



# Mestek Technology, Inc.

## MTI Messenger Software Manual



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## Section 1: Introduction

This manual contains the instructions for using both programs of the MTI Messenger Tool Suite. It deals mainly with the operation of the software programs, only touching lightly on the operation of the MTI Messenger itself. For detailed information on the operations of the MTI Messenger refer to the MTI Messenger Installation and operation Manual.

## Section 2: Installation

*Close all applications before installing either software program.*

**MTI Messenger Configuration Program:** Run Setup.exe in the *MTISetup* Directory on the CD and follow the onscreen instructions.

**MTI Messenger Logging Program:** Run Setup.exe in the *MTILog* Directory on the CD and follow the onscreen instructions.







## Section 3: MTI Messenger Configuration

### Getting Started

The MTI Messenger Configuration Program customizes each MTI Messenger depending on the entered settings. It also has the ability to dial into a remote MTI Messenger and check on current system status with its real time monitoring and charting features. When the program is run the following screen is first displayed.

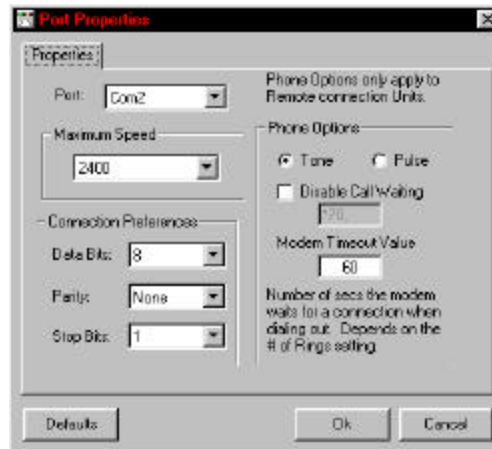


The buttons have the following purposes

-  Upload the settings from the MTI Messenger you are currently connected
-  Monitor current sensor and relay status.
-  Graph the current sensor and relay status over time.
-  Dial out to a Remote Unit.
-  Disconnect from remote MTI Messenger (Disabled in graphic)
-  Communications port settings.

## Communications Port Settings

Having the correct communication port settings is critical for MTI Messenger Configuration Software operation.



The **Port** setting is the communications port you currently have a MTI Messenger connected to serially (Usually Com1) or the port that your modem is using, for remote MTI Messenger communication (Usually Com 2 or 3).

*If this setting is incorrect then the program will not be able to communicate with the unit.*

The **Connection Preferences** and **Maximum Speed** settings should be set as shown: 8 data bits, no parity and 1 stop bit, and 2400bps.

The **Phone Options** are for remote unit communication over a telephone line with a modem. Select Tone or Pulse depending on your current phone line (default is Tone), and if call-waiting is present it can be disabled by checking the check box and entering the correct string to disable call waiting (usually \*70.)

The **Modem Timeout** value is the amount of time the program will wait for the remote unit to answer the phone before timing out. This value is dependent on the **Auto answer number of rings** setting on the remote unit. Recommended at least 7 seconds per ring. *(The value the program uses is rounded up to the nearest minute)*

## Transfer and Receive Indicators

In the lower left of the main form are 2 rectangular indicators, the left signifies data is being sent from the computer to the MTI Messenger, and the right signifies that data is being received from the MTI Messenger. These indicators will flash green and red when communication is taking place.



## Changing Settings

Once the settings have been successfully uploaded the General Settings screen will be displayed.

**As with all the settings on the MTI Messenger Setup screens, any changes made on these screens are NOT downloaded to the MTI Messenger until the Apply button is clicked. Clicking the Apply button**

The screenshot shows the 'MTI Messenger Setup' dialog box with the 'General' tab selected. The 'Communicator Identity' section includes an 'Access Code' field with '00000001', and two 'Message' lines: 'Line 1: 260 Noth Elm' and 'Line 2: Westfield MA'. The 'General' section has radio buttons for 'Pulse' and 'Tone' (selected), an 'Auto answer # rings' field with '0', and an 'Alarm Enable' checkbox. A 'Failure Time' slider is set to 1 minute. At the bottom, there are 'Use Alternate Message' checkboxes for 'Pass' and 'Fail'. The 'Date - Time' section shows a calendar for 'January 2000' with the date '1/8' circled in red, and a time field showing '10:50:16 PM'. 'Apply' and 'Cancel' buttons are at the bottom right.

