



USER'S GUIDE

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About RFID Tags

Your new Chesterton® mechanical seal has integrated Radio Frequency Identification (RFID) tags, which contain a unique serial number. Using both an RFID reader and the Chesterton ViewIn web/mobile app, you can scan seals with RFID tags at any time to access installation instructions, device drawings, pressure test reports, materials of construction, and supplementary items.* ViewIn facilitates maintenance and can significantly simplify seal identification.

Each S10/S20 seal is equipped with PEEK encapsulated UHF RFID tag which are globally compliant. The technology is on the outer edge of the mechanical seal gland as indicated in *Figure 1*.

RFID READER

You must use an RFID reader, connected to an Internet-capable mobile device on which the ViewIn mobile/web app is loaded to scan and log each seal. ViewIn validated RFID readers can be purchased from your local Chesterton Sales Distributor.

Please verify that the reader meets all local regulatory and licensing requirements in the country of use.

NOTES REGARDING RFID TAGS

- *Note the orientation of the RFID tag prior to installation to ensure a direct line of sight for optimal scanning.*
- *RFID tags meet the same chemical and temperature compatibility requirements as the seal.*
- *The tags are capable of being read up to 200°C (390°F), but cannot be read above this temperature.*
- *The tags can be read once the gland temperature has cooled below the previously stated temperature limit.*



Figure 1

*The Chesterton ViewIn app requires Internet connectivity.

About the ViewIn App

Chesterton's ViewIn App is a web/mobile application which can be used to identify and retrieve information about Chesterton mechanical seals with embedded RFID tags.*

Prepare your RFID reader for scanning either by manually connecting to a mobile device, turning on the display screen, or activating Bluetooth (see the FAQs for more detailed Bluetooth instructions).

Use an RFID reader to scan the embedded ViewIn technology and record the seals unique serial number in the ViewIn App. Whenever you're connected to the internet you can recall pertinent information in the ViewIn App including:

- *Installation instructions*
- *Materials of construction*
- *Device drawings*
- *Supplementary items*
- *Pressure test reports*

The ViewIn mobile App is available as a free download:



The ViewIn web App, is also available by scanning here:



viewin.chesterton.com

*The Chesterton ViewIn app requires Internet connectivity.

ViewIn: Initial Set-Up Instructions

CREATING AN ACCOUNT

- Go to ViewIn and press **Sign Up** on the main page (Figure 2).
- Complete the required fields: Name, Organization, Country, and email (Figure 3).
- The email address must be an active email address to which the user has access.
- Your email address will be used to log into the application.

After completing this information, an email is sent to your email address for verification and to set up a security question. You must access the link (Figures 4 and 5) in the account activation email on the device you will be using. See the steps below for additional details.

