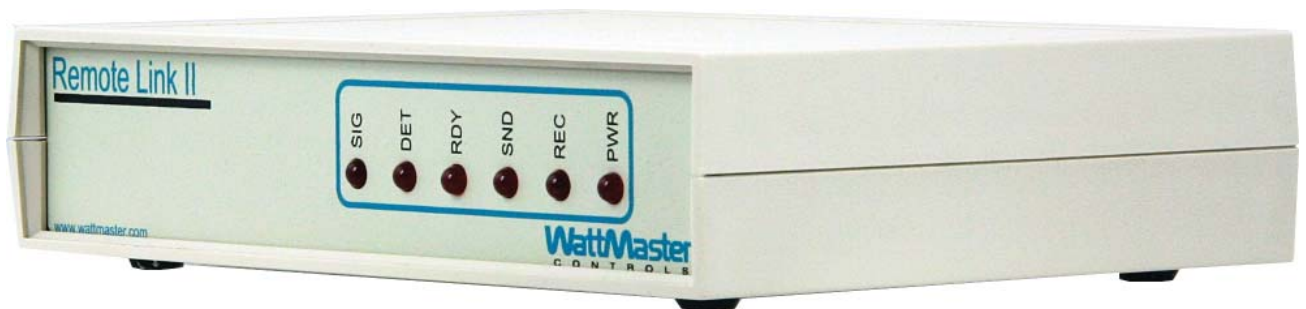




[www.wattmaster.com](http://www.wattmaster.com)

# Remote Link II Technical Guide

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## Remote Link II Overview

The OE419-06 Remote Link II is a modem used for alarm call-outs and/or to provide for remote communications with your control system. A second Remote Link II is required at the remote computer when remote communication with the job site is desired.

The Remote Link II connects to the CommLink communications interface at the control system location via a nine-pin serial cable. A telephone line connects the Remote Link to the local phone service. Using another Remote Link II connected to a computer and phone service at a remote location, you can monitor and control the system using Prism software. Connection is made by dialing the telephone number of the job site where the Remote Link II is located.

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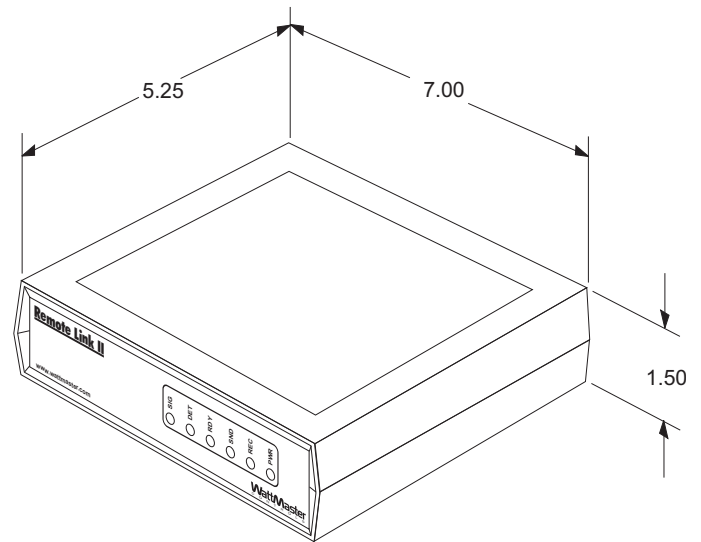
NOTE: WattMaster will not support any other internal or external modems by other manufacturers.

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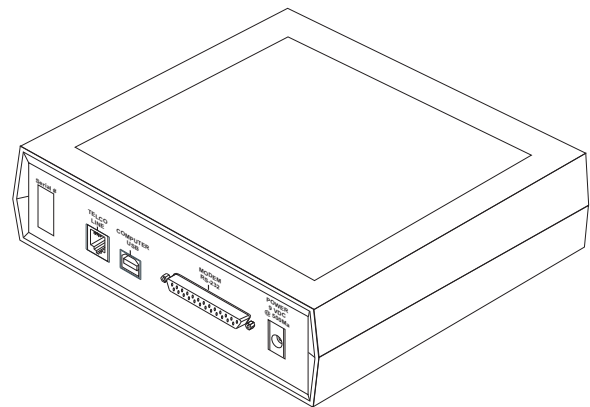
## System Requirements

To enable the Remote Link II to work with Prism, you will need the following:

- Remote Link II package which includes modem, 9 VDC power supply, 6 ft. long USB cable, 7 ft. long phone cable, serial cable, and installation instructions
- Conventional phone service (POTS), not attached to a PBX
- CommLink IV with power adapter and USB cable
- USB drivers on CD-ROM (supplied)
- PC with available USB 1.1 or 2.0 port or serial port (supplied by others)
- Microsoft® Windows® XP, Vista, or 7 (must be installed on the PC you are going to use)
- Prism or Prism II software (can be downloaded from any of our websites)



**FRONT VIEW**



**REAR VIEW**

Figure 1: Front and Rear View of Remote Link II

## Quick Guide

### Important Notes

- Follow the instructions to install the USB drivers. Make sure you follow the appropriate directions for your Windows version - Windows XP directions are different from Windows Vista and 7.
- Follow the included Remote Link II connection and wiring instructions sheet (*Figures 2, 3, and 4 on pages 10-11*) to connect and configure the Remote Link IIs.
- Make sure you follow the appropriate directions for your Prism version - Prism directions are different from Prism II.
- Familiarize yourself with all system components and review all documentation. Pay special attention to “Cautions,” “Notes,” and “Warnings” since these may keep you from experiencing unnecessary problems.
- If you encounter any problems, please refer to the Troubleshooting section of this guide first. If you can’t resolve the problem, please call WattMaster Technical Support at our toll free number—1-866-918-1100.

### Quick Guide for Windows XP

Follow the four steps below to get your Remote Link II up and running in no time.

- Step 1: **At the job site**, connect the Remote Link II to the CommLink IV using the supplied serial cable and connect the CommLink IV to a computer. *See Figure 2 on page 10.* Install the USB drivers for the CommLink IV. If you are using the Remote Link II solely for alarm call-outs, skip the steps below and go to “Prism Setup for Alarm Call-Outs” on page 15.
- Step 2: **At the remote dial-out site**, connect the Remote Link II to your PC using either a serial cable connection or USB cable connection. *See Figures 3 and 4 on page 11.*

Step 3: If you are using a serial connection at the remote dial-out site, you need to determine what serial port (COM1 or COM2) the Remote Link II is using before you set up Prism. If you are using a USB connection at the remote dial-out site, you first need to install the USB drivers located on the included CD-ROM and then determine the COM port number before using Prism.

