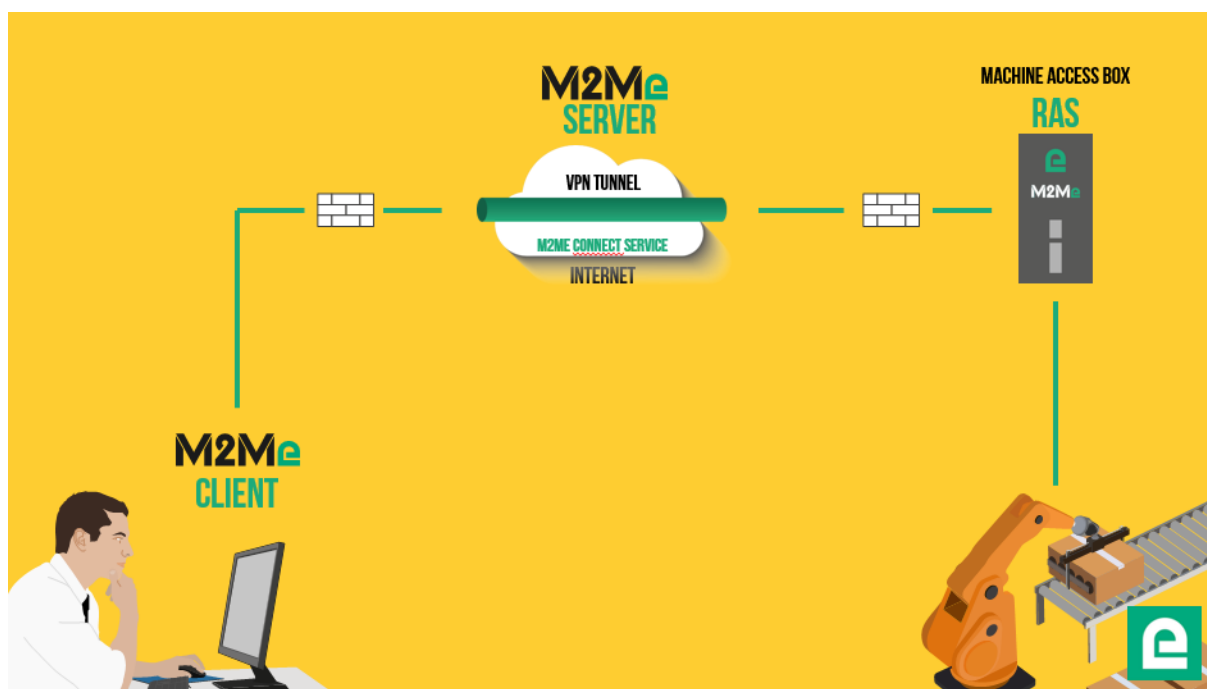# APPLICATION NOTE

Starting with M2Me solution

- The M2Me solution
- How to settle the M2Me client for PC
- How to settle the M2Me client for smartphone and tablet PC
- How to create a remote user on a Machine Access BoX RAS
- Hot line support during your test
- Virtual showroom

Last update : **12/01/2017**

1) THE M2ME SOLUTION

M2Me solution is dedicated to remote maintain and control any type of industrial devices (PLC, HMI, Drive, ...). Using M2Me you can from your PC, your tablet or your smartphone be "teleported" in real time and safely onto the remote site you want to monitor or maintain.

The terminal of the remote operator shall be equipped with an M2Me Client (for PC or Smartphone) enabling a direct and secured connection to the M2Me server (Cloud solution operated by Etic Telecom). M2Me Client offers a user friendly HMI presenting the remote sites on directories.

A machine Access Box (Industrial VPN router, namely RAS) ensures the connection between the devices of the machine and the M2Me server (secured VPN link).

2) HOW TO SETTLE THE M2ME CLIENT FOR PC

- **M2Me client download.**

Click on www.etictelecom.com. (Support/Software)

The current SW is available and marked in the download area (see hereunder).

Please use the following login and password to download the M2Me release: login: "ETIC" and password: "MAJ38240".

NB: the download of the SW may not start. Please check then the presence of a pop-up generated by your browser (see the mark at the top of the screen) and release the download from the pop-up window.

The file http://etictelecom.com/telechargement/produits/ras_ecw_ug_en_user_guide.pdf may help you during the installation of the M2Me Client onto your PC.

