REMOTE SUPPORT SERVICES

RACCESS-X

Remote diagnostic support for start-up and troubleshooting

Factory-provided programming and configuration

Real-time system overview and training for facility managers/personnel

Dedicated cellular modem for a secure connection

RACCESS-x Cellular Modem

Relocatable cellular antenna

Dedicated priority access to Legrand Level 2 support experts

Customer-initiated remote diagnostic testing with notification of device problems

DESCRIPTION

Remote Access (RACCESS) is a connected services offering that enables secure access for remote diagnostics and real-time technical support from the Legrand Remote Operations Center (ROC). RACCESS includes both hardware to enable a secure remote connection and a first-year enhanced warranty.

RACCESS also provides the remote connectivity required to add a Wattstopper Remote Service Contract (RSC). This enables the ROC to remotely connect to your lighting controls system to provide immediate support, addressing many issues remotely that otherwise require coordination of on-site visits to resolve. Multiple RSC options are available to suit the unique requirements of every project.

ENHANCED WARRANTY

An Enhanced Warranty is available for the first-year on a system with RACCESS installed. The Enhanced Warranty goes beyond a typical product warranty to provide the best possible experience with a newly installed system. While under warranty, customers can contact the ROC for programming and configuration changes.

REMOTE SERVICE CONTRACTS

Wattstopper offers three levels of technology-enabled service contracts (Basic, Plus, and Prime). These contracts can include support from the ROC, proactive system analytics, and on-site system tuning visits. Multi-year contracts, 24/7 remote support, and next day emergency on-site response time options are available. Wattstopper Remote Service Contracts require RACCESS to be installed on your system.

SYSTEM REQUIREMENTS

RACCESS is compatible with Wattstopper Digital Lighting Management (DLM), Wattstopper PLUS, and Architectural Dimming Systems.

All projects must have Wattstopper start up services and Wattstopper project engineering services. Our services team provides the support for the installation of the remote access hardware (RACCESS).

Regional Verizon cellular service coverage plus adequate signal strength must be present in the location where the modem is installed.

RACCESS is compatible with the following network controllers for new construction or retrofits:

DLM (Digital Lighting Management):

- LMSM-6E/LMSM-3E
- LMBR-650
- LMJA-x125 Series (all variants)
- LMJA-x300 Series (all variants)

Wattstopper PLUS:

- EN-SSU (all variants)

AD (Architectural Dimming):

- Infusion Controller (all variants)

For questions on system requirements and to find out which option is right for your project, please contact a sales representative.

PROJECT		LOCATION/ TYPE	

INFRASTRUCTURE EQUIPMENT

Secure Cellular Gateway Specifications

- Input Power: 9-33 VDC steady state input
- Certifications: FCC, Verizon Carrier Certified
- Dimensions: (L x W x D) 4.8 x 4.6 x 1.3 in (123 x 118 x 34 mm)
- Operating Temperature: -4°F to 140°F (-20°C to 60°C)
- Operating Humidity: 10%-90% operating, non-condensing

Antenna Specifications

- Antenna Connection: SMA female
- Mounting: Magnetic, vertical orientation
- Cable Type: SMA male connector

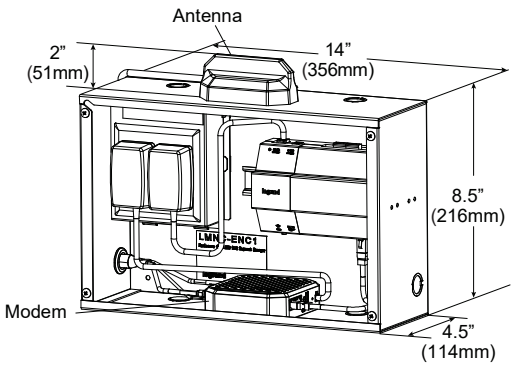
Cellular Connectivity

- Carrier: Verizon
- Wireless: 4G LTE
- Complimentary 1st year data plan provided by Legrand

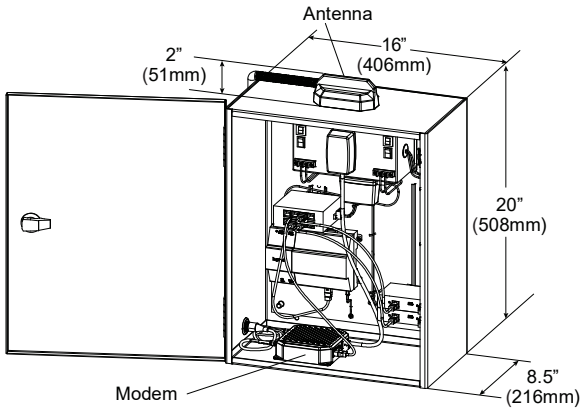
NOTE: Cellular plan can be renewed after the first year. See Remote Service Contracts (RSC) contract options.