Step 4: Install and set up Prism software on your computer to access your remote job site.

### Quick Guide for Windows Vista & 7

Follow the four steps below to get your Remote Link II up and running in no time.

Step 1: **At the job site**, install the USB drivers for the CommLink IV. Connect the Remote Link II to the CommLink IV using the supplied serial cable and connect the CommLink IV to a computer. *See Figure 2 on page 10.* If you are using the Remote Link II solely for alarm call-outs, skip the steps below and go to “Prism Setup for Alarm Call-Outs” on page 15.

Step 2: **At the remote dial-out site**, if you are using a USB connection, you first need to install the USB drivers located on the included CD-ROM and then determine the COM port number before using Prism.

If you are using a serial connection, you need to determine what serial port (COM1 or COM2) the Remote Link II is using before you set up Prism.

Step 3: At the remote dial-out site, connect the Remote Link II to your PC using either a serial cable connection or USB cable connection. *See Figures 3 and 4 on page 11.*

Step 4: Install and set up Prism software on your computer to access your remote job site.

## USB Driver Installation Instructions For Windows® XP

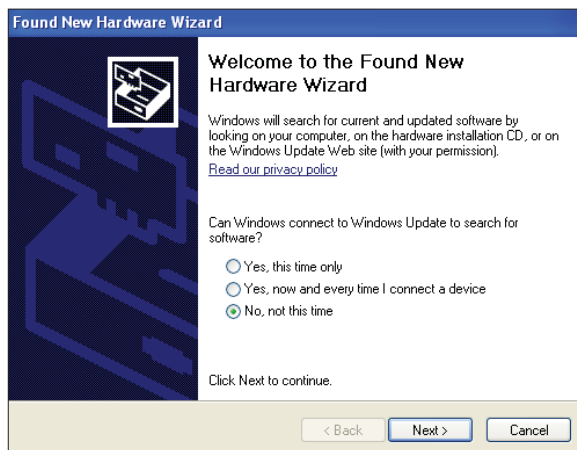
### USB Serial Converter Driver Installation for Windows® XP

These instructions only apply to the remote dial-out site.

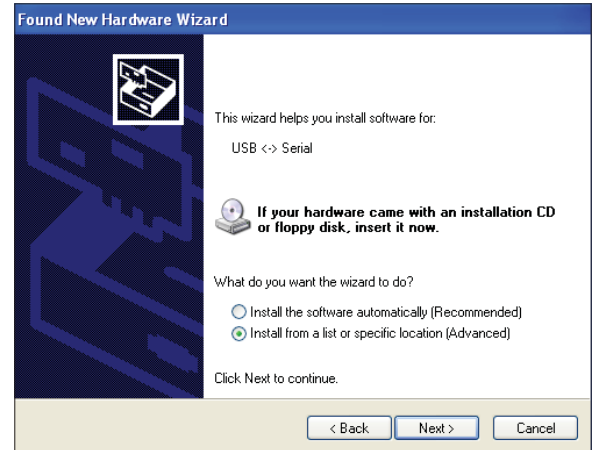
**CAUTION:** You must use the drivers on the CD-ROM supplied with the Remote Link II.

**NOTE:** If for any reason you cancel out of the New Hardware Wizard before installing the USB drivers or if you receive an error message during installation, the drivers will not be installed. You must then install the drivers using the directions in the XP Troubleshooting Section on page 18.

1. At the remote site, *plug* the USB cable attached to the Remote Link II into your computer's USB port.
2. *Insert* the USB Drivers CD-ROM into your CD-ROM drive.
3. A message should pop up from the toolbar that reads, "Found New Hardware." *Click* on the message.
4. The Found New Hardware Wizard will open and ask the question, "Can Windows connect to Windows Update to search for software?" *Select* "No, not this time" and *click* <Next>.



5. The next window that appears will ask, "What do you want the wizard to do?" *Select* "Install from a list or specific location (Advanced)" and *click* <Next>.



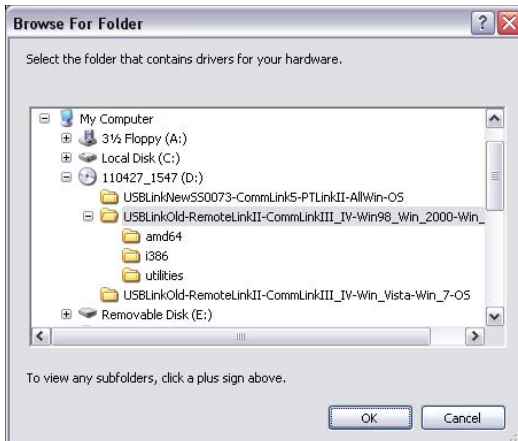
6. In the next window that appears, *select* the radio button in front of the option "Search for the best driver in these locations." *Uncheck* the box that reads, "Search removable media" and instead *check* the box "Include this location in the search."



7. *Click* <Browse> and locate the drive that your CD-ROM is located on. *Click* <Next>.

## USB Driver Installation Instructions For Windows® XP

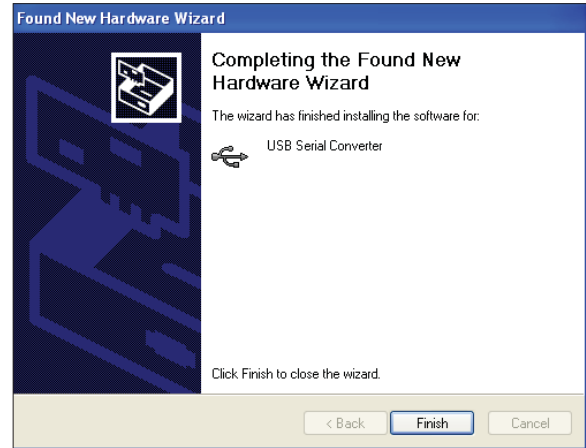
8. *Highlight* the Win98\_Win\_2000\_Win98 directory by *clicking* on it and then click <OK>.



9. The screen will now state, “Please wait while the wizard installs the software...”



10. While the files are downloading, a *Hardware Installation Window* might pop up as shown below. *Click* <Continue Anyway>.



