

# **Pro-face**

by Schneider Electric

# Index

Your Choice of Platform	4-5
GP-Pro EX	6-18
WinGP	15
Remote PC Access (RPA)	16
WebServer	16
FTP Server	17
Transfer Tool	17
Memory Loader	18
Pass Through	18
Remote HMI	19
BLUE Open Studio	20-25
Pro-Server EX	26-27
GP-Viewer EX	28
Camera-Viewer EX	29
Driver Support	30
Operating Environment	31
Service & Support	32-33

# A Global Leader for 40+ Years

For over 40 years, Pro-face has set the standard for Human Machine Interface and Industrial Personal Computers. A global company, with a local presence, Pro-face provides global product availability, support, and service.

While we are global, it's our local presence that makes us agile, and able to provide our customers with world class products, and industry leading support. From our state-of-the-art facility in Ann Arbor Michigan, we are able to provide local product assembly and customization, training, repair, and technical support that makes your decision to use Pro-face a wise one.

Pro-face helps manufacturers, big and small, solve their toughest factory problems and make their companies efficient, automated and profitable. As an ISO9001 certified company, Pro-face was the first company to produce a touch screen flat panel operator interface, and our hardware and software connects to more third party devices than any others in the industry. But what really sets us apart is our commitment to be a true partner with our customers.

#### **Pro-face America**

profaceamerica.com 1050 Highland Drive, Suite D Ann Arbor, MI 48108 734-477-0600 | 800-289-9266

Fax: 734-864-7347

customercare@profaceamerica.com











# Local Assembly

We listen to you, our customer, and custom build iPC's to your specifications right here in our state-of-the-art facility in Ann Arbor, Michigan. All iPC's are assembled by hand and tested by our experienced technicians, who see the products through from beginning to end.

# **Training**

Pro-face offers hands-on training both at our corporate office and at your facility to ensure that you are comfortable utilizing the capabilities of your HMI and iPC. In addition, a large library of web based training is at your fingertips.

# Repair

Should your HMI or iPC need repair or refurbishment, Pro-face America has the fastest turn around repair service in the industry with an average of just three days.

# Tech Support

Pro-face offers industry leading tech support at no cost. Real time, live help to answer your questions and get your applications running and your problems solved.

Our FREE technical support website has been upgraded with services aimed at reducing development man-hours by offering FAQ, Driver Downloads, Manual downloads, Application Notes, and much more.

# **People**

At Pro-face, it's not only our products that are industry leading, but also our people. Whether its tech support, application engineering, customer care, or the ability to custom assemble and ship products rapidly, Pro-face provides customer service that continuously delivers.



The Pro-face eCatalog is the absolute best way to find everything you need to know about any Pro-face offering—complete with technical specifications,  $360^{\circ}$  visuals, CAD drawings, manuals, data sheets, and much more

# **Your Choice of Platform**



The **GP4000** Series offers touch screen displays with extensive simultaneous multi-protocol connectivity. The HMI to use for data sharing and data acquisition applications.

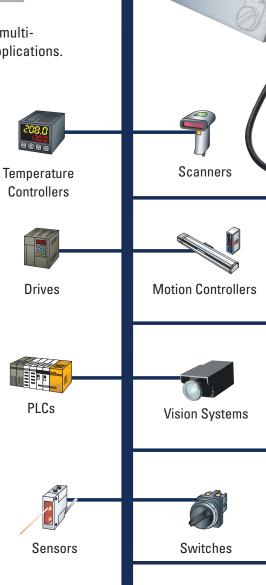
# **HMI + Control**



The **LT4000M** provides both HMI and digital / analog control in a single unit. A unique modular style allows the display and rear module to be mounted directly or separately.

# **Flat Panel Monitors**

Pro-face **FP5000** Series Flat Panel Monitors offer display sizes of 12.1" or 15" TFT color, with enhanced resolution that will meet the needs of your applications.



# **Flexible and Easy Installation** with Compact Configurations

22mm Hole Mounting





**Industrial PC** 



The SP5000 Series delivers cutting-edge features with an innovative and flexible modular design. For Industry 4.0 smart automation architectures.

# Ideal for big data. 12 display + box combinations.



The **PS5000** Series offers high connectivity, reliability, and design. Our built-to-order lineup includes Node Box PCs with Intel Core i7, and Celeron CPUs which can be used in a modular and flexible Panel PC configuration with 15", 19" or 22" display screens, allowing the flexibility to change the functions and sizes.



**EZ Numpad** 

**EZ Towerlight** 

LT4000M **Series** 



**EZ Fingerprint Recognition Unit** 



**EZ Illuminated Switch** 

# **USB Solutions**

Pro-face EZ Series HMI accessories are easy to connect and powered by the USB port, easy to install with 22mm hole mounting, and easy to set up with GP-Pro EX.



# **GP-Pro EX**

GP-Pro EX is the easy-to-use development software for Pro-face HMI and IPC. With a wide array of development tools, expanded diagnostic and simulation capabilities, GP-Pro EX is capable of handling the most demanding applications.



**HMI Screen Editor & Logic Programming Software** 

# **Create Your Application** in Only Minutes



# 1. Set-up Communications

- Choose and set up PLC and third-party devices effortlessly
- System settings are logically arranged and easy to find

# 2. Design Application / Screens

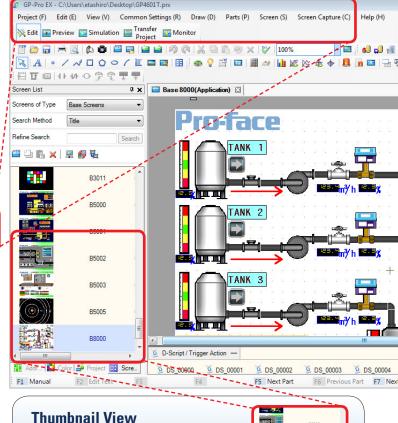
- Drag-and-drop addressing, parts and colors
- Efficient features to reduce development time
- Create consistent look and feel using the user-defined templates

# 3. Simulate and Test

- Verify before you travel
- Debug your application without hardware
- · Test without downloading

# 4. Download / Transfer

 Tamper-proof HMI application – password-protected project source



#### **Visual PLC Addressing**

· Updated instantly

· Visually select the screens you need

· Screen number and descriptive

label are shown for clarity

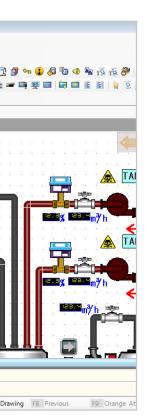
- Smart visual address mapping for fast PLC-address-to-part communication connections
  - Drag and drop PLC address onto part to quickly link controller address to push button, tank, graph, etc.
  - Gives a quick visual check on how each part is mapped to controller or I/O device
  - Significantly reduces screen development time
  - Quick indication of what controller addresses are still available



# One development software for both dedicated and open windows-based operator interfaces

# **Extensive Time-Saving Features**

Create consistent look and feel, detailed applications in minutes!



#### **Resolution Conversion**

· Adjusts HMI application to different screen sizes



# Search & Replace

- Easily find text anywhere in the application
- Quickly replace addresses or text throughout.



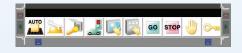
#### **Templates**

- Reuse complete screens with addressing
- Build entire applications by using templates



#### **Headers and Footers**

 One-click access to multiple user-defined headers (e.g. title) and footers (e.g. menu) for perfect placement. Edits to headers/ footers update all screens simultaneously!



#### **Multifunction Switches**

- Execute multiple actions with one switch
- · No need to stack switches, leading to possible operator error
- Choose Bit Switch, Word Switch, Special Function, change screen, etc.



