TELESERVICE

The intelligent remote maintenance

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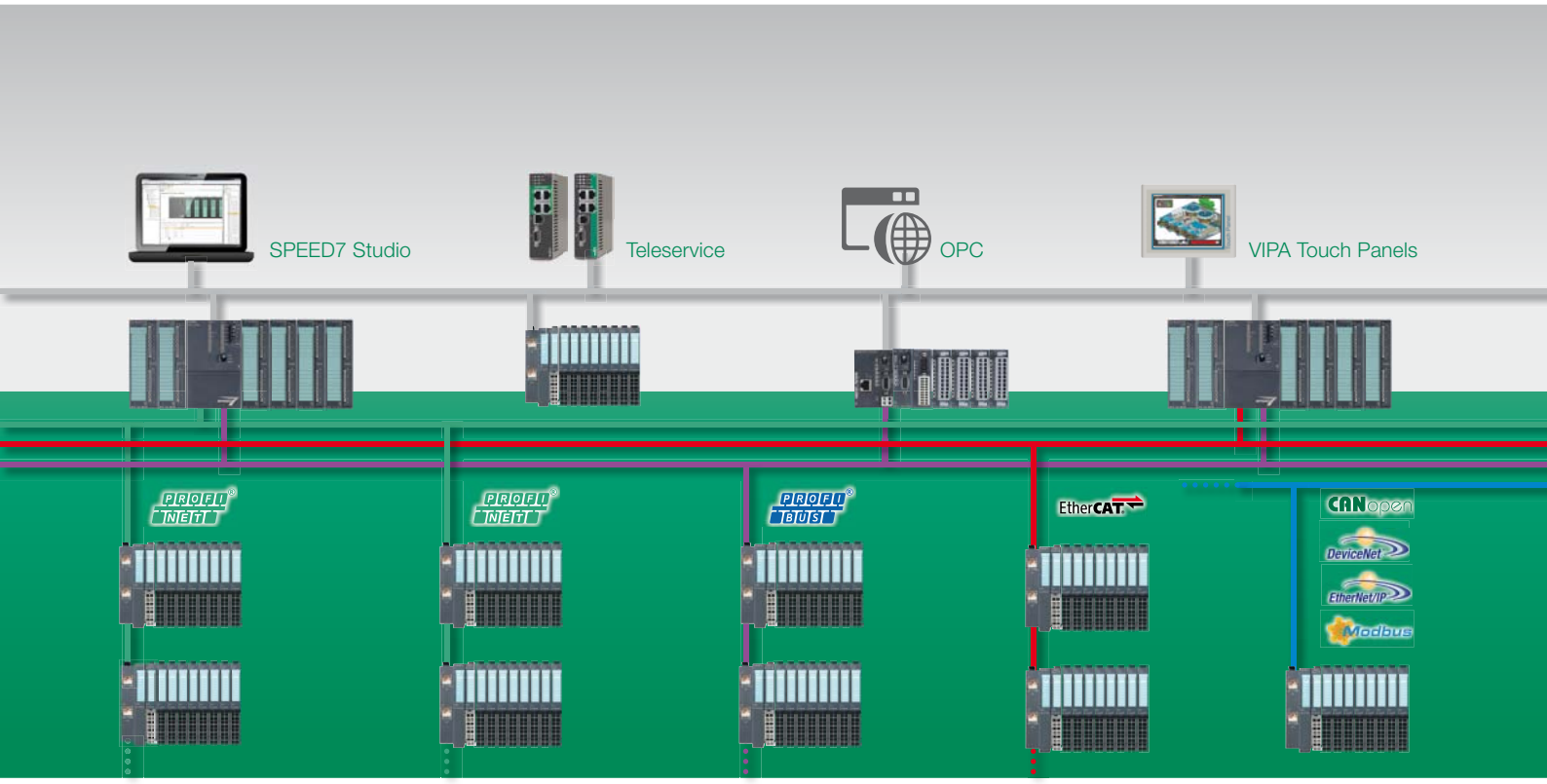
VIPA

Teleservice at a glance



VIPA Teleservice modules offer you access to your systems and machinery anywhere in the world, as if you were sitting right next to them.

