



**ABLE
REMOTE
SUPPORT**

ABLE Support Console (ASC) includes onshore remote technical support

- **Interfaces directly to FGM160 via Modbus**
- **Access controlled by client, for remote diagnostic support from ABLE**
- **Monthly health-check included for optimal continuous operation**
- **Secure point-to-point remote desktop over VPN client-nominated socket**
- **Add HART option to include remote engineer diagnostic assistance for Magnetrol and Vega level equipment**



The hardware

ATEX IECEX intrinsically-safe tablet running Windows10 with USB, WiFi (enabled or disabled) and optional 4G. Mounted upright to a docking station (with connection to instrument Modbus, HART, Ethernet-VPN, HDMI, USB)

Required for implementation

Service-port Modbus, wired to your LER/CER. This is a simple 2 or 4 wire cable from the meter to LER (may already exist). Any available ethernet network point can be assigned a secure port/VPN access by your IT dept.

The software

Bespoke software, written and managed by ABLE, specifically to provide remote technical assistance and reporting. Plus embedded software for FGM, Magnetrol and Vega diagnostic access.

When would it be used?

- Monthly: Diagnostic health-check; capture signal waveforms and configuration settings (identifying any changes). Each monthly report will be emailed to the agreed contact only and any concerns escalated by a phone call.
- On request from site: Instrument tech will initiate the request, to which ABLE remote support team will respond. The nominated onshore client-contact will be emailed all support requests and concluding reports, by ABLE support.

- ***Intrinsically-safe Tablet can be undocked from its base station, taken to a hazardous area and used to take relevant photos and video to add info to a support request.***
- ***It can also be connected directly to the flare meter if required to test comms etc.***
- ***The ASC can also be used by the service engineer in place of their own laptop; minimising unchecked connections to your systems.***

Cost

The cost of remote support with console will comprise a custom console and software setup fee, along with a daily console hire charge and an hourly remote support fee, tailored to individual Client's needs. The support console and software remain the property of ABLE and will therefore receive updates, as required. For longer term support, the console can also be purchased with custom software set up.

If you wish to find out more or receive a quotation for your potential support needs, please email: remotesupport@able.co.uk

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