# Property Window

 Quickly make changes to multiple objects with a single mouse click



#### **Project Comparison Tool**

 You can check the details to see if there are any differences between project files at a glance



# Our FREE Technical Support site is a vast resource of product and application knowledge to help you maximize your HMI

- Videos
- Application Notes
- Certifications
- Driver Downloads
- FAQs
- Manuals
- Sample Downloads
- Screen Development Techniques



# Application Investment Protection Import older project files

## **Project Converter**

Import and convert project data created with previous versions of GP-Pro to upgrade to the latest hardware. You can also save projects created in GP-Pro EX 3.1 or later to be read by 3.0 with the version reverter tool.

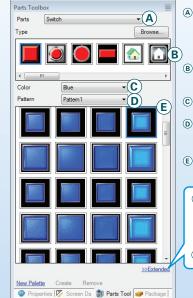
#### **GP510**



Powerful Parts Toolbox allows for part customization and expansion

#### **Parts Toolbox**

Create more intuitive screens by understanding how parts are used at the site. Easy search system leads you to the right drawing.



A Category selection

Select from switch/lamp/ data display/graph/etc.

- Type (shape) selection
- © Color selection
- Pattern selection 0-256/interface lock/delay
- E Parts display based on category
  - © Color number selection

Select from 65535 colors/256 colors/etc.

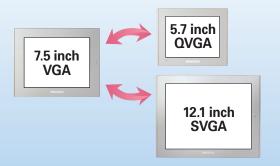
**© Part drawing ID** 

#### Plus!

- Select shape and format of parts already in place by opening the editing screen (shape browser).
- Register your own parts and group together for quick part placement

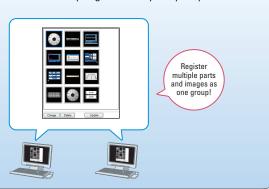
# **Auto Screen Scaling**

Built-in Resolution Converter automatically converts project files to different resolutions. Significant time savings in changing screen sizes.



# **Share Images and Parts**

Register your own parts and save them as a template on the server to share. Group together for quick part placement.



Maximize the value of your HMI and do more than before.

#### **Quick Search Window**

Search for parts information by item in the project. Edit groups of devices, labels, and parts by using the search results. You can also search and replace text on screens.



# **Fast Address Mapping**

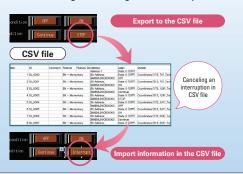
Drag and drop logic addresses onto graphic images for fast linking and reduce logic control mistakes.



Call up parts by clicking a parts ID.

# **Import/Export the Part List in CSV**

Export a parts information record to CSV file. Make changes using Excel and import information back into the project. Make fast label changes to a large number of parts.



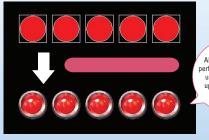
## **Simultaneous Part Address Changing**

Change selected part addresses simultaneously. Duplicating similar screens is ultra fast and easy.



## **Multiple Part Editing**

Change the shape of multiple parts at one time. Easily re-create images from past project files.



Alignment can be performed all at once using right/left & up/down position adjustments.

# **Display CAD Images**

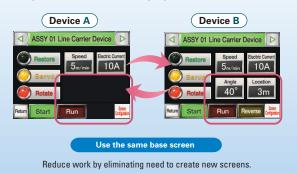
Write DXF, DWF files downloaded using Visio to GP-Pro EX project files. You can also use CAD data on screens.



Reduce number of screens with extensive animation features

# Part Visibility On/Off

Control part visibility by device or operator. Save development time and reduce project file size.



# **Move/Rotate Graphics**

Move and rotate drawings and images to reduce design time when creating call-up screens.



Express progress and movements on a conveyer.

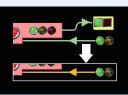


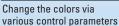


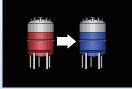
Animate meters to display

# **Control Graphic Colors**

Vary the color of drawings and images, to eliminate work involved in creating call-up screens.







Color change showing current operating conditions

Change the color of lines, drawings, letters, graph lines, background, etc.

Functional parts simplify screen design and enhance readability

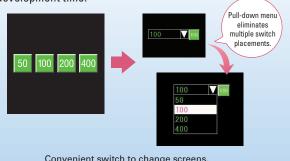
## Font Choices for Data Display (Bitmap)

7 segment feature on data display provides for easy readability and visibility.



#### Pull Down Selector List

Reduce the number of switches installed using pull-down selection parts to save display space and development time.



Convenient switch to change screens.

# **Scalable Numeric Entry Display**

Numbers entered using the numeric keypad are displayed on the keyboard to prevent incorrect data entry.



Key size may be scaled easily to match display criteria

Easy language setup according to the operator

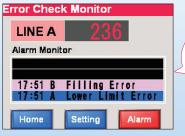
# **Create Multi-Language Applications**

Use Excel to create multi-country text tables to allow the HMI operator to easily switch between display languages.



# **Use Windows™ Fonts for Readability**

Windows<sup>™</sup> computer fonts may be used for the data display, text table, and alarm. Anti-aliasing support in labels for smooth font display.

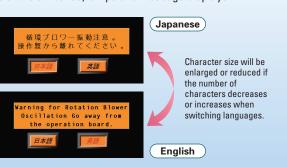


Responds to multiple languages.

The font and size of the text table and label of the switch/lamp can be setup individually.

# **Automatic Font Size Adjustment**

Switching languages when multiple-languages are used automatically adjusts font sizes according to the size of the switches, lamps and message displays.



Extended alarm functions for reduced labor thanks to added enhanced functions

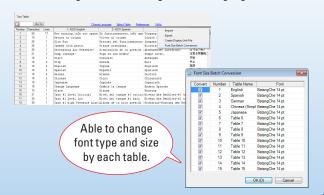
# **Export Alarm and Sampling Data to CSV**

- Any international date format available
- Multi-Language Text Table feature is supported
- Improved performance when saving files with New Folder creation



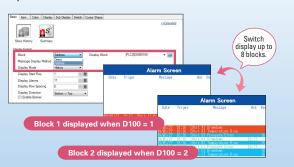
#### **Batch Conversion of Text Table Font**

Able to change the font setting for each language at one time.



# **Control Alarm Indication**

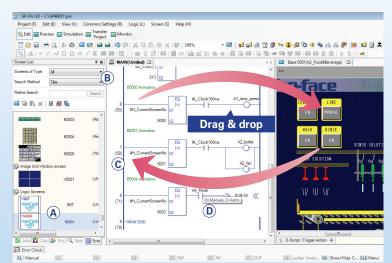
Reduce screen design and save time by using alarm blocks that display alarms based on the device or level of importance on one alarm indicator.



# Unburden your PLC with built-in control

#### Ladder Logic Control Programming See supported instruction notation list

GP-Pro EX provides a built-in logic editor to create an all-in-one HMI plus Control application. Using one software for both screen development and ladder logic ensures glitch free operations and tighter revision control.



## (A) Block-structured Subroutine

Initialization logic, main logic and subroutines can be blocked, enabling smooth editing.

## (B) Logic search/replace

Search or replace the indefinite numbers of logic with the search window.

## (C) Number of steps displayed

The size of a logic program is easily viewed with the number of steps displayed up to 60,000 steps. The internal memory is reduced to 1MB for 60,000 steps (screen data).

## (D) Tip Display for Comments

Displaying comments as tips makes a program clear. Comments can be displayed at any time.

# Use the logic program for controlling external devices!

- \*Not available on all models.
- \*Not compatible with some connection device address specifications

# Maintenance Features allow monitoring of logic under operation

#### Logic Display

You can check the operation of a logic program within the system on site.

#### Address Display

The logic address is displayed, enabling you to check variable names and their current values.

#### Online Editing

You can change a logic program even while the control function is operating without stopping work.

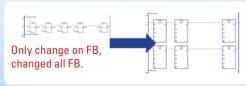
#### **Function Block**

You can reuse logic programs by making them into a component, which drastically reduces development hours and mistakes in programming.

#### **Easy Operation for EX**



#### Save Memory for GP



Easy to place FB to Ladder by Drag & Drop. Able to reduce memory when same FB used.

