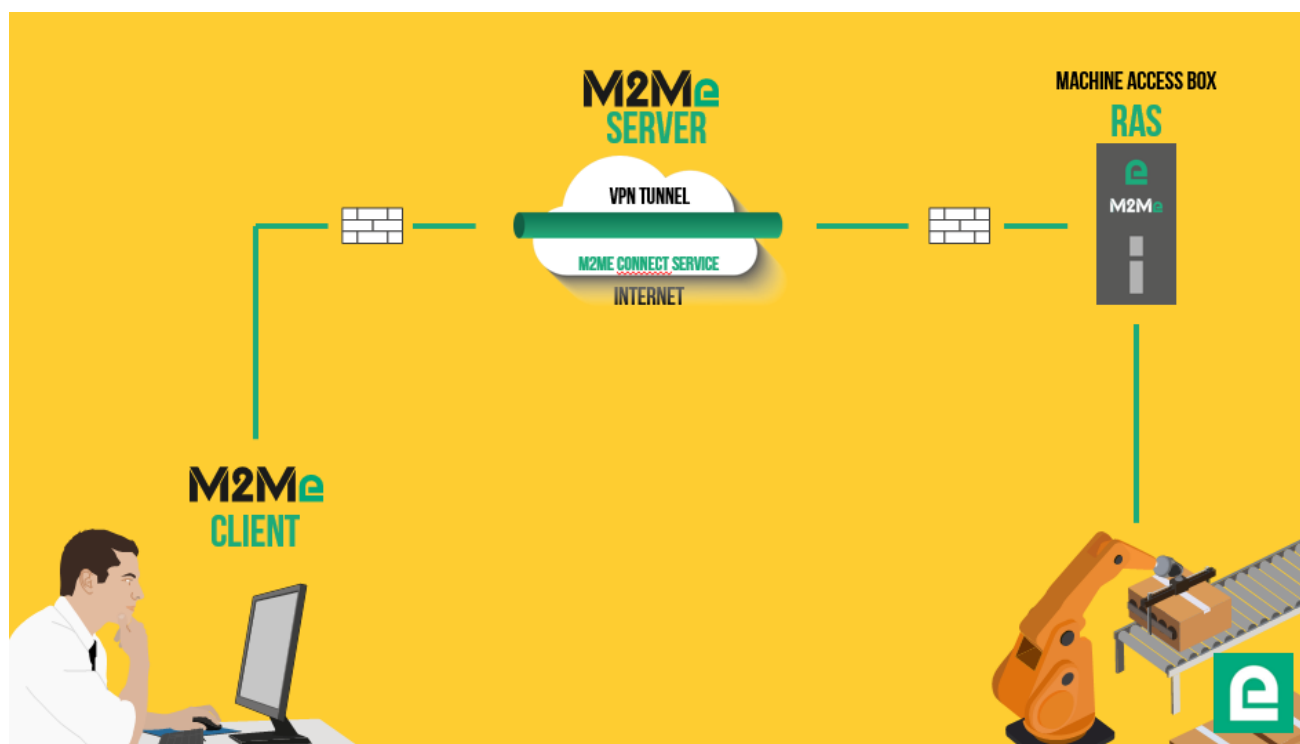


Application note

Starting with M2Me solution

- The M2Me solution
- How to settle the M2Me client for PC
- Porting the M2Me Client onto an new PC
- How to settle the M2Me client for smartphone and tablet PC
- Porting the M2Me Client onto a new smartphone or tablet PC
- How to create a remote user on a Machine Access BOX RAS
- Loading a remote sites Address Book
- Hot line support during your test
- Virtual showroom

Last update : **09/27/2018**



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.

