

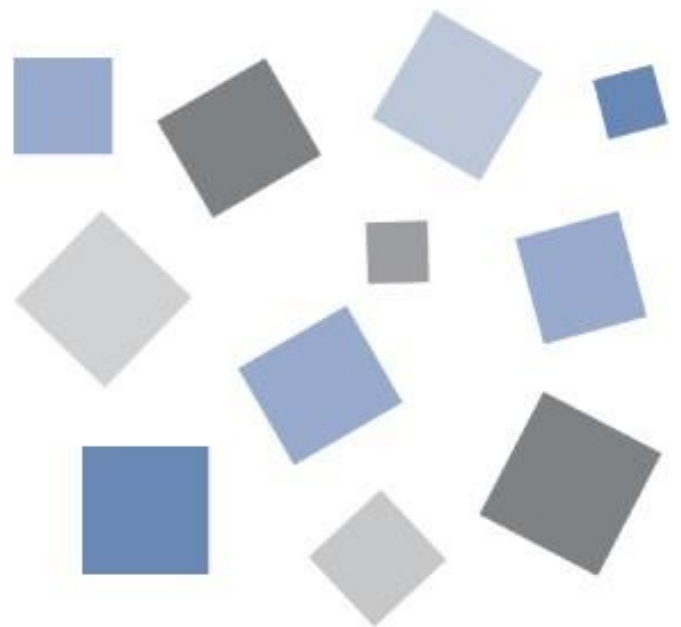
# G-REMOTE

## Remote Control Service

### **USER' S Manual**

MANUAL No. G-REMOTE-UM-151-01

### **INTRODUCTION**



# **GRAPHTEC**



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# 1. Introduction

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Thank you for choosing a Graphtec product.

This is a cloud service that can be used by customers who have purchased a GL series data logger.

You can use G-REMOTE to remotely control the GL series connected to the Internet, and G-DRIVE to store recorded data on a server.

## 1.1 Precautions for use

- ① No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, without the prior written permission of Graphtec Corporation.
- ② The product specifications and other information in this manual are subject to change without notice.
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- ④ Notwithstanding the stipulations in the preceding paragraph, Graphtec Corporation assumes no liability for damages resulting from either the use of the information contained herein or the use of the product.
- ⑤ Performance may not be satisfied depending on the usage environment of this product. In that case, please review the usage environment.

## 1.2 About registered trademarks

- Microsoft and Windows are registered trademarks or trademarks of Microsoft Corporation in the United States and other countries.
- All names of companies, brands, logotypes, and products appearing in this manual are the trademarks or registered trademarks of their respective companies.

## 1.3 About copyright

This instruction manual is copyrighted by Graphtec Corporation.

## 2. preparation

### 2.1 Target model

Please note that the applicable models for each service are different for G-REMOTE and G-DRIVE.

#### G-REMOTE applicable model

- GL260 (wireless LAN)
- GL860 (wired LAN /wireless LAN)

\*Optional B-568 is required for wireless LAN connection.

\*The number of devices that can be connected depends on the number of simultaneous accesses in your contract.

#### G-DRIVE applicable models

- GL260 (wireless LAN)
- GL240 (wireless LAN)
- GL860 (wired LAN /wireless LAN)
- GL840 (wired LAN /wireless LAN)
- GL980 (wired LAN)
- GL2000 (wired LAN)
- GL7000 (wired LAN)
- GLT400 (wired LAN /wireless LAN)

\*Optional B-568 is required for wireless LAN connection.

\*The number of devices that can be connected depends on the number of simultaneous accesses in your contract.

### 2.2 Operating environment

Please use this service under the following environment.

item	environment
PC	OS and PC equipped with a web browser
Compatible browser	Google Chrome (recommended), Microsoft Edge, Firefox, Safari *Internet browser that supports HTML5
Internet connection	To use G-REMOTE and G-DRIVE, you need an environment where you can connect to the Internet. *Customers are responsible for preparing the equipment and equipment required to connect to the Internet.

## 2.3 Free trial start steps

Here are the steps to start the G-REMOTE free trial version. If you've already registered for the free trial, skip this section.

### STEP 1

#### Apply for the free trial version of G-REMOTE

Use the free trial version please contact a distributor or dealer in your country to apply for the G-REMOTE free trial version. Please note that the application procedure may vary by country. You will receive a usage notice via email.

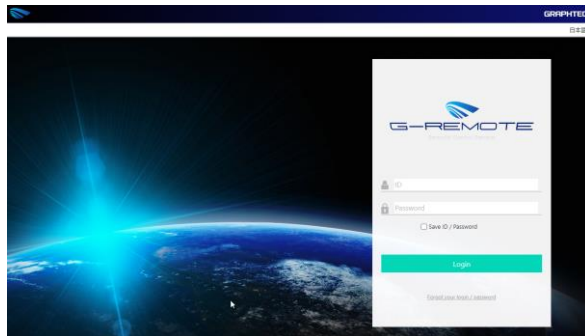


### STEP 2

#### Visit the G-REMOTE website

Visit the G-REMOTE website listed in the email and log in to the website by entering the login account and password also listed.

By logging in for the first time, your account will be activated and you can use it for free for one month (30 days).



### STEP 3

#### Set the GL series data logger

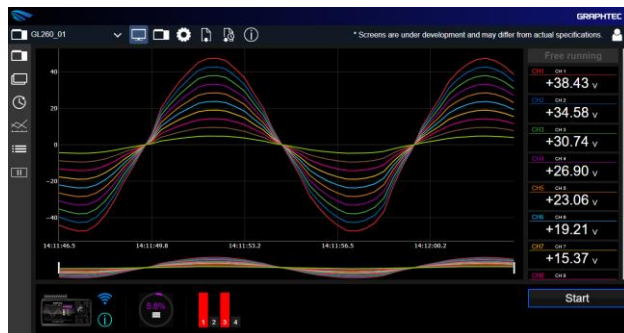
Please configure the GL series according to each function of G-REMOTE and G-DRIVE. For setting details, please refer to the manual for each function.



