

# Manual for use and maintenance

## Communicator 2.0



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### Communication System

Ag/MIS/UmGb-2634-10/18 Rev 1.2

P/N: 116641



# Communicator 2.0

## Manual for use and maintenance

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This manual for use and maintenance is an integral part of the apparatus together with the attached technical documentation.

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# 1 Introduction

## 1.1 Disclaimer

Munters reserves the right to make alterations to specifications, quantities, dimensions etc. for production or other reasons, subsequent to publication. The information contained herein has been prepared by qualified experts within Munters. While we believe the information is accurate and complete, we make no warranty or representation for any particular purposes. The information is offered in good faith and with the understanding that any use of the units or accessories in breach of the directions and warnings in this document is at the sole discretion and risk of the user.

## 1.2 Introduction

Congratulations on your excellent choice of purchasing an Communicator 2.0!

In order to realize the full benefit from this product it is important that it is installed, commissioned and operated correctly. Before installation or using the fan, this manual should be studied carefully. It is also recommended that it is kept safely for future reference. The manual is intended as a reference for installation, commissioning and day-to-day operation of the Munters Controllers.

## 1.3 Notes

Date of release: October 2018

Munters cannot guarantee to inform users about the changes or to distribute new manuals to them.

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## 2 Introduction to the Communicator 2.0

Communicator 2.0 provides complete access to your Munters controllers, including monitoring and control capabilities, from any device, anywhere, along with alarms and events sent directly to your mobile device, PC, or tablet. From one computer, tablet, or smartphone, you can manage an entire network.

- Web and Cloud-based access to controllers
  - Multiple, simultaneous users have network access
- Multiple communication pathways:
  - Built-in internet and telephone connectivity
  - Cellular modem enables wireless communication
- Plug ins:
  - Cell modem according to the user's region (3G Worldwide, 4G US, 4G Worldwide)
  - Line modem

*NOTE Voice functions require a line modem.*

- Supports Munters' Web Application and Smart Phone Application
- Status reports provide critical information on house functions and animal or bird statistics
- Push notifications
- Access rights management
- Programmable alarms
  - Text messages sent in a variety of languages
  - Alarms and data in real time
- Test functions ensure the Communicator 2.0 works as required

# 3 Hardware Installation

This document details how to install Munters' Communicator 2.0 unit. Installation can include the following:

- Precautions
- Mounting the Communicator 2.0
- Grounding
- Connecting the Communicator 2.0 to the Internet
- Connecting the Communicator 2.0 to a Phone Line
- Attaching the Antenna
- Connecting the Communicator 2.0 to a Controller or RLINK One
- Enabling SMS Messages
- Testing the Battery

**NOTE:** *After installing the unit, check the LEDs (page 42) to make sure that everything is working as required.*

## 3.1 Precautions

Observe the following precautions when using your unit.

- Keep the Communicator 2.0 as far as possible from heavy contactor boxes and other sources of electrical interference.
- Do not connect communication wire shields, which go from one house to another at both ends. Connect them at one end only. Connection at both ends can cause ground loop currents to flow, which reduce reliability.
- The COM connection for communications is not the shield wire. The COM, RX and TX wires must connect to each other at all controllers.

### 3.2 Mounting the Communicator 2.0

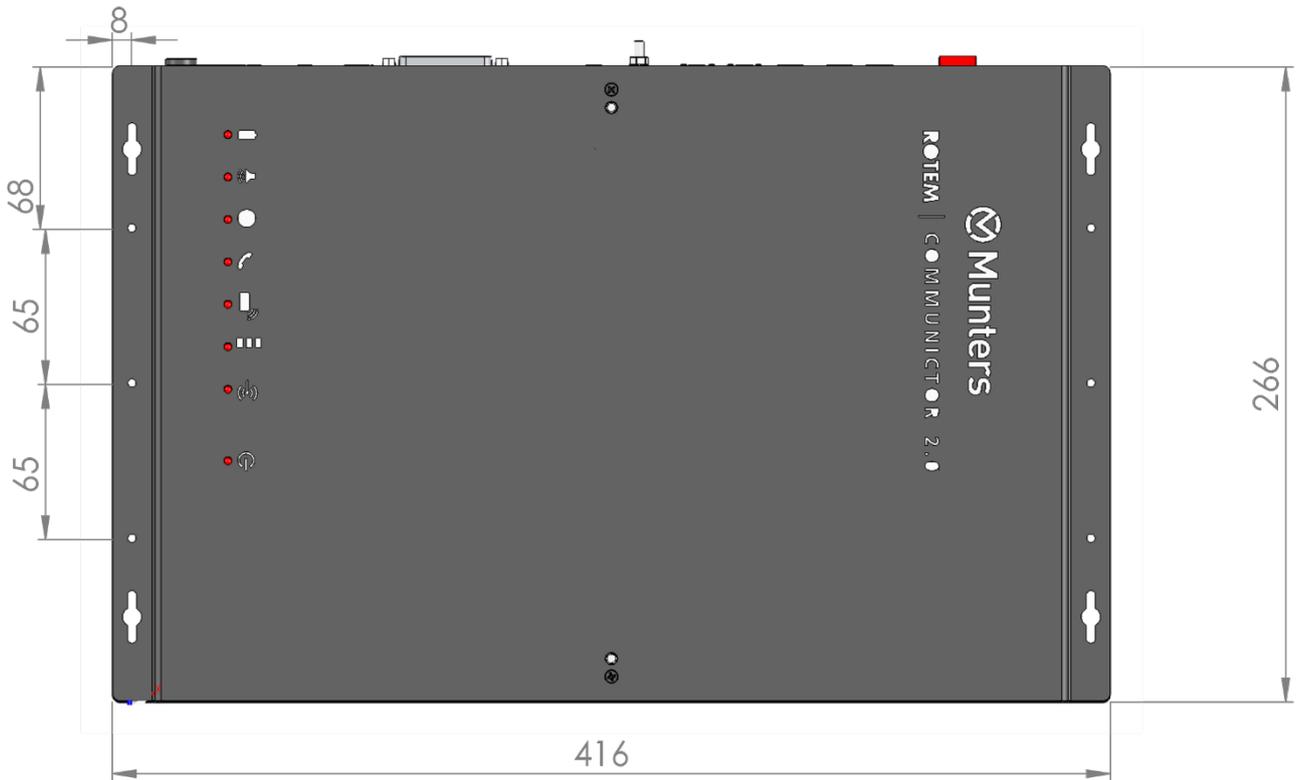
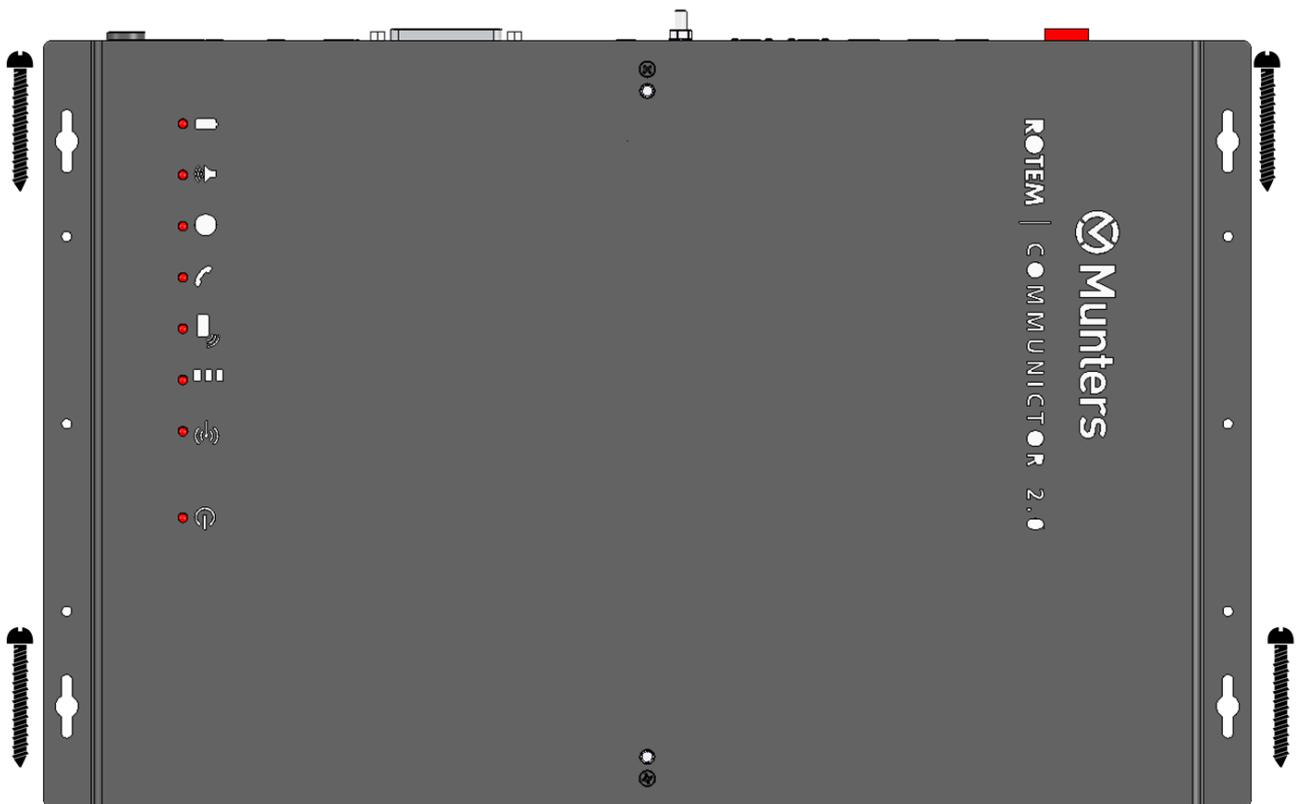


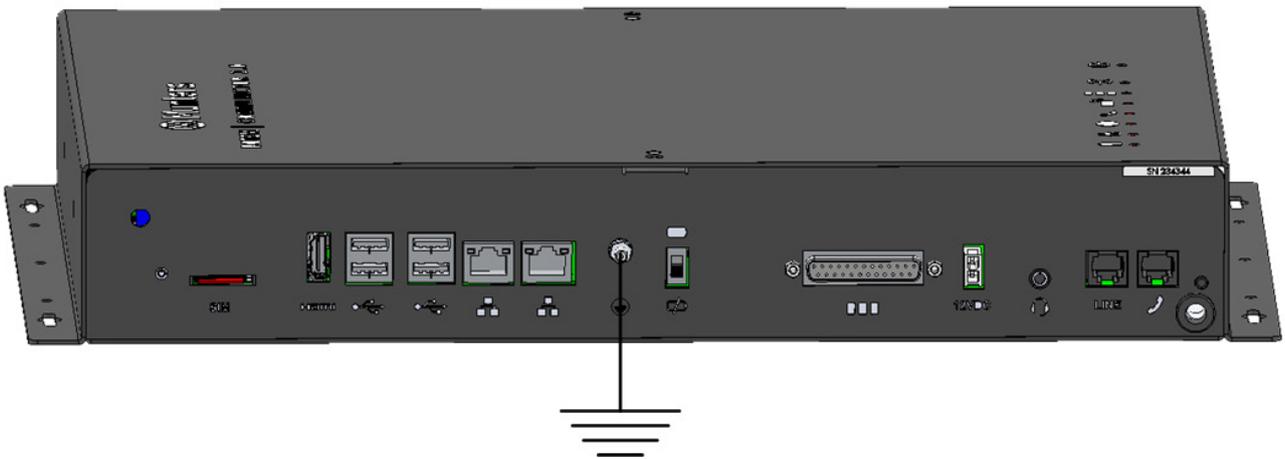
Figure 1: Dimensions (mm)

- Mount the unit using the four supplied screws.



