

Ver-Mac VMS Touchscreen Identification Guide: For VPN to Public Static IP Sim Changeover & 3G to 4G Upgrades

VERMAC in Canada is transitioning away from the **Virtual Private Network (VPN)** setup currently used for Ver-Mac VMS trailers in New Zealand. At the same time, major cell providers are shutting down the legacy **3G network**.

This Guide outlines the different types of touch screens and specifies the required upgrades for each. **It's important to inspect every trailer in your fleet to ensure each one stays online and operates smoothly.**

Identifying the Touchscreen Type

The steps below show how to identify which type of touchscreen is installed on the trailer.



1. **Open the control cabinet.**
2. **Open the front cover** by turning the dial.
3. **Take a clear, high-resolution photo** of the back of the touchscreen
4. **Note down the VMS Serial Number** and the trailer's **registration plate**.
5. **Make a submission** for advice and support, using this link: [Book a Service](#).

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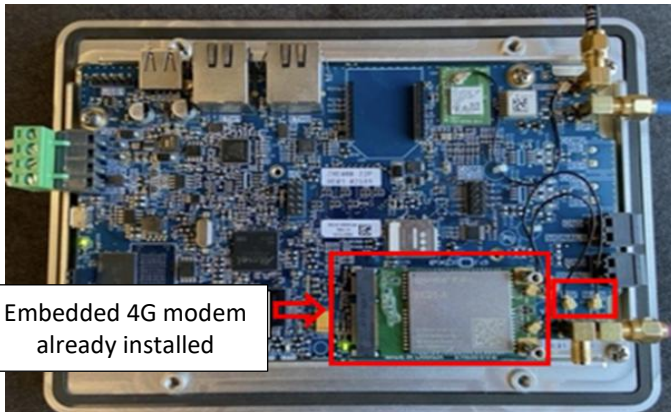
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Current Touchscreen Models:

Some units only require a VPN change to a public static IP SIM, while others with embedded 3G modems require both a 4G modem upgrade and a VPN change. **If your trailers have a 4G modem and already using a public static IP sim, no changes are required.** RTL Service staff can confirm the touchscreen and modem type.

Touchscreen + 4G Modem

- It has an embedded 4G modem already

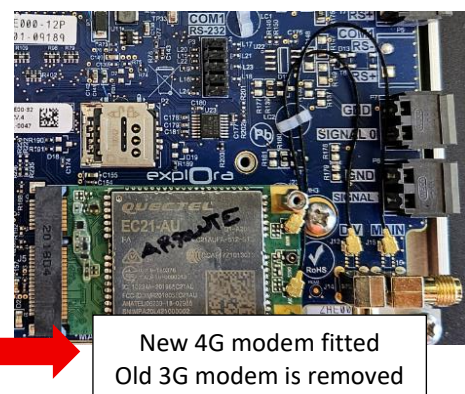
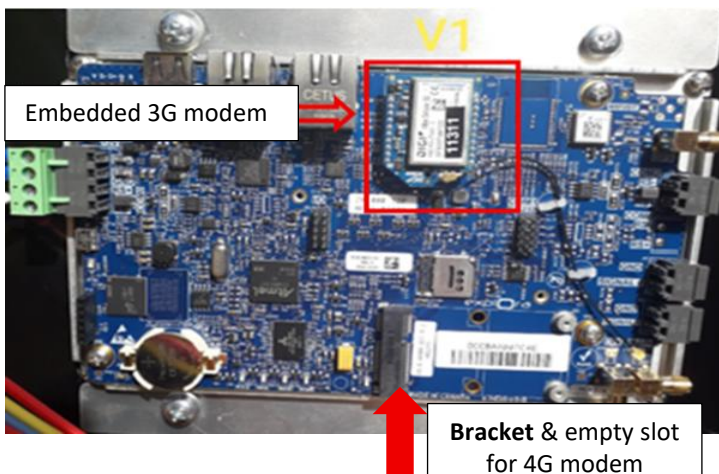


Required:

- Customer to source public static IP sim card + programming (Public Static IP Sim Changeover)
- Contact RTL for Assistance <https://rtl.co.nz/book-a-service>

Touchscreen + 3G Modem + Empty slot for 4G Modem

- It has an embedded or an external 3G modem (WR-21 or WR-32, digi etc)
- Touchscreen has the black bracket + slot for 4G modem



Required:

- Requires a new 4G modem to be fitted in this slot (arrow) and wired in.
- Change from VPN to public static IP sim card + programming (public Static IP Sim Changeover)

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Older 3G Touchscreens that **cannot** be upgraded to 4G.