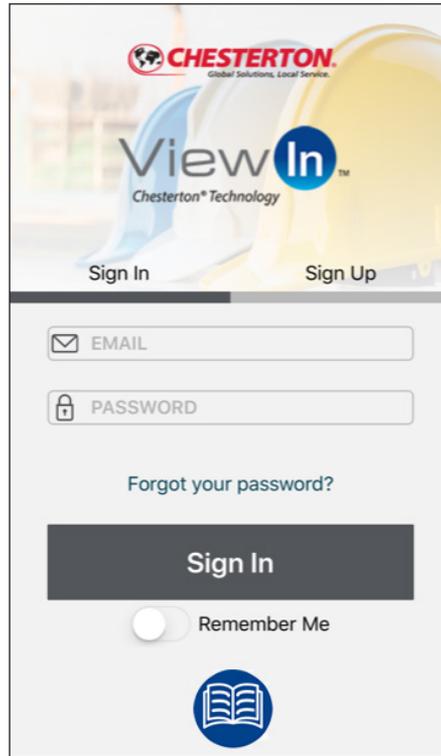


Figure 2

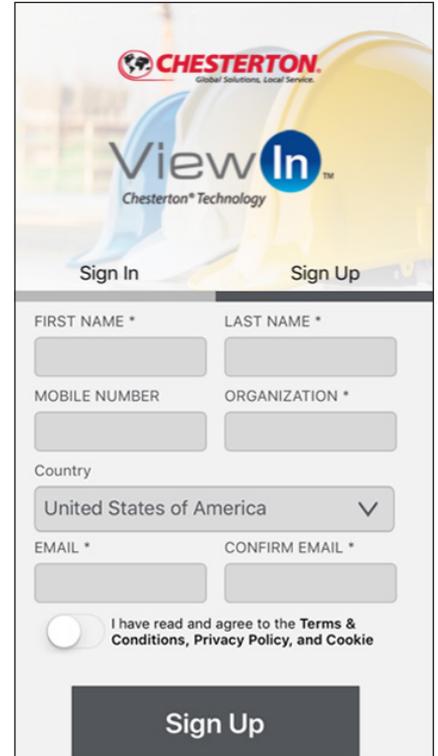


Figure 3

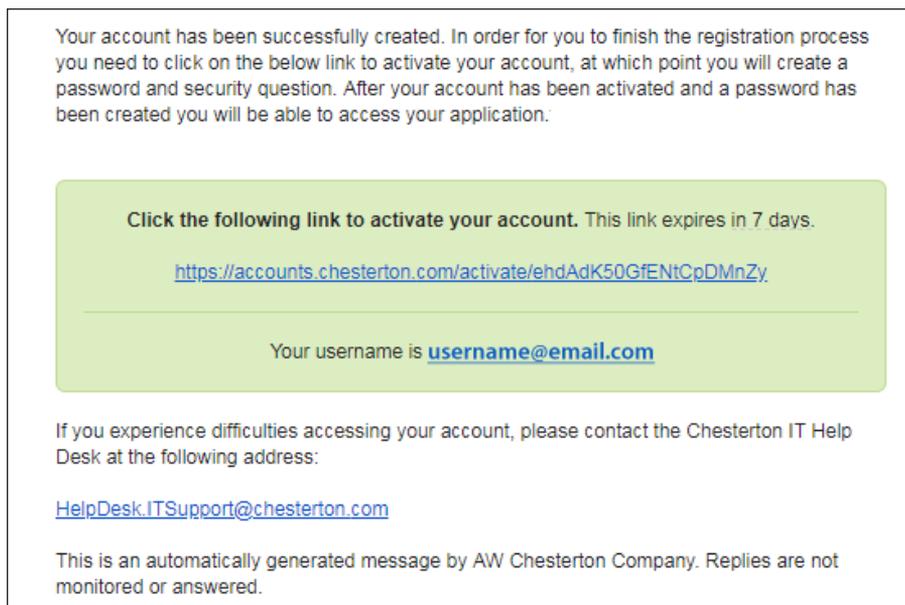


Figure 4

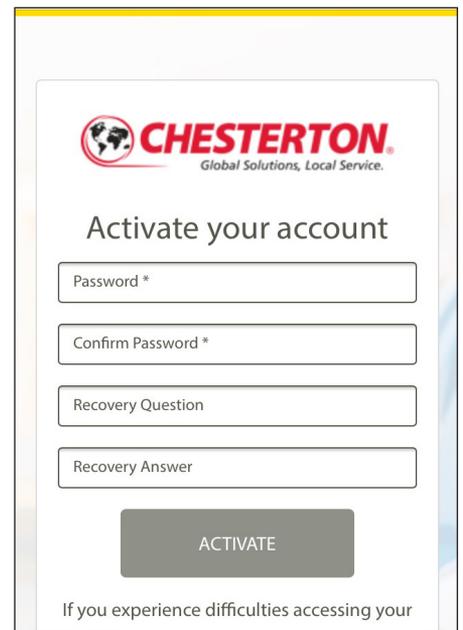
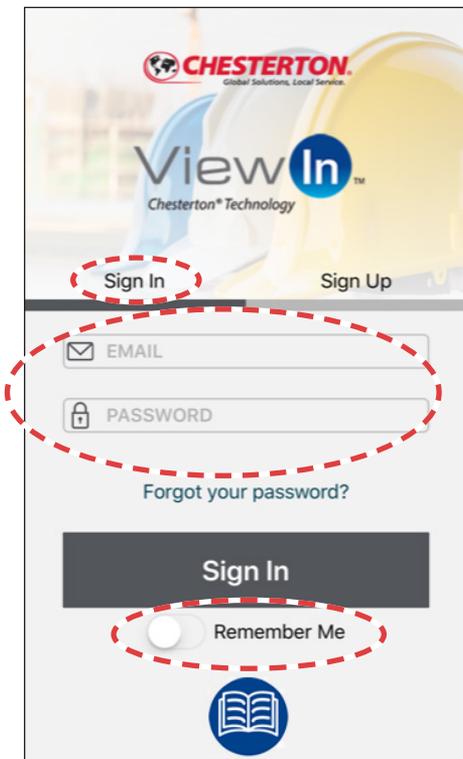


Figure 5

ViewIn: Initial Set-Up Instructions

LOGGING IN TO VIEWIN

- Open the ViewIn App; you will automatically be brought to the sign-in screen.
- Enter your email and password.
- Press **Remember Me** to keep your account logged in (Figure 6).



ViewIn: Initial Set-Up Instructions

BLUETOOTH PAIRING INSTRUCTIONS

Pairing a reader to your mobile device is dependent on the mobile device you are using and the reader. The following (Figures 7–11) describes how to connect an iPhone to a Chesterton RFID reader. A similar process is used for other Bluetooth-enabled readers; refer to your reader owner's manual for bluetooth-pairing instructions.



Figure 7 - Access settings on your phone



Figure 8 - Press Bluetooth

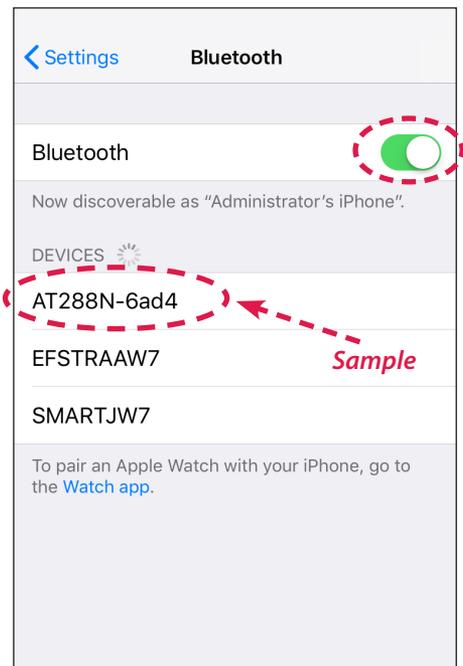


Figure 9 - Turn on Bluetooth and press your reader under "Devices"

