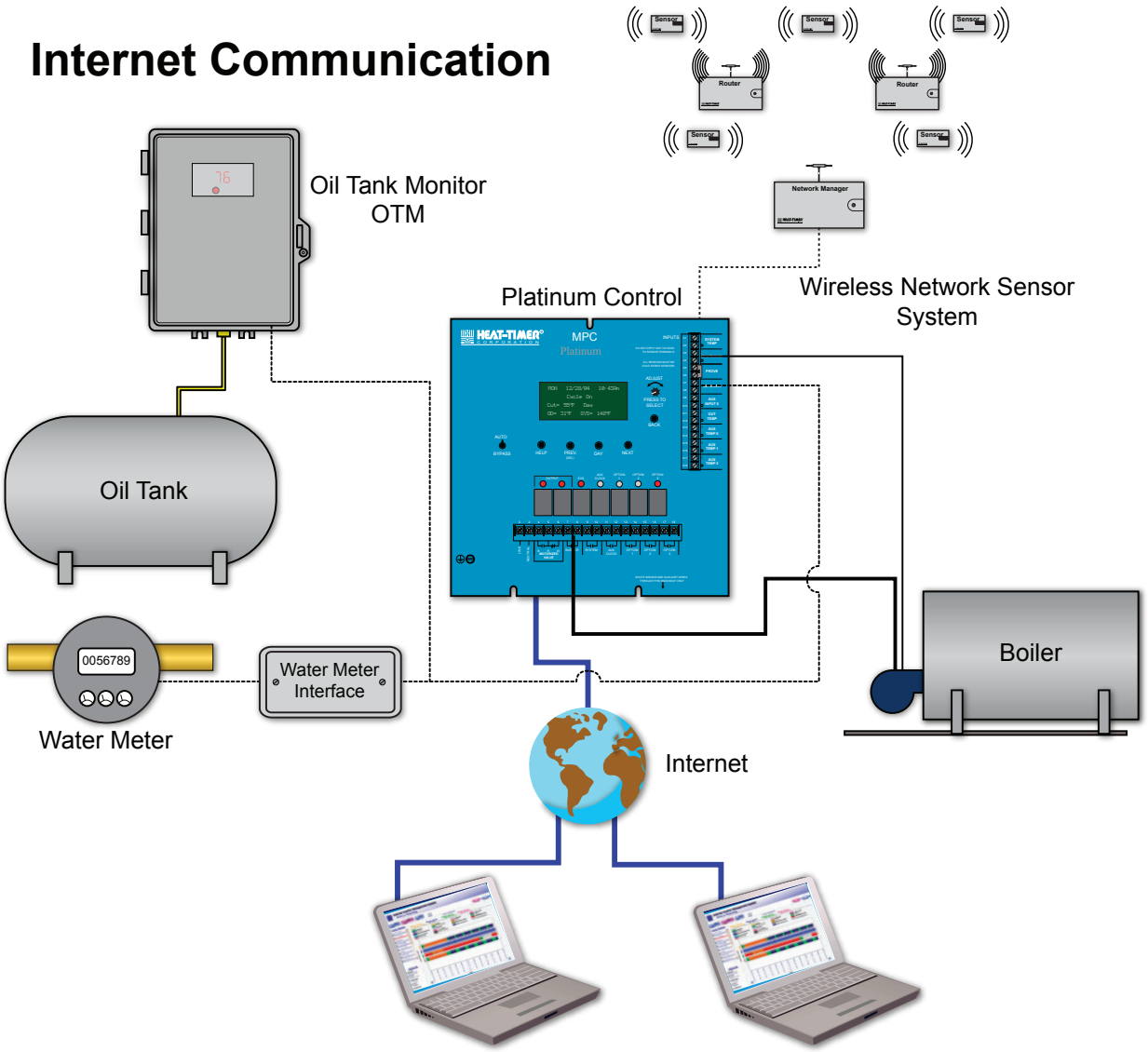
Installation and Operation Manual

Setting Internet Modems and Routers for a Platinum RINet

Platinum

Internet Setup and Installation

Internet Communication



WARNING

All Heat-Timer controls are strictly operating controls; they should never be used as a primary limit or safety control. All equipment must have its own certified limit and safety controls required by local codes. The installer must verify proper operation and correct any safety problems.

HEAT-TIMER® CORPORATION

HT# 059080-00C

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Internet Connection Concept & Features

As a leader in heating controls, Heat-Timer has developed an Internet communication package (-RINET) for their Platinum controls that will provide the user the capability of adjusting settings, monitoring and recording histories and sending alarms. With this communication option, users can view and change settings remotely from any Internet capable computer. In addition, this option provides Platinum controls the capability of connecting to a larger number of sensors, both wireless and hard wired that could measure temperature, switch closure, pressure, vacuum, humidity, oil levels and pulse counting meters.

View and Change Settings

A major advantage in using the Platinum control Internet communication package is the flexibility it offers. No specialized software or equipment is required to communicate to the control. The user can go to the ICMS (Internet Control Management System) web site (http://www.htcontrols.com) using an Internet ready computer to view all his/her controls. Whenever, a user logs on to their account they will be presented with a list of all their buildings and controls. Then, when the user enters any of the controls, the ICMS creates an Internet connection between the Platinum control and the user's computer. Consequently, all viewed data and setting changes are instantaneous.

History

To help users analyze and fine tune Platinum control performance, Heat-Timer designed the ICMS system to store all control operating history. Thus, users will be able to view detailed history of the control operation and sensor values. Each of the Platinum controls' history view is equipped with many pre-designed stock historical graphs. In addition, the ICMS system provides the capability of creating many additional customized historical graphs.

Automated History Report

The ICMS provides an easy to use interface to create and automate downloading reports on a daily, weekly, or monthly base. The reports are sent to the user via e-mail. The reports come in a variety of configurations where it can be used in the majority of spreadsheets and database applications.

Alarming

Each control and its sensors are equipped with pre-configured alarms that can be activated. Additional customized alarms can be set for sensors. Any alarm can be delivered as an e-mail, as a text message to a mobile phone, to the web, or to any combination of the above. In addition, a detailed alarm history log of all alarm events and their deliveries can be viewed to help identify problem patterns.

Security

The Platinum controls are designed to provide different levels of access. Control security, which relates to accessing the control using its screen and buttons. And Internet security, where it relates to accessing the control over the ICMS web site. Each of the Platinum controls is equipped with a security password that can be activated to prohibit unauthorized users from changing settings locally. The Internet security comes in multiple levels. The owner of the Platinum control is the primary user with full access to the account. The owner can create and assign users to specific controls. Each user can have either full rights, read only rights, or no rights to each of the controls.

It is important to know that all Platinum controls can operate independently of any communication package.