**downloads ALL the settings that have changed (on all 4 screens) to the MTI Messenger.**

The General Settings tab displays the following information:

**MTI Messenger Access Code:** This is the "password" which needs to be sent to the MTI Messenger in order to allow communications when accessing the MTI Messenger remotely through a phone line. The Access code is 8 characters that can be 0-9 or A-F. *The access code is not needed to access the dial configuration when the MTI Messenger is connected directly to a PC's serial port.*

**Messages:** Messages 1 and 2 create part of the MTI Messenger identity. When the MTI Messenger dials out to report a failure or to check-in, it transmits these 2 lines to help identify which unit it is. *If the Alternate Packet check box is checked then unit will transmit the Pass or Fail string and not the messages.*

**Phone dial type:** This applies to the type of phone system that the MTI Messenger's phone jack is connected to. *Tone dialing is required for Pager service.*

**Auto Answer # of Rings:** This value controls whether the MTI Messenger will answer incoming calls or not. If this value is set to 0, the unit will not answer incoming calls.

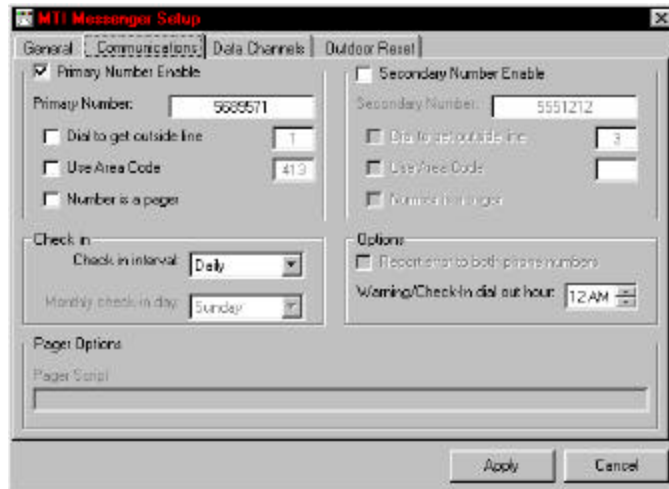
**Alarm enable:** If this box is checked the MTI Messenger will sound an alarm when it detects an error.

**Failure time:** This is the amount of time the MTI Messenger must detect an error before it takes action on the failure.

**Alternate Messages:** If the Alternate Message check box is checked, the MTI Messenger will send the Pass or Fail message instead of the Message line 1 and 2.

**Date - Time:** This is the current date and time setting for the MTI Messenger. It is updated every time the Apply button is clicked.

The Communications tab displays the following information:



**Primary Number:** This is the first number the MTI Messenger will attempt to report all of its messages to. This number can have an Outside Line Prefix Number, and an Area Code associated to it if needed.

**Secondary Number:** This is the second number the MTI Messenger will attempt to report all of its messages to. This number can have an Outside Line Prefix Number, and an Area Code associated to it if needed. If the Secondary Number is selected, but not the Primary Number, the MTI Messenger *will not* attempt to dial the Secondary Number. The Secondary Number is only used as a backup or additional number to the Primary Number.

**Report Messages To Both Numbers:** If this feature is enabled then the MTI Messenger will attempt to report messages to both the Primary and Secondary Numbers. If both numbers are enabled and this feature is not enabled then as soon as the unit reports its message to either of the two numbers it will stop trying to report the failure.

**Number is a Pager:** If the number being specified is a Numeric Pager this option must be enabled. This causes the MTI Messenger to transmit the message code to the numeric pager using the tones of the telephone system.

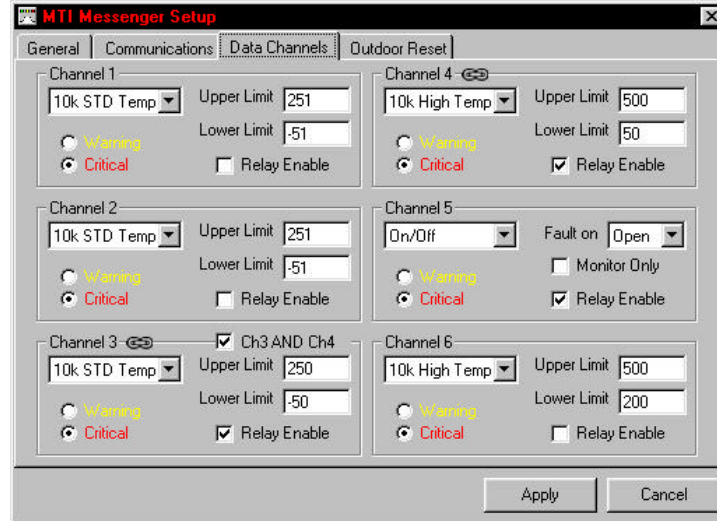
**Pager Script:** The pager script usually consists of the string “@phone #”, or “@message”. The ‘@’ sign signifies a wait for 5 seconds of silence, after a dialed connection. The phone # or a brief message will then be sent to the numeric pager using the tones of the telephone system. For more information on the Pager Script see the Communications Section of the Installation and Operation Manual

**Check In Interval:** The MTI Messenger can check-in at regular intervals to report that the system is operating within the specified limits. The check-in interval can be Daily, Weekly, Monthly, or No Check-in. All check-ins take place during the Dial Out Hour, if a Weekly interval is selected then a weekday must also be selected. If Monthly check-in is selected then a numeric day value must also be specified.

