

Customer Software Guide

The screenshot displays the VIRTUlink IoT Application interface. On the left is a dark sidebar with the VIRTUlink logo and a menu icon. The main content area has a red header bar with a hamburger menu icon. Below the header, the page is titled "Assets". There are five filter boxes: "Search all", "Dealership", "Customer", "iQube", and "Gateway", each with a dropdown menu set to "All". Below the filters is a table with the following data:

Asset	Status	Dealership	Customer	Location	iQube	Gateway
Jason IoT	Clear	Rice Lake Weighing Systems	Jason IoT	Jason's Simulator	JasonIQ	Jason's

At the bottom right of the table, there is a pagination control showing "10" and "1-1 of 1".

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www.ricelake.com

Revision History

This section tracks and describes manual revisions for awareness of major updates.

Revision	Date	Description
A	February 13, 2024	Initial release

Table i. Revision Letter History



Technical training seminars are available through Rice Lake Weighing Systems. Course descriptions and dates can be viewed at www.ricelake.com/training or obtained by calling 715-234-9171 and asking for the training department.

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1.0 Introduction

VIRTUlink™ is an Internet cloud service that operates in conjunction with the iQUBE²® junction box and an Internet gateway. VIRTUlink requires a modern computer or mobile device with a modern web browser. The service provides a website that operates similarly to many common websites and requires basic web browsing knowledge (logging in, selecting objects, opening menus, selecting options from menus and viewing data on pages).

VIRTUlink allows users to monitor scale health data received from the iQUBE² junction box and perform a variety of functions. The data transmitted to VIRTUlink includes:

- Current Weight
- Alert/Diagnostic Messages
- Raw Load Cell A/D Counts (Per Load Cell)
- Raw A/D Voltage (Per Load Cell)
- Scale/Load Cell Status
- Percentage of Load (Per Load Cell)

VIRTUlink also provides the following functionality:

- Viewing Alert History
- Emulation Mode (when enabled)
- Viewing IP Camera (for Systems Equipped with Optional Hardware)

1.1 Services Performed via Customer Service

Some functions can only be performed by Rice Lake Weighing Systems customer service. A request to customer service must be submitted to perform the following tasks:

- Creating VIRTUlink User Accounts
- Editing Customer Account Information
- Editing Account Settings
- Changing Passwords

1.2 Connection Overview

A minimum of the following components are required to connect hardware used by VIRTUlink:

- Network Device and Cabling
- VIRTUlink Gateway (and power supply)
- iQUBE² with Ethernet TCP/IP option card
- Indicator/Scale (compatible with iQUBE²)

The VIRTUlink gateway connects to same network as the iQUBE² and receives/transmits device data to the VIRTUlink website. The iQUBE² responds to data requests from the gateway and provides data about the devices connected to it.



NOTE: iQUBE² must be connected to a local network that can be accessed by the IoT Gateway.



CAUTION: Do not provide iQUBE² access to the Internet or allow it to be accessible from the Internet.

Hardware configurations in VIRTUlink are categorized as sites. Sites are locations far enough away from each other that cannot share a Gateway.



NOTE: A site can have more than one Gateway.

Each configuration varies as requirements determine the quantity of iQUBE²s, VIRTUlink Gateways, and Indicator/scales. One VIRTUlink gateway can connect up to four iQUBE²s, and one iQUBE² can connect up to four scales for a maximum of 16 load cells.

Figure 1-1 displays an example of three sites with varying configurations.

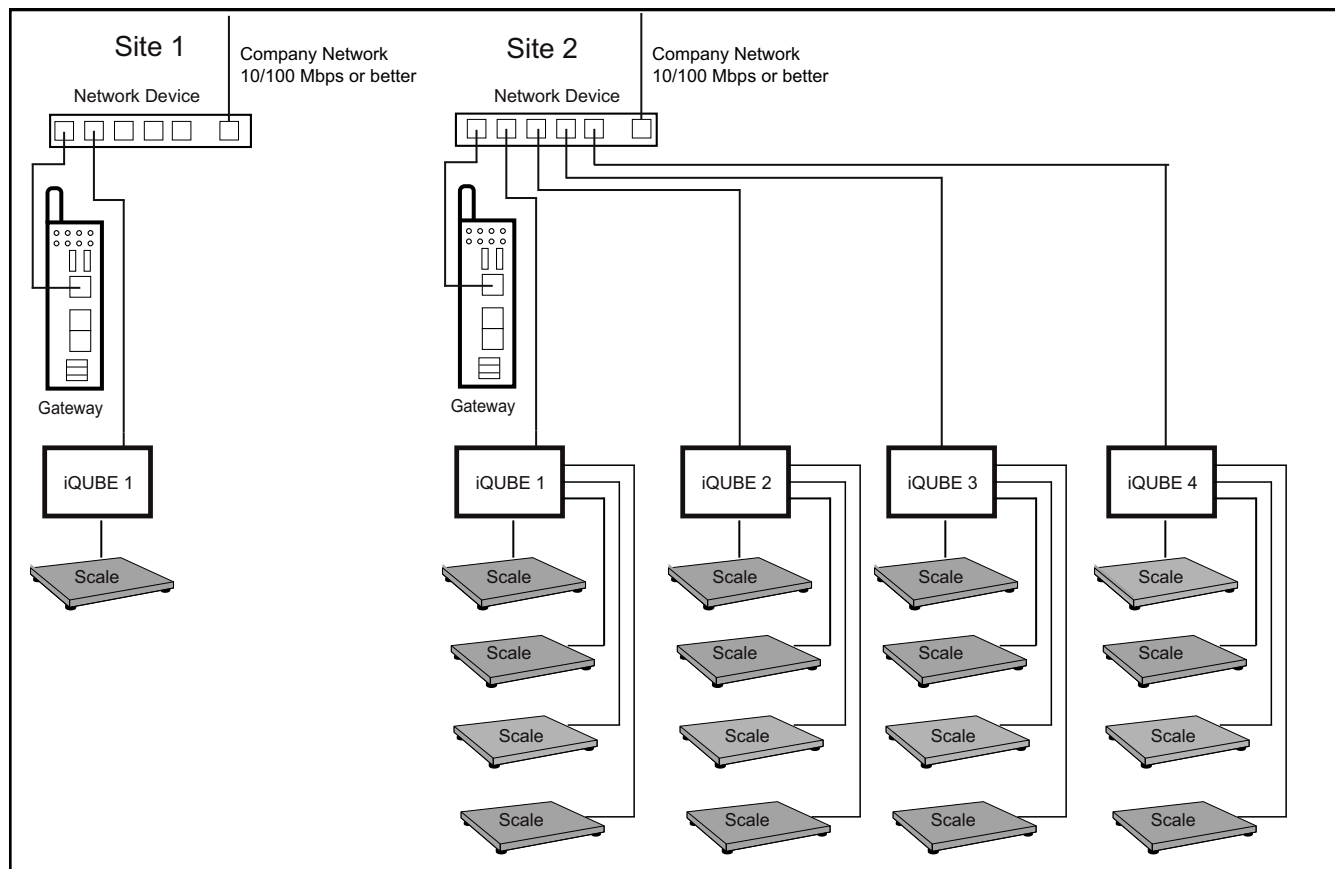


Figure 1-1. Network Overview Diagram

2.0 Site Navigation and Page Elements

This section discusses VIRTUlink navigation, pages and page elements that may display during normal use.

2.1 VIRTUlink User Account Creation

User accounts creation is facilitated through Rice Lake Weighing Systems customer service. Contact VIRTUlinkSupport@RiceLake.com. to initiate VIRTUlink user account creation.

2.2 Logging In to VIRTUlink

Upon launching the website you are greeted with a login prompt. Enter your credentials to advance to the main portal.

1. Navigate to the VIRTUlink website (<https://www.virtulink.com/>). The login prompt displays.
2. Enter your username and password in the text fields.
3. Select **LOGIN**.



VIRTUlink

Figure 2-1. Login Prompt with Credentials

4. VIRTUlink advances to the dashboard.

2.2.1 Changing Password

To change a password, contact VIRTUlinkSupport@RiceLake.com.



NOTE: Passwords must adhere to the following criteria:

- Contain at least eight characters
- Contain at least one number (0, 1, 2, 3, 4, 5, 6, 7, 8, or 9)
- Contain at least one upper case letter (A to Z)
- Contain at least one lower case letter (a to z)
- Contain at least one special character ("!", " ", "(", ")", "~", "!", "@", "#", "\$", "%", "&", "*", "_", "+", "=", "\\", "|", "'", ":", ";", ",", ".", "/", "?", " ", ">", "<") or "<"
- Contain no white space characters (space, tab, carriage return, line feed)

2.3 VIRTUlink Menus

2.3.1 Hiding and Displaying Menus

It is possible to hide and display the Main menu (left column in the portal).