Setting the System

- Installing the Platinum control, the Modem Box, and the Modem
- Connect the Ethernet cable to the Modem and the Platinum control.
- If the IP provided to the control is a dynamic WAN IP (DOES NOT starts with 192.168, 10.1, or 172.16.), then configure the Platinum control Internet ID to Solo. (Mostly used with Cable Modem or FIOS Internet connections).
- If the IP provided to the control is a static WAN IP (DOES NOT starts with 192.168, 10.1, or 172.16.), then configure the Platinum control Internet ID to Custom.
- If the IP provided to the control is LAN IP (Starts with 192.168, 172.16, or 10.1), then configure the Platinum control Internet ID to 1 through 32 or Custom. Then, configure the Modem/Router/Server Port forwarding and DHCP range as per the type of equipment used. See .

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Item List

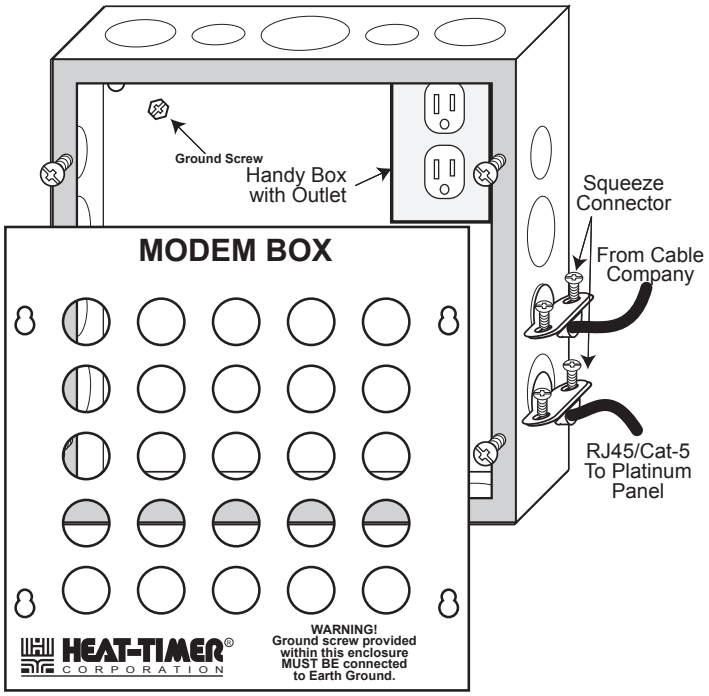
Each Platinum RINet control comes complete in two boxes. Each of the box contents are listed below.

Platinum Box:
- Platinum control with built-in Internet communication hardware and software
- Standard Sensors

Modem Box:
- Modem Metal Box
- Duplex Electrical Outlet
- Ethernet Cable (CAT-5E)

Modem Box Installation

- Mount the Heat-Timer Modem Box near to the Platinum control. Their distance must not exceed 4 feet.
- Install the duplex electrical outlet (provided) in the Modem Box.
- Power the duplex electric outlet through the last option output (on MPC and HWR Platinum controls) or the Aux Clock on the SRC Platinum control. These Platinum controls must manage the duplex electric outlet power source to ensure ease of operation. Remember that Platinum outputs DO NOT source any power. See "Powering Router and Modem" on page 5.
- Connect the Ethernet cable (supplied) to the back of the Platinum control. The other end of the cable must be extended to the Modem Box using one of the side knockouts.



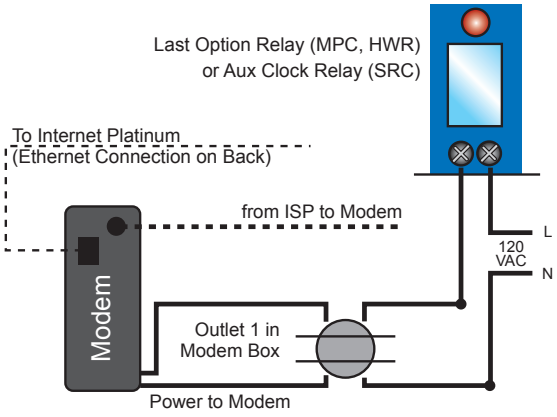
Wiring

The Modem Box provided with each RINet Platinum control is designed to house the duplex electrical outlet and the modem.
The duplex electric outlet must be wired to the Last Option relay on the MPC or HWR Platinum RINet or to the Aux Clock relay on the SRC Platinum RINet. For uninterrupted Internet connection, the modem power must be connected to the duplex outlet.

⚠ WARNING
DO NOT drill new knockouts on any Heat-Timer enclosure as it will VOID the control warranty.

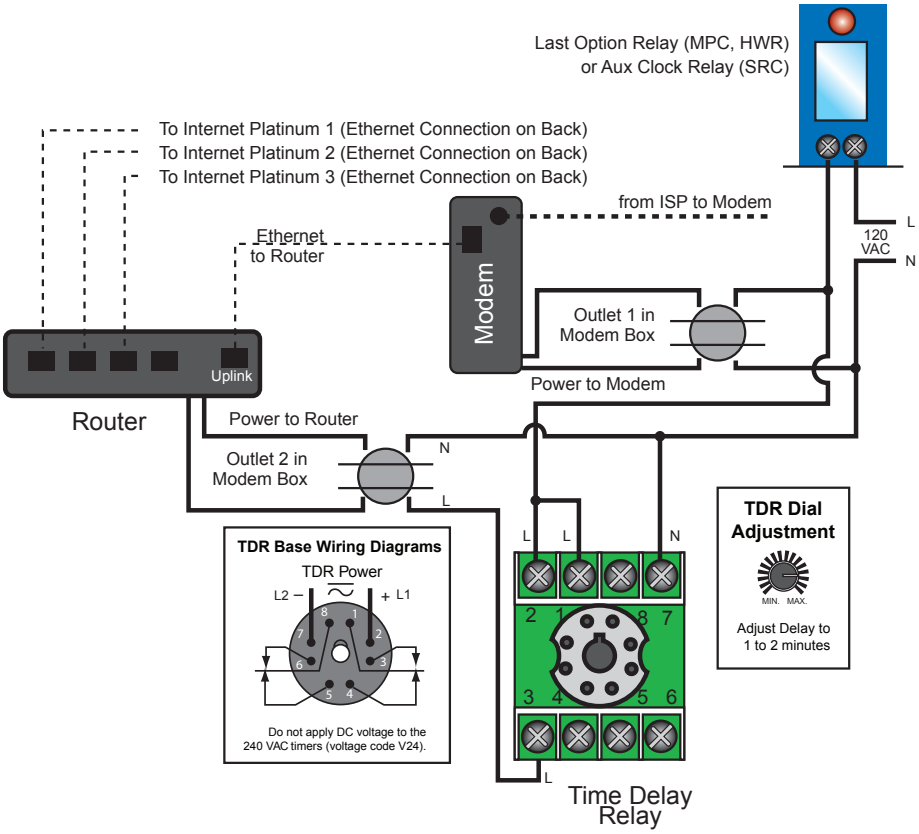
Powering Modem

- When connecting the Platinum control directly to a modem, the HWR, MPC, and SRC Platinum RINet controls must manage the modem power. This is required specifically when connected to a dynamic IP Internet connection. It is accomplished by connecting the modem power to the last option relay on the MPC or HWR Platinum RINet or the Aux Clock relay on the SRC Platinum RINet.
- The HWRQ, MPCQ, and Multi-MOD Platinum RINet controls do not have the modem control capability.
- When connecting multiple controls to the Internet using the same Internet connection, only one control must manage the modem power.



