



You Select, We Connect

Talk2M Go Getting Started



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Hardware and software requirements

Hardware requirements

In order to follow this guide you'll need:

- 1 eWON-VPN (for example : eWON2101CD, eWON4005CD) connected on Internet.
- 1 Computer (Windows XP or above) connected on Internet

Software requirements

eWON configuration software:

The eWON is configured through its web server. So all you need is a standard Web Browser software like Internet Explorerⁱ or Firefoxⁱⁱ.

Additionally we suggest you to download the eBuddy utility on our website :

<http://support.ewon.biz>.

This utility allows to list all the eWONs on your network and to change the default IP address of an eWON to match your LAN IP address range. With eBuddy you can also easily upgrade the firmware of your eWON (if required).

eCatcher-Pro software:

The eCatcher-Pro software is your connector to your Talk2M Go account and allows you to manage your eWONs and your Users.

eWON Firmware Version

To be able to follow this guide your eWON needs a firmware version 5.6 or higher, but we recommend to always use the last firmware available.

A simple way to realize the eWON firmware upgrade is to use eBuddy, the eWON software companion.

Introduction

What is Talk2M Go?

Machine Builders and Infrastructure markets have, for many years, used Modem-to-Modem connections for remote access to devices and outstations. Today, the Internet offers exciting prospects for industry players but also brings more IT complexity.

Talk2M Go makes things smarter!

Talk2M (stands for *Talk to Machines*) is an Internet Service designed to address the growing need for broadband and wireless access to perform remote maintenance & access distant equipments.

The key added-value of *Talk2M* is the full integration of IT security standards by allowing an Internet communication tunnel between the user and the remote machine without any IT network security change on both sides! This major breakthrough allows easy deployment while hiding the complexity of the IT network infrastructure.

The *Go* is there because *Talk2M* exists in different flavors: Free, Pro and *Go*. See the table below for a quick comparison:

	Talk2M Free	Talk2M Go	Talk2M Pro
Pricing model	free	pay-per-use	all-inclusive
Nb. of eWON	unlimited	unlimited	unlimited
Nb. of users	1	unlimited	unlimited
Nb. of concurrent users	1	3	unlimited
Guaranteed bandwidth	no	yes	yes
Mission critical SaaS	no	yes	yes
SLA	no	yes	yes
Reporting itemized by machine	no	yes	yes
Access control for users and machines	no	no	yes

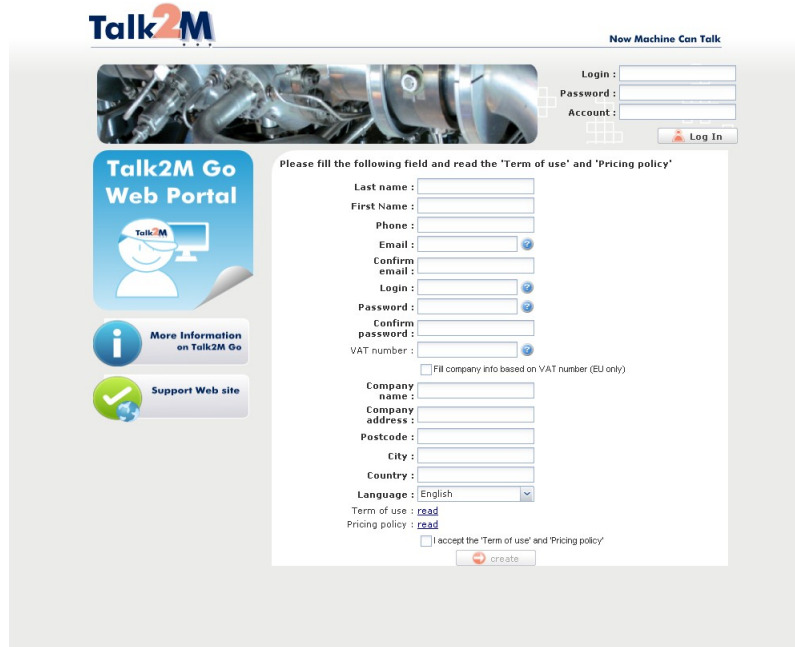
Setup

Talk2M Go account creation

The creation of the Talk2M Go account is done through the “Talk2M Go portal” at address <https://my.talk2m.com> (notice the HTTPS).

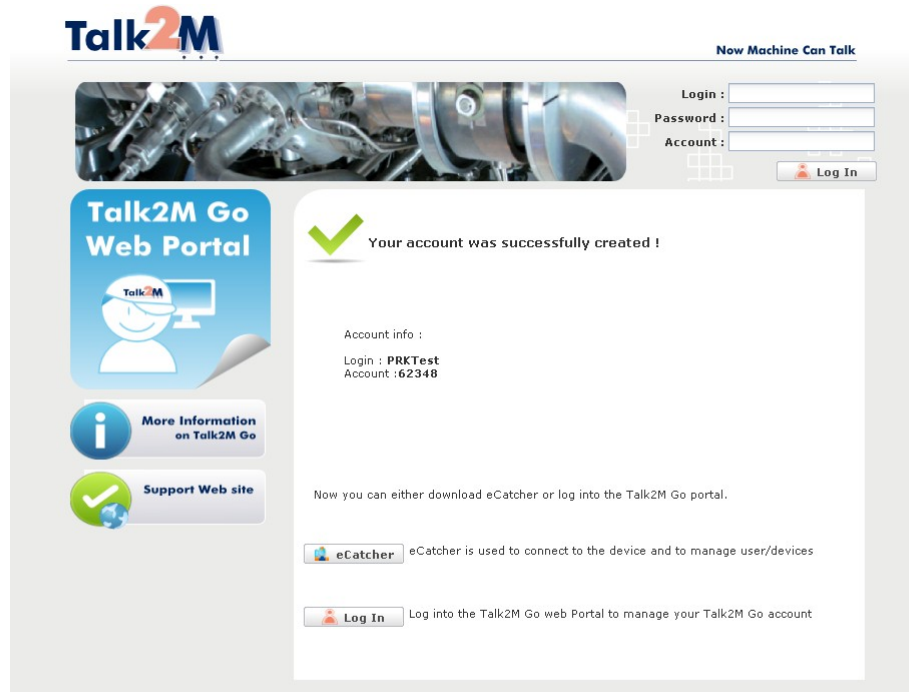


Click on the  button.



Fill completely the form and validate with the  button.

Wait the  Account creation...



Your account is now created.

