



Welcome

to the Monitoring & Dispatch Services

Please follow this Guide to initiate the Service

Table of content:

- *Offer Overview*
- *Equipment installation*
- *Registration & Setup Guide*

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Monitoring & Dispatch Services → Offer Overview

Value Proposition

Monitoring & Dispatch Services

provide customers the support they require to efficiently monitor and maintain their distributed IT physical infrastructure in an affordable manner.

By combining 24/7 expert monitoring by Schneider Electric Connected Services Hub, with on-site support including required parts, let Schneider Electric **help you minimize the chances of downtime.**

How it works?



24x7
Monitoring





Remote
Troubleshooting




Next Business Day
On-Site Support

Service features

 1,3 and 5 years options available

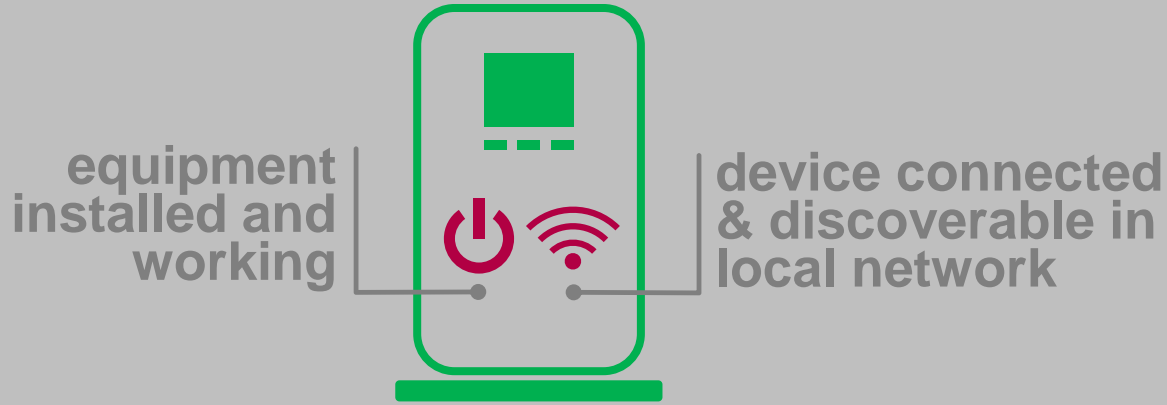
 For UPS, related accessories and Edge Solutions

 Available during and after factory warranty (as a warranty extension)

Equipment installation



Please make sure that all equipment covered by the Service is properly installed and connected to the local network.



Registration & Setup Guide



*Getting started with EcoStruxure IT is easy!
Download the Gateway software and install
the app on your phone.*

Step
1

Sign up [here](#) and follow the on-screen instructions to download EcoStruxure IT Gateway.

Step
2

Work with your IT to install and configure your EcoStruxure IT Gateway. Steps and details of the process are available [here](#).*

Step
3

Install the EcoStruxure IT mobile app. Details available [here](#).

*Note: For additional security information visit this link [here](#)

The screenshot shows the EcoStruxure IT Sign Up interface. At the top, the EcoStruxure IT logo is displayed in green, with 'Sign Up' text below it. There are two buttons: 'Log In' and 'Sign Up', with the latter highlighted by a red box. Below these are four input fields, each with an icon and a placeholder text, all enclosed in a red rounded rectangle: an email field with 'yours@example.com', a password field with 'your password', a phone number field with 'your phone number', and a full name field with 'your full name'. Below the input fields is a checkbox with the text 'I have read, understood and accepted the Terms And Conditions of EcoStruxure IT Cloud Services.' and a link to 'Terms And Conditions'. Underneath is another line of text: 'EcoStruxure IT may collect your personal information. For more information as to how we process and protect your personal information, please read our Privacy Notice .'. At the bottom, there is a grey button with the text 'SIGN UP >'.

Online Registration Guide (Service activation)

Final Step

To finalize Service activation, you will receive a call from Schneider Electric. During the call, Connected Services Hub (CSH) agent will verify your settings and configuration and help you to activate your account.



Please note:

*Once contacted by CSH agent, please indicate, that the service you are using is called **Monitoring & Dispatch Services**.*

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