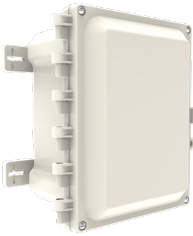


FOR EATON INTERNAL &
EATON AUTHORIZED DISTRIBUTORS ONLY
DO NOT DISTRIBUTE

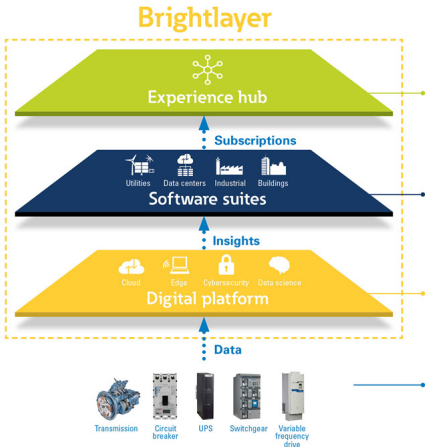
FAQs CHG harsh & hazardous area gateway

General



What is Brightlayer Industrial remote monitoring?

Brightlayer Industrial remote monitoring is one of the solutions in the Industrial suite of Eaton's Brightlayer offering. It is a full-stack IIoT offering that includes edge hardware, system software, cloud analytics, and a user interface to support accumulation of data from the customer site. The system is designed to support monitoring & analysis of electrical, electronic, and mechanical equipment.



Why is remote monitoring integral to Eaton's future?

Eaton has a legacy of supporting customers in the Industrial space in a variety of sub-segments and recognizes the need to enable digital solutions to solve customer challenges. Advancement of these digital solutions will play a crucial role in Eaton's transition to an intelligent power management company.

Hardware and Connectivity

What Eaton devices are supported by Brightlayer Industrial remote monitoring?

As standard, the CHG Gateway is compatible with the Crouse-Hinds Smart EBMX, ACE DG1 VFD and the Smart Combo-Starter (SCSR). Eaton does have over 100 intelligent electronic devices that can be supported. These non-standard devices require custom configuration. Contact your account manager for details.

Can third-party devices be connected to the system?

Eaton has a growing list of third-party devices that are compatible. If a customer would like to connect a device that is not currently supported, Eaton can work on implementing the new device(s) and adding it to the list. Third-party devices require custom configuration. Contact your account manager for details.

Can remote monitoring be integrated into an existing DCS or SCADA system?

Yes, remote monitoring can serve as an enhancement to an existing system.

How many devices can the remote monitoring application support?

There is no limit on how many gateways can be used, making the number of devices in a system unlimited. Per CHG gateway, up to 6 devices can be connected. Any combination of Smart EBMX, ACE DG1 VFD and/or Smart Combo-Starter (SCSR) per CHG Gateway is supported as standard (up to 6 total). Additional Brightlayer subscriptions will be required.

SMART EBMX



SCSR



ACE VFD DG1



Software and Cybersecurity

What software is involved in Brightlayer Industrial remote monitoring?

The Brightlayer Industrial remote monitoring dashboard can be accessed via the Web from any computer or smartphone using the system's login credentials. Because the dashboard is cloud-based, no software downloads are required aside from the optional mobile app.

What features are included with the dashboard?

These are the main features currently offered in the remote monitoring dashboard, which can be accessed from a computer's web browser or by using the mobile app:

- Monitor process and device parameters
- Up to 30-day trending of 6 parameters / gateway
- Change thresholds
- Set up alerts (email and text messages)
- Rename tiles
- Export data (Excel, CSV, or PDF)

Can the gateway be accessed by multiple users?

Multiple users can simultaneously view the data from one edge gateway on the Brightlayer Industrial Remote Monitoring user interface. Configuration changes to the gateway should be performed by organization and location administrators, one instance at a time.

How many users per subscription?

1000 users per organization (one organization per gateway device). This is subject to change.

Does the data get buffered in case the cellular signal drops etc.?

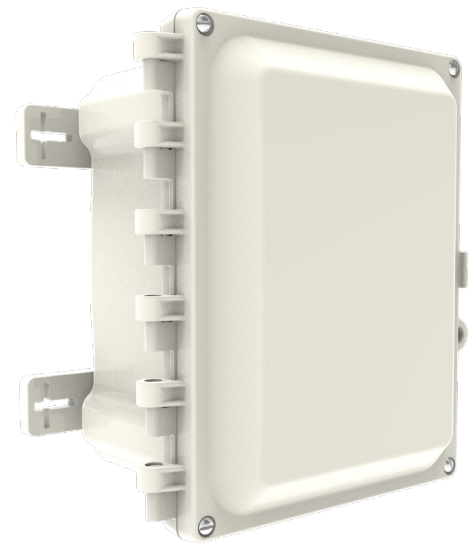
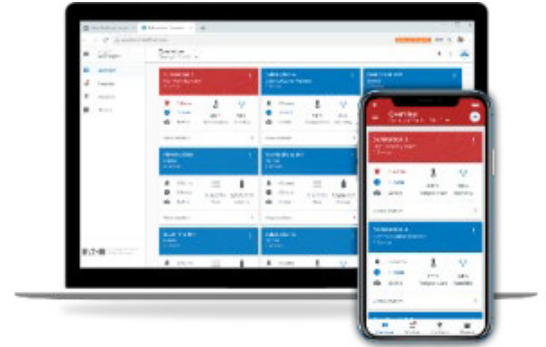
Store and forward functionality is under development. Currently 5MB of data storage is planned for this functionality. Once data storage reaches 7MB, it will be deleted/cleared for new data to be stored.

Where does the data get timestamped?

Data is timestamped within the gateway software itself and then sent to the Brightlayer cloud.

Does Brightlayer Industrial remote monitoring increase my risk of a cyber attack?

No, the remote monitoring application utilizes world-class cybersecurity standards and the cellular communications use encryption technology. Eaton has a team of cybersecurity professionals at our Cybersecurity Center of Excellence to ensure it follows the IEC 62443 framework.



Installation and Support

Brightlayer Industrial Dashboard

Is tech support available for Brightlayer application specific installation assistance and troubleshooting?

Yes, phone and email support are both available.

877-386-2273

BLsupport@eaton.com

Powered by
Brightlayer



Learn more about Brightlayer
Scan QR code or go to: eaton.com/Brightlayer