MITSUBISHI ELECTRIC
Changes for the Better

FACTORY AUTOMATION

NUMERICAL CONTROL (CNC) REMOTE SERVICE

iQ Care

Remote 4U

for Machine Tool Builder

NC Remote Service

e-F@ctory

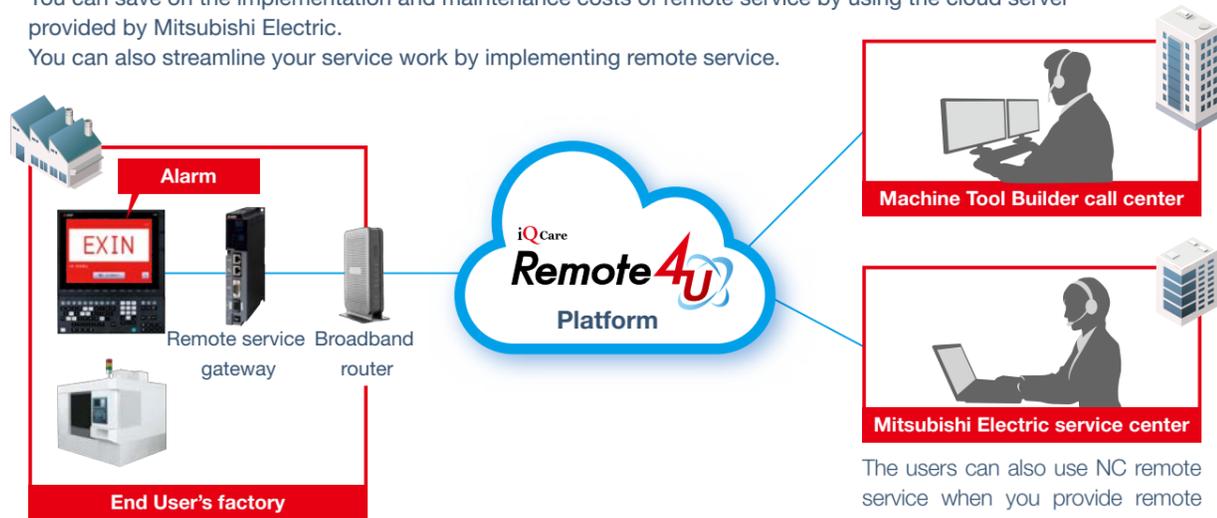# Mitsubishi Electric will revolutionize man ufacturing industry with IoT.

iQ Care Remote4U

Mitsubishi Electric e-F@ctory supports implementation of your machine remote service[*1].

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

iQ Care Remote4U platform

You can easily implement your machine remote service using iQ Care Remote4U platform

You can provide remote service of your machine tools equipped with Mitsubishi Electric CNCs simply by purchasing platform license.

You can save on the implementation and maintenance costs of remote service by using the cloud server provided by Mitsubishi Electric.

You can also streamline your service work by implementing remote service.

Alarm

EXIN

Remote service gateway

Broadband router

End User's factory

iQ Care Remote4U Platform

Machine Tool Builder call center

Mitsubishi Electric service center

The users can also use NC remote service when you provide remote service using iQ Care Remote4U.

Efficient machine service

Alarm

EXIN

iQ Care Remote4U Platform

Machine Tool Builder call center

Alarm screen

I/F diagnosis screen

Your service center can directly connect to the end user's machine tools via iQ Care Remote4U platform.

You can remotely check the alarm occurring on the end user's machines and alarm history. You can also view the status of each device on the I/F diagnosis screen, and diagnose the failure of peripherals such as sensors and switches.

This allows you to get accurate information on the status of end user site when a trouble occurs, leading to reduction in time your call center spend handling the issue. It also allows your service personnel to select correct maintenance parts before a service visit, reducing the time for troubleshooting. The number of revisits can also be reduced.

iQ Care Remote4U streamlines your service work and helps reduce the down time of end users' machines.

Dashboard function[*2]

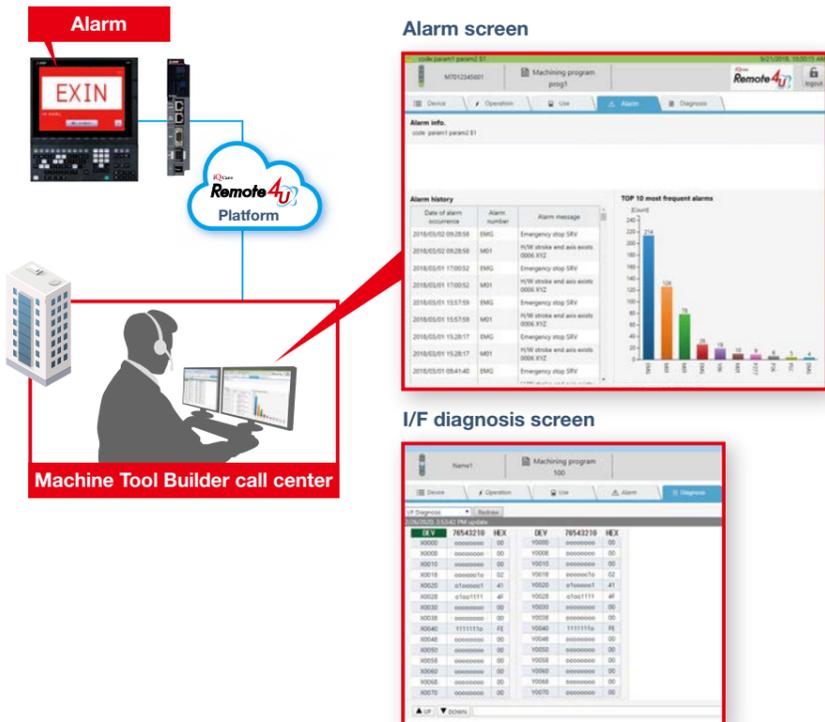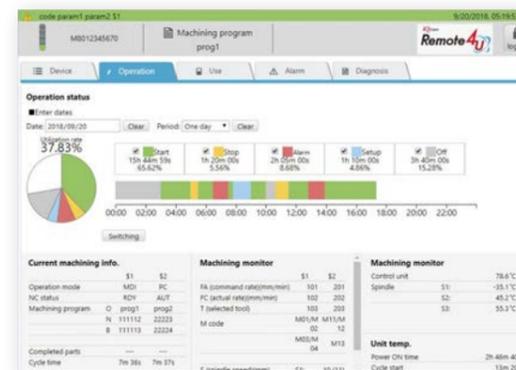### The end user can view the real-time operation data of the machines

The end user can view the real-time operation data of the machines equipped with Mitsubishi Electric CNCs. This is useful for the end user to improve production process and reduce running costs.

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

Remote service gateway

Broadband router

iQ Care Remote4U Platform

End User's office

Outside

End User's factory

The end user can access the data via a web browser on the end user's PCs, smartphones, and tablet PCs without installing dedicated software. (ID and password must be entered.)

Operation screen

Use screen

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

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

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

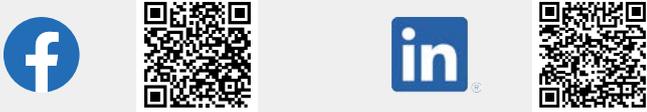Dedicated device that cyclically collects data from NC and communicates with the cloud

Basic specifications	Ethernet	2 ch
	Power supply voltage	DC24V

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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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⚠ 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)

ISO 14001
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Certification

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