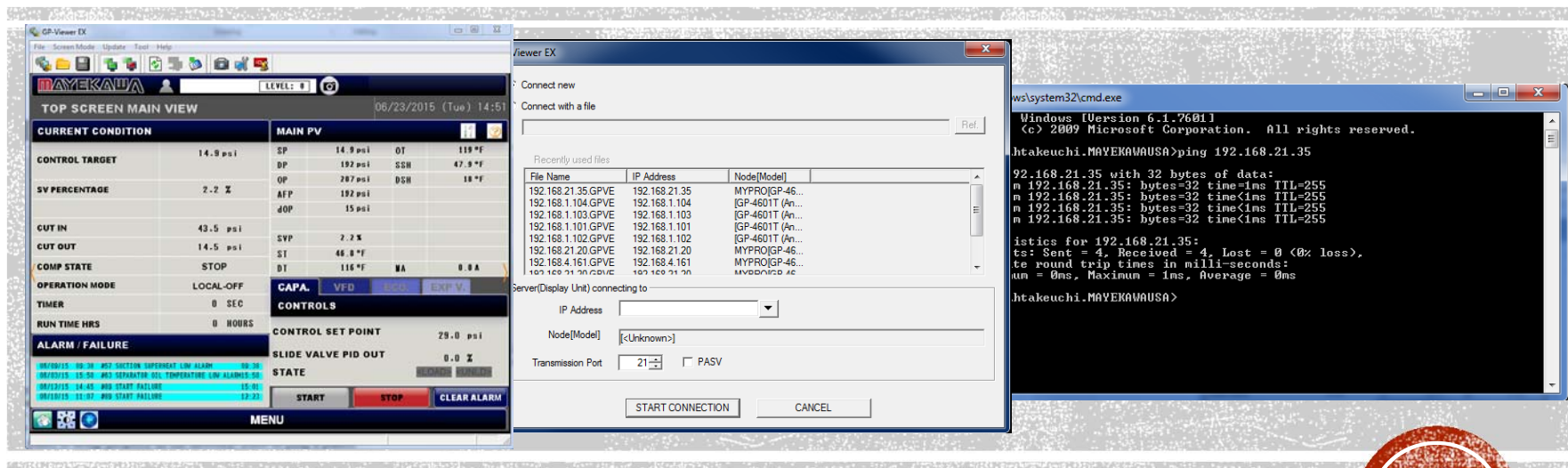


MYPRO TOUCH WEBINAR TRAINING



LESSON 6: GP Viewer EX and Remote Connections and Viewer Options

What is the GP Viewer EX.

Where to find the IP address of the panel.

How to assign the IP address of the panel.

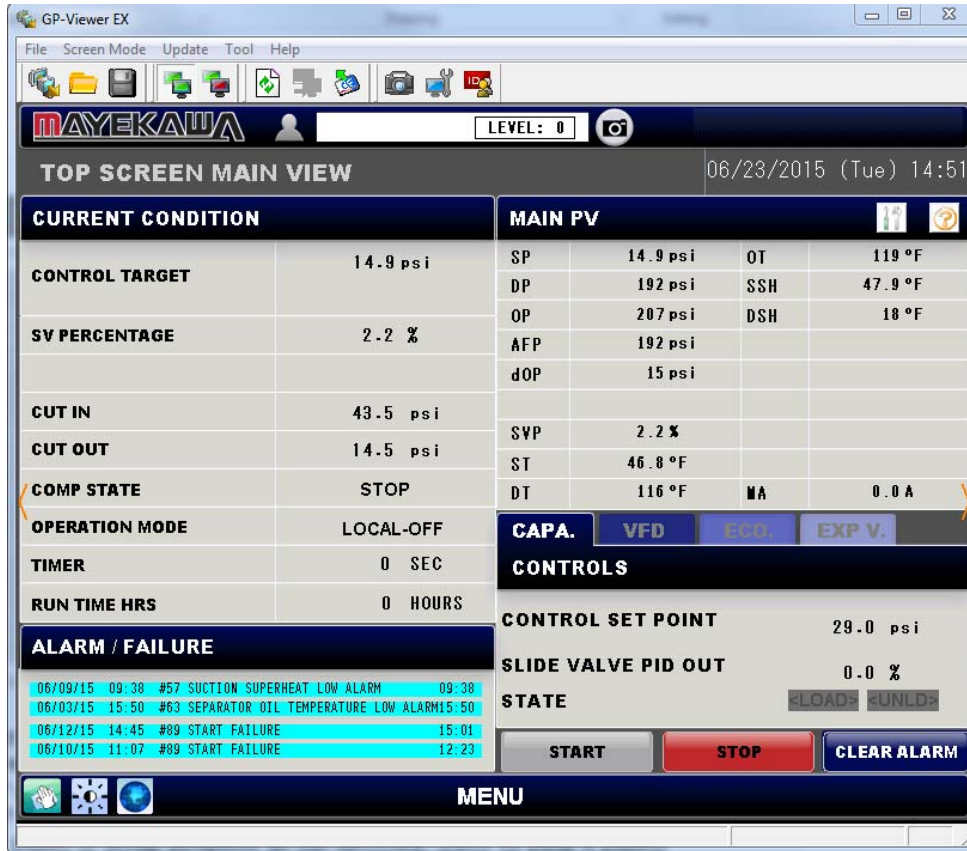
How to ensure your panel is setup properly in the network. (How to ping a panel)

