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RICE LAKE WEIGHING SYSTEMS VIRTUlink IoT Application Customer Software

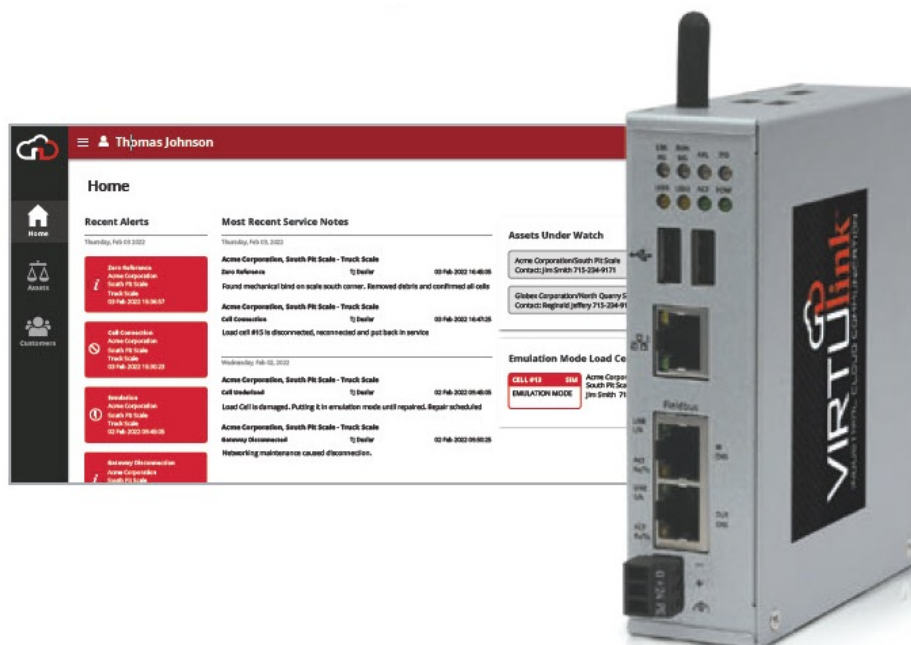# RICE LAKE WEIGHING SYSTEMS VIRTUlink IoT Application Customer Software User Guide

Contents

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RICE LAKE WEIGHING SYSTEMS VIRTUlink IoT Application Customer Software

Product Information

Specifications

- **Product Name:** VIRTUlinkTM IoT Application
- **Manufacturer:** Rice Lake Weighing Systems
- **Trademark:** VIRTUlinkTM
- **Release Date:** February 13, 2024
- **Revision:** PN 222842 Rev A
- **Website: www.ricelake.com**

Product Usage Instructions

1. **Introduction**

   Welcome to the VIRTUlinkTM IoT Application Customer Software Guide. This guide will help you navigate through the features and functionalities of the application.

   1. Services Performed via Customer Service

      This section outlines the services that can be availed through the customer service team. For any assistance, please refer to the contact details provided in the manual.

   2. Connection Overview

      Understand how to establish connections using the VIRTUlinkTM IoT Application for seamless operation.

2. **Site Navigation and Page Elements**

   Learn about the different elements on the application interface and how to navigate through the pages efficiently.

   1. VIRTUlink User Account Creation

      Follow the steps to create your user account on VIRTUlink for personalized access to features.

   2. Logging In to VIRTUlink

      Instructions on how to log in to your VIRTUlink account and manage your password securely.

   3. Changing Password

Guidelines for changing your password to ensure the security of your account.

    4. VIRTUlink Menus

    Explore the various menus within VIRTUlink for easy navigation and access to different functions.

3. **Configuration**

Details on how to configure settings within the application suit your preferences and requirements.

4. **Asset Details Page Features**

Discover the features available on the asset details page, including IP camera integration and alert history tracking.

5. **IP Camera**

Information on how to connect and utilize IP cameras with VIRTUlink for enhanced monitoring capabilities.

6. **Alert History**

Learn how to access and review the alert history section to stay informed about past events and notifications.

Frequently Asked Questions (FAQ)

1. **Q: Where can I find technical training seminars for VIRTUlink?**

A: Technical training seminars are available through Rice Lake Weighing Systems. Course descriptions and dates can be viewed a **www.ricelake.com/training** or obtained by calling 715-234-9171.

VIRTUlink™ IoT Application

Customer Software Guide
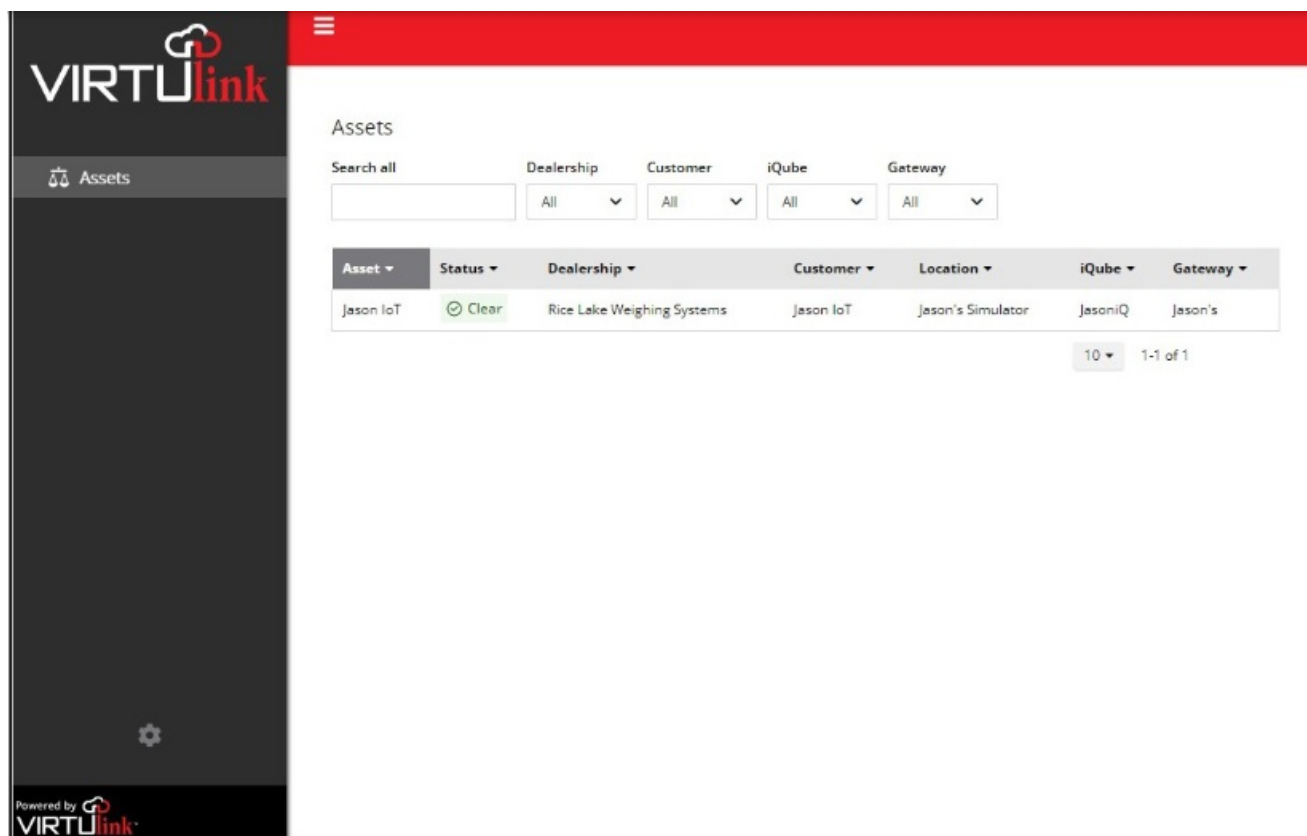
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Revision History

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.

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)

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

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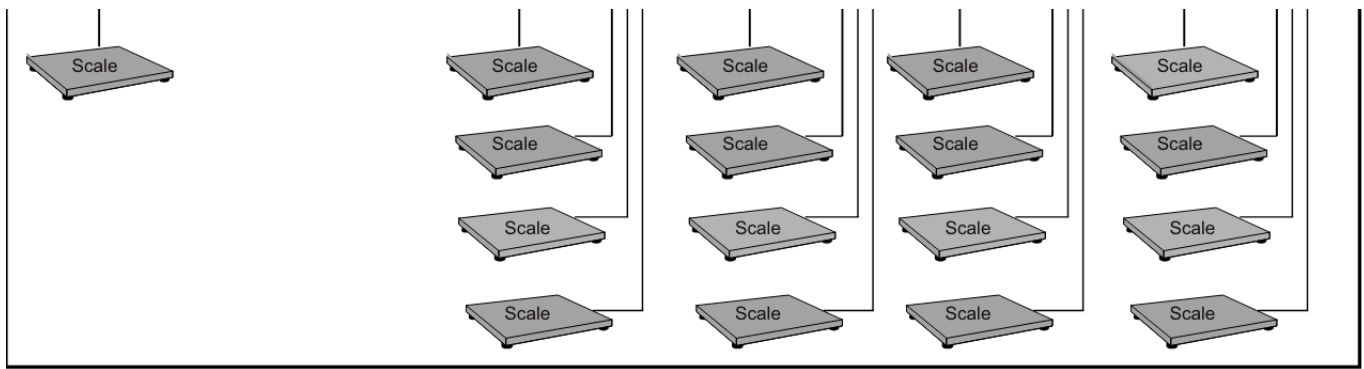- Figure 1-1 displays an example of three sites with varying configurations.
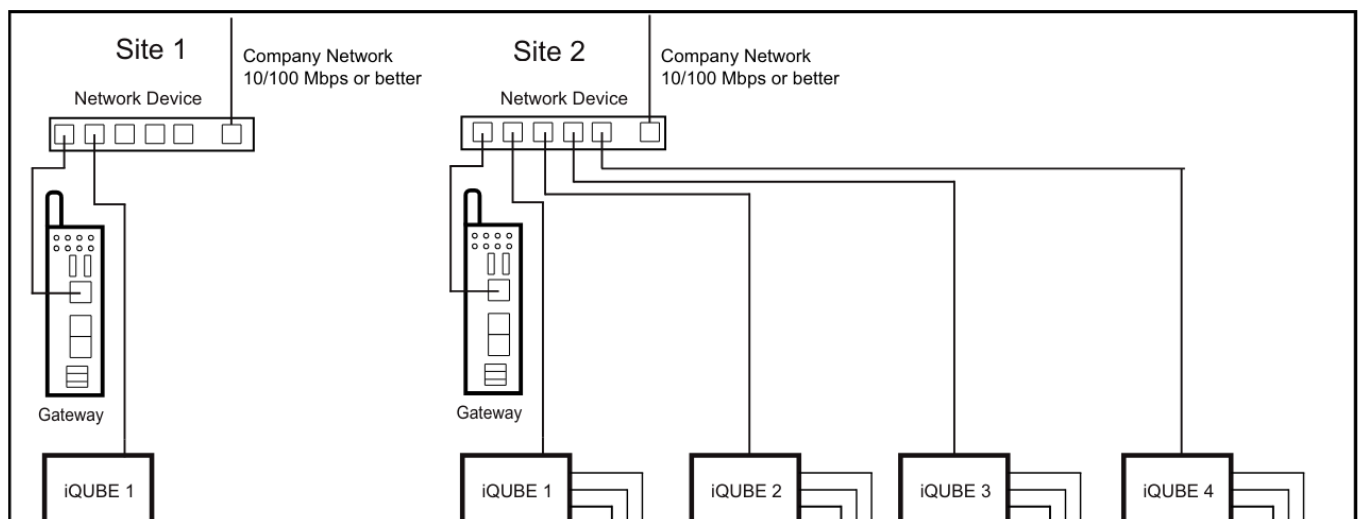
Figure 1-1. Network Overview Diagram

Site Navigation and Page Elements

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

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.

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.