Saving costs by avoiding unnecessary travel.
For example assistance with commissioning by programmers who are not on site enables an enormous savings potential. So you optimize a system without even have to travel.
The application of only one teleservice module could save maintenance costs of up to 90%. The price of an employee on site, with costs for arrival and departure and expenses, is higher than the one-time investment in a teleservice module. You are already earning money instead of spending it with the next application.

Being prepared for necessary maintenance in time, or:

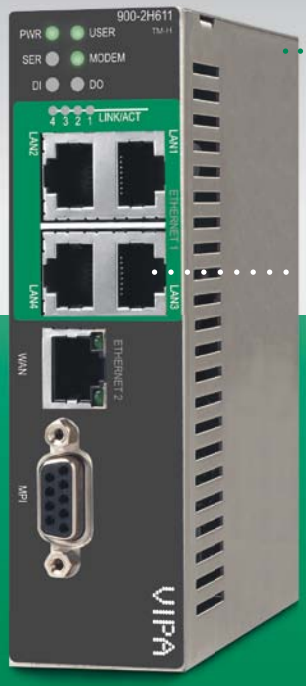
Already know yesterday what could happen tomorrow.

Access to the controller, your panels as well as other automation components or alternatively regular maintenance or condition monitoring – with the VIPA Teleservice module you are prepared for every application.

Possibility of marketing a maintenance concept:
Keep in contact with your customers. With the Teleservice modules your customers can keep in contact with you even after the time of commissioning and the expiry of the warranty. Maintenance, service and optimization increase customer loyalty. Also, thanks to the exact listing of all connections via Talk2M you leave a good impression with your customer.

Teleservice – hardware

Web-based conifugration
- Configuration of all teleservice modules via web interface. Just open your browser for this.



Solid and reliable
- The robust finish, the powerful chip and the expanded temperature area make the teleservice module a standard in every installation.

Via MPI/PROFIBUS to the installation
- By means of the integrated MPI/PB interface you have a direct access to the controller and panels. Not every producer offers this feature to their customers.

Everything reachable!
- You can access every device that is equipped with an Ethernet interface. It is even not necessary to enter a gateway with the Plug`n`Route feature. Modernize your existing installations in this way.

TM-C

- Low-cost entry into internet based remote maintenance.
- The most popular of the Teleservice modules.
- Simple web interface.
- Is easy to set into operation because it has fewer functions.

TM-E

- Reliable Teleservice standard, ideal for direct remote maintenance.
- All features integrated (Alarm management, Tag Polling, customized web pages, etc.)
- Integrated modem (PSTN, ISDN, GSM/GPRS).
- VPN-ready

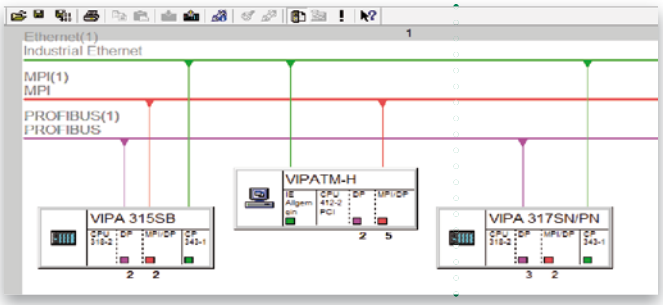
TM-H

- Versatile top all-rounder, well equipped.
- All features integrated (Alarm management, Tag Polling, customized web pages, etc.)
- Ideal for all remote maintenance functions.
- VPN-ready.
- Ideal for broadband connection via LAN/ ADSL and HSUPA

Teleservice – The features

PLC remote maintenance

- Remote access to your components as if you were sitting in the next room.
- Connection to the Teleservice module is via PSTN, ISDN, mobile or broadband communication.
- Communication to any connected device is via MPI/PB and Ethernet.