How to connect with GP Viewer EX and detail features of the remote viewer.

GP Viewer EX and its differences to local control.



THE GP-VIEWER EX



<https://www.hmisource.com/otasuke/download/update/gpviewerex/>

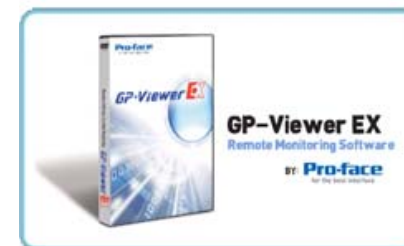
WHAT IS THE GP VIEWER?

- WHERE DO I GET IT?

INCLUDED IN THE CD THAT GOES OUT WITH THE PANEL OR ON THE COMPANY SERVER.
CAN ALSO BE DOWNLOADED FROM PROFACE WEBSITE.

- WHAT TO DO WHEN HAVING CONNECTIVITY ISSUES?

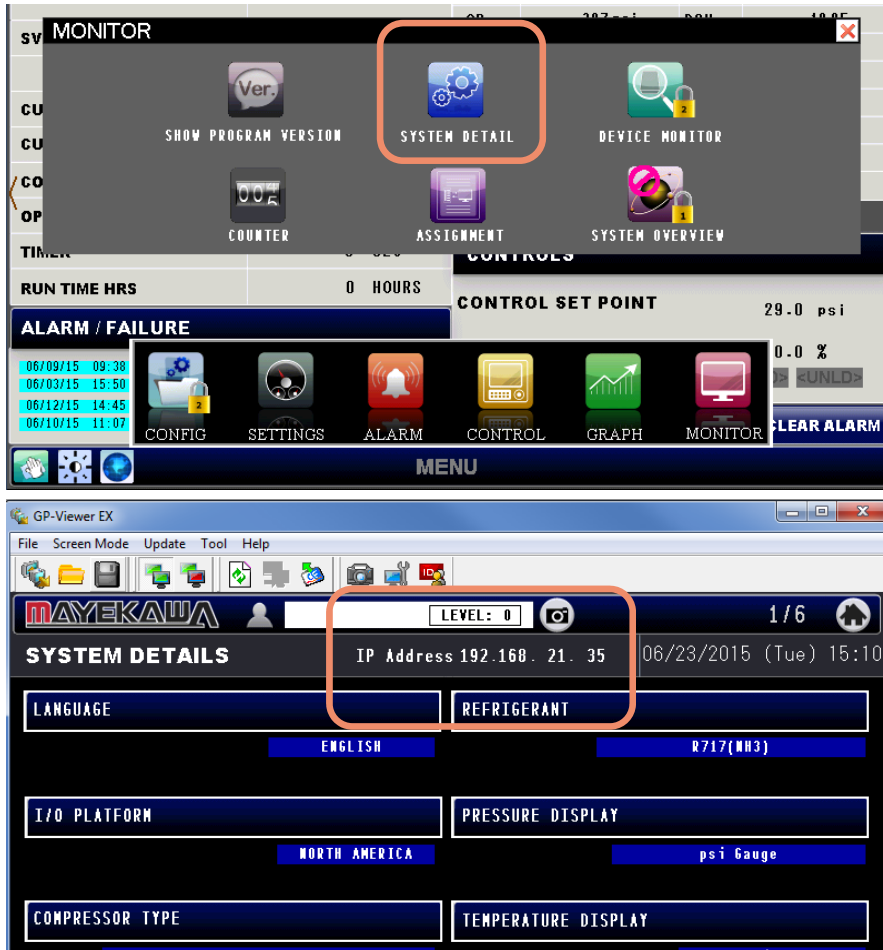
ALWAYS UPDATE YOUR GP VIEWER. AS THE RUNTIME IN THE HMI UPDATE THE VIEWER HAS TO MATCH THE NEW PROGRAM.