### 3.3 Grounding

- Connect the ground cable to the dedicated ground terminal.



*CAUTION The Communicator 2.0 must be grounded at all times!*

### 3.4 Connecting the Communicator 2.0 to the Internet

- Connect the Communicator 2.0 to your Internet connection.



### 3.5 Connecting the Communicator 2.0 to a Phone Line



### 3.6 Attaching the Antenna

If the Communicator 2.0 comes with a cell modem, attach the antenna.



### 3.7 Connecting the Communicator 2.0 to a Peripheral Device

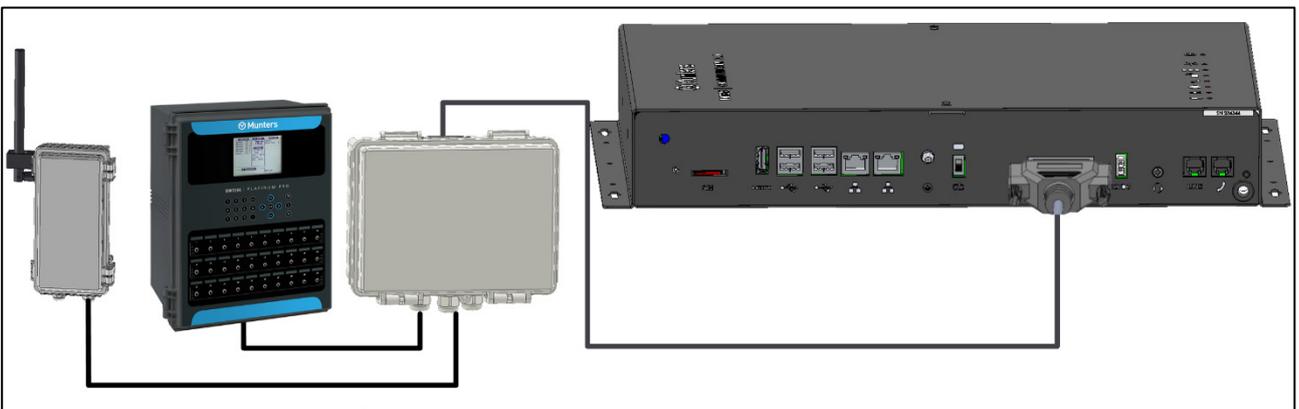
- If required, connect a screen and key board to the Communicator 2.0 (via the four USB or single HDMI ports).

**NOTE:** *You'll need to connect the Communicator 2.0 to these devices for the Activation.*



### 3.8 Connecting the Communicator 2.0 to a Controller or RLINK One

The only step in installing a Communicator 2.0 that requires wiring is when connecting the Communicator 2.0 to the controllers or to the RLINK One RF Communication Unit.



- Plug the 25 plug connector into Communicator External Box cable.



Figure 2: External Box - Communicator 2.0 Cable

- Controller Connection
- RLINK One Connection

**CAUTION** You can connect an RLINK One and a controller to the same Junction Box, using the same ports shown in the following diagram. Do not wire the Junction Box or controller to the Junction Box's upper communication ports.

### 3.8.1 CONTROLLER CONNECTION

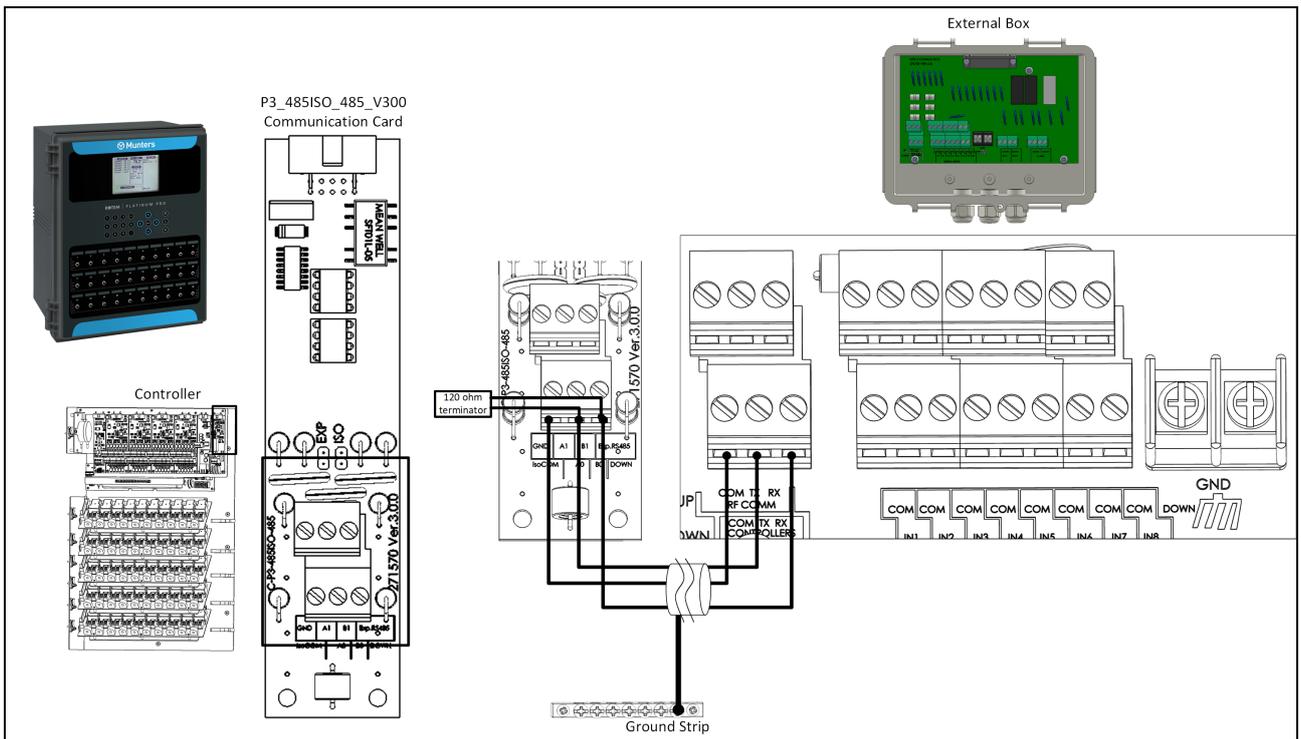


Figure 3: External Box - Controller Isolated RS-485 Connection

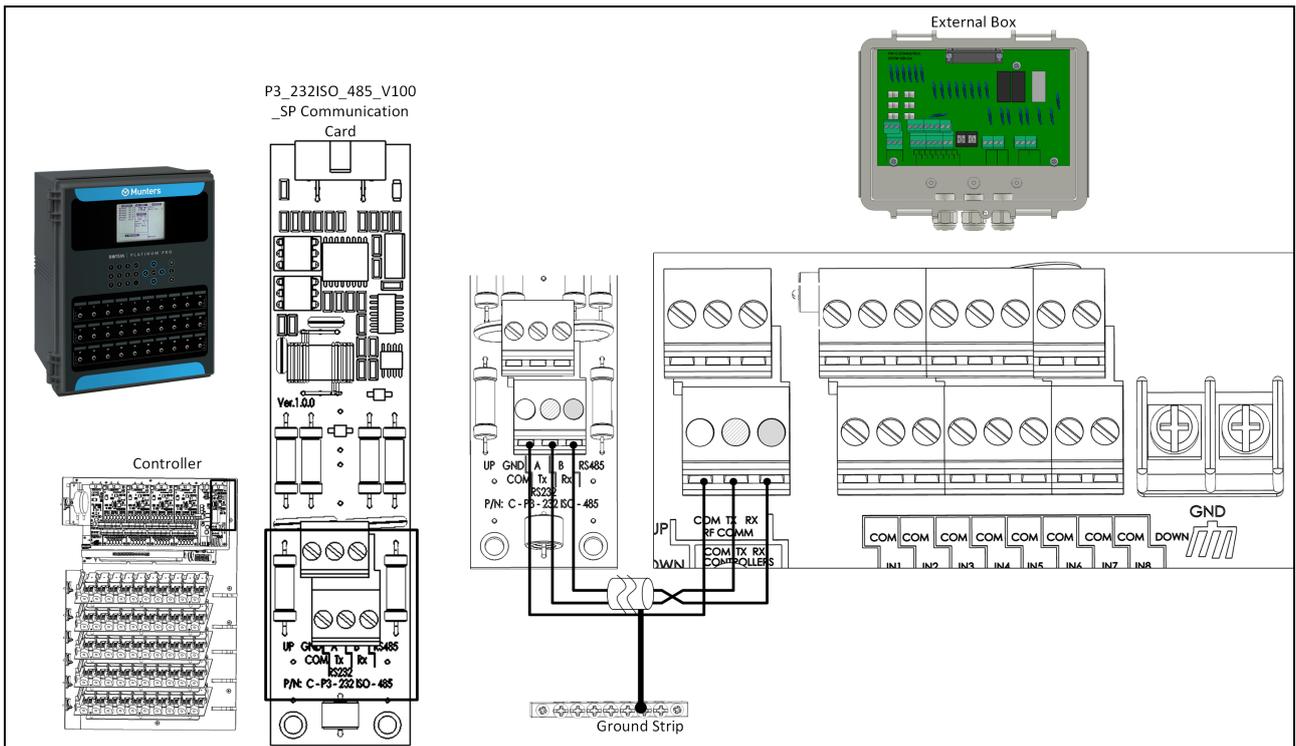


Figure 4: External Box - Controller RS-232 Connection

### 3.8.2 RLINK ONE CONNECTION

- Wire the Communicator External Box to the RLINK One as shown in the following diagram.