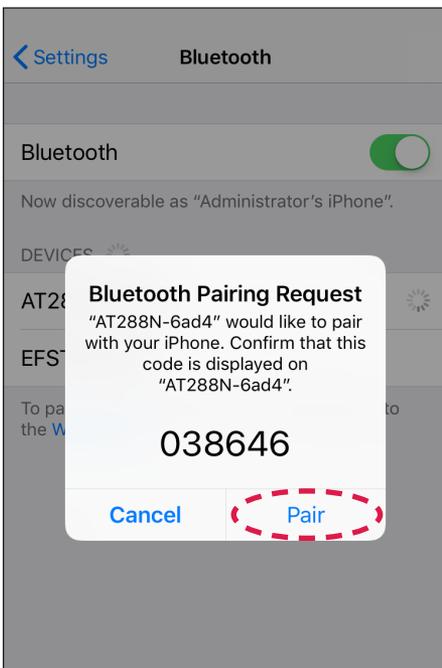


Figure 10 - Pair the reader to your phone

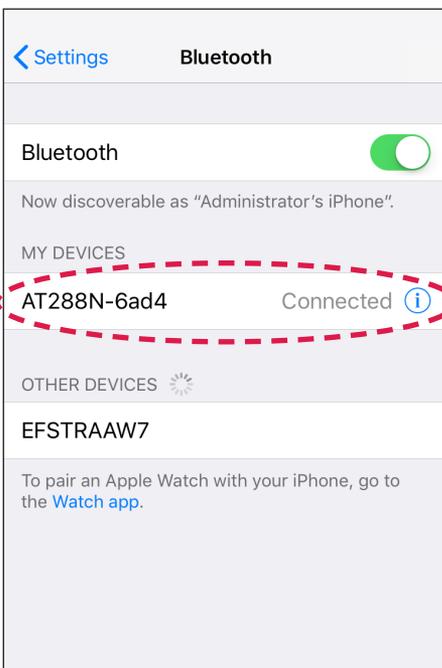


Figure 11 - Verify the reader and your phone are connected

ViewIn: Initial Set-Up Instructions

SCANNING A SEAL

1. Log in to the ViewIn App (Figure 12).
2. Ensure your reader is connected to your computer or Bluetooth-enabled mobile device.
3. From the My Devices page, press **Add New Device** (Figure 13).
4. Press on **Scan New Device** (Figure 14). This action will provide scanning instructions and show an empty entry field (Figure 14a).