Serial **Ethernet**

Ethernet / serial gateway

- Gateway between ISOTCP and MPI/PB data. The device automatically converts the data.
- Data exchange between serial MPI/PROFIBUS data and Ethernet based ISOTCP data.
- Thus you create an Ethernet-capable PLC out of an existing PLC with MPI interface.

Tag Polling

- The VIPA Teleservice modules can read and write data from the connected controller.
- This data is read and written via MPI, PROFIBUS, PPI and ISOTCP.
- Data (e.g. data blocks, inputs and outputs, flags, timers or counters) is stored in tags. Every single tag is freely configurable. In total up to 300 tags are possible.

Alarm management

- The Teleservice modules can read data directly from the PLC via ISOTCP, MPI/PB, PPI and MODBUS-TCP, process it internally and use for alerting.
- As soon as a defined limit value is exceeded or falls short, a text message or an email is sent. The transfer of data via FTP is also possible.

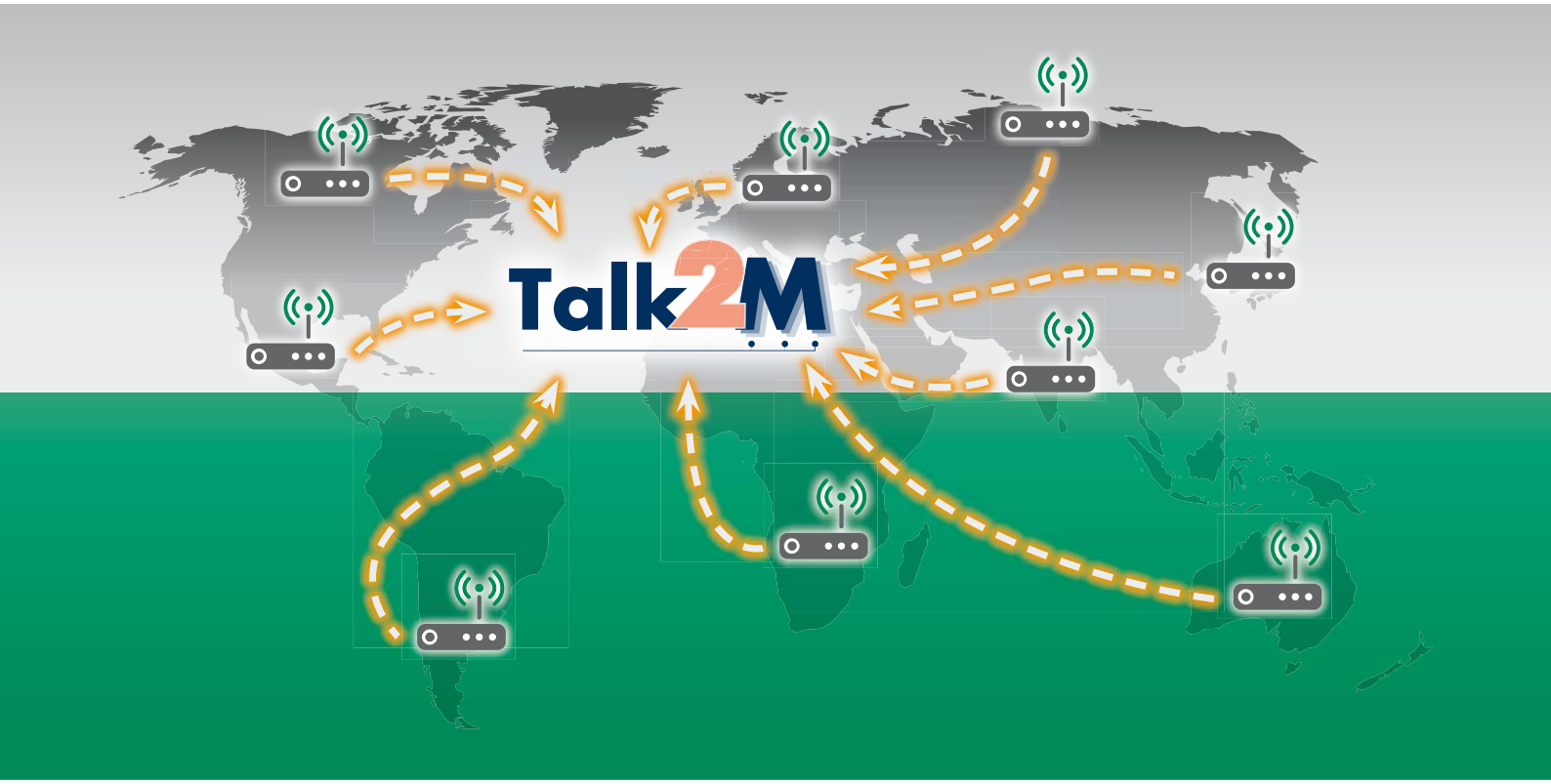
Customized Webpages

- Data stored in tags can be snapped to a specially created website.
- This website is stored in the Teleservice module and can be called up by every web browser. A simple web visualization adapted to customer requirements is thereby possible. For this only knowledge of HTML is required.

M2Web

- Access to the web interface of the VIPA Teleservice modules via any web browser (also on smartphone, tablet PC, web panel, etc.).
- Access to the web interface from connected panels, controllers, etc. (e.g. via an integrated web server).
- Possibility of easy monitoring of systems / applications, e.g. access only to their own HTML pages (customized web pages), but not to the configuration of the device.

Talk2M – the service



Talk2M is an internet service portal, specially designed for the growing demands for secure broadband and mobile access to machinery and equipment.

With a few mouse clicks a secure VPN connection can be established. Changes to the security settings of the IT network are not required neither on the side of the system nor the user. This guarantees you a trouble-free application with the complex infra-structure of IT networks.

Security and reliability

Security has the highest priority with Talk2M: all VPN protocols are OpenSSL and OpenVPN 2.0 based. In case of server failure we are able to move the VPN connections from one VPN server to the other within a very short time.

Access control

Every Talk2M account has an unlimited number of installations available. For you this means no limitation on the number of users and installations.

Scalability

The Talk2M architecture was in fact already developed with ulterior motive of scalability. Start small and grow with your requirements.

Worldwide availability

We distributed our server worldwide to guarantee you the shortest latency times between the IP packages.