[WEBSITE DOWNLOAD \(exe FILE\)](#)



WHERE IS THE IP ADDRESS



ANSWER TO COMMON QUESTIONS

- WHERE CAN I FIND THE IP ADDRESS DISPLAYED ON MY PANEL?
GO TO MENU -> MONITOR -> SYSTEM DETAILS
- WHAT IP ADDRESS SHOULD I USE?
EACH NETWORK IS DIFFERENT, AND CUSTOMER'S IT DEPARTMENT SHOULD PROVIDE IP ADDRESS TO BE INSERTED TO PANEL
- WHERE DO I ASSIGN THE IP ADDRESS?

IP ADDRESS MUST BE ASSIGNED IN THE OFFLINE MENU. TOUCH CORNERS TO DISPLAY OFFLINE MENU BUTTON.

Access the SYSTEM MENU by touching the corners of the touch screen as shown in Figure 2.

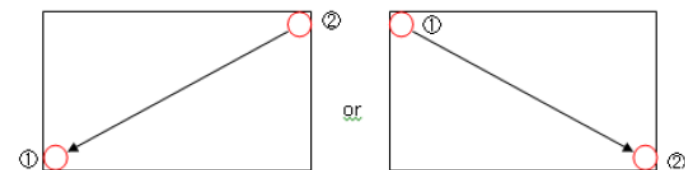


Figure 2: Bringing Up the System Menu



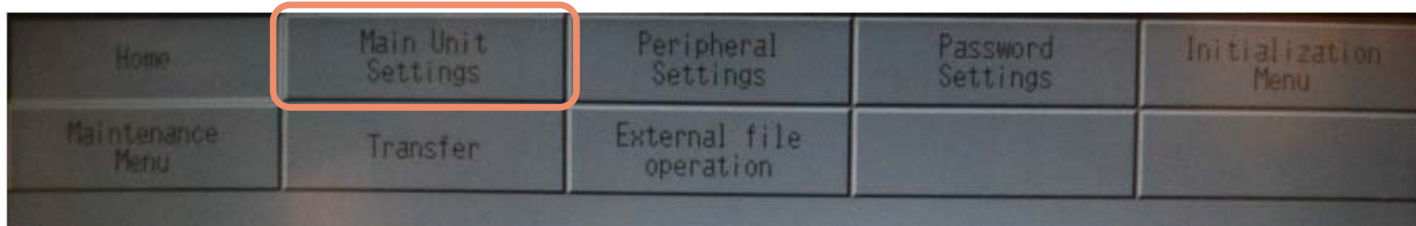
ASSIGNING IP ADDRESS CONT.