- **How to register the certificate (.P12 file attached)**

The certificate given to you is registered into the M2Me server. Please keep it as this certificate will be useful during the installation of the M2Me Client onto your PC.
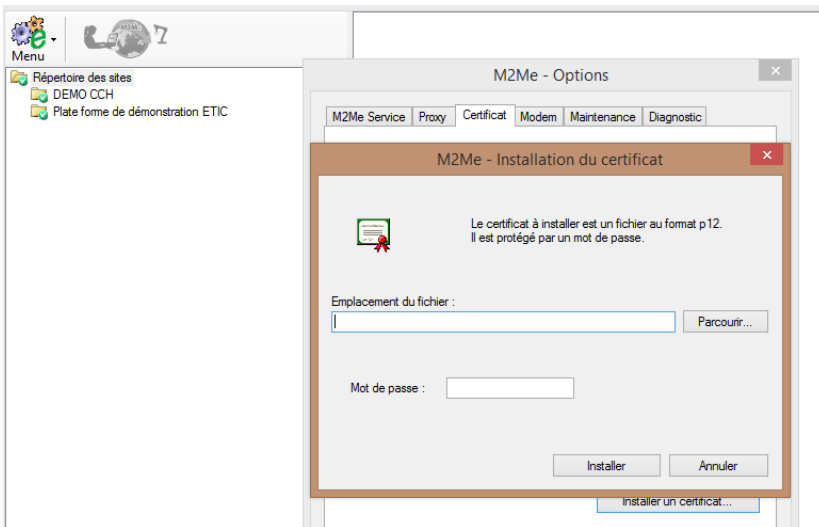
Password requested during the installation of the certificate is « etic »

- **Test on our « demo WALL »**

You can do the M2Me connection from your PC to our "demo wall" to verify that the M2Me Client is properly settled into your PC. The "demo wall" can be reached from the directory of the M2Me Client.

Warning: if you have specific SW to drive the maintenance of your PLC (PL7, Unity, So Machine, STep 7, TIA Portal, …), please note that this SW must be on the PC equipped with the M2Me Client.

3) HOW TO SETTLE THE M2ME CLIENT FOR SMARTPHONE AND TABLET PC.

- **Creation of your customer area**

Log on to www.etictelecom.com and create your customer space (click on "sign up now").

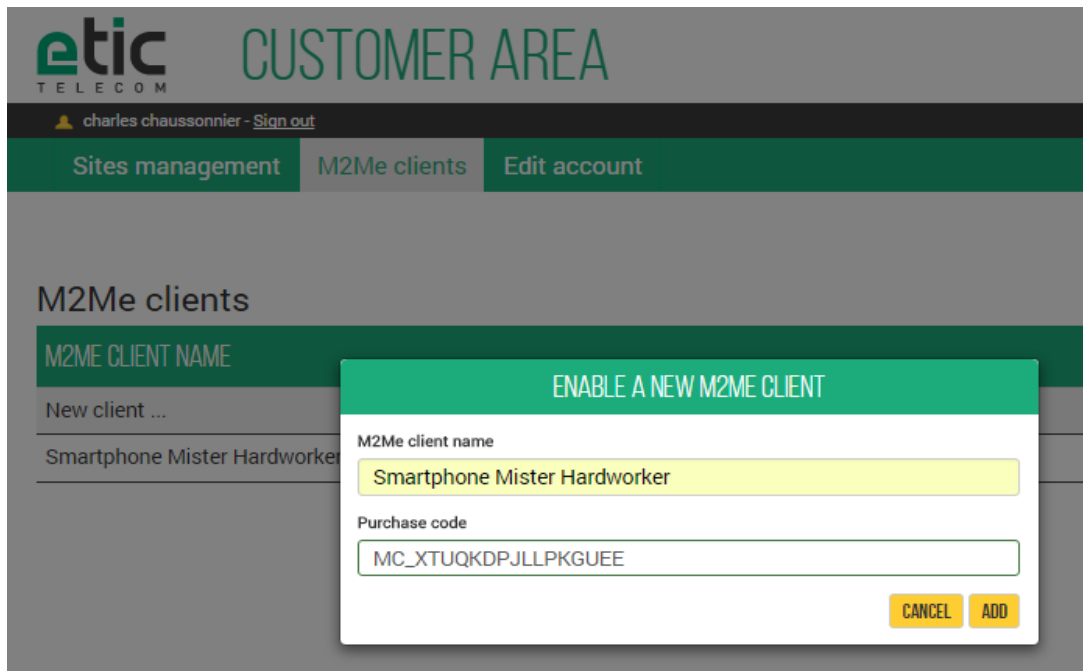Fill out the form by filling in at least all the fields marked in green.

A message will be sent to the registered email address to complete the creation of the account.

- **M2Me client registration.**

DOC_VEN_M2Me_AN_Starting with M2Me_A
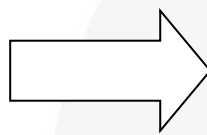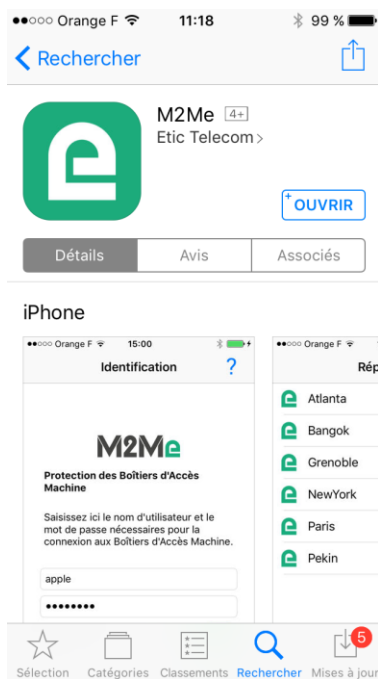
In the "M2Me Client" section, give a name to your M2Me Client and enter your purchase code (see below).