1. While the Main menu is open, select the Menu button to hide it.

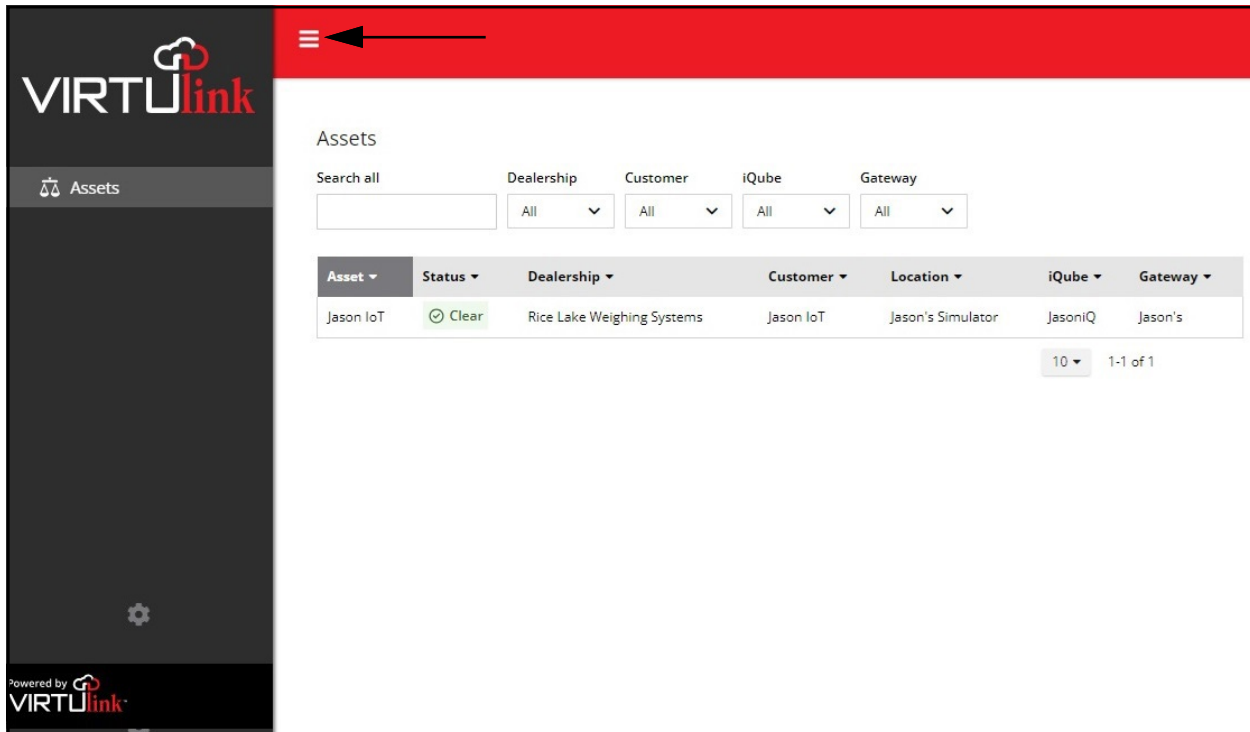


Figure 2-2. Home Page with Menu Button Identified

2. The Main menu hides.

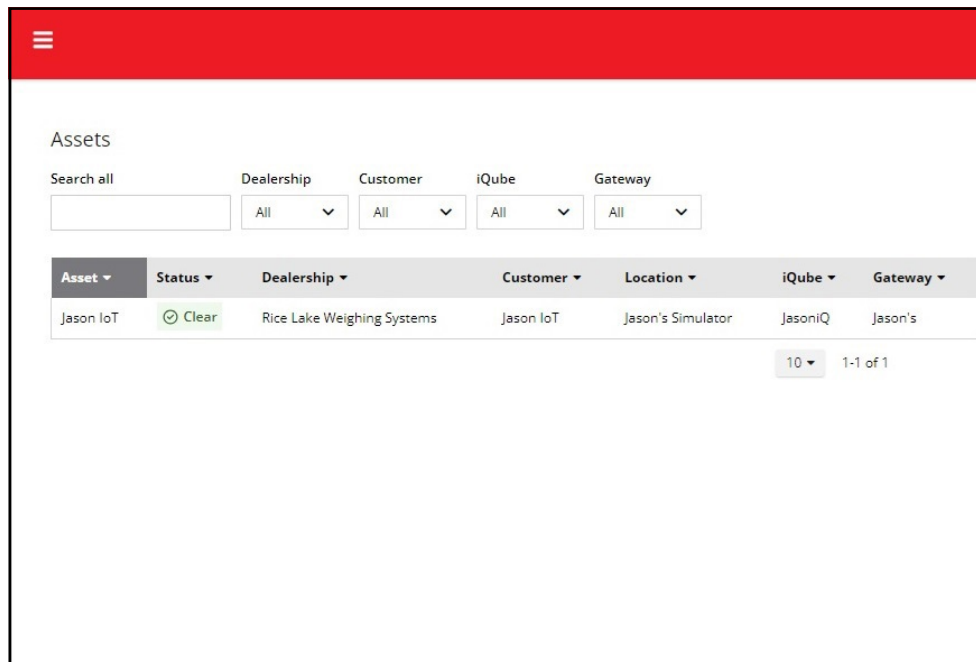


Figure 2-3. Home Page with Menu Button Collapsed

3. Select  (menu button) again to display the Main menu.

2.3.2 Main Menu

The Main menu is located along the left edge of VIRTUlink. If it is not currently available, verify if the Main menu is hidden (see [Section 2.3.1 on page 8](#)).

The Main menu contains the Asset parameter that provides access to the Assets page (see [Section 2.4.1.2 on page 11](#)).

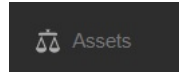


Figure 2-4. Main Menu

2.3.3 Settings Menu

The Settings menu is located along the left edge of VIRTUlink beneath the Main menu. If the Settings menu is not currently available, verify if the menu is hidden (see [Section 2.3.1 on page 8](#)). Select the Settings menu icon to view its options.

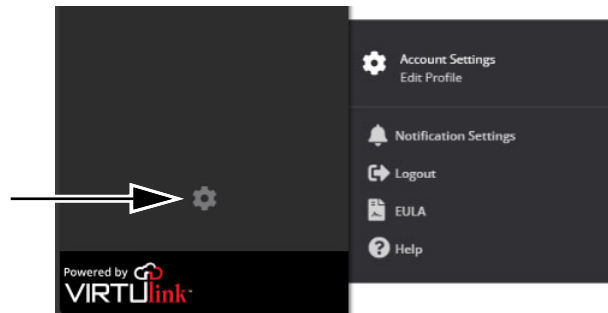


Figure 2-5. Settings Menu Expanded

[Table 2-1](#) describes the options in the Settings menu:

Option	Description
Edit Profile	Opens the Account Settings page for viewing. For more information, see Section 2.6 on page 18 . To edit profile settings, contact VIRTUlinkSupport@RiceLake.com
Notifications Settings	Opens Notification Settings page and allows scale notifications to be configured for each scale. For more information, see Section 3.1 on page 20 .
Logout	Logs out of VIRTUlink
EULA	Opens the End User License Agreement (EULA)
Help	Opens the VIRTUlink Help pages

Table 2-1. Settings Menu Options

2.4 VIRTULink Pages

This section discusses VIRTULink operational pages:

- Assets page (see [Section 2.4.1 on page 10](#))
- Assets Details page (see [Section 2.4.2 on page 12](#))
- Assets iQUBE page (see [Section 2.4.3 on page 15](#))

2.4.1 Assets Page

This section discusses two facets of the Assets page:

- Access Assets page ([Section 2.4.1.1 on page 10](#))
- Assets page elements ([Section 2.4.1.2 on page 11](#))

2.4.1.1 Access Assets Page

The features in this section are accessed from the Asset details page. Perform the following to access the Asset Details page.

1. Select **Assets** from the Main menu.

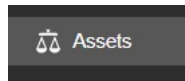


Figure 2-6. Main Menu Assets Option

2. The Assets Page displays.

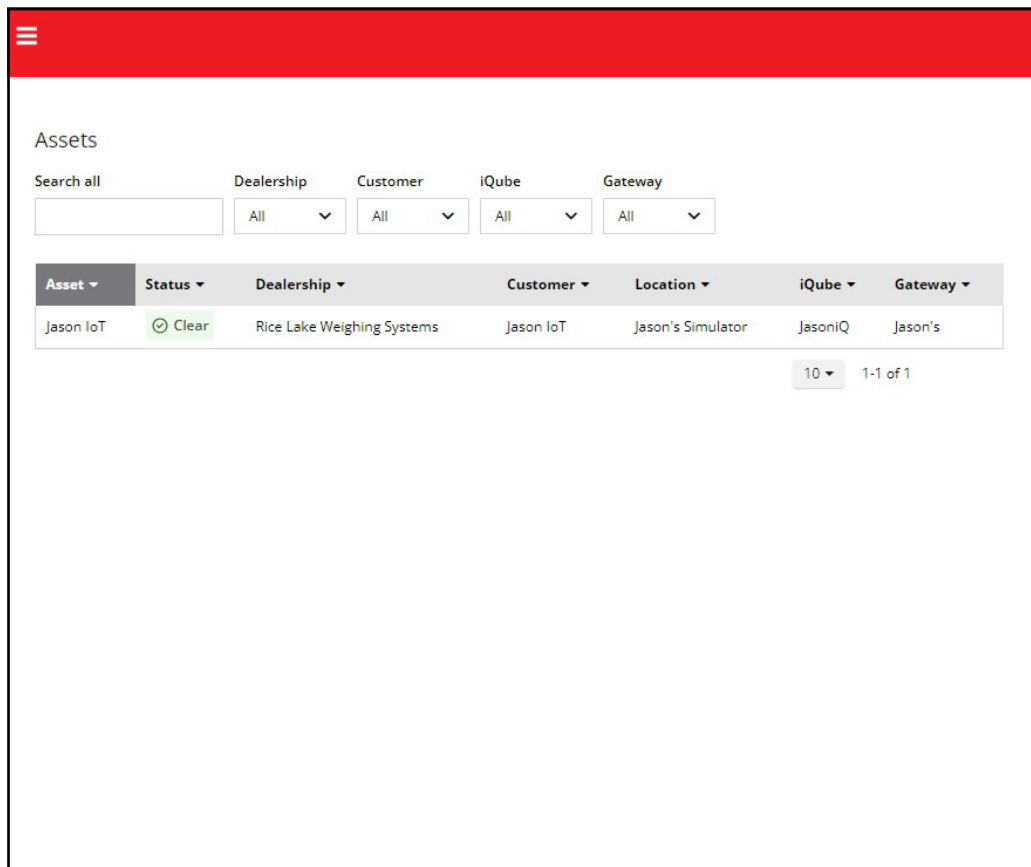


Figure 2-7. Assets Page

2.4.1.2 Assets Page Elements

The Assets page displays information relevant to assets. Information displayed includes the asset's status, dealership, customer, location, iQUBE and gateway.