### STEP 4

#### Start to operate the G-REMOTE service

Visit the website and use the functions of G-REMOTE and G-DRIVE.



Selected	File name	Backup	Update date	File size	Download	Delete	Number of attached banks
<input type="checkbox"/>	23120-10800_Bank1.DSD		2023/12/28 15:06:46	15.08KB	(S)	(D)	
<input type="checkbox"/>	23114-07041_Bank1.DSD		2023/11/14 07:48:49	14.06KB	(S)	(D)	
<input type="checkbox"/>	23114-07040_Bank1.CDV		2023/11/14 07:48:37	13.89KB	(S)	(D)	
<input type="checkbox"/>	23110-10700_Bank1.DSD		2023/11/02 13:27:08	15.10KB	(S)	(D)	
<input type="checkbox"/>	23110-10604_Bank1.CDV		2023/11/02 13:34:40	4.16KB	(S)	(D)	
<input type="checkbox"/>	23093-09428_Bank1.CDV		2023/09/05 09:43:46	25.80KB	(S)	(D)	
<input type="checkbox"/>	23090-09400_Bank1.CDV		2023/09/05 09:42:01	16	(S)	(D)	
<input type="checkbox"/>	23090-09430_BEP1_Bank1.CDV		2023/09/05 09:41:35	16	(S)	(D)	
<input type="checkbox"/>	23090-09360_BEP1_Bank1.CDV		2023/09/05 09:39:13	16	(S)	(D)	
<input type="checkbox"/>	23090-09380_BEP2_Bank1.CDV		2023/09/05 09:39:08	1.80KB	(S)	(D)	

## 2.4 About internet connection

To use this service, an internet connection environment is required. You will need to prepare your own internet environment.

### Internet connection usage

Internet connection is required for the following purposes: If your company has limited internet connectivity, please consult your network administrator to see if you can communicate using this content.

Device	Communication protocol	Port number to use	Purpose
GL series data logger	FTP	No. 20, 21 Use numbers 30000 to 35000 in passive mode	Upload the logger's recorded data to the G-DRIVE 's FTP server using the FTP backup function. G-REMOTE Used for remote control.
	MQTTS	No. 8883	
PC Smartphone	HTTPS	Number 443	the G-REMOTE website to start services, manage data, change settings, etc. G-REMOTE Used for remote control.
	FTPS	Number 21, 990	
	MQTTS	No. 8883	

### Internet connection method

You can connect to the Internet in the following ways.

#### | Connection from internal network

This is a method to connect data loggers and PCs to the company network.

- ① Check with your company's network administrator to see if you can connect.
- ② Connect the PC to the company network and check if you can access the G-REMOTE website.
- ③ Connect the data logger to the internal network and test the connection to G-REMOTE and G-DRIVE.

#### | Connection from broadband fixed communication

This is a method of connecting to in-house optical communication or broadband such as ADSL.

- ① Connect the PC to the modem and check if you can access the G-REMOTE website.
- ② Connect the data logger to the modem and test the connection to G-REMOTE and G-DRIVE.

#### | Connection from mobile communication

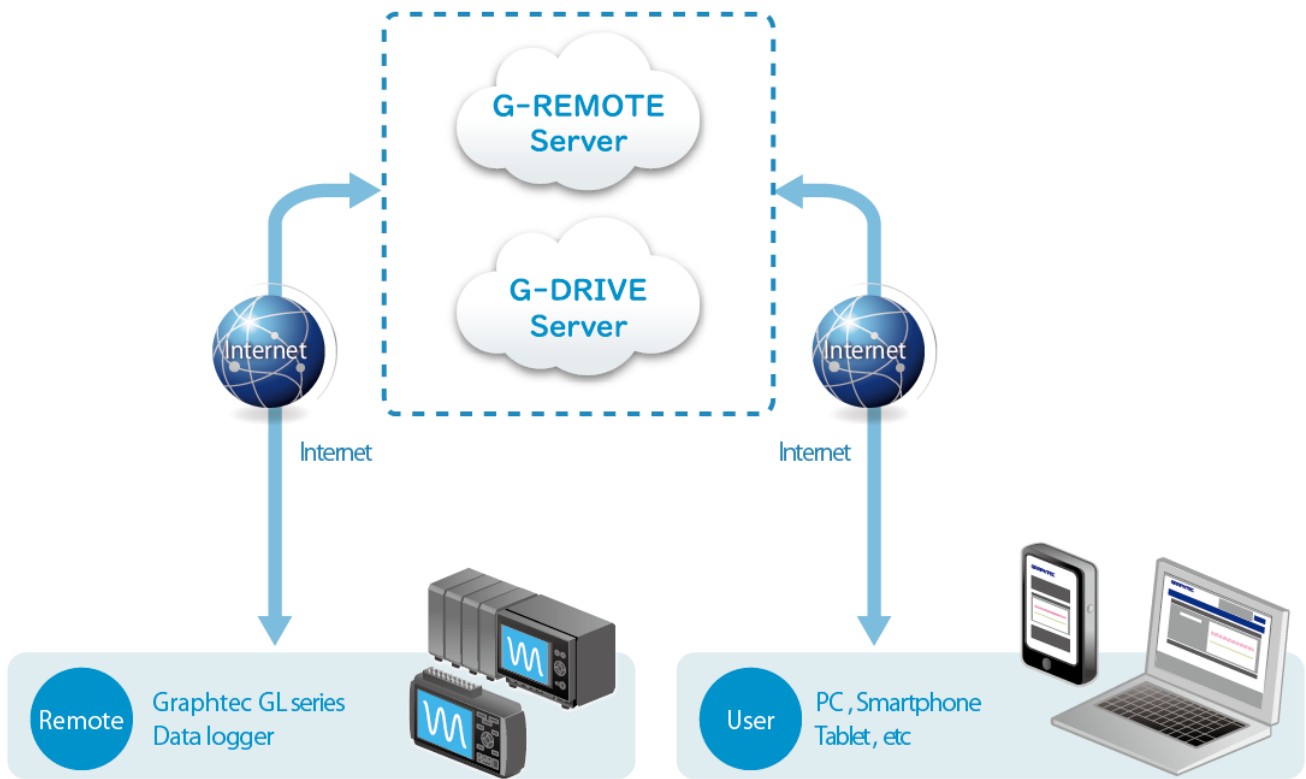
This is a method of connecting via 4G/5G line, such as pocket Wi-Fi or smartphone tethering function.