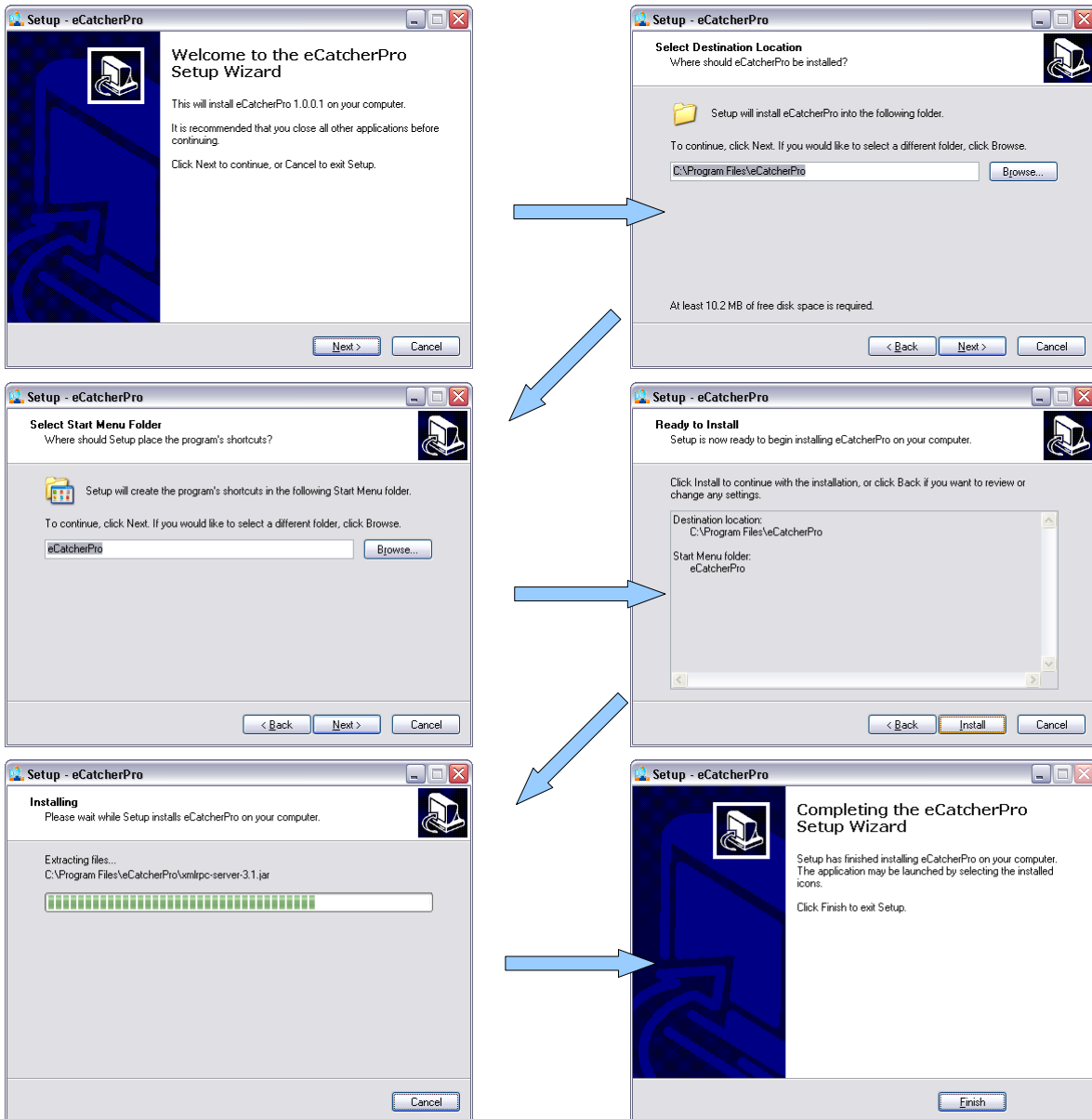
Don't forget your Login and Account, they are the keys to use/manage your account. A document with all your accounts info is sent to you by eMail during the account creation.

eCatcher Pro installation

You can download the eCatcher Pro software from our website at address: <http://ftp.ewon.biz/software/eCatcherpro/eCatcherProSetup.exe>

To install the eCatcher Pro software you must have the administrators rights on your computer.

Run the setup program and follow the different steps:



Talk2M Go Portal

The Talk2M Go Portal allows you to manage administratively your account.

Display your account summary



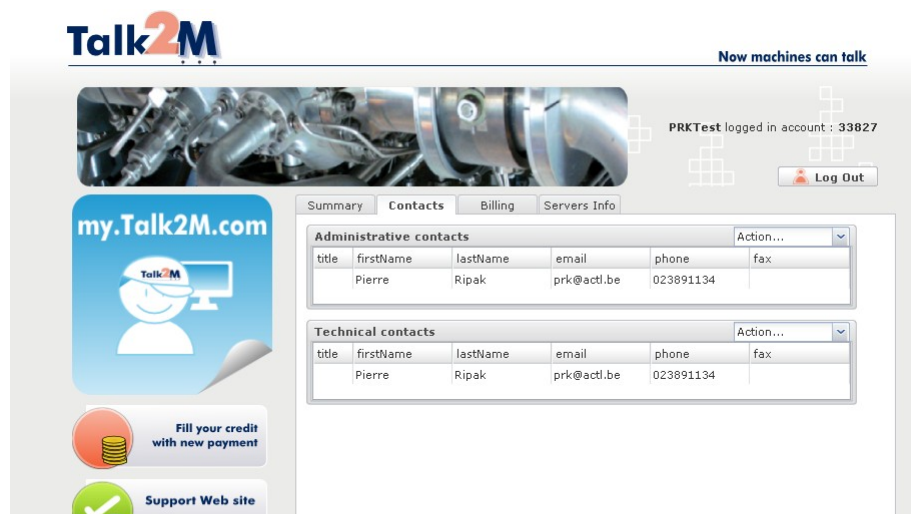
This information panel shows you the administrative info of your account.

Add/Delete Contacts

Contacts are the persons contacted by eMail when Talk2M Go send information.

Administrative contacts will receive all administrative information like billing reports.

Technical contacts will receive all technical information like eCatcherPro upgrade or Server maintenance.

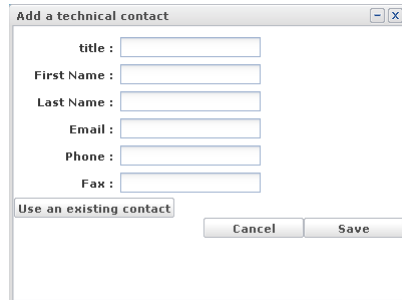


4. Talk2M Go Portal

With the action menu, you can add or delete an administrative or technical contact.



Using the add action will popup the following form.

A screenshot of a web form titled 'Add a technical contact'. The form has a title bar with a close button. It contains several input fields: 'title:', 'First Name:', 'Last Name:', 'Email:', 'Phone:', and 'Fax:'. Below these fields is a checkbox labeled 'Use an existing contact'. At the bottom right of the form are two buttons: 'Cancel' and 'Save'.

You may also copy the info from another Contact with the “Use an existing contact” button.

Use the save button to validate your new contact.