**Dial Out Hour:** This setting controls when the MTI Messenger will report its Warnings or Check-in. All Warnings and Check-ins of the unit take place within this hour. This setting only affects

Warnings and Check-Ins since Critical failures dial out immediately.

The Data Channels tab displays the following information:



**Channel Type:** Each channel can be configured to use several different types of sensors.

1. **The 10k Standard Temperature Sensor** - This is a standard temperature to resistance sensor. It is a NTC thermistor, 10k @ 77°F (25°C), temperature range -50 to 250F. The 10k Standard Temperature Sensor is currently available in a standard cylindrical or a pipe mount package.
2. **The 10k High Temperature Sensor** - This is an optional temperature to resistance sensor type. It is a NTC thermistor, 10k @ 375°F (190°C), temperature range 250 to 500F. The 10k High Temperature Sensor is available in a flange type package.
3. **TE6000** – The Johnson Controls TE6000 is a nickel wire RTD, 1K @ 70°F (21°C), temperature range -50 to 250F.  
\*If TE6000's are going to be used, the 10K SIP pack on the MTI MTI Messenger must be changed to a 1K SIP Pack. TE6000's and 10K thermistors CANNOT be used at the same time. See the Installation section of this manual for more information.
4. **Switch** – This selection monitors a set of contacts for an open or closed condition.
5. **Raw Count** – This selection is for using sensor types that are not standard. The MTI Messenger uses the count value returned by the A/D converter (0 – 4096) to determine if a channel is failing or not. With a little experimentation acceptable Upper and Lower Limits of non-standard sensors can be determined.

**Channel Priority:** Each channel has a priority level associated with it. The priority can be either Warning or Critical. The priority of a channel determines when the MTI Messenger will report a failing channel. Warnings are reported only during the Dial Out Time, and Criticals are reported as soon as they occur.

**Upper/Lower Limit:** These settings determine the acceptable operating range of the item being monitored. If the MTI Messenger senses a value greater than the Upper Limit or Lower than the Lower

Limit a failure is triggered, and the unit will act on the failure depending on the channel's priority level.

**Fail on:** This setting appears if the channel is configured as a switch. A switch can be setup to fail on an open condition or on a closed condition. This setting is similar to the Limit settings for a temperature sensor.

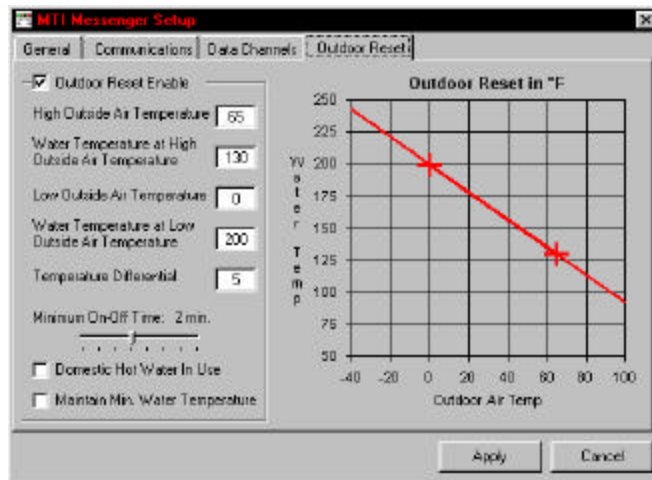
**Relay Enable:** This feature determines if Relay1 will be activated when the channel fails. Relay1 can be either normally open or normally closed depending on jumper the jumper position. See the Installation section of this manual for more information on Relay jumper settings.

### Special Cases Functions

**Ch3 AND Ch4:** If the "Ch3 AND Ch4" option is checked then BOTH Channel 3 AND Channel 4 must be failing in order for the MTI Messenger to recognize a failing condition on either of the 2 channels. If only 1 of the 2 channels is failing the MTI Messenger will not report the failure.

**Monitor Only:** If Channel 5 is configured as a switch and the "Monitor Only" option is checked then this channel will NEVER fail. It is used only to monitor the channels status.