11. The wizard will then finish installing the software.
12. Once the wizard is done, *click* <Finish>.

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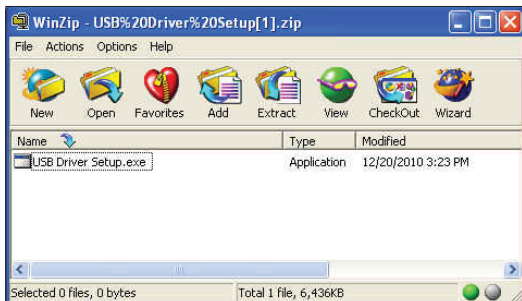
## USB Serial Port Driver Installation for Windows® XP

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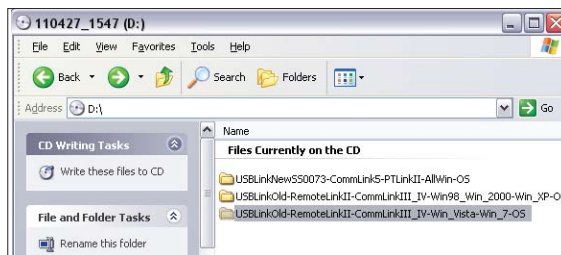
1. Once the USB Serial Converter software is installed, the Found New Hardware Wizard will appear again to download the USB Serial Port software.
2. Follow steps 1 through 7 of the previously described USB Serial Converter Driver Installation instructions.
3. *Click* <Finish> when the wizard is done downloading the software.
4. Windows® XP requires you to restart your computer before the new settings will take effect.
5. Continue with the next section “Disabling the Analog Modem Driver Installation in Windows® XP” on page 8.

### USB Serial Converter and Serial Port Driver Installation for Windows Vista & 7

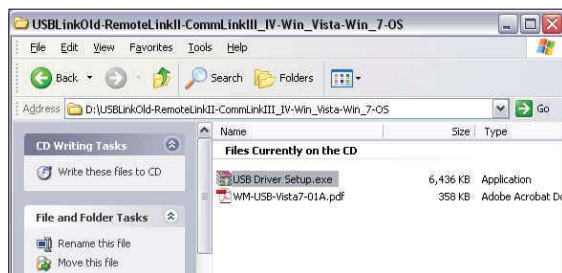
1. *Insert* the USB Drivers CD-ROM into your CD-ROM drive or *download* the USB Drivers file from [www.orioncontrols.com/software-new.html](http://www.orioncontrols.com/software-new.html). If using the CD-ROM, go to Step 2. If downloading the file, *click* on the USB Driver Setup.zip file to unzip the file and then go to Step 3.



2. *Double-click* on the Vista/Win\_7 folder.



*Double-click* on USB Driver Setup.exe.

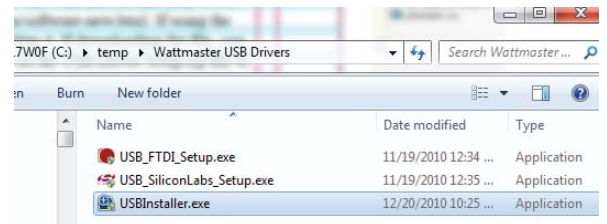


3. The *WattMaster USB Driver Installation Window* will appear.



4. If you wish to change the Destination Folder, *click* <Browse> and change the location. *Click* <Install> to install the software. Then, open the WattMaster USB Driver folder in the temp directory on your hard drive or the new location if you changed the destination folder.

5. *Double-click* USBInstaller.exe.



6. Then *click* the <Begin Install> button.



7. The installation program will walk you through the rest of the steps. The program might prompt you to remove old USB drivers from your computer. *Click* <Yes> if so. Once installation is complete, you will need to reboot your computer to have the new settings take effect.
8. With successful USB driver installation, you can now connect your USB device.
9. Follow the procedures on page 9 to verify the Comm Port.

## Disabling the Analog Modem Driver Installation

### Disabling The Analog Modem Driver Installation in Windows® XP

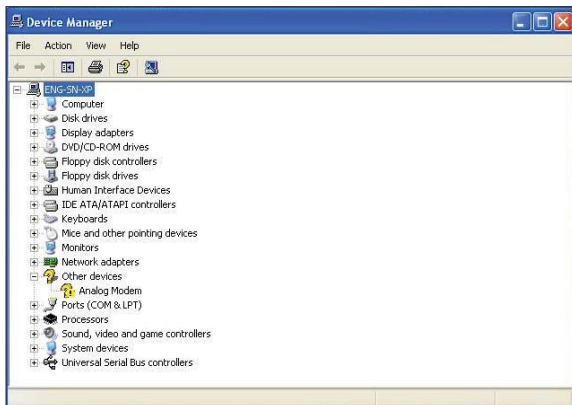
1. After the USB Drivers have been loaded, the message “Found New Hardware for Analog Modem” will pop up from the toolbar. *Click* on this message.



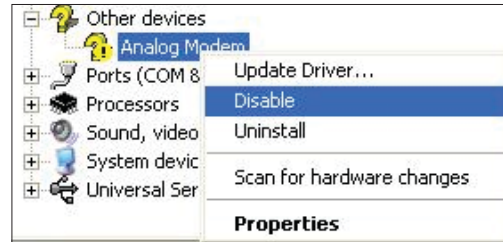
2. The *Found New Hardware Wizard Window* will appear. *Click* <Cancel> to cancel out of the hardware installation process.



3. A new message will pop up from the toolbar that states, “A problem occurred during hardware installation. Your new hardware might not work properly.”
4. You now need to access the Device Manager. *Left-click* on <Start>, *click* <Control Panel>, and *double-click* the <System> icon. *Click* the <Hardware> tab and then *click* the <Device Manager> button. The *Device Manager Window* will pop up. *Click* on “Other Devices.”



5. There will be a question mark and exclamation point in front of Analog Modem. *Right-click* on Analog Modem and *select* Disable.



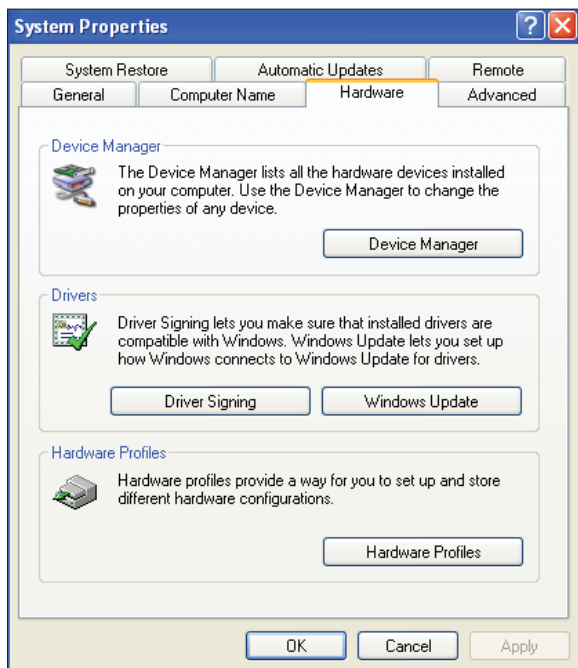
6. A message will appear that states, “Disabling this device will cause it to stop functioning. Do you really want to disable it?” *Click* <Yes>.
7. The question mark in front of Analog Modem will now have a red X on it.
8. Continue with the next section “Finding What COM Port Number the Remote Link II is Using” on page 9.