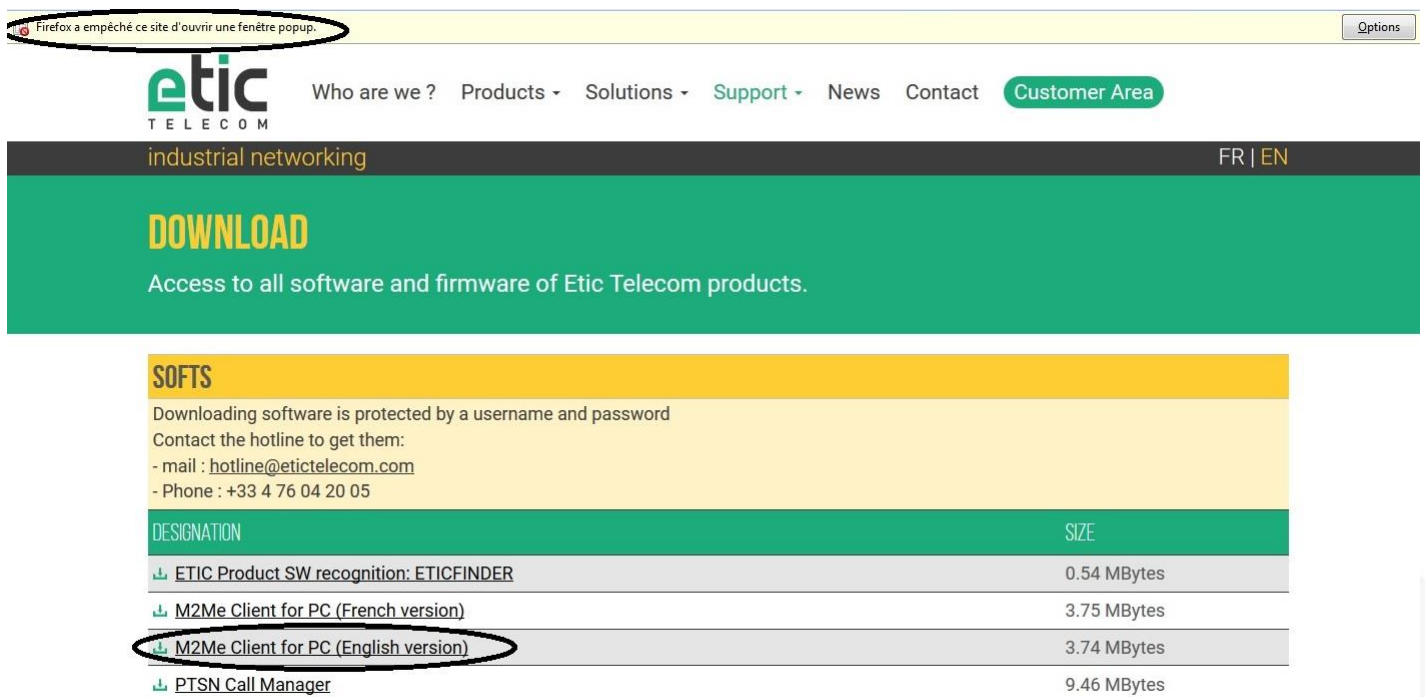
A machine Access Box (Industrial VPN router, namely RAS) ensures the connection between the devices of the machine and the M2Me server (secured VPN link).

2) HOW TO SETTLE THE M2ME CLIENT FOR PC

- **M2Me client download.**

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

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



Firefox a empêché ce site d'ouvrir une fenêtre popup.

Options

etic
TELECOM

Who are we ? Products ▾ Solutions ▾ Support ▾ News Contact Customer Area

industrial networking FR | EN

DOWNLOAD

Access to all software and firmware of Etic Telecom products.

SOFTS

Downloading software is protected by a username and password
Contact the hotline to get them:
- mail : hotline@etictelecom.com
- Phone : +33 4 76 04 20 05

| DESIGNATION | SIZE |
|---|-------------|
| ↓ ETIC Product SW recognition: ETICFINDER | 0.54 MBytes |
| ↓ M2Me Client for PC (French version) | 3.75 MBytes |
| ↓ M2Me Client for PC (English version) | 3.74 MBytes |
| ↓ PTSN Call Manager | 9.46 MBytes |

