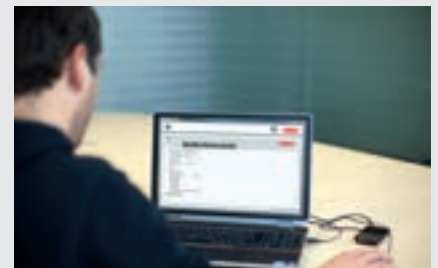


## FEEL THE TPS/i

/ Remote access and networking with the new Fronius Xplorer Basic

### STANDARD ON EVERY TPS/i

/ **FeeL** is an easy way of setting up a connection between the TPS/i power source(s) and a command-centre, either at the customer's or at a Fronius Branch. Available 24/7, **FeeL** allows remote access to a TPS/i power source for error diagnosis, maintenance, data analysis or process optimisation. There is a choice of two different packages: **FeeL** and **FeeL Remote Support**. With **FeeL**, customers can access information from their networkable welding power sources via the Fronius Xplorer Basic program. **FeeL Remote Support** also allows Fronius service technicians to access these data. This makes it possible to plan costly on-site visits by technicians much better, or even to avoid them altogether.



### SOLVING PROBLEMS EFFICIENTLY

#### / Saves time, cuts costs

Being able to carry out troubleshooting assignments or software updates remotely saves customers a great deal of time and money. Any errors can be diagnosed (and often even remedied) remotely, and software can be remote-installed on the power sources. By making on-site visits unnecessary, this saves time and as much as 50% of the costs.

#### / On-site visits are optimally prepared with remote error diagnosis

The technician no longer travels to the customer's without having in-depth information on the malfunction. He already knows what the problem is, and has the right spare parts with him if necessary – so there is no need for him to come back a second time.

#### / Shortens downtimes

By saving so much time, remote access is an extremely efficient way of remedying any malfunctions. This keeps downtimes as short as possible.



## FEEL

Feel makes it possible for TPS/i welding power sources to be internally networked via the new Fronius Xplorer Basic. For operational maintenance or hard-to-get-at power sources, Feel helps by making it easy to visualise and adjust the power source centrally on a PC.

/ Central visualisation of, and access to, all power sources in the network: displays the various software and hardware versions, back-up and restore, remote-controlling the systems, uploading licences.

/ Internal remote access: for error diagnosis, troubleshooting, system modifications and carrying out service and maintenance work.

/ Internal remote add-ons, e.g. software updates or characteristics can be uploaded as needed.

## FEEL REMOTE SUPPORT

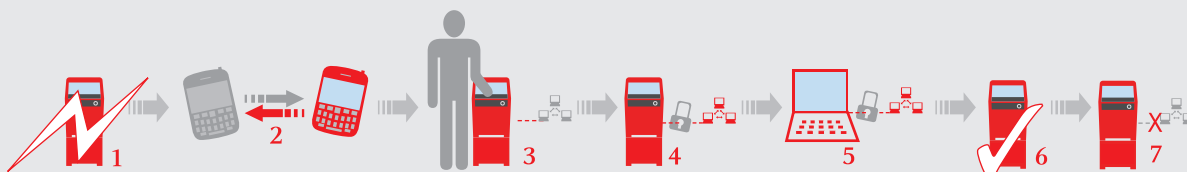
Every TPS/i is equipped with the activation for “Feel Remote Support”. Thus remote maintenance can be carried out at any time.

/ Viewing and influencing the basic data via PC: software and hardware, data back-up and restore, uploading licences

/ Error diagnosis and system modifications / remote troubleshooting (software/hardware and operator errors)

/ Remote add-ons to the welding system: e.g. software updates or characteristics requested by the customer can be uploaded and installed by Fronius.

## WORKFLOW OF A Feel REMOTE SUPPORT ASSIGNMENT



**1** Problem with welding system

**2** Customer 'phones Fronius

**3** Customer authorises datalink via menu item on display

**4** A VPN connection is established to Fronius:

→ A code appears on the TPS/i display → customer tells Fronius technician this code → Fronius technician logs in.

**5** Fronius technician locates / diagnoses the fault

**6** If possible, the fault is put right remotely –

if not, a visit by the Fronius technician is arranged

**7** Datalink is disconnected

/ Perfect Welding / Solar Energy / Perfect Charging

## WE HAVE THREE DIVISIONS AND ONE PASSION: SHIFTING THE LIMITS OF POSSIBILITY.

/ Whether welding technology, photovoltaics or battery charging technology – our goal is clearly defined: to be the innovation leader. With around 3,300 employees worldwide, we shift the limits of what's possible - our record of over 900 granted patents is testimony to this. While others progress step by step, we innovate in leaps and bounds. Just as we've always done. The responsible use of our resources forms the basis of our corporate policy.

Further information about all Fronius products and our global sales partners and representatives can be found at [www.fronius.com](http://www.fronius.com)

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