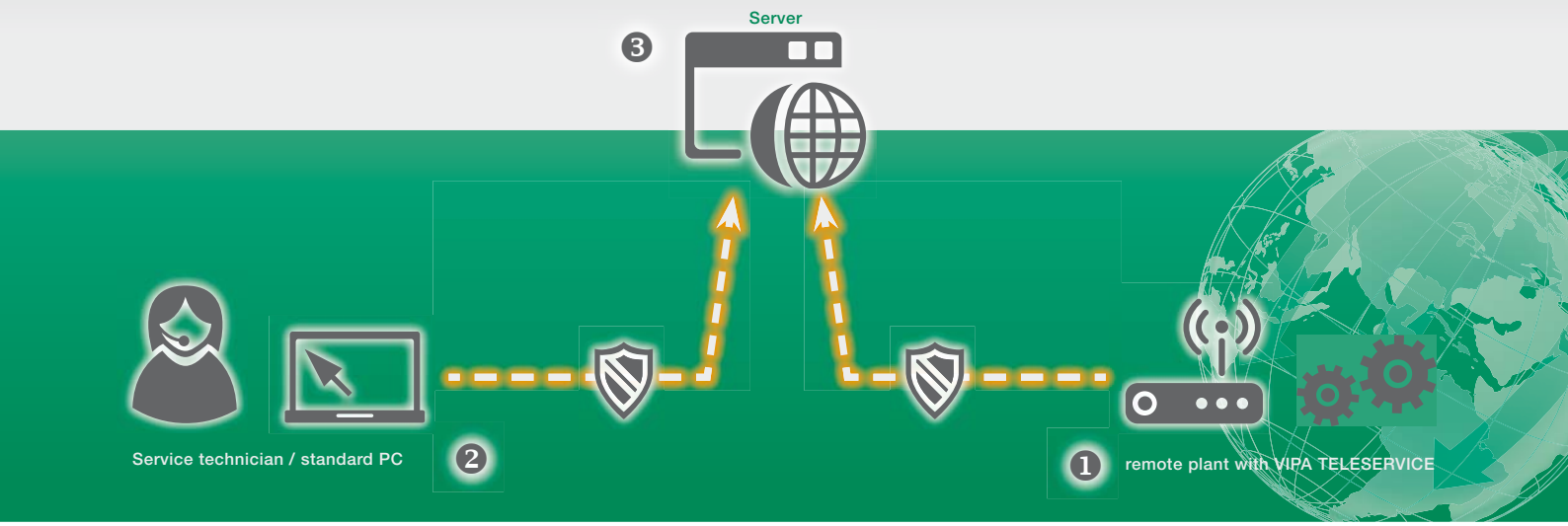
Text message via SMS & e-mail relay

This feature enables you to send text/e-mail messages without using a SIM card. This function was specially developed for installations and applications abroad that are not compatible with customary SIM card. So there is no need to constantly top up prepaid SIM cards nor to conclude a mobile phone contract abroad.

Free mobile web access

You have easy access to your installation data via web browser from your smartphone or tablet PC. You can provide your customers with mobile access to their installations and industrial facilities without additional costs. There is no need to install any software for this.

Talk2M



IT firewall

standard Internet connection

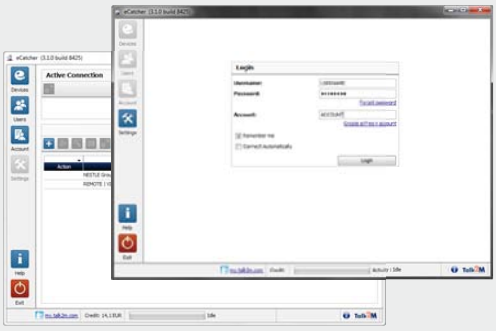
safe VPN connection

Connection establishment

- The installation establishes automatically an outbound VPN connection to the Talk2M server (or is permanently connected via ADSL/LAN).
- At the other end the user also establishes an outbound connection via PC or the eCatcher VPN software to the Talk2M server.
- If both participants are registered and authenticated, a secure VPN connection is established between the two participants.

This software makes the full user-friendliness of Talk2M possible: eCatcher.