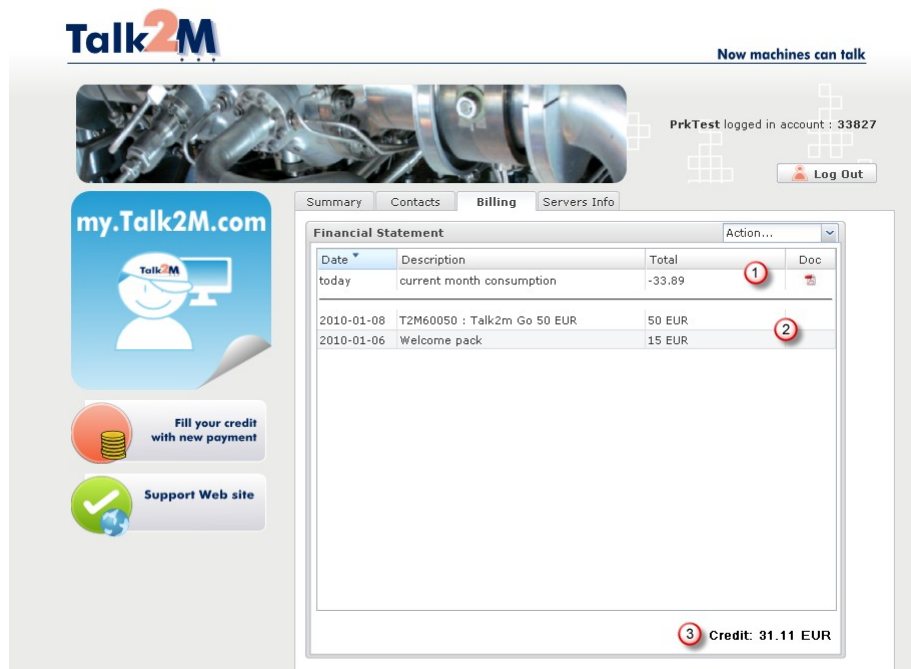
To delete a contact, select it in the list and click on the delete action.

IMPORTANT



The Contacts (administratives or Technicals) are not *Talk2M Go Users*.

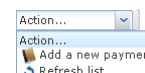
Manage your billing information




On this panel, you will retrieve the following information:

1. current month consumption.
By clicking on the little PDF icon, you can open the monthly report about all yours connections.
2. the historic of your credit refills.
3. your current credit level.

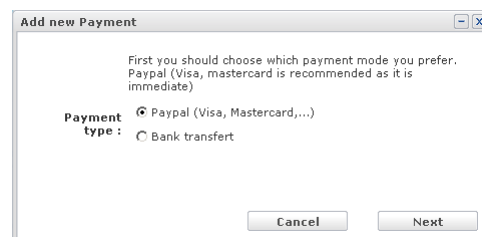
With the Action menu, you can add a new payment or refresh the list.



Add a new payment

To add some money on your Talk2M Go account, either use the “Add a new payment” from the action menu, either use the  button.

Firstly, select the payment method between paypal or Bank transfer.

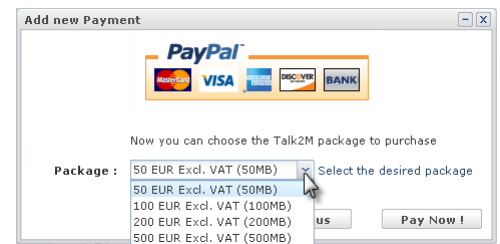


4. Talk2M Go Portal

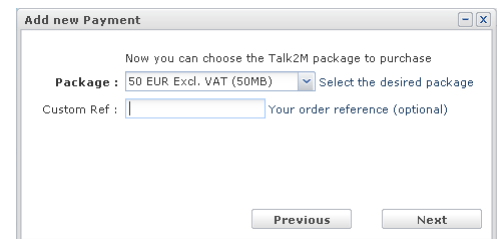
In the case of *Paypal* payment, choose the traffic package needed with the dropdown box and click “Pay now !”

Once you click on the “Pay Now !” button, you will be redirected to the Paypal Website to finalize your payment.

Once the payment done, your credits will be automatically updated on your Talk2M Go account.

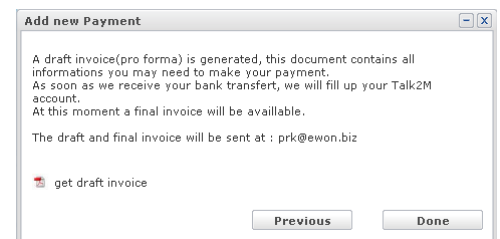


In the case of *Bank transfer* payment, choose the traffic package needed with the dropdown box, enter a “Custom Ref” (optional) and use the “Next” button to continue.



A draft invoice (pro forma) is sent automatically to you by eMail and the following popup will allow you also to get this invoice.

Once your payment received by us, your credits will be updated on your Talk2M Go account.



Display the Servers info

my.Talk2M.com

Now machines can talk

PRKTest logged in account : 33827

Log Out

Summary Contacts Billing Servers Info

Servers	Name	Version	Status	Running for
Access Server	197175-web1.apro.talk2m.com	0.02-5790	Running	123 days
Vpn Server 1	197176-app1.apro.talk2m.com	0.02-5106	Running	123 days
Vpn Server 2	hostname53043.theplanet.host	0.02-5106	Running	123 days

News

Date	Message
No items to show.	

Website version : 5755

In this panel, you will see information about Talk2M Go Servers.

The News part of the display is intended to display some messages (mainly technical but not always technical).

eCatcher Go

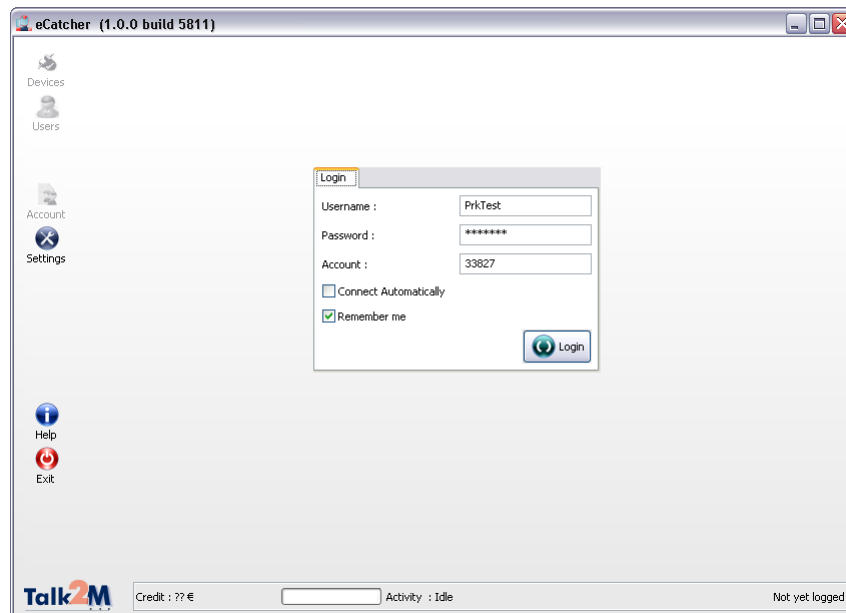
Quick start

Connection to your account

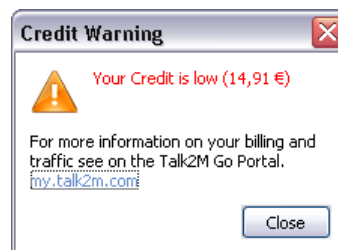
Start your eCatcherPro program



When started, use your login/password encoded during the Talk2M Go account creation, this is your administrator login.



