

Manage MyMachines / Remote Product Sheet



The Insights Hub application Manage MyMachines /Remote allows you to establish a remote connection to your customer's machine tool. Features such as desktop sharing and control, file transfer, remote PLC access and session recording help to speed up troubleshooting and resolve technical issues.

Prerequisites	
Subscriptions	A valid Insights Hub Capability Package (Basic/Standard/Premium) subscription and its resources are required.
Software	<p>Client Software:</p> <p>An installation of relevant Client Software is required on the CNC-Controller e.g. SINUMERIK 840D sI, SINUMERIK 828D, or SINUMERIK 840D sI with PCU / IPC (Windows 7 Embedded Standard, Windows 10), and also on the service engineer's PC in an office environment. The latest Client Software is available via Manage MyMachines /Remote under separate terms and conditions that shall apply when installing the relevant Client Software.</p> <p>The available Client Software for the CNC-controller and service engineer's PC is listed below:</p> <ul style="list-style-type: none"> (1) SINUMERIK Integrate Client (2) Manage MyMachines /Remote Service Clients as follows: <ul style="list-style-type: none"> - Manage MyMachines /Remote Service Client for Machine Operators – PCU, - Manage MyMachines /Remote Service Client for Machine Operators – IPC, - Manage MyMachines /Remote Service Client for Service Engineers - 64 bit, - Manage MyMachines /Remote Service Client for Service Engineers - 32 bit. <p>Instructions for usage and implementation of this Client Software in detail can be found in the Manage MyMachines /Remote user documentation under https://documentation.mindsphere.io/resources/html/manage-my-machine-remote/en-US/index.html.</p> <p>Operating Software from CNC - Controller:</p> <p>The approved firmware versions for your CNC - Controller required to enable communication with your Account and run the Manage MyMachines /Remote Service Clients are listed in the user documentation available under https://documentation.mindsphere.io/resources/html/manage-my-machine-eu1/readme/en-US/index.html</p>

	Firmware versions not listed have not been tested for the Manage MyMachines /Remote Service Clients in conjunction with this application. For non-approved versions, specific functionality of this application is impaired or not available.
Hardware	For a complete listing of devices compatible with this application, please reference the latest Manage MyMachines /Remote user documentation at https://support.industry.siemens.com and https://documentation.mindsphere.io/resources/html/manage-my-machine-eu1/readme/en-US/index.html
Web browser	An HTML5 capable internet browser is required (e.g. Mozilla Firefox, Google Chrome or Microsoft Internet Explorer). The recommended screen resolution is 1024x768 or higher. The Manage MyMachines /Remote Insights Hub web application is supported through the use of HTML5 capable Internet browser.
Data access	To access and use the application, data stored in your existing Account (e.g. Base Environment or Insights Hub Capability Package Account) may be accessed by the application.

Description	
Register machines	Allows you to register and disconnect Manage MyMachines /Remote usage of those Assets that are already connected to Manage MyMachines. Provides ability to activate and deactivate automatic session recording.
Manage remote sessions	Provides an overview of remote session information, e.g. date, duration, participants, transferred files and recorded sessions. Allows you to start a remote session for any Asset that has been registered for Manage MyMachines /Remote usage.
Start new session	Allows you to start a remote session for any Asset that has been registered for Manage MyMachines /Remote usage directly from the launch page.

Pricing Model			
Fee	Application subscription	Extensions (optional)	
		Manage MyMachines/ Remote Asset Activation (Yearly)	Manage MyMachines/ Remote Asset Activation (Monthly)
		Usage-based	Usage-based
	1 Asset	1 additional Asset	1 additional Asset
Price per Asset	See Order ¹	See usage-based list ²	See usage-based list ²
Billing cycle	Full amount in advance	Yearly in advance	Monthly in arrears
¹) Subscription-based pricing is set forth in the Order; ²) Usage-based fees are set forth in the Price List for Offerings with Usage-based Fees available at https://plm.sw.siemens.com/en-US/insights-hub/resources/product-sheets/			
Application subscription	The application subscription allows access to the application for 1 Asset and its usage.		
Enablement, disablement and Subscription Term of Manage MyMachines /Remote Asset Activation (Yearly)	Manage MyMachines /Remote Asset Activation (Yearly) may be enabled within the Shopfloor Management Application at any time during a valid Subscription Term for Manage MyMachines /Remote. Upon enablement, the Subscription Term for Manage MyMachines /Remote Asset Activation (Yearly) starts. The Subscription Term is 12 months and automatically renews with a Subscription Term of 12 months unless you disable the respective Asset at any time. In case of a disablement, the Subscription Term for Manage MyMachines /Remote Asset Activation (Yearly) will not automatically be extended after it expired and is deemed to be terminated.		

