

Remote Support Upgrade

Troubleshooting and solutions without the wait

The Harris & Bruno International Remote Support System allows an H&B technician direct access to your ExcelCoat to remotely diagnose issues, as if the technician were onsite. Utilizing advanced technology, H&B is able to have you back up and running without the time and costs associated with a service visit. Stay ahead of potential problem and avoid unnecessary downtime with the H&B Remote Support System.



Hardware and Functionality

Included Parts

- 1080p Magnetic Diagnostic Camera
- Flexible Magnetic Camera Stand
- eWon Cosy VPN Router
- ENABLE Switch
- HMI Screen Software Upgrade (if applicable)

Network Requirements

- Ethernet connection with speeds of 10/100 Mbps
- Outbound: HTTPS (Port 443 or UDP 1194)
- VPN Utilizes open (VPN2.0 in SSL or HTTPS)
- VPN Security: SSL/TLS for session authentication and IPSec ESP over UDP

How it Works

- Activate the ENABLE switch to establish a connection and allow a H&B technician to remotely access your ExcelCoat machine.
- Plug the movable web camera cable into the labeled port to allow a technician to view the real-time performance of the machine.
- When the troubleshooting has concluded, the operator can then terminate the remote connection by moving the ENABLE switch back to disable remote access.

Support When You Need It

- **No Waiting**- Remote monitoring and troubleshooting of your ExcelCoat
- **Easy**- Trained H&B technicians can see what you see every step of the way
- **Private**- You control when and how long H&B is logged in
- **Versatile**- Seamlessly integrates into older ExcelCoat machines

ExcelCoat Uptime Kit

Add-On

Avoid costly overnight shipping. Have the critical parts you need on-site, so that repairs can begin immediately after the problem is diagnosed.