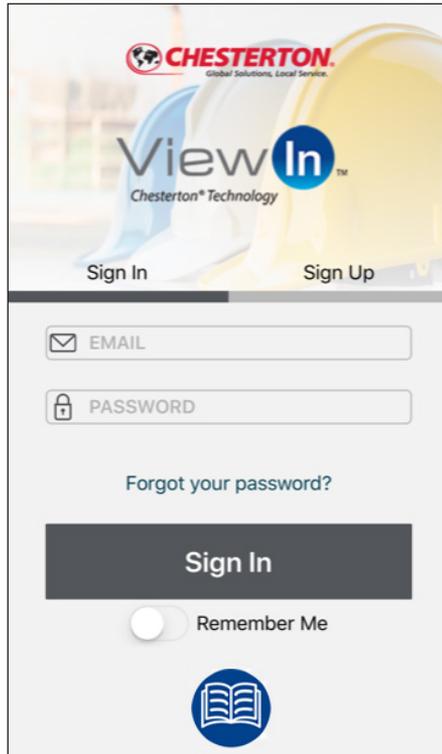


Figure 12

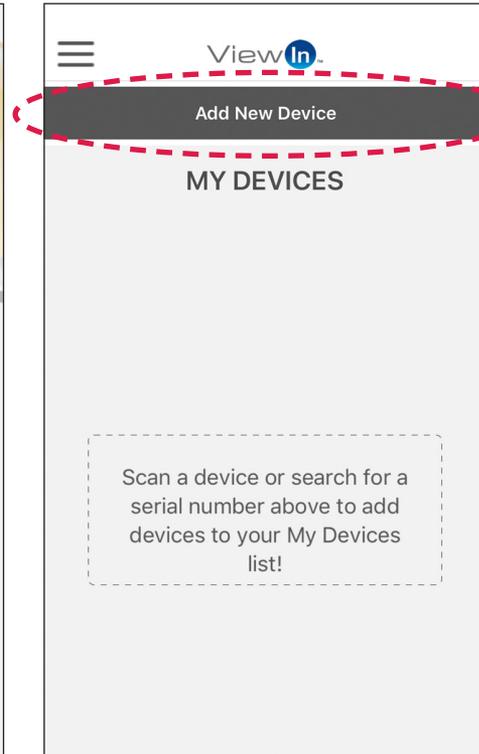


Figure 13

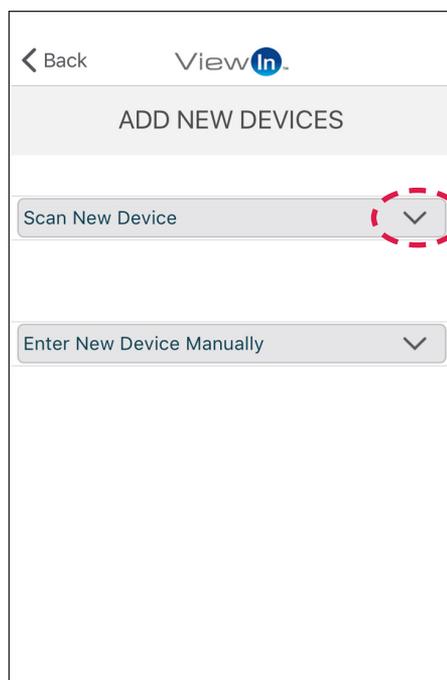


Figure 14

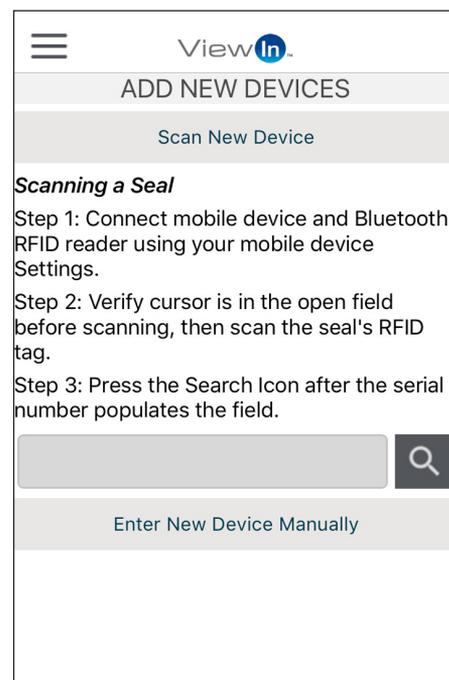


Figure 14a

ViewIn: Initial Set-Up Instructions

SCANNING A SEAL (CONTINUED)

5. Make sure that the RFID reader antenna is pointed at the RFID tag; a direct line of sight between the tag and reader is required (Figure 15, 15a, 15b, and 15c). Follow all local regulatory requirements and appropriate safety precautions when removing metallic objects from the scanning path and scanning your RFID-equipped seals.
6. When scanned, the seal serial number field will populate automatically in the ViewIn app in the cursor field (Figure 16). The seal serial number can also be found on the seal box label and can be entered manually at any time.
7. Press the Search icon or press Enter.
8. The details for the seal will be displayed (Figure 17). This seal is now saved to the list on the My Devices page.



Figure 15 - Front view

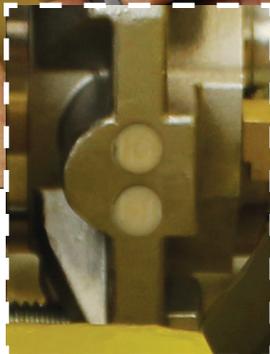


Figure 15a - RFID tag

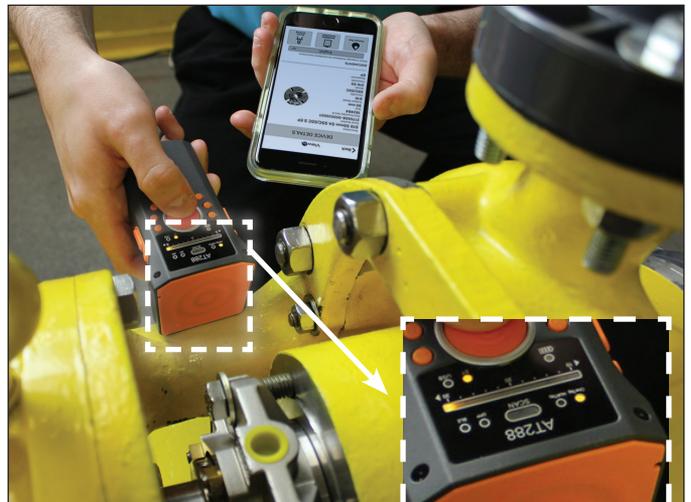


Figure 15b - Opposite view



Figure 15c - RFID reader antenna

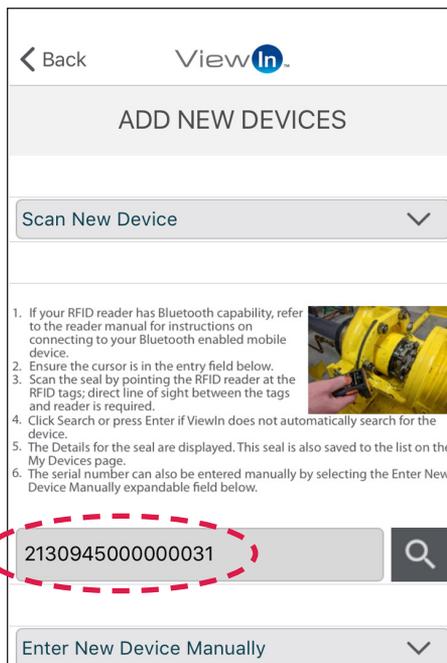


Figure 16

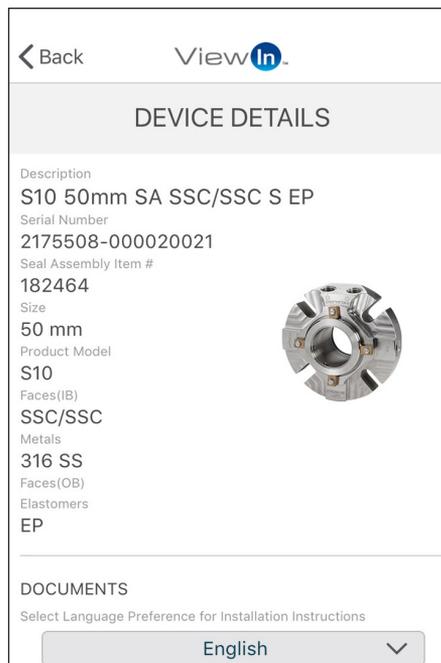


Figure 17

VIEWIN: DEVICE DETAILS

You can now access your scanned seal's **pressure test reports, installation instructions, or device drawings.**