- FROM THE MENU THAT APPEARS SELECT OFFLINE

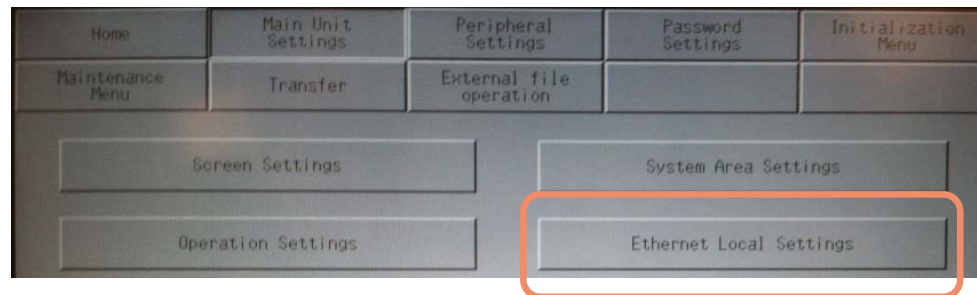


Figure 3: System Menu

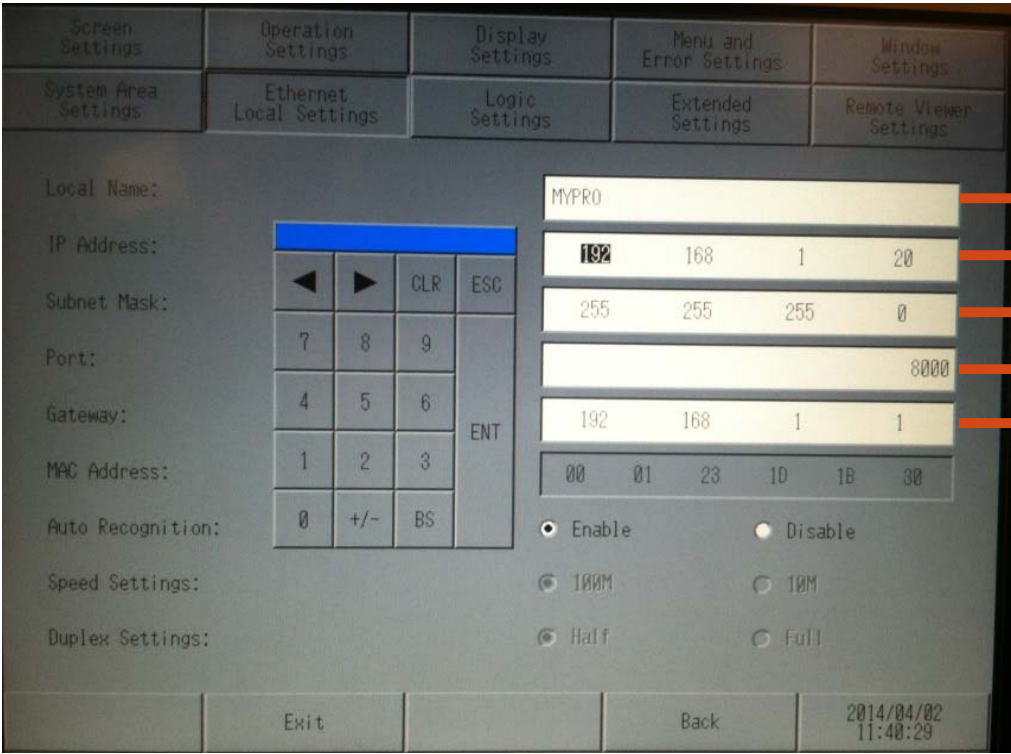
- USE PASSWORD 1313 TO ENTER TO THE OFFLINE MENU, THEN SELECT MAIN UNIT SETTINGS



- AFTER MAIN UNIT SETTINGS IS DISPLAYED OPEN ETHERNET LOCAL SETTINGS



ASSIGNING IP ADDRESS CONT.



- IDENTIFIER ID
- IP ADDRESS INSERT FIELD
- SUBNET MASK INSERT FIELD
- PORT (LEAVE AT 8000)
- GATEWAY IP ADDRESS INSERT FIELD



Q&A POINT

QUESTIONS ?