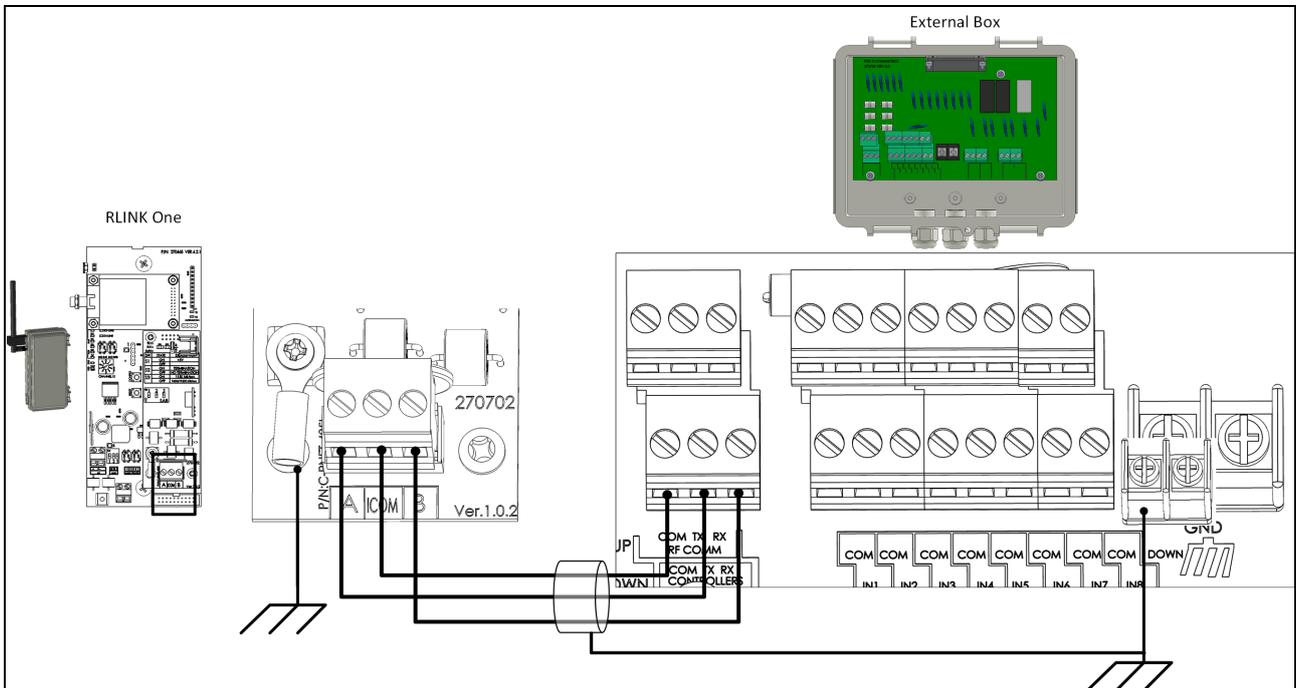


Figure 5: External Box - RLINK One Isolated RS-485 Connection

NOTE: RLINK One support RS-485 infrastructure only.

### 3.8.3 WIRING TOPOLOGY

When connecting the Communicator 2.0 to controllers via an **RS-485 infrastructure**, use one of the following allowed topologies to ensure signal integrity.

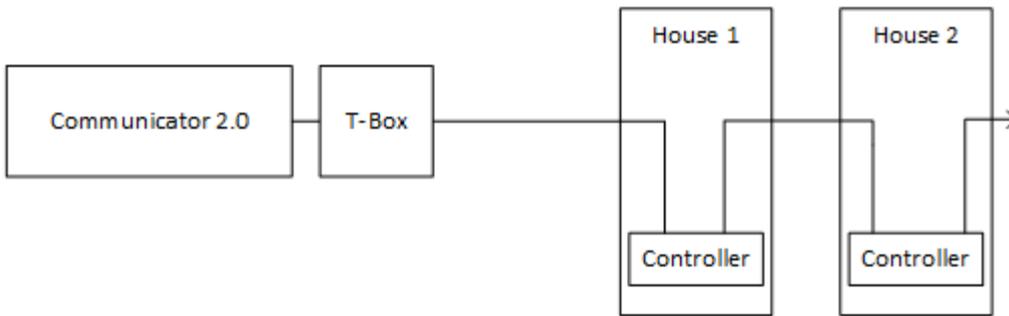


Figure 6: Direct connections

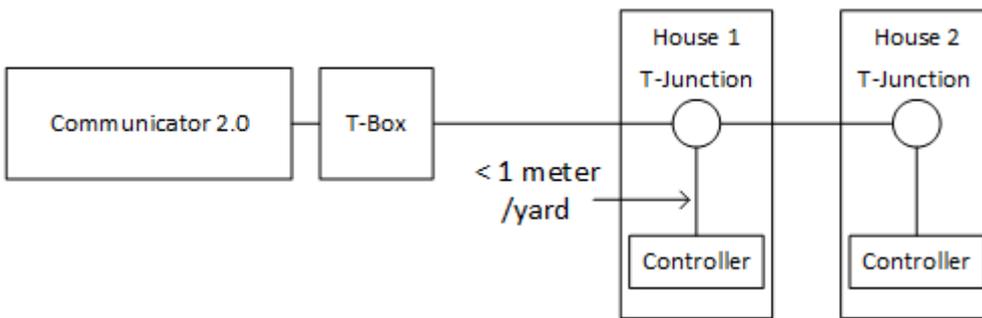


Figure 7: T-Junction (permitted)

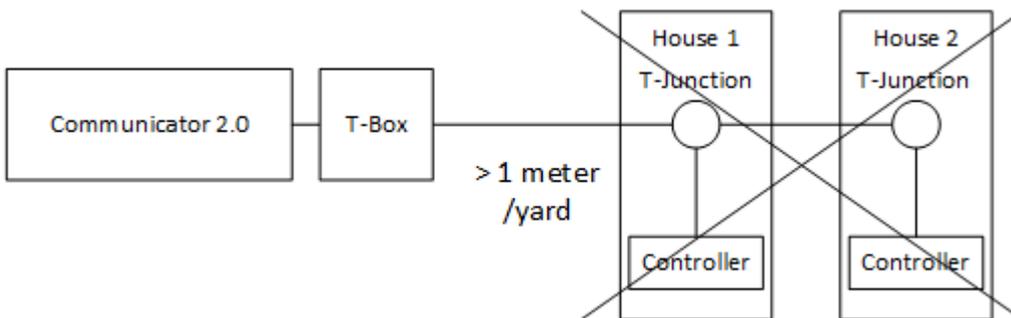


Figure 8: T-Junction (not permitted)

**NOTE:** When using RS-232, there is no restriction on the distance between the T-Junction and the controller.

### 3.9 Enabling SMS Messages

- Sending SMS message requires a Communicator 2.0 having an internal modem (supplied by Munters if ordered). This modem will support your cellular infrastructure and region (4G US, 4G ROW, 3G)
- Insert a 3G or 4G standard SIM card as indicated:



SIM Card

### 3.10 Testing the Battery

*CAUTION Munters highly recommends testing the battery immediately after completing the installation!*

1. Ensure that the battery is charged (Green LED should be on continuously). If the LED blinks, wait.
2. Disconnect the AC power. Power LED turn red.
3. You should receive an alarm according to the contact list settings.
4. After receiving the alarm message, reapply power.

# 4 Using Communicator to Manage Controllers

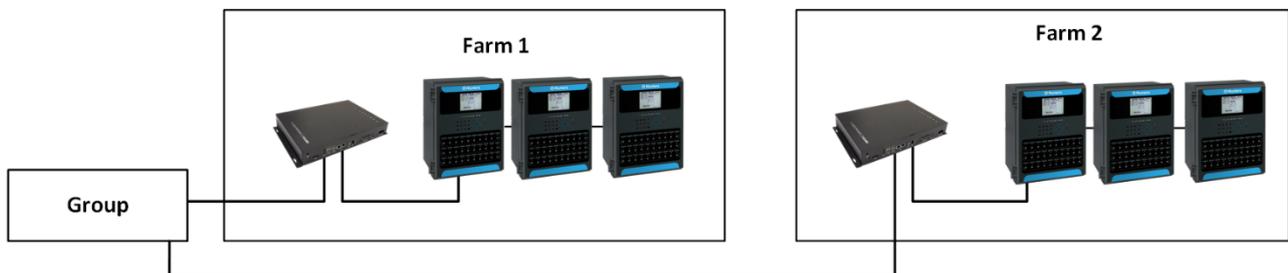
- Introduction to Controller Management
- Activating the Account
- Connecting the Communicator 2.0 to RotemNet Web
- Attaching the Farm to a Group

## 4.1 Introduction to Controller Management

When using the Communicator 2.0 to connect to your farm(s), you must:

- Connect (activate) the Communicator 2.0 to a RotemNet Web account
- Create a group
- Define user rights

A group is the virtual device used to manage your farms. Using the RotemNet Web application, the group manager defines each user's permissions (which farms he can see and what functions he can carry out).



*Figure 9: Group Example*

As an example, an account manager has sent up two Groups and wants to add three different users to his account. Any combination is possible.

- User 1 is assigned access rights to Farm 1.
- User 2 is assigned access rights to Farm 2.
- User 3 is assigned access rights to Farm 1 and Farm 2.
- In addition, User 1 is also assigned access rights to Farm 3, which is in an entirely different group.

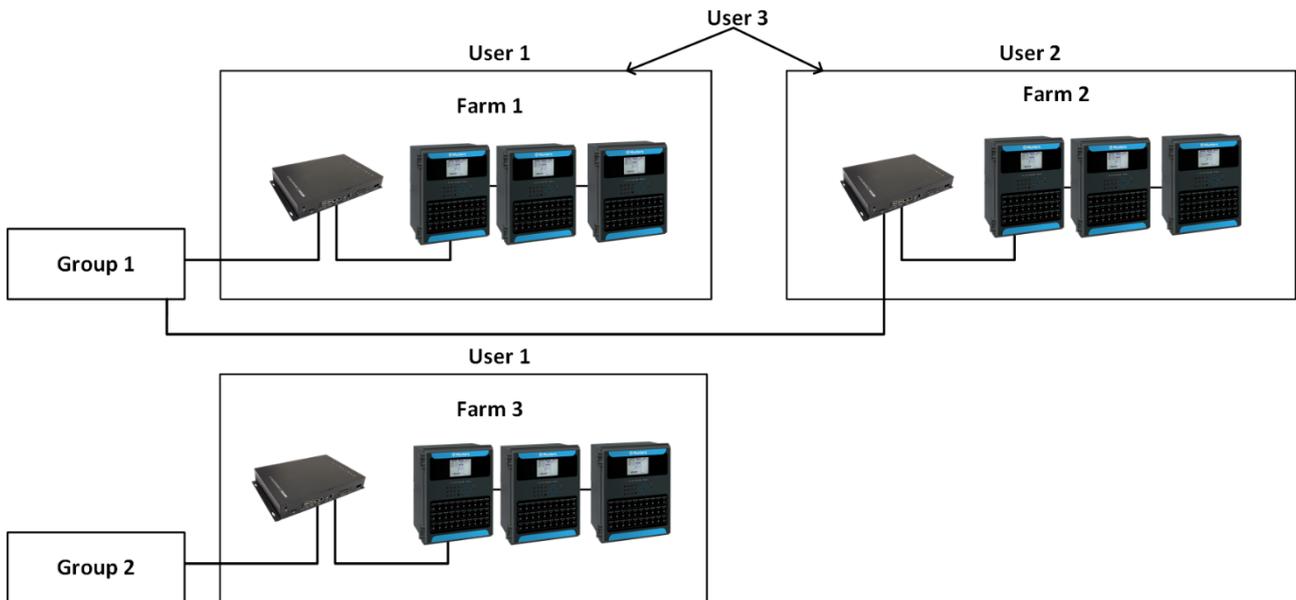


Figure 10: Assigning Farms to Groups

## 4.2 Activating the Account

**NOTE** It is not required to physically connect the Communicator 2.0 to controllers to activate the account. This step can be done at a later time.