- ① Connect the PC to the mobile network terminal and check if you can access the G-REMOTE website.
- ② Connect the data logger to your mobile network device and test the connection to G-REMOTE and G-DRIVE.

### 3. Service overview

#### 3.1 System configuration

This service is equipped with a G-REMOTE server and a G-DRIVE server for each function.





## 3.2 Use the free trial version.

This service can be used free of charge for one month (30 days) after registration. The contents are as follows.

Item	Environment
Period	1 month (30 days) Starts from the day you log in to the G-REMOTE website for the first time.
G-REMOTE function	You can use the functions other than those listed below without any restrictions. Number of connections: up to 1 data logger
G-DRIVE function	Storage capacity: 1GB It can store logger data. *If it exceeds 1GB, you will not be able to upload it. Please download it to your PC, etc., and delete the files on the FTP server to free up space if needed. Number of connections: 3 simultaneous connections *Each connection from data loggers, and PC is considered one connection.

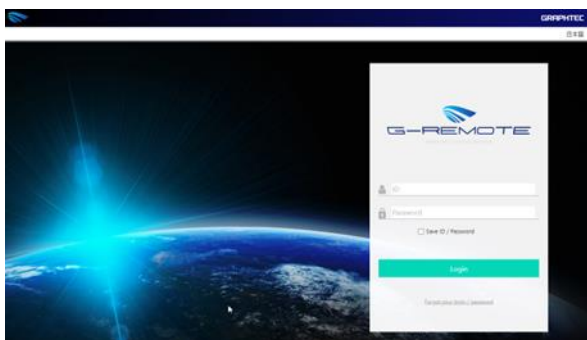
### \*Note

- : Once the free period has passed, you will not be able to access the website for approximately twelve months (360 days), so if you are considering a paid service, please upgrade so as soon as possible.
- Once the free period ends, the data on G-DRIVE will be deleted for approximately twelve months (360 days), so please download the data you need as soon as possible.
- If you want to start a paid service after the free period ends, you can start using the same account as the free version. However, the data and settings on G-DREIVE will be deleted.

### Procedures for starting the free trial version

Even if you are considering using the paid version, you must register for the free version. Please follow the steps below to register for the free trial version.

- ① Please contact a distributor or dealer in your country to apply for the G-REMOTE free trial version. Please note that the application procedure may vary by country.
- ② You will receive a usage notification by email. Please check that your registration information is correct.
- ③ Login with the announced ID and password.  
The G-REMOTE and G-DRIVE services will not start unless you log in from the website

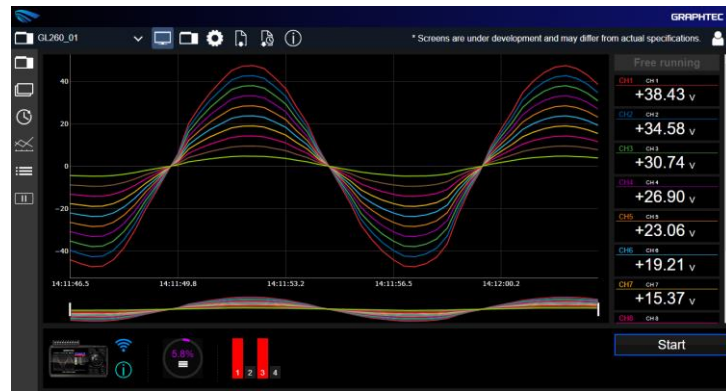
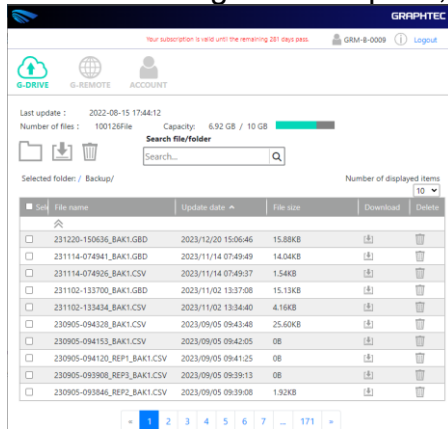


### \*Note

- : The account information listed in the usage notification has a validity period of approximately one year after the account issuance, so please log in as soon as possible after receiving the usage notification.

- ④ Set your data logger according to the function you will be using (G-REMOTE, G-DRIVE).

⑤ Once all settings are complete, the service can be used.



## 3.3 Use of paid version

During the free trial period or after it ends, you can purchase a paid plan and register the activation code on the website to use the following functions.