### Finding What COM Port Number the Remote Link II is Using

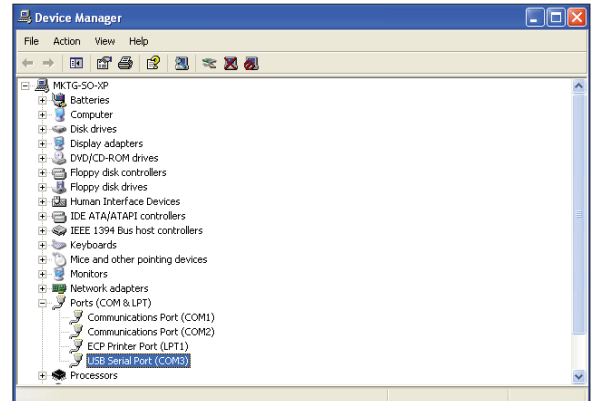
1. *Left-click* on <Start>, located on the bottom left of the Windows toolbar. *Select* <Control Panel>. *Double-click* the <System> icon.



2. *Click* the <Hardware> tab. *Click* the <Device Manager> button.



3. *Click* on the plus sign next to Ports to see all of the COM ports.



4. *Locate* the USB Serial Port (COM#). The COM# in parentheses is the port it is located on. *Write* this COM port number down. You will need to know this when setting up the Prism software.
5. If the COM port number is 10 or greater, go to “Changing the USB Serial COM Port Number” in the Troubleshooting section on page 19; otherwise, continue with the section “Prism Setup” on page 12 or “Prism II Setup” on page 13.