Powering Router and Modem

- When sharing the Internet connection between multiple Platinum RINet controls or with computers, the HWR, MPC, and SRC Platinum RINet controls must manage the modem power or modem and router power..
- However, if a separate Internet Router is required, then it must be powered using the last option relay on the MPC or HWR Platinum RINet or the Aux Clock relay on the SRC Platinum RINet.
- The Internet Router power must be connected to a 1 to 2 minute Time Delay Relay (TDR). This gives the modem enough time to establish a solid connection with the ISP (Internet Service Provider) before assigning a connection to the Internet Router.



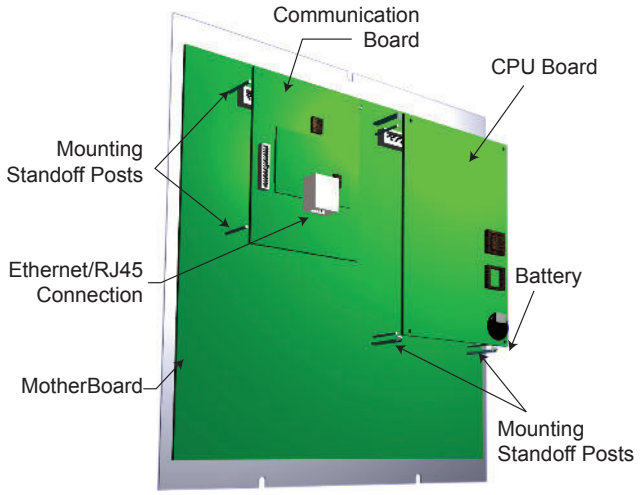
Ethernet Connection

Ethernet Connection to Modem

- Connect the Ethernet cable (provided) to the modem socket marked Ethernet/LAN. Class 2 voltage wires must use a different knockout from Class 1 voltage wires.
- Connect the other Ethernet cable end to the Communication board.

Ethernet Connection to Platinum Control

- Bring the Ethernet line through one of the Platinum Enclosure side knockouts. Class 2 voltage wires must use a different knockout from Class 1 voltage wires.
- Connect the Ethernet cable to the Communication Board on the back of the Platinum control.



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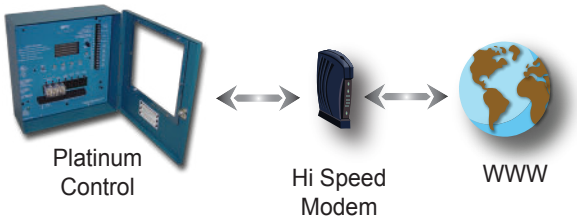
Types of Internet Connections

The Heat-Timer Platinum RINet controls are Internet capable. Depending on the type of ISP connection and network configuration, some Platinum control and network customizing may be required.

Dynamic IP without DHCP Server

(Cable Modem)

- Most cable modems do not have a DHCP server built-in.
- Set the control Internet ID to Solo.
- If the modem had a built-in DHCP server, follow "Dynamic IP with DHCP Server" instructions.



Dynamic IP with DHCP Server

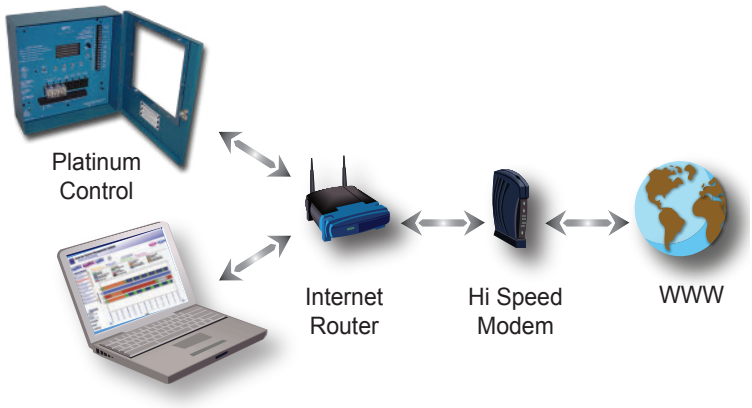
(DSL Modem or Cable Modem and a Router)

OPTION 1: Internet ID: 1-32

- Set Router Port-forwarding as per "Port Forwarding Table" on page 7
- Set DHCP Range NOT to include 101 - 132

OPTION 2: Internet ID: Custom

- Set Platinum Internet ID: CUSTOM
- Enter Panel IP, Mask,Gateway, DNS.
- Set Port-forwarding Port 8082
- Set DHCP to NOT to include Panel IP



Static IP

(For any ISP with a Static IP or when using a Specific LAN IP)

- Set Platinum Internet ID: CUSTOM
- Enter Panel IP, Mask,Gateway, DNS.
- Set Port-forwarding Port 8082
- Set DHCP to NOT to include Panel IP

Network Definitions

IP (Internet Protocol address)
Is a numerical address that is assigned to each participating computer on a TCP/IP (Protocol) network. Each communicating device on the same network must have a unique IP address. Thus, each Platinum control must be assigned an IP address to communicate over the network.

ISP (Internet Service Provide)
Are the companies providing Internet connection service to their users. They can be a cable company, a phone company (DSL), or a Fiber Optics company (FIOS). There are other forms of ISP companies available, however, they primarily target specialized markets.

Dynamic IP
The ISP or Local network DHCP server will provide an Internet connection with an IP address that can periodically change. When provided by the ISP, the Platinum control Internet ID must be configured as Solo.

Static IP
The ISP or Local network DHCP server will provide an Internet connection with an IP address that will never change. When provided by the ISP, it is primarily used for specialized services or web hosting. In this case, the Platinum control Internet ID must be configured as Custom.

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DHCP Server Dynamic Host Configuration Protocol (DHCP), is a software that is used to assign IP addresses to computers within a network. It is built-in most Internet Routers and servers. It can be activated or deactivated as needed. If not used, the Platinum control Internet ID must be configured as Custom.

Internet Ports Are logical Internet connections to other services or locations. There are over 65000 inbound ports and a similar number of outbound ports available for each IP. The default Internet communication port is TCP 80. Each different type of Internet service uses a different port. For example, e-mail uses port TCP 25. Platinum controls uses different inbound ports (TCP 8082 - TCP 8113) however, it only uses outbound port TCP 4133.

Port Forwarding Is the firewall capability of transferring any data coming from a WAN port to a LAN port to a specific LAN computer. The LAN computer must have a Static LAN IP. All Platinum controls require Port forwarding of port 8082 if behind a Firewall. The port can be changed by selecting a different Platinum Internet ID (2 through 32).

Firewall Is a software barrier designed to prevent unauthorized or unwanted communications to or from a network. It affects the Platinum control communication when blocking inbound communication over ports 8082 through 8113.