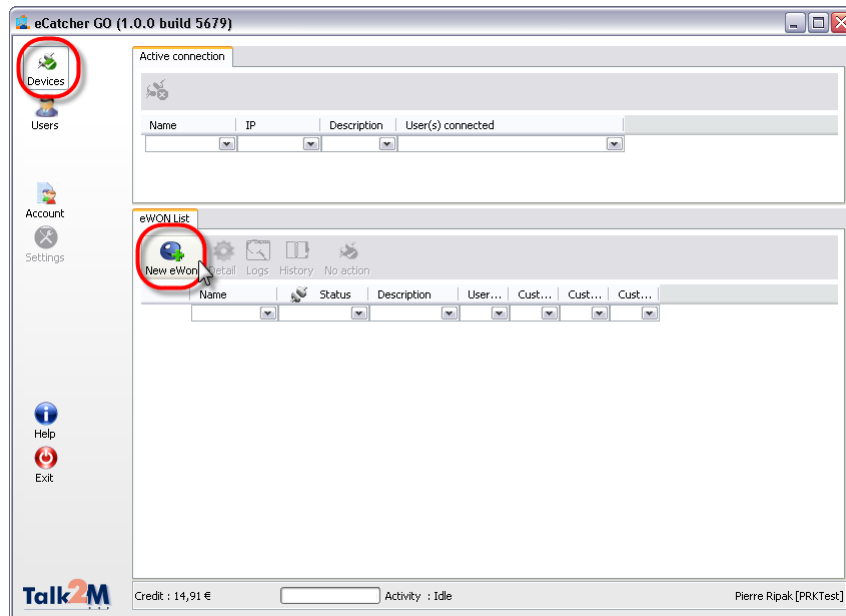
You will get the following popup message warning you that your credit is low (only the 15€ of traffic offered at the account creation).



Once the credit is empty, you will be unable to connect to your eWONs. Thus, don't forget to fill your account.

Add the eWON in your account

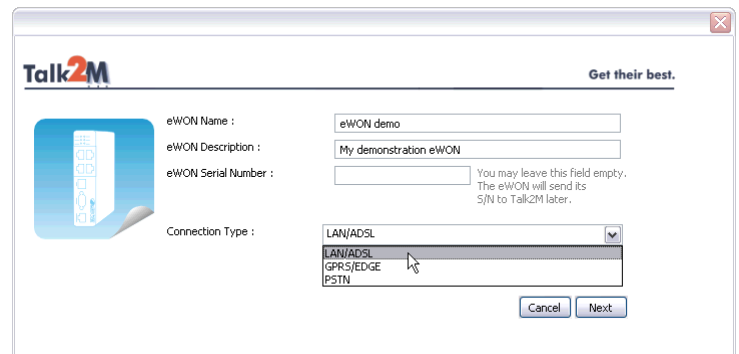
Once logged, you are in the Devices panel. This panel is divided in two, the upper part is the *Active connection* panel where you can view the eWON connected. The lower part of this panel is the *eWON List* panel where you find the list of all the eWONS defined in your Talk2M Go account.



Create your eWON with the  button and fill the following screens.

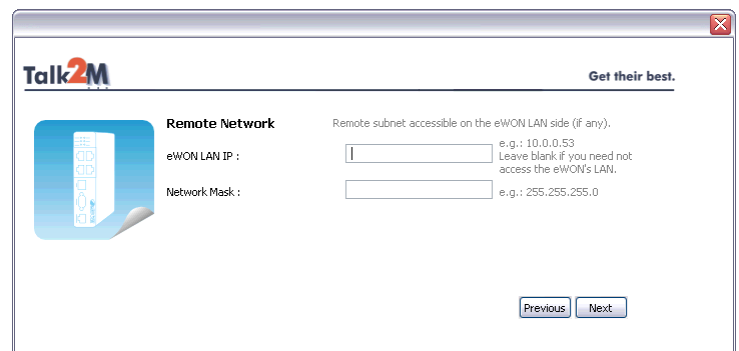
Set the name of the eWON and its description. You may leave the serial number empty, it will be updated automatically during the first connection.

Select the connection type, used by the eWON to connect to Internet, between LAN/ADSL, GPRS/EDGE or PSTN. If the connection type is different than LAN, you must set the phone number of the eWON to be able to wake it up (only for GPRS/EDGE). Click Next to continue.



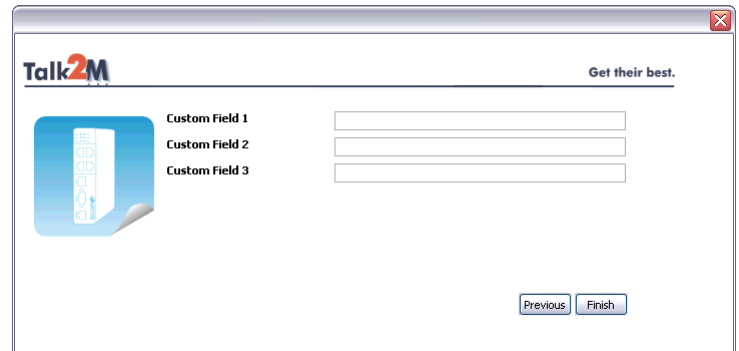
If you have some IP devices behind your eWON, you must set the LAN IP and the network mask to be able to reach them.

Click Next to continue.



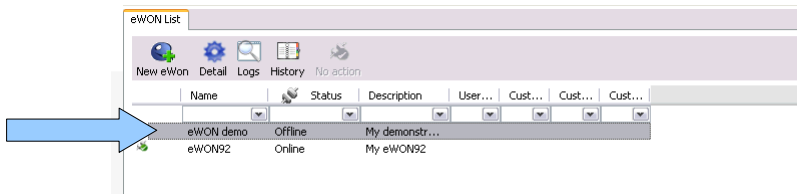
5. eCatcher Go

In this screen, you can set some information like a company name or a country where the eWON is installed to group easily your eWONs in the eWON List.



The screenshot shows a window titled "Talk2M" with a close button in the top right corner. The window contains a logo on the left and the text "Get their best." on the right. Below the logo, there are three input fields labeled "Custom Field 1", "Custom Field 2", and "Custom Field 3". At the bottom right, there are two buttons: "Previous" and "Finish".

Once you have click on the Finish button, your eWON is created into your Talk2M Go account.




The screenshot shows a table titled "eWON List" with a toolbar above it. The toolbar contains icons for "New eWON", "Detail", "Logs", "History", and "No action". The table has columns for "Name", "Status", and "Description". A blue arrow points to the first row of the table.

Name	Status	Description	User...	Cust...	Cust...	Cust...
eWON demo	Offline	My demonstr...				
eWON92	Online	My eWON92				

Configure your eWON

Once the eWON is created into the Talk2M Go account, you must configure your eWON to link it to your account.