HOW TO PING THE PANEL

```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\htakeuchi.MAYEKAWAUSA>ping 192.168.21.35

Pinging 192.168.21.35 with 32 bytes of data:
Reply from 192.168.21.35: bytes=32 time=1ms TTL=255
Reply from 192.168.21.35: bytes=32 time<1ms TTL=255
Reply from 192.168.21.35: bytes=32 time<1ms TTL=255
Reply from 192.168.21.35: bytes=32 time<1ms TTL=255

Ping statistics for 192.168.21.35:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 1ms, Average = 0ms

C:\Users\htakeuchi.MAYEKAWAUSA>
```

PING PANEL'S IP ADDRESS TO ENSURE THAT YOUR PANEL IS IN NETWORK

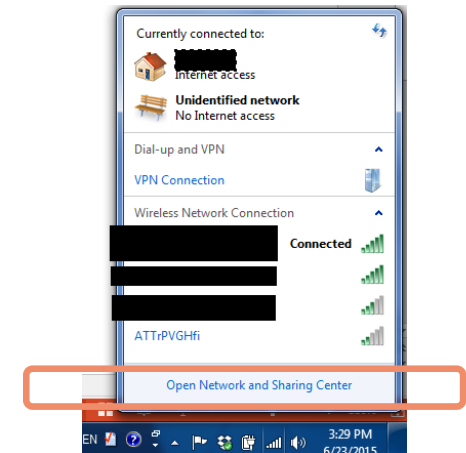
ANSWER TO COMMON QUESTIONS

- HOW DO I KNOW THAT THE NETWORK CONFIGURATION WAS DONE PROPERLY?

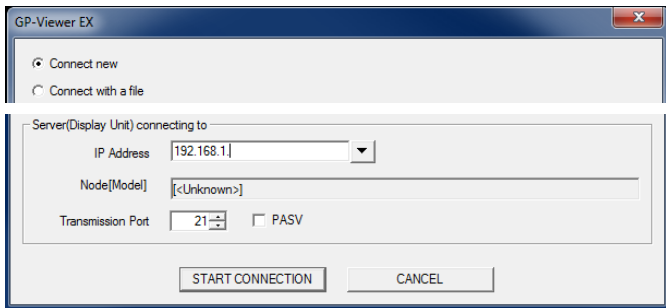
CONNECT YOUR COMPUTER TO NETWORK AND PING PANEL TO FIND IF THE MYPRO TOUCH IS VISIBLE IN THE NETWORK.

IMPORTANT POINT

YOUR COMPUTER NEEDS TO BE SETUP PROPERLY IN THE NETWORK AS WELL.



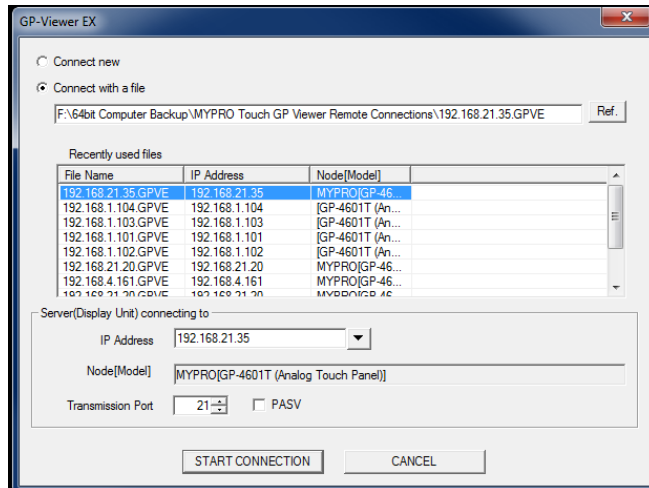
HOW DO I CONNECT TO THE PANEL?



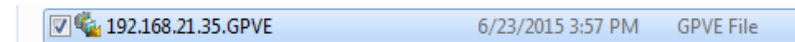
- FOR FIRST TIME CONNECTIONS SELECT CONNECT NEW AND INSERT THE IP ADDRESS.

FIRST TIME CONNECTION COULD TAKE UP TO 3 TO 5 MINUTES DEPENDING ON CONNECTION SPEED.