The Outdoor Reset tab displays the following information:



The chart represents the functionality of the reset control. Based on the outside air temperature, the water temperature is kept at the value indicated by the chart if using the following settings:

Example:

Water Temperature High OA	= 130F
Water Temperature Low OA	= 200F
Low Outside Air	= 0F
High Outside Air	= 65F
Temperature Differential	= 2F
Maintain Temperature	FALSE
Domestic Hot Water Override	FALSE

Channel 1 must be dedicated to sensing Outside Air Temperature.

Channel 2 must be dedicated to sensing Water Temperature.

Channel 6 must be dedicated to the DWH thermostat switch, if a hot water coil is present in the heating boiler.

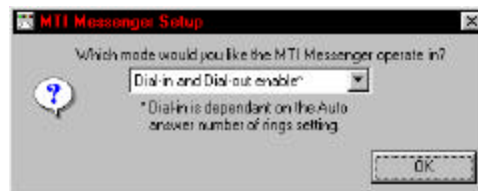
**Minimum On-Off Time:** This setting controls the minimum amount of time that the boiler has to stay enabled or disabled before changing state. This setting along with the Temperature Differential Setting help to reduce short cycling of the boiler.

**Maintain Minimum Water Temperature:** If a boiler needs to be running at a minimum water temperature and the outside air temperature is above the Outside Air High value, the reset function at this condition can be overridden. If an override is in effect, the temperature of the boiler will be maintained at the Water Temperature High OA value.

**Domestic Hot Water Override (DWH):** If a Domestic Hot Water Tank is present and controlled by a thermostat, Channel 6 is dedicated to sense a call for heat. In this situation, Channel 6 is dedicated to monitoring a call for heat from the DWH tank, and is disabled in the user setup controls of the setup program. This prevents this channel from reporting failures if open or closed. When a call for heat by the domestic hot water system is received on channel 6, the outdoor reset function is overridden. When the DWH system, ceases it's call for heat, Outdoor reset functionality is resumed.

## Closing MTI Messenger Communications

When the MTI Messenger Configuration Software is exited the MTI Messenger Operation screen is displayed. This screen determines the mode in which the MTI Messenger will operate in when the program is closed. This needs to be set because when the MTI Messenger is communicating with the PC it will not try to dial out or stream failure data out the serial port, although the MTI Messenger will stream failure data if the monitoring screen is being displayed.



There are 3 modes of operation:

**Dial-in and Dial-out enable:** This mode allows the MTI Messenger to dial out on error and receive incoming calls (based on the auto answer # of rings setting) to check current status.

**Dial-in enable only:** This mode allows the MTI Messenger to receive incoming calls, based on the auto answer # of rings setting, but the MTI Messenger will NOT dial out to report failures.


**Report errors over serial port only:** This mode allows the MTI Messenger to continuously stream out failure data over the serial port. The MTI Messenger will not dial-out, and it is not recommend to set the auto answer # of rings setting to a value greater then 0 in this mode due to the high amount of serial traffic that will be present.

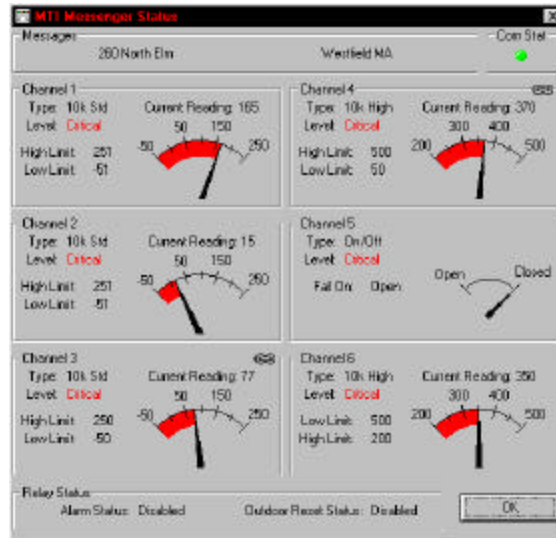
## Saving/Loading Configurations

Once the settings have been uploaded the current configuration can be saved to file. These saved configuration files can be loaded at a later date or imported into the MTI Messenger Logger Program.

Loading a configuration only places the data on the screen. In order to send the data to the MTI Messenger the Apply button must be clicked. Saving and Opening MTI Messenger configuration files can be accessed from the File|Save and File|Open menu options.

## Monitor MTI Messenger Readings


The current MTI Messenger status can be accessed by clicking  the Check for Failure button on the toolbar.



