Teleservice Box

By the end of 2018, every analogue telephone line of Deutsche Telekom was supposed to be switched over to the digital IP technology.
As a result of this transition, there will be no or only limited possibilities to establish a reliable analogue teleservice connection to Pfiffner machines

Therefore, Pfiffner has developed a teleservice box for its customers which still made it possible to establish a teleservice connection to the machines since 2018.

All models require a power supply of 230 V. The connection to the machine is carried out via network cable.

Models

▸ **Basic model**
  Teleservice box LAN without WLAN, without 3G mobile network. Integration into company network via network cable and therefore to Internet (corded).

▸ **Model 2**
  Teleservice box LAN + WLAN without 3G mobile network. Equipment is the same as the standard model, but it can also be integrated via WLAN.

▸ **Model 3**
  Teleservice box LAN + 3G mobile network without WLAN. Equipment is the same as the standard model, but the connection to the Internet can also be established via mobile communication. Mobile contract not included.

▸ **Model 4**
  Teleservice box LAN + WLAN + 3G mobile network. Includes all 3 model functions: Standard model, model 2 and 3.

Everything you need to know about remote maintenance

▸ **Objectives**
  Remote maintenance should ensure that downtime and service response are minimised. The following objectives are pursued with the VPN solution:
  - Replacement of the remote data transmission modem with Ethernet-based firewalls
  - Encryption of the transmission between the machine and service technician

▸ **Pfiffner Online Services**
  „Pfiffner Online Services" is a standardised remote maintenance solution for all Pfiffner machines.

▸ **Prerequisites**
  The following are required for the remote access solution:
  - Network connection either with a fixed IP address or one assigned via DHCP
  - In the customer firewall, the UDP ports 500 and 4500 must be authorised for outbound connections.

▸ **Security aspects**
  - The remote maintenance modules are VPN-capable and encrypt all data in accordance with the secure IPsec standard. This allows secure and simple remote maintenance
    of machines via public networks, such as the Internet.
  - It is not possible for the service technician to establish a connection with the customer network back through the VPN modem via the VPN tunnel..
  - Only an outgoing connection has to be established from the customer firewall. Therefore, no inbound ports must be opened.

Subject to technical changes