1. Install the unit and connect the Communicator 2.0 to a computer screen and keyboard (Connecting the Communicator 2.0 to a Peripheral Device, page 10).
2. Apply power to the Communicator 2. The following screen appears:

The screenshot shows the ROTEM Farm Activation interface. At the top, it displays the ROTEM logo and 'a Munters company' with a 'Diagnostics' button. The title is 'Farm Activation'. Below the title, there are several configuration fields: 'Language' (English), 'Farm Name' (My New Farm Name), 'Farm Type' (Poultry), 'Baud Rate' (1200), and 'Com Port' (COM1). Each field has an 'Edit' button and a note: '(Attention - Based rate needs to be modified according to your communication device setup)'. Below these fields is a section titled 'Number Of Houses To Be Scanned' with a table of checkboxes for houses 1 through 25.

House Number	House Name	House Number	House Name		
<input type="checkbox"/>	1	House 1	<input type="checkbox"/>	17	House 17
<input type="checkbox"/>	2	House 2	<input type="checkbox"/>	18	House 18
<input type="checkbox"/>	3	House 3	<input type="checkbox"/>	19	House 19
<input type="checkbox"/>	4	House 4	<input type="checkbox"/>	20	House 20
<input type="checkbox"/>	5	House 5	<input type="checkbox"/>	21	House 21
<input type="checkbox"/>	6	House 6	<input type="checkbox"/>	22	House 22
<input type="checkbox"/>	7	House 7	<input type="checkbox"/>	23	House 23
<input type="checkbox"/>	8	House 8	<input type="checkbox"/>	24	House 24
<input type="checkbox"/>	9	House 9	<input type="checkbox"/>	25	House 25

### 3. Define the parameters:

- Language: Chose the language from the drop down list.
- Give your farm a name.
- Choose the farm type, Poultry or Pig.
- Baud Rate and Com Port: If required, edit these settings.

4. Under Number of Houses to be Scanned, select at least one house (**required**). You can name any house selected.

**ROTEM**  
a Munters company

Diagnosics

Farm Activation

Language  
English

Farm Name  
MyFarm

Farm Type  
Poultry

Baud Rate  
1200

Com Port  
COM1

Number Of Houses To Be Scanned

House Number	House Name	House Number	House Name
<input checked="" type="checkbox"/> 1	MyFarm1	<input type="checkbox"/> 17	House 17
<input checked="" type="checkbox"/> 2	MyFarm2	<input type="checkbox"/> 18	House 18
<input checked="" type="checkbox"/> 3	MyFarm3	<input type="checkbox"/> 19	House 19
<input type="checkbox"/> 4	House 4	<input type="checkbox"/> 20	House 20
<input type="checkbox"/> 5	House 5	<input type="checkbox"/> 21	House 21
<input type="checkbox"/> 6	House 6	<input type="checkbox"/> 22	House 22
<input type="checkbox"/> 7	House 7	<input type="checkbox"/> 23	House 23
<input type="checkbox"/> 8	House 8	<input type="checkbox"/> 24	House 24
<input type="checkbox"/> 9	House 9	<input type="checkbox"/> 25	House 25

5. At the bottom of the screen click **Activate**.

6. The following screen appears:

**ROTEM**  
a Munters company

MyFarm

Farm Owner

Comparison

Farm settings Local Users Activity log

The farm is not connected to the web **Connect**

Farm Name  
MyFarm

Farm Type  
Poultry

Baud Rate  
1200

Com Port  
COM1

Number Of Houses To Be Scanned

House Number	House Name	House Number	House Name
<input checked="" type="checkbox"/> 1	MyHouse1	<input type="checkbox"/> 17	House 17
<input checked="" type="checkbox"/> 2	MyHouse2	<input type="checkbox"/> 18	House 18
<input checked="" type="checkbox"/> 3	MyHouse3	<input type="checkbox"/> 19	House 19
<input type="checkbox"/> 4	House 4	<input type="checkbox"/> 20	House 20
<input type="checkbox"/> 5	House 5	<input type="checkbox"/> 21	House 21
<input type="checkbox"/> 6	House 6	<input type="checkbox"/> 22	House 22
<input type="checkbox"/> 7	House 7	<input type="checkbox"/> 23	House 23
<input type="checkbox"/> 8	House 8	<input type="checkbox"/> 24	House 24
<input type="checkbox"/> 9	House 9	<input type="checkbox"/> 25	House 25
<input type="checkbox"/> 10	House 10	<input type="checkbox"/> 26	House 26
<input type="checkbox"/> 11	House 11	<input type="checkbox"/> 27	House 27
<input type="checkbox"/> 12	House 12	<input type="checkbox"/> 28	House 28

- At this point, you can use Communicator 2.0 to configure your controllers locally. Click .
- To enable web control, click **Connect**. RotemNet Web scans the controllers.
  - If a house was checked in the above screen but is not connected to the Communicator 2, the scan fails. See House 3 in the graphic below.

House	1	2	3
Ping	Passed	Passed	Failed
Analyze	Passed	Passed	
Load Controller Configuration	Passed	Passed	
Load Controller Data	Passed 100%	Passed 100%	
Controller Type	PLATINUM PLUS PRO BROILER PRECISION	PLATINUM PLUS PRO BROILER PRECISION	
Controller Version	6.16.1	6.16.1	

Time	House	Method	Description
08/04/2018 16:23:50	2	Ping	None
08/04/2018 16:23:51	3	Ping	None

### 4.3 Connecting the Communicator 2.0 to RotemNet Web

*NOTE You must have set up your RotemNet Web account to initiate this process. If you do not have an account, refer to Creating a New Account.*

1. On the screen click . The following screen appears:

**Farm Web Connection**

**1 User Login**      **2 Attach Farm to a Group**

Use your RotemNetWeb User to login.  
Not registered yet ? [Sign Up Now](#)

User Email Address

Password

Language

Selected Region

[Forgot Password](#)

2. [Sign Up](#) or [Login](#).

#### 4.3.1 CREATING A NEW ACCOUNT

1. Connect the Communicator 2.0 to your LAN (i.e. your modem).

*NOTE Users having a local account with no internet access, uncheck the Allow to Manage Farms From the Internet checkbox.*

2. In your browser, enter the Communicator 2's URL address (Munters supplies this information). The Activation screen appears.

Figure 11: Create a New User

3. Under Create a new user, fill in the fields and click **Create a user**. The following screen appears.

Figure 12: Farm Type

4. Select the Account Type, **Single** or **Multiple**.

- Name the account.
- Click **Next**.

The following screen appears.

Figure 13: Farm Definition

5. Type in the farm name and define the fields.

6. Click **Activate**.

7. In the following screen, click **Start scan**.

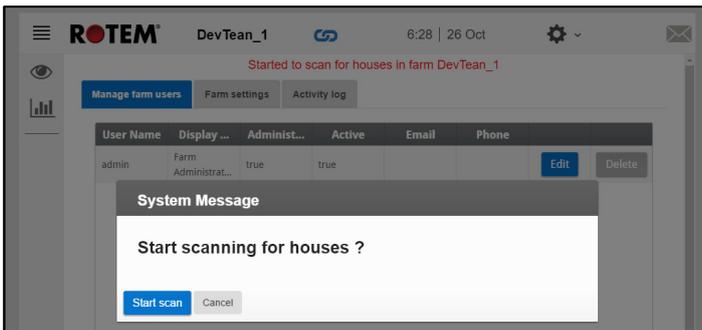


Figure 14: Scan Initiation

After scanning the controllers, the web application appears:



Figure 15: Scanned System (example only)

#### 4.3.2 LOGIN TO AN EXISTING ACCOUNT

1. Connect the Communicator 2.0 to your LAN (i.e. your modem).
  2. In your browser, enter the Communicator 2's URL address (Munters supplies this information).
- The Activation screen appears.



Figure 16: Login screen

3. Under Login to your account, fill in the fields and click **Login**.
4. In the following screen, click **Start scan**.

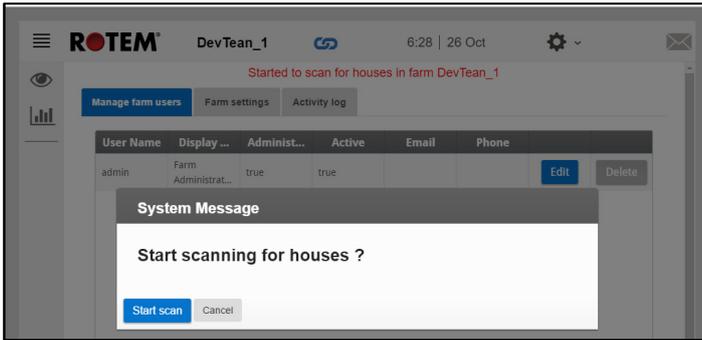


Figure 17: Scan Initiation

After scanning the controllers, the web application appears (Figure 15).

## 4.4 Attaching the Farm to a Group

- No Existing Groups
- Groups Exist

### 4.4.1 NO EXISTING GROUPS

1. If there are no existing groups for this farm, the following screen appears:



Figure 18: No Existing Group Screen

2. Write the name of the farm group that you want to create and click **Attach to Group**.

### 4.4.2 GROUPS EXIST

If the farm is part of a group or if the owner has created groups do one of the following:

- Check the radio box next to the group to which you want to attach your farm and click **Attach to Group**.

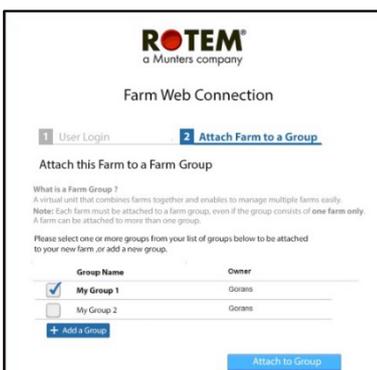


Figure 19: Attach Farm to Group Screen

- To add an additional group, type in the Group Name and click **Add a Group**.



Figure 20: Add a Group Screen

## 4.5 LAN Logon

Users connected to the Communicator 2.0 via a LAN connection can log on by typing the serial number into the URL.

1. On the back side of the Communicator 2.0 is a white label with an 12 character serial number:



2. In a browser type <http://rcbox-XXXXXXXX>, where XXXXXXXX represents the eight digits in the serial number. For example, this unit's url would be: <http://rcbox-02009494>.

# 5 RotemNet Web

The following sections describe how to use the RotemNet Web functions. All other functions are described in the Platinum Touch manual.

