# Connecting the RDL8500 Remote Data Logger to TapWatch.com using IP

## Introduction

This tech note provides the procedure for connecting the RDL8500 remote data logger to TapWatch.com using IP, connecting to IP with an existing property and connecting to IP by importing a property.

### Contact Information

If you have any questions about this procedure, contact Inovonics technical support:

- E-mail: support@inovonics.com
- Phone: (800) 782-2709  (option 2)

## Materials Needed

- CAT 5e or CAT 6 Ethernet cable without hood.
- Ethernet router/firewall.
- Internet connection with a minimum of 512kbps up and down, and no filtering or proxying of HTTPS outgoing connections.
- RDL8500 with version v2.0.10.2 or greater.

**Note:** If the RDL8500 is running firmware of less that v2.0.10.2, you will need to upgrade the RDL8500 using the ACC8500 firmware upgrade USB flash drive. Please contact Inovonics customer services for more information.

- TapWatch 3 version 2.2.x or greater.

### Required Router Configuration
- The router must assign addresses via DHCP.
- The DHCP lease of the router must be set to a non-zero and non-infinite value, and should be set to a value greater than 30 seconds.

- The router must allow outbound connections on the following ports:
  - DNS (53).
  - HTTPS (443).
  - NTP (123).

# Instructions

## Connect to IP (WAN)

1. Power on the RDL8500.

2. Make sure the RDL8500 is programmed with site information. To do so:

   a. Use the right arrow button to navigate to the Application Menu.

   b. Use the down arrow button to navigate to TapWatch LoggerWare.

   c. Press the enter button to show the Site Summary screen.

   d. Verify that the site name displays.

3. Connect one end of the Ethernet cable to the WAN port of the RDL8500.

4. Connect the other end of the Ethernet cable to an open LAN port on the Ethernet router.

5. Make sure the RDL8500 is connected to TapWatch.com. To do so:

   a. Use the right arrow button to navigate to the Application Menu.

   b. Use the down arrow button to navigate to Network Management.

   c. Press the enter button.

   d. Use the down arrow button to navigate to TapWatch.com.

   e. Press the enter button.

   f. Scroll down to verify the following:
      - The Stat: field displays Connected.
      - The Prb: field displays +Ping+DNS+HTTPS.

**Note:** It may take up to 30 minutes to see the Connected status.

6. Contact Inovonics technical support to verify that the RDL8500 is IP-enabled. The RDL8500 serial number is required by Inovonics technical support.

## Connect to IP with an Existing Property

1. Contact Inovonics to obtain user name and set password.

**Note:** This will be the user name and password for the entire company. The password can only be changed by contacting Inovonics technical support.

2. Open the existing property in the TapWatch 3 software.

3. From the Site Summary tab, click the Settings tab.

4. In the DataLogger Connection Info section, change the TapWatch.com Site setting to Yes.

5. In the Advanced Options section, use the RDL Connection Method dropdown menu to select TapWatch.com Connect.

6. Click the Save button.

7. Click the Connect/Sync button.

8. Enter user name and password when prompted and click the Submit button.

**Note:** The username (case sensitive) and password will be auto filled after this first entry.

**Note:** To IP-enable additional RDL8500s, contact Inovonics technical support with the serial number of the RDL8500s. Inovonics will add the specified RDL8500s to the group.

## Connect to IP by Importing a Property

1. Contact Inovonics to obtain user name and set password.

**Note:** This will be the user name and password for the entire company. The password can only be changed or retrieved by contacting Inovonics technical support.

2. From the Property List tab, click the File menu.

3. Navigate to Import, and then to TapWatch3 Property and click.

4. Select TapWatch.com from the Connection Type dropdown menu and click the Connect button.

5. Enter the user name and password when prompted and click the Submit button.

**6.** Highlight the properties you want to import and click the Import button.

**Note:** To IP-enable additional RDL8500s, contact Inovonics technical support with the serial number of the RDL8500s. Inovonics will add the specified RDL8500s to the group.