Figure 2-1. Login Prompt with Credentials

4. VIRTUlink advances to the dashboard.

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)

VIRTUlink Menus
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.
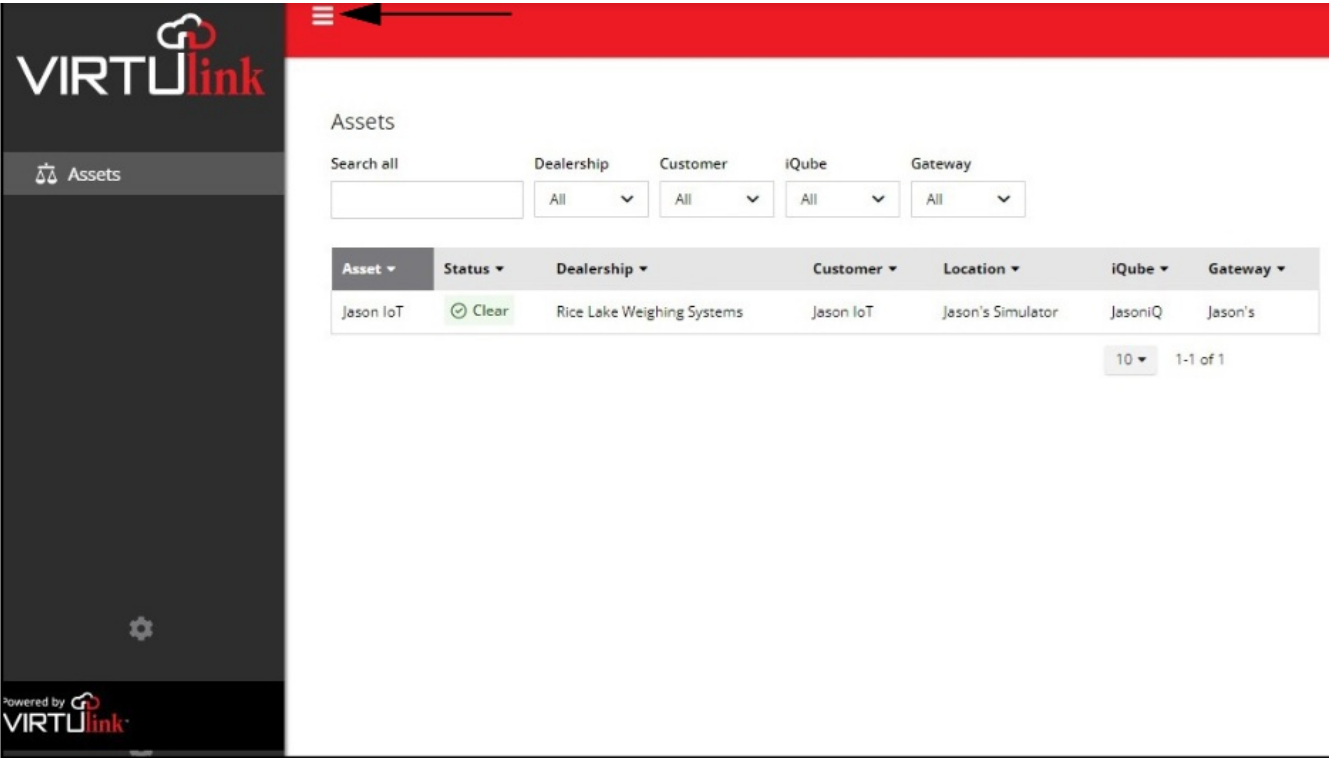
Figure 2-2. Home Page with Menu Button Identified

2. The Main menu hides.
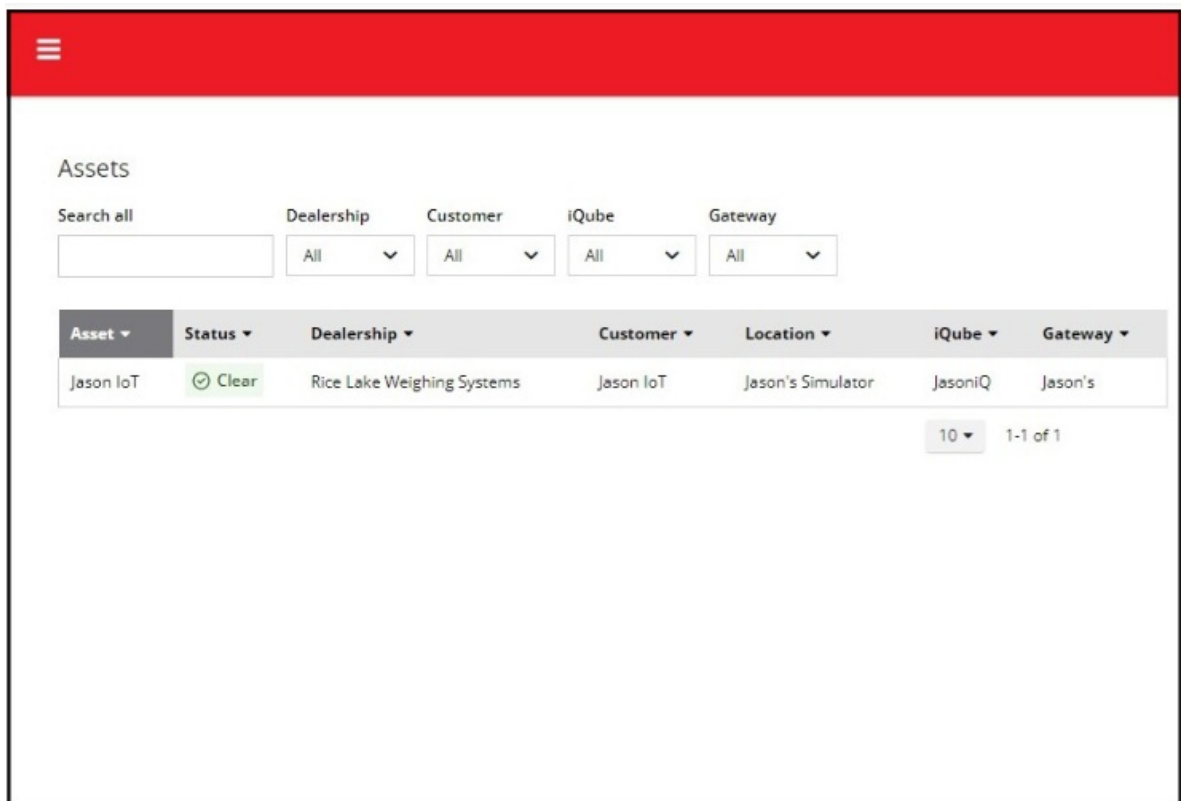
Figure 2-3. Home Page with Menu Button Collpased

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

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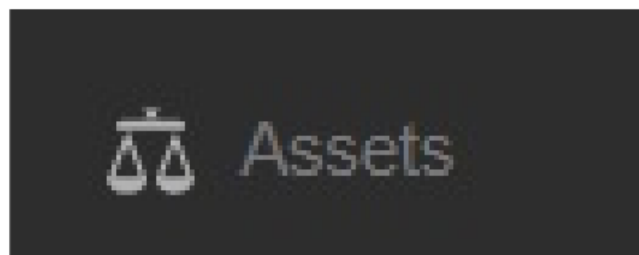The Main menu contains the Asset parameter that provides access to the Assets page (see Section 2.4.1.2 on page 11).

Figure 2-4. Main Menu

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.
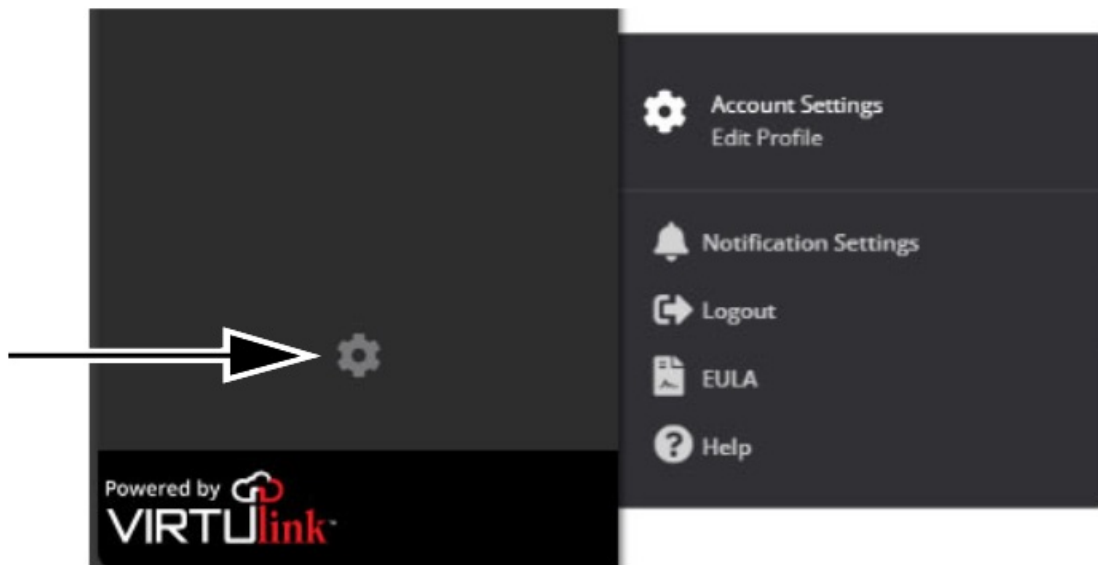
Figure 2-5. Settings Menu Expanded

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

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)

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)

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
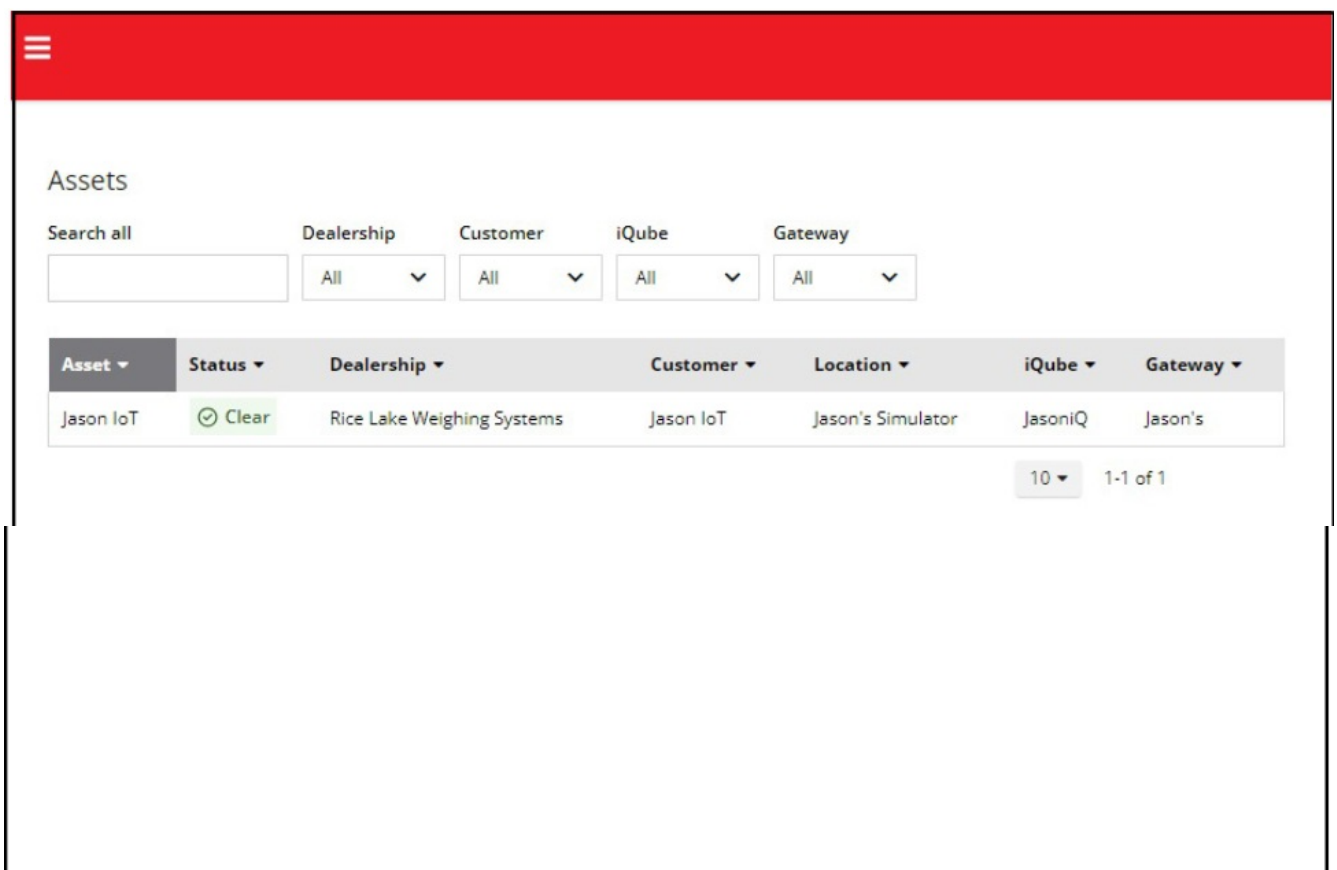
2. The Assets Page displays.

