

FACTORY AUTOMATION

NUMERICAL CONTROL (CNC) REMOTE SERVICE

iQCare

Remote4U



for End Users

NC Remote Service

e-Factory

Mitsubishi Electric will revolutionize manufacturing industry with IoT.



Remote service that supports the maintenance of CNC through Mitsubishi Electric's e-F@ctory^(*).

(*1) Mitsubishi Electric EDM and laser processing systems are not in the scope of this remote service.

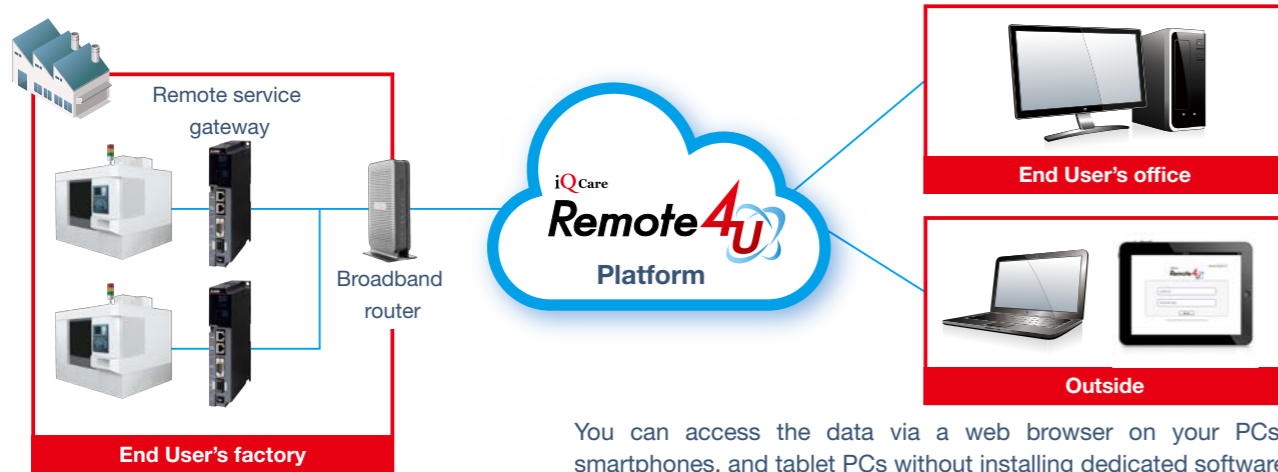
For information about the availability of remote service in your country, contact your local Mitsubishi Electric CNC service provider.

Dashboard function^(**)

Dashboard function helps you improve production process and reduce running costs

You can view real-time operation data of your machines equipped with Mitsubishi Electric CNCs.

(**2) The specifications are different from the dashboard function for Mitsubishi Electric EDM and laser processing system.

