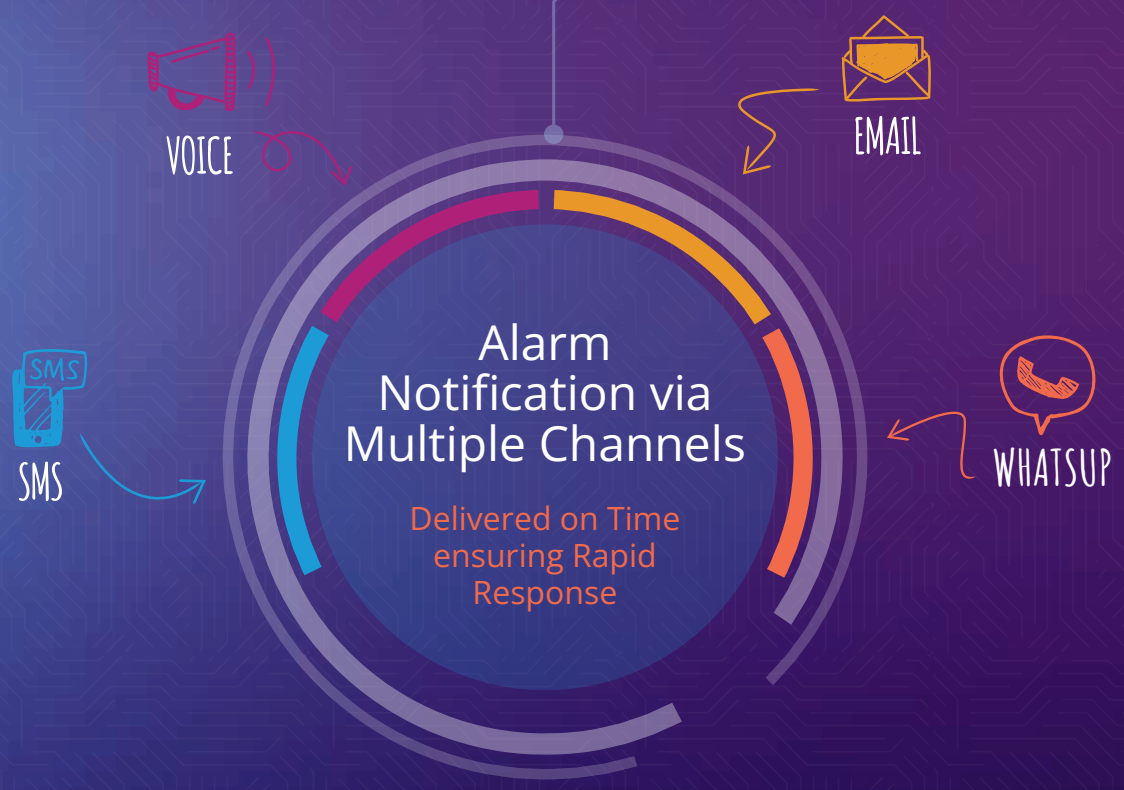
UCME SmartConnector™

Works with EcoStruxure™

Smart Alarm Software

Secure Real-Time Monitoring, Analysis and Control



UCME-SmartConnector -
Software for superior industrial automation control

UCME-SmartConnector seamlessly interfaces with the **Schneider Electric's EcoStruxure Building Operation** system to provide efficient and secure two-way communication with technicians and field engineers via: SMS, WhatsApp, Pushover, VoIP, Email or Voice-over-telephony

controlsee

UCME-SmartConnector - Four Ways to Keep You Covered

Alarm Notification

Via multiple channels

UCME-SmartConnector is advanced alarm notification software that can send EcoStruxure alarms and system alarms via:

- **WhatsApp -** Text messages to WhatsApp
- **Voice over IP -** sending voice messages using Text-To-Speech technology
- **Voice over telephony -** voice message via phone, concurrently dialing up to four recipients, and enabling alarm acknowledgement and tag value retrieval or change during the call.
- **SMS -** text message to any cellphone
- **Push notification -** using a standard app - alerts can be sent to any smartphone (Android or iOS), PC or tablet
- **Email -** text message to email
- **Voice notification -** plays a message over the computer's speakers

Remote Control

For rapid response

With UCME-SmartConnector, technicians and field engineers can respond instantly to alarms via phone, SMS or Push. Acknowledge alarms, change set-points, query field values, generate production reports, suspend or resume alarm notifications, and more.