NOTE: The Assets page varies in appearance. The following is an example of how an Assets page may appear.

The screenshot shows the Assets page layout. At the top is a red header bar with a hamburger menu icon. Below the header, the page title 'Assets' is displayed. A search bar labeled 'Search all' is marked with a circled 1. To the right of the search bar are four filter dropdowns: 'Dealership' (marked with a circled 2), 'Customer', 'iQube', and 'Gateway', each with an 'All' option. Below the filters is a table with columns: 'Asset' (marked with a circled 3), 'Status', 'Dealership', 'Customer', 'Location', 'iQube', and 'Gateway'. The first row of the table is marked with a circled 4 and contains the data: 'Jason IoT', 'Clear' (with a green checkmark icon), 'Rice Lake Weighing Systems', 'Jason IoT', 'Jason's Simulator', 'JasonIQ', and 'Jason's'. At the bottom right of the table area, there is a pagination control marked with a circled 5, showing '10' and '1-1 of 1'.

Figure 2-8. Assets Page Elements

Elements identified in Figure 2-8 are described in the Table 2-2:

Number	Feature	Description
1	Search All Text Field	Searches customer information for input keywords
2	Table Display Filters	Configures filters that determine what information displays on the Assets page
3	Ascending/Descending View Buttons	Sorts the column data in ascending or descending order
4	Asset Rows	Select the desired asset to view detailed information about it. For more information, see Section 2.4.2.2 on page 13
5	Row Quantity	Configures the quantity of rows displayed as either 10, 50 or 100.

Table 2-2. Assets Page Elements Description

2.4.2 Assets Details Page

This sections discusses two facets of the Asset Details page:

- Access Asset Details page ([Section 2.4.2.1 on page 12](#))
- Asset Details page Elements ([Section 2.4.2.2 on page 13](#))

2.4.2.1 Access Assets Details Page

1. Access an Assets page (see [Section 2.4.1.1 on page 10](#)).
2. Select the desired asset.

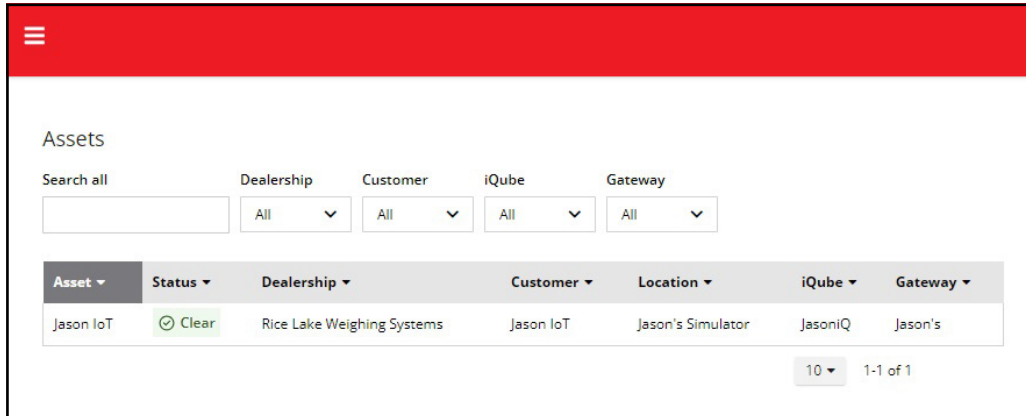


Figure 2-9. Assets Page

3. The Asset Details page displays.

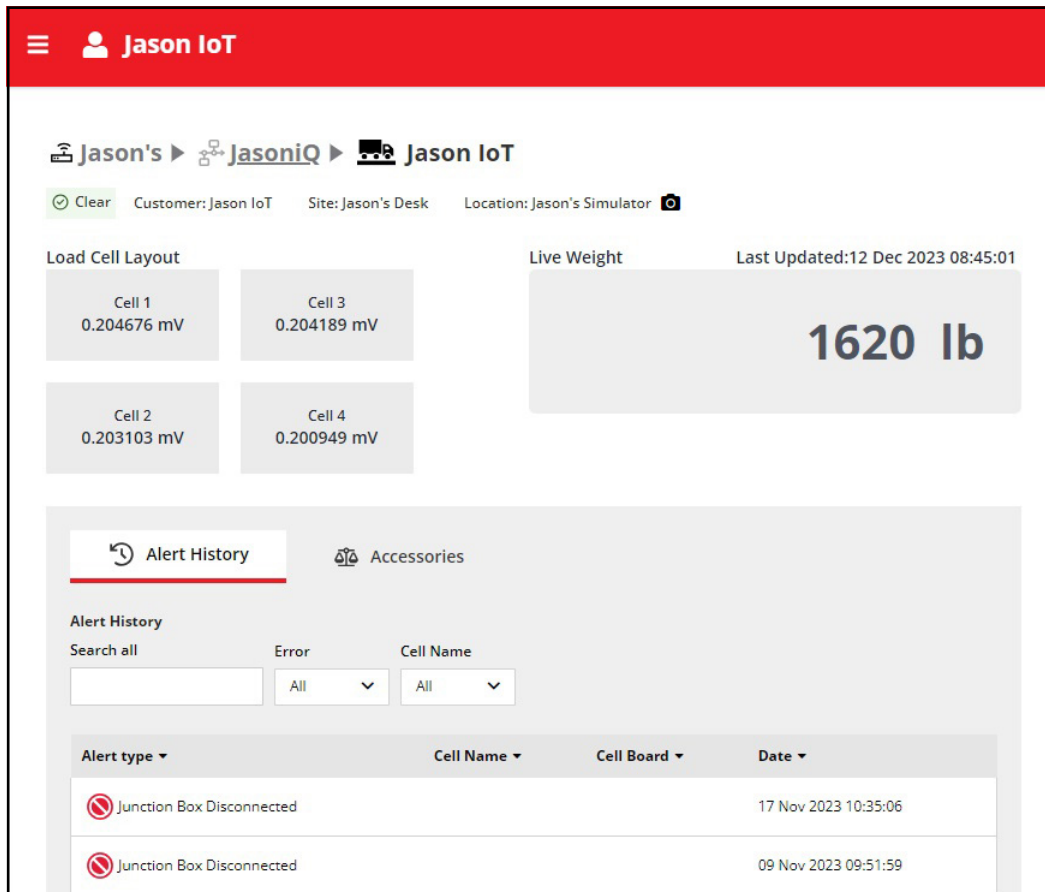


Figure 2-10. Asset Details Page

2.4.2.2 Asset Details Page Elements

The Assets page displays additional details about the selected asset.



NOTE: The Asset Details page varies in appearance. The following is an example of how an Asset Details page may appear.

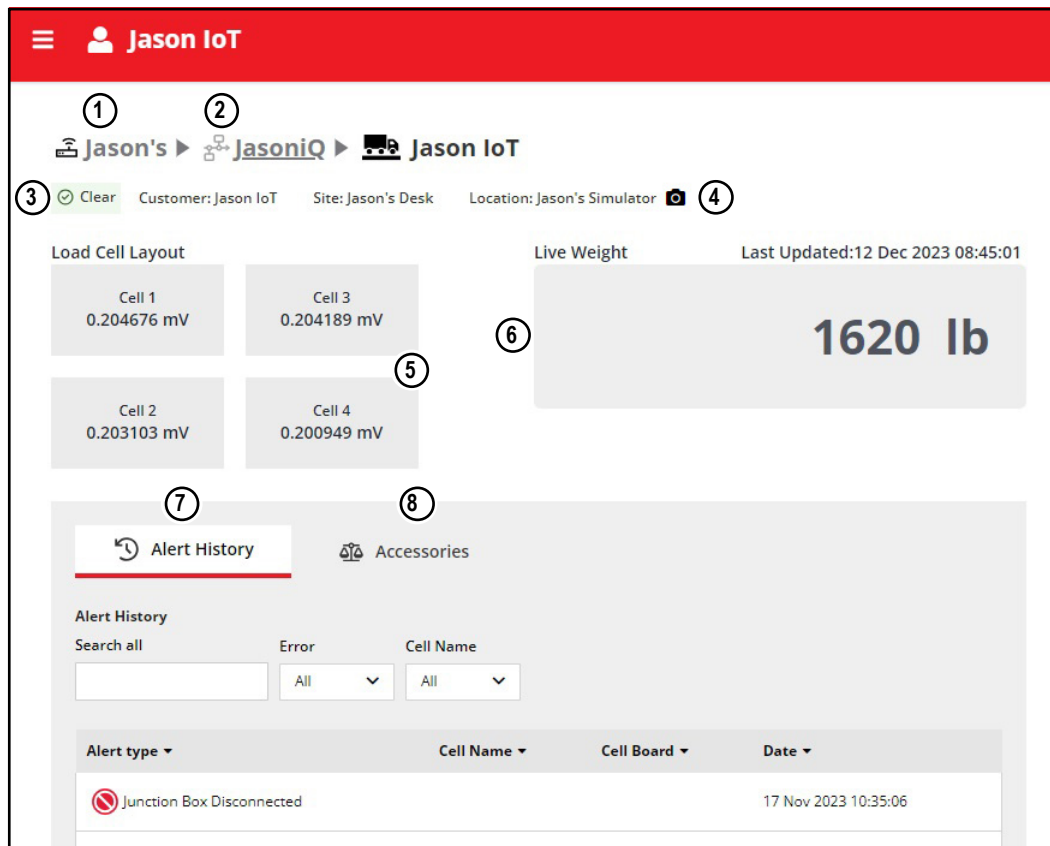


Figure 2-11. Asset Details Page Elements

Elements identified in [Figure 2-11](#) are described in [Table 2-3](#):