## Connections and Wiring

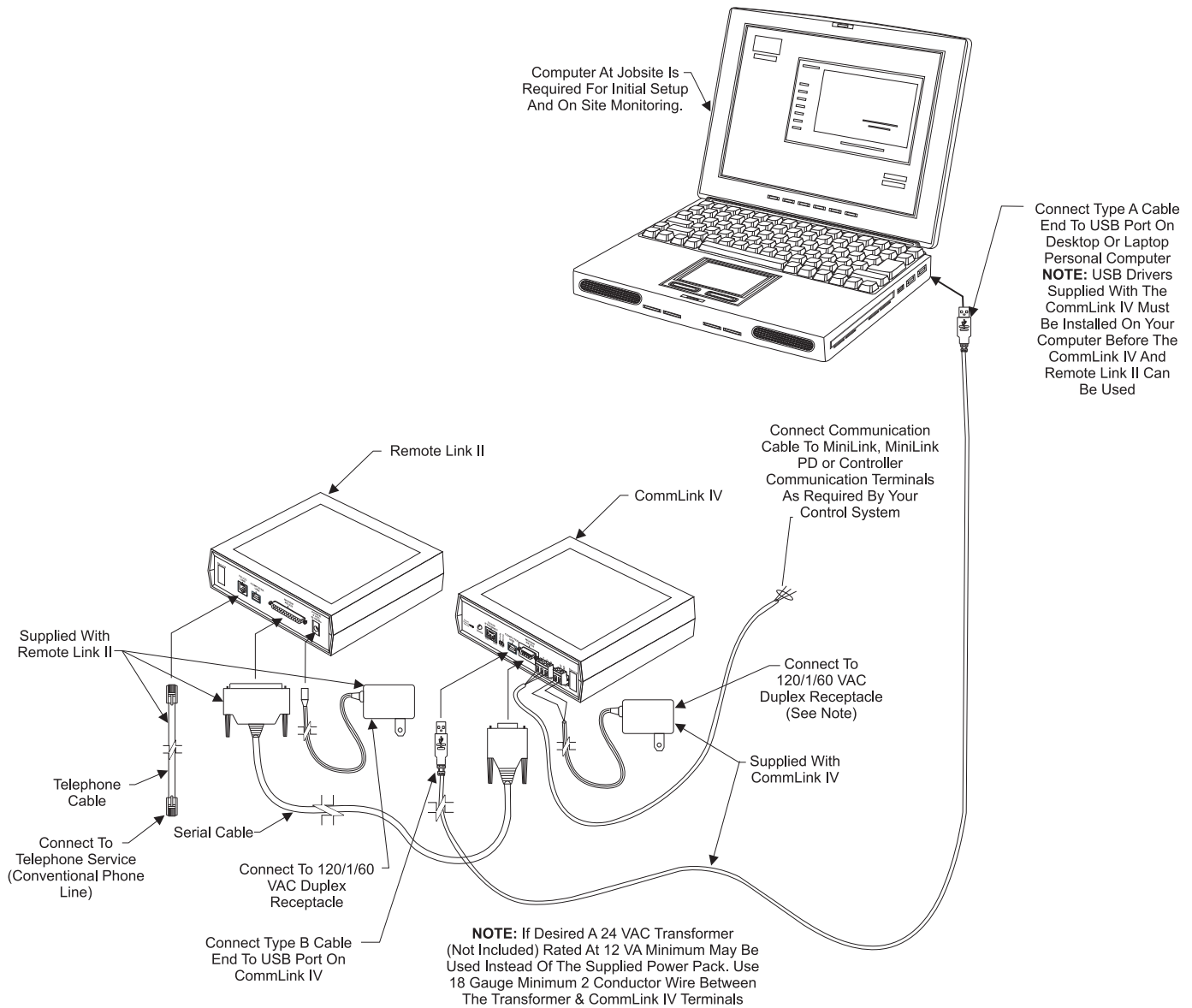


Figure 2: Remote Link II Connection and Wiring at Controls System Location

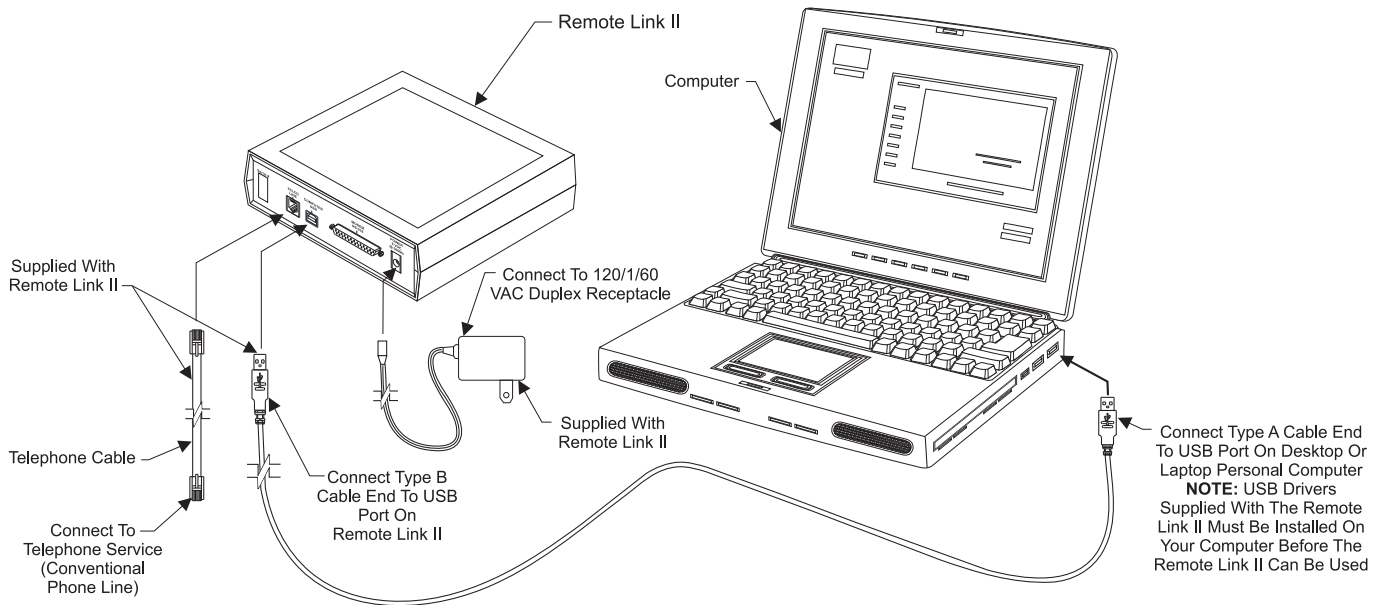


Figure 3: Remote Link II Installation at Remote Dial-Out Site Using USB Connection

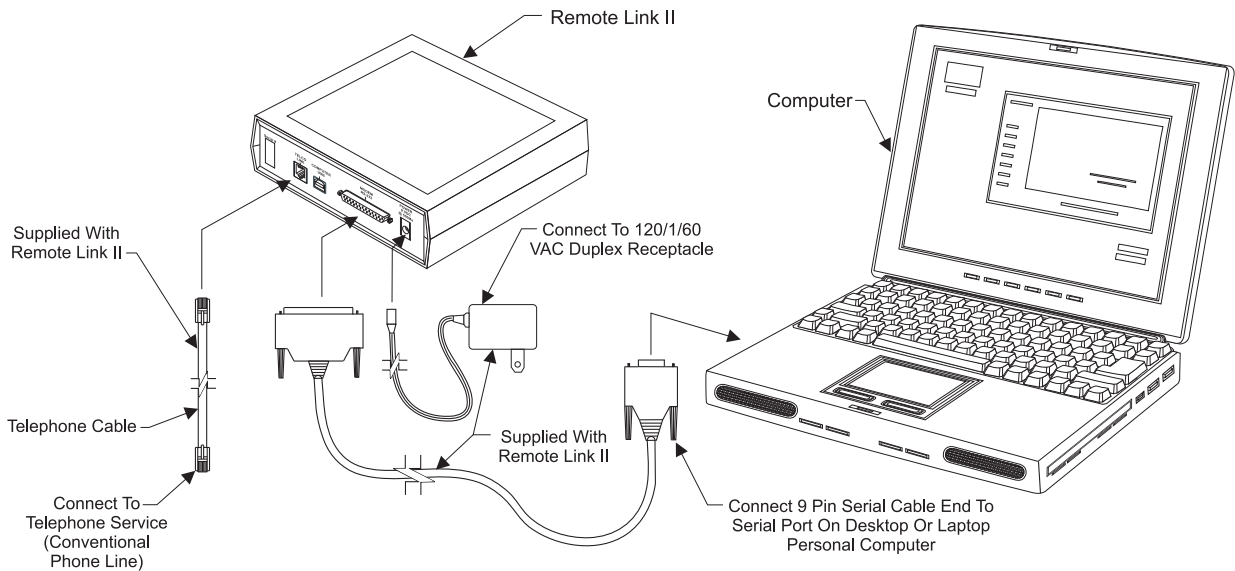

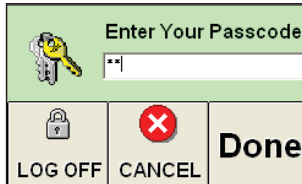


Figure 4: Remote Link II Installation at Remote Dial-Out Site Using Serial Connection

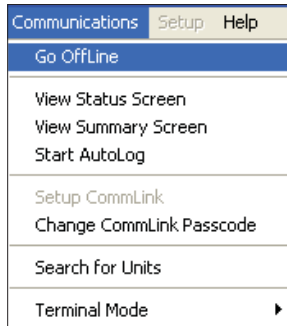
## Prism Setup Instructions for Remote Dial-Out

### Prism Setup for Remote Dial-Out

1. *Open* your Prism software.
2.  *Click* on the <Key> button and *type in* your level 3 passcode (default “sm”).  
*Click* <Done>.



3. If Prism is online, *click* <Communications> and then *click* <Go Offline>.



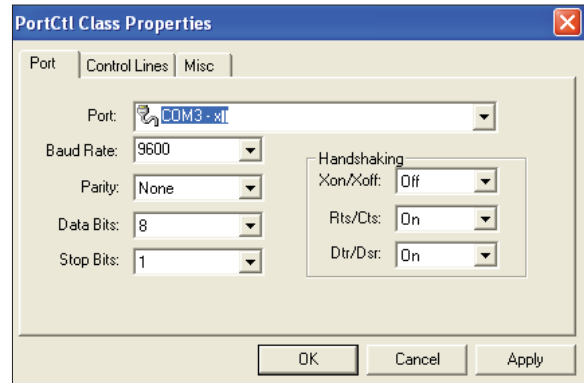
4.  *Click* on the <Edit Jobsite> button to enter jobsite information.

5. *Click* on an empty location. *Type in* a job name and *press* <Enter>.