Alarm Analysis

More than simply notification

UCME-SmartConnector analyses critical EcoStruxure values, compares values with the desired range, and marks values that don't comply. This real-time information is sent directly to a mobile phone or email, enabling rapid response. Event data is easily accessible for analysis via a dedicated web browser application.

Alarm Notification History Reporting

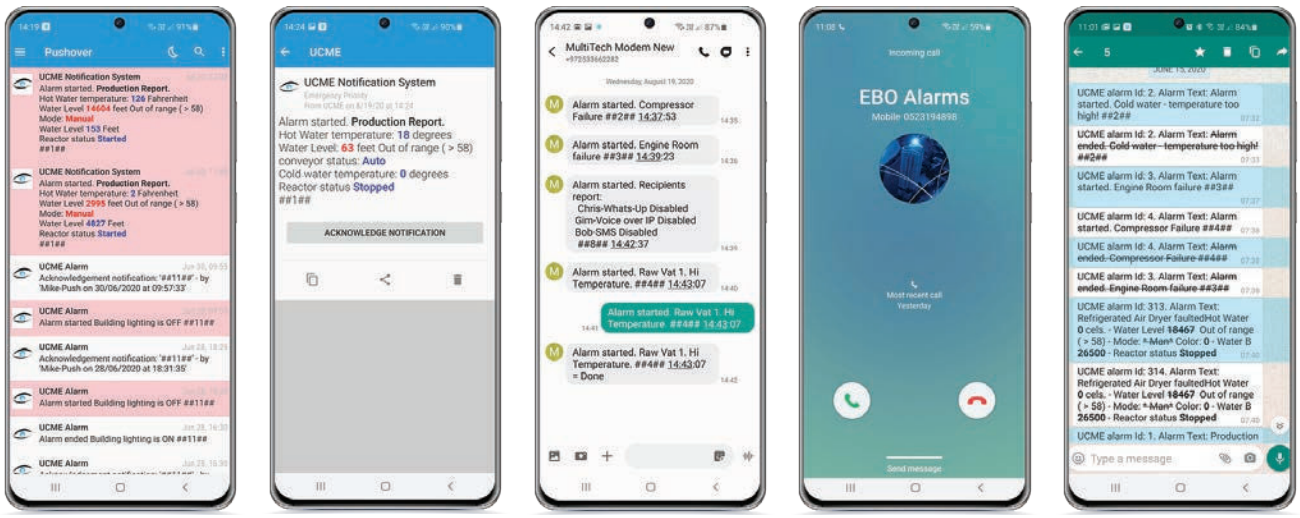
Because you can't argue with facts

UCME-SmartConnector records all alarm and notification activities to MS SQL server. Using the Web reporting tool, you can always see: Who has received the alarm? who hasn't? When was the alarm acknowledged? And more...

How Can UCME-SmartConnector Benefit You?

- **Remote control** - Innovative capability enables flexible two-way communication for shortened response time and unprecedented efficiency.
- **Sophisticated escalation procedure** - Customizable escalation procedure ensures alarms are delivered to alternate recipients. Remote alarm acknowledgement prevents unnecessary repeat alarm notifications – reducing nuisance and costs.
- **Detailed, real-time alarm analysis** - By providing additional plant floor parameters, UCME-SmartConnector provides you with complete, detailed information at the moment of an alarm, facilitating a more accurate response.
- **Easy alarm and value import from your EcoStruxure system** - Saves the time and effort of manually redefining alarms in UCME-SmartConnector.
- **Reliability and security** - UCME-SmartConnector is active even when you are not logged in. It automatically reconnects after power failure.
- **EcoStruxure system alarms** - UCME-SmartConnector can send EcoStruxure system alarms to administrators. This ensures fast response and minimal downtime of the EcoStruxure system.