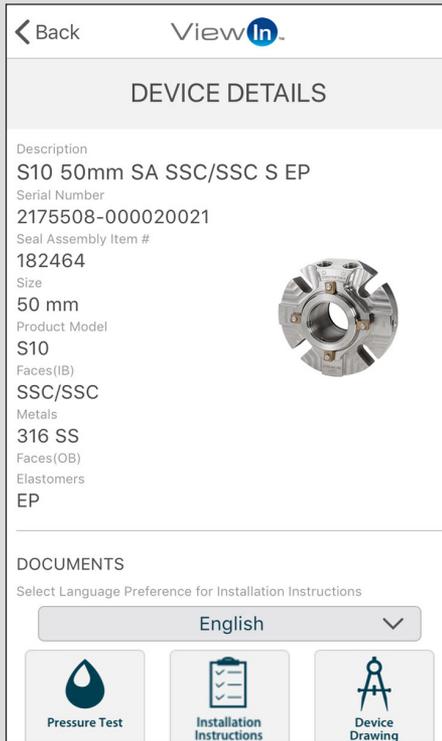


Figure 18 - Mobile view

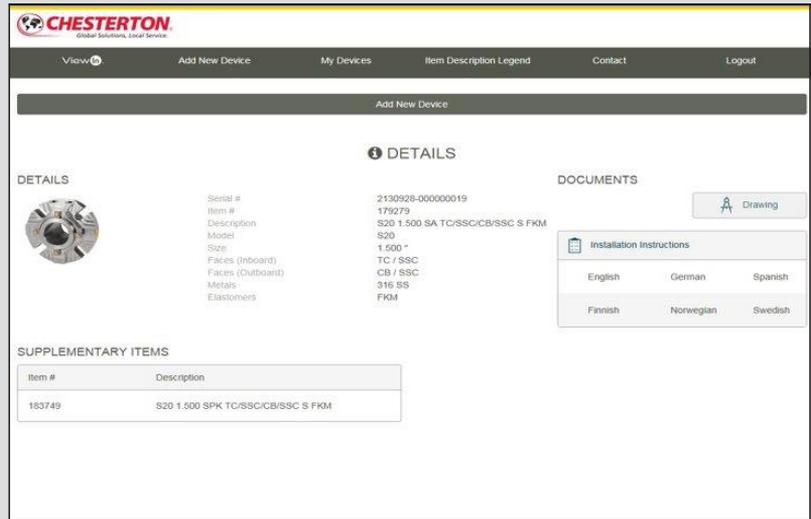


Figure 18 - Desktop view*

ENGINEERED SOLUTION SEALS (CUSTOM SEALS)

If a scanned seal is an Engineered Solutions (ES) custom seal, the following message is displayed (Figure 19). Please follow the instructions and contact Application Engineering at AppSeals@Chesterton.com

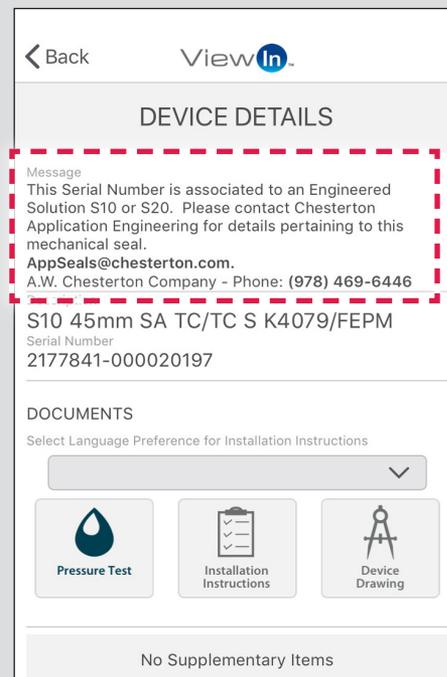


Figure 19

*Computer is not included with purchase

ViewIn: Initial Set-Up Instructions

MANAGING SEALS

1. Log in to ViewIn App (Figure 20).
2. Press on **My Devices** (Figure 21).
3. All of the seals you have scanned in will be displayed here (Figure 22).
4. Press the seal you are interested in to view its details (Figure 23).
5. **Item Description Legend**, accessible from the ViewIn menu (see Figure 21), provides all material codes, material descriptions, and respective components (Figure 24).
6. Seal devices that are removed from service can be deleted from the ViewIn application. If you are using the Android or Apple mobile application, *swipe left to see the Remove icon* (Figure 25).