Figure 2-7. Assets Page

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.
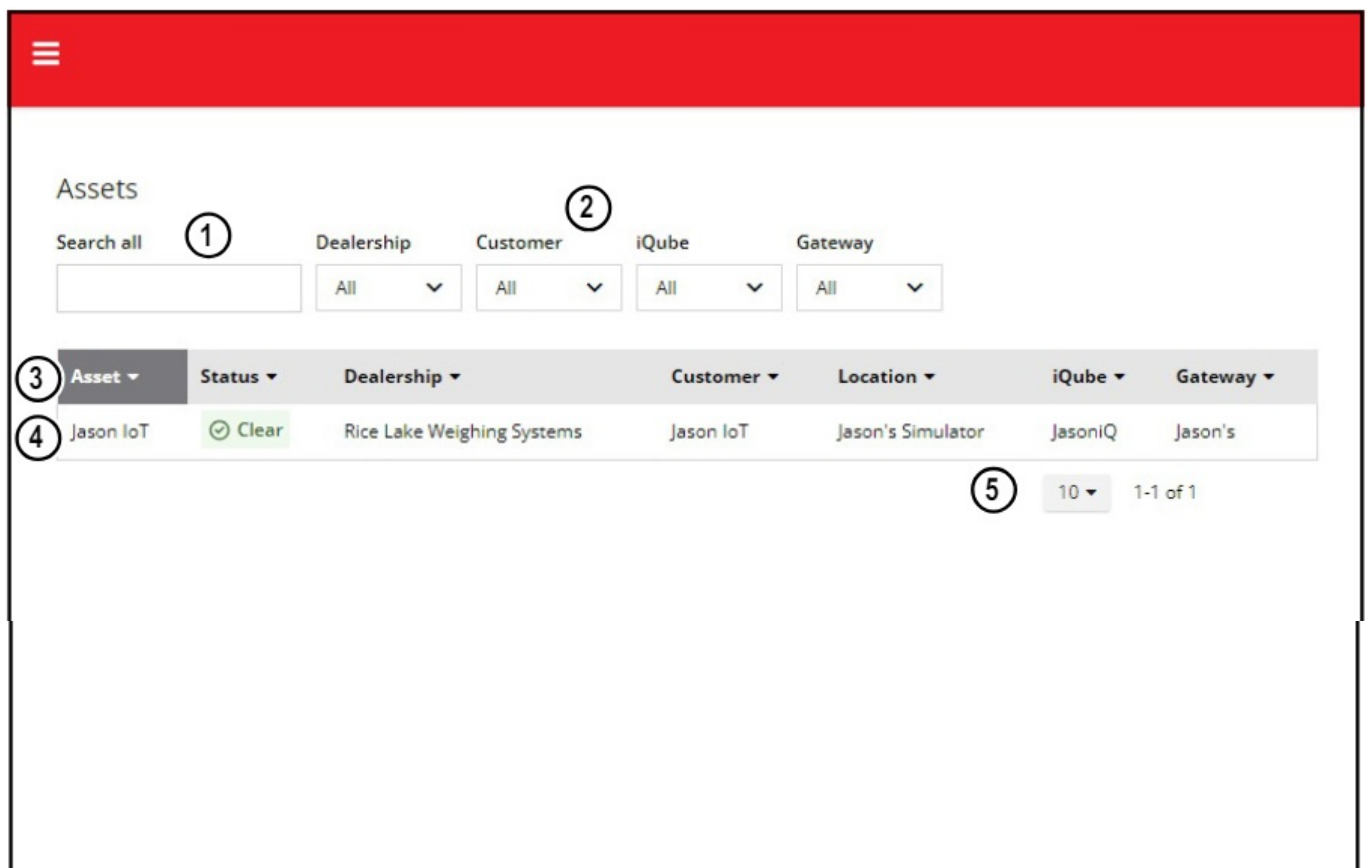
Figure 2-8. Assets Page Elements

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

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)

Access Assets Details Page

1. Access an Assets page (see Section 2.4.1.1 on page 10).

2. Select the desired asset.
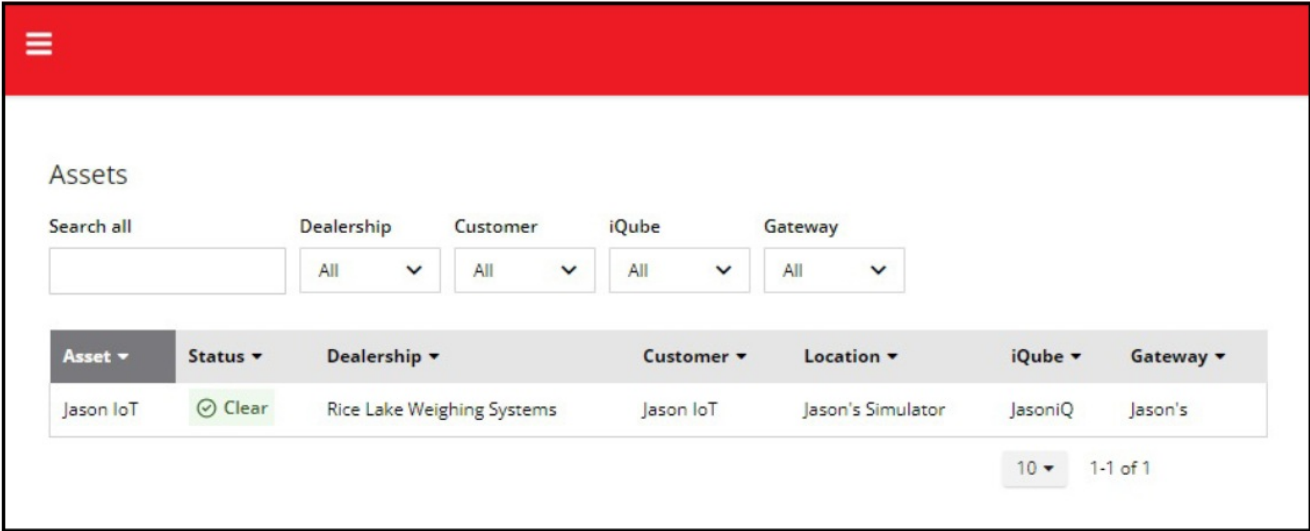
Figure 2-9. Assets Page

3. The Asset Details page displays.
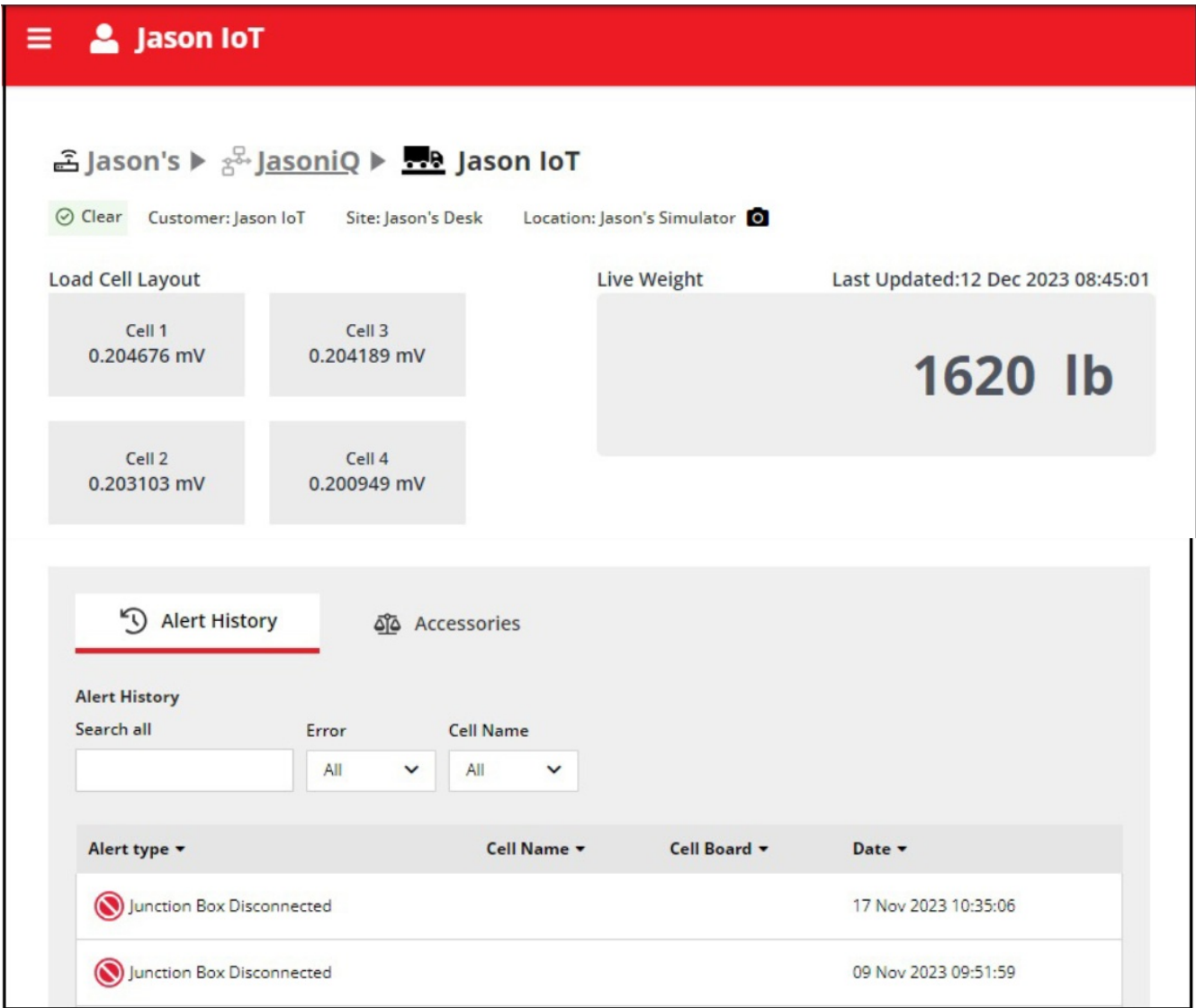
Figure 2-10. Asset Details Page

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.
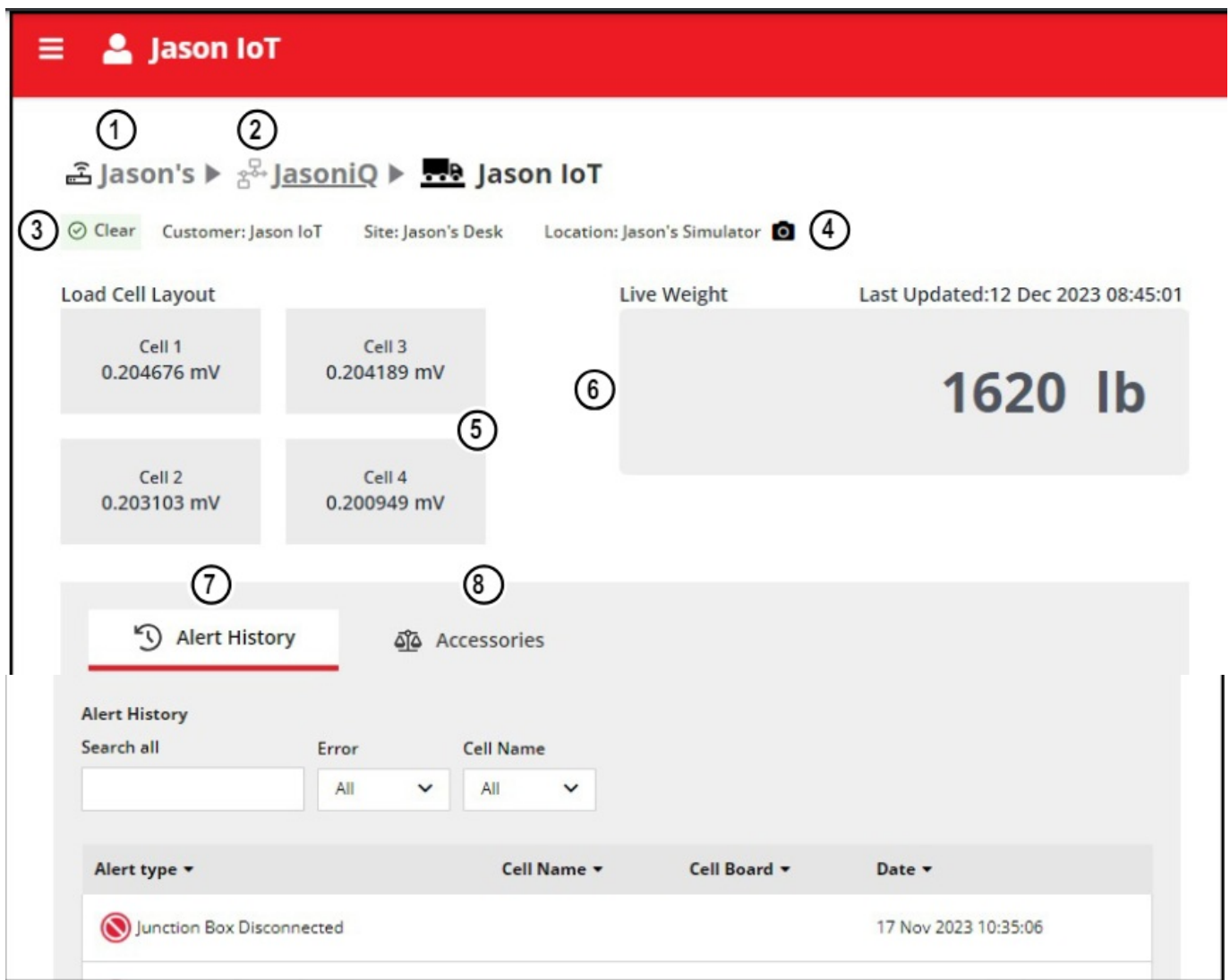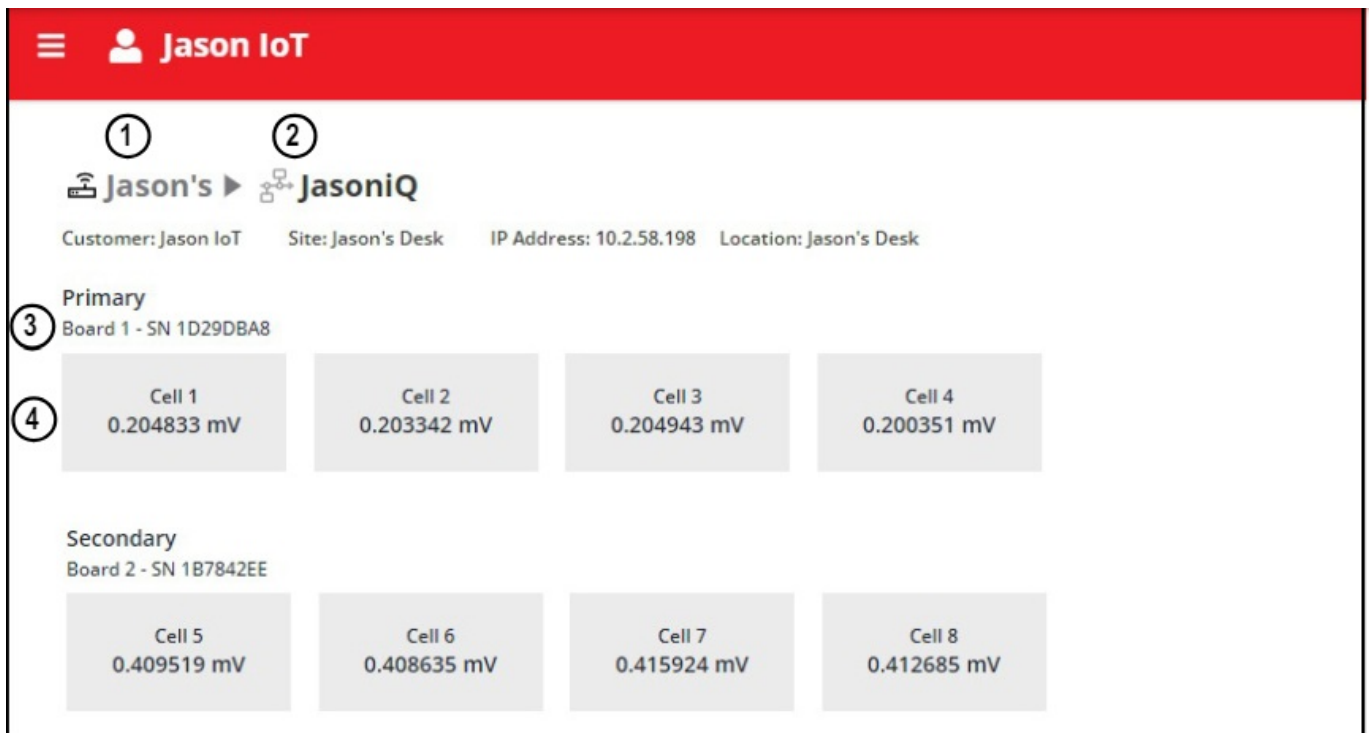
Figure 2-11. Asset Details Page Elements