For that, go on your eWON and click on the wizard button  and select the Talk2M wizard



IMPORTANT

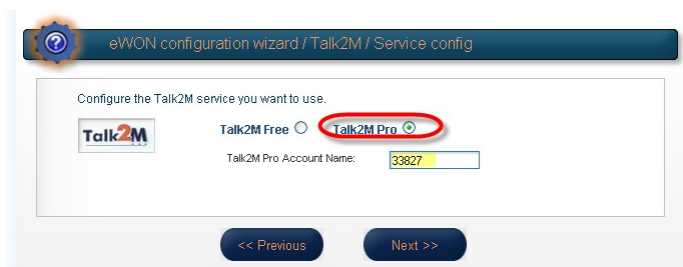


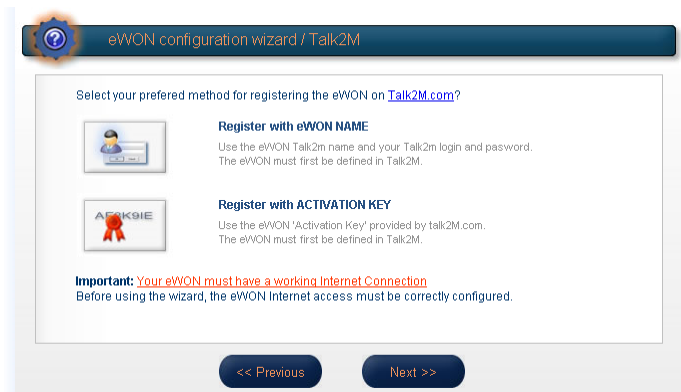
Before using the Talk2M wizard, your eWON must have a functional Internet connection.

see Error: Reference source not found on page Error: Reference source not found

or Internet connection on second Ethernet Interface: on page 29

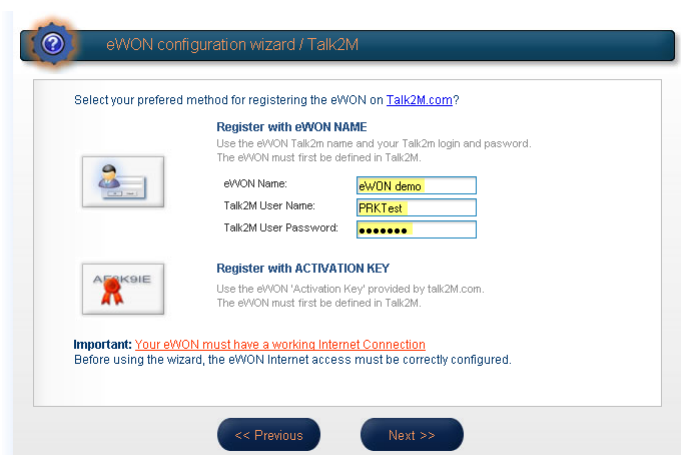
Select the Talk2M Pro radio button and enter your Account Number.





Select one of the two method to register the eWON: by Name or by Activation Key.

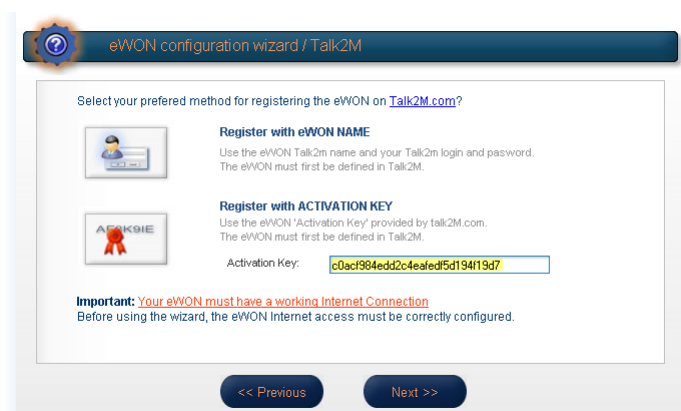
Registration by Name



Enter the eWON Name (defined at chapter “Add the eWON in your account”) and your credentials (Username and Password).

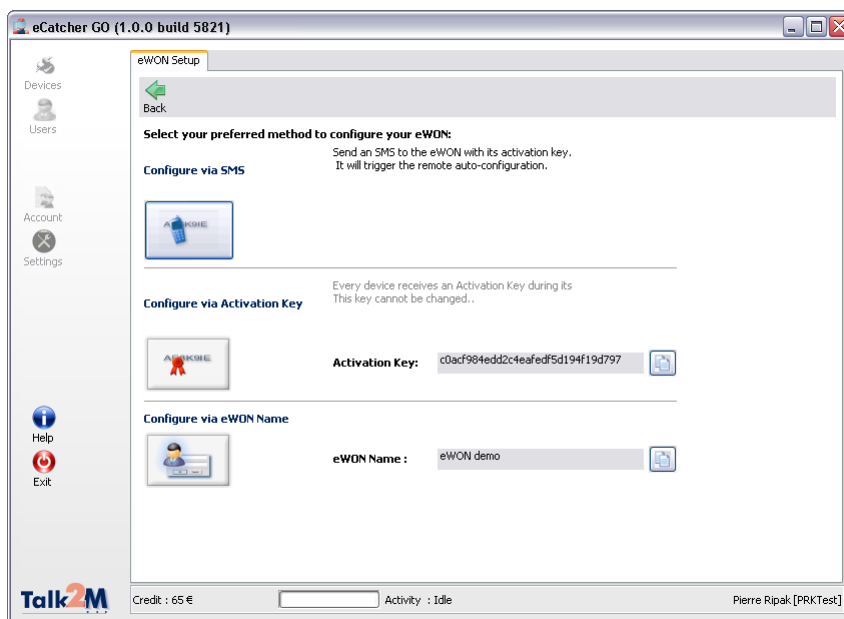
And continue with the Next button.


Registration by Activation Key



Enter the eWON Activation Key

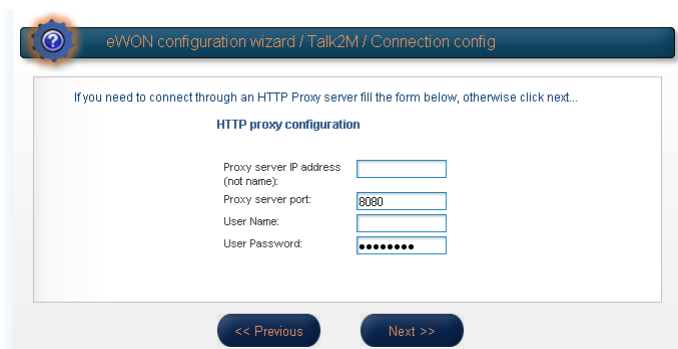
You can find the Activation Key of your eWON with the “eWON Setup” button(in eCatcherPro).



You can easily copy the Activation Key in the clipboard with the  copy button.

Once your Activation Key is copied into the Wizard, continue with the Next button.

The next screen is for the Proxy configuration.

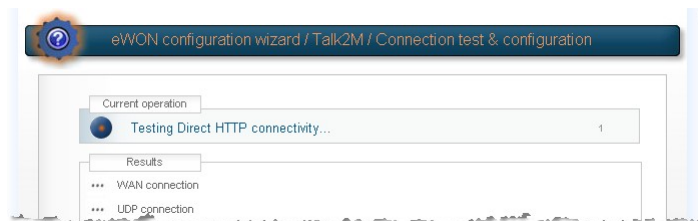


If the eWON is placed on a network with a proxy, fill there these settings.

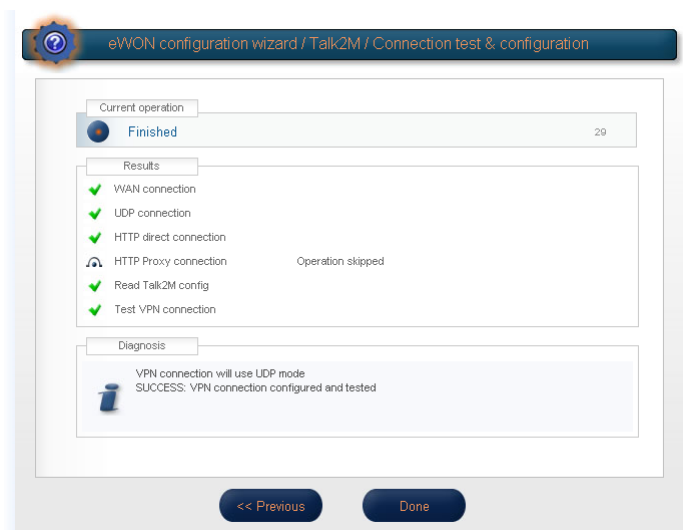
Otherwise, leave this screen empty.