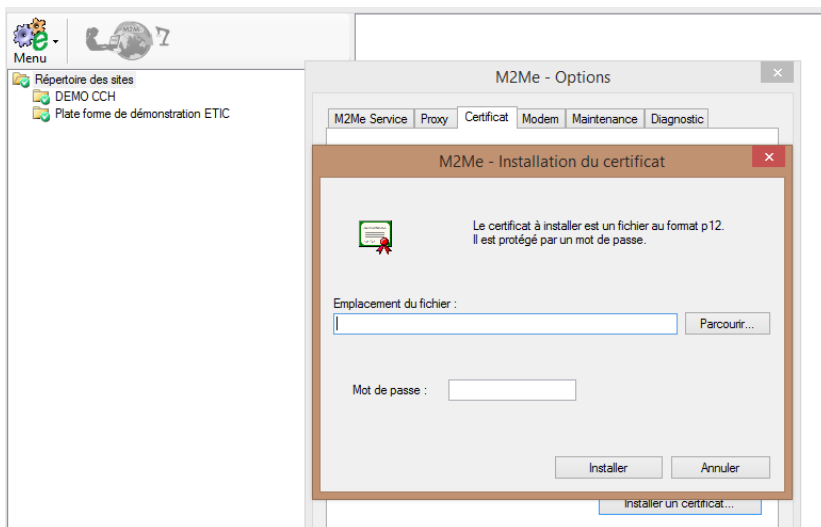
Please use the following login and password to download the M2Me release: login: "ETIC" and password: "MAJ38240".

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 « etc »

- **Test on our « demo WALL »**

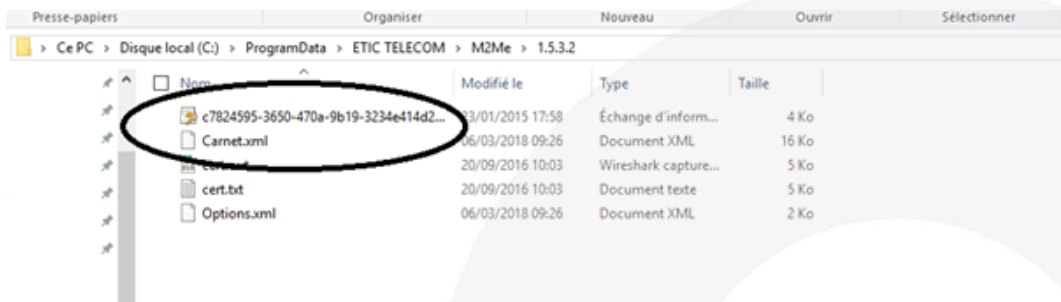
You can do the M2Me connection from your PC to our “demo wall” to verify that the M2Me Client is properly settled into your PC. The “demo wall” can be reached from the directory of the M2Me Client.

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) PORTING THE M2ME CLIENT ONTO A NEW PC.

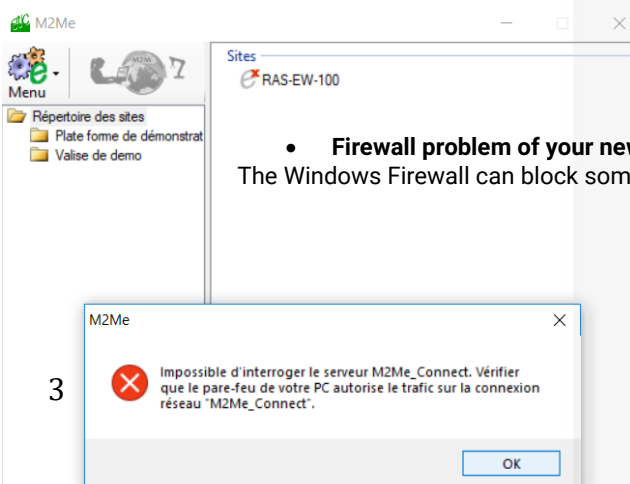
- **Retrieving the certificate and the remote site book**

By default, the M2Me client certificate and the list of remote sites are in C: at the following location:



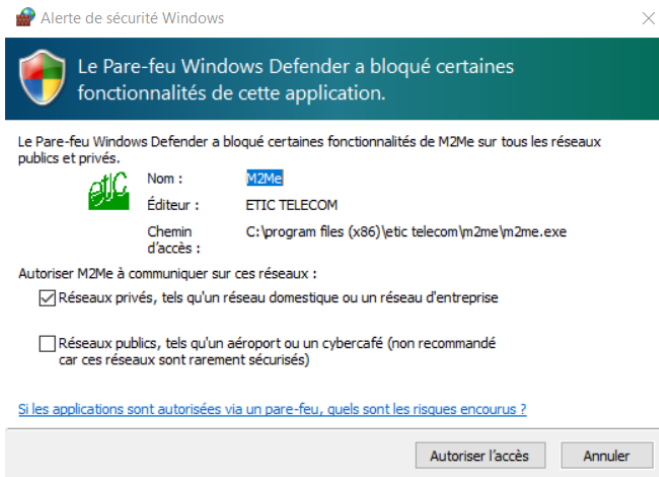
The registration of the certificate is explained in point 2) of the application note.

The loading of your address book of remote sites is explained in point 6) of this document.

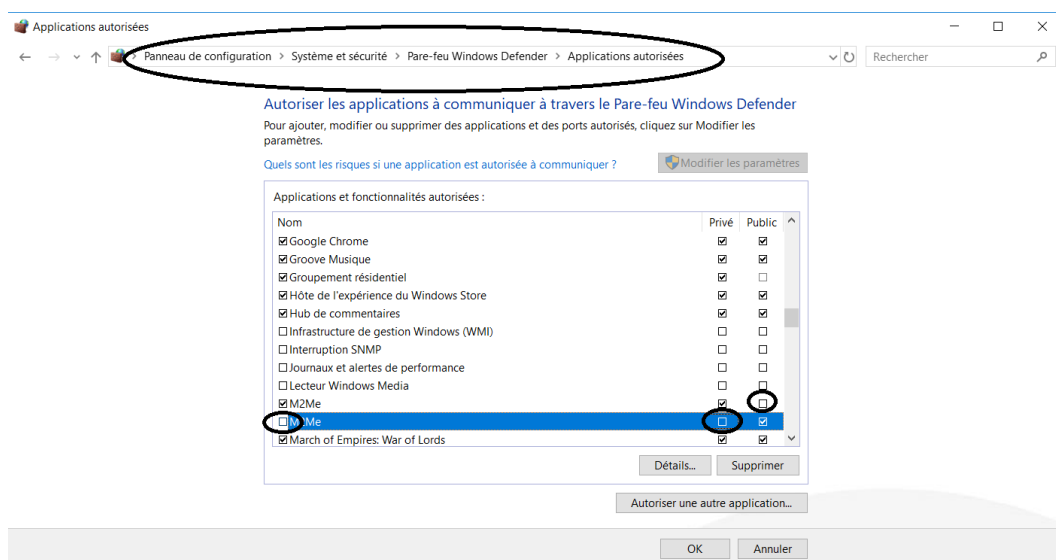


- **Firewall problem of your new PC**

The Windows Firewall can block some features of M2Me (see image below).



It is then necessary to check the M2Me access requested for proper operation.



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

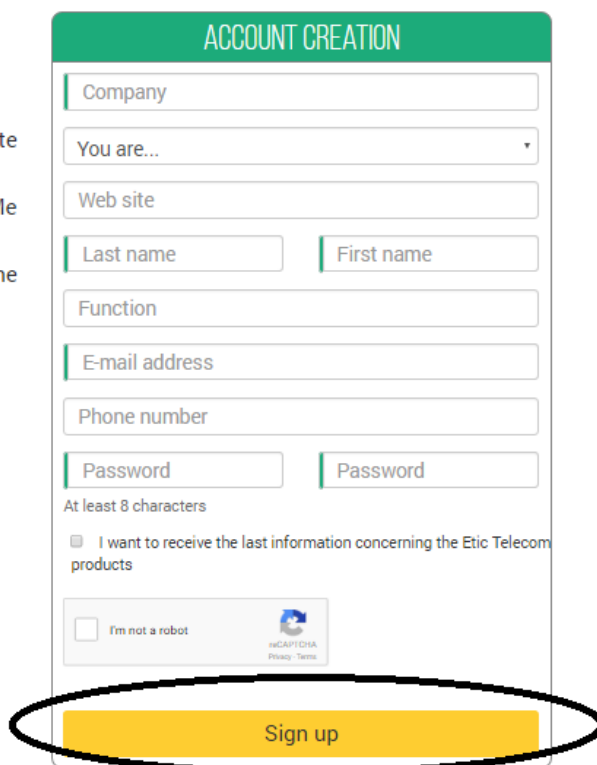
- **Creation of your customer area**

Log on to www.etictelcom.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.