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 iQUBE².
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 config- ured. 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**.

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 iQUBE² Installation Manual (PN 106113).**
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

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.

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.
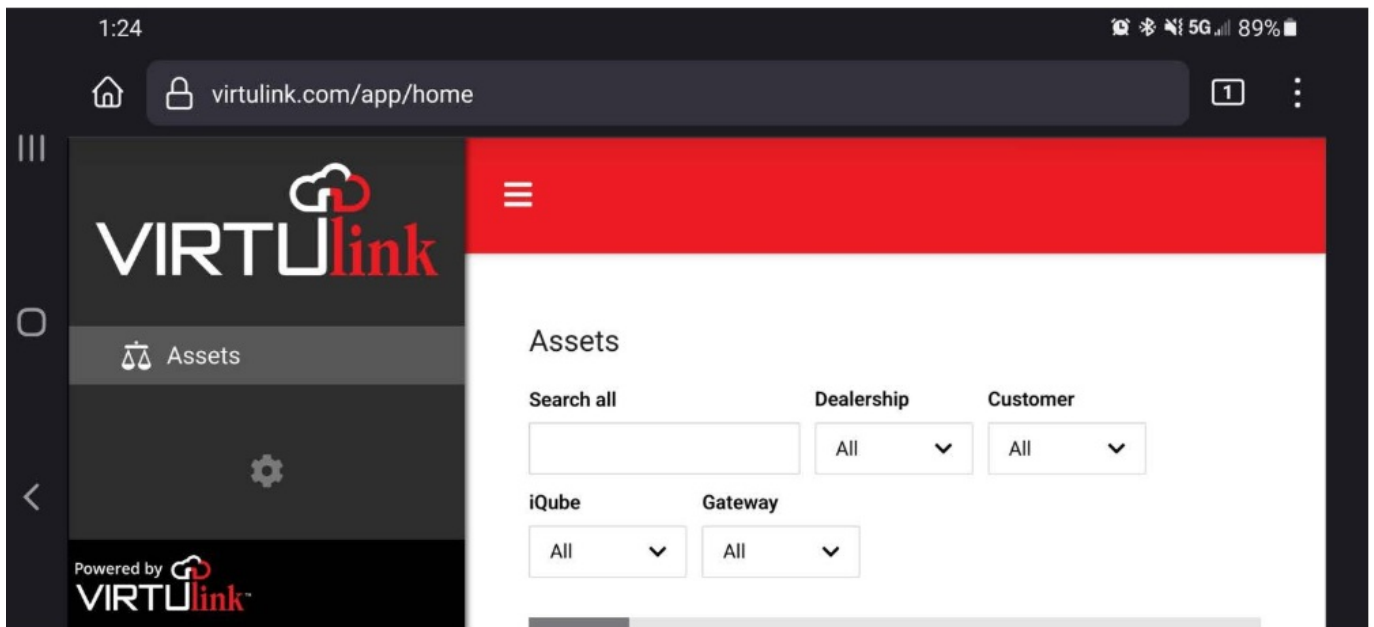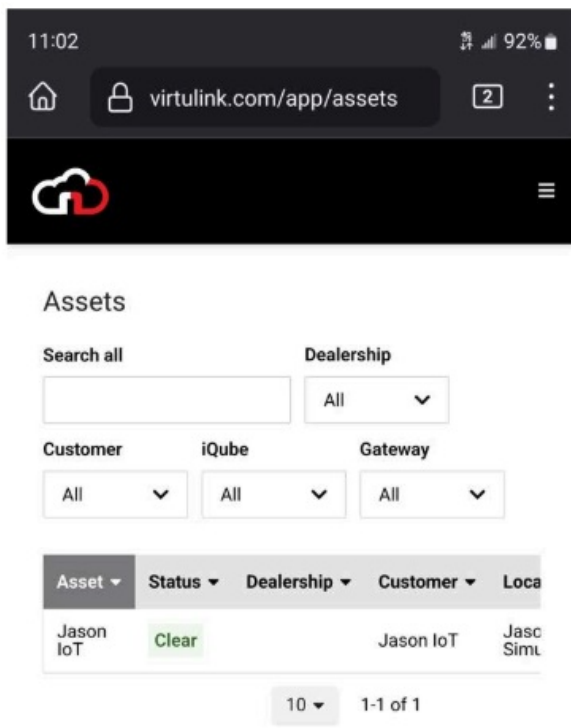
Figure 2-13. Horizontal Navigation Example

Vertical Orientation

Vertical orientation displays one column instead of several in the Home page. ![menu icon] (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.
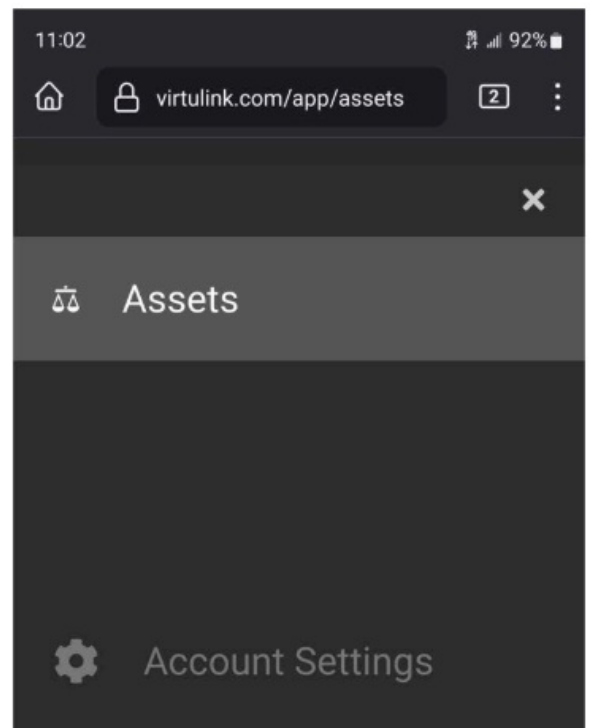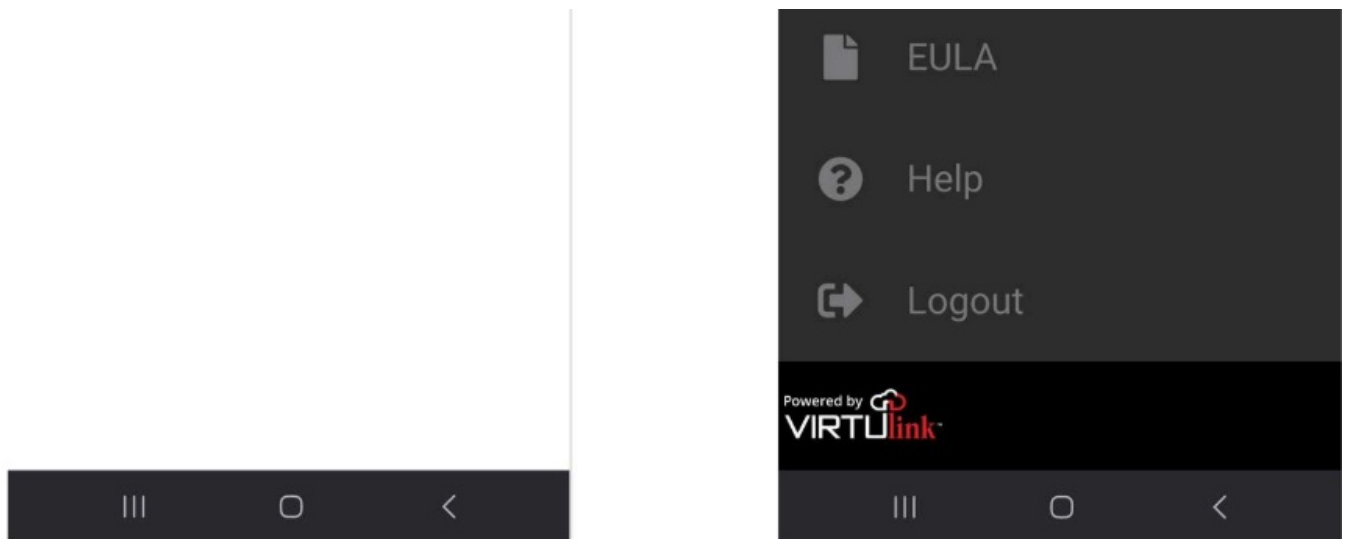
Figure 2-14. Home Page and Menus in Vertical Orientation

Account Information

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.
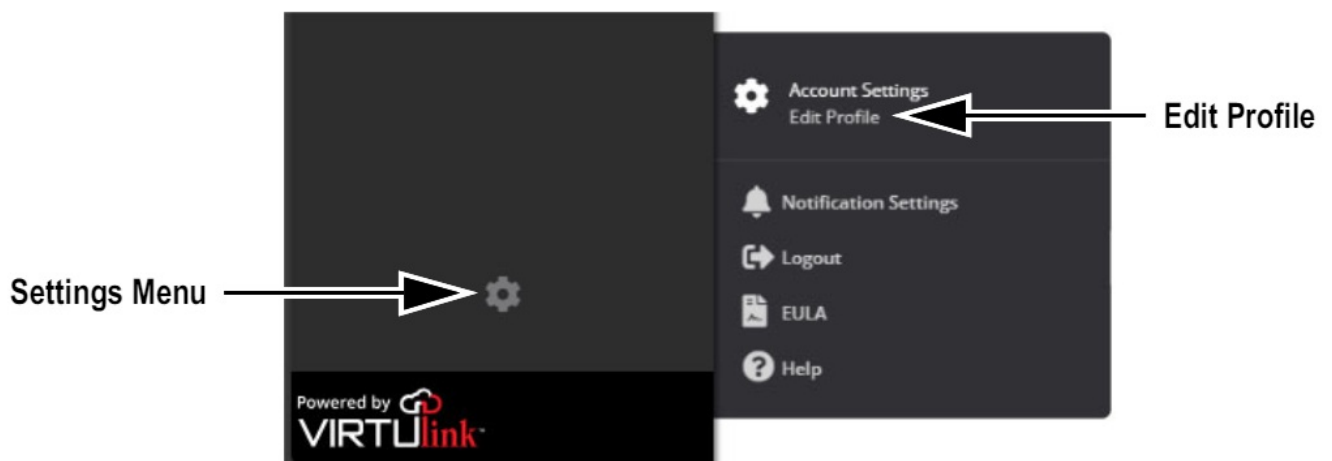
Figure 2-15. Edit Profile Option