Number	Feature	Description
1	Gateway name	Displays the name of the Gateway.
2	iQUBE2	Displays the name of the iQUBE ² .
3	Asset status	Displays asset status information. Provides the following status information: Clear, Disconnected, Emulation mode, Overload, Underload, Zero Reference Error, Cell Connection Error, Unbalanced Load Error, or Cell Drift.
4	IP Camera	Opens the IP Camera viewer. This button is only available if an IP camera is configured. For More information, see Section 4.1 on page 24
5	Load Cell status	Displays load cell number and millivolt (mV) status. Select the load cell to display additional details about the load cell. For more information, see Section 4.1 on page 24
6	Scale Weight	Displays current weight on scale

Table 2-3. Asset Details Page Elements Descriptions

Number	Feature	Description
7	Alert History Tab	Displays historical alert messages, including: • Cell Connection (DIA.CELLCONNECT) • Cell Emulation • Cell Overload (DIA.OVERLOAD) • Cell Underload (DIA.UNDERLOAD) • Cell Drift (DIA.DRIFT) • Junction Box Disconnected • Gateway Disconnected • Peak Noise (DIA.NOISE) • Unbalanced Load Error (DIA.UNBAL) • Secondary Communication (DIA.MSCONNECT) • Zero Reference Error (DIA.ZREF) For more information, see Section 4.3 on page 27
8	Accessories Tab	Provides a list of configured accessories (for example, IP camera). For more information, see Section 4.4 on page 28.

Table 2-3. Asset Details Page Elements Descriptions (Continued)

2.4.3 iQUBE Page

Once the iQUBE is selected from the Asset Details page, VIRTUlink advances to the iQUBE Details page which displays additional details about the selected iQUBE.



NOTE: The iQUBE page varies in appearance. The following is an example of how an Asset Details page may appear.

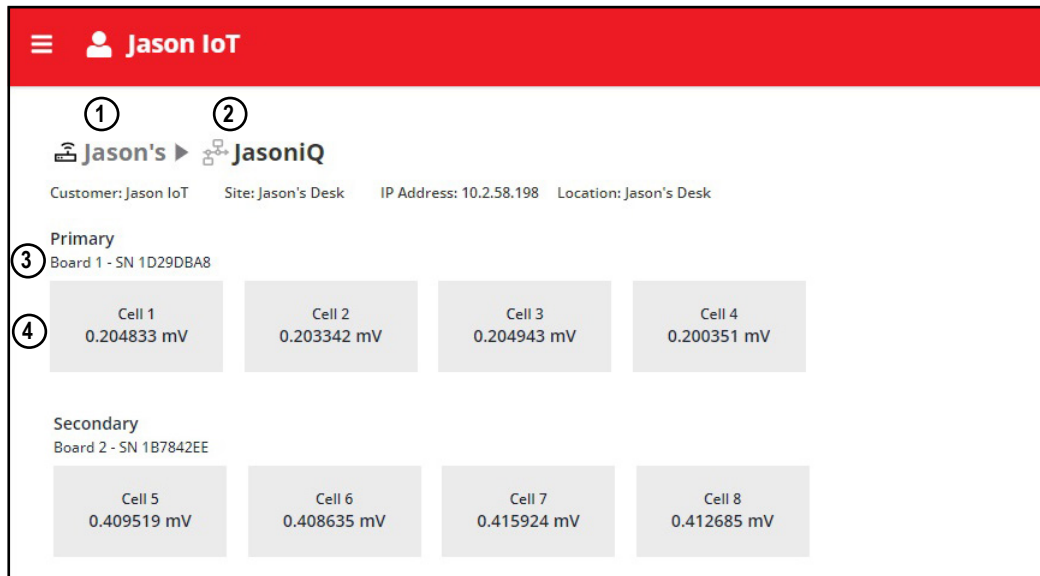


Figure 2-12. iQUBE Details Page Elements

Elements identified in Figure 2-12 are described in Table 2-4:

Number	Feature	Description
1	Gateway Name	Displays name of the gateway the iQUBE is connected to.
2	iQUBE Name	Displays the name of the iQUBE
3	Board Information	Displays the type of board (primary or secondary) with serial number and associated load cells. NOTE: There can be up to 4 boards in an iQUBE; one primary and up to three secondary boards. For more information about primary and secondary boards, see <i>iQUBE² Installation Manual (PN 106113)</i> .
4	Load Cell Status	Displays load cell number and millivolt status. Select the load cell to display additional details about the load cell. For more information, see Section 4.1 on page 24 .

Table 2-4. iQUBE² Details Page Elements Descriptions

2.5 Mobile Navigation

In addition to computers, VIRTUlink may be accessed from mobile devices. The mobile device experience is similar to a computer experience, however, there are appearance and usage differences. The orientation of the mobile device's screen (vertical or horizontal) determines the layout of VIRTUlink. Pages may be truncated on the screen and require horizontal or vertical scrolling to view the entirety of the page.



NOTE: VIRTUlink is compatible with most current mobile devices. If you experience issues with VIRTUlink on a mobile device, try using a different orientation, desktop mode, or web browser.



NOTE: Images included in this section are for reference. VIRTUlink appearance may vary depending on mobile device, screen resolution, web browser and operation system.

2.5.1 Horizontal Orientation

Horizontal orientation is most similar to a computer layout. The one noticeable difference is that the Home page displays one column instead of several.  (Menu button) opens and closes the menu from the left side.

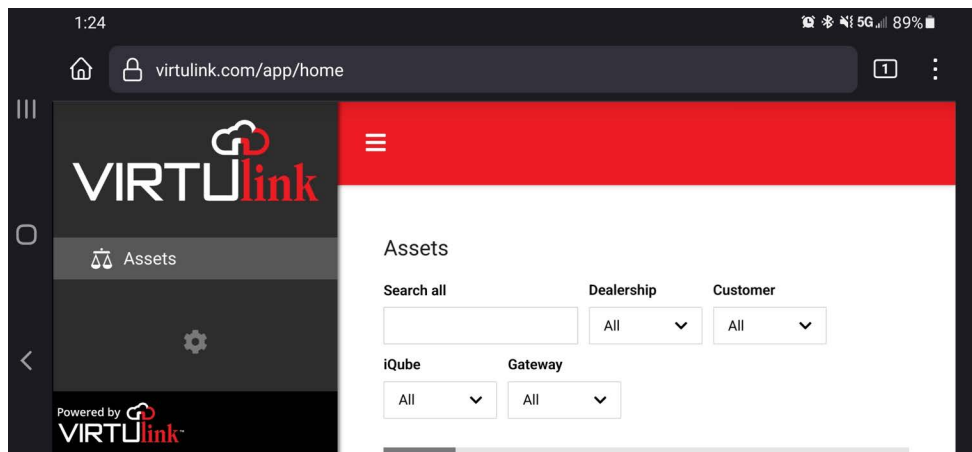


Figure 2-13. Horizontal Navigation Example

2.5.2 Vertical Orientation

Vertical orientation displays one column instead of several in the Home page.  (Menu button) opens and closes the Main menu from the left side that spans across the screen. In this orientation, the Main menu and Settings menu are merged into a single menu.