Continue with the Next button.

The Talk2M wizard will start to test the connectivity to the Talk2M Server.

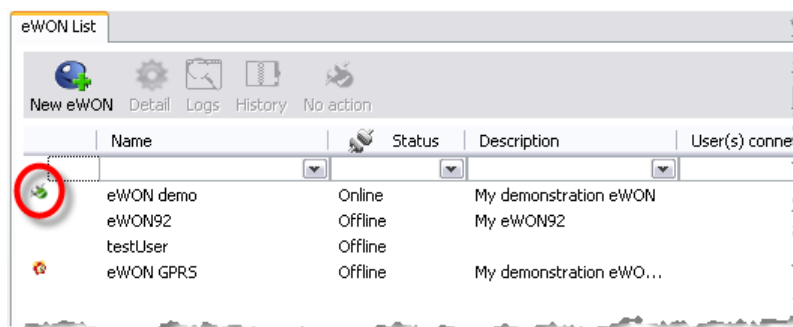


For that, it will establish the Internet connection, test if UDP or TCP is available, retrieve the eWON security certificate, finalize the eWON configuration and test the VPN connection.




If the tests succeed, your eWON is now configured and is connected on your Talk2M Go account.

You can view it “online” on the eCatcher program with the  Online icon




NOTE There is no auto-refresh of the display in eCatcherPro.



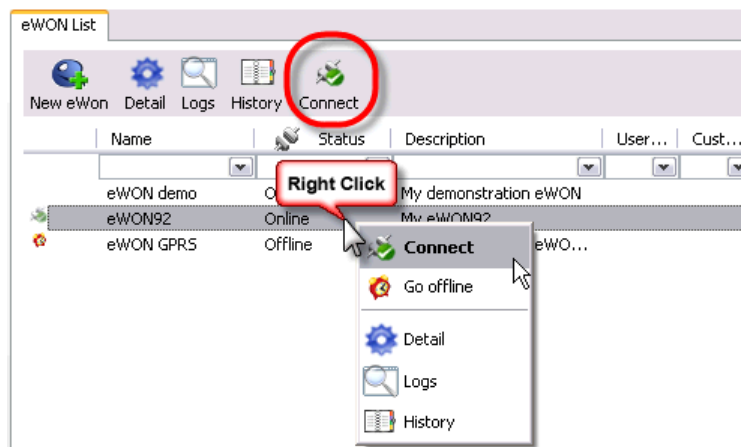
Then, you must recall manually the Devices page with the  Devices button to refresh the status of the eWONs.

Connect to your eWON

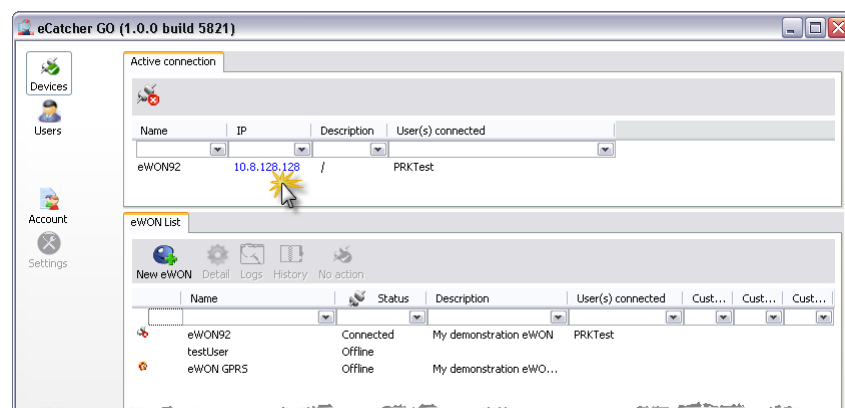
When your eWON is  Online (a VPN tunnel is established between the eWON and the Talk2M server), and before proceeding it, you need to connect the eWON VPN tunnel to your eCatcher VPN tunnel. The connection (between eCatcher and eWON) will be called active.

To make the connection active, use one of the following methods:

1. You can select the eWON row and use the Connect button
2. Right-Click in the row and use the Connect from the menu.
3. Double-Click on the eWON row



When the eWON is Active, you view it in the Active Connection table.



Now, your eWON is reachable from your computer at the address in blue. Just Double-Click on the Blue IP and your Browser will open automatically on the eWON address.

Note: the green “connect” icon is now replaced by a red “disconnect” icon.

Wake up your eWON

If you don't want that your eWON stays on Internet permanently, Talk2M Go allows you to *wake up* your eWON by sending an SMS to it.

To do that, use the little 🕒 clock icon displayed on the eWON row.

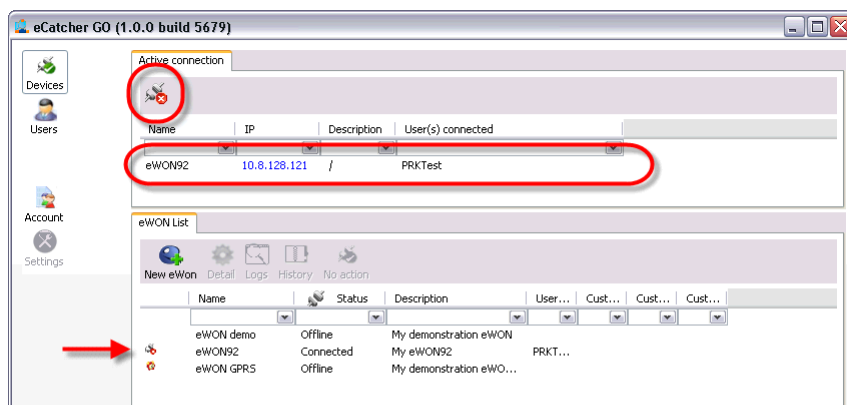
IMPORTANT This *wake up* option is only available with eWON with a GSM-GPRS-EDGE modem (a modem able to receive SMS).



Disconnect the eWON

To disconnect the eWON (make it not active), use one of these methods:

1. Select the eWON row (in the eWON List) and use the 🕒 disconnect button
2. Right Click the eWON row (in the eWON List) and use the Disconnect from the menu
3. Select the eWON row (in the Active connection) and use the big 🕒 disconnect button



Troubleshooting

No access to devices behind the eWON

If you don't have access to the devices behind the eWON (connected on the LAN), check the following points:

- These devices must have the LAN IP address of the eWON as default gateway.
- You must encode the subnet lan in the eWON configuration in eCatcher.