INSTALLATION AND WIRING - DIGITAL LIGHTING MANAGEMENT (DLM)

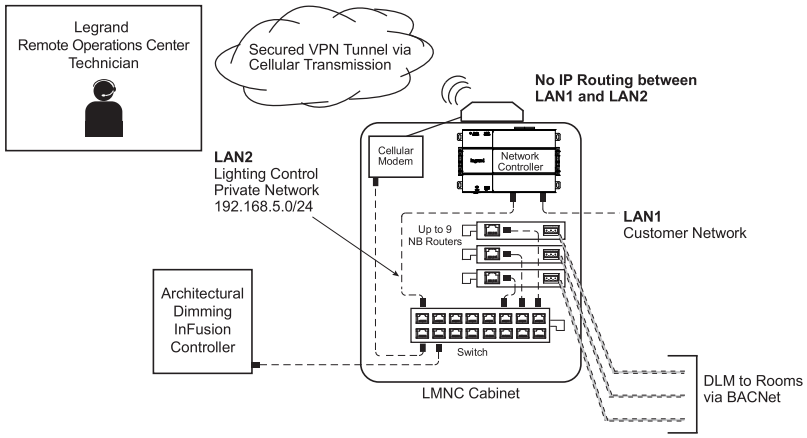
DLM Small LMNC-ENC1 with RACCESS, Antenna, and LMJA



DLM Large LMNC with RACCESS, Antenna, and LMJA



RACCESS DLM Network Topology

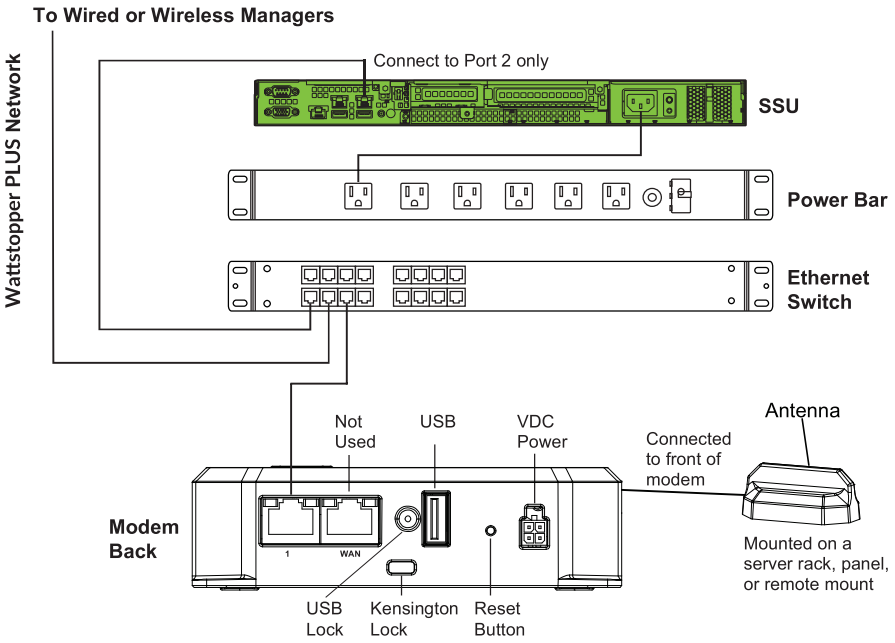


Network Security

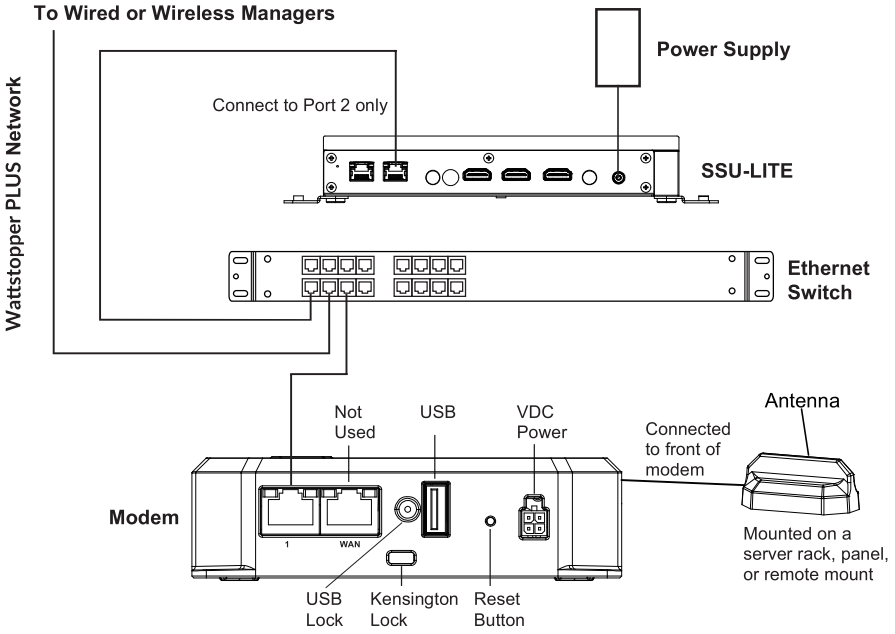
- Remote access connection only upon customer request
- Ports closed until needed (silent mode)
- Customer and lighting network segregation (no routing)
- Customer authentication and activity logging

INSTALLATION AND WIRING - WATTSTOPPER PLUS

SSU Wiring



SSU-LITE Wiring



ORDERING INFORMATION

Catalog #		Description
☐	RACCESS -3	Remote access hardware for use in new DLM Network Cabinets. Includes 4G LTE Modem, external antenna, and first-year cellular plan. Supports projects with less than 125 rooms or 2000 devices.
☐	RACCESS -6	Remote access hardware for use in new DLM Network Cabinets. Includes 4G LTE Modem, external antenna, and first-year cellular plan. Supports projects with more than 300 rooms or 2000 devices.
☐	RACCESS-R	Remote access hardware kit for PLUS, retrofit, and surface mount applications. Includes 4G LTE Modem, external antenna, and first-year cellular plan. Supports all project sizes.
☐	RACCESS-ANTKIT	Remote mount antenna kit for RACCESS

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