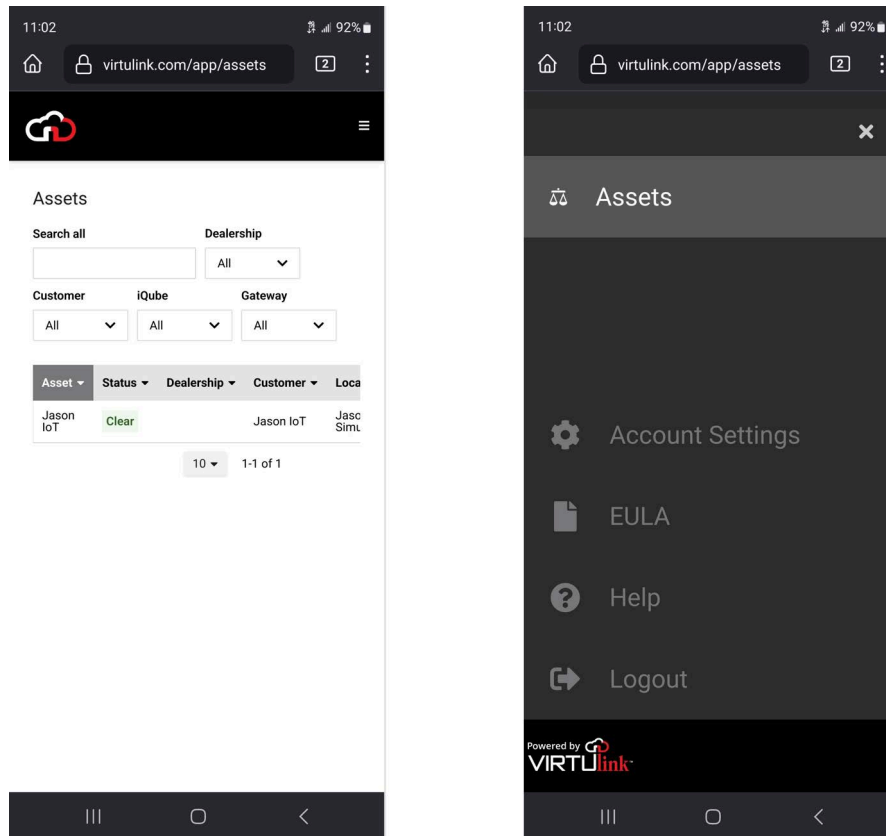


Figure 2-14. Home Page and Menus in Vertical Orientation

2.6 Account Information

2.6.1 Viewing Profile Settings

Perform the following to view Profile Settings:

1. Select the **Settings menu**. The Settings menu expands.
2. Select the **Edit Profile** option.

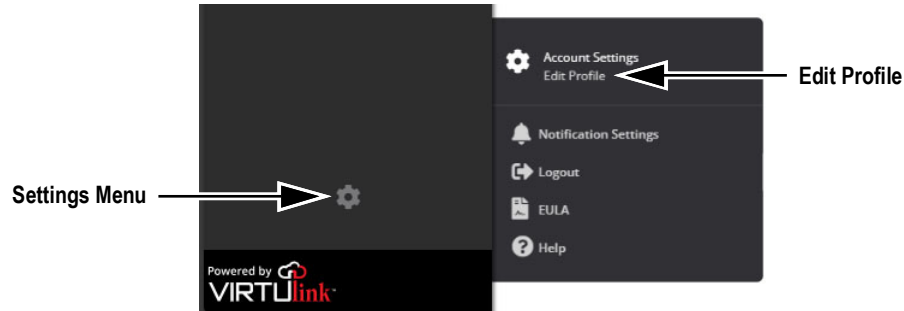


Figure 2-15. Edit Profile Option

3. The user profile settings displays.



Figure 2-16. Profile Settings

2.6.2 Editing Profile Settings

To edit Profile Settings, contact VIRTUlinkSupport@RiceLake.com.

2.7 Logout of VIRTUlink

Perform the following to logout from VIRTUlink:

1. Select the **Settings menu** icon. The Settings menu expands.
2. Select **Logout**.

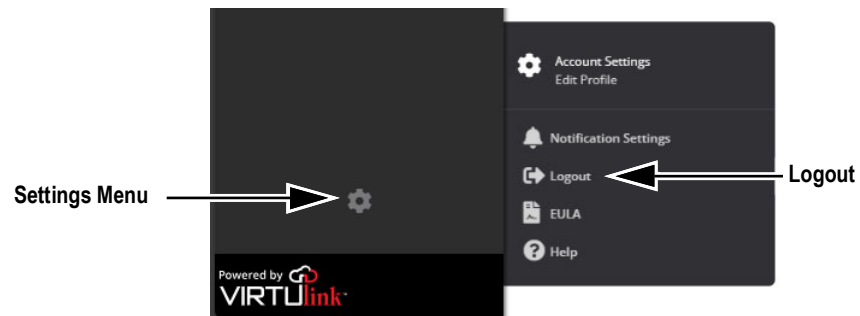


Figure 2-17. Logout Option

3. VIRTUlink logs out and returns to the Login prompt.

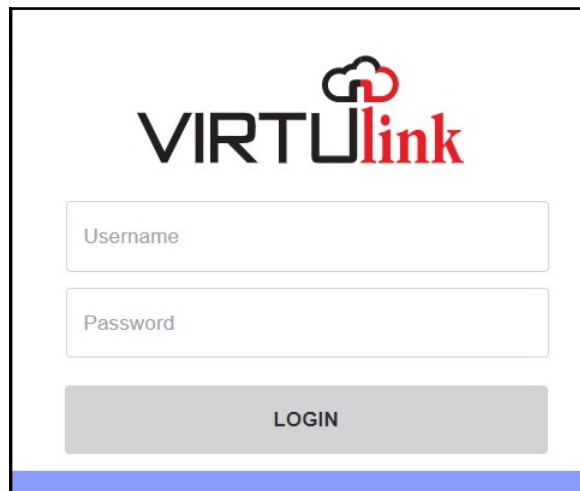


Figure 2-18. Login Prompt

3.0 Configuration

This section discusses configurable Notification Settings.

3.1 Notification Settings

3.1.1 Accessing Notification Settings

The Notification Settings menu provides notification customization for each scale.

Perform the following to access Notification Settings:

1. Open the Main menu.
2. Select the **Settings** menu icon.
3. Select **Notification Settings**.

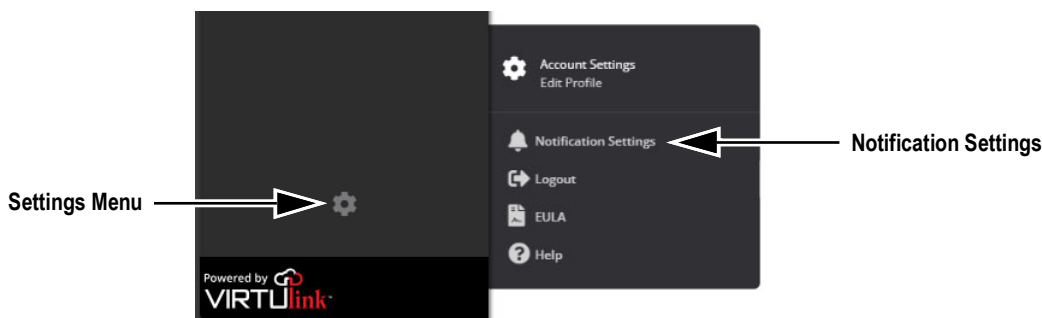


Figure 3-1. Edit Notification Settings Option

4. The Notification Settings page displays.
5. Select the desired scale from the drop-down menu.

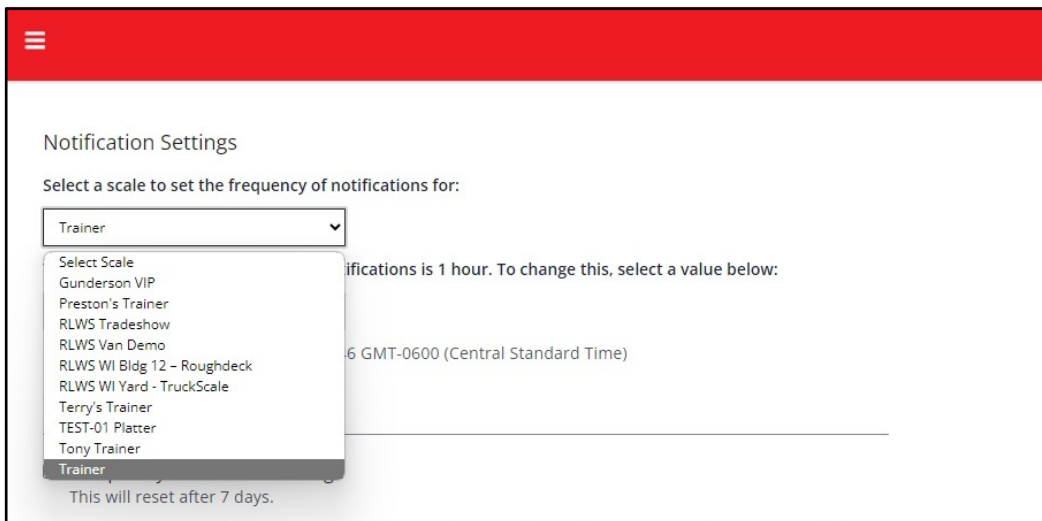


Figure 3-2. Scale Drop-Down Menu Expanded

6. Notification Settings parameters display for the selected scale.

Notification Settings

Select a scale to set the frequency of notifications for:

Trainer

The standard default frequency for notifications is 1 hour. To change this, select a value below:

Select Interval

Last edited at: Fri Dec 15 2023 15:10:58 GMT-0600 (Central Standard Time)
By: tjdealer
Currently set at 1 hour

☐ Temporary Notification Change
This will reset after 7 days.

The standard default frequency for notifications is 1 hour. To change this temporarily, select a value below:

Select Interval

Last edited at: Thu Jan 25 2024 10:18:15 GMT-0600 (Central Standard Time)
By: rlwsadmin
Currently set at 3 hours

Save Disable Temporary Notifications

Figure 3-3. Notification Settings Page with Parameters

3.1.2 Configuring Notifications Setting

The Notification Settings menu provides notification customization for each scale.