The activation code obtained must be carefully preserved. It will be necessary to activate the M2Me application on your smartphone or Tablet PC.

- **M2Me Client installation on your smartphone or Tablet PC from the App Store or Google Play.**

- **Creating a remote site.**

From the client area (Site Management Topic), create a remote site by giving it a name and entering the product key from the Remote Site RAS Access Machine.
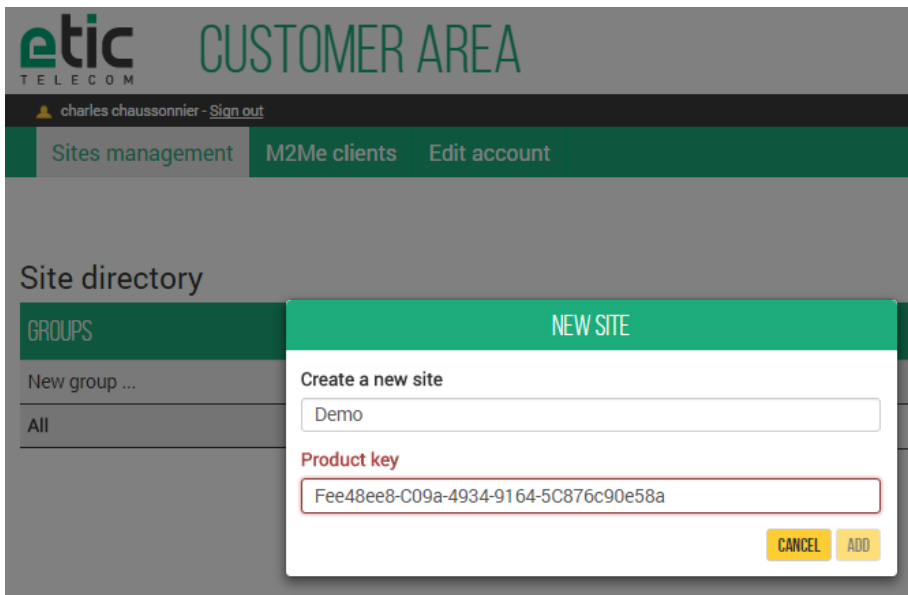

- **Connection settlement from your smartphone/Tablet PC to remotes sites.**

The connection presupposes your referencing in the Machine Access Box (namely RAS) as a remote user. Your username and password will be requested before any M2Me connection.

4) HOW TO CREATE A REMOTE USER ON A MACHINE ACCESS BOX RAS

The RAS Machine Access Box must be pre-configured to be connected to the M2Me service. A Wizard available from the home page of the product allows a quick and intuitive configuration.
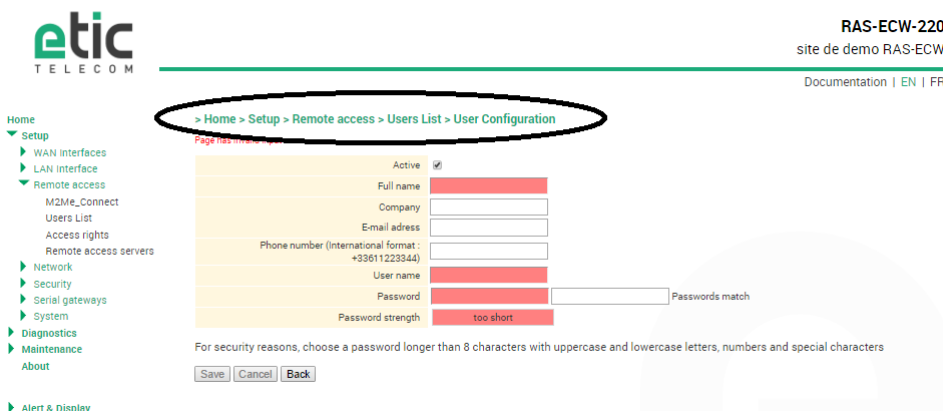
It is important to always give the same user name and password to a remote operator regardless of the RAS Machine Access Box in order to simplify operation.

5) HOT LINE SUPPORT DURING YOUR TEST

Feel free to contact +33 4 76 04 20 05.

6) VIRTUAL SHOWROOM (AVAILABLE FROM THE HOME PAGE)

By surfing on our WEB site www.etictelecom.com (Support/Virtual Showroom) you can learn how to configure a Machine Access Box (namely a RAS product).
The following login and password will be requested: login: "etic", password: "demo".