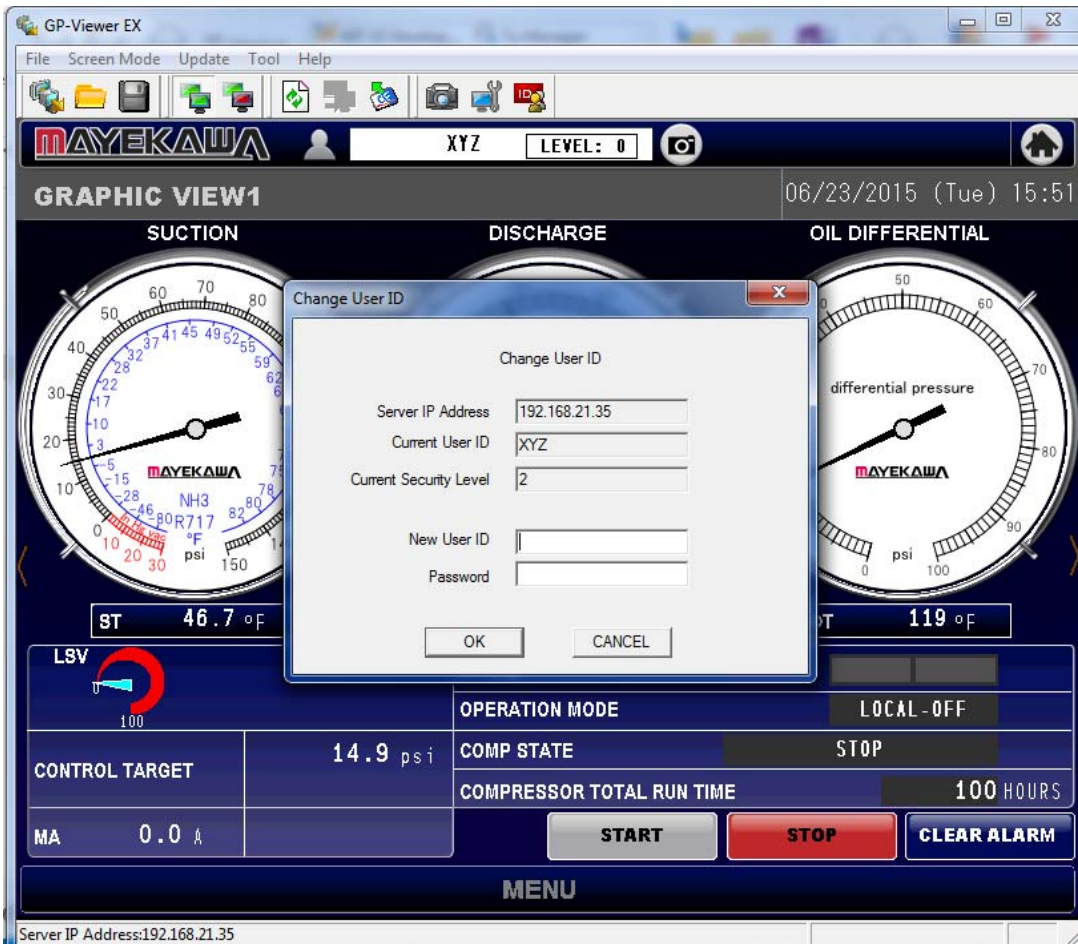
ONCE CONNECTED MAKE SURE TO SAVE THE CONNECTION FILE. FOR A FASTER CONNECTION NEXT TIME.



- CONNECT WITH AN EXISTING FILE TO MAKE IT EASIER AND FASTER NEXT TIME YOU CONNECT. YOU CAN ALSO TAKE BACK WITH YOU A COPY OF THE CONNECTION FILE TO HAVE A FASTER CONNECTION REMOTELY THROUGH A WIRELESS MODEM



DETAIL FEATURES OF THE VIEWER



ANSWER TO COMMON QUESTIONS

- WHAT IS THE PASSWORD TO USE IN THE GP VIEWER EX

LEVEL 1: ABC - 1111
LEVEL 2: XYZ - 2222
- WHY CAN I NOT LOG IN TO THE GP VIEWER? I LOG IN AND STILL SAYS LEVEL 0

THE REGULAR LOG IN PAGE IS NOT USED IN THE GP-VIEWER EX.
YOUR USER ID AND LEVEL CAN BE VERIFY ON A DIFFERENT PLACE.

