

R-Connect Activation Summary

If the machine is: **Robot S7 110" Mast (any carriage size)**, **Robot S7 86" Mast 30" Carriage**, or **Technoplat/Rotoplat 708 110' Mast** the machine comes with R-Connect pre-activated. In this case, please reach out to: rconnect.usa@robopac.com and request the machines be added to "John Doe's" dealer account and provide the serial numbers. To briefly describe the account types:

Dealer:

Accounts reserved for Robopac authorized dealers. For example, anyone who works for a distributor of Robopac USA should be a dealer if they want access to the R-Connect portal. Dealers have the following privileges:

- Can create new dealer accounts
- Can create new customer accounts
- Can assign machines to dealers
- Can assign machines to customers

Customer:

- Can only view data on machines assigned to them by the dealer
- Can edit reports on machines assigned to them

Technician:

- Can edit and save machine parameters for machines assigned to them (you must be a certified Robopac Technician to achieve this access)

Dealers have the full privileges of a Robopac Technician under their given company branch (Your company should have their own page if you are a distributor of Robopac USA...if you do not please contact rconnect.usa@robopac.com and ask for an account activation form). The only thing you will need to reach out to us about is to assign new machines to a dealer's account given your company has an account page created. Once added to a dealer, this dealer can share the machine(s) with other users. To avoid complication the recommendation is that one dealer account be the one to receive new machines and distribute them to other dealers and customers as necessary.

If the machine is not one of the above highlighted, then the machine will not be immediately available on the site for us to add them. In most cases SIM card info is sent to our factory by the technician who prepares the machine for shipment, so you should be able to email normally as if you have the above highlighted models. In some unfortunate cases the machine is not automatically activated; in this case, we will notify you of your machine's absence in the portal and ask for two photos:

- A photo of the IMEI number printed on the card that contains the SIM. The SIM is usually pre-installed so this card will be slid in with the manuals.

-A photo of the serial data on the R-Connect module. This is accessed by opening the screen cover and removing the HMI to access the Seneca (R-Connect) module. Serial data should be by the bar code on the body of the module.

We will then notify our factory directly and provide confirmation it has been added to "John Doe's" account.

One step that is important to accurate measuring of film consumption is the film weight calibration. This process is usually performed by the dealer and involves breaking off a certain length of film, weighing it, performing a brief calculation, and inserting the value into the R-Connect portal for the machine. This will need to be done for all machines brought online, though if multiple machines all use the exact same film the value can likely be reused. Note that the changing of film to another gauge or brand will require this process to be redone. The detailed instructions should be sent as a PDF following confirmation of machine activation by Robopac.