THE BENEFITS OF AN ETIC TELECOM ACCOUNT

- Simple visualization of your connected remote sites.
- Access to additional options (SMS alert, M2Me function ...).
- Crediting SMS in the Machine Access Box or the router (RAS / IPL).
- M2Me client activation on the M2Me server.



ACCOUNT CREATION

Company

You are...

Web site

Last name First name

Function

E-mail address

Phone number

Password Password

At least 8 characters

☐ I want to receive the last information concerning the Etic Telecom products

☐ I'm not a robot

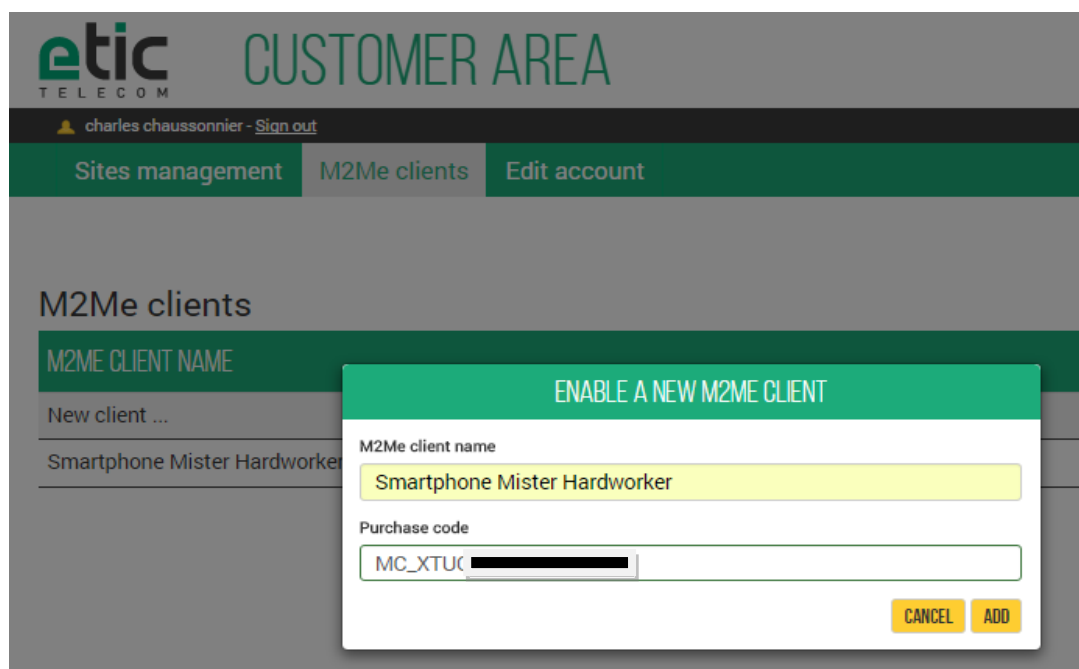
hCAPTCHA Privacy - Terms

Sign up

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

- **M2Me client registration.**

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



etic TELECOM CUSTOMER AREA

charles chaussonnier - Sign out

Sites management M2Me clients Edit account

M2Me clients

M2ME CLIENT NAME

New client ...

