

- Reduce your equipment down time
- Increase the efficiency of your maintenance engineers
  - Optimize your costs

**NAPA International France now applies the innovative eWon technology, allowing us to offer an effective remote technical support and diagnostics service of your CTI 2500 Series® and TI505® PLC equipment.**



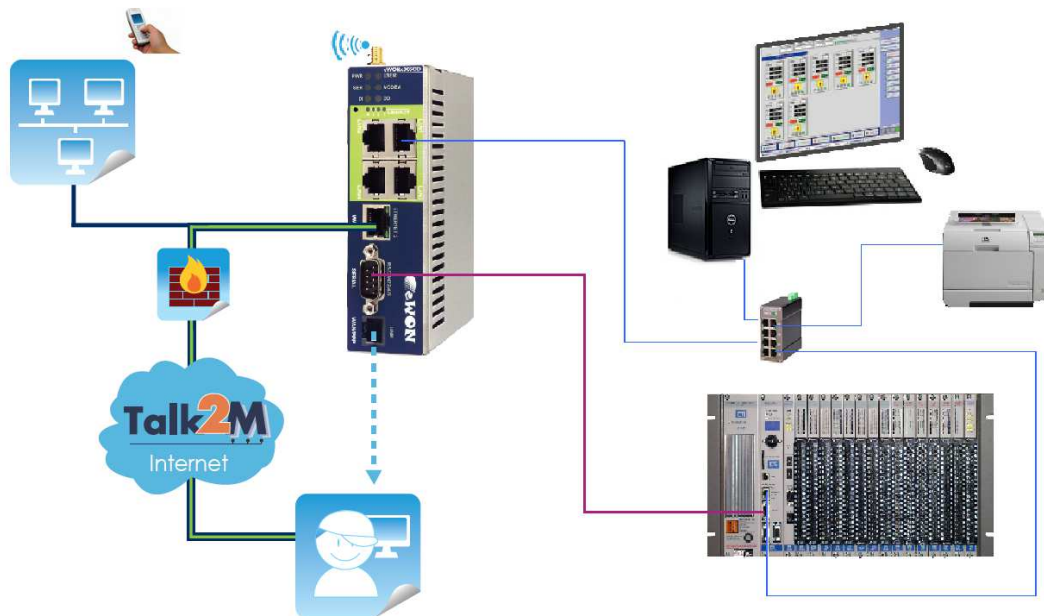
## How does it work?

- The eWon is an industrial LAN router.
- On one side it connects to the Industrial Ethernet network on which your PLC's are attached.



- On the other side, it connects to the corporate network which allows access to the internet.
- By means of the free Talk2M software and the servers of the company eWon, NAPA engineers can remotely connect to your CTI 2500 Series® and TI505® PLC's.
- The connection is secured and protected against hostile attacks and attempts of intrusion.
- No need to modify the configuration of your firewall or open additional ports for incoming traffic; to your corporate network the connection is transparent.

## Benefits



- The NAPA Technical Support team can connect remotely without local intervention of your engineers or system administrators.
- The Technical Support team can access all diagnostic and error information stored in the CTI CPU's.
- The Technical Support Team can connect with PLC Workshop to the CPU, analyse the application program and use the online status functions of PLC WorkShop.
- The technical Support team can equally connect to HMI systems or other equipment connected to the Industrial Ethernet network.
- Your maintenance engineers can remotely connect to the PLC's and have access to the same functions as NAPA technical support.

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## Scope of delivery

- This service is provided to our customers under a contract for technical support and remote diagnostics.
- NAPA will provide you with an eWon device configured to be installed on your networks.
- The customer supplies the connections to the Industrial Ethernet network and the Corporate network and installs the eWon device with the assistance of NAPA.
- NAPA will test the remote connection together with you.
- On completion of these tests, the remote technical support contract is active.

## Options

Optionally, the eWon equipment can be used for additional functions:

- If there is no wired internet connection available it is possible to use a GSM/GPRS interface.
- Possibility to send text messages triggered by a PLC event.
- Possibility to send email messages triggered by a PLC event.
- Possibility to send text or email messages triggered by a wired input on the eWon device.

For more information please contact: [sales@napa.fr](mailto:sales@napa.fr)