This screen shows all the current readings of the sensors, as well as the failure level and high and low limits, and the current status of the relays. It also displays the Messages in order to give the unit's identity. The information is updated about once a second. When a channel is failing the title of that channels turns Red. This screen can be a valuable tool when installing or troubleshooting a unit.

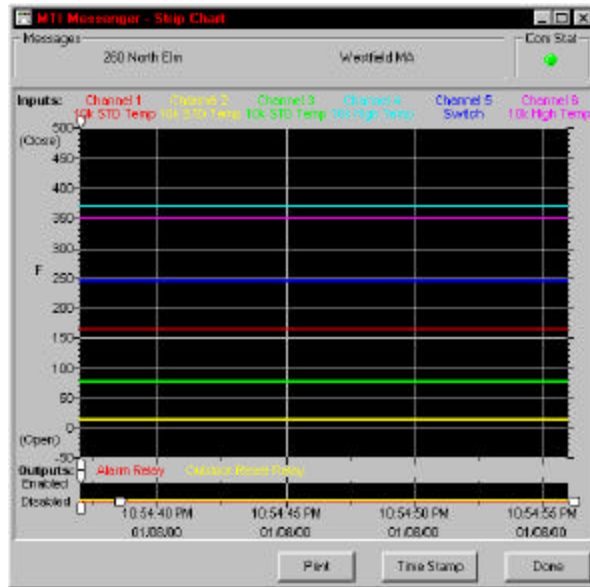
If the Com Stat indicator light flashes yellow that means that an invalid packet has been received. This happens if there is a "noisy" connection. Disconnecting and reconnecting should solve this problem.

## Channel Readings Strip Chart

The MTI Messenger's sensors and relay readings can be charted in real time by clicking  the "Graph Status" button on the toolbar in the main window.

The following screen will be displayed, and each enabled channel will start graphing in its corresponding color. The sensor type is also displayed in the color key

Since the scale on the Y axis is from -50 to 500 degrees Fahrenheit, the non-temperature reading sensors (switches, and raw data) must be scaled to display on the same chart. The Switch sensor will read 500 when it is closed and -50 when it is open. The raw data sensor will read 500 at 4096 counts and -50 at 0 counts. The accumulated data is saved to a tab delimited text file to be graphed and studied at a later time. The data files will be saved in the program's root directory and have names in the format: "Access Code" - "Date". (ex: 00000001-Jan-01-00) A new file will be created for each day charting is taking place to avoid large files.



By sliding the small white handles located on both axis it is possible to zoom in on a temperature range or time frame.


The chart can also be printed by clicking the Print button, and a time stamp can be added to the chart for important readings by clicking the Time Stamp button.

If the Com Stat indicator light flashes yellow that means that an invalid packet has been received. This happens if there is a "noisy" connection. Disconnecting and reconnecting should solve this problem.

## Remote Units

If the remote MTI Messenger is properly setup to receive incoming calls, the MTI Messenger configuration program can be used to dial into a remote unit and communicate with it as if it were directly connected to the PC. The com port setting in the properties screen must be set to the com port used by the modem in order to dial out. To use this feature, **Auto Answer # of Rings** needs to be set to a value greater than 0.

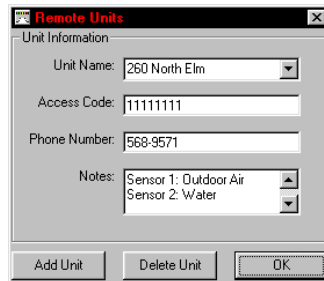
If a phone line is shared with an answering machine, check the operating manual of the answering machine. The answering machine may have a remote enable/disable command sequence that will remotely control the answering machine so that the MTI Messenger may be accessed. The unit must be set to a ring count higher than the answering machine so as to prevent the MTI Messenger from answering the phone before the answering machine. If the answering machine is disabled, the MTI Messenger will pick-up after meeting it's ring count. Ensure that the proper access code is present in the setup program, else the dialer will automatically disconnect.

The Dial out to remote unit screen can be accessed by either clicking on the **File|Connect to Remote Unit** entry or by clicking the Connect to remote unit button  on the toolbar. The following screen will appear.

The Unit name, access code, and telephone number for the units entered in the database are displayed. Once the desired unit is selected, clicking the connect button will start the dial-out process. If a connection will can not be made a message box will appear describing the problem. If the connection is successful the MTI Messenger Configuration Software will upload the MTI Messenger's current settings and display the MTI Messenger setup screen. Once connected the MTI Messenger configuration program behaves exactly the same as if the MTI Messenger unit was connected directly to the PC.