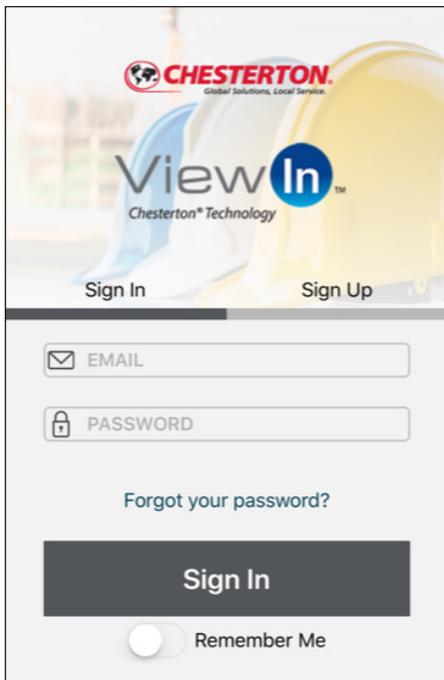


Figure 20

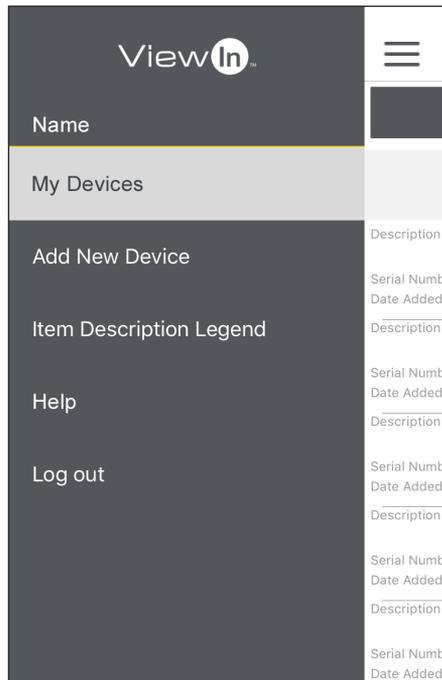


Figure 21 - ViewIn App Menu

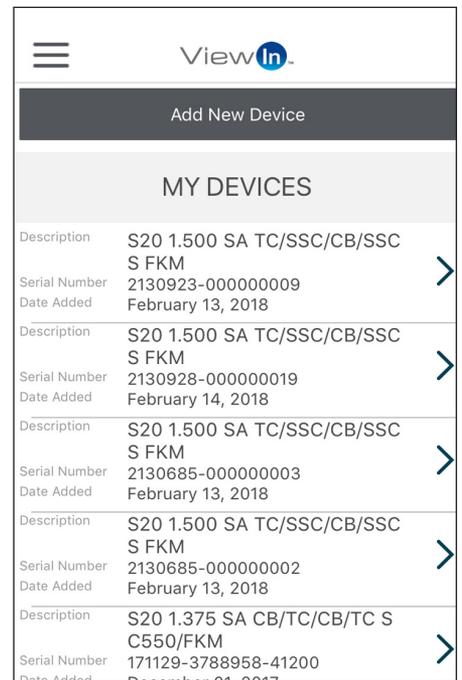


Figure 22

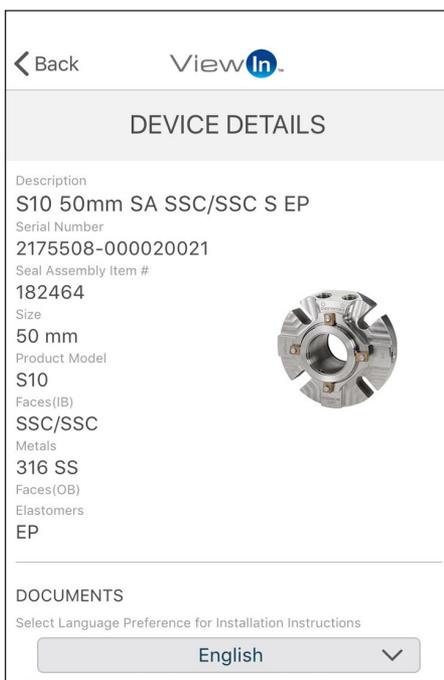


Figure 23

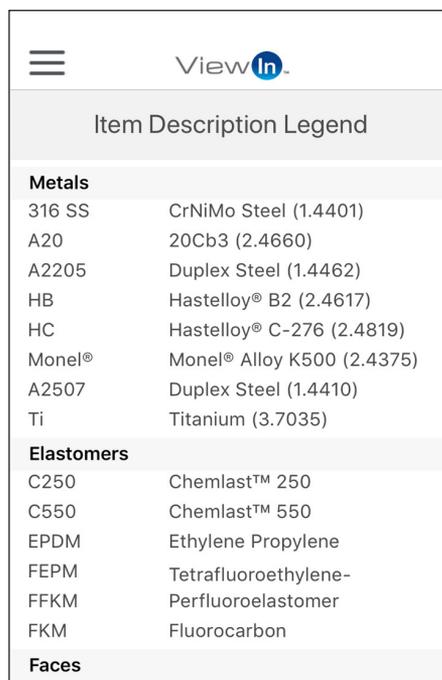


Figure 24

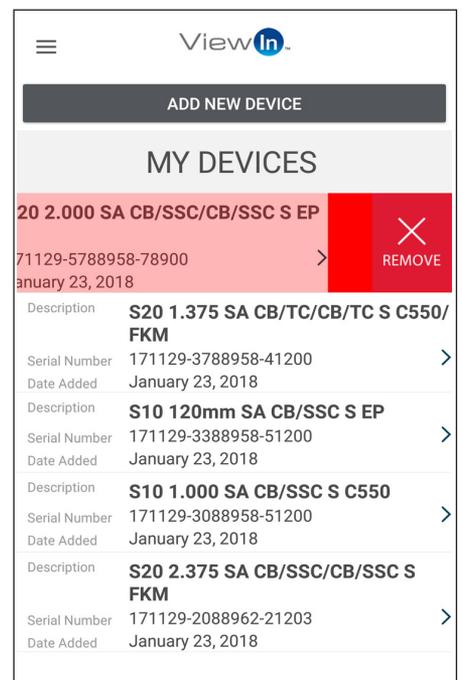


Figure 25



FREQUENTLY ASKED QUESTIONS

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Web Browser/Mobile Applications

1. For the web application, what browsers can be used?

ANSWER: The web application has been developed in the following browsers: Internet Explorer (version 11 or later), Google Chrome (version 57 or later), Firefox (version 47 or later), and Safari (version 10 or later).

2. How do I access the web application?

ANSWER: visit <https://viewin.chesterton.com>

3. How do I download the application on my iPhone?

ANSWER: Go to Apple App Store on your iPhone and search for ViewIn. Proceed with installing the application on your phone.

4. How do I download the application on my Android phone?

ANSWER: Go to Google Play on your phone and search for ViewIn. Proceed with installing the application on your phone.

5. Which versions of the iOS operating system support the ViewIn app?

ANSWER: ViewIn is developed for use on iOS version 10 and later.