3. The user profile settings displays.

Figure 2-16. Profile Settings

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

Logout of VIRTUlink
Perform the following to logout from VIRTUlink:

1. Select the Settings menu icon. The Settings menu expands.

2. Select Logout.
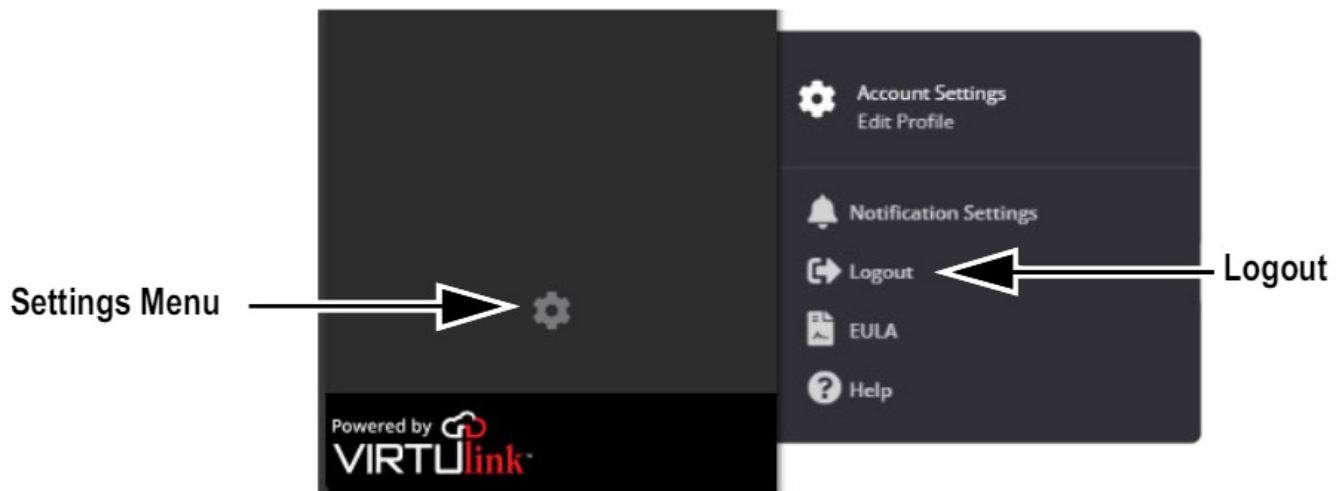
Figure 2-17. Logout Option

3. VIRTUlink logs out and returns to the Login prompt.
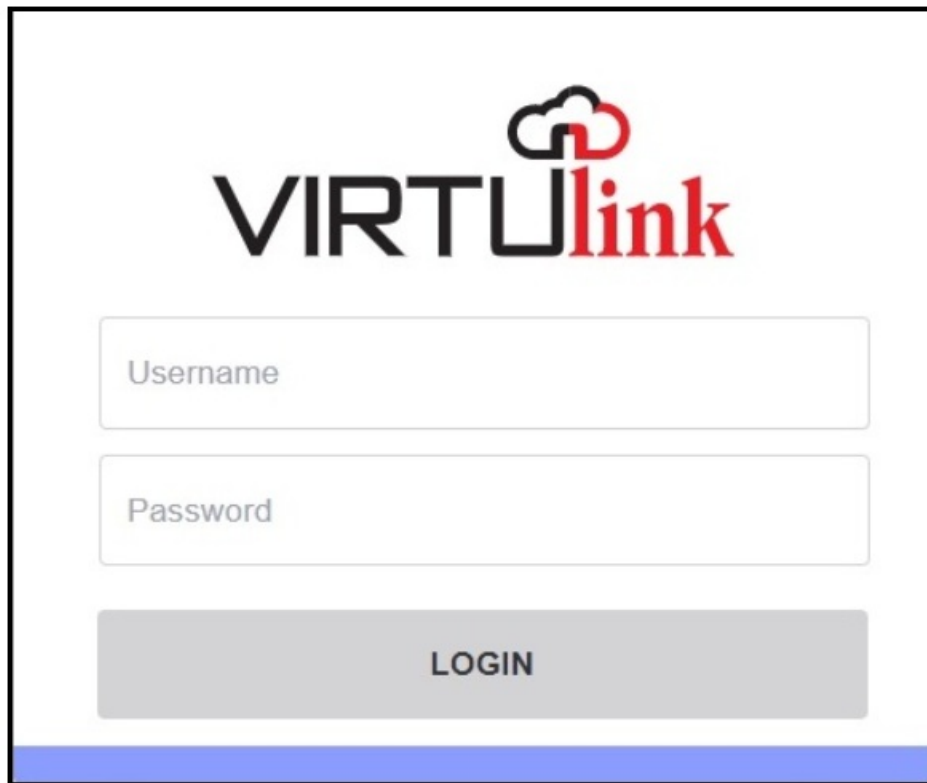
Figure 2-18. Login Prompt

Configuration

This section discusses configurable Notification Settings.

Notification Settings

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.
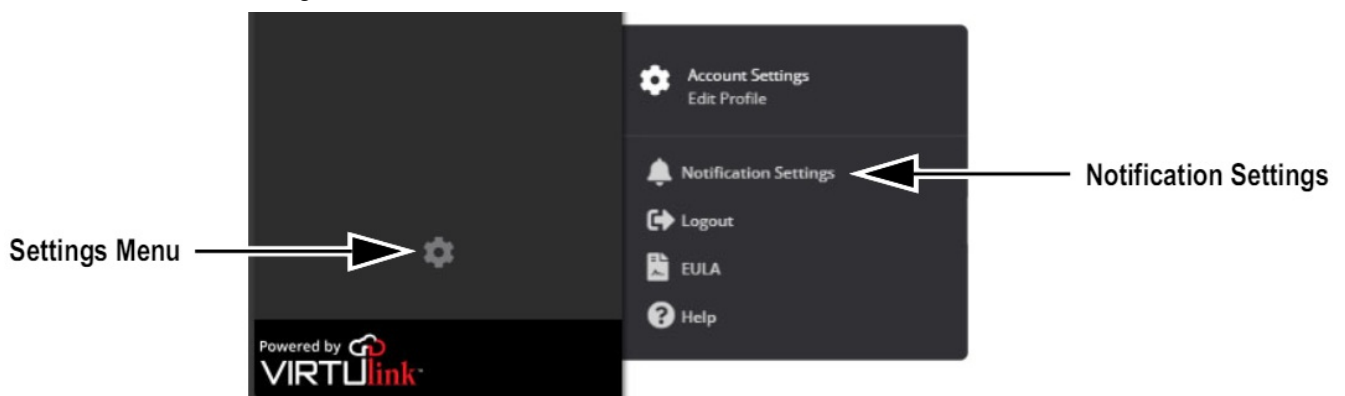
Figure 3-1. Edit Notification Settings Option

4. The Notification Settings page displays.
5. Select the desired scale from the drop-down menu.
6.
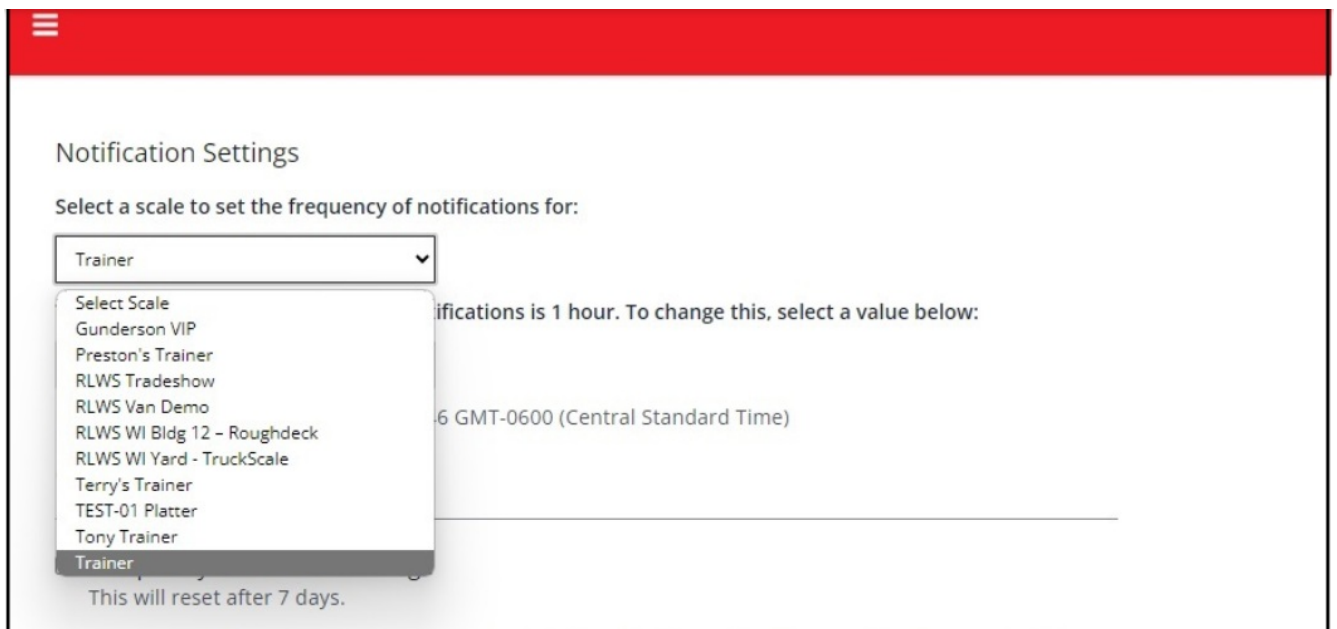
Figure 3-2. Scale Drop-Down Menu Expanded