- I HAVE LOGGED ON AND VERIFY MY USER NAME AND LEVEL BUT STILL CAN NOT MOVE AROUND THE PANEL

FOR REMOTE OPERATIONAL SAFETY THERE ARE SEVERAL MORE STEPS YOU HAVE TO COMPLETE SOMETIMES ON REMOTE OPERATION.



WHAT IS DIFFERENT TO LOCAL CONTROL

ANSWER TO COMMON QUESTIONS

- MY LOCKS ARE NOT DISAPPEARING WHAT IS GOING ON?

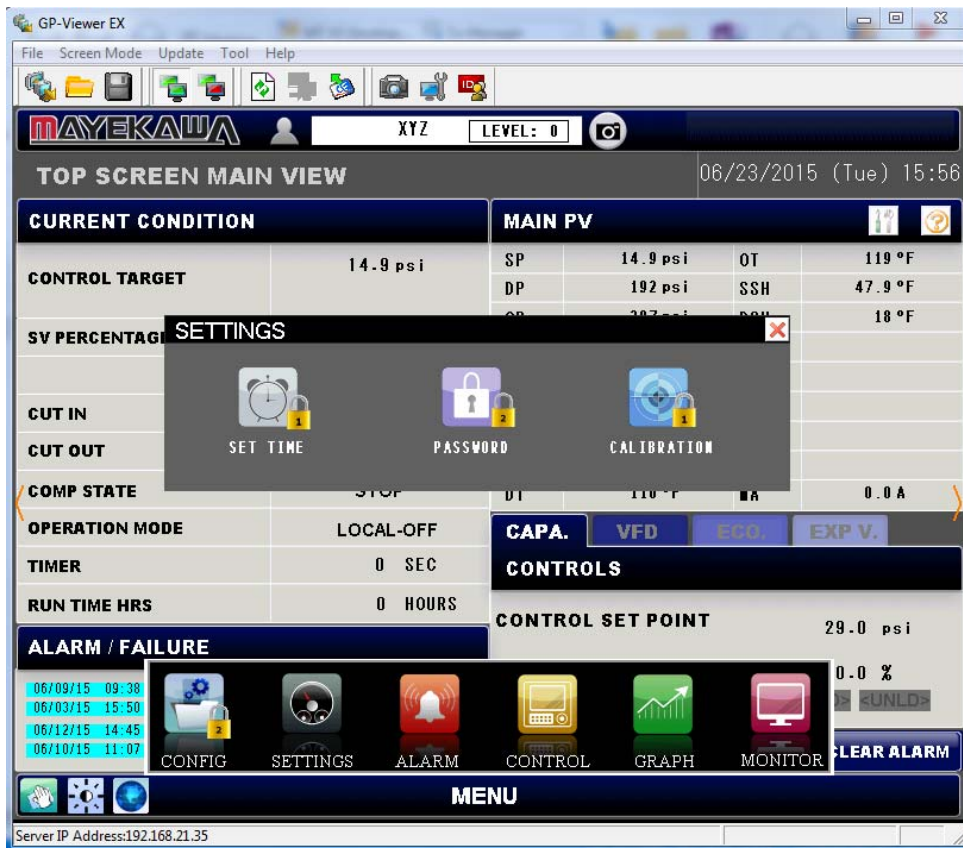
OVER THE GP VIEWER EVEN WHEN LOGGED IN PROPERLY THE LOCKS WILL NOT DISAPPEAR. BUT YOU WILL STILL HAVE ACCESS TO THOSE PAGES.

- I TOUCH THE DEVICE MONITOR AND NOTHING HAPPENS!

THE DEVICE MONITOR IS NOT AVAILABLE OVER GP-VIEWER EX. PLEASE USE THE REMOTE MAINTENANCE OPTION TO ACCESS INTERNAL DEVICES.

- I HAVE A USB CONNECTED TO THE PANEL BUT IT DOESN'T APPEAR ON THE SCREEN

THE GP VIEWER EX IS LIKE HAVING AN HMI ON YOU COMPUTER SCREEN. THEREFORE IT WILL NOT RECOGNIZE A USB THAT IS CONNECTED TO A PANEL.



QUESTIONS?