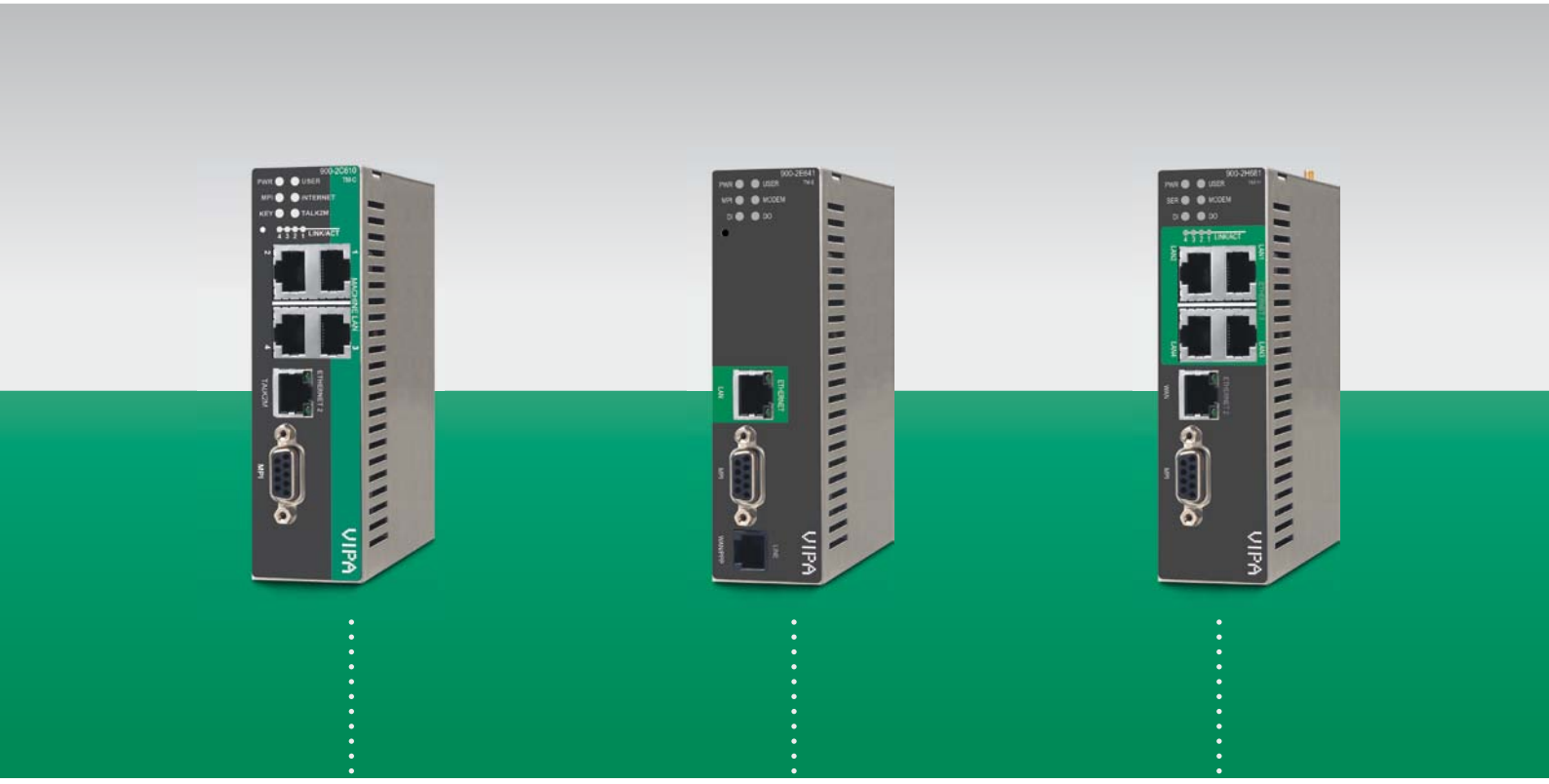
- eCatcher is an VPN client software for establishing a VPN connection to the Talk2M server and to the system to be reached.
- eCatcher also serves here as address book of your plant.
- And here you can create and manage your users.



The advantages of Talk2M at a glance

- Talk2M is the connection interface between you and your installation.
- Talk2M uses only standard ports:
  Port 80 (web access)
  Port 1194 (UDP) or
  Port 443 (HTTPS)
- Talk2M works only with outbound connections.
- Talk2M uses the OpenVPN protocol.
- Talk2M is able to establish connections through a proxy.
- Complete access to serial, MPI/PROFIBUS and network interfaces.
- Cost saving and benefits through the usages of existing medium of communications (e.g. ADSL/LAN…).

Teleservice – overview



	TM-C (LAN/ADSL)	TM-E (ISDN)	TM-E (PSTN)	TM-E (GSM/GPRS)	TM-H (LAN/ADSL)	TM-H (LAN/ADSL/HSUPA)
Remote maintenance via MPI/PROFIBUS	•	•	•	•	•	•
Remote maintenance via routing/plug'n'route	•	•	•	•	•	•
Ethernet/serial gateway	•	•	•	•	•	•
Tag polling	-	•	•	•	•	•
Alarm management	-	•	•	•	•	•
Customized webpages	-	•	•	•	•	•
M2Web	-	•	•	•	•	•
Basic scripting	-	•	•	•	•	•
Talk2M ready	•	•	•	•	•	•
Integration in an existing VPN network	-	•	•	•	•	•
MPI/PROFIBUS/PPI (RS485)	1x	1x	1x	1x	1x	1x
LAN (RJ45) | machine network	4x	1x	1x	1x	4x	4x
WAN (RJ45) | external network	1x	-	-	-	1x	1x
Integrated modem	-	ISDN	PSTN	GSM/GPRS	-	HSUPA
Suitable for	broadband connection	direct connection	direct connection	direct connection	broadband connection	mobile broadband connection

Notes

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