Notification Settings parameters display for the selected scale.
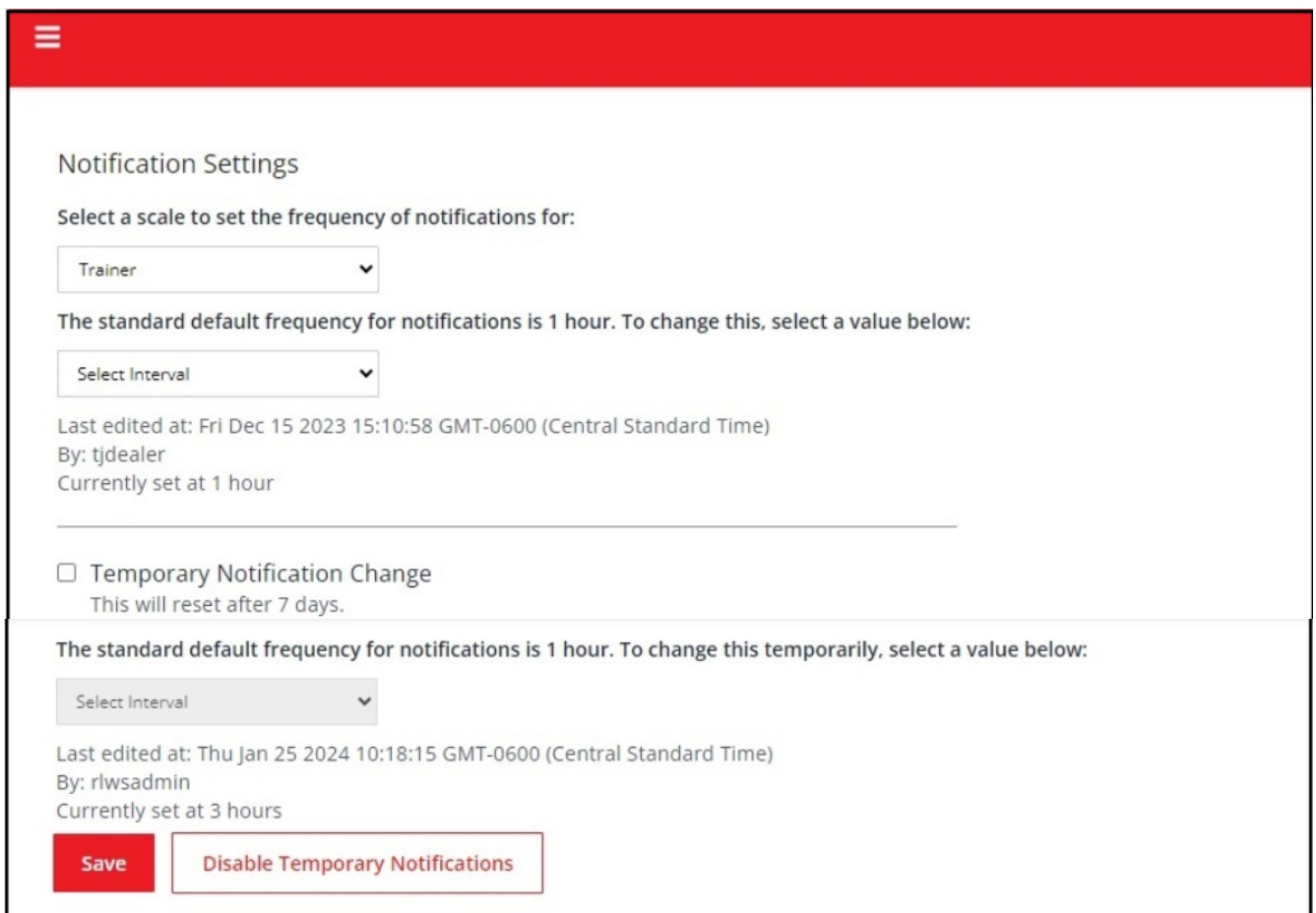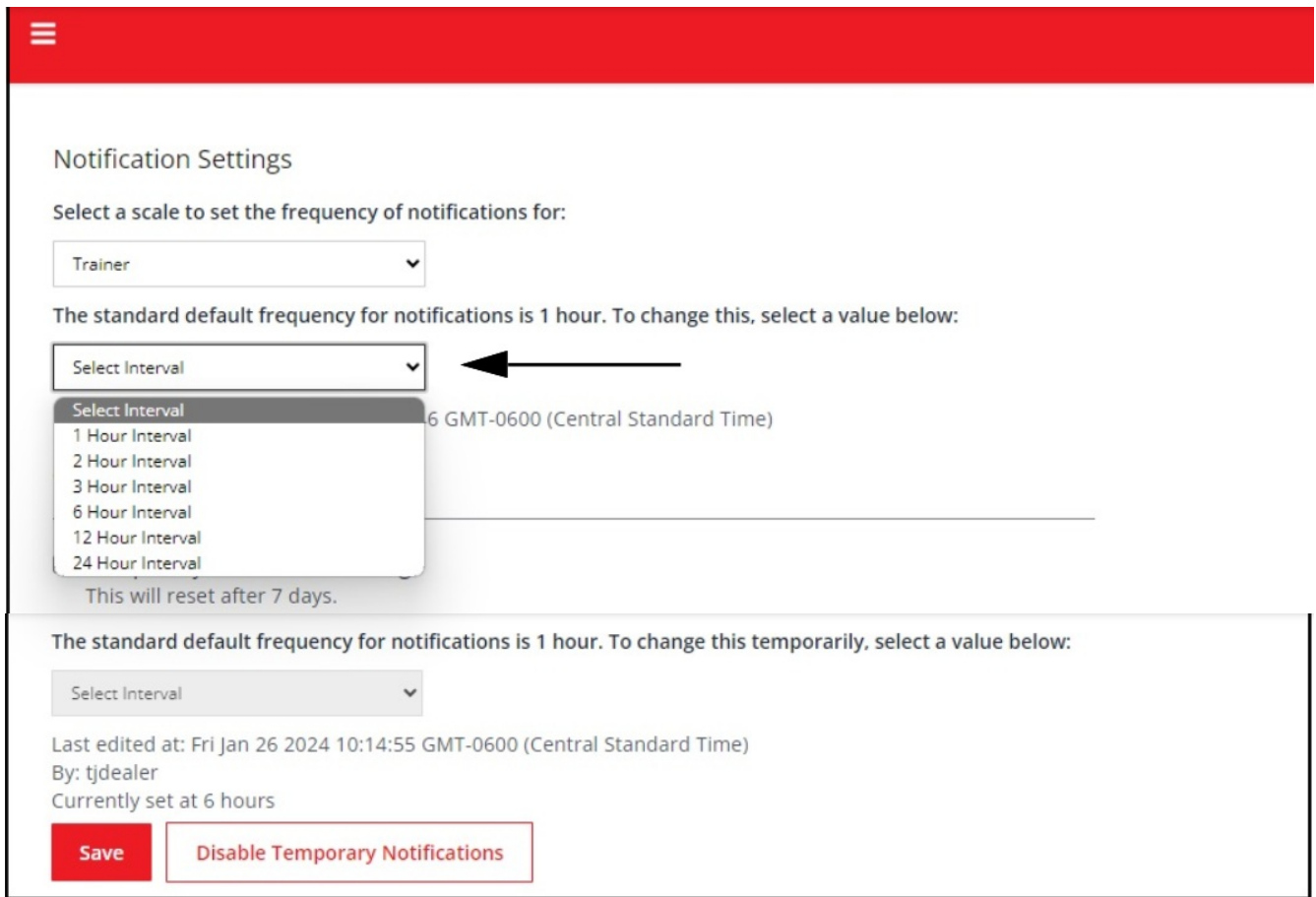
Figure 3-3. Notification Settings Page with Parameters

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.

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

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.

Asset Details Page Features

This section discuses 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)

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.

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).
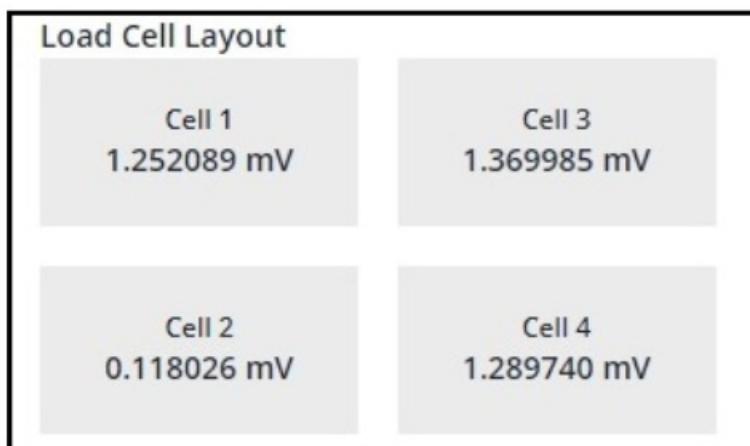2. Select the desired load cell.

Figure 4-1. Load Cells in Asset Details page

3. The load cell details window displays.

Zero Value	0
Factory Sensitivity	3 mV
Normalization Value	0

Figure 4-2. Load Cell Details Window

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.
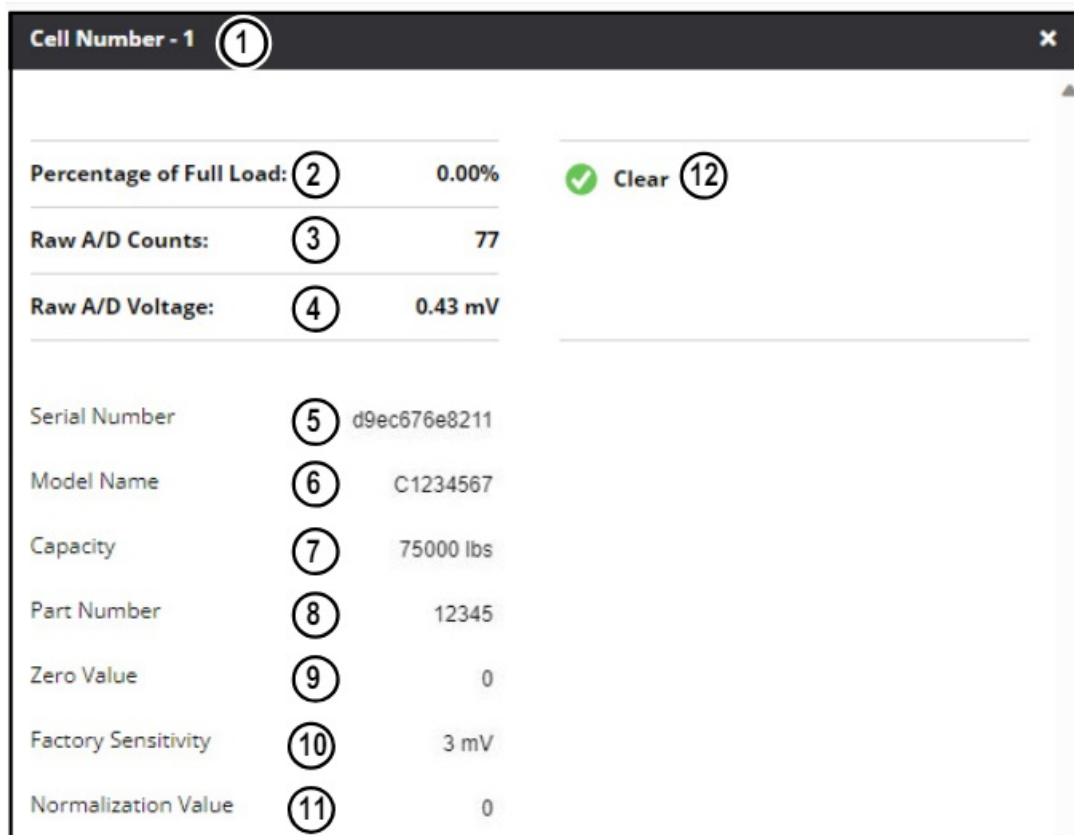

Figure 4-3. Load Cell Details with Elements Identified

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 *iQUBE^2 Digital Diagnostic Junction Box Installation Manual (PN 106113)*
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

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.
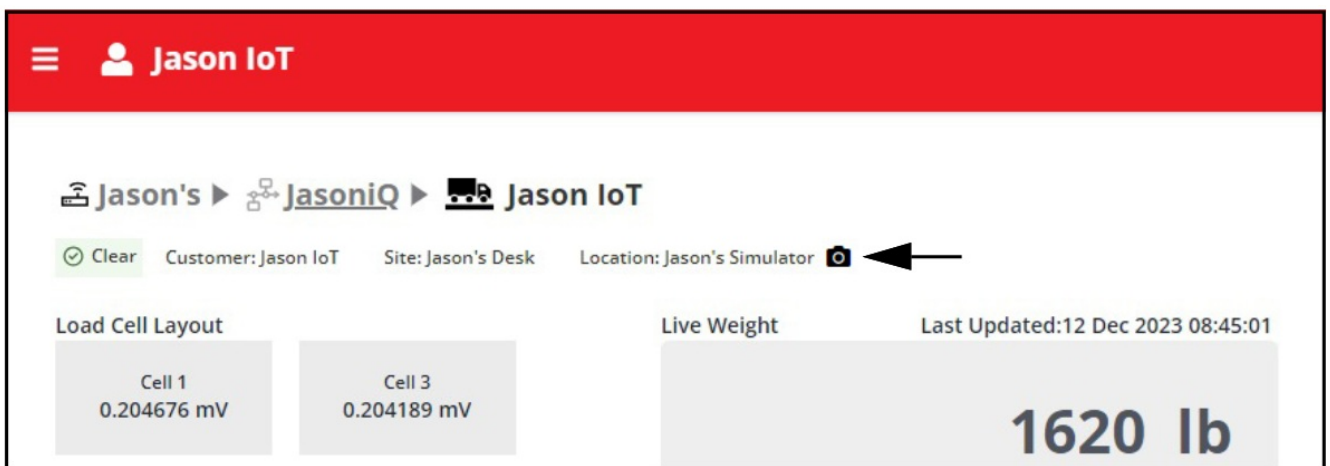
Figure 4-4. Asset Details Page

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

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.