- RotemNet Web Functionality
- User Settings
- Software Upgrade
- Battery Status
- Controllers Connectivity

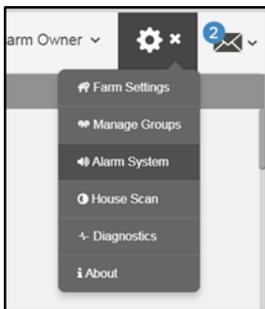
After signing in, the following screen appears:

House	1	2	3	4
House 1	Full House Day 66	Full House Day 88	Full House Day 88	Full House Day 88
House 2				
House 3	Time 12:24	12:07	12:25	12:12
House 4	Average Temperature 24.5 C°	26.1 C°	26.2 C°	24.6 C°
	Static Pressure 0	0	0	0
	Inside Humidity ---	---	---	---
	Tunnel Temperature 24.5 C°	26.1 C°	26.2 C°	24.5 C°
	Outside Temperature ---	---	---	---
	Vent. Mode Minimum Vent.	Minimum Vent.	Minimum Vent.	Minimum Vent.
	Vent Level 1130	1130	1130	1130
	Vent Level CFM 0	0	0	0
	Status Off	Off	Off	Off
	Cycle Time 0	0	0	0

- Click on **House #** to go to the Platinum Touch functions.
- Click on  to configure [RotemNet Web functionality](#).
- Click on  **Farm Owner** to configure the [user definitions](#).
- Click on  to view the [battery status](#).
- Click on  to view the connection to controllers.

## 5.1 RotemNet Web Functionality

The following section describes the RotemNet Web functions.



- Farm Settings Tab
- House Scan Tab
- About Tab

**NOTE:** *Only the farm owner can view the Farm Settings and House Scan tabs.*

### 5.1.1 FARM SETTINGS TAB

- Farm Settings
- Local Users
- Data Collect
- Activity Log

### 5.1.1.1 Farm Settings

Use this screen to define functions related to Communicator 2.0's connection to your farm.

The farm is connected to the web [Disconnect](#) [System Update](#)

**Farm Name**  
NickDesk

**Farm Type**  
Poultry

**Baud Rate**  
9600  [Edit](#)  
(Attention - Baud rate needs to be modified according to your communication device setup)

**Com Port**  
COM4  [Edit](#)  
(Attention - Com Port needs to be modified according to your communication device setup)

**Your contact info for support**

**User Email Address**  
john@smith.com

**Phone Number**  
555-5555

**Address**

**Date and time**  
Thursday, August 9, 2018 4:03 AM [Change date and time](#)

**Time zone**  
(UTC+02:00) Jerusalem

**Number Of Houses To Be Scanned**

House Number	House Name	House Number	House Name
<input checked="" type="checkbox"/> 1	House 1	<input type="checkbox"/> 17	House 17
<input type="checkbox"/> 2	House 2	<input type="checkbox"/> 18	House 18
<input type="checkbox"/> 3	House 3	<input type="checkbox"/> 19	House 19

[Save Changes](#) [Rescan Farm Houses](#)

- Farm Name: This name appears on your screen.
- Farm Type: Poultry or Pigs. **Make sure that the definition matches the Communicator 2.0 type!**
- Baud rate: This rate must be the same throughout the network.
- Com Port
- Contact information (optional): Munters uses this information to contact users if there is a need, for example to inform you of an update. The information will not be distributed to any outside parties what so ever.
- Number of Houses to be Scanned: Scanning tests communication to the houses. If you wish to scan all houses or individual houses, click the relevant house number. Click **Rescan farm houses** to complete the scan.
  - You can name the houses.
  - In units having the Communicator 2.0 Pig Software, you can name individual rooms.
- Date and Time/Time Zone: Enter the information.
- Click **Save Changes**.
- System Update: Refer to Software Upgrade.

### 5.1.1.2 Local Users

Farm settings			
Local Users			
Data Collect			
Activity log			
User Name	Password	Assigned To	
Farm Owner	***	Farm Owner	
User 1	***	User 1	
User 2	***	User 2	
User 3	***	User 3	
User 4	***	User 4	
User 5	***	User 5	
readonly	***	Read Only	

This screen lists pre-assigned user names and passwords.

- Each user name and password is the same. For example, User 1's password is User 1. User 2's password is User 2.
- The Farm Owner can edit these names, passwords, and to whom they are assigned.

### 5.1.1.3 Data Collect

Use this function to enable data collection to your FTP/SFTP site.

- Fill out the form with the required data and click **Save**.

Farm settings | Local Users | **Data Collect** | Activity log

Data Upload Settings | Log

▼ Data Upload Settings

Farm name for collect:

FTP | SFTP

**FTP Remote Server Details**

Host Address:

Port Number:

Target Folder:

User Name:

Password:

▼ Collect Preferences

**Auto Collect**

Activate Auto Collect

Activate can be selected only when you select houses

Select Output File Formats:  xml  xmlIMTech  JSON

Auto Collect Intervals (Starting from 24:00):  min.

**Select Houses**

House 1

Save

### 5.1.1.4 Activity Log

This screen displays the history of events connected to the Communicator 2.0. Under Event, Sub Event, User, and Cmd ID you can select filters to narrow down the results.

Farm settings | Local Users | Data Collect | **Activity log**

Gateway Name:  From Date:  To Date:  Event:  Sub Event:  User:  Cmd ID:  Refresh

Event Date	Gateway	Event	Sub Event	User	Elapsed	House #	Cmd ID
------------	---------	-------	-----------	------	---------	---------	--------

### 5.1.2 HOUSE SCAN TAB

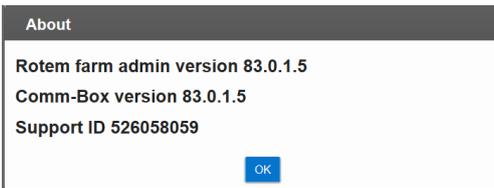
The House Scan screen:

- Shows the results of the house scan.
- Show the controller type and version used in each house.

House	1	2	3	4	5	6	7
Ping	Passed						
Analyze	Passed						
Load Controller Configuration	Passed						
Load Controller Data	Passed 50%	Passed 100%					
Controller Type	AC2000 PLUS PIG	SUPERGUARD	SUPERGUARD	SUPERGUARD	SUPERGUARD	SUPERGUARD	SUPERGUARD
Controller Version	8.13.3	2.11.01	2.11.01	2.11.01	2.11.01	2.11.01	2.11.01
Check to rescan	<input type="checkbox"/>						

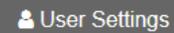
### 5.1.3 ABOUT TAB

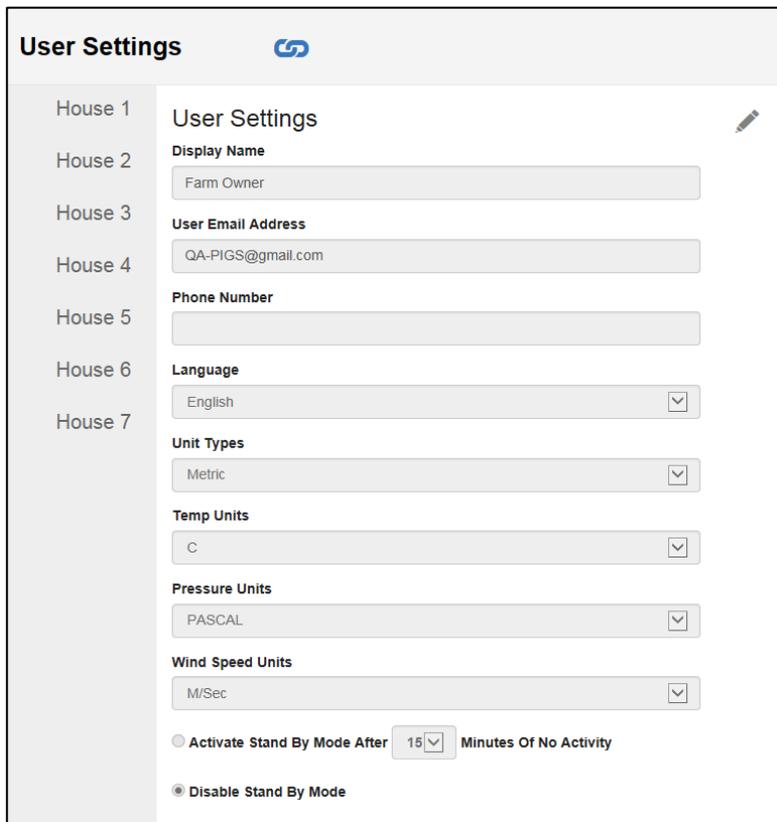
This screen displays the product and software version. Send this information to technical support in the event that you require assistance. The Support ID enables remote technical support from Munters or from your dealer.



## 5.2 User Settings

This screen defines how information appears on the screen. In Farm Owner, select  
The following screen appears.

 User Settings



- To edit, click . Fill in the following fields as required.
  - Display name: Name that appears on the User Setting screen.
  - User email address
  - Phone number
  - Language: Chose from the drop down list
  - Unit types: Metric or English
  - Temp Units: Celsius or Fahrenheit
  - Pressure Units
  - Wind Speed Units
  - Disable or enable standby by mode (if the latter, define the amount of time that needs to pass before the mode is activated).
- Click  to save any changes.

## 5.3 Software Upgrade

You can upgrade certain software programs from the Web application.

- Platinum Touch software
- Web application
- Communicator 2.0 software

**NOTE:** *The Communicator 2.0 can only be updated locally; it cannot be updated remotely. The System Update button does not appear in remote connections.*

**NOTE:** *You cannot upgrade product software! Upgrade your product software using the procedures given in the product manuals.*

**NOTE:** *If you are using a disk on key start here. If you are updating your Communicator 2.0 via the web, go to step 4.*

1. Request the software upgrade from your dealer. You will be sent (via email, web transfer, etc.) a UPD file.
  - a. Place the file on a disk on key/flash drive.
  - b. Place the disk on key/flash drive into the Communicator 2.0's USB port.
2. In the web application, click the **Farm Settings** tab. The following screen appears.

Figure 21: Farm Settings

3. Click **System Update**. The following screen appears:

Version	Build	Release Date	Drive	Description	Type
1.50.7	100	29/05/2018	G:\		Reinstall
1.50.8	109	06/08/2018	G:\		Upgrade

- Users updating online: Click **Online Update** and choose the required software version.
- User updating using a flash drive: Click **Update from a removable drive** and choose the required software version.

**NOTE:** *If you did not place the disk on key in the USB port or if the disk does not contain a program, an error message appears.*

**ROTEM** Go Back

Update Combox

Current Version	Build	Last Update	<a href="#">Refresh Update List</a>
1.50.7	100	8/9/2018 02:59	

Available Updates

[Online Update](#) [Update from a removable drive](#)

Update Files Not Found

Version: 99.3.9.23

## 5.4 Battery Status

- Click on the battery symbol  to view the Communicator 2.0's battery status.

**ROTEM** Communicator II -Long R 15:50 | 8 Nov Farm Owner

House	2	3
House 2	Full House Day 56	Full House Day 3
House 3		
Time	16:46	16:50
Flock		

Plugged in  
Last Battery Use

**NOTE:** *An alarm is sent when the Battery switch is turned off.*

## 5.5 Controllers Connectivity

Click on the hyperlink symbol  to view the status of the controller connectivity.

### Controllers Connectivity

House\_1 House\_2 House\_3 House\_4

OK

- Green houses: There is an active RS-232/485 connection.
- Red houses: The RS-232/485 connection is down.

# 6 Alarms

This section describes how to configure the alarms. All other functions are described in the Platinum Touch manual.