### Types of paid version services

The paid version of the service offers three different plans that cater to your usage needs.

Function	Basic plan	Standard plan	Premium plan
Usage period	12 months (360 days)		
G-DRIVE capacity	up to 1GB	up to 5 GB	up to 10GB
Number of G-REMOTE connected (Number of simultaneous G-DRIVE connections)	One (3 connections)	5 units (15 connections)	10 units (30 connections)
G-REMOTE function	Full functionality available		

#### | Usage period

It is 12 months (360 days).

#### | G-DRIVE capacity

G-DRIVE capacity varies depending on the plan. The maximum capacity is 1GB, 5GB, and 10GB for each respective option.

If you want to downgrade your plan, the current server usage must be less than the plan. You can apply plan changes after deleting unnecessary files.

ex.) If you change from the standard plan (5GB) to the basic plan (1GB), you will need to reduce the server usage to 1GB or less.

#### | Number of connected devices

The number of devices affects G-REMOTE and G-DRIVE. For G-REMOTE, it's the number of connected data loggers, while for G-DRIVE, it's the number of server accesses.

The data logger, network camera, and PC each have 1 G-DRIVE connection.

## Procedures for starting the paid version

You must register for the free trial version of G -REMOTE in advance.

- ① Please contact a distributor or dealer in your country to purchase the G-REMOTE paid version.
- ② You will receive a "G-REMOTE paid function usage notification" containing the activation code.
- ③ Enter the activation code from the account page of the G-REMOTE website. It will unlock the function and allow you to use it immediately. If not, please refresh the page.

---

Note: If

the G-REMOTE free period has already ended and you are unable to log in to the G-REMOTE website, please contact your distributor or dealer. Upon hearing from them we will temporarily allow you to log in to the website. Please enter your activation code during that period.

The activation code is valid for two years from the date of issue.

If you have purchased a network camera, please configure it according to the "G-REMOTE User's Manual G-DRIVE Edition".

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## Settings to start using the paid version

When entering the activation code for the paid version of the service, you can select the date on which it will be reflected.



item	Description
Current contract expiration date	The expiration date of the account is displayed.
Current plan Switching plan	Your current plan and the plan you want to transfer are displayed. If you're in the free period, you won't see anything on your current plan.
Reflected from today	The activation code will be reflected from the day you enter it if you choose this. *If you apply the change from today, all plans you are currently subscribed to and remaining days of the free period will be cancelled. The contract expiration date will be 360 days after the reflection date.
Reflected from the date of contract expiration.	It will be reflected from the contract expiration date. You can continue to use your current plan or free period until the expiration date.
Enter	Enter the selected content.
Close	Cancel operation.

If you choose to reflect from today

**Activation**

Current contract    2024-11-20 (281 day remaining)  
expiration date:

All current subscription terms will be discarded when reflected from today. Starting today, the plan you have inputted will be applied, and the contract expiration date will be 360 days from today.

Agree to confirm content.  I have confirmed the above information.

Enter
Close

item	Description
Agree to confirm content	Check the contents and check the box. You can apply the activation code only if you check it.
Enter	Reflect the activation code.
Close	Cancels entering the activation code and returns to the previous screen.

If you choose to reflect from the contract expiration date

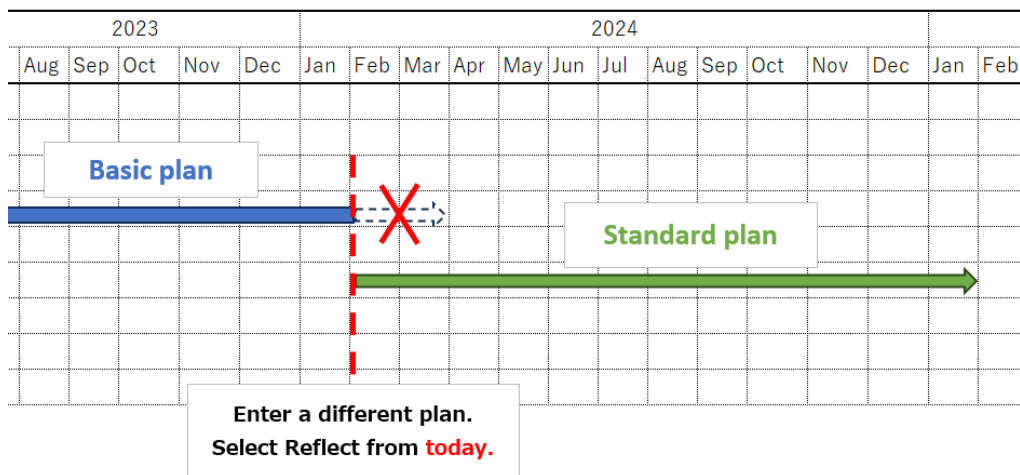
**Activation**

This will be reflected from the expiration date of subscription.  
Are you sure?