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).
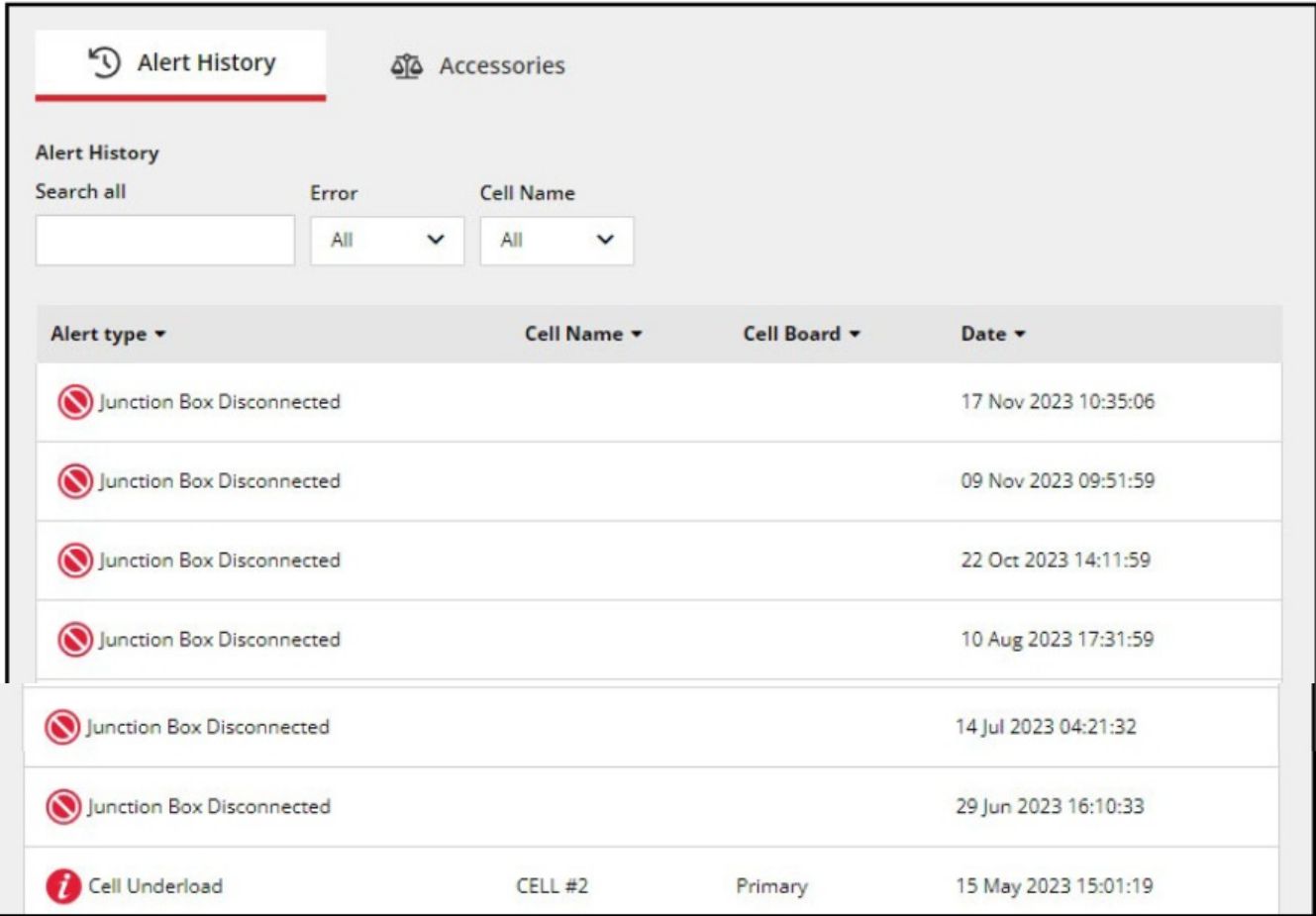2. The Asset Details page displays with Alert History selected by default.

Figure 4-6. Alert History Tab

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.
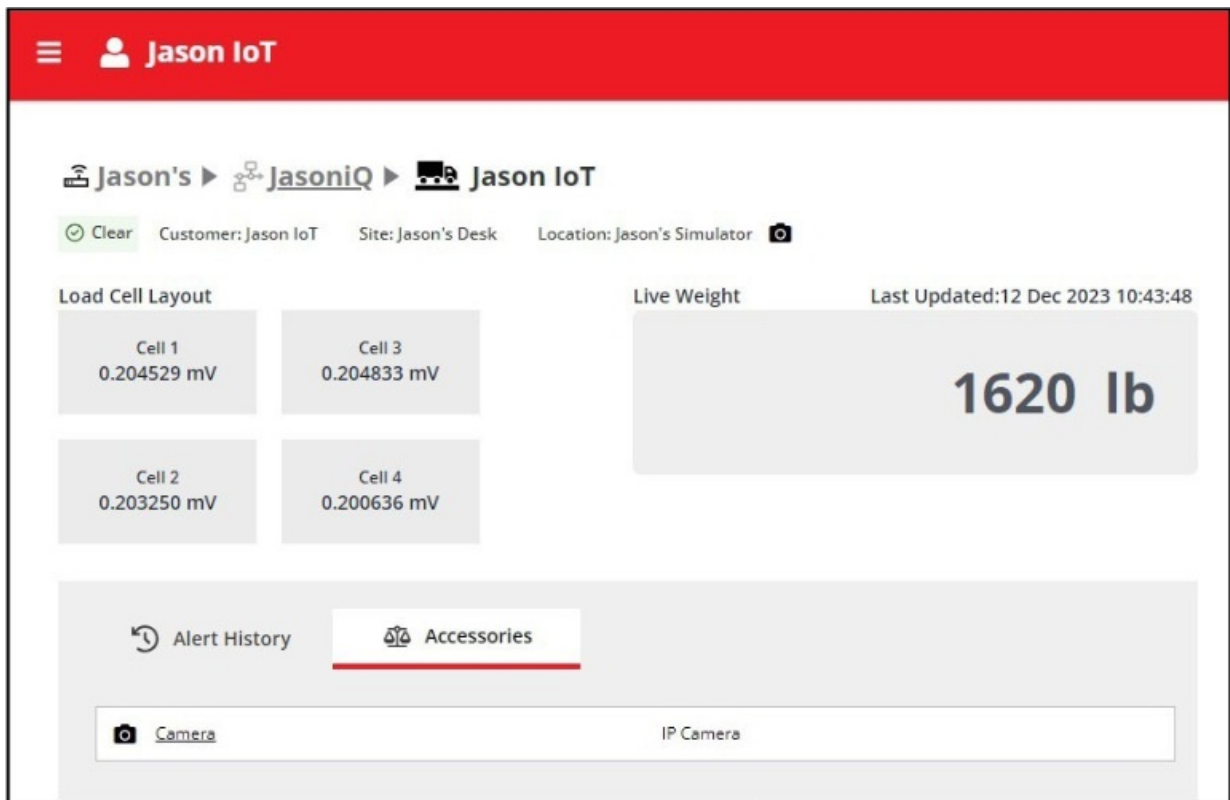
Figure 4-7. Accessories Tab Open

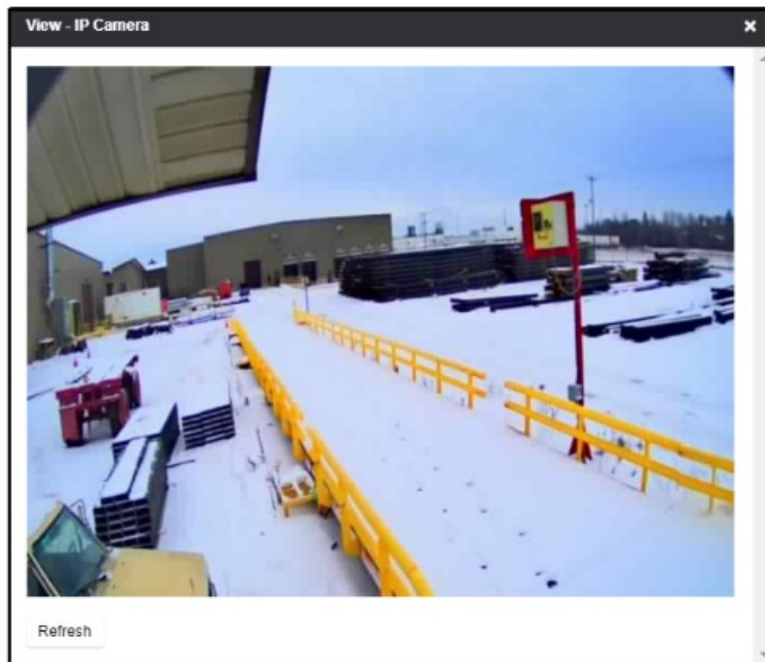4. The accessory window opens (see Section 4.2 on page 26)

Figure 4-8. IP Camera Window

Emulation Mode

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.
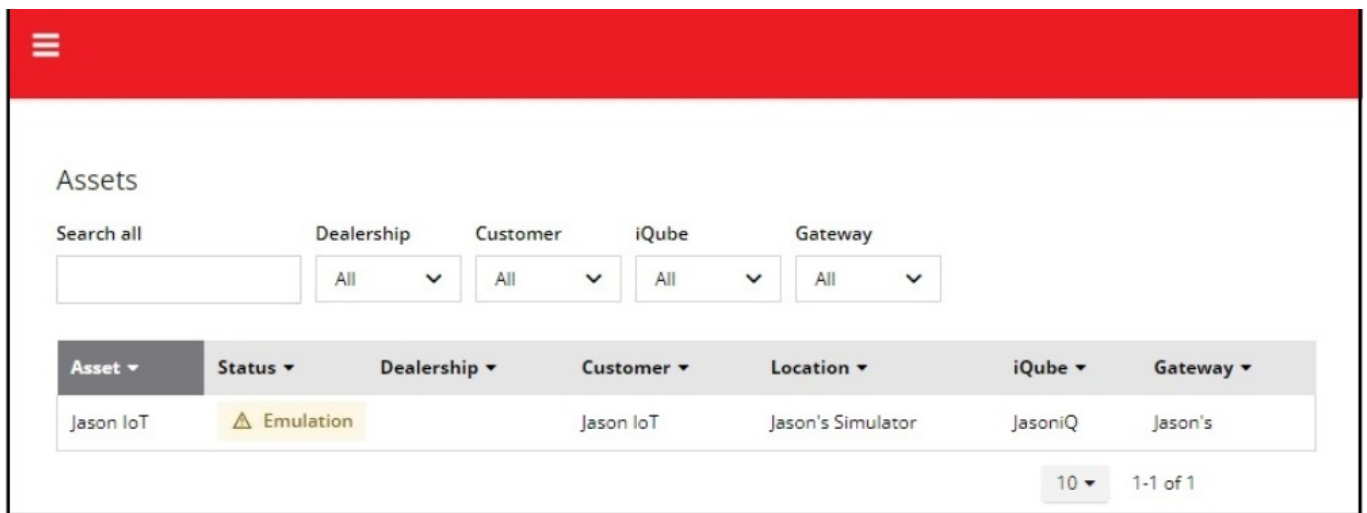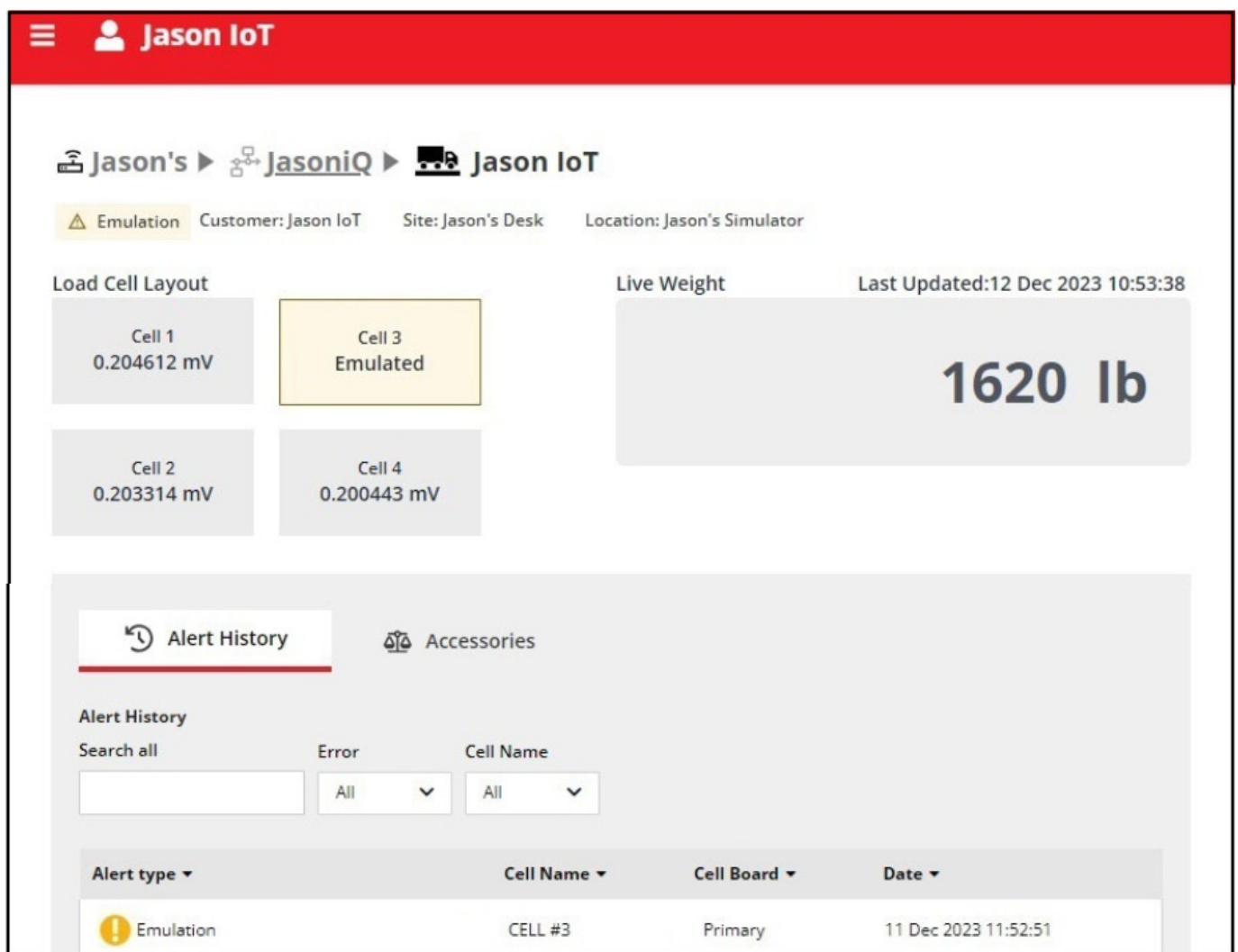