#### Create your own functions or write a simple communication driver

Develop a program or simple communication driver using Pro-face D-Script simplified language. Re-use previous revisions of D-Scripts created by user, no need to re-create work previously done.

# unction

Bit operation	ON, OFF, clear
Memory operation	Copy and shift, etc.
CF/SD file operation	File access, delete list output, etc.
USB file operation	File access, delete list output, etc.
SIO port operation	Send/receive data
Printer operation	Send data
Draw	Call screen, circle, straight line, square, etc.
Others	Debug message and exit WinGP

nditiona

Branching	IF, LOOP, etc.
Comparison	AND, OR >, =, <, etc.
Operation	⊥ v hit onerator etc

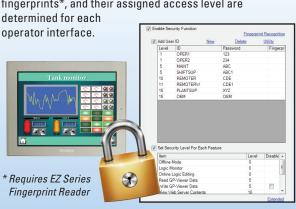
Configure the settings on a trigger condition such as "Continuous Action", "Timer-Bit change" and "When condition is satisfied". Additionally, a wide variety of functions such as search (searching and replacing strings in a script) and debugging functions (displaying messages and addresses on the system), etc., are provided.

# Security Controls Prevent Unauthorized Access

A variety of security controls are available to allow operators access to select HMI screens while preventing unauthorized access to password protected screens such as recipes and alarm screens.

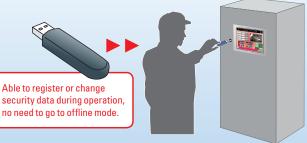
## **Define Access and Restrictions per User**

Access rights consisting of user names, passwords, fingerprints\*, and their assigned access level are



## **Security Maintenance**

Quickly and easily change passwords for each machine operator. Passwords may be changed or added using a memory card, USB stick, or by FTP!



Delete files after changes to ensure security.

# **Operator Safety (Security Per Part)**

Configure access and authority parameters per part by requiring a certified ID or password for parts that are controlled by different security levels.



Security levels may be set for each part for operator safety. Combined with the animation function, some parts may become inactive or hidden if they require a higher authority level after operator log-in

# **Project Security**

Set passwords for each screen or script to prevent accidental unauthorized access. Use security features to protect intellectual property rights.

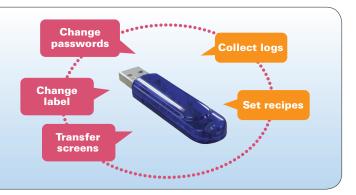


Investment Protection: Protect your data assets even when exporting the system overseas.

# No PC on site Required

Use a USB memory stick for daily, weekly or monthly security changes, performing part label changes, transferring screens, setting recipes or collecting log data from the HMI.

Perform secure project updates for OEMs and System Integrators



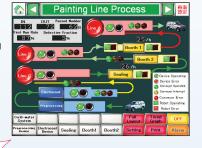
# Verify Performance and Operation Without Hardware

## **GP-Pro EX HMI Screen and Logic Simulation**

A pseudo-environment created on your PC. Prevent errors in operation by allowing confirmation and debugging before transfer.

# **Screen Operation Check**

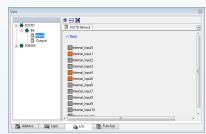
Confirm screen performance before transfer without connecting to PLC. Check actions performed using the touch panel installed by clicking with the mouse.



Do a screen capture to use for creating specifications.

## I/O Operation Check

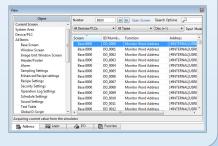
Confirm current values for addresses allocated to I/O driver terminal in order to control external I/O. Some I/O drivers allow switching between ON/OFF state or change current values.



## **Controller Address Check**

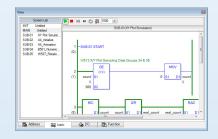
Display and edit the list of present values of virtual connected devices.

Perform Intuitive operation debugging using the screen view or logic view.



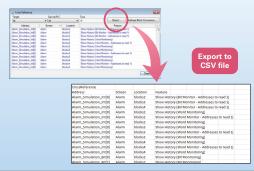
# **Logic Operation Check**

Confirm present values and ON/OFF status of symbol variables and addresses before transferring the project file. Minimize time in logic program debugging.



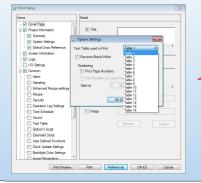
# **Cross Reference CSV Export**

Output the list of used addresses as a CSV file to perform a cross reference check. You can select to output either individual screens or all screens.



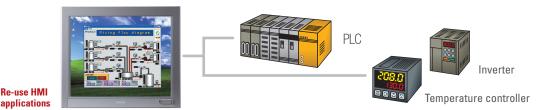


Select and print required setup information of the project file. Minimize documentation labor.



# WinGP Maximizing Your Industrial Computer Potential

WinGP is runtime software for GP-Pro EX HMI created applications. Pro-face dedicated operator interfaces are quickly installed on an industrial touch screen computer creating an On-Demand Windows-based HMI.



Run a GP-Pro EX HMI application and communicate with various controllers using a Pro-face industrial computer.

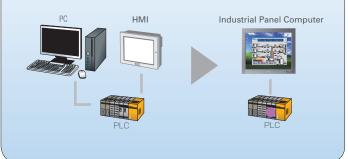
# **Pro-face Industrial Computers**

UL Class 1 Div 2 certified industrial computers with built-in health monitoring to maximize process uptime. A wide variety of solid state drives, fanless, RAID and other options are available.



# **Reduce System Space**

Conventional systems that combine a PC, a graphic operator interface and a PLC can be simplified to an industrial PC and a PLC. Reduced components reduces maintenance time and costs.



# **Re-use Existing HMI Applications**

Stay flexible with your choice of technology.



# **3rd Party Application Flexibility**

Communicate to WinGP runtime using a flexible link to user applications.

Link to User Database using the Handling API Enables a user application to receive WinGP status and to change its setup. (Provided as the DLL file).

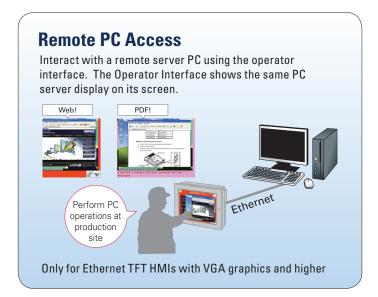
Control from User Application using Device Address API Enables a user application to read/write devices on controllers connected with WinGP. (Provided as the DLL file).

#### **Supported Languages**

• Visual C++ • Visual Basic • C# • VB.NET • VBA

# Remote PC Access (RPA) Full Power of a PC Available to your HMI over the Internet/Network

Remote PC Access (RPA) brings full PC functionality to a dedicated operator interface. Open any document such as PDFs, CAD, JPEGs, etc. or hot link to the machine builder's web site from the display screen of the operator interface.



## **Application and Benefits**

#### **Updating Machine Documentation**

- Store machine manuals in one location on a remote PC server.
- All HMIs with RPA will automatically see the latest version posted.

#### **Design Internet Hot Links to OEM Site**

 Create HMI buttons that open up 0EM web site to get latest machine updates.

#### **Review Work Process and Reports**

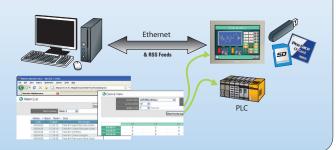
 Keep current with production changes, supply demand, and productivity reports.

# WebServer RSS Feed Alarm Monitoring and Launch GP-Viewer EX with Browser

FREE WebServer provides OEMs, System Integrators and End-users to automatically receive alarm notifications through RSS feeds, or launch GP-Viewer EX to monitor the machine operator activities.

#### Use standard web browser to:

- Access the Operator interface via IP Address
- View Active and Historical Alarms
- Read and Write data to Operator Interface
- Read and Write data to PLC memory
- Launch additional HMI software tools



# **Application and Benefits**

#### **Remote Alarm Monitoring**

 Automatic notification via RSS feeds Review and prioritize daily alarms to reduced maintenance costs.