Location	Port	BaudRate	IP Address	CommLink	Phone No.
1 New Job Site	1	9600		0	
2		9600		0	
3		9600		0	
4		9600		0	
5		9600		0	
6		9600		0	
7		9600		0	
8		9600		0	
9		9600		0	

6. *Double-click* in the Port location on the same line as the job name. The *PortCtl Class Properties* Window will pop up.

7. *Click* on the down arrow on the Port pull down box and *select* the COM port that the Remote Link II is using. If using a USB connection, this port number is the one you should have found in the Device Manager. If using a serial connection, the COM port will be COM1 or COM2. *Click* <Apply> and then *click* <OK>.




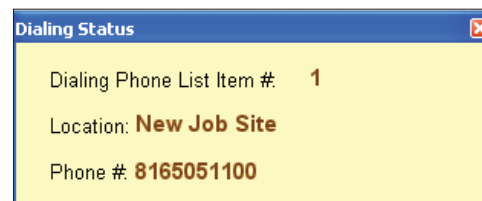
8. In the *Job Site Window's* CommLink field, *type in* the number “1” if the CommLink is a single loop CommLink; otherwise, leave the default “0” for multiple loop. *Press* <Enter>.

Location	Port	BaudRate	IP Address	CommLink
1 New Job Site	4	9600		1

9. In the *Job Site Window's* Phone Number field, *type in* the phone number of the remote job you want to connect to and *press* <Enter>. *Click* <Done>. The *Job Site Window* will close.

Port	BaudRate	IP Address	CommLink	Phone Number	Passcode	Designator
1	3	9600	0	8165051100		65
2		9600	0			65
3		9600	0			65
4		9600	0			65

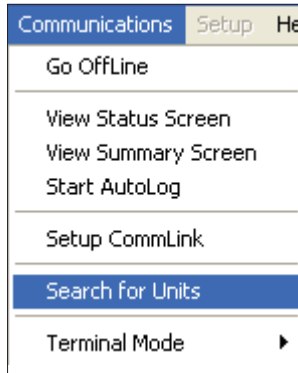
10.  *Click* on the <Dial-Out> button, located at the top of the *Prism Screen*, to begin dialing. The *Dialing Status* Window should appear. Verify that you are calling the correct jobsite.



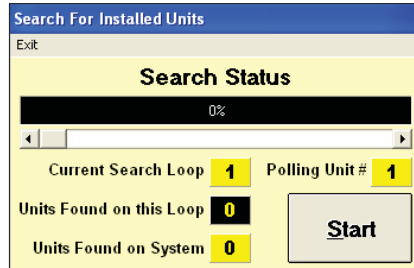
## Prism II Setup Instructions for Remote Dial-Out

- If complications occur, *click* on the <Stop> button to cancel the dial-out. If everything is working properly, you will know connection has been made when the *Dialing Status Window* closes and the DET LED on the Remote Link lights up.

- Click* <Communications> and *select* <Search for Units>.



- The *Search for Installed Units Window* will pop up. *Click* <Start> to start the search.



- If everything is working and wired correctly at the job site, **Units Found on this Loop** should increment. When you are done searching for units, *click* <Exit>.


- To access a unit, find the address of the board in the *Unit Descriptions Window* and *double-click* on it.

- To disconnect the remote dial-out, *click* on the <Terminate Dial-Out> button.




## Prism II Setup for Remote Dial-Out

- Open* your Prism II software.

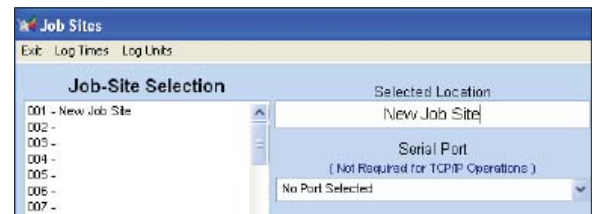
-  *Click* on the <Login> button and *type in* your level 3 passcode (default "9288"). *Click* <OK>.



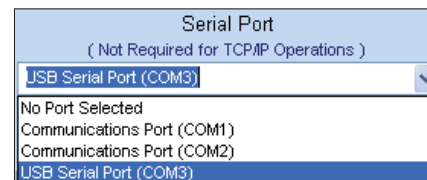
-  If Prism II is online, *click* the <ON LINE> button to make it go <OFFLINE>.

-  *Click* the <Job-Site> button to open the *Job Sites Window*.

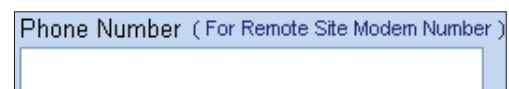
- Click* on any empty location in the *Job-Sites Window* and *type in* a job name in the Selected Location field. *Press* <Enter>.



- In the Serial Port field, *click* on the pull down box and *select* the COM port that the Remote Link II is using. If using a USB connection, this port number is the one you should have found in the Device Manager. If using a serial connection, the COM port will be COM1 or COM2.

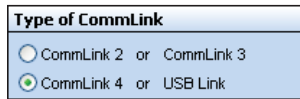


- In the Phone Number field, *type* in the phone number of the remote job you want to connect to and *press* <Enter>.

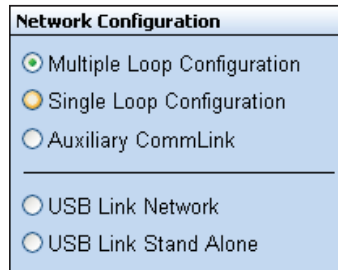


## Prism II Setup Instructions for Remote Dial-Out


8. In the Type of CommLink selection box, *select* the type of CommLink you are using.

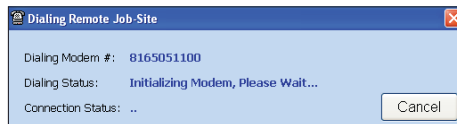



9. In the Network Configuration selection box, *select* the mode for the CommLink you are using at the job site. This will be either Multiple Loop Configuration or Single Loop Configuration.



10. Click <Exit> to close out of the *Job Sites Window*.

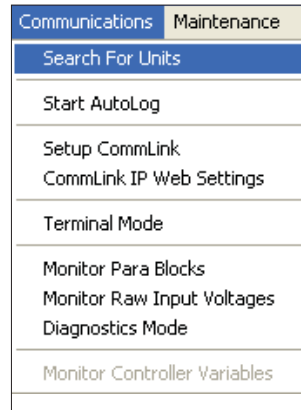
11.  Click on the <Dial-Out> button, located at the top of the *Prism II Screen*, to begin dialing. The *Dialing Status Window* should appear. Verify that you are calling the correct jobsite.