- Alarms can be only configured locally. Anyone viewing the Communicator 2.0 screen via the web will not see Alarm System in the Settings icon.
- The alarm settings defined in these screens are general definitions that apply to all alarms unless the alarm has a specific parameter that defines the setting. In that case, the alarm parameter will override the alarm setting defined here.
- **Extremely important:** Set up a [contact list](#) after installing the unit. You must enter the 1st contact's name and email address in order to activate Communicator 2.0.0's alarm functionality! This contact, once entered, cannot be deleted, only edited.

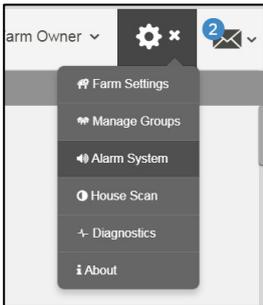
After logging on, the following screen appears:

House	2	3
House 2	🔴 On 1 Full House Day 57	🔴 On 1 Full House Day 4
House 3		
Time	16:19	16:23
Flock	---	---
Average Temperature	---	---
Offset	0.0 °C	0.0 °C
Static Pressure	0	0
CO2	---	---
Inside Humidity	---	---
Tunnel Temperature	---	---
Outside Temperature	---	---
Vent. Mode	Minimum Vent.	Minimum Vent.
Vent Level	1	1
Vent Level CFM	0	0

- Editing the Settings
- Adding Contacts
- Alarm and Events History
- Digital Inputs
- Testing the Lines
- Responding to Alarms

## 6.1 Editing the Settings

1. Click the **Settings** icon and select **Alarm System**.



The following screen appears.

A screenshot of the 'Alarm Settings' screen in a mobile application. The screen has a top navigation bar with tabs: 'Alarm Settings' (active), 'Alarm Contacts', 'Alarm History', 'Event History', 'Digital Input', and 'Disable Alarms'. The main content is divided into three columns. The left column contains settings for 'Alarm Report Delay' (60 sec.), 'User Gap Time' (6 sec.), 'Message Repeat Delay' (60 min.), 'Test Message Time' (9:00), 'Country of installation' (Germany), 'Generator Ip Address', 'Phone Line Alarm' (On), 'Line-Out Volume' (10), and 'Voice Speech Speed' (5). The middle column contains 'About' information including 'Connectivity' (Baud Rate 9600, Com Port COM4), 'Cellular Signal' (No Signal, IMEI 861108034567692), 'Power Management' (Battery Charging, Last Test 3/24/2019 9:28:00 PM), and 'Serial ID' (NICK29012019). The right column contains 'Tests' with buttons for 'Phone Line', 'Cellular Modem', 'Com2', 'Com4', 'Create Test Alarm', 'Send Email', and 'Send Push Notification'. A pencil icon is visible at the top right of the 'Alarm Settings' section.

The screen displays the current alarm settings along with Communicator 2.0 parameter settings.

2. To edit the Alarm Settings click .

Alarm Settings	Alarm Contacts	Alarm History	Event History	Digital Input	Disable Alarms
<h2>Alarm Settings <span>✕</span></h2> <p><b>Alarm Report Delay</b> <input type="text" value="60"/> sec. Minimum time that an alarm event continues before sending a report</p> <p><b>User Gap Time</b> <input type="text" value="6"/> sec. Time delay before a message is sent to next user in the list</p> <p><b>Message Repeat Delay</b> <input type="text" value="60"/> min. If no alarm acknowledgement is sent - define time before message transmission restarts</p> <p><b>Test Message Time</b> <input type="text" value="9:00"/> <span>▼</span> Scheduled daily test</p> <p><b>Country of installation</b> <input type="text" value="Germany"/> <span>▼</span></p> <p><b>Generator Ip Address</b> <input type="text"/></p> <p><b>Phone Line Alarm</b> <input checked="" type="checkbox"/> On <span>○</span> Send an alarm if telephone line is disconnected</p> <p><b>Line-Out Volume</b>  10 Define the volume during a phone call</p> <p><b>Voice Speech Speed</b>  5</p> <p>Voice Speech Speed Description</p> <p><input type="button" value="Save"/></p>			<h2>About</h2> <p><b>Connectivity</b> Baud Rate 9600 Com Port COM4</p> <p><b>Cellular Signal</b> No Signal IMEI 861108034567692</p> <p><b>Power Management</b> Battery Battery Charging Last Test 3/24/2019 9:28:00 PM</p> <p><b>Serial ID</b> NICK29012019</p> <p><b>Hardware Profile</b> Email 1.00.08.00 Push Notification 1.00.08.01 Sms 1.01.08.17 WDT 1.01.08.06 Parser 1.00.08.18 Gateway V1_70 Power Board 1.08.00.00 Communicator-2 1.1.8.52</p>		

3. Edit the following parameters:

- **Alarm Report Delay:** To prevent you from being overloaded with insignificant alarms, you can define the amount of time an alarm condition must continue before an alarm is sent.
- **User Gap Time:** Define the delay time (if any) between messages sent to the next person on the list (see the Priority setting).
- **Message Repeat Delay:** Alarms must be acknowledged or messages are resent to the list. Define the amount of time in which acknowledgment must take place before resending messages.
- **Test Message Time:** A test message can be sent daily to ensure that message transmission is operating properly. This parameter sets the time that this message is sent.
- **Country of installation:** Choose from the drop down list.
- **Generator Ip Address** (US customers only): Users having a backup generator connected to the Communicator 2.0 can enter the generator's IP address. Communicator 2.0 will transmit any alarms from the generator.

- **Phone Line alarm:** Enable sending an alarm if the phone line is disconnected.
- **Line-Out Volume:** Define the call volume.

**NOTE:** *The above two parameters require telephony connectivity to be enabled.*

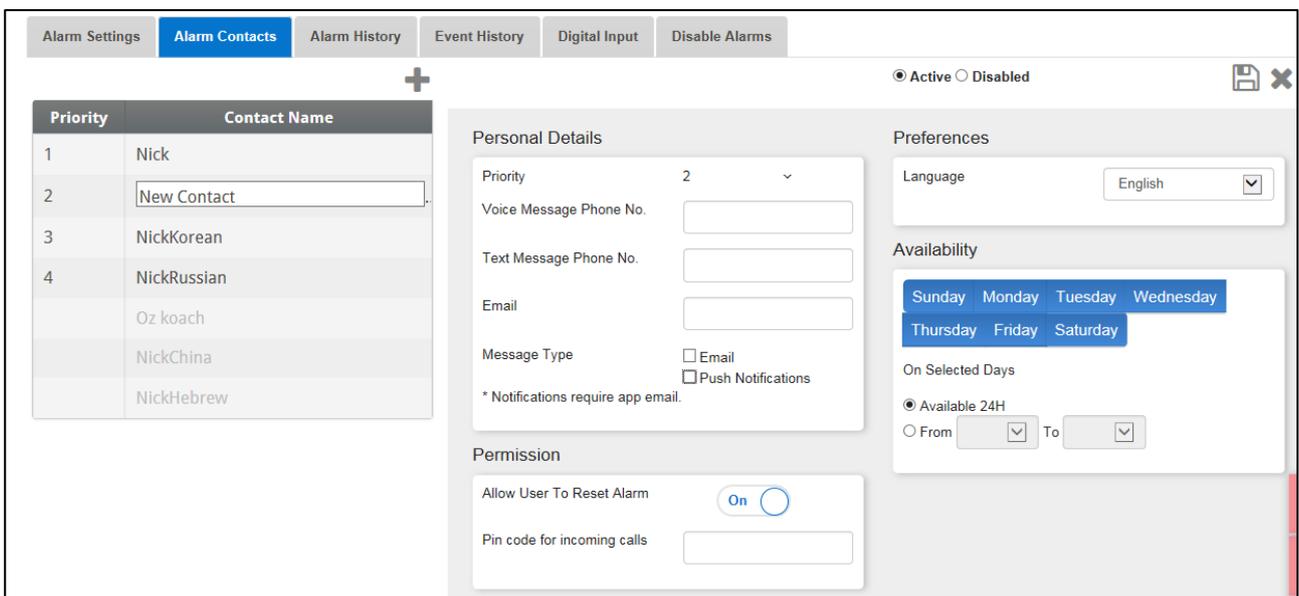
- **Voice Speech Speed:** Define the text-to-speech playback speed.
- **About:** These read-only parameters provide data for service technicians.

4. Click **Save**.

## 6.2 Adding Contacts

1. Click the Settings icon, select Alarm System, and click the Alarm Contacts tab.

2. Click . The following screen appears



The screenshot shows the 'Alarm Contacts' configuration screen. At the top, there are tabs for 'Alarm Settings', 'Alarm Contacts', 'Alarm History', 'Event History', 'Digital Input', and 'Disable Alarms'. The 'Alarm Contacts' tab is active. On the right, there are radio buttons for 'Active' (selected) and 'Disabled', and a close icon. Below the tabs is a table with two columns: 'Priority' and 'Contact Name'. The table contains several rows, with the second row highlighted and a plus icon next to it. To the right of the table is a form for editing a contact. The form has sections for 'Personal Details', 'Preferences', 'Availability', and 'Permission'. The 'Personal Details' section includes fields for 'Priority' (set to 2), 'Voice Message Phone No.', 'Text Message Phone No.', 'Email', and 'Message Type' (with checkboxes for 'Email' and 'Push Notifications'). The 'Preferences' section includes a 'Language' dropdown set to 'English'. The 'Availability' section includes a calendar for selecting days and radio buttons for 'Available 24H' (selected) and 'From' to 'To' time range. The 'Permission' section includes a toggle for 'Allow User To Reset Alarm' (set to 'On') and a 'Pin code for incoming calls' field.

3. Fill in:

- **Contact name**

**WARNING!** *There must be at least one contact name or the alarms will not function!*

- **Priority:** If there is more than one contact, you can define the order in which the contacts receive messages.
- **Voice Message Number/Text Message Number:**
  - Add a number for an outside line if required.
  - Enter the exit code/country code/area code (if required) and the numbers. Enter numbers only; **do not enter dashes, spaces, or any other character (including a plus (+) sign)**. For example, if the controller is in the US and the contact is in:
    - Harrisburg, Pennsylvania, dial: #1717XXXXXXX
    - London, England, dial: #0114420XXXXXXXX
    - # is the outside line number (if required)
- **Email address**

**NOTE:** *To receive push notifications, use the email address used to activate each account. You can enter any email address but only the activation address enables push notifications.*

- **Message Type:** Mark the checkbox(es) next to message type(s) that this contact is to receive.

- Call Before Texting: This parameters enables transmitting a telephone call immediately before a text message is sent (to help ensure that you are aware that alarm is about to be sent).
- **Language:** Select the language from the drop down list.
- **Availability:**
  - Select the days on which messages are sent to the contact.
  - Define the hours in which messages are sent to the contact.
- **Permission:**
  - Allow User to Reset Alarm: Select On/Off.
  - Pin code for incoming calls (optional): The Pin code provides a second level of security to the alarm system. The first level of security is the contact list; only these numbers can interact with the Communicator 2.0. If a pin code is added, only someone having the code can reset the alarms, even when calling from an authorized phone number.