## Remote Unit Database

In order to connect to remote MTI Messenger units the MTI Messengers information must be entered into the database. This can be accessed by clicking the **Remote Units** entry on the menu bar.



The **Unit Name** is a name that can easily identify the unit. It can be any name, the name is not used in the MTI Messenger configuration.

The **Access code** must be the correct access code for the unit. If this is entered incorrectly the remote unit will not allow a connection.

The **Phone number** is the number that will be dialed in order to connect to the remote unit. This is the number of the phone line that the remote unit is connected to.

**Notes** is a free form text field where additional information can be entered, like sensor settings.

## Troubleshooting

A. The Setup program will not communicate with the unit.

1. Connected to the Serial Port.

The unit may be attempting a dial-out and can't be interrupted at that time. If the LEDs are not cycling RED-YELLOW or GREEN-YELLOW this is probably the case. You may need to retry the connection multiple times, clear the fault (RED-YELLOW cycle), or wait until the warning hour has expired.

Also, ensure the Serial Port/Modem switch is set to Serial Port and the proper Com Port is set in the Com Port Properties .

2. Connected remotely.

The unit may be attempting a dial-out and can't be interrupted at that time. When a remote connection is used, the time the unit waits before attempting a connection (Failure Time) when failing is a factor. If a failure is occurring and the unit is attempting to dial out, but cannot establish a connection, a re-dial occurs. The time between re-dials/failures is set by the "Failure Time" in the Setup program. The "Failure Time" setting

is a way of ensuring a failure exists for a minimum amount of time. If the time is set too low or immediate, not enough time will be allowed to answer an incoming call. You may need to retry the connection multiple times, clear the fault (RED-YELLOW cycle), wait until the warning hour has expired, or reset the value associated with the "Failure Time".

- B. The remote unit will not answer the call.
  - 1. Check the number that is being dialed to ensure it is correct.
  - 2. Increase Modem Timeout value.
  - 3. Make sure the remote unit has a number greater than 0 in the Auto answer rings setting.
  
- C. The Status screen does not update itself.
  - 1. A yellow flashing Com Status indicator signifies that the program is receiving invalid packets and will not process them. This is caused by a "noisy" connection. Disconnect and reconnect to remedy this problem.

## Section 2: MTI Messenger Logger





### Getting Started

The MTI Messenger Logger receives and records all calls from remote MTI Messengers. It displays each call with the corresponding color code: Green for check in, Yellow for warning, Red for failure, magenta for a recognized access code, but incorrect checksum, and blue for an unrecognized access code (a voice call will also trigger this message). The log can also be customized to display some information and not other information depending on user preferences. The logging software also includes a database which all remote MTI Messengers must be entered. In order for the Logger to record all calls correctly the remote MTI Messengers access code must be entered into the database. This access code must be unique for each remote MTI Messenger in order to differentiate between units. The database also includes additional information that can be entered to describe the remote unit even more. This information includes customer name and address, telephone number, fax number, and a notes section for additional information. The database also includes a section to enter the remote MTI Messenger's settings. These settings can be imported from a file created using the MTI Messenger Configuration Software.

When the MTI Messenger Logger Program is Run the main screen will appear.



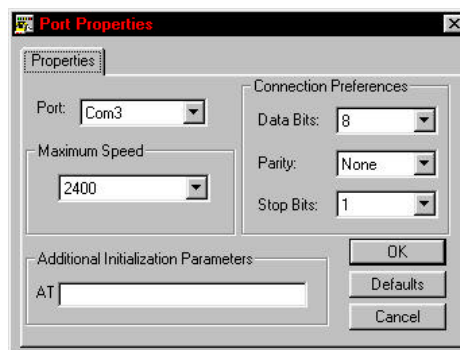
The toolbar buttons have the following functions:

-  Save log file.
-  Wait for Calls.
-  Stop Waiting for Calls.
-  Com Port Properties.

The Red Light on the right signifies the Com port is currently closed, the light turns to green when the port is open. The Com port must be open in order to receive calls.

In order for the MTI Messenger Logger Software to record incoming calls a few settings must be made.

1. **Selecting correct Com Port.** This screen can be accessed by either clicking the Com Port Properties button or by clicking **Options|Com Port** on the menu.



The **Port** setting is the communications port your modem is using.

