

## REMOTE TEMPERATURE CONTROL WITH THE NEW STÖRK-TRONIC COMMANDER BOX

In today's digital era, up to the minute information is bringing changes to every part of the world, and as we know, the internet is the medium through which all information is exchanged. Connectivity enables manufacturers and service organisations to now put aside the geographical constraints that once limited immediate response by now offering options such as remote monitoring; temperature alarm settings and the continuous collection of relevant client data that will quickly improve their productivity and differentiate them from their competitors.

All this and so much more can be achieved in an instant by connecting to the new temperature management device from Störk-Tronic. The Commander Box is a compact, easy to install modular unit that enables you to remotely monitor your digital temperature controllers anywhere in the world, only an internet connection is needed. From helping users changing parameter settings or responding to a temperature alarm issue to just reminding your customer the date of their next service appointment. Everything is possible.

All you need for remote access is either a PC, tablet or smartphone with a web browser. The access can be made to the Commander Box itself via the built-in web server. Another possibility is to use it as a gateway to the Cloud solution from Störk-Tronic, ST-Cloud.

When using the Commander Box together with our ST-Cloud option you are not only guar-



Figure 1:  
Connection from the controller to the cloud via the Commander Box

anteed safe storage of data but also you have access to the benefits of our Incident Manager where it is possible to keep full control of various issues and timely updates along with a comprehensive overview of ALL installed temperature control devices and their status.

The Commander Box can also be used to connect Störk-Tronic controllers to our bespoke software ST-Studio. This enables ALL data from the connected controllers to be analysed in more detail and either format-

ted in tables or graphs and entered onto spreadsheets and emailed to clients or just stored away for future reference on the cloud or hard drive.

ST-Studio will give you full access to ALL your installed units and their status.

### Incident Manager

The Incident Manager is a unique module within ST-Cloud and can be used to inform clients of actions required. For example, an alarm from a unit will create a task in the Incident

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Manager, the system will then ensure the correct person, for example a service engineer, receives the message via e-mail. The service engineer can then analyse the problem and take required actions. The issue(s) can be solved by either remote access, a telephone call to the end user or by an on-site visit. Everything is documented in the Incident Manager where also pictures and videos can be uploaded. The status of ALL tasks can be viewed on screen and date stamped when the issue was resolved – along with the service engineers' name. It is also possible to use the built-in calendar feature to set tasks for periodic or preventive maintenance calls and have complete control of all documentation.

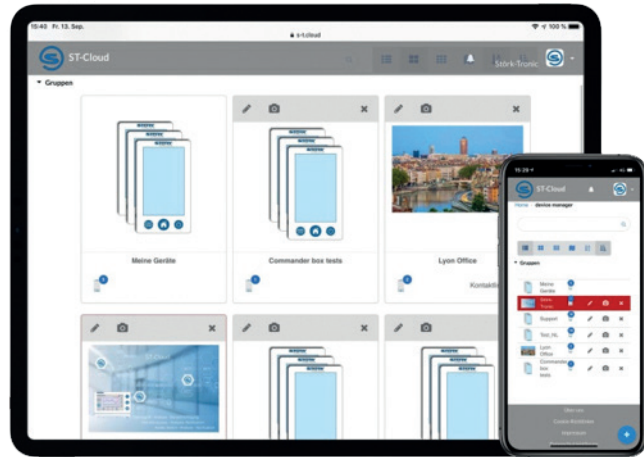


Figure 2:  
Incident Manager of the ST-Cloud

### Highlights of the Commander Box

- Integrated web server
- Ethernet
- USB port
- ST-Bus (RS485)
- Up to 32 controllers can be connected
- Internal data storage on industrial SD-card
- Real time clock with backup battery
- Wide range power supply, 100-240V AC, 50/60 Hz
- Integrated alarm contact
- Integrated buzzer

### Future options

- WiFi
- Modbus (RS485)



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