Perform the following to configure Notification Settings:

1. Access notification settings and select the desired scale (see [Section 3.1.1 on page 20](#)).
2. **(Optional)** If configuring a Temporary Notification Change, enable the **Temporary Notification Change** check box.
3. Select the desired interval from either the **Notification Settings** or **Temporary Notification Change** drop-down menus.

Notification Settings

Select a scale to set the frequency of notifications for:

Trainer

The standard default frequency for notifications is 1 hour. To change this, select a value below:

Select Interval

Select Interval

- 1 Hour Interval
- 2 Hour Interval
- 3 Hour Interval
- 6 Hour Interval
- 12 Hour Interval
- 24 Hour Interval

This will reset after 7 days.

The standard default frequency for notifications is 1 hour. To change this temporarily, select a value below:

Select Interval

Last edited at: Fri Jan 26 2024 10:14:55 GMT-0600 (Central Standard Time)

By: tjdealer

Currently set at 6 hours

Save Disable Temporary Notifications

Figure 3-4. Select Interval Drop-Down Menu Expanded

4. Select **Save**. A success indicator displays when the change is completed.



NOTE: Saving may take several seconds to process.

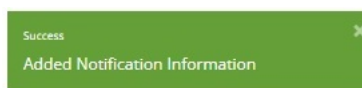


Figure 3-5. Notification Success Indicator

3.1.3 Enable/Disable Temporary Notification Settings

VIRTULink provides the functionality to enable or disable temporary notifications.



NOTE: In this example temporary notifications are disabled.

1. Access notification settings and select the desired scale (see [Section 3.1.1 on page 20](#)).
2. Select **Disable Temporary Notifications**.

Figure 3-6. Disable Temporary Notification Button



NOTE: In this example temporary notifications are disabled.

3. A success indicator displays stating **Updated Notification Information**.
4. The button changes from Disable Temporary Notifications to Enable Temporary Notifications.

Figure 3-7. Temporary Notifications Disabled

5. Temporary notification are now disabled.
6. Repeat the procedure to enable temporary notifications.

4.0 Asset Details Page Features

This section discusses functions in the Asset Details page, including:

- Load Load Cell Details ([Section 4.1 on page 24](#))
- IP Camera ([Section 4.2 on page 26](#))
- Alert History ([Section 4.3 on page 27](#))
- Accessories ([Section 4.4 on page 28](#))

4.1 Load Cell Details

Load cell details is an informational window accessed from the Asset Details page. The window displays additional details about the selected load cell.

4.1.1 Accessing Cell Details

To access load cell details, perform the following:

1. Access the desired Asset Details page (see [Section 2.4.2.1 on page 12](#)).
2. Select the desired load cell.



Figure 4-1. Load Cells in Asset Details page

3. The load cell details window displays.

Cell Number - 1

Percentage of Full Load: 0.00% ✓ Clear

Raw A/D Counts: 77

Raw A/D Voltage: 0.43 mV

Serial Number: d9ec676e8211

Model Name: C1234567

Capacity: 75000 lbs

Part Number: 12345

Zero Value: 0

Factory Sensitivity: 3 mV

Normalization Value: 0

Figure 4-2. Load Cell Details Window

4.1.2 About Load Cell Details Window

The load cell details window provides a variety of fields that display information and dynamic data about the selected load cell.

Cell Number - 1 ①

Percentage of Full Load: ② 0.00% ✓ Clear ⑫

Raw A/D Counts: ③ 77

Raw A/D Voltage: ④ 0.43 mV

Serial Number ⑤ d9ec676e8211

Model Name ⑥ C1234567

Capacity ⑦ 75000 lbs

Part Number ⑧ 12345

Zero Value ⑨ 0

Factory Sensitivity ⑩ 3 mV

Normalization Value ⑪ 0

Figure 4-3. Load Cell Details with Elements Identified

Elements identified in the [Figure 4-3](#) are described in the [Table 4-1](#):

Number	Feature	Description
1	Load Cell Number	Lists the load cell number. For more information, see <i>iQUBE² Digital Diagnostic Junction Box Installation Manual (PN 106113)</i>
2	Percentage of Full Load	Lists the percentage of a load measured by this load cell. This aids in assessing a balanced load on a scale. In a four load cell system this value should show about 25% of the total weight value (assuming all applied weight is symmetrically applied). If one of the load cell displays substantially different data it indicates a potential load cell problem.
3	Raw A/D Counts	Lists raw analog to digital counts. Changes in this value could indicate a damaged or failing load cell. Values should be recorded, with the same weight(s) applied, over time.
4	Raw A/D Voltage	Lists the raw analog to digital signal in millivolts (mV).
5	Serial Number	Lists the serial number of load cell (if configured in VIRTUlink).
6	Model Name	Lists the model name of the load cell (if configured in VIRTUlink).
7	Capacity	Lists the weight capacity of load cell (if configured in iQUBE ²).
8	Part Number	Lists the load cell's part number (if configured in VIRTUlink).
9	Zero Value	Displays the currently configured zero value (if configured in VIRTUlink).
10	Factory Sensitivity	Displays the currently configured factory sensitivity in millivolts (mV) (if configured in VIRTUlink).
11	Normalization Value	Displays the currently configured normalization value (if configured in VIRTUlink).
12	Cell Status	Lists the current status of the load cell. Typically a load cell is Clear, in Emulation mode, Overload, Underload, Zero Reference Error, Cell Connection Error, Unbalanced Load Error, Peak Noise, Cell Drift or Disconnected.

Table 4-1. Load Cell Details Elements Description

4.2 IP Camera

The optional IP camera, if configured, provides still images of its associated asset.



NOTE: Rice Lake Weighing Systems sells IP Cameras that are compatible with VIRTUlink, please contact Rice Lake Weighing Systems for details.

For information how to setup an IP Camera, see Adding Assets. Perform the following to access the IP Camera window:

1. Access the desired Asset Details page (see [Section 2.4.2.1 on page 12](#)).
2. Select the **IP Camera** button ().



NOTE: IP camera must be configured for button to appear.

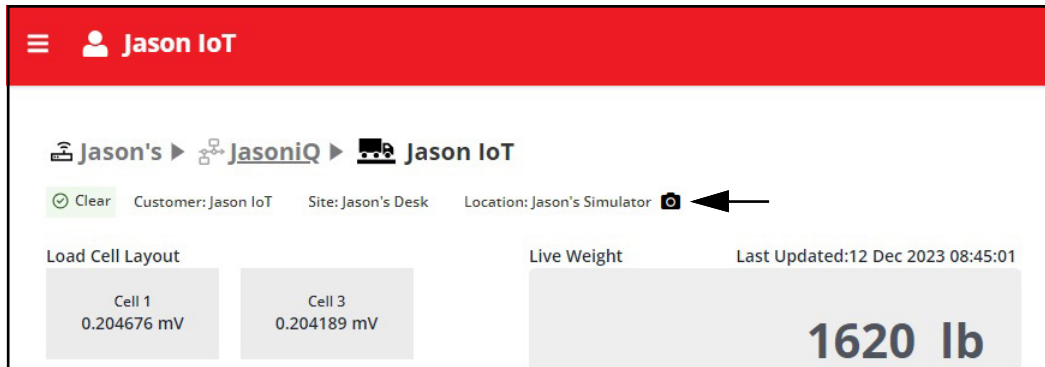


Figure 4-4. Asset Details Page

3. The IP Camera window displays (see [Figure 4-5 on page 26](#)).
4. Select the **Refresh** button to display current camera image.

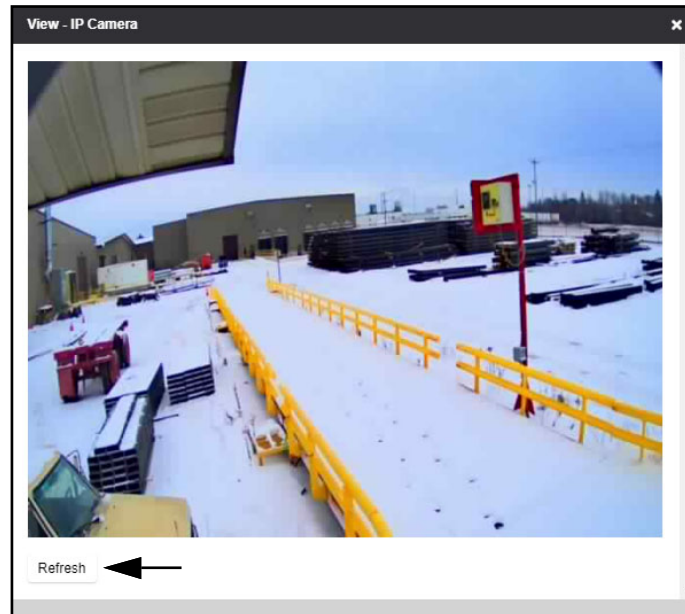


Figure 4-5. IP Camera Window

4.3 Alert History

VIRTUlink monitors the system for alerts generated by components and assets within the system that could cause potential issues. Recent alerts are viewed on the home page and a comprehensive list of all system alerts can be accessed using the Alert History tab in the Asset Details Page.

For information about most alert types, see Diagnostics in the iQUBE² Digital Diagnostic Junction Box Installation Manual (PN 106113).