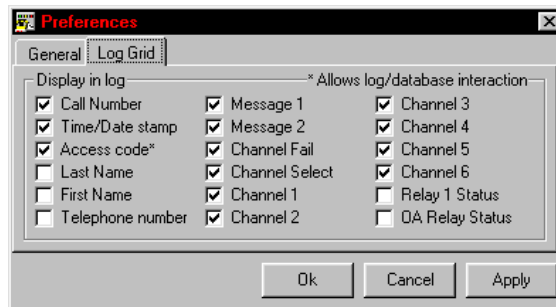
*If this setting is incorrect then the program will not be able to communicate with the modem, and therefore not be able to answer calls.*

The **Connection Preferences** and **Maximum Speed** settings should be set as shown: 8 data bits, no parity and 1 stop bit, and 2400bps.

The **Additional Initialization Parameters** is for changing the default modem initialization string. It is provided for compatibility with all modems, but generally should not be changed.


## 2. Selecting which MTI Messenger readings will be recorded in the log file

By checking the appropriate check boxes the corresponding information will be displayed and recorded into the log.

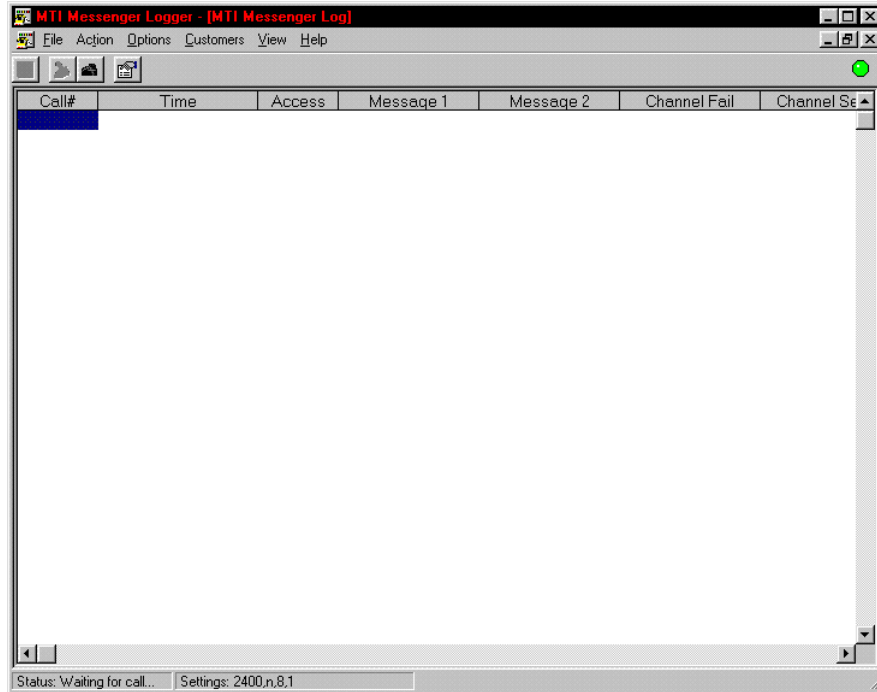


**Note:** Access Code must be used if database interaction from the log is required. The database associates the different access codes with the customer's information, allowing the Last Name, First Name and Telephone Number to be displayed in the log. Also if access code is used it is possible to bring up the correct customer by double-clicking on a log entry.

## Logging Calls

The logging screen can be accessed by clicking the Wait For Call button  or by clicking **Action|Wait** for call on the menu. A log screen will appear with column titles of all the data that has been selected to be logged.

This screen signifies the program is ready to receive calls. The logger software will now just wait for calls.



This screen gives an example of possible records. The first is a Check-In record, this is signified by its green color. The second is a call the contained an unrecognized access code. The third is reporting a critical error, and the last is reporting a warning. The log screen can be scrolled left to show all the selected information.

Time	Access	Last Name	First Name	Telephone	Message 1	Message 2
10/12/99 4:17:33 PM	11111111	Smith	John	(413) 568-9571	260 North Elm	Westfield, MA
10/12/99 4:32:47 PM	????????				Access code	not recognized
10/12/99 4:33:36 PM	11111111	Smith	John	(413) 568-9571	260 North Elm	Westfield, MA
10/12/99 4:34:36 PM	11111111	Smith	John	(413) 568-9571	260 North Elm	Westfield, MA

Since access code is being used in this example, it would be possible to bring up the correct customer by double-clicking on a log entry.

## Saving Log Files

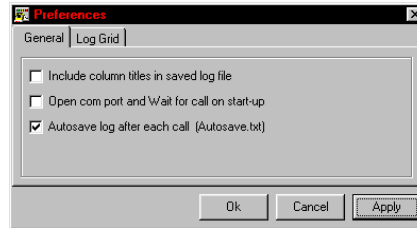
The current log can be saved to a tab delimited text file so it can be viewed at a later time with a spreadsheet program such as Microsoft Excel.