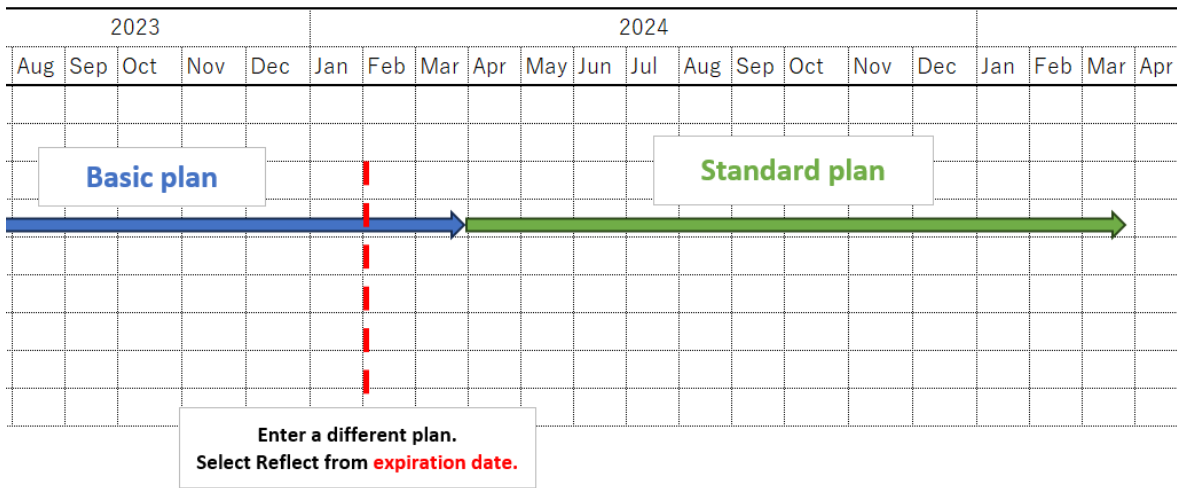
Enter
Close

item	Description
Enter	Reflect the activation code.
Close	Cancels entering the activation code and returns to the previous screen.

If you want to reflect from today



If you choose to reflect from the contract expiration date



## Important points when switching to a paid plan

### **If you subscribe to the same plan as your current plan**

There are no changes to the number of accesses or G-DRIVE capacity, so you can migrate without any problems.

### **If you subscribe to a higher plan than your current plan**

The number of accesses and G-DRIVE capacity will increase.  
You can migrate without any problem.

### **If you subscribe to a plan lower than your current plan**

The number of accesses and G-DRIVE capacity will decrease.  
Regarding G-DRIVE capacity, if the capacity currently being used is greater than the total capacity of the destination, plans cannot be migrated.  
Please delete files/folders in G-DRIVE so that the capacity is less than the maximum capacity of the plan after switching.

Example: If you are currently using the premium plan and want to move to the standard plan


Item	Premium plan	Standard plan
G-DRIVE capacity	up to 10GB	up to 5 GB
Number of G-REMOTE connected ( Number of simultaneous G-DRIVE connections)	10 units (30 connections)	5 units (15 connections)

If the capacity in use is less than the destination capacity, the plan will be switched when you enter the activation code.

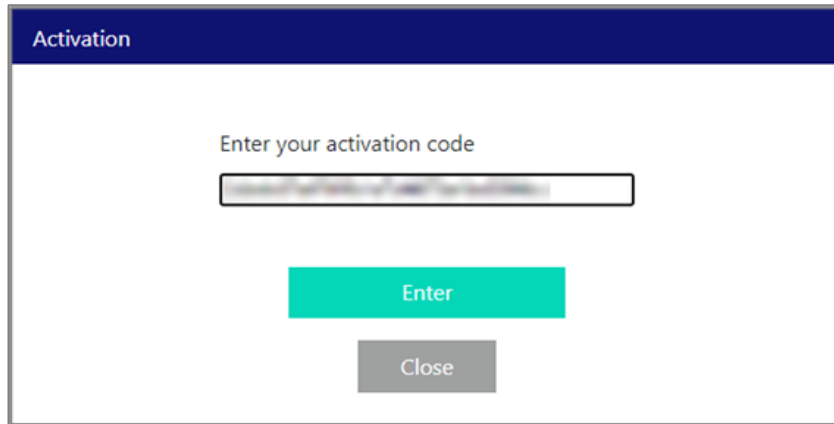
Capacity: 3.13 GB / 10 GB 



If the capacity in use is greater than the destination capacity, a message will be displayed when entering the activation code.  
Unable to transfer plan.

Capacity: 6.92 GB / 10 GB 

You can migrate by deleting files/folders and reducing the capacity to less than the maximum capacity of the new plan.

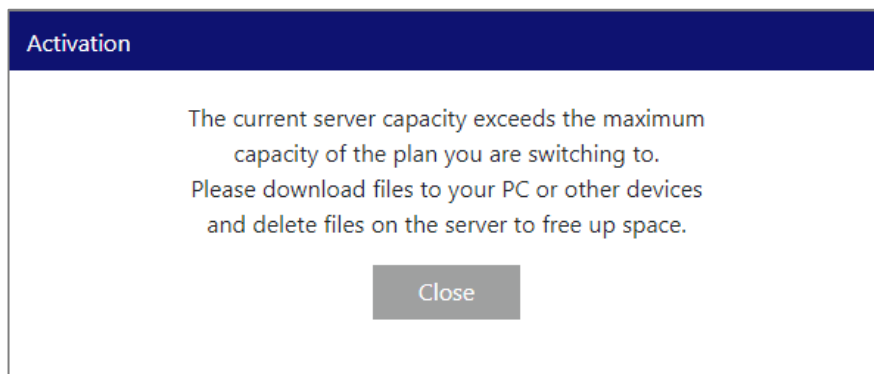


Activation

Enter your activation code

Enter

Close



Activation

The current server capacity exceeds the maximum capacity of the plan you are switching to.  
Please download files to your PC or other devices and delete files on the server to free up space.

Close

If you select "Reflect from contract expiration date", you will be notified on the information screen before the contract expiration date.

Before the contract expiration date, delete files/folders to reduce storage space.