LAN (Local Area Network) Is a software that provide communication between a group of local computers. This software is built in current Internet Routers as well as many DSL modems. The software uses TCP/IP as the primary communication protocol. The IP normally starts with 192.168, 172.16, or 10.0.

WAN (Wide Area Network) Is the network that covers a broad range. It is used to connect multiple smaller network together (LAN). On most Internet Routers, the WAN port connects to the Internet.

Platinum Control Configuration

SELECT *Settings/System Settings/More Settings/Remote Interface* All except Multi-MOD
SELECT *Maintenance/Internet ID* Multi-MOD Only
The only Internet ready Platinum control configuration required is the Internet ID field.

Internet ID

Solo, 1 through 32, Custom **Default: Solo**

Solo:

- If the control is connected directly to the Internet using a cable modem without a firewall, then the user must select Solo as the Internet ID.
- The Platinum control will acquire its Internet information directly from the cable modem.
- Since no local firewall exists, no port forwarding shall be required.

1 through 32:

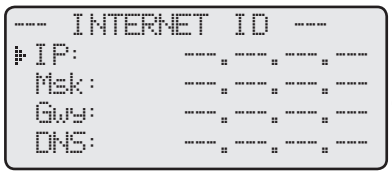
- If the control is behind an Internet Router, a modem with a built-in DHCP server, or a network server, the firewall port forwarding must be configured.
- The DHCP server must be configured to not provide an internet IP that matches the control local static IP.
- In addition, the Platinum control must have its Internet ID set to any number between 1 and 32. See “Port Forwarding Table”.
- The 1 - 32 options listen to the DHCP server and configure only the last octet of the IP address based on the Internet ID selected. For example; if 5 was selected as the Internet ID, then the IP address will be ###.###.###.105. Where ### represent the DHCP configuration IP. Each of the Internet IDs requires a specific port to be forwarded to it. See “Port Forwarding Table”.

Custom Internet ID

- The Custom option is primarily used when the Internet connection on the WAN side is Static, when the DHCP server is not activated, or when using a local Static IP. Thus, allows the user to manually configure the Internet connection by entering the IP, Subnet Mask, Gateway, and DNS information.
- All the configuration of the IP, Subnet Mask, Gateway, and DNS information must be provided by the ISP or the network administrator.

Port Forwarding Table

Internet ID	Actual IP	Port to Forward
Solo	N/A	8082
1	---.---.---.101	8082
2	---.---.---.102	8083
3	---.---.---.103	8084
4	---.---.---.104	8085
5	---.---.---.105	8086
6	---.---.---.106	8087
7	---.---.---.107	8088
8 to 31	---.---.---.108 to ---.---.---. 131	8089 to 8112
32	---.---.---.132	8113
Custom	Any IP	8082



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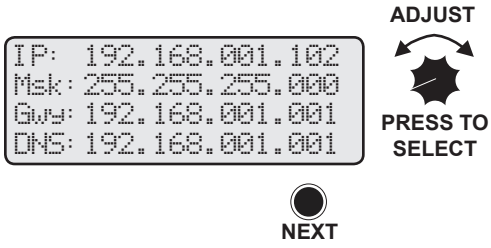
Viewing Platinum Control IP Information

- To view the Platinum control information including the Internet IP information that it currently has, press and hold the ADJUST button for 3 seconds. This shall display the control serial number and software information. While holding the ADJUST button, press the NEXT button twice to see the IP information that the control is currently using.

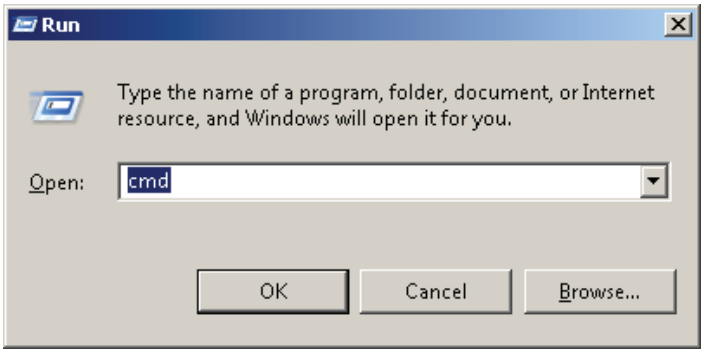


Hold the ADJUST button down
After 3 seconds , press the NEXT button twice

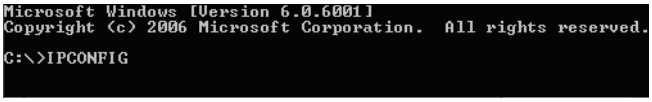
Finding LAN IP Address

- If you could not logon to you router or modem, the following steps may help.
- If using a Windows operating system, click the *Start* button on your computer Desktop. Select the *Run* option from the menu.

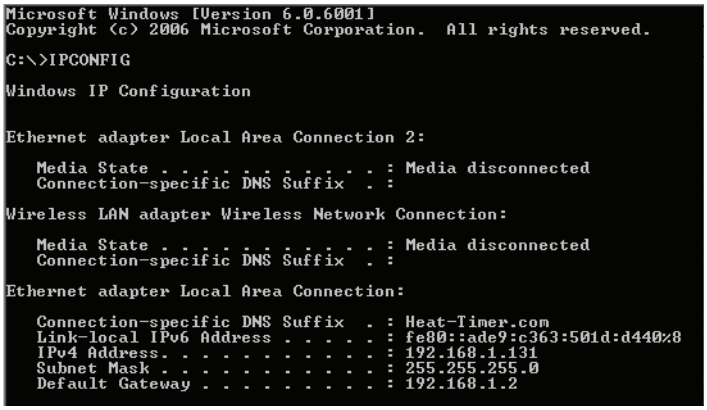
- A window will pop. Type **'CMD'**.



- A new window will pop. Type **'IPCONFIG'**.



- The IPv4 Address is the computer IP address. In this case it is 192.168.1.131.
- Most likely the Internet Router IP address is 192.168.1.1.
- Use this address to logon to your Router or modem through the web browser. If that did not work, contact the router owner.



Setting Internet Routers and Modems

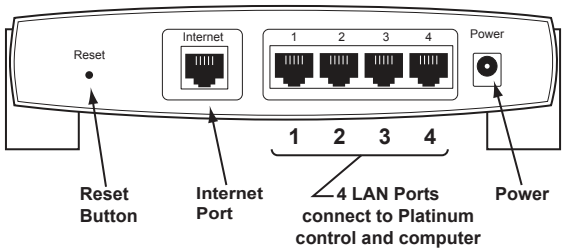
The Platinum RINet control requires access to the Internet. This access gives the user the capability of managing the control operation remotely. If the Platinum control is to share the Internet connection with other devices (computers or other Platinum controls), the use of an Internet Router is required. Some configuration of the Internet Router is needed for successful two way Internet communication.