	<p>PLEASE NOTE: After you disable the respective Asset from your Account, the monthly fee for Manage MyMachines /Remote Asset Activation (Yearly) will continue to be charged until the Subscription Term expires.</p> <p>Once a disabled Asset is enabled again after the end of a valid Subscription Term for Manage MyMachines /Remote Asset Activation (Yearly), a new Subscription Term for Manage MyMachines /Remote Asset Activation (Yearly) starts and the fee will be applied again as stated above.</p>
Enablement and disablement of Manage MyMachines /Remote Asset Activation (Monthly)	<p>Manage MyMachines /Remote Asset Activation (Monthly) may be enabled or disabled within the Shopfloor Management Application at any time during a valid Subscription Term for Manage MyMachines /Remote. Upon enablement, the Subscription Term for Manage MyMachines /Remote Asset Activation (Monthly) starts. The Subscription Term is 1 month and automatically renews with a Subscription Term of 1 month unless you disable the respective Asset at any time. In case of a disablement, the Subscription Term for Manage MyMachines /Remote Asset Activation (Monthly) will not automatically renew after it expired and is deemed to be terminated.</p>
Subscription Term	<p>The standard Subscription Term for the application is 12 or 36 months. The Subscription Term shall automatically renew if stated in the Order.</p>
Co-term (renewal and termination)	<p>The Subscription Term for this application will be co-termed with the Subscription Term of your existing Insights Hub Capability Package, and therefore can be shorter than the standard Subscription Term.</p>
Payment Terms	<p>The fee for Manage MyMachines /Remote Asset Activation (Yearly) is charged yearly in advance for each enabled Asset (first time in the month after the Asset has been enabled) for 1 year.</p> <p>The fee for Manage MyMachines /Remote Asset Activation (Monthly) is charged monthly in arrears for each enabled Asset (first time in the month after the Asset has been enabled) for maintenance of the application and for keeping the application up to date.</p> <p>The fee for MyMachines /Remote Asset Activation (Monthly) is charged monthly in arrears, if the cumulated fee exceeds the threshold of EUR 200 equivalent. If the cumulated fee does not exceed the threshold of EUR 200 equivalent, the fee will not be charged.</p>

General

Service Level Agreement	<p>The Monthly Availability for this application is 95 %. Monthly Availability is defined in the Cloud Services Support and Service Level Framework available at https://www.siemens.com/sw-terms/sla.</p>
Application use rights	<p>This application can be used as part of OEM Services as described the Insights Hub Supplemental Terms available on www.siemens.com/sw-terms/supplements.</p>
Third-Party Terms	<p>The Third-Party Terms for Manage MyMachines /Remote are made available via the following web link: https://www.sw.siemens.com/en-US/sw-terms/mindsphere-third-party-terms/.</p>
Support	<p>Support for this application may be contacted via Industry Online Support https://support.industry.siemens.com.</p> <p>Support is available in English and German.</p>

Export Control Regulations

Applicable for the Manage MyMachines /Remote application and the corresponding Client Software.

AL	N
ECCN	EAR99

Security Information

General	In order to protect plants, systems, machines and networks against cyber threats, it is necessary that you implement and continuously maintain a holistic, state-of-the-art industrial security concept.
Secure communication	Data transmission will be done via HTTPS protocol from Asset to your Account.
Encryption standard	TLS 1.2 for communication between Asset and Account and Manage MyMachines /Remote server is used.

Definitions

Asset	An Asset is the logical representation of a thing which can be a machine or an automation system with a single unit e.g. PLC or CNC - Controller. Assets are defined using an Asset type.
General	Unless otherwise indicated, capitalized terms used in this document shall have the meaning given to them in this Product Sheet or elsewhere in the Agreement. You may also want to check our Glossary .