Real time
email

24h

365

Real time control

Real time email

24h

24h

365

Real time
control

24h

RIELLO CONNECT
REMOTE MONITORING SERVICE

riello ups

RIELLO ELETTRONICA

Riello Connect from Riello UPS is a remote monitoring service designed to increase resilience and reduce downtime of your mission critical equipment.

Riello Connect offers the invaluable peace of mind that comes from knowing the performance of your Riello UPS and battery systems are being continually monitored by trained Riello UPS technical specialists.

Utilising the Riello Connect system, our UPS technicians can identify problems before they **become** load loss events. In the event of a UPS alarm, the Riello Connect system can notify your chosen first response contact (via SMS or e-mail) 24/7 365. Meanwhile, an authorised Riello Service Technician remotely investigates and takes action appropriate to your individual service Contract.

- Riello technical specialists continually monitoring your Riello Uninterruptible Power Supply;
- Receive alarm notification by SMS or email;
- Receive regular performance reports for your UPS from the Riello Connect data centre, where the historical performance data is stored and analysed.

Available products

RCT 501
The Riello Connect remote gateway is equipped with an Ethernet connection allowing remote monitoring of the UPS from the Riello Connect data centre via the customer LAN.

RCT 505 4G (GSM/GPRS/LTE)
The Riello Connect remote gateway is also available in a wireless model. The RCT 505 4G is equipped with a GSM/GPRS/LTE modem allowing remote monitoring of the UPS from the Riello Connect datacentre without any connection to the customers LAN.

Monthly Performance Reports

By collecting and storing the performance data of the UPS, Riello Connect can compare current and historical data in order to produce a number of different reports which analyse the overall health of your UPS system. This regular reporting feature is an integral part of the Riello Connect service, assisting with your power management decisions.

How it works

The Riello Connect RCT 501/505 4G remote gateway is connected to the UPS and the LAN network. The Riello Connect RCT 501/505 4G creates a secure and encrypted remote connection from the UPS to the Riello Connect data centre, where performance data is stored and analysed. Should the UPS trigger an alarm, Riello UPS technicians at our Riello Connect data centre can access the current UPS data and commence any trouble shooting through an SSL encrypted connection, ensuring a rapid response to any potential issues.
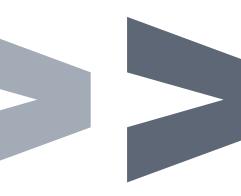

Riello Connect data base (certified)

Technical Specification

Supported UPS type: any Riello UPS with communication slot. The Riello Connect utilizes a certified data centre for data storage and remote management. The Riello Connect data centre is hosted in a certified location.

TECHNICAL SPECIFICATION		
Remote Gateway RCT	RCT 501	RCT 505 4G
Power supply	220-230-240 Vac	220-230-240 Vac
Required Internet connection	Requires an Internet connection via LAN or xDSL	Requires an Internet connection via LAN or xDSL. For GPRS/LTE, a mobile SIM card with a mobile subscription is required.
GSM/GPRS	No	4G: Bands 20, 8, 3, 7, 1 3G: Bands 8, 3, 1 GPRS: 900, 1800 MHz
Certification	CE	CE
From user web browser to Riello connect datacentre	SSL 2048 bit RSA/128 bit AES	SSL 2048 bit RSA/128 bit AES
From RCT unit to Riello connect datacentre	RC4 128 bit	RC4 128 bit
Alarms	Email, SMS	Email, SMS
Dimensions (WxDxH)	135 x 92 x 27 mm	135 x 92 x 27 mm
Operating temperature	-40 to +65 °C	-40 to +65 °C

For more information regarding the Riello Connect remote monitoring service, contact your local Riello UPS authorised distributor.

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