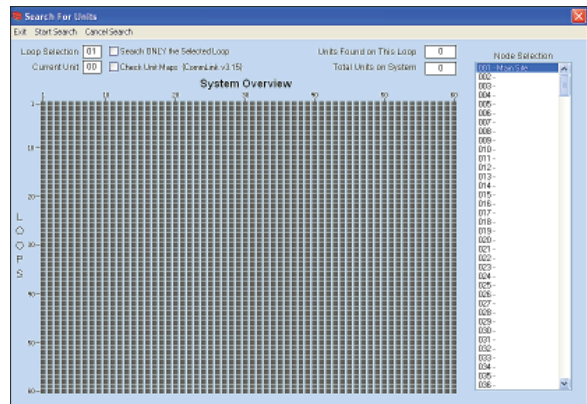
12.  If complications occur, *click* on the <CANCEL DIALOUT> button to cancel the dial-out.

If everything is working properly, you will know a connection has been made when the *Dialing Status Window* closes and the DET LED on the Remote Link II lights up.

13. From the <Communications> menu, *select* <Search for Units>.




14. The *Search for Units Window* will pop up. Click <Start Search> to initiate an automatic detection of all installed controllers on your system.



15. If everything is working and wired correctly at the remote job site, **Units Found on this Loop** should increment. When you are done searching for units, *select* <Cancel Search> and then *click* <Exit>.


16. A window will pop up that asks, “Do you want to save the search results?” *Click* <Yes> if you wish to save the results. *Click* <No> if not.

17. To access a unit, find the address of the board in the *Unit Selection Window* and *double-click* on it.

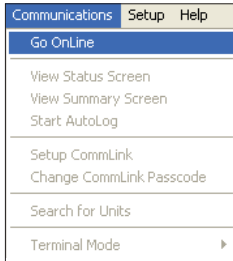
18.  To disconnect the remote dial-out, *click* on the <HANG UP> button.

## Prism and Prism II Setup Instructions for Alarm Call-Outs

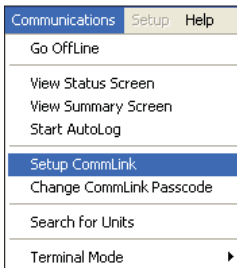
### Prism Setup for Alarm Call-Outs

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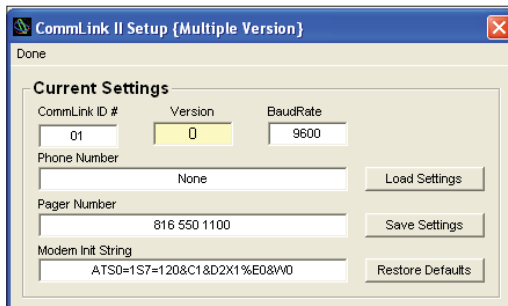
Open your Prism software. Click on the <Key> button and *type in* your level 3 passcode (default “sm”). Click <Done>.
- If Prism is offline, *click* <Communications> and then *click* <Go Online>.



- Click <Communications> and then *click* <Setup CommLink>.




- The *CommLink Setup Window* will appear. Click <Load Settings>. *Type in* the number of the receiving cell phone in the pager field. Click <Save Settings> and then *click* <Done>.

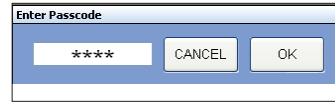


- In your cell phone entries, create an entry for each of your job sites with its corresponding phone number so that you know which job site has an alarm.

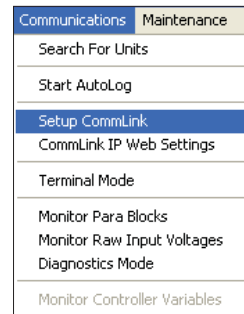
### Prism II Setup for Alarm Call-Outs

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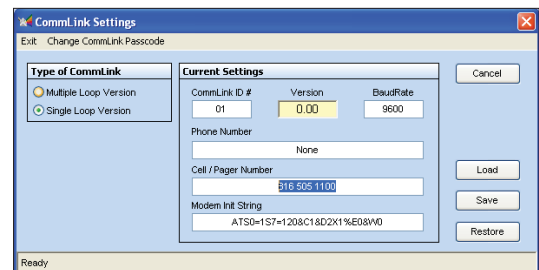
Open your Prism II software. Click on the <Keys> button and *type in* your level 3 passcode (default “9288”). Click <OK>.



- Click <Communications> and then *click* <Setup CommLink>.



- The *CommLink Settings Window* will appear. Click <Load>. *Type in* the number of the receiving cell phone in the cell/pager field. Click <Save> and then *click* <Exit>.



- In your cell phone entries, create an entry for each of your job sites with its corresponding phone number so that you know which job site has an alarm.

## Remote Link II LED Descriptions

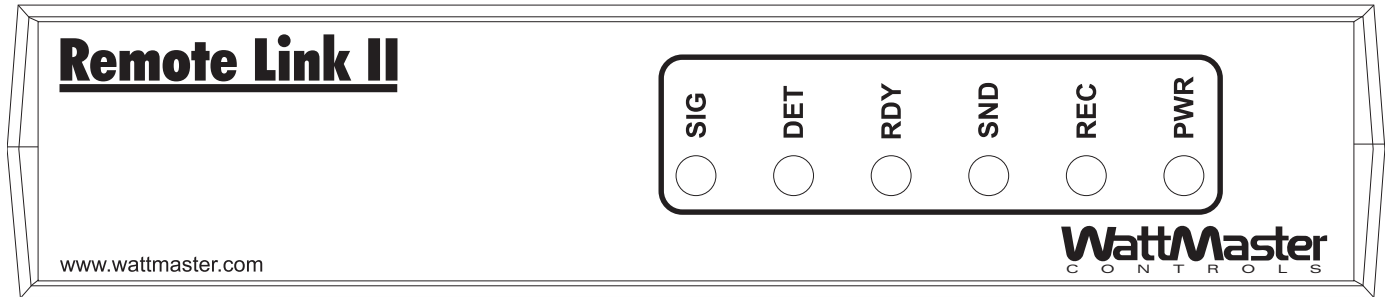


Figure 5: Remote Link II LED Display

### LED Descriptions

SIG - Indicates a call to the Remote Link is being made.

DET - Indicates a call between two Remote Links has been connected.

RDY - Indicates that the CommLink or computer that is connected to the Remote Link is ready to transmit and receive data.

SND - Indicates that the Remote Link is sending data.

REC - Indicates that the Remote Link is receiving data.

