

Manage MyMachines /Remote

Product Sheet and Specific Terms



The MindSphere application Manage MyMachines /Remote allows you to establish a remote connection to your customer's machine tool. Manage MyMachines /Remote features as desktop sharing and control, file transfer and session recording helps to speed up troubleshooting and resolve technical issues.

Prerequisites	
Subscriptions	<p>A valid subscription to a MindAccess IoT Value Plan (Small/Medium/Large) is required.</p> <p>Additionally a valid subscription to an application Manage MyMachines is required.</p>
Software	<p>Client Software:</p> <p>An installation of a software client is required on your CNC-Controller e.g. SINUMERIK 840D sl with PCU or SINUMERIK 840D sl with IPC (Windows 7 Embedded Standard, Windows 10). The latest client software is available via Manage MyMachines /Remote under separate terms and conditions that shall apply when installing the software (Manage MyMachines /Remote Service Client).</p> <p>Operating Software from CNC - Controller:</p> <p>The approved firmware versions for your CNC - Controller required to enable communication with your MindAccess Account and run the Manage MyMachines /Remote Client are listed in the user documentation available under https://support.industry.siemens.com and https://mindsphere.io/docs (under Apps section).</p> <p>Firmware versions not listed have not been tested for the Manage MyMachines /Remote Service Client in conjunction with this application. For non-approved versions, specific functionality of this application is impaired or not available.</p>
Hardware	<p>This application is only compatible through SINUMERIK 840D sl with PCU or SINUMERIK 840D sl with IPC (Windows 7 Embedded Standard, Windows 10).</p>

Web browser	An HTML5 capable internet browser is required (e.g. Mozilla Firefox, Google Chrome or Microsoft Internet Explorer). The recommended screen resolution is 1024x768 or higher.
-------------	--

Description	
Register machines	Provides ability to register and disconnect Manage MyMachines /Remote usage of those Assets that are already connected to Manage MyMachines. Provides ability to activate and deactivate automatic session recording.
Manage remote sessions	Provides ability to start a remote session to an Asset that was registered for Manage MyMachines /Remote usage. Provides an overview about remote session information, e.g. date, duration, participants, transferred files and recorded sessions.
Application permissions	<p>Manage MyMachines /Remote is operated in a data center in Germany and processes the following data:</p> <ul style="list-style-type: none"> • Session content data which includes screen content recordings and logging information (e.g. duration, participants), session recordings, data with regards to file transfers) • Asset configuration data which describes the Asset (e.g. Asset name, location). <p>The application performs the following activities which modify or amend Your Content in your MindAccess Account on your behalf: Read access on your Asset configuration data</p> <ul style="list-style-type: none"> • Read access on Asset configuration data is required in order to use the functionalities of this application.

Pricing Model			
Fee	Registration of Asset	Maintenance	Operations
Price per Asset	1000 € ¹	18,33 €/month ¹ 220 €/year ²	16,67 €/month ¹ 200 €/year ²
Billing cycle	One time	Monthly recurring	Monthly recurring
<p>¹ If a price is displayed in a different currency on the product detail page of Manage MyMachines /Remote on www.mindsphere.io/store in your country of residence at the date of registration of the Asset, such price will be charged. ² The price is shown for 12 months and charged monthly in arrears.</p>			
Registration Fee	This one time fee is charged for each Asset registered to the application Manage MyMachines /Remote. It can be only done if your Asset is already registered to the application Manage MyMachines.		
Maintenance Fee	Starting with the month in which the Asset is registered to the application, this fee is charged on a monthly basis (full month principle) for each registered Asset for maintenance of the application and for keeping the application up-to-date.		
Operations Fee	Starting with the month in which the Asset is registered to the application, this fee is charged on a monthly basis (full month principle) for each registered Asset for availability and provisioning of the application to you.		
Payment Terms	The registration fee is charged with registration of the Asset. The maintenance fees and operations fees are payable per Asset monthly in arrears.		