6. Which versions of the Android operating system support the ViewIn app?

ANSWER: ViewIn is developed for use on Android version 6 (Marshmallow) and later.

7. Can I use a variety of devices with ViewIn?

ANSWER: Yes. ViewIn was verified on the following devices (see below); however, the look and feel may vary between platforms:

■ Android

- Google Pixel - Android 7
- Google Pixel - Android 8
- Motorola Nexus 6 - Android 7
- Samsung Galaxy S6 Edge - Android 7
- Samsung Galaxy S7 - Android 7
- Samsung Galaxy S8 - Android 7

■ Apple

- iPhone 5s - iOS 11
- iPhone 6 - iOS 10
- iPhone 6 - iOS 11
- iPhone 6s - iOS 11
- iPhone 6s Plus - iOS 11
- iPhone 7 - iOS 11
- iPad mini - iOS 9
- iPhone X - iOS 11
- iPad Pro (12.9 inch) iOS 11

8. What is the difference between the mobile applications and the web application? Why should I use one versus the other?

ANSWER: The applications for Android/iPhone and the web application all access the same data regarding the seal. Your account works regardless of the device and platform. Therefore, it does not matter which application you use.

9. Do I have to be connected to the Internet to use ViewIn?

ANSWER: Yes.

User Account

1. I forgot my password. What do I do now?

ANSWER: Go to the application, enter your email and click *Forgot your password*. An email is sent to your email address and a link is provided so that you can update your password. You need to use the security question/answer that you entered when you signed up for your account (Figure 26).

2. Why can't I log in?

ANSWER: After 10 attempts to log in, your account is locked. You have the option to wait 60 minutes to try again, or you can enter your Email address and click *Forgot your password*. This will reset your account and allow you to create a new password (Figure 26).

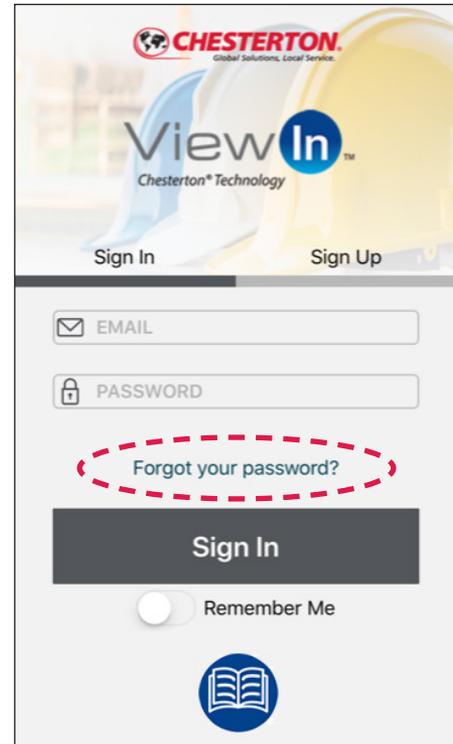


Figure 26

Pairing Chesterton RFID Reader to Phone

1. Can I use the reader with more than one mobile device?

ANSWER: Yes. Please note, only one mobile device can be used to scan at a time.

2. My phone recognizes the reader, but I can't pair my phone to the reader. Why?

ANSWER: You may need to remove the reader and then re-add it to your Bluetooth devices. Make sure that there is not another mobile device paired to the reader that is in close proximity. Additionally, check the reader to ensure the Bluetooth Serial Port Protocol (SPP) option is not active on your reader. Turn off SPP by pressing and holding the Left Arrow Signal button on the reader for three seconds until the lights flash (Figure 27).



Figure 27

ViewIn Validated RFID Readers

1. How do I turn off the sound?

ANSWER: Press and hold the "C" button on the reader for at least three seconds. Do the same to reactivate sound on your reader (Figure 28).

2. How do I know which reader my phone is paired to (if I have multiple AT288 readers)?

ANSWER: Each AT288 reader has a unique Bluetooth identifier (e.g.: AT288N-6ad4; see Figure 29). Turn off the power on each reader and turn on the power to the reader you want to use. That device will pair and be ready to use. If the reader and your mobile device do not automatically connect, you may need to unpair the reader from your mobile device and re-establish the Bluetooth connection.

3. Can I connect the reader to my mobile device or PC via USB?

ANSWER: Yes, however you may need to purchase a different cable to connect the reader to your mobile device. The cable supplied with the reader uses a mini-USB connector for the reader, and a standard USB 2.0 connector for a computer or tablet with USB slots. With the USB cable connected to the reader and your device, ensure the USB light is flashing and active by pressing the USB button on the reader. When connected, the reader will act like a keyboard or Human Interface Device (HID). See Figure 30.

4. The reader won't turn on. Why?

ANSWER: Be sure to hold down the power button for three seconds (Figure 28). If it still does not turn on, check the battery status light on the reader as it may need to be charged.

5. Why won't the reader read my serial number?

ANSWER: There are a few possibilities:

- **Distance:** The reader needs to be within 30 cm (12") of the RFID tag when the scan is initiated.
- **Line of Sight:** The reader must have line-of-sight to the RFID tag. Nearby metal surfaces can be used to reflect the signal, but a direct line of sight provides the greatest read range.
- **Environment:** Metallic obstructions in the RFID tag's line of sight interfere with RFID signals. If safe to do so, move the reader closer to the tag. However, the RFID reader may not read your serial number as long as there is a metallic object in the scanning path. **Follow all local regulatory requirements and appropriate safety precautions when removing metallic objects from the scanning path and scanning your RFID-equipped seals.**

- **Reader Settings:** There are multiple settings on the ATID AT288 reader.
 - Use BT for your Bluetooth connection to a phone or mobile device.
 - The USB option should be used if you are connecting via USB cable; Bluetooth will not work with this setting. See Question 3, above, on how to change or select these settings (Figure 30).