4. Click **Save** .

5. Other functions

- **Active/Disabled:** If you want to stop sending messages to a contact but do not want to delete the contact, select Disabled.
- **Delete** a contact: Click .

**NOTE:** Click on an existing contact name to edit the person's settings

### 6.3 Alarm and Events History

- Click Alarms History to view a view a list of alarms and information about each alarm.
- Click Events Log to view a list of events connected to the Communicator 2.0.

Alarm Code	Alarm Message	Alarm Date	Alarm Controller Date	Handled By Controller	Handled By Operator	Disabled Time
164	Battery Failure	07/03/2019 11:59:39	07/03/2019 11:59:39	---	✓	07/03//2019 12:...
164	Battery Failure	07/03/2019 11:53:03	07/03/2019 11:53:03	---	✓	07/03//2019 11:...
1	Low Temperature	07/03/2019 11:52:59	07/03/2019 11:52:59	---	✓	07/03//2019 11:...
164	Battery Failure	07/03/2019 11:50:26	07/03/2019 11:50:26	---	✓	07/03//2019 11:...
1	Low Temperature	07/03/2019 09:42:57	07/03/2019 09:42:57	---	✓	07/03//2019 11:...
1	Low Temperature	07/03/2019 06:37:57	07/03/2019 06:37:57	✓	---	07/03//2019 08:...
164	Battery Failure	06/03/2019 21:45:27	06/03/2019 21:45:27	---	✓	06/03//2019 21:...
164	Battery Failure	06/03/2019 21:44:26	06/03/2019 21:44:26	---	✓	06/03//2019 21:...
164	Battery Failure	06/03/2019 20:32:04	06/03/2019 20:32:04	---	✓	06/03//2019 20:...
164	Battery Failure	06/03/2019 20:30:34	06/03/2019 20:30:34	---	✓	06/03//2019 20:...
164	Battery Failure	06/03/2019 18:27:24	06/03/2019 18:27:24	---	✓	06/03//2019 18:...

### 6.4 Digital Inputs

Communicator 2.0 supports an eight dry contact digital input card (found in the External Box) that can be programmed as normally open / normally closed input. These inputs can be connected to a wide variety of sensors such as generator operation, magnetic door or window, thermostat, etc.

➤ **Wire the devices to the external box.**

1. Click the Settings icon, select Alarm System, and click the Digital Input tab.

DI Number	Text Message	Notification Delay (Sec.)	NC	Allow To Reset	Active
1	Door Open	60	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Not Defined	10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Not Defined	10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Not Defined	10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Not Defined	10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Not Defined	10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Not Defined	10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Not Defined	10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Fill in the following fields:

- Text message: Enter the text to be sent to the contact(s).
- Notification delay: Minimum time required to pass before a message is sent.
- NC/NO: Checking this box means that the contact is Normally Closed.
  - NC means "Normally Closed". If there is a change from the usual state (device opens), an alarm occurs.
  - NO means normally open. If there is a change from the usual state (device closes), an alarm occurs.
- Allow to Reset:
  - When this function is not checked, Communicator 2.0 sends a message to every contact (in the order given in the priority list) when an alarm is generated.
  - When checked, Communicator 2.0 sends a message to the first person in the priority list. If that person acknowledges the message, no further messages are sent. If the person, does not acknowledge the message, Communicator 2.0 repeats the process and sends a message to the second person on the list.
- Active: When checked, the alarm function for that digital input is enabled.

## 6.5 Disable Alarms

To disable an alarm, click the corresponding radio box.

Alarm Type	Is Disabled
Low Temperature	<input type="checkbox"/>
High Temperature	<input type="checkbox"/>
Sensor Low Temperature	<input checked="" type="checkbox"/>
Sensor High Temperature	<input checked="" type="checkbox"/>
Emergency Low Temperature	<input type="checkbox"/>
Emergency High Temperature	<input type="checkbox"/>
Circuit Breaker High Temperature	<input type="checkbox"/>
Egg Room Low Temperature	<input type="checkbox"/>
Egg Room High Temperature	<input type="checkbox"/>
Temp Sensor Out of Range	<input checked="" type="checkbox"/>

*NOTE All alarms are listed. However, there are alarms which cannot be disabled due to their importance.*

## 6.6 Testing the Communicator 2.0

- To test a communication function, on the Alarm Settings screen click:
  - Phone Line Test
  - Cellular Modem Test
  - COM Port(s) Test
  - Create Test Alarm
  - Send Email
  - Send Push Notifications

*NOTE Testing can also be done via the Diagnostics screen (page 41).*

## 6.7 Responding to Alarms

Upon receiving an alarm message (voice or SMS), you can respond to the message. The following sections detail how to respond to these messages.

- Responding to an Audio Message
- Responding to a Text Message

### 6.7.1 RESPONDING TO AN AUDIO MESSAGE

Communicator 2.0 sends voice messages to the designated people on the contact list. This section details the procedure to follow when an audio alarm is received.

**NOTE:** *This service is provided by the Communicator 2.0 ONLY if the contact is properly defined with contacts and the "VOICE" service selected per contact.*

Communicator only broadcasts its alarm message AFTER someone speaks into the phone. Any word or sound is sufficient.

- Receiving the Message
- Responding to the Alarm Message

### 6.7.1.1 Receiving the Message

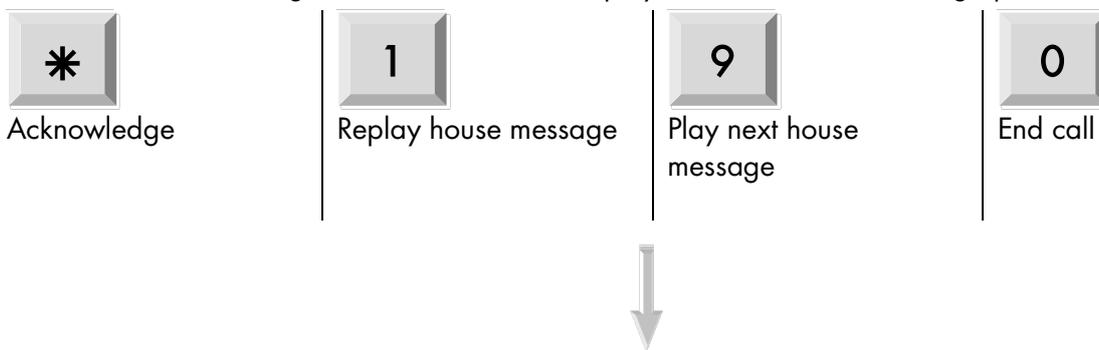
The following illustrates the sequence of **ALARM messages**:

"Good <Morning / Afternoon / Evening> farm <#> active alarm.  
Please, press 1 to listen."



"House <#> has <#> alarm message<s>."

- Alarm messages for the first house are played and then the following options are available:



- Enter password (if acknowledging for the first time this call) and press \*.
- "Please wait... Reset for house <#> successful. <Next Message / Goodbye>."
- When you hear "Please wait" press \* to access the ALARM OPTIONS MENU.

### 6.7.1.2 Responding to the Alarm Message

- System reports alarm and then offers the following options:



**NOTE:** *Disabling alarms disables them until 12:00 PM the following day.*

- "Disable <confirmed / failed>!" message is repeated and returns to **House Alarm Messages**

**NOTE:** *If at any time an incorrect key is pressed or if nothing is pressed, the system repeats itself three times and then ends the call.*

## 6.7.2 RESPONDING TO A TEXT MESSAGE

This section details how to respond to a text message sent from Communicator 2.0 to a mobile phone. The response can reset a siren, an alarm, or acknowledge the messages.

- Resetting the Siren

- Resetting the Alarm
- Acknowledging a Message

### 6.7.2.1 Resetting the Siren

**NOTE:** After typing the text message, press the 'Send' button to send it to the Communicator 2.0.

In the procedures below, the **highlighted text** shows the SMS text to be sent.

- **Resetting the Siren of One House**

**IRX** > 'Send SMS' to the Communicator 2.0 cell phone number.

I = Start of message

R = Reset

X = Represents house number (can be any positive number from 1-64)

- **Resetting the Siren of Several Houses**

**IRX#X#X** > 'Send SMS' to the Communicator 2.0 cell phone number

I = Start of message

R = Reset

X = Represents house number (can be any positive number from 1-64)

# = Sign separates between every house number

- **Resetting the Siren for All Houses**

**IRALL** > 'Send' to the Communicator 2.0 cell phone number

I = Start of message

R = Reset

ALL = Can be typed both in capital letters or small letters.

### 6.7.2.2 Resetting the Alarm

To reset all the alarms, send the following text message:

**IC** > 'Send' to the Communicator 2.0 cell phone number

I = Start of message

C = Communicator

### 6.7.2.3 Acknowledging a Message

Communicator 2.0 continues to send alarms until an acknowledgement is sent.

- **Requesting a Response for Every Sent Text Message**

**IAON** > 'Send' to the Communicator cell phone number

I = Start of message

A = Acknowledgement

- **Canceling a Response for Every Sent Text Message**

**IAOFF** > 'Send' to the Communicator cell phone number

I = Start of message

A = Acknowledgement

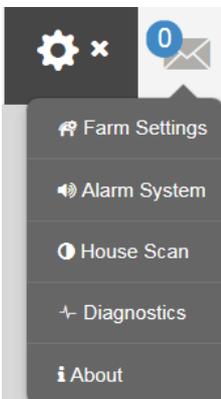
# 7 Diagnostics

- Tests
- LEDs

## 7.1 Tests

Communicator 2.0 includes a basic diagnostics package.

- On the Activation screen click **Diagnostics**.



The following screen appears.