NOTE: *Gateway Disconnected indicates VIRTUlink has not received messages from the VIRTUlink Gateway for over 30 minutes. Junction Box Disconnected indicates the VIRTUlink Gateway has not received messages from the iQUBE Junction Box for over five minutes.*



NOTE: *Before a new alert displays in alert history, the asset (scale) must first be in good health (no errors). Once an alert triggers, alert history logs the condition, date, and time of the alert. VIRTUlink only reports the alert when it initially occurs, unless the asset returns to good health and the alert triggers subsequently.*

4.3.1 Viewing Alert History from Asset Details Page

To access Alert History from the Asset Details page, perform the following:

1. Access the desired Asset Details page (see [Section 2.4.2.1 on page 12](#)).
2. The Asset Details page displays with Alert History selected by default.

Alert type	Cell Name	Cell Board	Date
Junction Box Disconnected			17 Nov 2023 10:35:06
Junction Box Disconnected			09 Nov 2023 09:51:59
Junction Box Disconnected			22 Oct 2023 14:11:59
Junction Box Disconnected			10 Aug 2023 17:31:59
Junction Box Disconnected			14 Jul 2023 04:21:32
Junction Box Disconnected			29 Jun 2023 16:10:33
Cell Underload	CELL #2	Primary	15 May 2023 15:01:19

Figure 4-6. Alert History Tab

4.4 Accessories

The Accessories tab is accessed from an Asset Details Page and displays accessories that are installed on the VIRTULink system.

Perform the following to view configured accessories:

1. Access the desired Asset Details page (see [Section 2.4.2.1 on page 12](#)).
2. Select the **Accessories** tab. The tab opens and displays accessories configured for the selected Asset. In this example an IP camera is available.
3. Select the accessory button.



NOTE: Selecting the IP Camera button () in the Accessories tab activates the same function as selecting the IP Camera button () near the asset name.

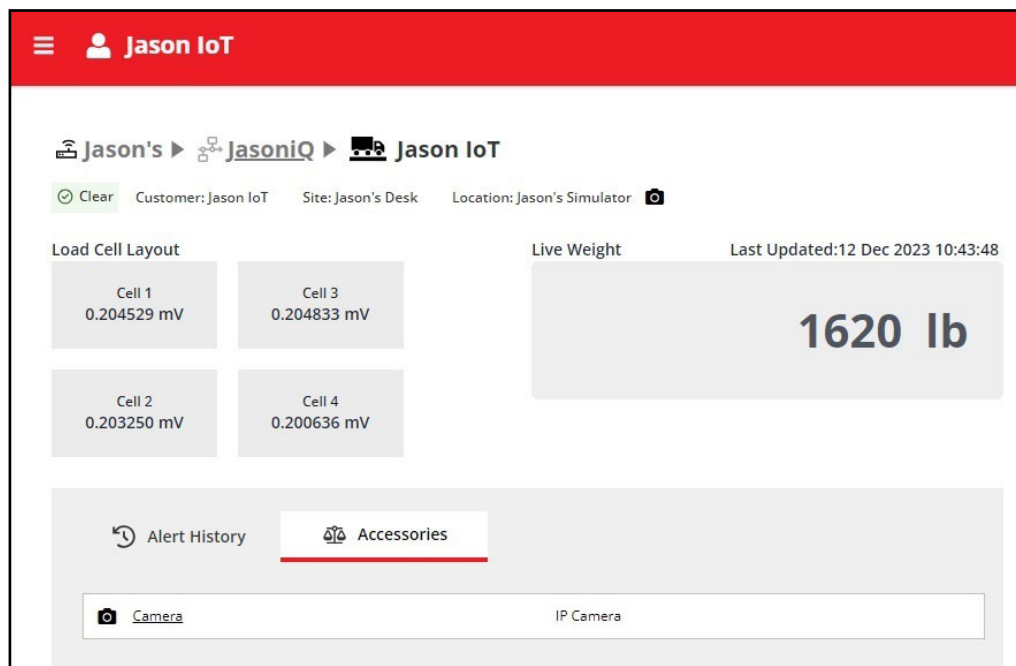


Figure 4-7. Accessories Tab Open

4. The accessory window opens (see [Section 4.2 on page 26](#))

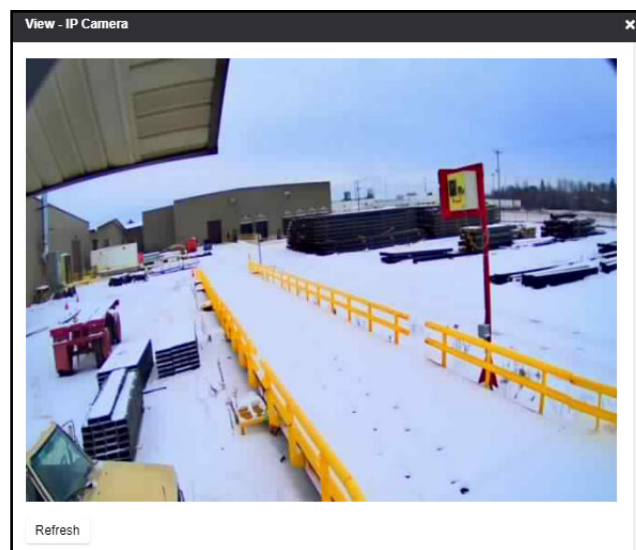


Figure 4-8. IP Camera Window

5.0 Emulation Mode

5.1 Emulation Mode Examples

Load cell emulation allows the output of a failed load cell to be emulated by using the remaining load cells in the system to estimate the value of the failed load cell.

VIRTUlink creates an alert when a load cell enters emulation mode and remains active until emulation mode is disabled. Alerts regarding emulation display on the Asset Details page, iQUBE page and Load Cell Details.



NOTE: Changing emulation mode status is not facilitated by VIRTUlink. Consult the iQUBE² Digital Diagnostic Junction Box Installation Manual (PN 106113) or indicator manual for more information.

The following images display examples of emulation mode in various pages for reference.

