



Remote Service Unit
english

V1.1

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REMOTE SERVICE UNIT

Mobile Remote Support
in Perfection



Your customer has a plant that is not connected to the internet? Maybe even mobile? Worldwide? He needs support?

The Remote Service Unit is the simply perfect solution!

All your customer needs is a mobile phone with mobile internet where he can activate a mobile hotspot - or a network with internet.

He connects the Remote Service Unit, it connects to the Internet and you are on the system. As if you were on site!

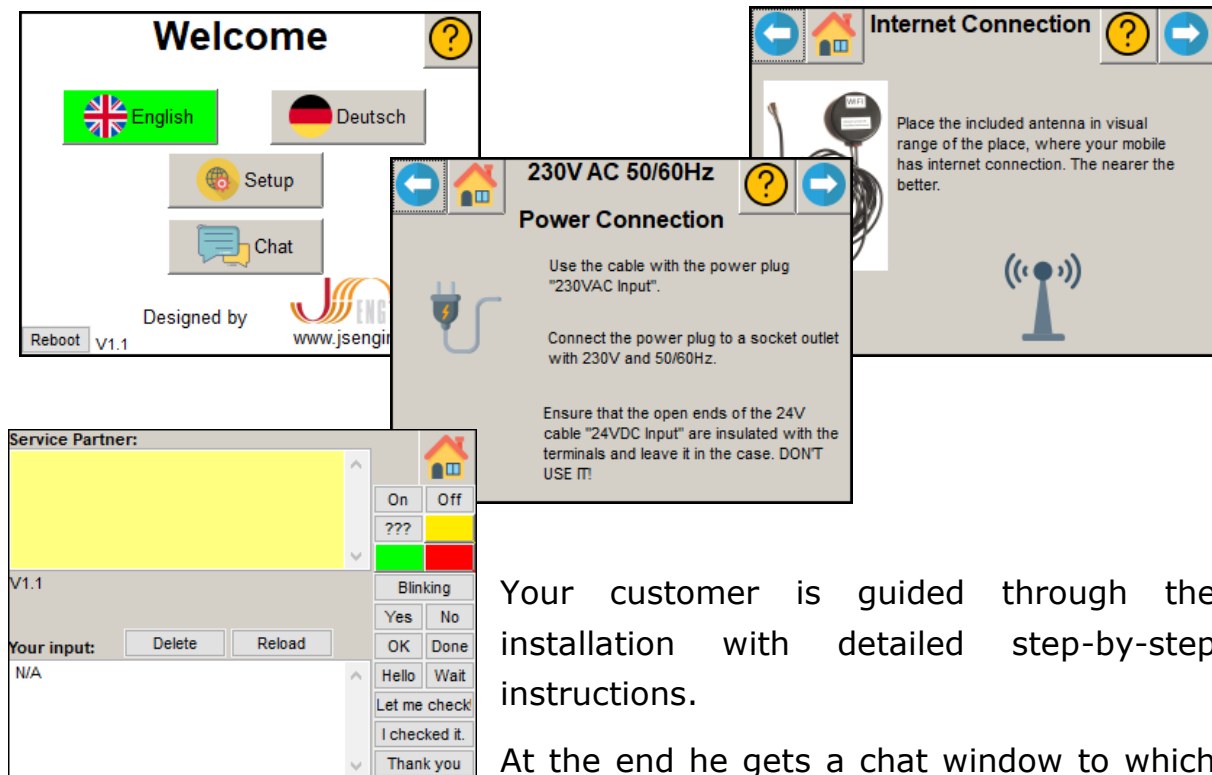
All common connections can be tunneled to your PC via the Internet.

Your client fears that it is all too complicated?

It isn't! He is guided step by step through the installation via the enclosed touch panel. All he needs is a 230V socket or a 24VDC connection in the control cabinet.

But who knows about it in our company?

You do not need any special knowledge. You gain access to the router via free software. Your PC is then in the system network. Your PC does not even notice that it is not directly connected to the system!



Your customer is guided through the installation with detailed step-by-step instructions.

At the end he gets a chat window to which you can connect via VNC (freeware). This way you stay in contact with your customer, even though he may have to move his mobile phone to a remote location for internet reception.

Which connections are available?

Three free network connections at the router. When you dial in, a VPN is established so that you are directly in the system network with your PC.

Two serial ports RS232 / RS485, which are available as virtual ports on your PC.

One USB connection, which is available directly on your PC via USB-over-Ethernet.

In this way, you can operate any connections of your customer's system. You may send him a suitable programming adapter together with the Remote Service Unit.

How is the Internet connection established?

Either via the enclosed WIFI antenna and a mobile phone with Internet or a WIFI router on site. Alternatively, you can connect the WAN interface of the router to any network via which Internet is provided. This must have a DHCP server.

What else do I need?

You need a software of the router manufacturer (freeware), via which you connect to the router and which provides you with all routed connections on your PC, including the touch panel interface.

Is that safe?

Communication runs exclusively via encrypted VPN. Hardware-based security elements that cannot be read out are used for encryption. The router is based on security by design: Quality made in Germany.

What does the Remote Service Unit include?

- 230V earthing contact plug according to CEE7/7 and a 24V power supply unit.
- For 230V supply: A protective contact coupling for additional devices such as laptops or mobile phone chargers.
- A free cable for alternative power supply with 24VDC
- The router with 3 free LAN connections, one WAN connection and one antenna connection (RP-SMA plug)
- 2 LEDs to indicate: Internet OK and Service Online
- A touch panel with USB charging cable for mobile phone
 - Micro USB
 - USB-C
 - Lightning (Apple)
- One WLAN antenna with magnetic base
- Two 10m extension cables for the antenna
- One 10m patch cable and serial adapters if required

You still have questions?

Talk to us:

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Reliability is Our Business