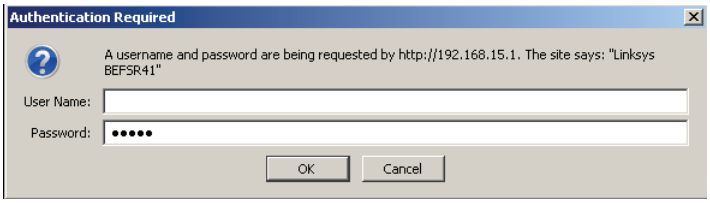
- A DHCP Server must be configured not to give IPs that the Platinum control uses. This can be done by setting the DHCP IP range above or below the Platinum control IP. Thus, either start the DHCP IP above the Platinum IP with 150 and end it with 250 (192.168.1.150 to 192.168.1.250). Or start it below the Platinum IP with 2 and end it with 100 (192.168.1.2 to 192.168.1.100).
- Port Forwarding is needed to allow incoming communication to the Platinum control. It tells the modem or router that inbound communication on specific ports must be forwarded to the specific Platinum control.
- The following screens are to help setup the most common Internet Routers as Linksys and Netgear as well as a DSL modem with built-in router.

Setting Linksys Router

The **Linksys BEFSR41** Internet Router has been used in these screens to demonstrate all Linksys routers' setup.

- Power the Linksys router.
- Connect the Platinum control and your computer to any of the four LAN ports on the back of the Linksys router. The corresponding LEDs on the front should be lit green.
- Connect the router Internet Port to the Internet modem. The Internet LED on the front should be lit green.
- Logon to the router by opening the web browser on your computer and typing '**192.168.1.1'** on the address bar.
- When the login screen is displayed, leave the **User Name** blank and enter '**admin'** in the **Password** field. Note that passwords are case sensitive.

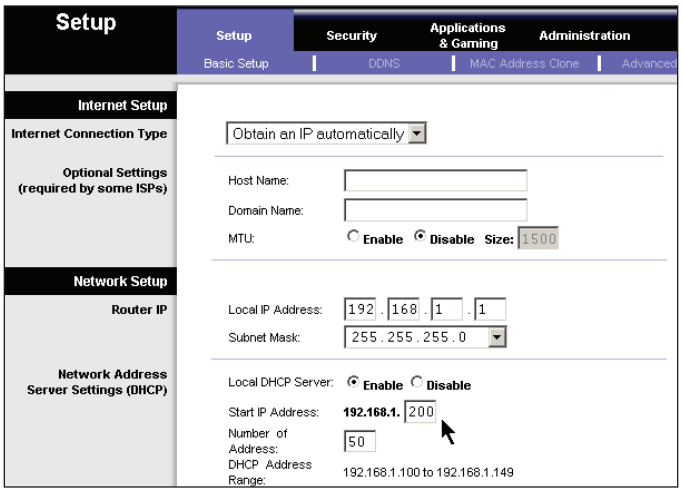




Linksys DHCP Setting

MENU: ***Setup/Basic Setup***

- Set the DHCP Server **Start IP Address** to '**200'**. Then set the **Number of Address** to '**50'**. Click ***Save Settings***. This way the Linksys will only give addresses between 192.168.1.200 and 192.168.1.250.



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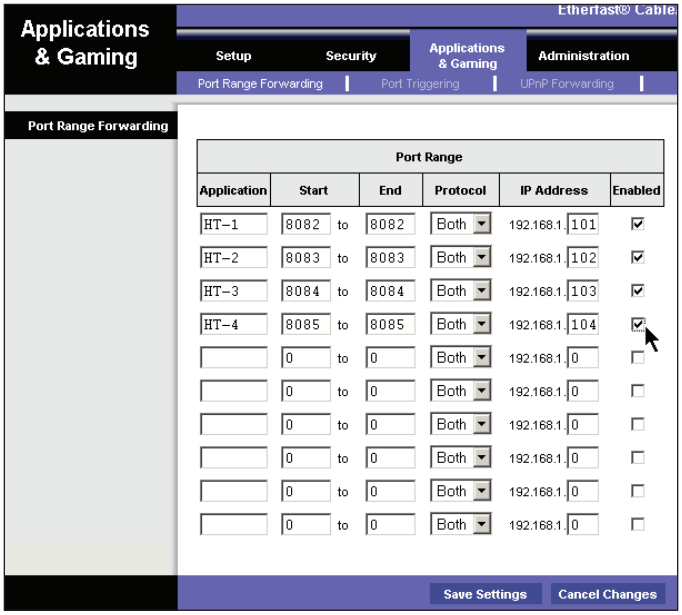
Linksys Port Forwarding

MENU: ***Application Gaming/Port Range Forwarding***

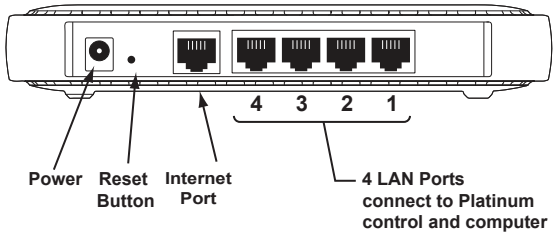
- Under the Application, put a name representing the Heat-Timer Platinum control.
- Under the Start and End Port Range, enter the same port as per the setting of the Platinum control. See "Port Forwarding Table" on page 7
- The Protocol can be set to either *Both* or *TCP*.
- The IP Address should correspond to the Platinum control Internet ID setting. Example; if the Platinum control Internet ID was set to **'2'**, the IP Address should be set to **'102'**.
- Click *Save Settings*.
- Proceed to "Testing Control Communication" on page 15

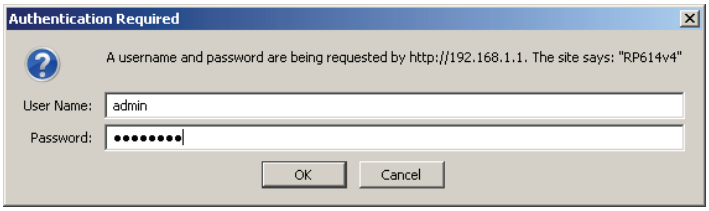


Setting Netgear Router

The **Netgear RP614** Internet Router has been used in these screens to demonstrate all Linksys routers' setup.

- Power the Netgear router.
- Connect the Platinum control and your computer to any of the four LAN ports on the back of the Netgear router. The corresponding LEDs on the front should be lit green.
- Connect the router Internet Port to the Internet modem. The Internet LED on the front should be lit green.
- Logon to the router by opening the web browser on your computer and typing **192.168.1.1** on the address bar.
- When the login screen is displayed, enter **'admin' as** the **User Name** and enter '**password'** in the **Password** field.

