

Subject: Setup Instructions for WashWorld eWon Remote Access

Team,

Please follow the steps below to complete the setup for your **WashWorld eWon account** and ensure remote access is properly configured.

◆ **Step 1: Locate Serial Numbers**

Locate your **WashWorld serial number** for each of your machines before calling support (image attached)

◆ **Step 2: Contact WashWorld IT Support**

Call **WashWorld IT Support** at **(920) 338-9278**.

When prompted, the **account name** is: **Washworld**.

The **IT Support team will walk you through the setup process** step-by-step to ensure your connection and configuration are completed correctly.

◆ **Step 3: Account Setup**

We have completed setting up your eWon account.

Your **login** will be: **[First Name Last name]**.

Create a **secure password** using the invitation sent from **Talk2M** to the email address provided on your eWon Owner Form.

- If you don't see the email, **check your spam folder**.
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◆ **Step 4: Required Apps**

Please download the following apps on your mobile device:

- **eWon eCatcher Mobile** (free)
- **Vijeo Design Air** (\$29.99)

⚠ **Do NOT download the “Vijeo Design Air Plus” app** – it will not work with our system. The free version of Vijeo is available, but it offers **very limited functionality**.

◆ Step 5: Logging In

Use your **username and password** to log in to **eCatcher Mobile**.

This creates a **VPN connection** to the central server, allowing you to connect to your eWon device as long as it has an active internet connection.

If you forget your password, you can reset it here:

 <https://m2web.talk2m.com/Washworld>

◆ Step 6: Connecting to the Machine via Vijeo

Once the eCatcher connection is active, open **Vijeo Design Air**.

You'll need to **create a new device** using the IP address below that matches your bay and equipment type:

Razor HMI IP Addresses

- Bay 1: **192.168.10.160** | Port **6002**
- Bay 2: **192.168.10.161** | Port **6002**
- Bay 3: **192.168.10.162** | Port **6002**
- Bay 4: **192.168.10.163** | Port **6002**

Profile HMI IP Addresses

- Bay 1: **192.168.10.150** | Port **6002**
- Bay 2: **192.168.10.151** | Port **6002**
- Bay 3: **192.168.10.152** | Port **6002**
- Bay 4: **192.168.10.153** | Port **6002**

If you only have **one machine at your site**, you only need to enter the **Bay 1 IP address** that matches your equipment type.

◆ Step 7: Important Notes

- Do **not** share usernames – only **one person can connect at a time**.

- All users must be registered **through WashWorld** to gain access.
- Lost passwords can be reset via <https://m2web.talk2m.com/Washworld>.
- Users can be temporarily disabled or permanently deleted.
- All connections and timestamps are logged for each eWon.
- Always **disconnect the VPN** when your session is complete.
- **Do not connect your pay station** to the eWon.
 - The eWon does **not have a DHCP server**, and most pay stations require DHCP.
 - Connect the eWon **directly to the ISP or site router** instead.