Appendix

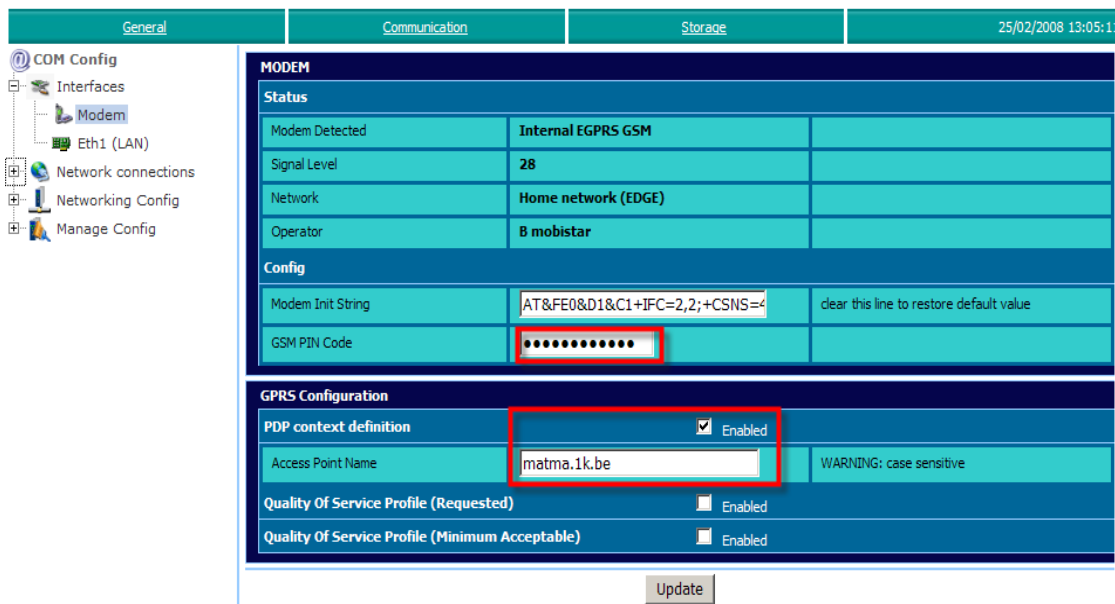
Prior to any use of Talk2M Go, your eWON must have access to the Internet. You will find in these Appendix how to configure your eWON to use modem or second ethernet interface to go on Internet.

Internet connection on GSM/GPRS/Edge Modem

Modem configuration

Configure the modem

Configuration → System Setup → Communication → Interfaces → Modem



Leave the Modem Init String unchanged.

Enter the PIN code of your SIM card.

If you want to use GPRS or Edge, enable the «PDP context definition» and enter the «Access Point Name» (APN) for your GPRS or Edge connection.

The APN specifies to which network your mobile will be connected. So the information of which APN to use should be provided by the Service Provider of your SIM card.

IMPORTANT



The PIN code is only checked when eWON starts up. So if you changed the PIN code, you'll have to reboot the eWON to take the change into account.

The «Signal Level», «Network» and «Operator» fields indicate the status of your GSM communication.

The signal level must be between 20 and 31 (signal level lower than 18 could work, but the communications will be slower or even interrupted).

Setup outgoing modem connection

**Configuration → System Setup → Communication
→ Network connections → Modem → Outgoing → Global**

Section	Parameter	Value	Unit	Notes
Global outgoing connections parameters	Dial and connection timeout	180	seconds	
	Enable protocol compression	<input checked="" type="checkbox"/>		
	Delay between dialout retries	60	seconds	
Maximum connection time	Idle time before hanging up	120	seconds	Minimum 60 seconds
	Max outgoing call duration	60	minutes	0 for no limit
	Hangup if no outgoing action after	-1	minutes	-1 to hangup after idle time
Error recovery	Select next server in case of error	Always return to server 1		
	Reset modem after	4	outgoing call failures	
	Minimum GPRS connection duration	4	seconds	
Calls budget management	Allocated budget	24	hours	0 for no limit
	Reset budget period	168	hours	
	Current budget period	23:56:20	hours	Leave empty for 'no change'
Volume	IN: 845, OUT: 496, Last reset: 01/01/1970 00:00:00			Reset volume monitoring counters

Change, if needed, the «Maximum connection Time» setting:

By default the «Max outgoing call duration» is set to 60 minutes. So the eWON will drop the Talk2M connection after 1 hour.

The «Idle time before hanging» up is not useful for an Talk2M connection because a life bit is periodically exchanged to avoid connection interruption due to idle times.

The Call budget management allows you to manage the costs of the outgoing connection. By default eWON is configured to allow 24 hours of outgoing connection during one week (168 hours).

Put 0 into the «Allocated budget» to deactivate the call budget management

**Configuration → System Setup → Communication
→ Network connections → Modem → Outgoing → Server1**

General Communication Storage 25/02/2008 13:05:11

COM Config

- Interfaces
- Network connections
 - Ethernet
 - Eth1 - LAN
 - Modem
 - Incoming
 - Outgoing
 - Global
 - Server1
 - Server2
- VPN
- Networking Config
- Manage Config

PPP outgoing Connection - Server 1

Server access setup

Connection type	GPRS	
User name		
Password	*****	
Require secure authentication (CHAP)	<input type="checkbox"/>	Otherwise allow PAP (password is sent in clear text)

Configuration common to all servers (summary) - editable in global outgoing configuration

Dial and connection timeout	180	
Enable protocol compression	<input checked="" type="checkbox"/>	
Idle time before hanging up	1200	

Update

For the connection type choose «GPRS» .

Leave the «User name» and «Password» fields empty if not asked specially by your GPRS connection provider.

Define the Internet Connection type

Configuration → System Setup → Communication → Networking Config → Internet Connection

General Communication Storage 25/02/2008 12:39:00

COM Config

- Interfaces
- Network connections
- Networking Config
 - Internet Connection
 - VPN Connection
 - Publish IP Address
 - Callback
 - Routing
 - Proxy
 - Security
 - IP Services
- Manage Config

Internet connection setup

Internet access

Network connection	Modem Connection	
Maintain connection	<input type="checkbox"/>	

Publish WAN IP address

Publish IP address	Disabled	Configure publish IP address
Re-publish interval	0 minutes	0 for publication only at initial connection

"On demand" Internet connection

Accept dial on demand from **NO ONE EXCEPT** from:

Accept dial on demand from **ANYONE EXCEPT** from:

IP Range	From: 0.0.0.0	To: 0.0.0.0
IP Range	From: 0.0.0.0	To: 0.0.0.0
IP Range	From: 0.0.0.0	To: 0.0.0.0
IP Range	From: 0.0.0.0	To: 0.0.0.0

Update

Set the Network connection to «Modem Connection».

Check the «Maintain connection» box only if you want that your eWON stays always connected on Internet.

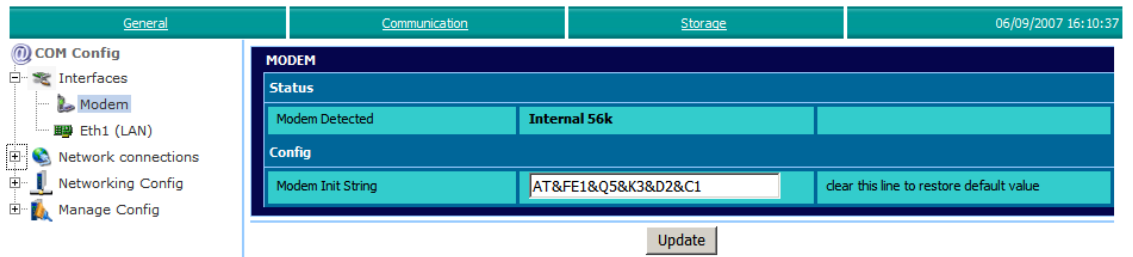
NOTE The «Maintain connection» will only reactivate the Internet connection once the Internet connection is closed. The duration of the Internet connection must still be configured using the «Maximum connection Time» fields of the PPP outgoing connection (see page 24).