Figure 5-1. Emulation Mode in Assets Page

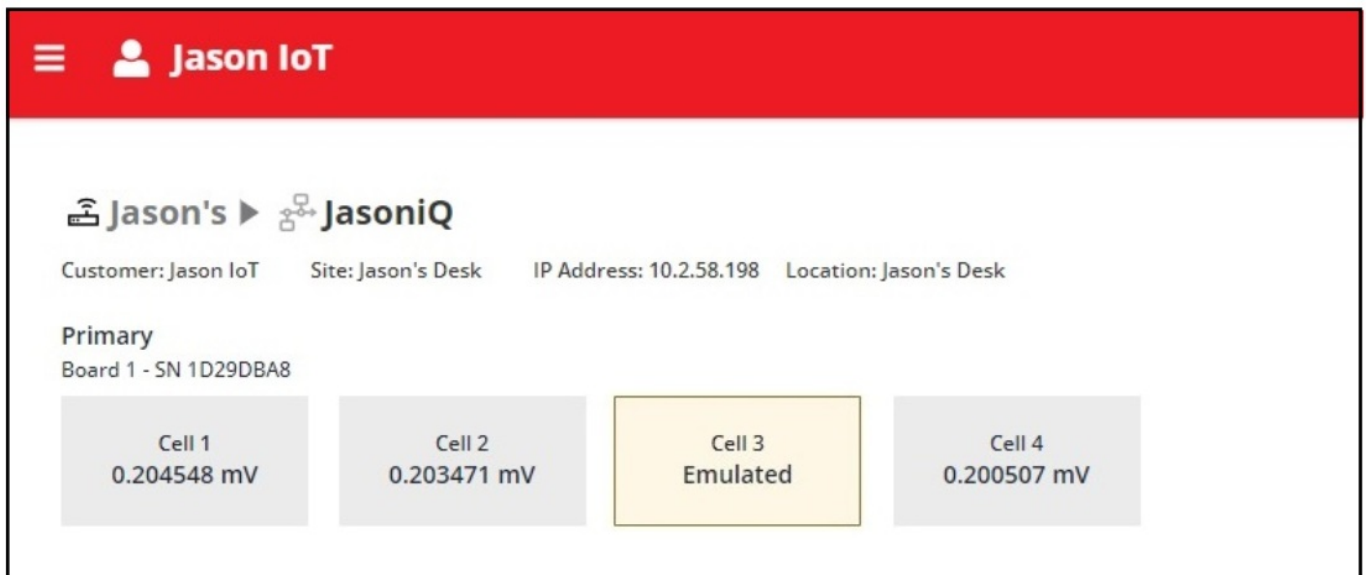*Figure 5-2. Emulation Mode in Assets Details Page*

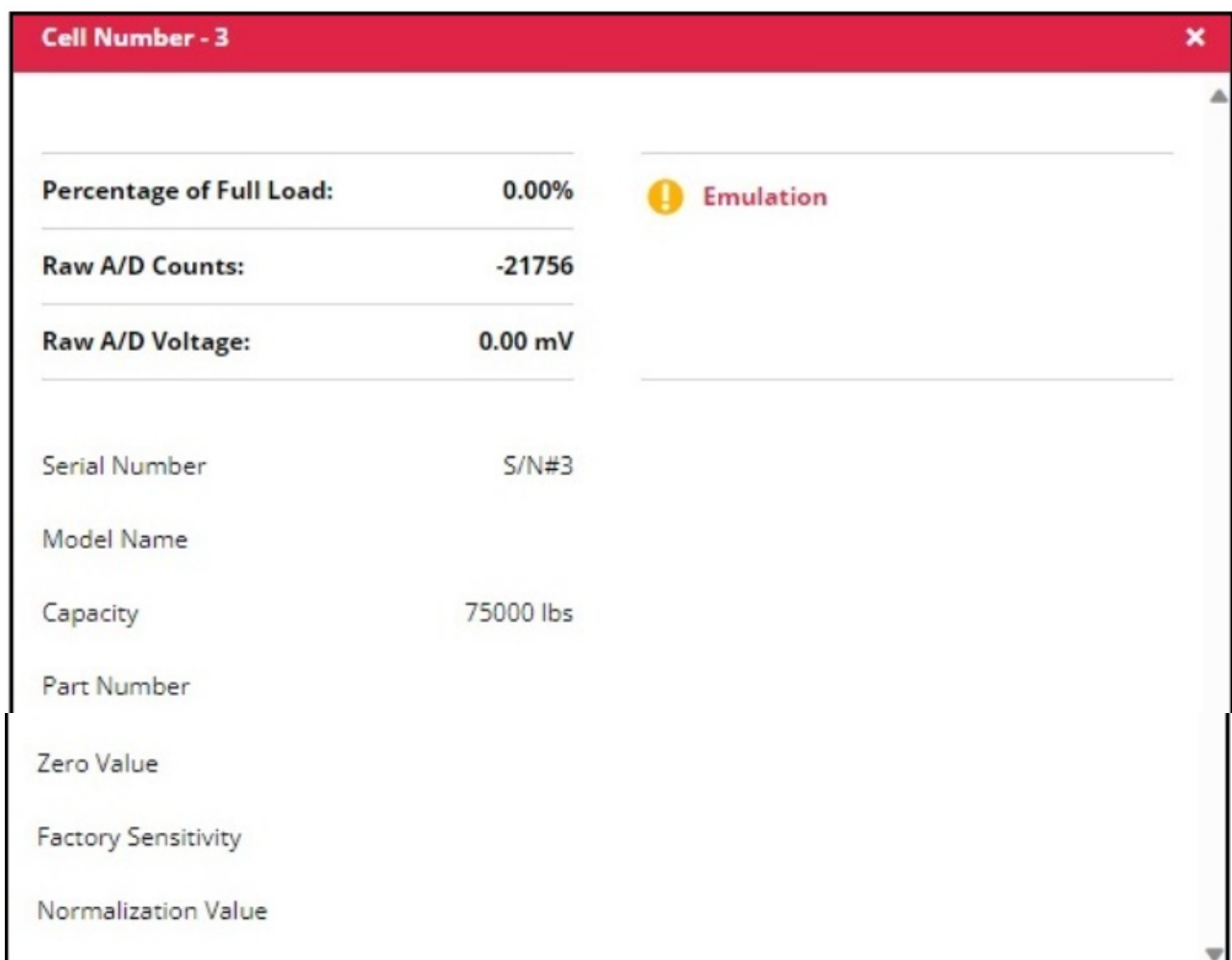*Figure 5-3. Emulation Mode in iQUBE Page*

Figure 5-4. Emulation Mode Cell Details Example

Troubleshooting

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.
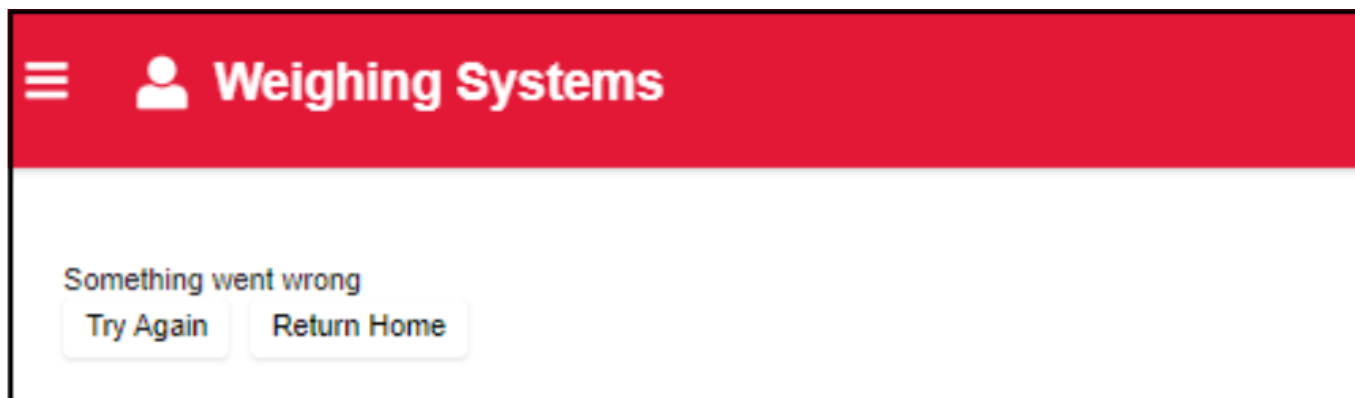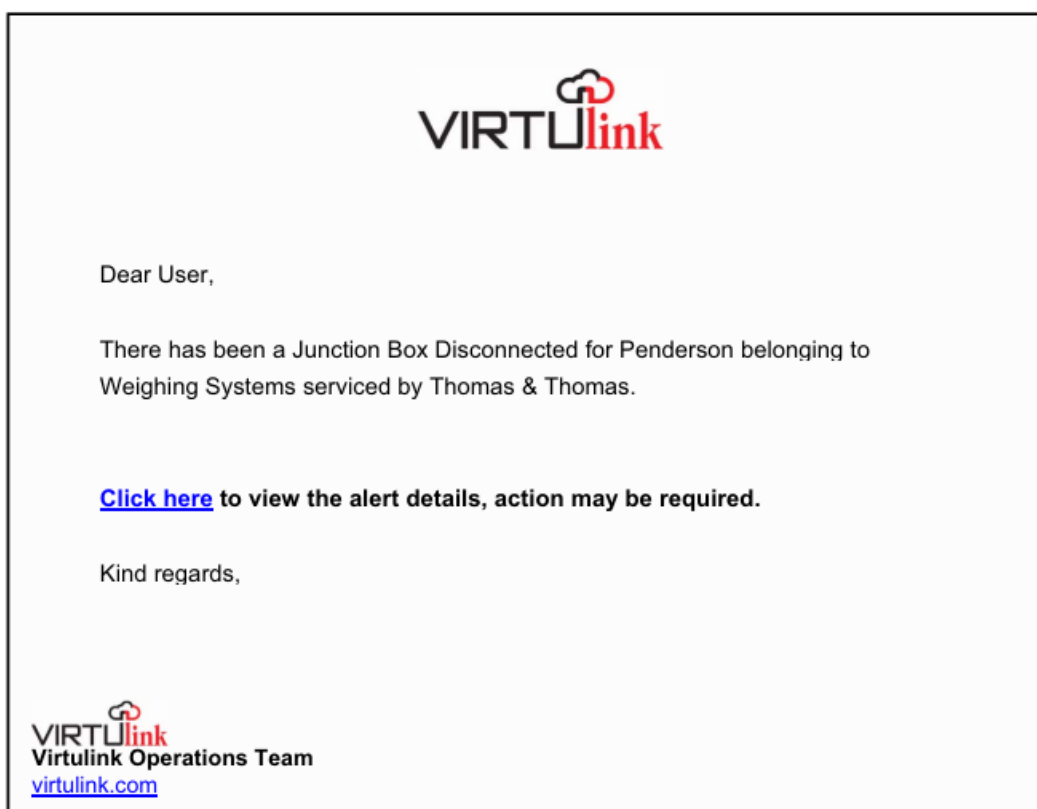
Figure 6-1. Error Message Example

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:

Dear User,

There has been a Junction Box Disconnected for Penderson belonging to Weighing Systems serviced by Thomas & Thomas.

Click here to view the alert details, action may be required.

Kind regards,

VIRTUlink
Virtulink Operations Team
virtulink.com

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. If you are not the intended recipient, disclosing, copying or redistributing this content is strictly prohibited.

Figure 6-2. Email Error Message

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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- **www.ricelake.com**
- February 13, 2024
- PN 222842 Rev A

Documents / Resources

VIRTUlink™ IoT Application **Customer Software Guide** RICE LAKE WEIGHING SYSTEMS	**RICE LAKE WEIGHING SYSTEMS VIRTUlink IoT Application Customer Software** [pdf] User Guide VIRTUlink IoT Application Customer Software, VIRTUlink, IoT Application Customer Software, Application Customer Software, Customer Software, Software

References

- 🌐 **VIRTUlink**
- **R** **Rice Lake Weighing Systems**
- **R** **Training | Rice Lake Weighing Systems**
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