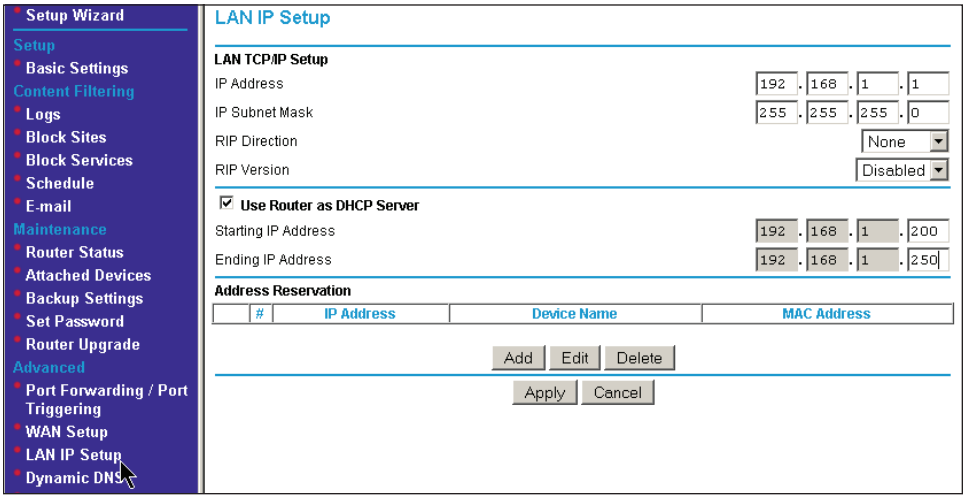




Netgear DHCP Setting

MENU: ***Advanced/LAN IP Setup***

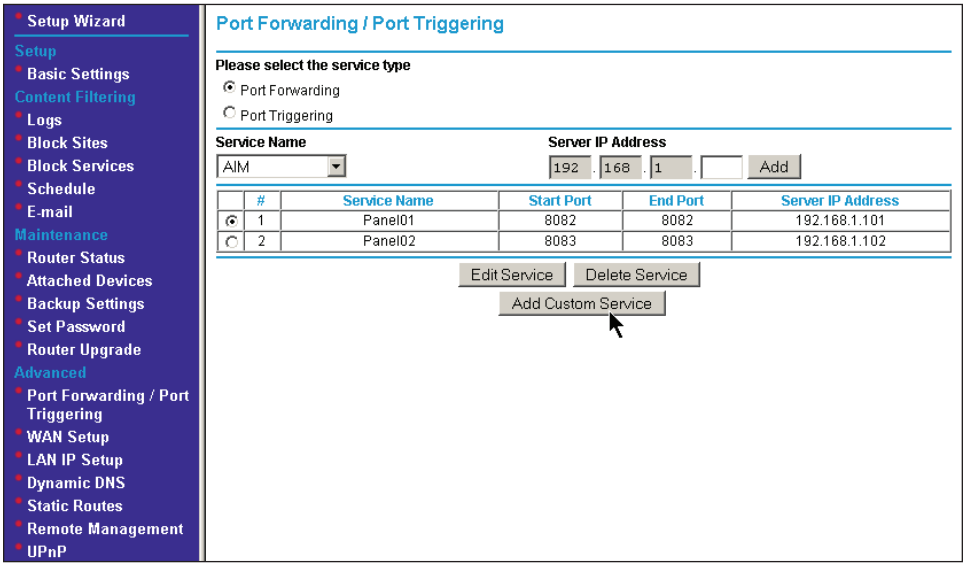
- Make sure the **Use Router as DHCP Server** is checked.
- Set the DHCP Server **Starting IP Address** to **'200'**. Then set the **Ending IP Address** to **'250'**. Click *Apply*. This way the Netgear will only give addresses between 192.168.1.200 and 192.168.1.250.



Netgear Port Forwarding

MENU: ***Advanced/Port Forwarding/Port Triggering***

- Click the *Add Custom Service* button.



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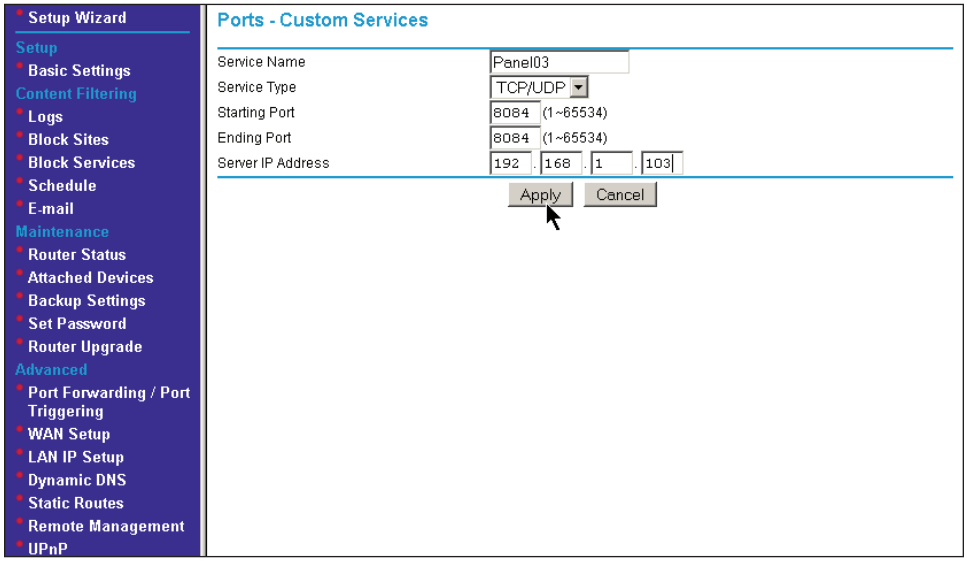
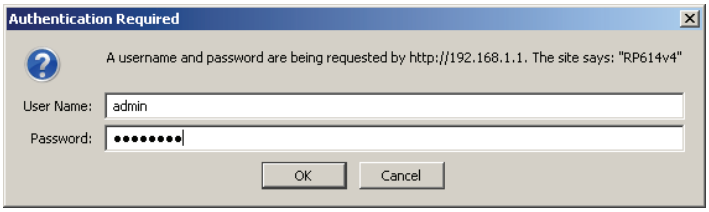
- Name the service to reflect the Platinum control Internet ID setting as shown.
- Under the **Starting Port** and **Ending Port**, enter the same port as per the setting of the Platinum control. See "Port Forwarding Table" on page 7
- The **Service Type** can be set to either *TCP/UDP* or *TCP*.
- The **IP Address** should correspond to the Platinum control Internet ID setting. Example; if the Platinum control Internet ID was set to **'2'**, the **Server IP Address** should be set to **'192.168.1.102'**.
- Click the *Apply* button.
- Proceed to "Testing Control Communication" on page 15



Setting a DSL Modem

The DSL modem used here have a built-in DHCP server and a firewall.

- Power the DSL modem.
- Connect the Platinum control and your computer to any of the four ports on the back of the DSL modem. The corresponding LEDs on the front should be lit green.
- Logon to the DSL modem by opening the web browser on your computer and typing **'192.168.1.1'** on the address bar.
- When the login screen is displayed, enter the **User Name** '**admin'** and enter '**password'** in the **Password** field. If the user name and password were different, contact you DSL provider.