Information

Notice

2024-02-06	notification	G-REMOTE capacity alert after switching plan notification email
2024-02-05	notification	GRM-ONE BASIC Remaining space notification email
2024-02-05	notification	G-REMOTE capacity alert after switching plan notification email
2024-02-04	notification	G-REMOTE capacity alert after switching plan

Graphtec web page is [here](#)  
To check the G-REMOTE Terms of Use, click [here](#)  
Download the G-REMOTE manual [here](#) ( [導入](#) [G-DRIVE](#) [G-REMOTE](#) )  
Please contact a distributor which you purchased GRM-ONE BASIC from [contact Graphtec](#)

[Close](#)

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notification


2024-02-06 G-REMOTE capacity alert after switching plan notification email

Thank you for using G-REMOTE.  
Account ID: XXXXXXXXXX  
The current server capacity exceeds the maximum capacity of the plan you are switching to.  
To switch plans, please delete files in your storage space so that it is less than the maximum capacity of the plan you are switching to.  
Current plan: Premium (Maximum capacity: 10GB)  
New plan: Standard (Maximum capacity: 5 GB)  
Plan switching date: 2025-01-26 00:00:00 (Remaining 355 days)

[Close](#)

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When the contract expiration date is exceeded and the plan is switched while the capacity currently being used is greater than the total capacity of the destination, The maximum capacity will change depending on the destination plan. Files existing in G-DRIVE will not be deleted. If it remains larger than the total capacity, you will not be able to upload files to G-DRIVE. When uploading files, please delete files/folders to reduce space.

Capacity: 2.00 GB / 1 GB 

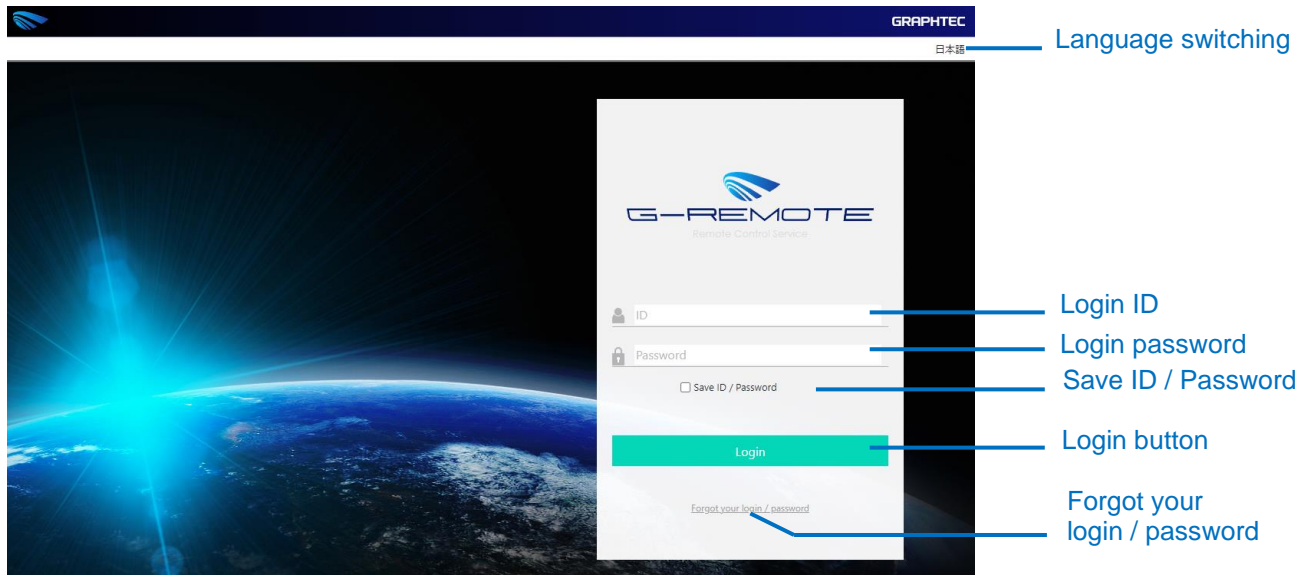
## 4. Service details

### 4.1 G-REMOTE website login screen

#### Login screen

When you access the following URL using an internet browser, the G-REMOTE login screen will be displayed.