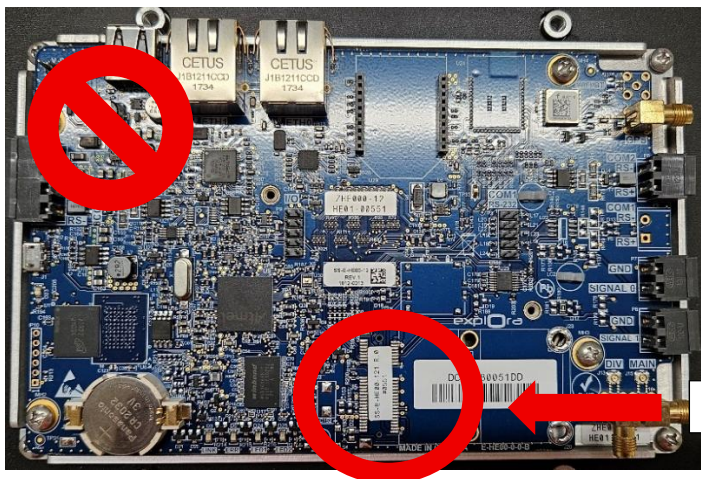
The following older touchscreen units cannot be upgraded to 4G and will go offline when the 3G network is shut down.

RTL can work with you to upgrade your trailer from an outdated touchscreen to a new touchscreen with embedded 4G modem. RTL can programme it with the static IP address at the same time. Customers will need to provide a public static IP SIM card, which the Service Department will install and test.

- Contact RTL for a Quote and Assistance <https://rtl.co.nz/book-a-service>
- <https://rtl.co.nz/product/etvms-c021k/vms-v-touch-controller-upgrade>

Touchscreen with embedded 3G modem **but no bracket for a 4G modem**

- Blue circuit board does not have integrated black L bracket to accept a 4G modem
- May have an embedded 3G modem or an external 3G modem

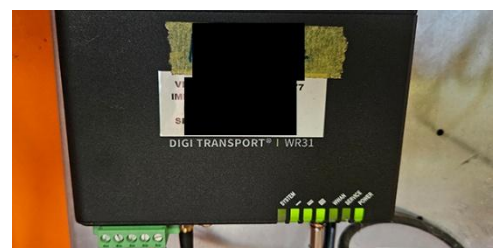


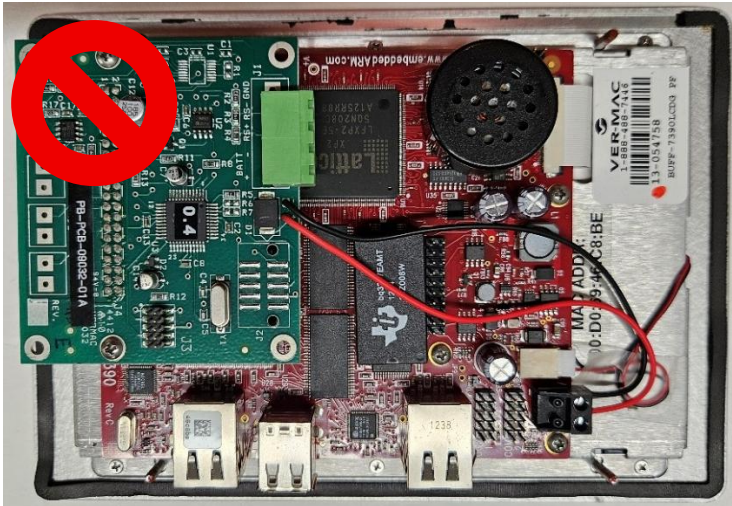
Does **NOT** have the Bracket for 4G modem

Original Touchscreen with red circuit board

- Old touchscreen with any type of external modem.

Examples of old 3G Modems





WR-31



Digi

Assistance from RTL

We understand that changes to your equipment require coordination and planning. RTL is committed to making this transition as smooth as possible:

1. Technical support available on **Book a Service** or services@rtl.co.nz
2. Help Identifying the current touchscreen / modem
3. Step-by-step guidance for SIM setup and configuration
4. Verification assistance to ensure your trailer is properly connected

Get in touch with us to ensure the continued reliability of your traffic management equipment.

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