#### **Update PLC Data**

 Optimize machine performance using web-based monitoring and updating PLC data values.

#### **Update Operator Interface Data**

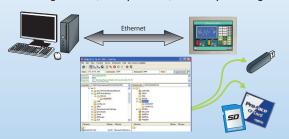
 Reduce individual operator alarm inspections to increase maintenance efficiency.

# FTP Server Upload and Download Data Files to the Operator Interface Data over the Internet

FREE FTP Server provides OEMs and System Integrators the ability to access an operator interface to perform remote routine maintenance or online customer support without the need to travel on-site.

# **Use any FTP Client to:**

- Access the Operator interface via IP Address.
- Upload Diagnostics Data:
  - Alarms, Operation Log, Event Recorder Video
- Perform Remote Maintenance:
  - Upload and Download Operational Data
  - Training Videos, Recipe Data, Security Settings



## **Application and Benefits**

#### **Reduce travel cost**

 Acquire alarm logs, event recorder, video captures and data files over the internet.

#### **Save Travel Time**

 Perform remote diagnostics and phone support in your office, eliminating on-site travel time.

## **Easy Field Maintenance**

 Update recipe data, security settings and language settings without on-site plant floor visit.

# **Transfer Tool** Field Maintenance and backup with data protection

FREE Transfer Tool allows application upgrades to the operator interface in the field without the need for development software. Ideal solution for OEMs or system integrators looking for an easy field upgrade solution.

## **Use Transfer Tool on site to:**

- Update and backup HMI and logic projects
- Download recipe, video, security and language updates to the CF/SD card.
- Compare differences between two HMI applications
- Upload log data from the HMI CF/SD card or USB.
- Maintain information transfer flexibility via: Ethernet / USB Port / Serial Port



#### \* This is the same transfer utility used in GP-Pro EX.

# **Application and Benefits**

#### **HMI** Application verification (revision control)

 Check for application tampering by comparing HMI application project on unit to a known good project.

#### **Intellectual Rights Protection**

 Allow others to perform field updates without the ability to access proprietary project information.

#### **Access CF/SD or USB Data Storage Device**

 Retrieve or store log, recipe, other files etc. using any of the three transfer methods.

# Memory Loader Field Maintenance and Backup with Data Protection

FREE Memory Loader tool stores project, drivers or images to upload to one or multiple HMIs using a simple USB or CF/SD storage device. Eliminates the need for HMI development software and a laptop on site.

## **Use Memory Loader to:**

- Prepare a CF / SD / USB image to load on HMI.
  - Includes Project, Driver and System updates
  - Multiple Projects can be stored simultaneously
- Download project to HMI without using a PC.
- Back-up existing project in HMI before updating.
- Offer a simple update procedure that can be performed by the machine operator.



## **Application and Benefits**

#### **Remote Field Upgrades**

 E-mail edited project file to site location for technician to store on USB stick and upload to operator interface.

#### **Project Backup and Recovery**

 Backup existing HMI application before updating to restore HMI to previous state if necessary.

#### **Update Multiple HMIs (portability)**

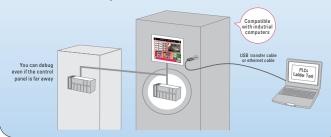
 Use CF / SD card or USB memory stick to update all HMIs using the same application.

# Pass Through Programming and Monitoring PLC via Operator Interface

FREE Pass Through tool allows you to program the PLC through the operator interface. PLC access is provided through the Ethernet connection on the HMI. Ideal for quick programming changes to optimize system performance.

# **Use Pass Through to:**

- Program or monitor PLC via HMI.
- Eliminate need to connect a PLC Programming cable.
- Take advantage of existing HMI to PLC communication cable connection.
- Access PLC remotely through HMI's Ethernet or USB.
- Save travel expenses with remote maintenance.



# **Application and Benefits**

#### **On site PLC Diagnostics**

 No need for PLC programming cable. Use the USB or Ethernet port on the HMI to obtain communication access to the PLC.

#### **Off site Remote PLC Diagnostics**

 Use the Ethernet port on HMI to gain PLC access remotely. Even if PLC normally programs through a serial connection.

#### **Update PLC without disruption**

 Diagnose and perform PLC maintenance without disrupting communications to the HMI.

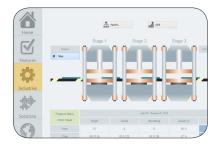


# **BLUE Open Studio**

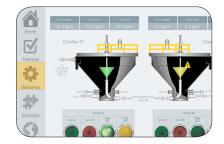
BLUE Line Management Lite SCADA

# Open Studio

SCADA/HMI Software for Intuitive Dashboards, OEE, and the Internet of Things.





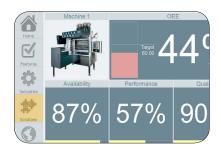


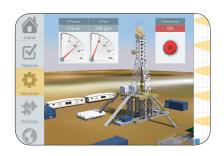
PS5000 Bundled

Available to be bundled with all Pro-face PS5000 Series Industrial PCs

- Support for Multiple Document Interface on Studio Mobile Access (SMA)

  Access your graphical interface from any device, with groups of screens, popups, and dialogs
- OPC Redundancy
  Native redundancy for OPC UA and OPC XML/DA interfaces
- Built-in Tag Integration with PLCs Comprehensive tag integration with PLCs from Schneider and other manufacturers
- Library of Symbols Expanded and improved set of symbols for HMI/SCADA applications







#### **Alarms**

Alarms are real-time and historical; log data in binary format or to any database or send alarms or reports using multi-media formats like PDF. Use remote notification to have alarms sent right to your inbox, printer, or smartphone.



#### Animation

Paste images, and even rotate dynamically using custom rotation points. Fill bar graphs with color, or adjust the scale of objects easily. Other animations include 'command' (for touch, keyboard and mouse interaction), hyperlink, text data link, color, resize, transparency, and position.



#### **Database**

Connect to any SQL database (Microsoft SQL, MySQL, Sybase, Oracle), or Microsoft Access or Excel, and ERP/ MES systems (including SAP). Offering a built in interface that doesn't require



knowledge of SQL (for trends, alarms / events, grid and other objects).

#### **Drivers**

Provides over 250 native communication drivers for PLCs, temperature controllers, motion controllers, bar code/2D/RFID readers, and many other devices. Use these built in drivers, or connect to an OPC server.



#### **Email**

Send email or text messages that can be accessed from mobile devices. Get real-time

information on alarms, process values, and other events. Supports SSL encryption.



#### **Events**

Log events such as security system changes (user logon or off), screen open/close, recipe/report

operations, system warnings, and any tag value changes, including custom messages.



## **FDA Traceability**

Built-in functionality to create 21 CFR part 11 compliant projects with traceability and e-signatures. Can be used for any application where traceability is a requirement.



#### **FTP**

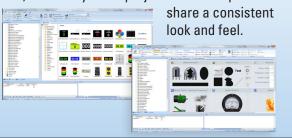
Automatically upload or download files during runtime to/from remote storage locations using the FTP protocol and flexible scripting functions.

Configure FTP via scripting or the included interface.



## **Graphics & Design Tools**

Create screens to meet any application requirement using the tools in our graphic interface. Combine over 1,000 animated objects to create any functionality required. Store graphics in the library for future use, and easily make projects across a product line



## **Intellectual Property Protection**

Screens, documents, scripts and worksheets can be individually password protected. Prevent

unauthorized
viewing or editing
of your project
or application.
Protect your
intellectual
property with
just a few mouse
clicks.



# **Multi-Language**

Includes English, Portuguese, German, French, Russian, Chinese Traditional and Simplified, and Spanish, or use translation tools to switch the



#### **Multi-Touch Interface**

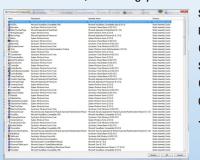
Multi-touch interface allows development for any touch-screen enabled device. Use familiar, modern interface gestures, like pinch zooming and panning. Scroll through alarms using swiping

gestures. Rotate graphics, dock screens, and take advantage of features like dualtouch command.