	Once an Asset is disconnected from this application, all fees will be charged again for any reconnection of such Asset.
Adaptation of Fees	We may change or add new fees (collectively referred to as “Fee Change”) due to and to the extent required to reflect: (i) changes in the quality or functionalities of the Service; (ii) material changes in market conditions; (iii) general increases in wages or other employment costs; and/or (iv) changes in procurement costs due to price changes made by our suppliers, in each case to the extent that the changes affect our provision of the agreed Service. We will notify you of any Fee Change at least 60 days in advance of the effective date of the Fee Change.
Cancellation	You may cancel the registration of an Asset by disconnecting the Asset from the application at any time. The cancellation shall become effective at the end of the month in which the disconnection was conducted.

Specific Terms	
Service Level Agreement	The Monthly Uptime Percentage for this application is 90 %. Monthly Uptime Percentage is defined in the MindSphere Supplemental Terms available on www.mindsphere.io/terms
Application use rights	This application can be used as part of OEM Services as described in the Specific Terms for MindAccess IoT Value Plan published on www.mindsphere.io/terms . Under the Account of your MindAccess IoT Value Plan, you may permit Users of Third Parties to access and use this application for the purpose of receiving a service from you.
Third Party Terms	The application contains Third Party services, including open source software, commercial software, or software-related managed services, which are subject to additional or different terms, license rights, or require certain notices by their licensors, which we are obliged to pass on to you as your licensor and to which you agree to abide (“Third Party Terms”). The Third Party Terms for Manage MyMachines /Remote are made available via the following web link: http://sie.ag/MindSphere-ThirdParty_ManageMyMachinesRemote
Changes to the Product Sheet & Specific Terms	We may update this document from time to time during a Subscription Term in order to reflect any changes agreed with or imposed by our subcontractors (including changes in open source software license terms) or when we introduce new features, supplements, enhancements or capabilities (e.g. that were not previously included with the subscription, but added for no additional fee). Changes shall become binding upon release of a new version of this document on www.mindsphere.io/terms
Support	Support for this application may be contacted via Industry Online Support https://support.industry.siemens.com Support is available in English and German.
Subscription Term, Termination for convenience	The Subscription Term for this application ends with termination by you or us. You may terminate your subscription to this application for convenience with effect to the end of a month by giving us at least 60 days prior notice. We may discontinue the operation of the application by giving you at least 60 days’ notice prior to the planned discontinuation date. You are not entitled to register Assets after this notification. On the date of discontinuation, the Service is terminated and the regulations in the MindSphere Master

	Agreement regarding the effect of termination and post-termination phase apply.
Manage MyMachines /Remote Service Client usage rights	We grant you the temporary and revocable right to download, install and run the Manage MyMachines /Remote Service Client to support a machine operator using the features of the application. This involves the restricted right to sublicense Manage MyMachines /Remote Service Client to machine operators, giving them the right to use the Service in order to assist them with troubleshooting their machine.
Obligations when using the Manage MyMachines /Remote Service Client	You are solely responsible for the correct configuration and use of the Manage MyMachines /Remote Service Client, ensuring that a Manage MyMachines /Remote Service Client can connect with the Platform and that the content, integrity, security and accuracy of the data being transferred is correct, up-to-date and regularly monitored (e.g. by monitoring data transfer via the Platform).
Updates for Manage MyMachines /Remote Service Client	At our sole discretion, we will provide updates or safety patches for the Manage MyMachines /Remote Service Client and will announce their availability in an appropriate amount of time in advance. These Specific Terms are applicable for using such an update or security patch; however, special conditions may apply for download and installation. It is possible that older versions cannot be updated to the current version. Under certain circumstances it is possible that an out-of-date version cannot transfer data to the Platform. During an update, transferred data can be lost. We accept absolutely no warranty and liability for data lost in this way.

Export Control Regulations

AL	N
ECCN	5D992

Security Information

General	In order to protect plants, systems, machines and networks against cyber threats, it is necessary that you implement and continuously maintain a holistic, state-of-the-art industrial security concept.
Secure communication	Data transmission will be done via HTTPS protocol from Asset to your MindAccess Account.
Encryption standard	TLS 1.2 for communication between Asset and MindAccess Account and Manage MyMachines /Remote server is used.

Definitions

Asset	An Asset is the logical representation of a thing which can be a machine or an automation system with a single unit e.g. PLC or CNC - Controller. Assets are defined using an Asset type.
General	All other capitalized terms in this document shall have the meaning given to them in the MindSphere Agreement.