



## REMOTE SUPPORT OVER INTERNET

### Abstract

Remote access can allow our technical support personnel to diagnose specific issues you may be experiencing with your Pacific Power AC Power Source. This capability is available on the following power source model series:

- ADF Series
- AFX Series
- AZX Series
- LMX Series
- LSX Series

### Remote Support over Internet

The following requirements have to be met or set to enable remote access to your unit.

- Unit needs a LAN connection with internet access. It does not need a public IP address.
- From the front panel, go to “SYST -> Remote Support” and enter the following information:
- Pass: 9648 (this could change)
- Host: remote.support.ppst.net
- User: support
- Port: 65000 See capture below.

REMOTE SUPPORT

Host name

User

Password

Port

Connect

Disconnect

Report

Log

Back

Ready
Prog. MAN
LOC
3ph



This access can also be set up more conveniently from the webpage using the SYSTEM -> REMOTE SUPPORT menu entry.

- Press “Connect” or “ON”, if after 5s it stays ON then it worked. If it goes back to OFF, the power source does not have internet access.

- Once it’s connected, notify PPS Support so they can access the unit remotely and perform remote diagnostics.

