

Remote access for instant support on site

Working on-site and in need of extra support from the Emotron service team? With our new remote access solution you always have instant support to back you up, regardless of your location.



Features

- ✓ Global coverage
- ✓ Secure and reliable communication
- ✓ Suitable for use in industrial environments
- ✓ VPN-like access
- ✓ Battery backup
- ✓ Gateway based on 4G GSM



All-inclusive box

A complete package including:

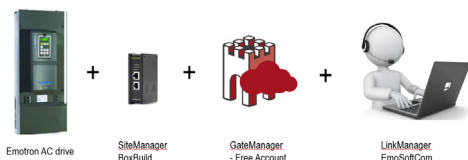
- ✓ 24VDC supply unit
- ✓ backup battery

and all possible connection types to connect to Emotron devices:

- ✓ USB
- ✓ WAN
- ✓ LAN
- ✓ RS232

Direct response reducing downtime and cost

For AC Drives and softstarters we offer our service partners, distributors and end-customers remote support and “first aid” service. We offer remote access to these products via a reliable and safe communication channel, without the need to be connected to the customer’s local Ethernet or other networks on site.



Full connectivity

Devices can be accessed via this gateway by:

- Ethernet
- USB2.0 port
- Serial port
- WiFi (optional via USB)

This gateway also offers internet access via:

- 4G/GPRS
- Ethernet 10/100Mbit
- WiFi (via USB)

Remote access

Remote access is offered in two ways, as a portable service unit or as a fixed unit.

Fixed service module

Purchased for cabinet mounting (list price)	€1,744
Configuration handled via project engineering	
Emotron support - international service (daily rate)	€700
Emotron support - international service (hourly rate)	€ 100
Post calculation	

Portable unit

Buy: One-time costs for complete box (excl. support)	€ 5,009
Rent: Weekly (incl. 4 hours support) net price	€1,251
Emotron support - international Service (daily rate)	€700
Emotron support - international Service (daily rate)	€ 100

Fixed service unit

- ✓ Possibility to connect multiple drives simultaneously (Modbus TCP or RS485)
- ✓ VPN connection by local internet connection or 3G/4G network

Portable service unit

- ✓ Applicable on all FDU/VFX 2.0 drives
- ✓ Applicable to all TSA soft starters
- ✓ Connect to the drives display port
- ✓ VPN connection by 3G/4G network (worldwide)



We put all our energy into saving yours