

Phasefale JouleTemp & JouleAlarm Networking Support Statement

INTRODUCTION

Both Phasefale JouleTemp and JouleAlarm (JA&JT) controllers include an Ethernet TCP connection for accessing the software using standard web browsers. Users should satisfy themselves that the stated capabilities of JA & JT match their operating system and operational requirements.

OPERATING SYSTEM SUPPORT

JA & JT are supported under the Windows XP & Windows XP Pro operating systems. Whilst they may operate in other operating system environments (eg Mac & Linux), no direct guarantees are given or implied.

WEB BROWSER SUPPORT

JA & JT are supported under the Internet Explorer Version 6 or 7 and Firefox 1.5 & 2.x

LAN TECHNICAL SUPPORT

Phasefale do not provide LAN technical support as part of the supply of JA & JT. It is the contractor or end users responsibility to hire computer administrators to setup and configure the controllers and network according to the end user requirements.

IP CONFIGURATION

JA & JT only support fixed IP network identification for the controllers.

EMAIL CONFIGURATION

JA & JT are able to access local email servers and qualified domain name servers via a nominated gateway. SMTP authentication is also available. Due to the different types of email and network configurations, this functionality is beyond the scope of Phasefale's technical support to provide, therefore is the responsibility of the contractor or end user to support.

LAN TEST CONFIGURATION

JA & JT can be tested for correct TCP operation as follows; setup a fixed IP, setup a laptop or PC with a crossover cable and also fixed IP in the same range and access web screens.

SMS CONFIGURATION

JA & JT can be used to generate SMS but require access to an email server and subscription to an SMS service (eg CSoft). No other type of SMS service is supported.

VIRTUAL SERVER CONFIGURATION

JA & JT can be configured to act as virtual servers over the internet on some networks. This functionality is beyond the scope of Phasefale's technical support to provide and is network specific, therefore is the responsibility of the contractor or end user to support. A computer administrator should be consulted to advise if this can be setup on the intended network.

IMPORTANT

Phasefale recommends that if contractors or end users are considering using JouleTemp or JouleAlarm controllers, the end users computer administrator is consulted before installation to ensure compatibility and functionality as required with the intended network.



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