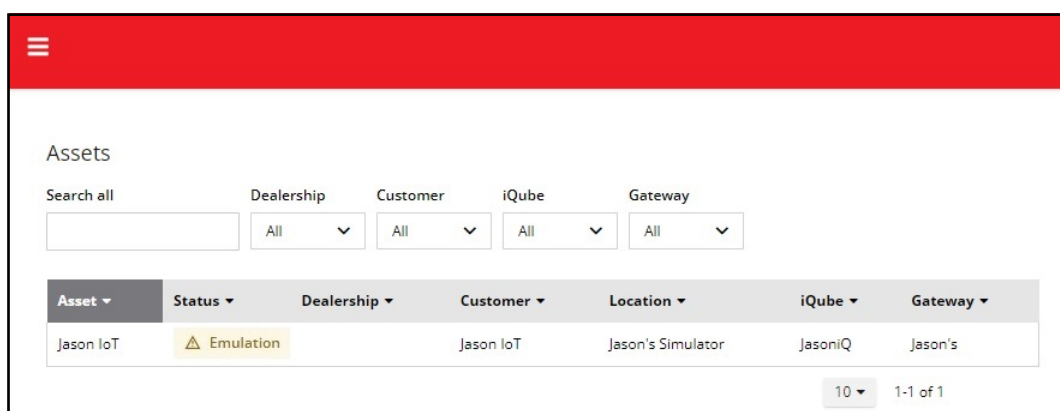


Figure 5-1. Emulation Mode in Assets Page

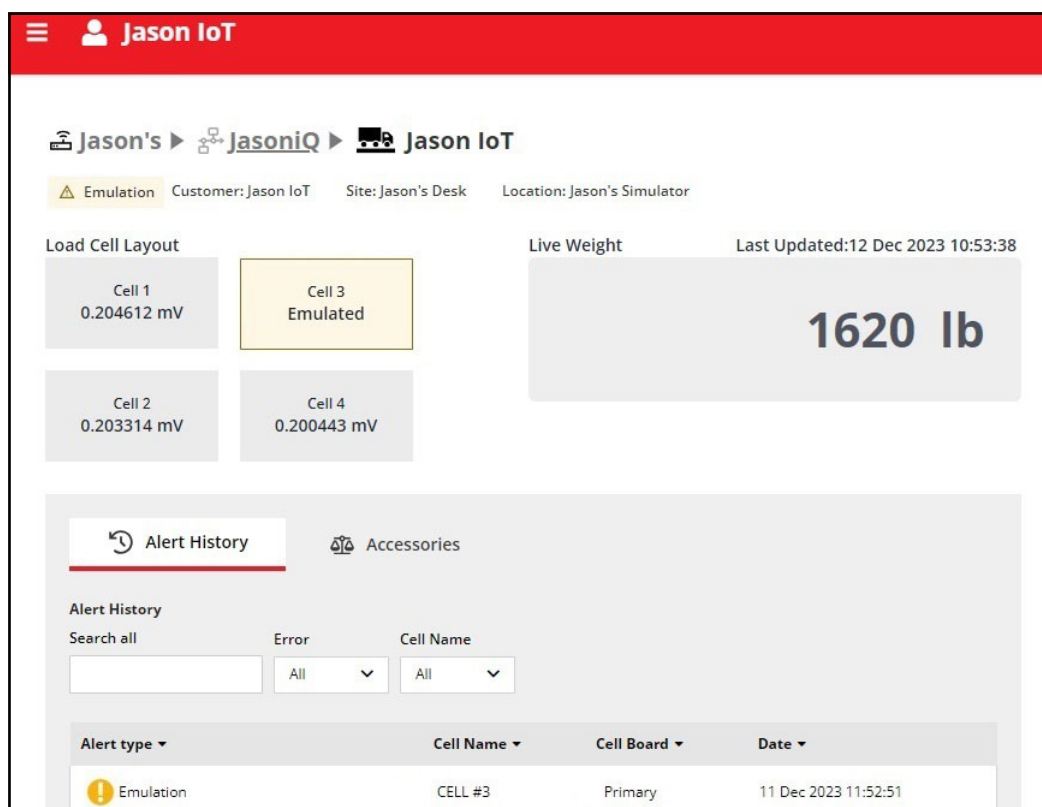


Figure 5-2. Emulation Mode in Assets Details Page

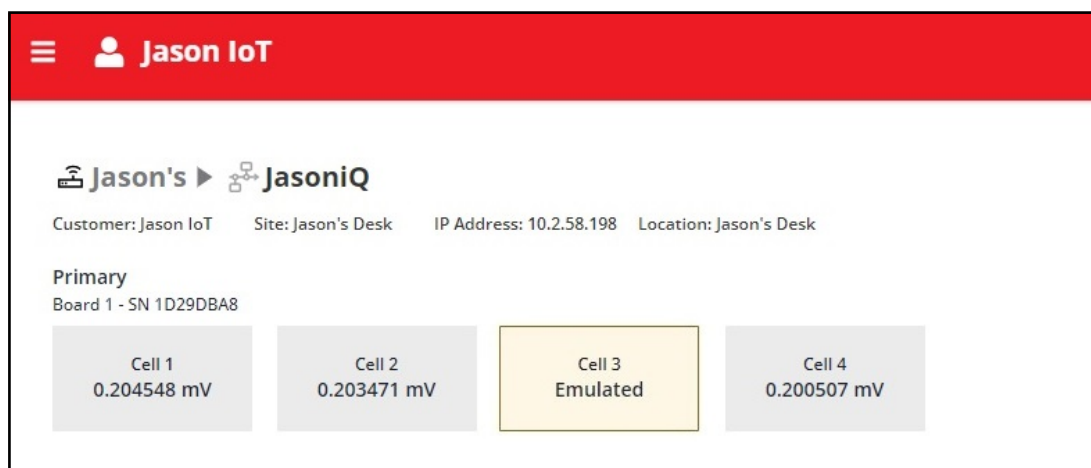


Figure 5-3. Emulation Mode in iQUBE Page

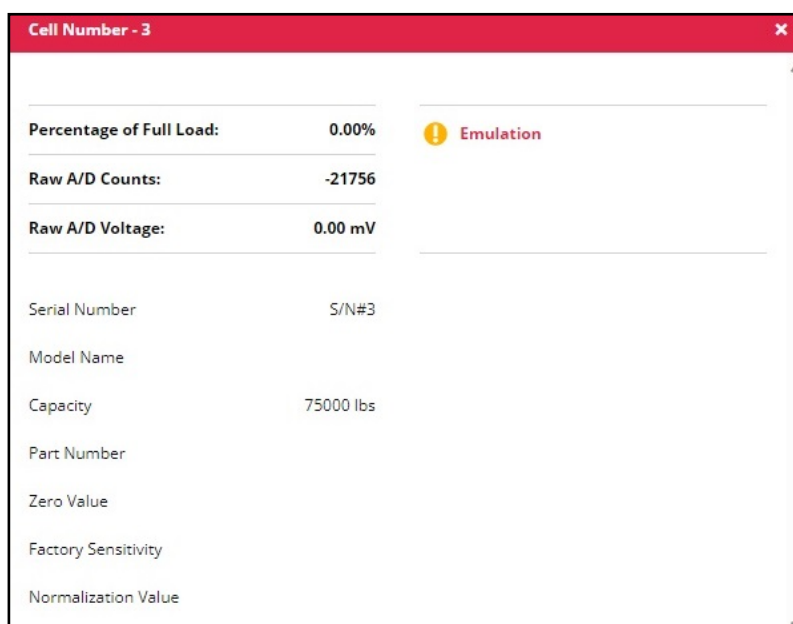


Figure 5-4. Emulation Mode Cell Details Example

6.0 Troubleshooting

6.1 Error Messages

In rare circumstances an error may occur during normal VIRTUlink use.

Figure 6-1 illustrates a common error message that may occur in VIRTUlink. In most cases the error is resolved by selecting the Try Again button or the web browser's refresh button.

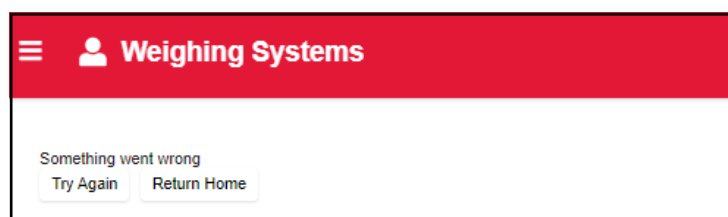


Figure 6-1. Error Message Example

6.2 Error Email Messages

You may receive an email message prompting you to review a system alert or to take an action. Typically this is result of a hardware error (for instance: disconnection, overload, underload, drift, emulation, etc). In most cases these errors are resolved following standard service or diagnostic procedures.

Figure 6-2 illustrates an error email message example:

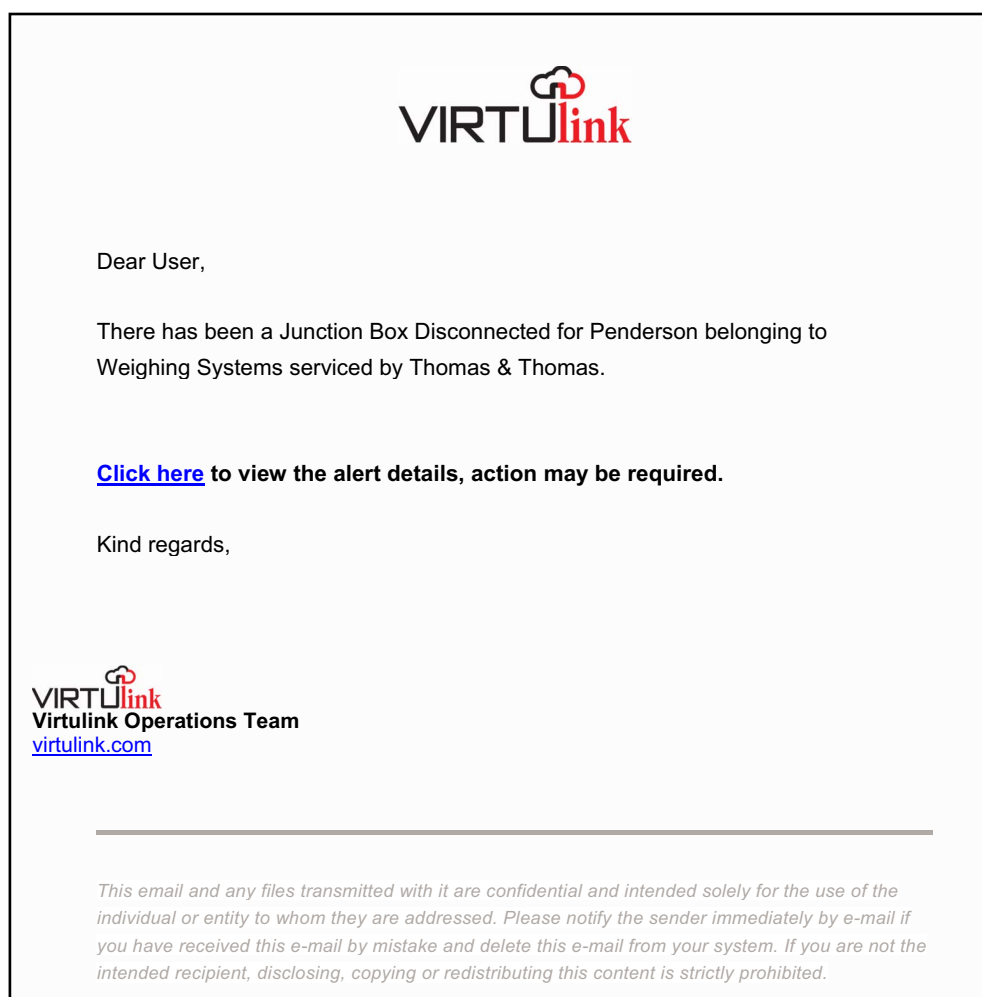


Figure 6-2. Email Error Message

6.3 Gateway Status LEDs

The gateway provides several status LEDs that indicate various system states.



Figure 6-3. Gateway LEDs

LED	Description
ERR NS	Unused (should be illuminated red)
RUN MS	Unused (should be extinguished)
APL	Unused (should be extinguished)
SYS	Illuminates solid green when the gateway is operating correctly
LED1	Unused (should be extinguished)
LED2	Unused (should be extinguished)
ACT	Flashes green during normal operation
POW	Illuminates solid green when supplied power is within operating parameters
ACT / RX / TX (Yellow Ethernet Port LED)	Flashes yellow when the gateway is sending/receiving network frames. Extinguishes when there is no network traffic
LINK (Green Ethernet Port LED)	Illuminates green when the gateway has a 100 MBit network connection. Extinguishes when the gateway has 10 MBit or no network connection

Table 6-1. Gateway LED Descriptions



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