<https://www.grm-one.net/en/>

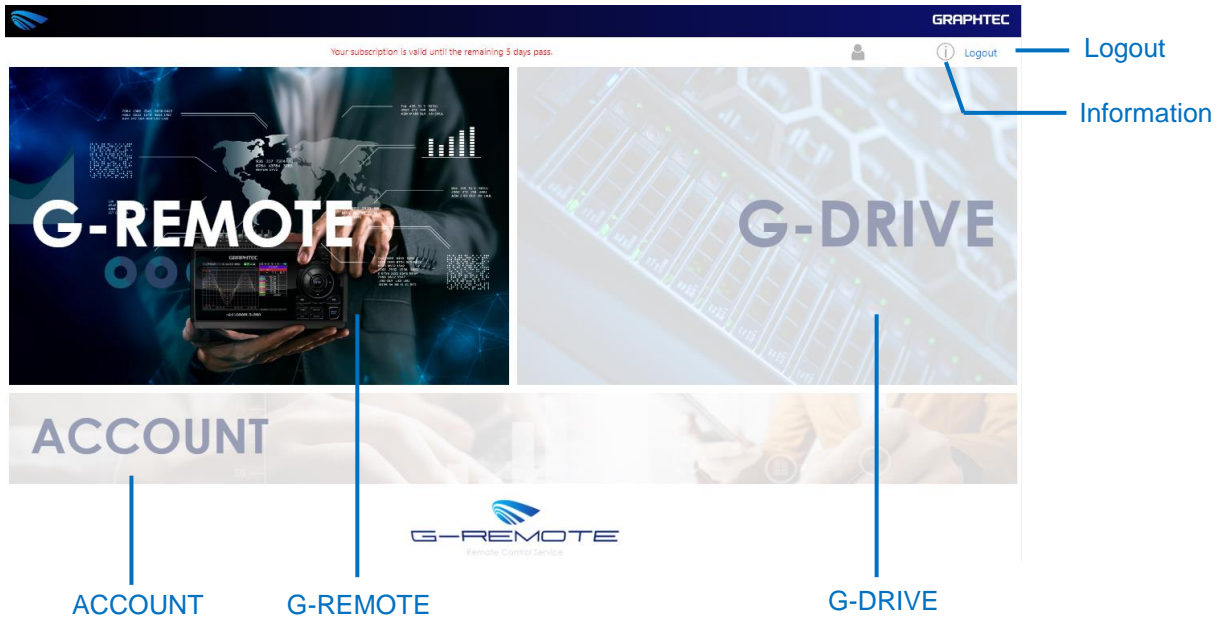


Item	Description
Language switching	Switch the displayed language. Japanese/English
Login ID	Enter your ID to log in. Please enter the ID written on the usage notice.
Login password	Enter your password to log in. Please enter the password written on your notice of use or the password you have changed.
Save ID / Password	Save your login ID and password.
Login button	Log in.
Forgot your login / password	This is a guide for those who have forgotten their login ID or password.

## 4.2 Service selection screen.

### Service selection screen.

When you log in, a selection screen will be displayed to move to various service pages.



Item	Description
Information	Display notifications.
Logout	Click this link to log out.
G-REMOTE	This is a service that allows you to remotely control the models registered on your account page. *Please register the model on your account page in advance.
G-DRIVE	This is a service that allows you to download and delete files uploaded to the server.
ACCOUNT	Configure settings related to your account.

## 4.3 information

Click the information icon to display the information screen. You can also download the manual for this service.

### Information Icon



When there are new notifications



When there are no new notifications

Information

Notice

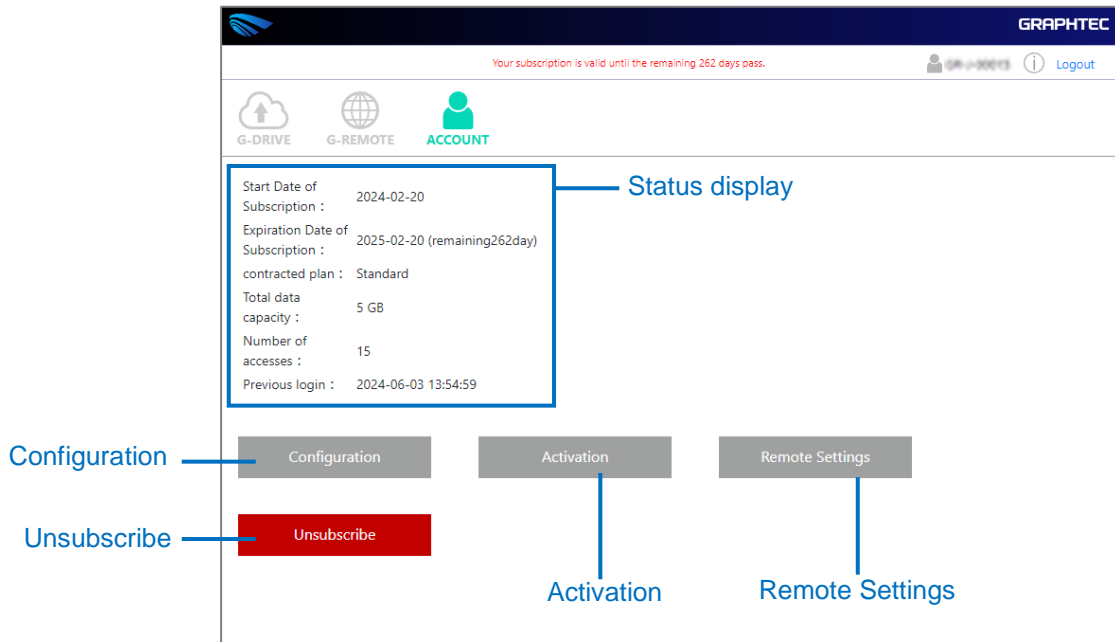
2024-02-10	notification	<a href="#">GRM-ONE BASIC Subscription period notification email</a>
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Graphtec web page is [here](#)  
To check the G-REMOTE Terms of Use, click [here](#)  
Download the G-REMOTE manual [here](#) ( [導入](#) [G-DRIVE](#) [G-REMOTE](#) )  
Please contact a distributor which you purchased GRM-ONE BASIC from [contact Graphtec](#)

[Close](#)

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## 4.4 Account screen



Item	Description
Status display	View account status. Contract start: the date when the contract started. Contract expiration: the date when the contract expires and the remaining dates. <b>Contracted plan</b> : If you are using a paid plan, the plan name will be displayed. Total data capacity: the total contracted capacity. The standard is 1GB. Number of accesses: the number of concurrent connections contracted. Last login: the date and time of the last login.
Configuration	Configure email notification settings.
Activation	Enter the activation code to expand paid features. To purchase an activation code, <b>Use of paid version</b>
Remote Settings	Register the device to be remotely controlled with G-REMOTE. *The number of connected devices depends on the number of simultaneous accesses in your contract.
Unsubscribe	You can stop using your account and cancel it. Please note that there will be no refund for cancellation even if you cancel during the paid period. If your account has been disabled and you are no longer able to log in to the website, please contact your distributor or dealer if you would like to re-subscribe.