Smartphone Mister Hardworker

ENABLE A NEW M2ME CLIENT

M2Me client name

Smartphone Mister Hardworker

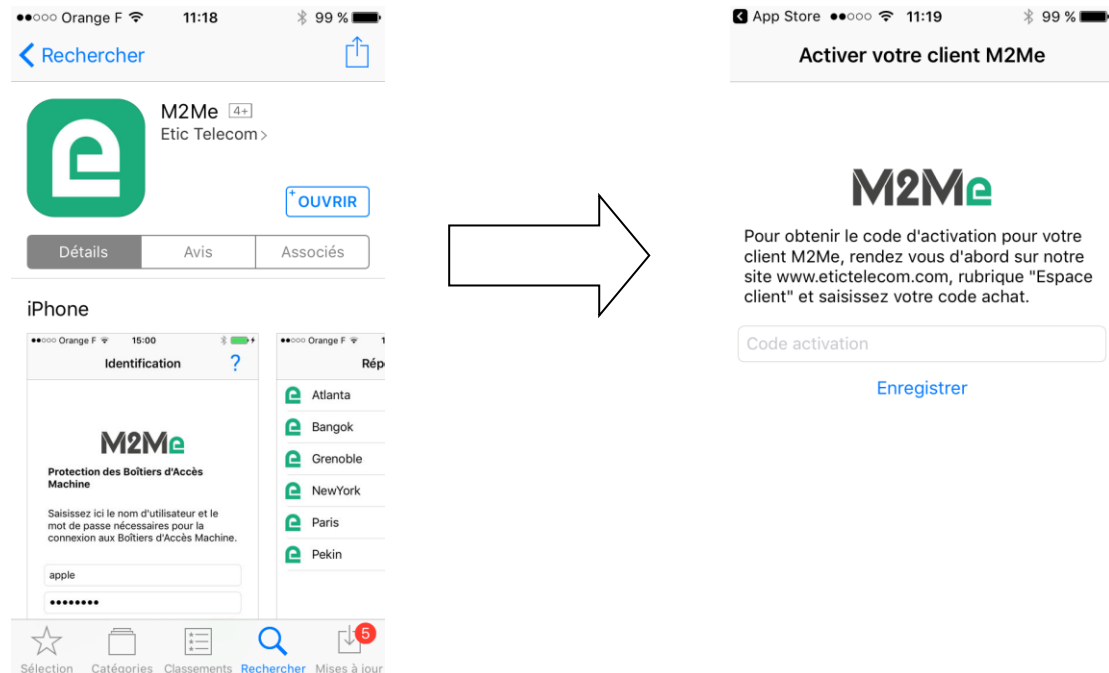
Purchase code

MC_XTUC

CANCEL ADD

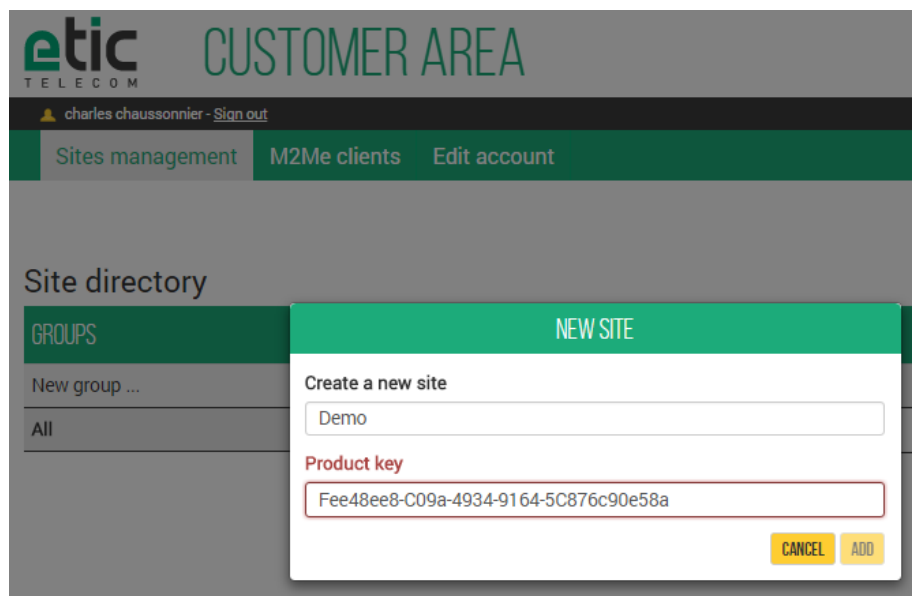
The activation code obtained must be carefully preserved. It will be necessary to activate the M2Me application on your smartphone or Tablet PC.