PWR - Indicates that the Remote Link has power.

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## Troubleshooting Tips

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### Problems with Prism Software

- Verify that the correct COM port, created by the USB or serial connection, is selected in the *Job Site Window*. The COM port number is found in <Control Panel>, <System>, <Hardware>, <Device Managers>, <Ports>.
- Verify that the phone number of the remote job site was typed correctly.

### Problems with the USB Connection

- Verify that the RDY LED lights up when you try to connect to a job remotely in Prism. If it doesn't light up, disconnect and reconnect the USB connection.
- Verify that the USB drivers have been installed properly.

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NOTE: WattMaster Controls Technical Support cannot troubleshoot internal PC and/or Windows®-based operating system problems.

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## Troubleshooting the USB Drivers for Windows® XP

### Troubleshooting the USB Drivers for Windows® XP

If the *Found New Hardware Window* did not appear when you plugged in your Remote Link II or if you canceled out of the installation procedure for any reason, you will have to follow these instructions to install the USB drivers.

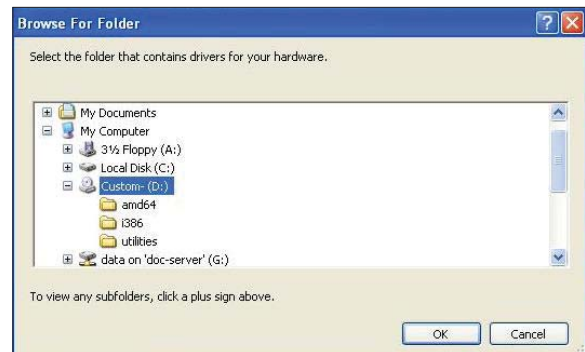
1. Plug the USB cable attached to the Remote Link II into your computer's USB port.
2. Click <Start>, click <Control Panel>, and then double-click <System>. The *System Properties Window* will appear. Click the <Hardware> tab and then click <Device Manager>.



3. The *Device Manager Window* will appear. In this window, look for an exclamation point in the categories, "Other devices," "Ports," or "Universal Serial Bus controllers." Click the item containing the exclamation point.



4. Right-click on USB Serial Port and then click <Update Driver>. The *Hardware Update Window* will appear.
5. In response to the question, "Can Windows search for software?" click the radio button, "No, not at this time" and then click <Next>. Insert your USB Drivers CD-ROM into your CD-ROM drive, and then click the radio button, "Install from a list or specific location" and click <Next>.
6. The screen will now display the message, "Search for driver software in this location:" If the location is correct, click <Next> and go to step 8. If not, click <Browse>.
7. Select the CD-ROM location from the list of folders and then click <OK>.



8. A message will appear that states, "Please wait while the wizard installs the software..."
9. When the installation is complete, the window below will appear. Click <Finish>.

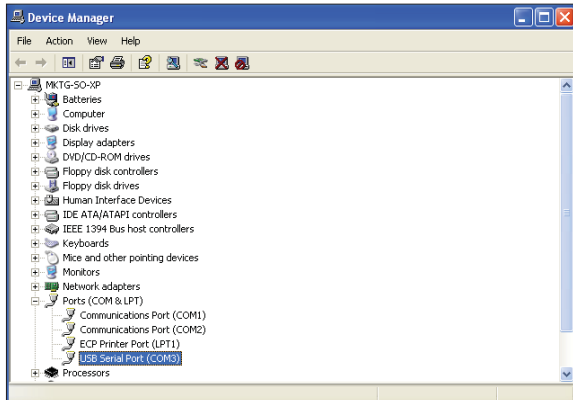


## Troubleshooting the USB Serial COM Port Number

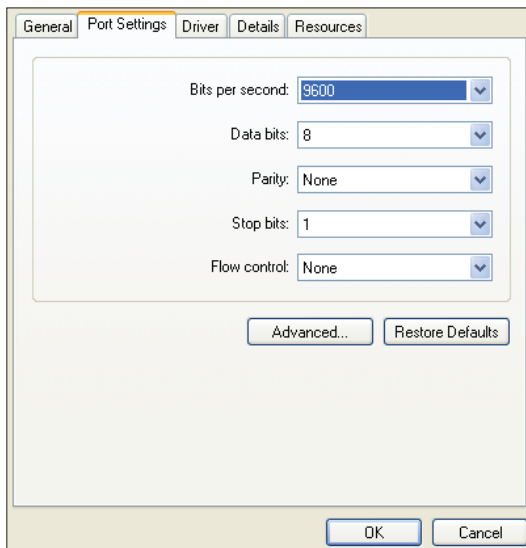
### Changing the USB Serial COM Port Number

When the Remote Link II is first plugged in, it will be assigned a COM port number to be used for communicating with the Prism software. If the port number is 10 or greater, it needs to be changed to a value less than 10 to be recognized by Prism.

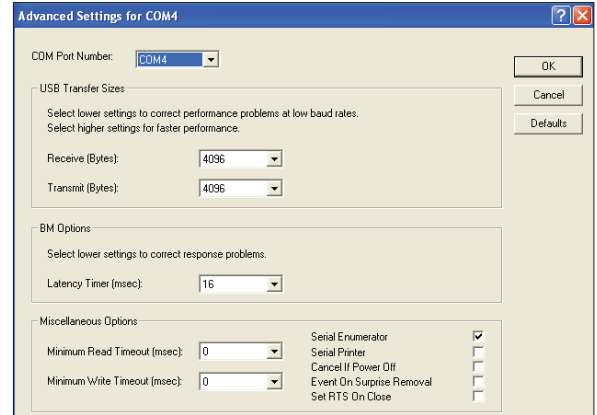
1. Click <Start>, click <Control Panel>, click <System>, click the <Hardware> tab, and then click <Device Manager> to get to the *Device Manager Window*.
2. Click on the plus sign next to Ports to see all of the COM ports.



3. Right-click on “USB Serial Port (COM#)” and select <Properties>. In the *Properties Window*, select the <Port Settings> tab.



4. To assign a port number less than 10, click on <Advanced>. The *Advanced Settings Window* will appear.



5. In the COM Port Number drop box, select which COM port you wish to use. Make sure you select a COM port number that is not currently in use (you can see the ports in use in the *Device Manager Window*). Select a port that is less than 10.

**NOTE:** Windows® will assign a port number to every device that has ever been installed on your computer. So if there are no available ports below 10, choose a port number less than 10 for a device listed that you know you are not currently using.

6. Once you select the correct COM port number, click <OK> and close any windows opened in the process of changing the port number. Make note of this number because you will need it when setting up Prism.