## Preferences

The log file can be saved with or without the column title headings. This option is controlled by the General Tab on the preferences screen

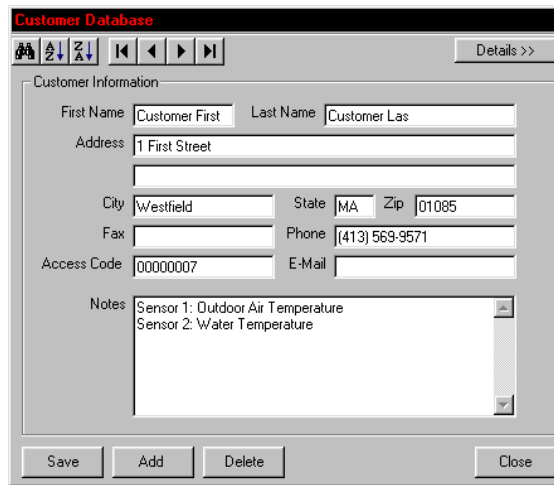
The Com port can be opened and the Logger can wait for calls automatically on program startup if the start-up check box is checked. This feature is useful if a short cut to the logger program is placed in the Windows start-up directory so the Logger will be run on Windows startup.

The Logger program can automatically save the log each time a new call is received. This helps protect against data lose on power failure. This feature can be enabled by checking the Autosave check box.



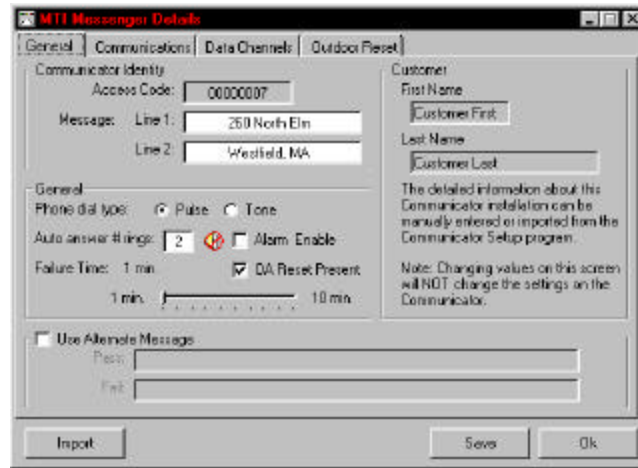
## Customer Database

In order for the logger software to record calls from remote units the remote unit must have an entry in the customer database. The Logger compares each received access code with those in the database to determine if the call is to be logged or not.



Entries can be added or deleted by clicking the appropriate buttons. The detailed Remote MTI Messenger configuration can be entered/viewed by clicking the Details button.

The MTI Messenger Detail screens mirror those of the MTI Messenger Configuration Software. These screens are only to be used for reference. Changing the MTI Messenger details screen **DOES NOT CHANGE THE SETTINGS** of that remote MTI Messenger. The only way to actually change these settings on the Remote unit is to use the MTI Messenger Configuration Software.



The MTI Messenger details can be imported from a file created by the MTI Messenger Configuration Software. This is done by clicking the import button and selecting the appropriate file.

## Troubleshooting

1. A remote unit is not checking in, or many unrecognized access code messages are being logged.

A. If there are log entries signifying an unrecognized access code use the terminal text window to view the incoming packet. The first 8 characters after the "}" are the access code. Make sure this access code is in the customer database. If TIMEOUT appears in the terminal text then it was a voice call.

A correct call sequence will appear in the terminal window similar to:

```

RING
CONNECT 2400
ÿ}1000000007031F0000F852009300F60F000000000000MTI Messenger 1
MTI Messenger 2 0021212114FA
The number of "ÿ"s may vary.

```

A voice call will give the following results:

```

RING
TIMEOUT

```

**If a corresponding entry to a remote unit is not in the customer database then the logger will not log the call and an unrecognized access code message will appear.**

B. Check the phone number and check-in settings on the remote unit to ensure they are correct. Also, ensure the Serial Port/Modem switch is set to Modem.

2. An Invalid packet message has been recorded in the log.

A. This can be caused by the logger not receiving all the packet or the packet's checksum was incorrect. Both of these are due to the remote unit getting a bad connection when it tried to call in.

Since it is impossible to tell if the transmitted packet was a check in or a failure (unless the call was received when that unit usually checks in), the best thing to do when one of these messages is received is to dial in to the unit (the units access code will still be captured) and check the current status.

3. The message "Modem not found on selected port" is displayed.
  - A. Check the communications port settings to make sure they are on the correct port.  
Also check to make sure the modem is powered on and is connected to the selected port.