## .NET and ActiveX

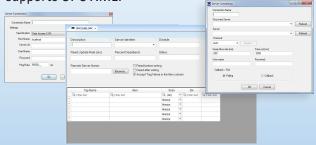
Use 3rd party controls to enhance your project. BLUE Open Studio is a container for ActiveX and .NET controls, allowing you to add functionality



such as browsers, media players, charting, live streaming from cameras, and other ActiveX or .NET controls.

#### **OPC**

Provides native OPC interfaces, such as OPC DA (Server/ Client), OPC HDA(Server), UA (Client) and OPC .NET 3.0 (Client). BLUE Open Studio also supports OPC XML.



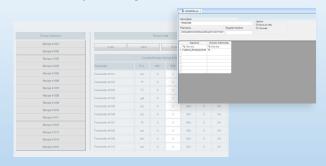
## **PDF Export**

Send alarms, reports, or any file to a production supervisor, quality manager, or maintenance staff using the included PDF writer.



## **Recipes**

Save time and maintain consistency by automating part parameters or production quantities with flexible recipe management tools.



# **Redundancy**

For critical applications where data is vital, BLUE Open Studio supports web server, database and overall system redundancy to protect your information.



## Reports

Create clear, concise reports in plain text, RTF, XML, PDF, HTML, and CSV or integrate with Microsoft Offce programs such as Excel. BLUE Open Studio has also partnered with Ocean Data

Systems to offer further reporting capabilities through Dream Report for BLUE Open Studio\*.



#### **Scalable**

Use the same development environment to design and deploy projects to a wide range of platforms, such as WindowsEmbedded, Windows 7, Windows 8, and Server 2012 editions.



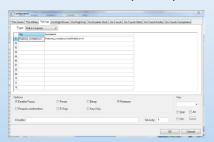
#### **Scheduler**

Schedule application behavior triggered by tag changes, date/time, frequency, or any trigger. Use this for simulation, to trigger reports or other functionality at a particular time of day, or even to trigger driver worksheets to read/write at a scan rate you choose.

D	escription					
Ŧ	rend Pens 1	imulation				
	Event	Tripper	Time	Date Teo	Expression	Disable
	Q. (40)	- Quentes	Q riterte-	Q. r. Q. Fitter text	Q. Fitter text	Q rimener
		*	00 00 00 1	Features, Trends Penánalog	RFeatures_Trends PenAnalog< 100 Features_Trends PenAnalog +1.0)	
	Clock	-	00:00:00:2	Features_Trends.PenSin	Sin(Features_Trends.PenAnalog/50°Pt))**100	
	Cleck	*	00:00:00.2	Features_Trends.PenCos	Cos(Features_Trends PenAnalog/50*Pk))*100	
	Cleck		00:00:00.2	Features_Trends.PenRampUp	(Features_Trends.PenAnalog-50)*2	
	Clieck		00.00.00.2	Features_Trends.PenRampDown	(50-Features_Trends.PenAnalog)*2	
	Cleck		00:00:00.2	Features_Trends.PenWaveUp	Sin/Features_Trends.PenAnalog/5°F9()*Features_Trends.PenAnalog	
	Clock		00.00.00.2	Features_Trends.PerWaveDown	Sin(Features_Trends.Pen/nalog/5°Fk);(100-Features_Trends.Pen/nalog)	
2	Clock		00:00:00.2	Features_Trends.PenRandom	(Rand)-0.5/*200	
,	Cleck	*	00.00.02	Features_Trends.PenOnOff	R/Features_Trends PenOnOR+50,-50,50)	
		*				
	Cleck					
	Clack	*				
	Cleck					

## **Scripting**

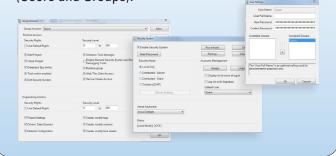
Two powerful scripting languages are supported; built-in BLUE Open Studio functions and standard VBScript. Take advantage of widely available resources for VBScript. Script debugging tools



for the native VBScript editor include break-points, and a variable watch list to improve scripting productivity.

## **Security**

BLUE Open Studio includes support for group and user accounts, e-signatures, and traceability. Integrate your project to the Active Directory (Users and Groups).



#### **Standards**

Take advantage of common industry standards to develop applications that are compatible with any format. TCP/IP, .NET, ActiveX, OPC (client and server), ADO/ODBC, COM/DCOM, OLE, DDE, XML, SOAP, and HTML5 are supported.

















# **Studio Mobile Access (SMA)**

Studio Mobile Access is a HTML5 compatible thin client that offers a multiple document interface that allows you to access your graphical interface from any device with a browser that supports HTML5.



## **Symbols**

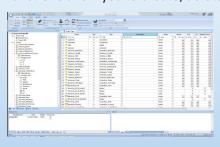
Included library features push buttons, pilot lights, tanks, sliders, meters, motors, pipes, valves and other common objects. Use the 1,000+ included symbols in your project, modify existing symbols to suit your needs, or create your own from scratch.

BLUE Open Studio supports 3rd party symbol libraries and graphic tools.



## **Tag Database**

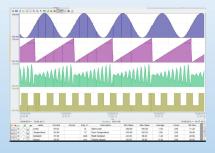
Features an object-oriented database with boolean, integer, real, strings, arrays, classes (structures), indirect tags and included system tags. Built-in functions allow you to create, delete, or modify the



tags database settings during the runtime. Offers tag integration from a wide range of PLCs.

#### **Trends**

Real-time and Historical trends, and Statistical Process Control (SPC) functionality are supported. Log data in binary format, or to any local or remote SQL database. Date/ Time based or numeric (X/Y



plot) trends give you the flexibility to display information that best suits your application.

# **Troubleshooting**

Quickly debug and verify a project using local and remote tools for troubleshooting, including status fields, DatabaseSpy and LogWin.
Capture screen open and close times, see communications in real-time, messages related to OPC, recipes/reports, security, database errors and even custom messages.



#### **XML Screen Toolkit**

Modify or create screens during the runtime, or import screens that you've created.



BLUE Open Studio is a comprehensive platform that includes all the tools you'll need to make SCADA and HMI applications that have real power behind them. The development environment allows you to develop once and deploy anywhere. BLUE Open Studio supports all Windows runtime platforms (including 32 and 64 bit), ranging from Windows Embedded Compact, Windows Embedded Standard, Vista, Windows 7, Windows 8, and Windows Server Editions (Server 2008 R2, Server 2012), along with built-in support for local or remote (web) based visualization.

Build powerful graphical displays, and take advantage of the 250+ available communication drivers for all major PLC products. BLUE Open Studio includes OPC UA, OPC.NET and OPC Classic (HDA and DA), trends, alarms, reports, recipes and built-in SQL database support as standard features.



# BLUE HMI Development Platform

# COMING SOON

A revolutionary new HMI software will offer an alternative experience in HMI design.



Please check profaceamerica.com for future announcements.



# Remote HMI

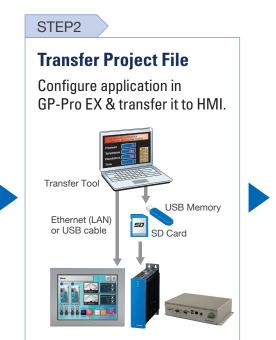
Pro-face Remote HMI allows you to check machines and equipment for alarms, operating status, and other information using a tablet or smartphone from anywhere on the factory floor.

# Pro-face Remete HMI



# Quick steps to use Pro-face Remote HMI

# Hardware Preparation Configure Wireless Router and connect to HMI. Wireless Router (Commercial Product)



#### STEP3

# Install Remote HMI on a tablet or smartphone

Download and install Pro-face Remote HMI on a tablet or smartphone. Search for HMI and connect to monitor the HMI screen.



<sup>\*</sup>Remote HMI Server license is required separetly to monitor IPC and PC.