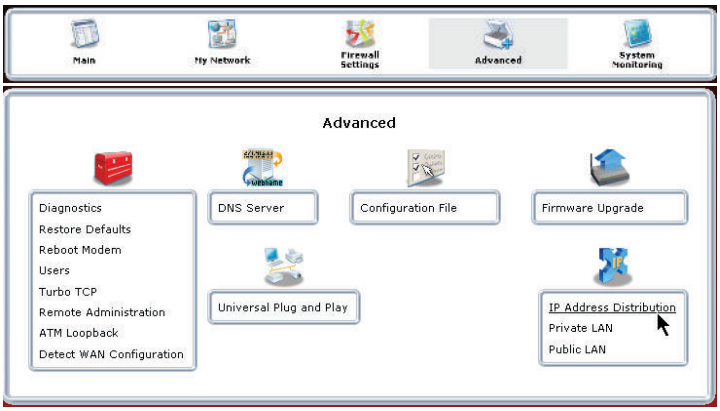


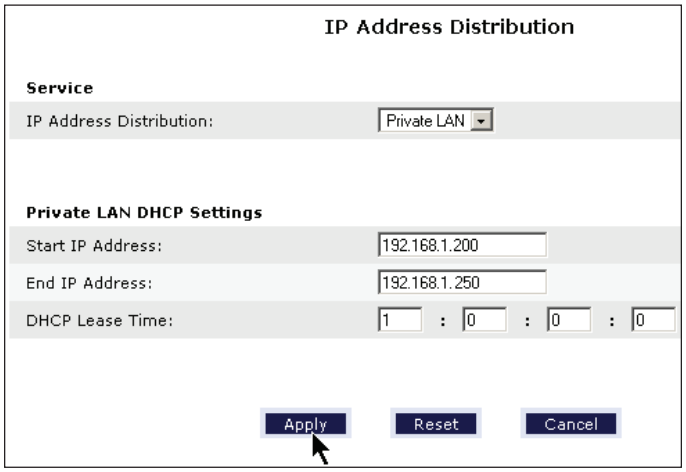
DSL DHCP Setting

MENU: ***Advanced / IP Address Distribution***

- Set the DHCP **Start IP Address** to **'200'**. Then set the **End IP Address** to **'250'**. Click *Apply*. This way the DSL modem will only give addresses between 192.168.1.200 and 192.168.1.250.

Select ***Advanced*** from the top menu.
Then select ***IP Address Distribution*** from the bottom right

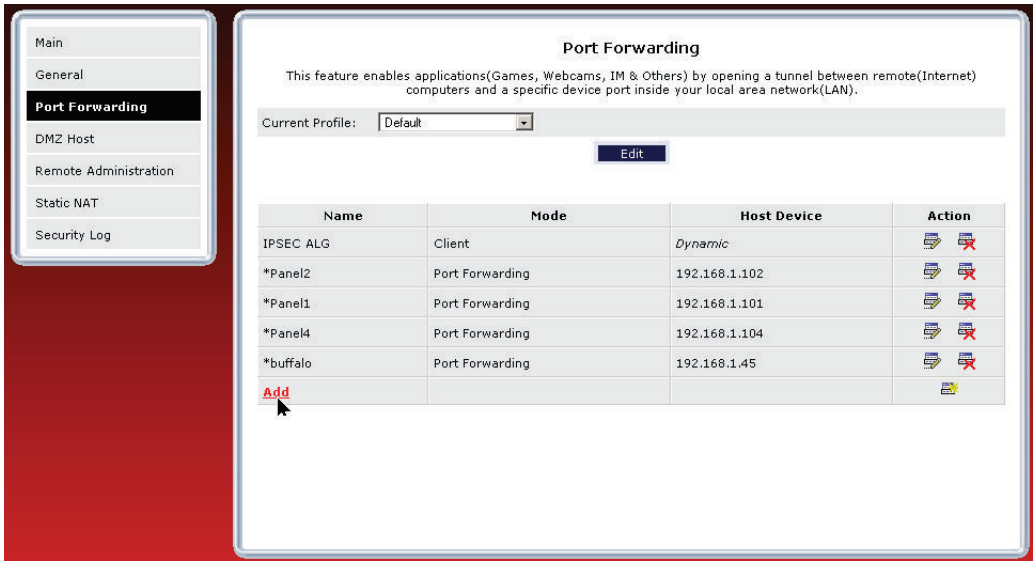




DSL Port Forwarding

MENU: ***Firewall Settings / Port Forwarding***

- Click the *Add* button to add a New Port Forwarding Rule.



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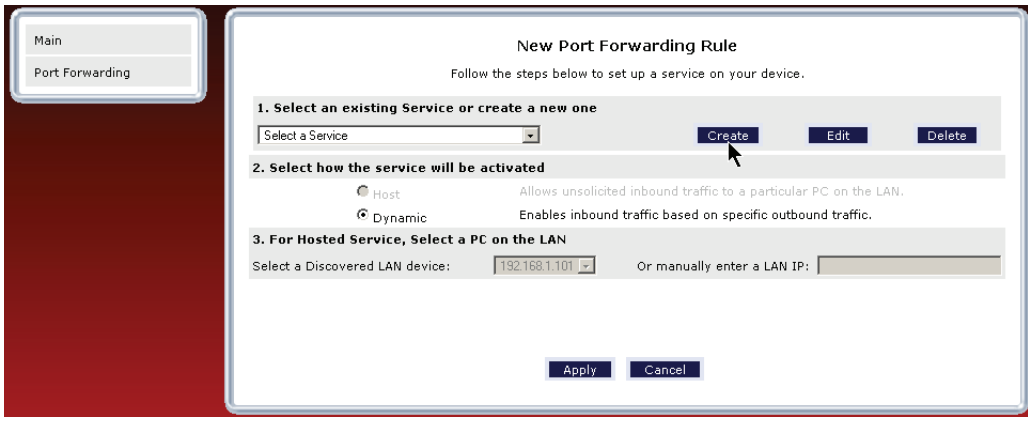
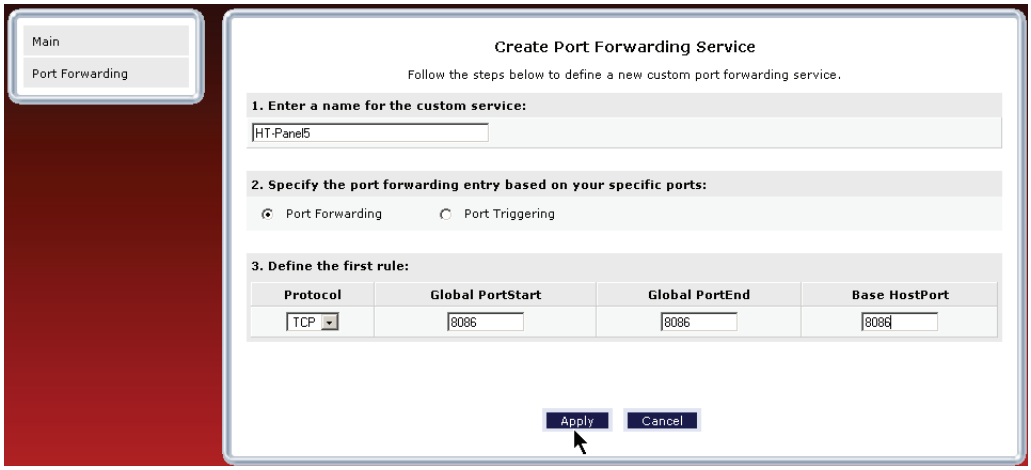
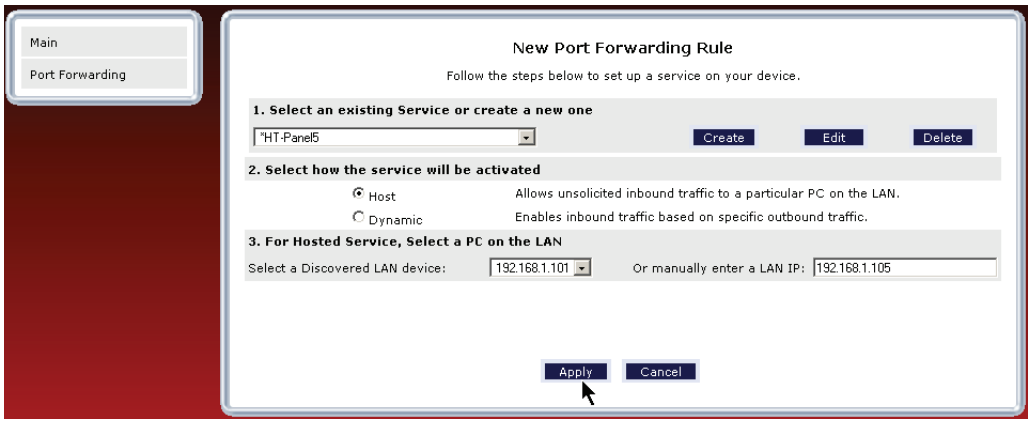
- Click the *Create* button to create a New Service to the New Port Forwarding Rule