**Configuration**

Mail notification setting

Mail address

Subscription period notification  On  Off ⓘ

Remaining space notification  On  Off ⓘ

Important Notice  On  Off ⓘ

Regular notification  On  Off ⓘ

**Change**

Close

Mail notification setting.

Mail notification On/Off

**Activation**

Enter your activation code

**Enter**

**Close**

Enter activation code.

**Remote Settings**

Device Serial Number

**Change**

**Close**

Device serial number.

Item	Description
Mail notification setting	If you wish to use email notifications, please set your email address. Only one address can be set.
Mail notification On/Off	You can turn on/off email notifications for each function.
Enter activation code	If you purchase a paid activation code, the functionality will be expanded by entering the activation code. The activation code is linked to your user ID, so it cannot be activated to another account. Additionally, the activation code is valid for two years (720 days) after it is issued, so please activate it as soon as possible after obtaining it.
Device serial number	Register the main unit serial number of the device to be remotely controlled with G-REMOTE. *The number of connected devices depends on the number of simultaneous accesses in your contract.



## Main unit serial number

Register the main unit serial number of the device to be remotely controlled with G-REMOTE.  
Please check the serial number in the G-REMOTE settings of the GL device.



## Email notification function.

By setting your email address in the email notification settings, you will receive email notifications according to each situation.

Email notifications will be delivered from the following email address < [noreply @grm-one.net](mailto:noreply@grm-one.net) >.

Item	Situation	Sending time	Detail
Contract period notice.	30 days left	Around 9am on the relevant day	You will receive an email notification when there are 30 days left on your contract. There will be no notification in the free trial version.
	20 days left	Around 9am on the relevant day	You will receive an email notification when there are 20 days left in your contract period. There will be no notification in the free trial version.
	10 days left	After 9am on the relevant day	You will receive an email notification when there are 10 days left in your contract period.
	3 days left	After 9am on the relevant day	You will receive an email notification when there are 3 days left in your contract period.
	1 day left	After 9am on the relevant day	You will receive an email notification when there is one day left in your contract period.
Space remaining notification	Usage rate 80%	Applicable time	An email notification will be sent when the FTP server capacity usage rate exceeds 80%. You will also be notified when the capacity is reduced and exceeds 80% again.
	Usage rate 100%	Applicable time	You will receive an email notification when the FTP server capacity usage reaches 100% (approximately 98% or more). You will also be notified when the capacity is reduced and reaches 100% again.
Important Notices	each time	each time	We will send you important notifications such as when a problem occurs. This includes cloud server maintenance, vulnerability countermeasures, failures in network infrastructure, failures due to cloud software defects, etc.
Periodic notification	once a week	Monday after 9am	Notify you of current usage. <ul style="list-style-type: none"> <li>• Account ID</li> <li>• Contract expiration date</li> <li>• Space usage (usage rate)</li> <li>• Number of files</li> <li>• Final web access</li> </ul>

\*The delivery date and time will be the time in the time zone of the PC that last logged in to the website.

## 5. Service specifications

---

The service specifications are as follows. In addition, this content constitutes a part of the Terms of Service.

### 5.1 Security

#### Computer virus protection

We constantly monitor anti-virus software on our servers to prevent data tampering, file destruction, and leakage of personal information due to viruses and malware.

#### Unauthorized access measures

The data center's network backbone has a robust firewall system to prevent unauthorized access from outside. On the server itself, we have taken measures to prevent unauthorized access from outside by stopping unnecessary services and closing unnecessary ports.

#### Measures against communication interception

Basic communication is performed by encrypted communication using certificates, minimizing risks such as data interception and misuse.

#### Data leakage prevention

Measures against data leakage via the network are implemented using computer virus countermeasures, unauthorized access countermeasures, and communication interception countermeasures mentioned above. In addition, to prevent data from being taken out artificially, we control access to and from the server room.

#### Disaster/power outage measures

The data center is located in an area with fewer disasters to minimize the risk of disasters. In addition, we have taken measures to protect data even in the event of a power outage by using equipment such as uninterruptible power supplies and emergency power generators. We have taken measures to minimize damage in the event of a fire, including fire walls, a fire prediction system, and new gas extinguishing equipment.

#### System vulnerability countermeasures

We constantly monitor the security information of the OS and each service and regularly apply security updates and patches. When updates are released or vulnerabilities are discovered that require urgent measures, the service may be temporarily suspended for maintenance and patches may be applied.

### 5.2 Backup

We will back up the data files and the entire system for this service. Data file backups will be performed once a day and entire system backups will be performed once every 7 days. The backup destination should be a location that does not affect the core system of this service. By performing backups in multiple locations, we will ensure redundancy and protect your data as much as possible. However, please be aware that data may be lost due to force majeure such as natural disasters, accidents, social events, etc.

### 5.3 Operational monitoring

Operational monitoring is performed from an external server, and we perform life-and-death

monitoring, operational monitoring using logs, and resource monitoring within the system, and perform appropriate checks. When we discover an abnormality, we manually check the situation and take measures as necessary. In the event of an emergency such as a hardware malfunction, the service may be suspended as an emergency response.

## 5.4 Maintenance

In the operation of this service, there is a possibility that maintenance of equipment may be carried out as necessary. When maintenance is carried out, we will notify you in advance via this service's web page or notification email function. In the event of a highly urgent and serious matter, we may carry out this action without contacting you.

## 5.5 Troubleshooting

If a failure is discovered in this service, we will conduct an investigation and perform recovery work. In the event of a failure related to service operation, we will notify the situation on our website and then carry out restoration work. In addition, in the event that a serious failure occurs related to the core service system and operation becomes difficult, we will notify the status, including whether or not the service is operational, on our website.

Specifications are subject to change without notice.

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