More UCME-SmartConnector Features

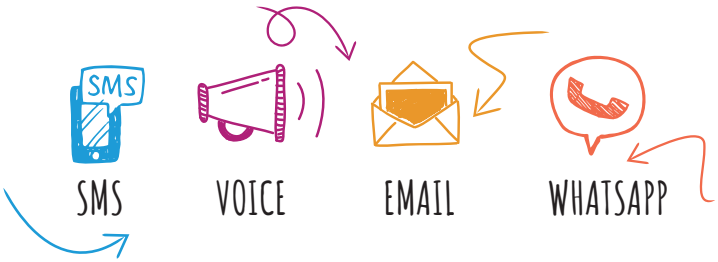


- **Runs as a Microsoft Windows service** - The service operates before users log in and continues after logoff. If the service fails, recovery actions can be set up, such as restarting the service automatically or restarting the computer.
- **Shifts and special days** - Recipients are notified according to predefined shift schedules, with consideration for changing shift priorities on holidays or other special instances.
- **Alarm database** - Records all alarms, responses and other activities in MS-SQL database. Alarm history may be remotely viewed and analyzed, ensuring complete and thorough monitoring of every activity for enhanced efficiency and flexibility.
- **Recipient groups** - Alarms can be sent to pre-defined groups, for more efficient notification and easier alarm maintenance.
- **Dynamically inhibit EcoStruxure alarms using EcoStruxure values**
  Inhibit EcoStruxure alarms by changing a Value. Simply modify a Value from 0 to 1 to inhibit an alert. This may help reducing nuisance alarm.

Advanced Options

- **Server watchdog mechanism** - UCME-SmartConnector runs a watchdog mechanism with the EcoStruxure system. If the system is inoperative, UCME-SmartConnector notifies appropriate users.
- **Master/Standby** - UCME- SmartConnector supports master/standby configuration. UCME- SmartConnector running on the standby PC will send alarms only as backup to UCME- SmartConnector on the master PC.
- **Redundant SMS channels and email servers** - To improve system availability, if UCME- SmartConnector fails to send an email or an SMS using the primary channel, it will automatically switch to the redundant channel to ensure that alarm messages are not lost.

UCME-SmartConnector - Versatility, Flexibility



No matter where you are, you can leverage UCME-SmartConnector's remote bidirectional control functionality via multiple channels for real time monitoring and control of remote sites.

Specifications

Software requirements

The server requires, at a minimum, the following software:

- Microsoft Windows® 10, Windows® 11, Microsoft Windows® Server 2012, Microsoft Windows® Server 2016, Microsoft Windows® Server 2019, Microsoft Windows® Server 2022.
- Microsoft IIS® server version 6.0 or higher
- Dialogic drivers SR 6.0 Redistributable Edition (for Telephony only)
- Internet Explorer 6.0 (in case you intend to use the web features of **UCME-SmartConnector**) or higher.
- Microsoft SQL-Server® or Microsoft SQL-Server Express version 2008 R2, 2012 (or higher version).
- Schneider Electric Building Operation Workstation (EBO) Version 1.9.1.95 or higher
- Schneider Electric SmartConnector version 2.3.117 or higher.
- Internet connectivity (for Voice over IP messaging)
- Internet connectivity (for WhatsApp messaging)

Hardware requirements

UCME-SmartConnector requires, at a minimum, the following hardware:

- Intel Pentium III or better
- 1GB RAM
- Dialogic telephony board (D/4PCIUF) in case you intend to use the telephony features of **UCME-SmartConnector**.
- Approved CDMA or GSM cellular modem (USB, Serial or Ethernet)
- SIM card (in case you intend to use the SMS features of **UCME-SmartConnector**)
- Available serial, USB or Ethernet port for the modem connection (in case you intend to use the SMS features of **UCMESmartConnector**)
- Internet connection (in case you intend to use the HTTP-SMS protocol and an SMS Broker service)

Available on exchange.se.com

Technology Partner Schneider Electric

UCME-SmartConnector was developed to meet the EcoStruxure connectivity guidelines. UCME-SmartConnector utilizes a SmartConnector extension and uses the EcoStruxure REST APIs to create a reliable, innovative and easy to use product.

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