Monitor and Control Pro-face HMI screen on a smart phone or a tablet.



# Download Pro-face Remote HMI today!



#### **Screen Shortcut**

Images or text of machines to monitor can be registered as shortcuts to easily jump from one HMI to another among multiple applications, for various working environments.



#### **Remote Status Icon**

A local operator can check the status of remote connection and touch monopoly of HMI server or remote client on an HMI screen for safer operation.



## **Touch Exclusive Control**

Setting the monopolize touch function prevents unexpected operational misuses caused by redundant operation. Operation is re-enabled only 30 seconds after Pro-face Remote HMI or the GP unit on the equipment has been operated.



# **Synchronized or Asynchronized**

Switch communication modes to monitor status. Synchronous mode allows you to monitor screens that are the same as the operators' screens. Asynchronous mode allows you to monitor different screens during regular operation without stopping on-site operation.





# **Pro-Server EX**

Data management software

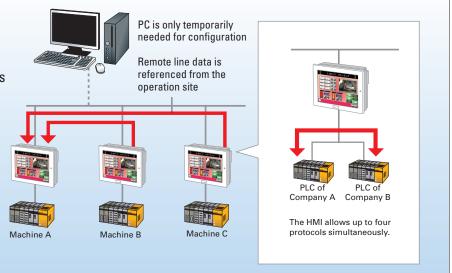


Pro-Server EX is a powerful, multi-function data management software tool that provides real-time reporting of automated manufacturing and production environments.

## Data sharing – Interdevice communication

Use Pro-Server to set up inter-device communication between Pro-face HMIs allowing data to be shared with multi-vendor devices regardless of the type of data or control device.

- Enable peer-to-peer data sharing
- Act as a gateway between HMIs or different brand PLCs
- Send build data directly from one HMI to the next



# Easy Set Up

The beauty of Pro-Server EX is that there is no complex programming, additional drivers, or 3rd party software needed. Pro-Server EX provides a step-by-step setup process to build a simple, yet extremely powerful method of moving machine or process data to and from Microsoft Excel Reports, CSV files, Databases, even other Pro-Face HMIs and their connected PLCs or devices.

For advanced users, Pro-Server EX also has a variety of APIs which connect with the current Windows development applications you may already know such as Microsoft Visual Basic or Visual C++.

# **Data Distribution**

Pro-Server EX shows alerts on your network, and even sends e-mail alerts automatically to maintenance or production staff when certain trigger conditions occur, reducing downtime.

If changes in production instructions are needed, you can update them remotely. Changing instructions quickly and accurately is important for the safety of your operators and integrity of your process. Pro-Server EX can send operating instructions, production plans and other data created in the office directly to PLC at the production site.

# **Pro-Server EX**

# **Easy Data Collection**

Pro-Server EX allows you to write data to and from a PLC, giving you the opportunity to get data where it needs to go, automatically.

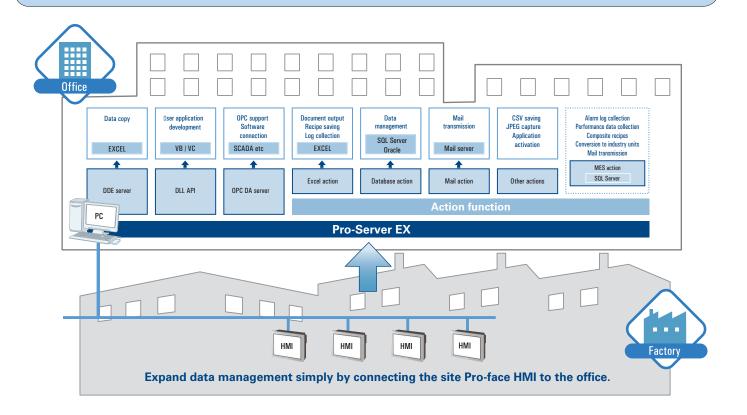
It's your information gateway! You have the data, Pro-Server EX is the collector and delivery system.

Pro-Server EX can communicate with any device with an SQL or Oracle database. When devices are connected to the network, Pro-Server EX can collect production data in real time and store it in a wide variety of formats such as CSV, EXCEL, and Access. With built-in templates, and a dedicated toolbar, you can be up and running in no time.

## **Enterprise integration**

- Connect to existing enterprise system
- Enhance existing designs
- Use common communication methods

✓	OPC DA server	✓	DDE
✓	API (VB, VB.NET, VC, C#.NET)	<b>✓</b>	DLL
✓	Access <sup>TM</sup> /Excel®	✓	ODBC, SQL, Oracle
✓	Image management	✓	PC health
✓	E-mail via SMTP	✓	MES





# **GP-Viewer EX**

GP-Viewer EX software is an ideal tool to service and support multiple locations from the main office. GP-Viewer EX allows monitoring of machine operators from a remote PC. See exactly what they see displayed on the HMI screen. Not only monitor, but have the ability to take control of operations for training and diagnostic purposes.

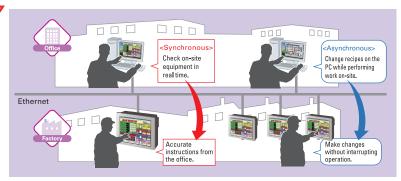
Remote Monitoring Software





# Lock Out Feature Prevents Operational Errors

Prevent operational errors by the operator by locking operations other than for "in us" indicator by remote PC.



# **Monitor and Train Machine Operators**

Walk operators through the exact procedures to operate the machine safely. Provide as an ongoing service and support function for OEMs and Integrators.

## **GP-Viewer EX Functionality**

- Capability as if you were in front of the HMI.
- Update HMI Security Settings for Safety and unauthorized access.
- Upload Diagnostic data such as alarms, operation log, event recorder video.
- Analyze logged data and make adjustments.
- Upload and download operational data.
- Training Videos, Recipe Data, and Multi-language updates.

# **Machine Diagnostic Servicing**

GP-Viewer EX allows you to check diagnostic data on other screens without interfering with the operator. Make updates to optimize quality and performance.

# **Application and Benefits**

#### **Monitor Machine Operators**

 View Operators while they are working to ensure procedures are being followed.

#### **Take Control of HMI from Remote Location**

- Service the machine without the expense of traveling to the site location.
- Control 4 HMIs simultaneously from your PC.

## **View Protected Diagnostic Screens**

 Gather maintenance data without interrupting the machine operator.

# **Using GP-Viewer EX** (Tools Required)

Operator Interface: AGP3000, LT3000, GP4000, LT4000M, SP5000

Series HMI with Ethernet

Development Software: GP-Pro EX V3.1 or later

GP-Viewer EX License: Requires a license installed on each HMI GP-Viewer EX Software: Found on GP-Pro EX & our support site

(Runs on Windows-based PC/AT computer)

Network Connection: Open access to HMI static IP address





# **Camera-Viewer EX**

Camera-Viewer EX software is a valuable software program which allows you to view streaming video from a remote PC. See exactly what is happening at the operation site. Display, record, and playback. Ethernet connection makes it easy and affordable to monitor and service from multiple support locations.

Remote Camera Monitoring

# Camera-Viewer EX

New hardware purchases are unnecessary when Camera-Viewer EX leverages your existing control architecture for streaming video. This translates into significant cost savings for those wishing to remotely access, control, and view live video.

# **Increase Security and Safety**

Live video feed allows you to monitor the industrial site and record who accessed the area. Bring the image from hard to reach, or dangerous areas safely back to your home offices.

# **Camera-Viewer EX Functionality**

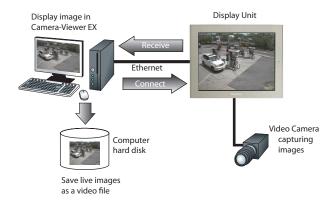
#### **Remote Monitoring**

View live streaming video from a multimedia HMI on your PC.

#### **Record & Playback**

Record live video on your HMI, playback the recordings on your remote PC or the HMI itself.

Search for files by date & time recorded.