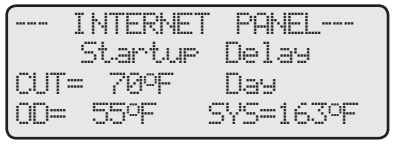
- Enter a name to the New Custom Service. To ease future modifications to the service, name the service to control Internet ID **'HT-Panel5'**.
- Select the *TCP* Protocol.
- Enter the port that corresponds to the control Internet ID in all the port fields. Then, click the *Apply* button. See "Port Forwarding Table" on page 7.



- This will bring you back to the **New Port Forwarding Rule** web page.
- Select the New Custom Rule '*HT-Panel5*' from the **Select an Existing Service or Create a New One** drop down list.
- Enter or select the IP of the control this service is created for. The IP must correspond to the ports used. Then click the *Apply* button to finalize the port forwarding rule creation.
- Proceed to "Testing Control Communication" on page 15



Testing Control Communication



Outbound Communication

- On a power up, the Platinum control will have a delayed Internet start (approximately one to two minutes) to allow for modem initialization. The control message will show Startup Delay. During the delay the option relay controlling the modem power will not energize
- Then, the control will go through a series of messages while communicating to the Heat-Timer servers. Each message will last about 1 to 2 seconds. The final message will display ACK RECEIVED to confirm the control outbound communication success.
- If the outbound communication was not successful, try using a computer using the same Internet connection to browse the web.

Inbound Communication

- Log on to your ICMS account. Go the building boiler room (Buildings / Boiler Room Install or View Control). Then try to Install the Platinum control under the building using the serial number. If the inbound communication was configured properly and the communication was successful, the control and its sensors will show in about 1 to 2 minutes. Otherwise a Red error message will show indicating the control inbound communication problem.

Setting Computer ICMS Access

⚠ ALERT

JAVA 1.5.1 or later and JAVA 3D must be installed and enabled on the computer to have full ICMS functionality. If JAVA was not installed or was disabled on the browser, Live Session and other web pages will not function.

Browser

The ICMS has been tested on the following operating systems and browsers.

- The ICMS has been tested to operate on Windows using the following browsers:
  - Internet Explorer 7 or later.
  - Firefox 3.0 or later.
- In addition,the ICMS has been tested to operate on MAC OSX using the following browsers:
  - Safari 3.2 or later.
  - Firefox 3.0 or later.

Troubleshooting Communication

Could Not Install The Control in The Building On The ICMS

- Check if the Platinum control has a valid IP address. See “Viewing Platinum Control IP Information” on page 8
- Check if Port Forwarding is required in your installation. Port forwarding is required whenever an Internet Routers, DSL modem, or a server is used. See “Types of Internet Connections” on page 6
- The control was configured behind a router that is behind a modem and the modem had a DHCP server activated. See “Two LANs After Each Other”.
- The IP the control uses to call out on is different from the response IP. This is used in large corporations or educational institutions. The Platinum control cannot communicate in such situations. The user must customize the connection to have all inbound and outbound communication use the same IP address.

Two LANs After Each Other

- To find out if two LANs exist, log on to the Internet Router the control is connected to and view the WAN or Internet IP address. If it started with 192.168, 172.16, or 10.1, then there is another LAN before that router.
- In this case configure the Internet Router/modem connected to the Internet’s DHCP and port forwarding. DO NOT USE A SECOND ROUTER. If the Internet connection is to be shared with other devices and computers, use a hub or a switch instead.

Two controls with the same IP address

- If on the same LAN two controls or computers were configured with the same Internet ID, one of the controls will display the message IP DUPE.
- Change the second control Internet ID to a unique value and configure the port forwarding to correspond to that value.

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Warranty

WARRANTIES AND LIMITATIONS OF LIABILITY AND DAMAGE: Heat-Timer Corporation warrants that it will replace, or at its option, repair any Heat-Timer Corporation manufactured product or part thereof which is found to be defective in material workmanship within one year from the date of installation only if the warranty registration has been properly filled out and returned within 30 days of the date of installation. Damages to the product or part thereof due to misuse, abuse, improper installation by others or caused by power failure, power surges, fire, flood or lightning are not covered by this warranty. Any service, repairs, modifications or alterations to the product not expressly authorized by Heat-Timer Corporation will invalidate the warranty. Batteries are not included in this warranty. This warranty applies only to the original user and is not assignable or transferable. Heat-Timer Corporation shall not be responsible for any maladjustments of any control installed by Heat-Timer Corporation. It is the users responsibility to adjust the settings of the control to provide the proper amount of heat or cooling required in the premises and for proper operation of the heating or cooling system. Heat-Timer Corporation shall not be required to make any changes to any building systems, including but not limited to the heating system, boilers or electrical power system, that is required for proper operation of any controls or other equipment installed by Heat-Timer Corporation or any contractor. Third Party products and services are not covered by this Heat-Timer Corporation warranty and Heat-Timer Corporation makes no representations or warranties on behalf of such third parties. Any warranty on such products or services is from the supplier, manufacturer, or licensor of the product or service. See separate Terms and Conditions of Internet Control Management System ("ICMS") services, including warranties and limitations of liability and damages, for ICMS services.

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