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



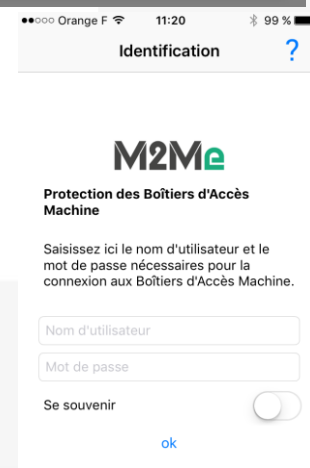
- **Creating a remote site.**

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.



5) PORTING THE M2ME CLIENT ONTO A NEW SMARTPHONE OR TABLET PC

Log on to www.eticlecom.com and go to your customer area and **disable the terminal** as described hereunder.

M2Me clients

| M2ME CLIENT NAME | TYPE | ENABLED |
|------------------------------|--------|---|
| New client ... | | |
| Smartphone Mister Hardworker | Mobile | Yes |
| | | <div>Activation code</div> <div>Rename</div> <div>Disable</div> |

Fill in your activation code on your new smartphone or tablet PC

App Store 11:19 99 %

Activer votre client M2Me

M2Me

Pour obtenir le code d'activation pour votre client M2Me, rendez vous d'abord sur notre site www.eticlecom.com, rubrique "Espace client" et saisissez votre code achat.

Code activation

Enregistrer

Note: If you have lost your activation code, you can generate a new activation code by entering your purchase code.

Le client M2Me a bien été désactivé

Clients M2Me

NOM DU CLIENT M2ME

Nouveau client ...

Smartphone Mister Hardworker

TYPE

ACTIVÉ

Mobile

Non

RÉCUPÉRER UN CODE D'ACTIVATION

Code achat

Saisissez votre code achat

ABANDONNER

VALIDER

6) 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.

etec TELECOM

RAS-ECW-220
site de demo RAS-ECW

Documentation | EN | FR

> Home > Setup > Remote access > Users List > User Configuration

Page has no title.

| | |
|--|-------------------------------------|
| Active | <input checked="" type="checkbox"/> |
| Full name | <input type="text"/> |
| Company | <input type="text"/> |
| E-mail address | <input type="text"/> |
| Phone number (International format : +33611223344) | <input type="text"/> |
| User name | <input type="text"/> |
| Password | <input type="password"/> |
| Password strength | too short |

For security reasons, choose a password longer than 8 characters with uppercase and lowercase letters, numbers and special characters

Save Cancel Back

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.

7) LOADING A REMOTE SITES ADDRESS BOOK

In the operating phase or during the installation of your M2Me client, you may have to download a new address book file of remote sites WITHOUT RECREATING MANUALLY EACH SITE.

Launch your M2Me Client and click on Menu then Options...

The procedure is summarized in the diagram below:

M2Me - Options

M2Me Service Proxy Certificate Modem Maintenance Diagnostic

Sites directory location

C:\ProgramData\ETIC TELECOM\M2Me\1.5.1.0

Browse...

Click here and select the XML file corresponding to the address book to download

Save / Restore the Sites directory

Save... Restore...

OK Cancel

8) HOT LINE SUPPORT DURING YOUR TEST

Feel free to contact +33 4 76 04 20 05 or hotline@etictelecom.com.

9) VIRTUAL SHOWROOM (AVAILABLE FROM THE HOME PAGE)

The screenshot shows the Etic Telecom website's Virtual Showroom. At the top, the Etic Telecom logo is on the left, and navigation links (Who are we?, Products, Solutions, Support, News, Contact) and a Customer Area button are on the right. Below the navigation bar, a dark green banner reads "industrial networking" and "FR | EN". The main section is titled "VIRTUAL SHOWROOM" in large yellow letters, with the subtitle "Access to all Etic Telecom products." Below this, there are two dropdown menus. The first, "Select a product family", has "Machine Access Box (RAS Family)" selected and circled in red. The second, "Select a product", shows "RAS-ECW / Ethernet, Wi-Fi and Cellular Machine Access Box".

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".



13, chemin du Vieux Chêne
38240 Meylan

Tél. 04 76 04 20 00
Fax. 04 76 04 20 01

www.etictelecom.com