# **Remote Diagnostics**

Reduce travel cost and machine shutdown time with Camera-Viewer EX. From a remote location, instantly watch video of disturbances and provide diagnostic servicing of equipment.

# **Application and Benefits**

#### **Monitor Machine Site**

- Another way to view operations while away to ensure policies are followed.
- Walk operators through instructions.

#### **Safety and Security**

- Diagnose issues quickly through recordings.
- View hard to reach or dangerous areas or monitor access to machines or locations.

No new hardware purchases necessary!

# **Using Camera-Viewer EX** (Tools Required)

Operator Interface: AGP3000 Series (Multimedia Class)

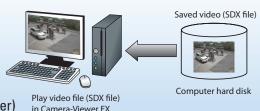
Development Software: GP-Pro EX V2.7 or later

Camera-Viewer EX License: Requires a license installed on each HMI

Camera-Viewer EX Software: Found on GP-Pro EX

(Runs on Windows-based PC/AT computer)

Network Connection: Open access to HMI static IP address



# **Third-Party Driver Support**

#### **PLC**

**Beckhoff Automation CoDeSys Automation Alliance Control Technology Corporation** Crouzet Millenium **CC-Link Partner Association** Delta-TAU data system, inc. **Digital Electronics Corporation Emerson Process Management FATEK AUTOMATION Corporation** Fuji Electric Co. FANUC LTD. **GE Intelligent GE Fanuc Automation** Hitachi IES Co. Hitachi, Ltd. JTEKT Corporation **KEYENCE Corporation KOYO ELECTRONICS CO. LS Industrial Systems MEIDENSHA** Corporation Mitsubishi Electric Corporation Mitsubishi Heavy Industries **MODBUS IDA** 

OMRON Corporation
Panasonic Electric Works
Rockwell Automation, Inc.
Saia-Burgess Controls Ltd.
Schneider Electric Industries
Sharp Manufacturing Systems Corp.
SICK AG
Siemens AG
Siemens Building Technologies
TOSHIBA Corporation
TOSHIBA MACHINE Co.
YASKAWA Electric Corporation

#### **Temperature Controllers**

Azbil Corporation (Former Yamatake)
Fuji Electric Systems Co.
Azbil Corporation Controller
CHINO Corporation
Shinko Technos Co.
YOKOGAWA Electric Corp.
RKC INSTRUMENT INC.
OMRON Corporation
RKC INSTRUMENT INC.

#### **Inverters**

Fuji Electric Systems Co. Hitachi IES Co., Ltd. Hitachi IES Co., Ltd. YASKAWA Electric Corporation Mitsubishi Electric Corporation

#### Servos

Sanmei Electronics Co.0
YASKAWA Electric Corporation

#### **Industrial Robots**

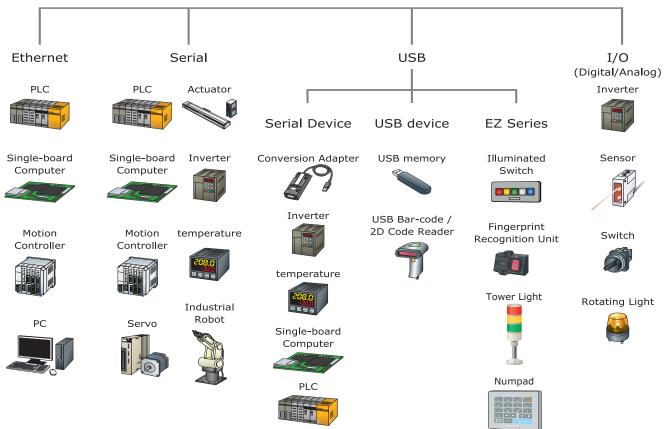
DENSO WAVE INCORPORATED
Hyundai Heavy Industries
IAI Corporation
Seiko Epson Corporation
YASKAWA Electric Corporation
Yamaha Motor Co.

#### **Vision Sensors**

**Banner Engineering Presence** 

We support Barcode scanners, 2-D Readers, and Printers from companies such as Aimex Corp., OPT Electronics, Denso Co., HHP, Cognex, Symbol, HP, Epson, NEC, and more!

<sup>\*</sup> Driver support dependent on software package selected.



The World Leader in Third-Party Driver Support

# **Operating Environment**

#### **GP-Pro EX**

٠.	FIULX		
	os	Windows XP 32bit OS (Service Pack 2 or later, any edition), Windows Vista 32bit OS (any Service Pack, any edition), Windows 7 32bit OS (any Service Pack, any edition), Windows 7 64bit OS (Service Pack 1 or later, any edition), Windows 8.0 32bit/64bit OS (any Service Pack, Core/Pro/Enterprise Edition), Windows 8.1 32bit/64bit OS (any Service Pack, Core/Pro/Enterprise Edition), Windows 10 32bit/64bit OS (any Edition)	
	CPU	Pentium4 1.3Ghz or greater	
	Resolution	SVGA (800 x 600) or better (256 colors or greater required)	
	Memory	Windows Vista/7/8: 1 GB or greater (2 GB or greater recommended) Other than Windows Vista/7/8: 512 MB or greater (1 GB or greater recommended)	
Hard Disk Space		1 GB or greater - Free space necessary for installation	
Lang	Software Menu	English/ Japanese/ Korean/ Chinese (simplified/traditionall/ German/ French/ Italian/ Spanish	
Language	Languages that Hardware can Display	English, Japanese, Korean, Chinese (simplified/traditional), Thai, Cyrillic. For languages other than English/Japanese, FEPs and fonts for these languages should be added.	
Other		.Net Framework 2.0 (any Service Pack) - On a PC without .NET Framework Ver. 2.0, this is automatically installed.	
		Microsoft Internet Explorer Ver. 6.0 or later	
		Mouse (absolutely necessary), DVD-ROM drive (necessary only for software installation)	
		An environment whrere you are connected to the internet - Necessary only for online user registration and online update service	

- \* Please address inquiries about the site license to a sales representative.
- \* A USB port or Ethernet port is required to transfer screens on a PC

#### **Pro-Server EX**

Windows 2000 32bit OS (Service Pack 3 or later, any edition), Windows (Service Pack 3 or later, any edition), Windows Vista 32bit OS (lany Service edition), Windows Server 2003 32bit OS (Standard Editon/Enterprise Edition) Service Pack, any edition), Windows Server 2008 32bit OS (Standard Editor/Enterprise Edition), Windows Server 2008 32bit/64bit OS (St Editor/Enterprise Edition/DataCenter Edition), Windows Server 2003 R2 (Standard Editor/Enterprise Edition/DataCenter Edition)	
CPU	Pentium III 500MHz or greater
Resolution	Pentium III 500MHz or greater
Memory	Pro-Server EX Developer: 256MB or greater Pro-Server EX Runtime: 128MB or greater (256MB or greater recommended)
Hard Disk Space	Pro-Server EX Developer: 1.1GB or greater (2.2GB or greater recommended) Pro-Server EX Runtime: 650MB or greater (1.3GB or greater recommended) * Free space necessary for installation
Language	English/ Japanese
	Microsoft Excel 2000 - 2010 (for the action function)
Other Software	Microsoft Access 2000 - 2010 (for the action function)
Other Software	Microsoft Internet Explorer Ver. 5.0 or later (for the action function)
	.NET Framework Ver. 2.0 * On a PC without .NET Framework Ver. 2.0 This is automatically installed.
Network Connection	10BASE-2, 10BASE-5, 10BASE-T, 100BASE-TX, 1000BASE-T

#### Remote HMI

	iOS: Ver. 6.0 or later. Android: Ver. 2.3x or later
Language	English/ Japanese
Other	GP-Pro EX Ver. 3.1 or later
	Tablet or smart phone and Wi-Fi required

#### Movie Converter (EX-MOVCON-LICENSE)

os	Windows 2000 Professonal (Service Pack 4 or later) Windows XP Home, Professonal (any Service Pack)
CPU	Pentium III 1 Ghz or greater
Memory	256 MB or greater (512 MB or greater recommended)
Hard Disk Space	For installation: 60MB or greater. After installation: 25MB or greater

