VRS Customer-Independent Cellular Network (CICN)

IT infrastructure requirements and FAQs

VIDEOJET®

Videojet LifeCycle Advantage™

General System Description

The Videojet Customer-Independent Cellular Network (CICN) is an enabling connectivity solution for VideojetConnect™ Remote Service (VRS). The CICN uses cellular gateways to create a network across the site and connect the customer's fleet of printers to the cloud. The CICN is completely separate from a customer's internal plant network.

System Architecture
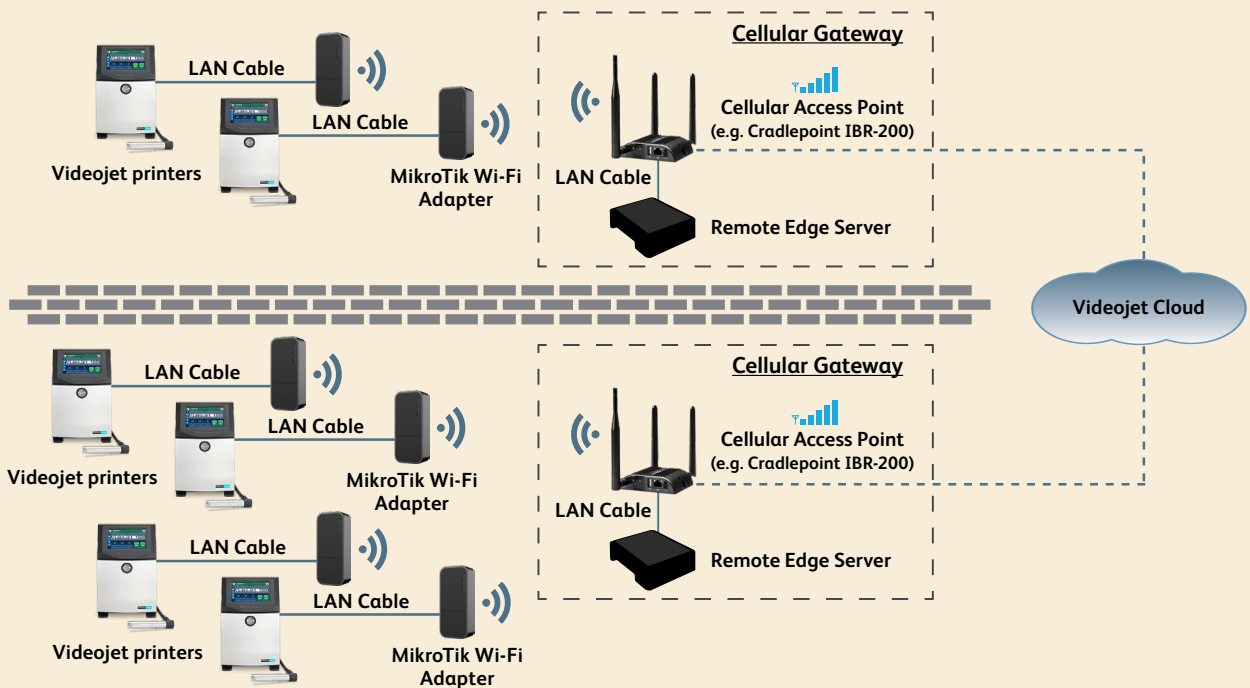
Hardware

MikroTik Wi-Fi adapter
The MikroTik Wi-Fi adapter extends Wi-Fi capabilities to devices equipped natively with only wired Ethernet. It is connected directly to the printer using a LAN cable.
- Spec sheet: *https://mikrotik.com/product/RBwAP2nD* (MikroTik wAP 2.4 GHz 2dBi Weatherproof)

Height: 185mm
Width: 85mm
Depth: 30mm

Integrated cellular gateway panel
The cellular gateway includes a Remote Edge Server and Cradlepoint cellular modem to transfer data to the cloud.

Cradlepoint IBR 200 cellular modem
Spec sheet: *https://resources.cradlepoint.com/product-docs/spec-sheet-cor-ibr200*

Remote Edge Server
The Remote Edge Server (RES) is a microcomputer with a Linux operating system that is used to collect and send information from VideojetConnect Remote Service-enabled printers to the Videojet Cloud.

Height: 305mm
Width: 305mm
Depth: 91mm

Connection

Printer to panel: private Wi-Fi network
- Hidden SSID. The MikroTik Wi-Fi adapters are pre-configured to automatically find and connect to the SSID.
- WPA2-PSK authentication
- Automatic channel selection to prevent interference
- 2.4 GHz
- Printer addresses assigned by gateway via DHCP

Panel to cloud: 4G LTE cellular
- Data transmitted in encrypted format
- Private APN
- 24/7 traffic monitoring for threat analysis
- Web filtering
- Managed firewall

Installation Requirements

Cell carriers and signal strength
- CICN territories: US/Canada/Europe
- Carriers vary by country and territory. Contact your local Videojet engineer to verify.
- Sufficient signal strength will be verified with a site survey

MikroTik
- Operating temperatures -10° to 60° C (14° to 140° F)
- Operating humidity 5% to 95%; non-condensing
- Range of 100 metres
- Power: 100-240 VAC single phase, 50/60 Hz at 0.18A

Integrated panel
- Operating temperatures -10° to 60° C (14° to 140° F)
- Operating humidity 5% to 95%; non-condensing
- Preferred positioning 8-10 feet above ground on wall or column
- Up to 16 printers per panel
- Range of 35 metres
- Power: 100-120/200-240 VAC single phase, 50/60 Hz at 0.9A

Q: **What is VideojetConnect™ Remote Service (VRS)*?**

A: VideojetConnect Remote Service, or VRS, is a powerful cloud-based solution that can help you manage your printer operations. VRS includes dashboards for monitoring your fleet or individual printers, alerts to notify you when things go wrong, remote assist capabilities for enhanced service and support, and our Rapid Recover automated troubleshooting and repair program, the fastest way to recover your line.

Q: **Do I have to connect to the cloud for VRS to work?**

A: VRS is only available as a cloud-based solution. Videojet uses AWS as the hosting partner for VRS.

Q: **I have weak or no cell service at my site. What are my options?**

A: A site survey can be conducted to verify signal strength. If there isn't sufficient signal, we can connect using your plant network pending your IT approval.

Q: **Since the CICN is not on my network, do I still need to get IT approval?**

A: IT rules and guidelines vary from company to company. You should engage your IT team and get proper approvals that adhere to your company's process.

Q: **What kind of data is collected?**

A: Data collected is limited to Videojet equipment events (e.g. coder faults, coder parameter changes). Personal data is not collected as part of VRS.

Q: **Who is responsible for maintaining the equipment??**

A: Videojet Technologies is responsible for any repairs to the equipment.

Q: **How can I get support?**

A: Reach out to your local Videojet engineer or e-mail a Videojet Technical Support Expert at: vrshelpdesk@videojet.com or visit www.videojet.co.uk/remoteservice.

* VideojetConnect™ Remote Service is available in select regions worldwide. Please contact your local Videojet representative for availability information for your location.

Call us free on **0800 500 3023**
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