

# Plcremote.net

## Quick Start Guide

Serial Number SN: xxxxxxxxxxxxxxxxxxxx

Password: xxxxxxxxxx

Visit the <http://plcremote.net/> website. Click on the **“Manage My Remote”** menu item.



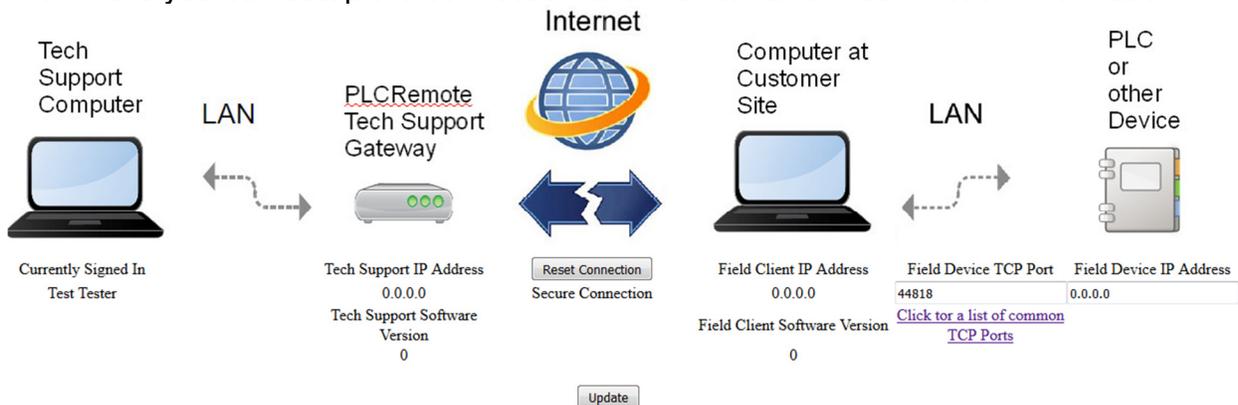
Email Address (use SN first time):

Password:

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## Web Management Screen

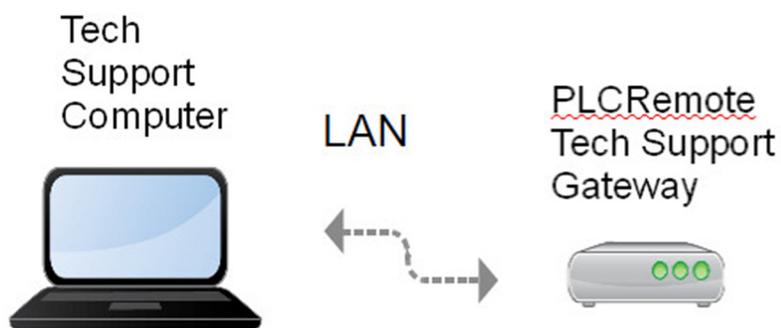
Using the serial number (SN) and password above (the serial number can also be found on the unit), login to the website. The first time you login, you must update the customer information page for your serial number (SN). When completed click on the **“Manage Connection”** menu item. You will see the connection management screen. From here you can setup the connection and monitor all the connection information.



From the web management screen set the Field Device TCP port. This will be the TCP port for the remote PLC (or HMI) in the field. For example use port 44818 for a Rockwell PLC (use the link [Click for a list of common TCP Ports](#) to find the port number for your equipment). Also configure the Field Device IP Address with the IP address of the PLC (or HMI) in the field and press the update button.

## Tech Support Gateway

Plug the Tech Support Gateway into a hard wired Ethernet port on the technical support network.



The tech support gateway will request an IP addresses using DHCP on the local area network. Click on the update button on the web page management screen. The screen will show the tech support IP address.

## Field Client Software

Click on the “**Download**” menu item on the web page. From the download screen click on the **Click Here to Start Download** link to down the field support client software. Email or transfer a copy of the Field support client software to the person at the remote site. Have the field support person open the .zip library and copy the files into the c:\plcremote folder (or any runtime folder of choice). Double click on the **plcremote\_field** file to run the field support software on the customer’s local computer. The customer’s computer must have access to the internet and the plc network. The customer must have java installed. A free version from Oracle can be found at <https://www.java.com/en/download/> (Java runs on Windows, Mac, and Linux)

Click on the update button on the web page management screen. If the field client software is working, then the web management screen will show the IP Address of the field client computer.

Startup your programming software and point it to the IP address of the Tech support gateway.