#### **GP-Viewer EX**

#### **BLUE Open Studio**

os*	Windows 7 Service Pack 1, Windows 8.1, Windows 10, Windows Server 2008 R2 Service Pack 1, Windows Server 2012 R2, Windows Server 2016, Windows Embedded 7 Standard
CPU	No requirements
Resolution	SVGA (800 x 600) minimum
Memory	1 GB free memory (RAM)
Hard Disk Space	2 GB free storage (hard drive or non-volatile)
Other	Standard keyboard & pointer input (i.e., a mouse, trackpad, or touchscreen)  NET Framework 3.5  Microsoft Internet Explorer 6.0 or later  Ethernet or Wi-Fi network adapter  Administrator privileges on the computer
	DVD-ROM drive, to install the software from an installation disc
	Serial COM ports & adapters, to be used for direct communication with PLCs and other devices
Optional	Internet Information Services (IIS) installed and turned on, to make your projects accessible to thin clients and mobile devices
	Microsoft Visual Studio 2010 or Team Explorer 2010 installed, to enable workgroup collaboration and source control

<sup>\* 32-</sup>bit/64-bit compatible; We recommend Home Premium, Professional, Enterprise, and Ultimate editions of Windows, because they include Internet Information Services (IIS) as a pre-installed feature that can be turned on. We do not recommend the Starter and Home Basic editions because they do not include IIS, but you can still use them if you do not plan to use web-based features.

#### WinGP GP-Pro EX Runtime for Pro-face Industrial PCs

	For Pro-face IPC: Windows XP (Service Pack 2 or later), Windows XP Embedded, Windows 7, Windows Embedded Standard7, Windows Embedded Standard 2009
os	For PC/AT Compatible Machine: Windows XP (Service Pack 2 or later), Windows Vista 32bit OS (any Service Pack, any edition), Windows 7 32bit/4bit OS (any Service Pack, any edition), Windows 8 32bit/64bit OS (any Service Pack, Core/Pro/Enterprise Edition)
Resolution	QVGA - SXGA (depending on the product)
Memory	For Pro-face IPC: PS4000B: 1 GB or greater (2 GB or greater recommended) Other than PS4000B: 256 MB or greater (512 MB or greater recommended) For PC/AT Compatible Machine: Windows Vistat//8: 1 GB or greater (2 GB or greater recommended) Other than Windows Vista///8: 512 MB or greater (1 GB or greater recommended)

#### Camera-Viewer EX

os	Windows XP 32bit OS (Service Pack 2 or later, any edition), Windows Vista 32bit OS (Service Pack 1 or later, any edition), Windows 7 32bit/64bit OS (any Service Pack, any edition), Windows Server 2003 32bit OS (Service Pack 1 or later, Standard Editon/Enterprise Edition), Windows Server 2003 R2 32bit OS (Service Pack 1 or later, Standard Editon/Enterprise Edition)

#### Remote PC Access (RPA)

os	UltraVNC: Support OS ( http://www.uvnc.com ) TightVNC: Ubuntu 7.04 Feisty Fawn DesktopCD
Other	GP-Pro EX Ver. 2.0 or later
	RPA Key Code (Sold separately)
	UltraVNC (Version: 1.0.8.2) or TightVNC (Version: 1.2.9-21) * Should be installed on the PC on the server.
	Ethernet cable and HUB (commercially available)

#### **Transfer Tool**

os	Windows 2000 (Service Pack 3 or later) * Case of individual installation, Windows XP 32bit OS (any Service Pack, any edition), Windows Vista 32bit OS (any Service Pack, any edition), Windows 7 32bit/94bit OS (any Service Pack, any edition), Windows 8.0 32bit/64bit OS (any Service Pack, any edition)
Other	.NET Framework Ver. 2.0 * On a PC without .NET Framework Ver. 2.0 This is automatically installed.
Hard Disk Space	340 MB or greater * Free space for a project file size required

#### Pass-Through

os	Windows 2000 (Service Pack 4 or later), Windows XP 32bit OS (Service Pack 2 or later) Windows Vista 32bit OS (any Service Pack, any edition), Windows 7 32bit/64bit OS (any Service Pack, any edition), Windows 8 32bit/64bit OS (any Service Pack, Core/Pro/Enterprise Edition)
Hard Disk Space	For installation: 3MB. After installation: 1MB

# Service & Support















ISO 9001:2000

ISO 14000 Quality System Certified Quality System Certified

We have offices around the corner. and around the world. We are there for you with our combination of channel partners, area sales managers, and trained application engineers to support you before and after the sale.

## INTERNATIONAL PRO-FACE

- **Pro-face International Offices**
- **Pro-face America Sales Offices**

#### **Global Support**

One of the great features of Pro-face is that the same level of customer support is available in countries where the product is exported to. Overseas customers can receive high quality support in both telephone inquiries and repair services.

## **FREE Tech Support**

Pro-face is committed to delivering excellent technical support whether you are local or abroad. Free, real time solutions. 800-289-9266

support@profaceamerica.com

# **Repair Services**

Pro-face has eliminated loss throughout the entire process by providing free quotes for repair and return delivery. We are constantly re-evaluating our systems to ensure satisfaction for all of our customers.

# A Global Company...

# ...with a Local Presence.

Pro-face America, Inc.

Our FREE Technical Support site is a vast resource of product and application knowledge designed to help you maximize the value of your Pro-face HMI

- FAQs
- Manuals
- Sample Downloads
- Driver Downloads
- HMI Learning Center
- Application Notes
- Certifications
- Much Much More...



**HMIsource.com/otasuke** 

#### **Training**

A variety of technical seminars are offered to help customers in order to get the most out of our Pro-face products. Easy-to-understand textbooks are prepared based on what the customer desires to learn.

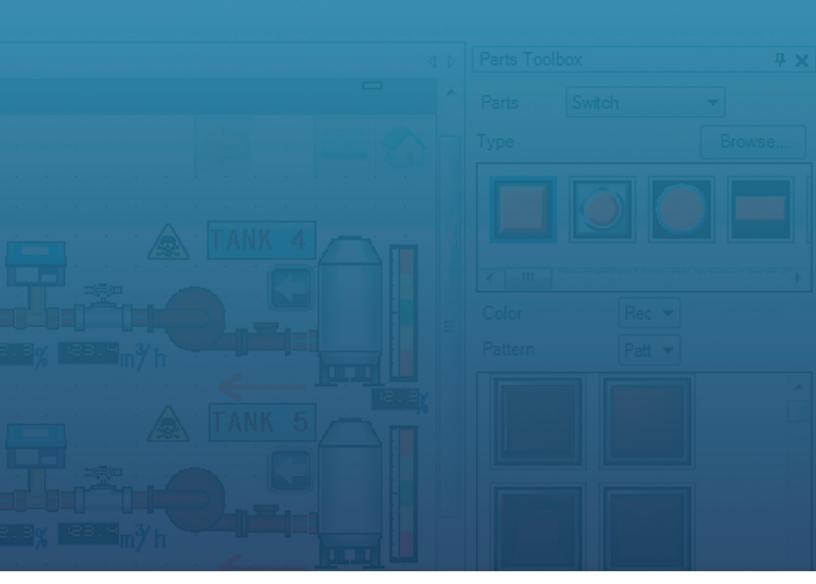
## **Technical Support Website**

Our free technical support website has been upgraded with services aimed at reducing development man-hours by offering FAQ, Driver Downloads, Manual downloads, Application Notes, and much more.

#### **eCatalog**

This app, available on iTunes and Google Play, contains the entire Pro-face product catalog, complete with technical specifications, 360° visuals, CAD drawings, manuals, data sheets, and much more.





# **Pro-face**

by Schneider Electric

We are always striving to connect customers to their clients, processes, and people through high quality products, and service and support from around the world.











**ProfaceAmerica.com**