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# SmartControl M2M

Remote communication diagnostics for technical support and preventative maintenance



# Remote Communication Device For Fast Technical Support

Resolve error codes and reduce unnecessary service calls with SmartControl M2M (mobile to mobile). SmartControl M2M is a web-based remote communication device, built into your Hörmann control box (activation / monitoring fee applies) and makes it possible for your Hörmann dealer to remotely diagnose door issues by accessing activity and codes directly from your Hörmann high performance door.

## How it works

When a malfunction is noticed, call your local Hörmann dealer. They can log into the SmartControl M2M control center to access all activity related to your specific door, and can instantly see the error code you are experiencing. In most cases, the problem can be resolved on the spot, which saves a service call and gets your door up and running.

## Prevent downtime and schedule PM calls

Your Hörmann dealer can perform control box firmware updates remotely using SmartControl M2M, so you are sure to have all current functionality avoiding downtime in the future. Preventative maintenance calls may be prompted automatically based on number of cycles between calls keeping downtime to a minimum.

## Track error history and solve chronic issues

With SmartControl M2M, it's possible for you to receive a detailed error history for a specific door, complete with date / time stamp. This makes it possible to resolve chronic issues caused by human error or application / location issues, ultimately reducing downtime. For example, if code T48 (Door Held Open-Photoeye) appears regularly, and follow-up shows that the door wasn't closing because debris was in the guide tracks and blocking the light curtain, awareness is created so that regular maintenance at that location includes inspecting and cleaning the door guide tracks.

## Resolve common errors with a phone call

Many common errors can be resolved by your Hörmann dealer over the phone and without a service call. Often following a new installation, there are questions based on application specifics, i.e., human error such as someone pressing the e-stop button and the door won't close. This type of error has a quick fix that can be resolved with a simple phone call. To allow actual parameter changes, someone must be present at the door and control box.



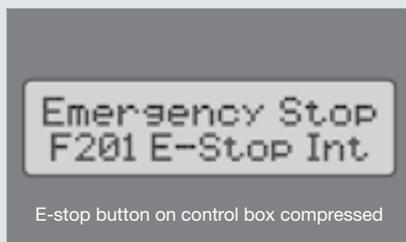
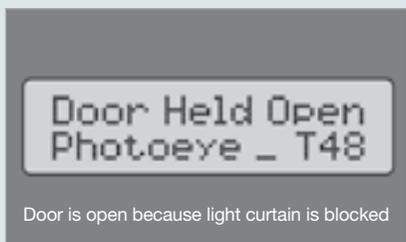
Call your local Hörmann dealer for assistance



SmartControl M2M remotely diagnoses error codes



Your Hörmann dealer resolves the error code



Contact us for more information!



Connect with us!



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