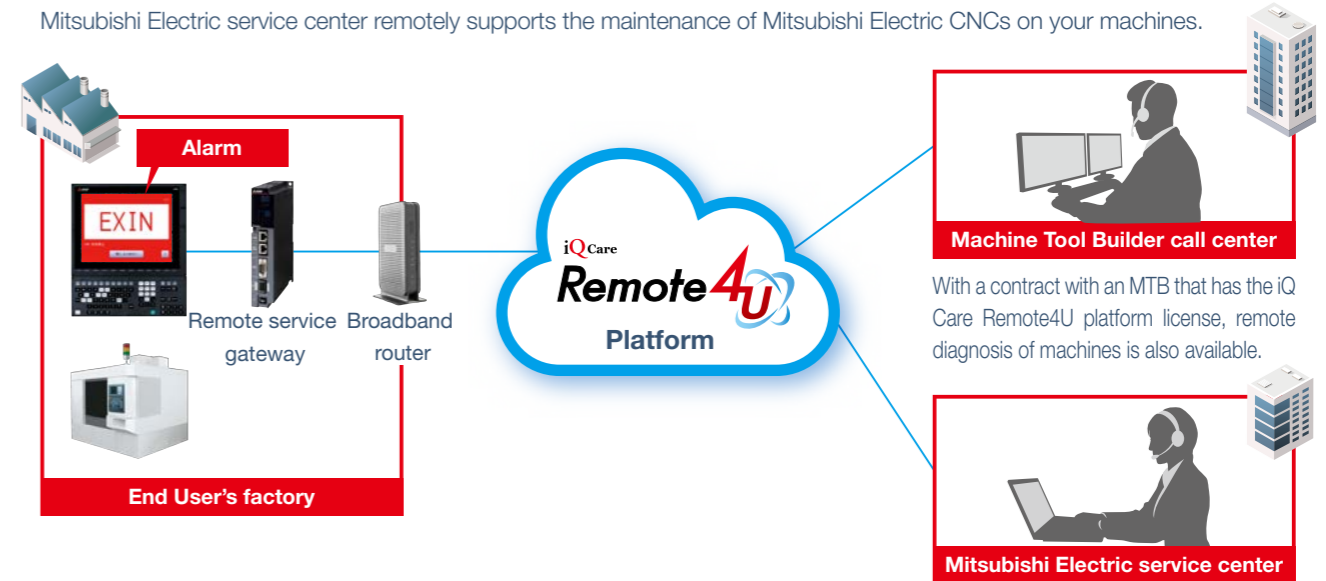


You can access the data via a web browser on your PCs, smartphones, and tablet PCs without installing dedicated software. (ID and password must be entered.)

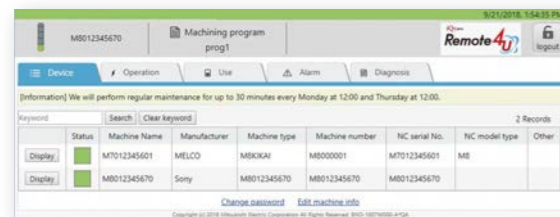
Remote diagnostics

Remote diagnostics improves maintainability

Mitsubishi Electric service center remotely supports the maintenance of Mitsubishi Electric CNCs on your machines.



Device screen



You can centrally manage the operating status of a number of machines.

Operation screen



The utilization rate and operation data of each machine are displayed. Visualization and analysis helps you improve production process.

Use screen



The selected machine's load, power consumption and spindle unit temperature are displayed in graphs. You can use the data in analysis to improve machining quality and reduce running costs.

Accurate CNC service

Alarm history table:

Date of alarm occurrence	Alarm number	Alarm message	Count
2018/03/02 09:28:08	EMG	Emergency stop SRV	243
2018/03/02 09:28:08	MC1	H/W stroke end axis exists 0006 X1Z	214
2018/03/01 17:00:52	EMG	Emergency stop SRV	126
2018/03/01 17:00:52	MC1	H/W stroke end axis exists 0006 X1Z	78
2018/03/01 15:57:09	EMG	Emergency stop SRV	25
2018/03/01 15:57:09	MC1	H/W stroke end axis exists 0006 X1Z	19
2018/03/01 15:28:17	MC1	H/W stroke end axis exists 0006 X1Z	13
2018/03/01 08:41:40	EMG	Emergency stop SRV	10

We directly connect to your CNCs from the terminals in our service center. We remotely check the alarm occurring on your machine and alarm history. We can also view the current parameters settings. Based on the information, our service personnel remotely diagnoses the status of your CNCs and offers accurate support to the shop floor. It helps reduce machine down time.

Security function


- iQ Care Remote4U provides secure data protection system
- Data transfer is only available for dedicated devices (remote service gateway) to ensure secure communication
 - Encrypted communication (HTTPS) is used to protect data from eavesdropping and manipulation during communication

Remote service gateway

Dedicated device that cyclically collects data from NC and communicates with the cloud

Basic specifications	Ethernet	2 ch
	Power supply voltage	DC24V

Global Partner. Local Friend.



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Official Mitsubishi Electric Mechatronics YouTube account
 User support videos will be available, including how to backup/restore data and replace batteries as well as introduction to our products and technologies.



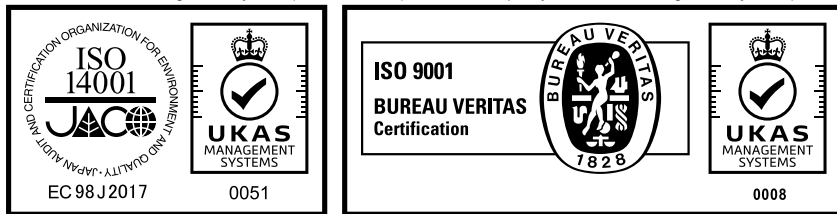
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Official Mitsubishi Electric CNC Facebook/LinkedIn account
 Visit our page for information about exhibitions, products, technologies, and FAQ.

⚠ Safety Warning

To ensure proper use of the products listed in this catalog, please be sure to read the instruction manual prior to use.

Mitsubishi Electric Corporation Industrial Mechatronics Systems Works is a factory certified for ISO 14001 (standards for environmental management systems) and ISO 9001 (standards for quality assurance management systems)



Remote Service (End Users)
BNP-A1240-B / ENG

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