If the issue remains, it is possible that there is a problem with the configuration of the reader. Please contact your local Chesterton Sales Distributor if you have purchased a reader through a Chesterton sales office; otherwise please refer to your reader's manual or contact the reader manufacturer directly.

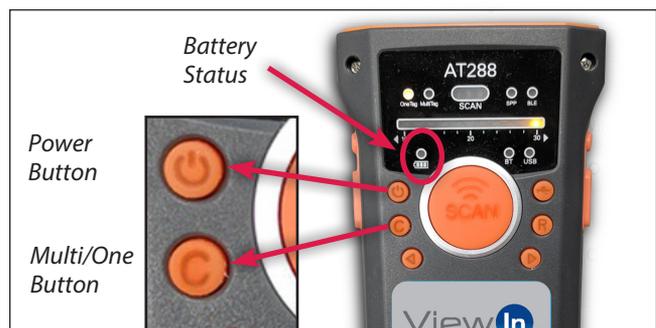


Figure 28

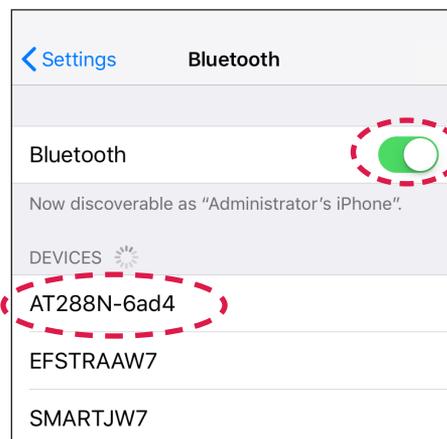


Figure 29 - Turn on Bluetooth and press your reader under "Devices"



Figure 30

ViewIn Validated RFID Readers

6. Why can't I use my keyboard on my mobile device when the reader is paired to the device?

ANSWER: If you have paired the reader to an iOS device, the mobile device treats the reader as the keyboard. The mobile device is expecting the input to come from the reader. If you need to use your keyboard, you need to disable your connection to the reader (unplug USB cable or disable Bluetooth connection).

Disable Bluetooth by either turning off the reader power, or turning off Bluetooth on your phone (*Figures 31–33*).

Non-iOS devices may continue to provide keyboard access to the user even when paired to a reader.

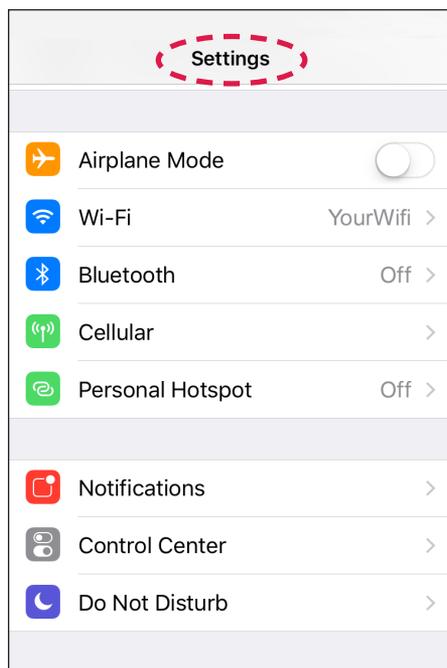


Figure 31 - Access settings on your phone



Figure 32 - Press Bluetooth



Figure 33 - Turn off Bluetooth and press your reader under "Devices"

RFID Tags

1. How do I identify the North America tag versus the European Union tag?

ANSWER: The entire tag may be dyed black or the letters "EU" are laser etched on the exposed face of the European Union tag.

2. Where is the RFID tag located on the seal?

ANSWER: The RFID tag is located on the outer edge of the mechanical seal gland (*Figure 34*). Typically, the tag is placed 180° from the flush/barrier ports on the gland, but the actual position may vary based on the location of ports, bolt patterns, and other factors.

3. These seals are exposed to severe chemicals and temperatures. Will this affect the RFID tags?

ANSWER: No. RFID tags meet the same chemical and temperature compatibility requirements as the seal. The tags are capable of being read up to 200°C (390°F), but cannot be read above this temperature. The tags can be read once the gland temperature has cooled below the previously stated temperature limit.



Figure 34

Scanning

1. I'm reading a number but it is not being found in the app. Why?

ANSWER: The reader may be reading a nearby RFID tag that is not from Chesterton. Ensure there are no obstructions to the tag's line of site and that the tag is not damaged.

2. I am certain this is the only tag being scanned, and it is still not showing up in the app.

ANSWER: If the displayed format of the tag does not match any of the configurations identified in "Scanning/Troubleshooting" Question 1, your reader may not be reading the EPC section of the RFID tag. The serial number

is only stored on this section. Please contact your local Chesterton Sales Distributor if you have purchased a reader through a Chesterton sales office; otherwise refer to your reader's manual or contact the manufacturer directly.

NOTE: Serial numbers are available on the Seal Box.

If you still have questions please contact Chesterton at 833-677-7343 (833-677-RFID) +1 83 367 77343

Cell phone and computer are not included with purchase

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Android™ is a trademark of Google Inc.
Bluetooth® is a registered trademark of Bluetooth SIG.
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860 Salem Street
Groveland, MA 01834 USA
Telephone: 781-438-7000
Fax: 978-469-6528
chesterton.com

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