Internet connection on PSTN modem

Modem configuration

Configure the modem

Configuration → System Setup → Communication → Interfaces → Modem

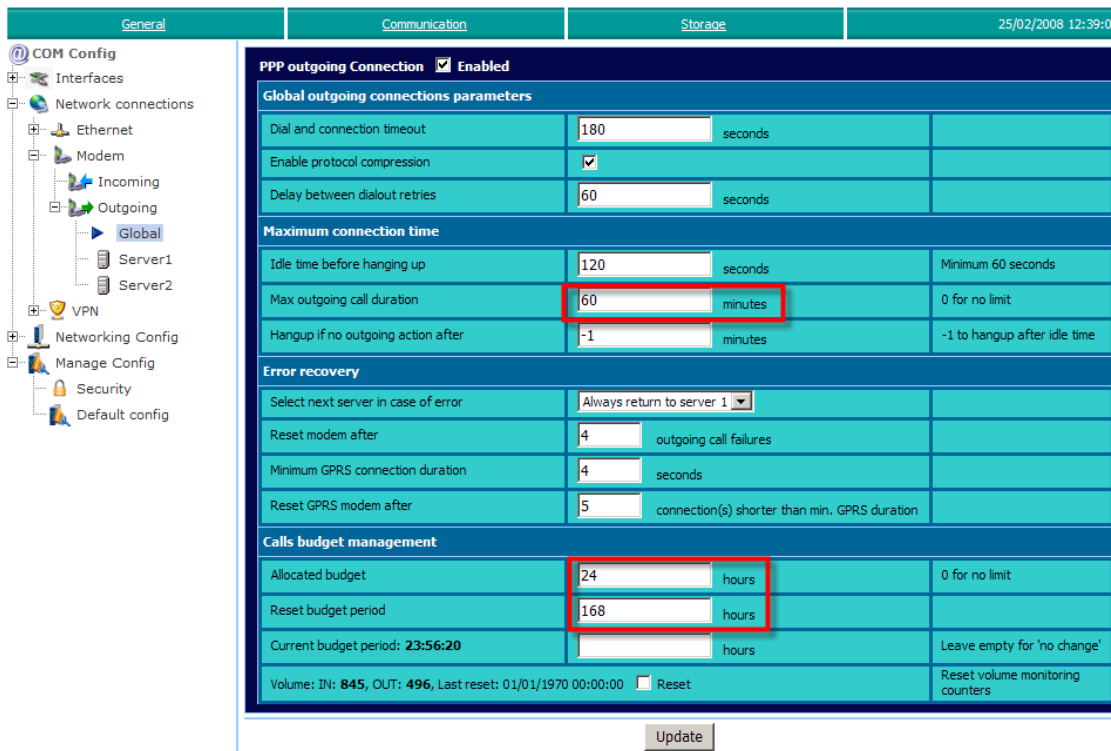


Leave the Modem Init String unchanged.

Only adapt the string if the modem needs special settings to comply to your local telephone system.

Setup outgoing modem connection

**Configuration → System Setup → Communication
→ Network connections → Modem → Outgoing → Global**



Enable the PPP outgoing Connection.

Change, if needed, the «Maximum connection Time» setting:

By default the «Max outgoing call duration» is set to 60 minutes. So the eWON will drop the Talk2M connection after 1 hour.

The «Idle time before hanging» up is not useful for an Talk2M connection because a life bit is periodically exchanged to avoid connection interruption due to idle times.

The Call budget management allows you to manage the costs of the outgoing connection. By default eWON is configured to allow 24 hours of outgoing connection during one week (168 hours).

Put 0 into the «Allocated budget» to deactivate the call budget management.

**Configuration → System Setup → Communication
→ Network connections → Modem → Outgoing → Server1**

For the connection type choose «Remote access connection» and enter the Server phone number, user name and password of your ISP provider (Internet Service provider).

NOTE A coma «,» can be used in the phone number to insert a pause. This is most often essential if you have to go through a telephone switch.



Define the Internet Connection type

Configuration → System Setup → Communication → Networking Config → Internet Connection

Set the Network connection to «Modem Connection».

Don't check the «Maintain connection» box, otherwise eWON will stay connected all the time on Internet.

Internet connection on second Ethernet Interface:

The eWON 2005 and 4005 series dispose of a second Ethernet Interface. On these eWON types it is possible to configure one Ethernet Interface to connect to Internet using a DSL Router or the Internet connection of the client network.

Ethernet WAN configuration

**Configuration → System Setup → Communication
→ Network Connections → Ethernet → Eth2 - WAN**

General	Communication	Storage	25/02/2008 12:39:00
@ COM Config Interfaces Network connections Ethernet Eth1 - LAN Eth2 - WAN Modem VPN Networking Config Manage Config			
Ethernet WAN Connection			
Address Setup			
IP address	10.1.0.53		
Subnet mask	255.255.255.0		
Default gateway	10.1.0.1		
Use BOOTP	<input type="checkbox"/>	Ethernet address, mask and gateway will be provided by BOOTP	
DNS Setup			
Primary DNS IP address	10.1.0.1	Leave blank (or 0.0.0.0) if no DNS	
Secondary DNS IP address	0.0.0.0		
Update			

Enter the eWON WAN IP address and Subnet MASK.

In the «Default gateway» field, enter the IP address of the DSL router or the Internet access gateway of the client network.

The DNS IP address can also be specified here but is not required for Talk2M connections.

Define the Internet Connection type

Configuration → System Setup → Communication → Networking Config
→ Internet Connection

The screenshot shows the 'Internet connection setup' configuration page. The left sidebar contains a tree view with 'COM Config' expanded, showing 'Interfaces', 'Network connections', 'Networking Config', 'Internet Connection', 'VPN Connection', 'Publish IP Address', 'Callback', 'Routing', 'Proxy', 'Security', 'IP Services', and 'Manage Config'. The main content area is titled 'Internet connection setup' and has a date/time stamp '25/02/2008 15:26:51'. The 'Internet access' section includes a 'Network connection' dropdown menu set to 'Ethernet WAN connection' (highlighted with a red box) and a 'Maintain connection' checkbox that is checked. The 'Publish WAN IP address' section includes a 'Publish IP address' dropdown set to 'Disabled' with a 'Configure publish IP address' link, and a 'Re-publish interval' set to '0 minutes' with a note '0 for publication only at initial connection'. The 'On demand' Internet connection section has two radio buttons: 'Accept dial on demand from NO ONE EXCEPT from:' (selected) and 'Accept dial on demand from ANYONE EXCEPT from:'. Below these are four rows of 'IP Range' fields, each with 'From:' and 'To:' input boxes, all set to '0.0.0.0'. An 'Update' button is located at the bottom right of the form.

Set the Network connection to «Ethernet WAN connection».

Check the «Maintain connection» box, otherwise the WAN interface will not be activated.

Revisions

<i>Revision Level</i>	<i>Date</i>	<i>Description</i>
1.0	11/02/10	First release.

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