**ROTEM<sup>®</sup> Diagnostics** Go Back

Device Details

Serial Number: NICK29012019 ✓ Version: 1.50.8.131

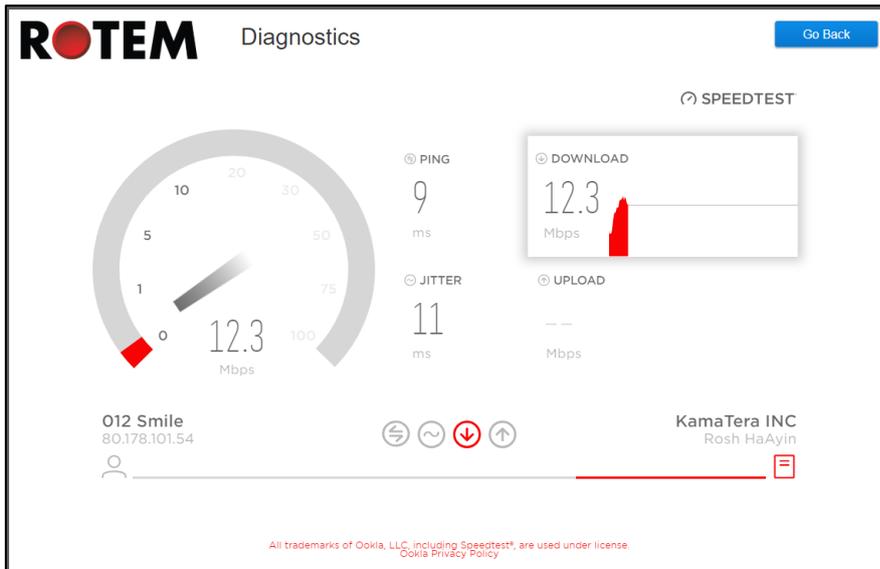
### Diagnostic Tests

Test Name	Test Instruction	Run Test	Pass	Fail
Internet Connection	<ul style="list-style-type: none"><li>• On the Comm-Box, connect the LAN cable to LAN Port 1.</li><li>• Click Run Test.</li><li>• Repeat for LAN Port 2.</li></ul>	Run Test	✓	
Connection To Rotem WEB System	<ul style="list-style-type: none"><li>• On the Comm-Box, connect the LAN cable to one of the LAN ports.</li><li>• Click Run Test.</li></ul>	Run Test	✓	
Latest Image Version Installed	<ul style="list-style-type: none"><li>• This test verifies that the last released image is installed in this Comm-Box</li><li>• This test is performed automatically</li></ul>	Run Test	✓	
Total Results:			3	

Alarm System Tests Speed Test

- Use this screen and the information it supplies when speaking with technical support.
- Alarm System Tests enables the following tests:

- Phone Line Test
- Cellular Modem Test
- COM Port(s) Test
- Create Test Alarm
- Send Email
- Send Push Notifications
- The Diagnostics page also includes a speed test:



## 7.2 LEDs

LED	Description	Diagnosis
	Power LED. Power is applied.	Should be green
	Connectivity to RLINK One	<ul style="list-style-type: none"> <li>○ No light: No modem installed</li> <li>○ Red: Modem installed but no connectivity</li> <li>○ Green LED: OK</li> </ul>
	LAN signal	<ul style="list-style-type: none"> <li>○ No light: No modem installed</li> <li>○ Red: Modem installed but no connectivity to house</li> <li>○ Green Blinking LED: OK</li> </ul>
	Cell phone modem	<ul style="list-style-type: none"> <li>○ No light: No modem installed</li> <li>○ Red: Modem installed but no connectivity</li> <li>○ Green: OK</li> </ul>

LED	Description	Diagnosis
	Telephone line	<ul style="list-style-type: none"> <li>○ No light: No modem installed</li> <li>○ Red: Modem installed but no connectivity</li> <li>○ Green: OK</li> </ul>
	Web connectivity: Tests connection to RotemNet Web application.	<ul style="list-style-type: none"> <li>○ No light: No physical connection</li> <li>○ Red: No connectivity</li> <li>○ Green: OK</li> </ul>
	Active alarm	<ul style="list-style-type: none"> <li>○ Off: No active alarm(s)</li> <li>○ On: Active alarm</li> </ul>
	Battery	<ul style="list-style-type: none"> <li>○ Red: Battery is disconnected</li> <li>○ Red Blinking: Battery is not charging (consult with dealer immediately)</li> <li>○ Green Blinking LED: Battery is charging</li> <li>○ Green: Battery is charged</li> </ul>

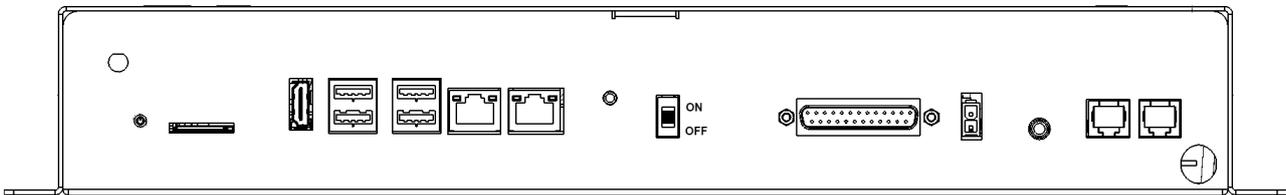
# 8 Appendix A: Changing the Battery

Munters recommends installing a new battery every two years.

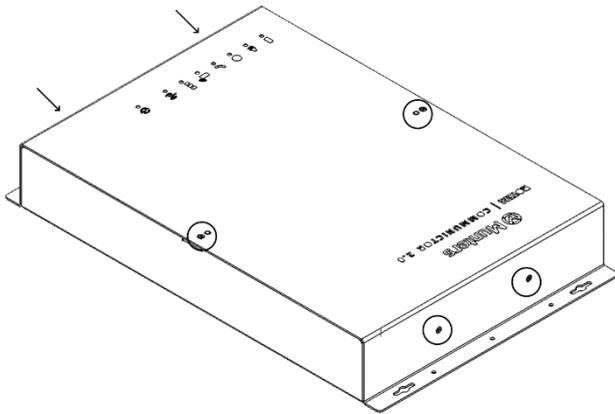
- Change the battery between flocks or herds.
- Order a new battery from your dealer.

### To replace the battery:

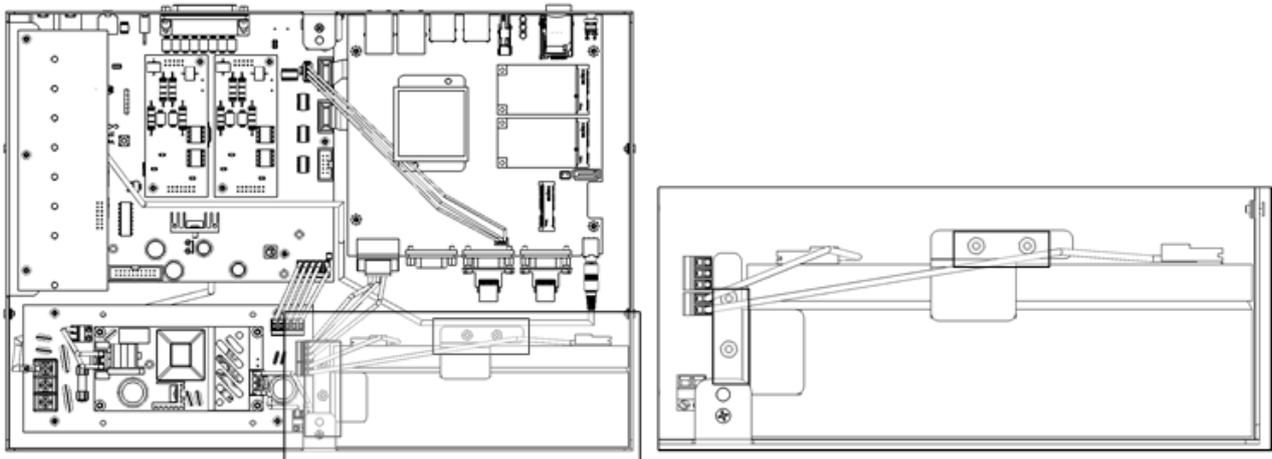
1. Disconnect the AC power.
2. On the rear panel, switch the battery to Off.



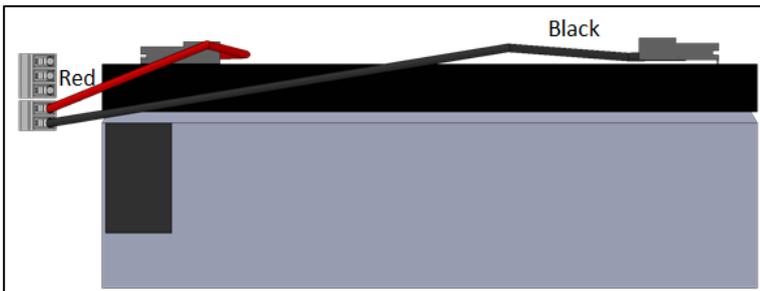
3. Disconnect all cables connected to the Communicator 2.
4. If the unit is mounted on a wall, take it down and place it on a table.
5. Remove the six screws indicated and lift the Communicator 2's top.



6. Using a box spanner, remove the four screws indicated (and their clamps).



7. Remove the red and black cables from the battery (in this order).



8. Remove the battery and put the new battery in place.

9. Reconnect the cables.

10. Secure the battery in place.

11. Place the cover in place and insert the screws.

12. Place the unit on the wall (optional) and reconnect the cables.

13. Turn on the battery switch, apply AC power, and verify that the Power LED is lit.

# 9 Warranty

## Warranty and technical assistance

Munters products are designed and built to provide reliable and satisfactory performance but cannot be guaranteed free of faults; although they are reliable products they can develop unforeseeable defects and the user must take this into account and arrange adequate emergency or alarm systems if failure to operate could cause damage to the articles for which the Munters plant was required: if this is not done, the user is fully responsible for the damage which they could suffer.

Munters extends this limited warranty to the first purchaser and guarantees its products to be free from defects originating in manufacture or materials for one year from the date of delivery, provided that suitable transport, storage, installation and maintenance terms are complied with. The warranty does not apply if the products have been repaired without express authorisation from Munters, or repaired in such a way that, in Munters' judgement, their performance and reliability have been impaired, or incorrectly installed, or subjected to improper use. The user accepts total responsibility for incorrect use of the products.

The warranty on products from outside suppliers fitted to Communicator 2, (for example antennas, power supplies, cables, etc.) is limited to the conditions stated by the supplier: all claims must be made in writing within eight days of the discovery of the defect and within 12 months of the delivery of the defective product. Munters has thirty days from the date of receipt in which to take action, and has the right to examine the product at the customer's premises or at its own plant (carriage cost to be borne by the customer).

Munters at its sole discretion has the option of replacing or repairing, free of charge, products which it considers defective, and will arrange for their despatch back to the customer carriage paid. In the case of faulty parts of small commercial value which are widely available (such as bolts, etc.) for urgent despatch, where the cost of carriage would exceed the value of the parts, Munters may authorise the customer exclusively to purchase the replacement parts locally; Munters will reimburse the value of the product at its cost price.

Munters will not be liable for costs incurred in demounting the defective part, or the time required to travel to site and the associated travel costs. No agent, employee or dealer is authorised to give any further guarantees or to accept any other liability on Munters' behalf in connection with other Munters products, except in writing with the signature of one of the Company's Managers.

**WARNING:** In the interests of improving the quality of its products and services, Munters reserves the right at any time and without prior notice to alter the specifications in this manual.

The liability of the manufacturer Munters ceases in the event of:

- dismantling the safety devices;
- use of unauthorised materials;
- inadequate maintenance;
- use of non-original spare parts and accessories.

Barring specific contractual terms, the following are directly at the user's expense:

- preparing installation sites;
- providing an electricity supply (including the protective equipotential bonding (PE) conductor, in accordance with CEI EN 60204-1, paragraph 8.2), for correctly connecting the equipment to the mains electricity supply;
- providing ancillary services appropriate to the requirements of the plant on the basis of the information supplied with regard to installation;
- tools and consumables required for fitting and installation;
- lubricants necessary for commissioning and maintenance.

It is mandatory to purchase and use only original spare parts or those recommended by the manufacturer.

Dismantling and assembly must be performed by qualified technicians and according to the manufacturer's instructions.

The use of non-original spare parts or incorrect assembly exonerates the manufacturer from all liability.

Requests for technical assistance and spare parts can be made directly to the nearest Munters office. A full list of contact details can be found on the back page of this manual.

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