Who is eWON?
eWON is the world leader in remote connectivity for industrial automation. For over 10 years, eWON has provided Machine Builders and System Integrators with secure and easy remote access to their machines.

How does an eWON work?
eWON industrial routers are built to fit within the machine panel. These DIN rail mounted devices are designed to withstand the rigors of an industrial environment and can communicate with both Ethernet and serial devices. To make these devices remotely accessible, eWON routers make an outbound connection via UDP or https to our cloud based VPN server (Talk2M.com). Using our client software (eCatcher) authorized users are able to login to their FREE Talk2M account and connect to any of their eWON routers in the world. The Talk2M server acts as a secure broker and completes the secure encrypted VPN tunnel between the remote user and the equipment connected to the eWON.

What is VPN tunneling?
VPN (virtual private network) and tunneling are techniques that allow encrypted data links between your location and another (remote) network. Tunneling encapsulates a specific stream of data within an encrypted protocol, making everything that travels through the tunnel unreadable to anyone along the transmission path. Using a VPN or other form of tunneling to encrypt data is a good way to ensure that data will not be seen by anyone other than you and people you trust.

What information does the eWON need about my factory network?
The eWON needs the same type of settings as a PC connected to the same network (IP address, subnet mask and gateway, plus any optional proxy settings). The eWON can act as a DHCP client so it can be configured to receive those settings automatically. However, the eWON also can be set up to use a static IP address that is assigned and controlled by the IT department if preferred.

What does my IT department need to do to use the eWON?
Typically nothing! Talk2M tunnels are initiated by the eWON and use only outgoing connections. No incoming connections are made (in other words, the Talk2M server does not initiate tunnels), so no ports need to be enabled in your corporate firewall for incoming connections. In addition, Talk2M is designed to be minimally intrusive. This means that it uses the outgoing ports that are usually already enabled, secure HTTPS port 443 or UDP port 1194.
The Talk2M service is hosted on the Internet. Can anyone in the world access the machine in my factory?
An authentication certificate ensures that each eWON talks only to your account on the Talk2M server. This ensures that only authorized users can communicate with any eWON. All data exchanged via the Talk2M server and the Internet is encrypted and the data remains secure.

Can the Machine Builder see my entire network?
Through the Talk2M tunnel, the remote user only can reach the devices connected to the machine side (LAN side) of the eWON. Devices on the rest of the network cannot be accessed.

A Talk2M tunnel can be configured to be always on. Does this mean the machine builder can access the machine without my knowledge?
You keep full control. You can connect a switch to the eWON’s digital input and configure the eWON to enable or disable the VPN connection. Also, if a static IP is assigned, it can be controlled by the IT department. Of course, simply unplugging the WAN port denies all remote access until needed.

How do I keep track of who’s been connected to my machine?
Talk2M provides a connection report to keep track of who was connected to which eWON along with when and how long they were connected.

Can I create my own Talk2M account?
Yes, either the Machine Builder or End User can set up the Talk2M account to become the account administrator. The account administrator manages the eWON units and users having access to the account. An eWON unit can ONLY be associated to one Talk2M account for security purposes.

Are there any monthly fees or reoccurring costs?
The eCatcher software and Talk2M Free+ service are free. However, you can upgrade your Talk2M account to a pro version if needed.

Why would I allow this on my network?
When you need remote assistance, the eWON solution allows the machine’s engineer secure remote access only to the devices he needs. He can immediately analyze and resolve the issue limiting costly downtime and travel expenses. Using eWON VPN products, you make it easy for the machine builder to setup and control a secure connection to your machines while keeping your corporate network integrity secure.

How do I keep track of all the devices and make an easy VPN connection?
Login to your account using eCatcher. You will see a list of all of your eWON devices. To establish the VPN connection click on the device you want to access and then click “Connect”.

For more information visit [www.ewon.us](http://www.ewon.us) | (412) 586-5901