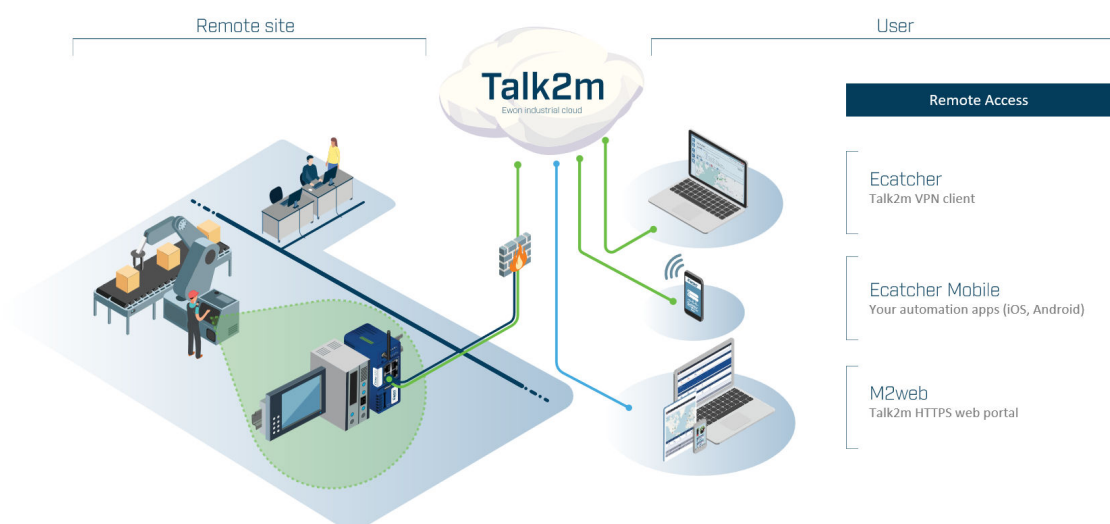


Why to upgrade from Talk2m free to Talk2m light or pro?

SOLUTION SHEET

SSH-0085-00 - en_US
Publication date 05/04/2024



Important User Information

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1. Preface

1.1. About This Document

This document explains how to upgrade a Talk2m free+ account to a Talk2m light or pro account and take advantage of all Talk2m light and pro features.

For additional related documentation and file downloads, please visit www.ewon.biz/support.

1.2. Document History

Version	Date	Description
1.0	2015-05-30	First release
1.1	2024-03-29	Added: Talk2m light plan

1.3. Related Documents

Document	Author	Document ID
Security Features for Talk2m light and pro	HMS Networks	AUG-0057-00

1.4. Trademark Information

Ewon[®] is a registered trademark of HMS Industrial Networks SA.

All other trademarks mentioned in this document are the property of their respective holders.

2. Introduction

Talk2m is a secure industrial connectivity service in the cloud allowing easy remote access and remote monitoring of industrial devices. With Talk2m's VPN client software, Ecatcher, users can connect to their remote equipment for programming and troubleshooting. Users can also use M2web or Ecatcher mobile to monitor remote HMIs, PCs, and web servers.

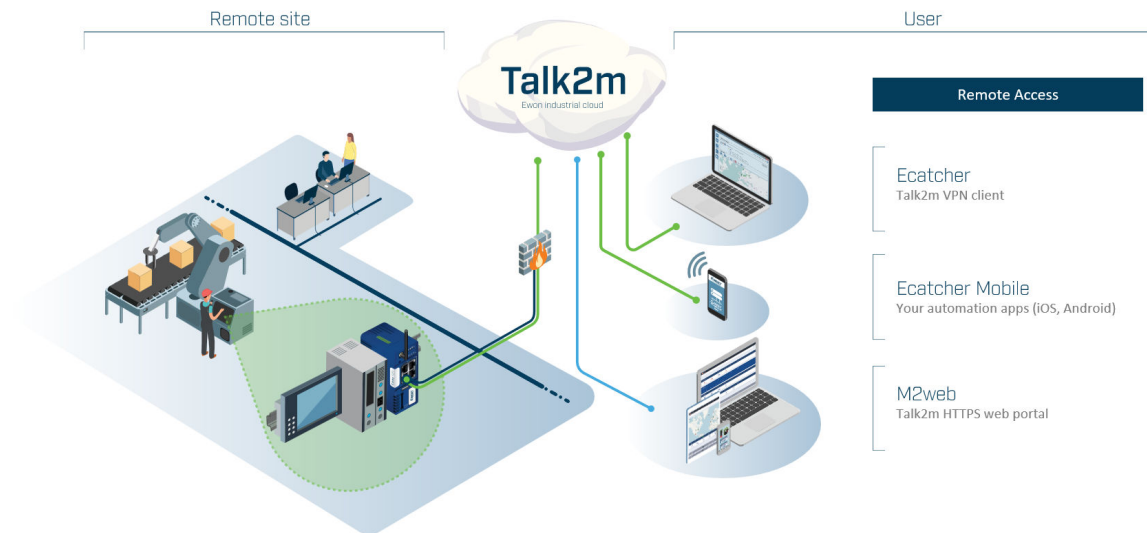


Figure 1. Talk2m environment

All newly created Talk2m accounts are by default using the Talk2m free plan.

This free plan offers the core services necessary to perform remote access and remote monitoring of devices.

Talk2m light and pro plans include all the same features available with Talk2m free plan along with additional features (depending on the light or pro plan) useful to many organizations.

This document presents these additional features and where to find them.

3. Talk2m Pricing Plans

1) Differences between our Talk2m plans:

Table 1. Talk2m free vs light vs pro

Features	Talk2m free ⁽¹⁾	Talk2m light	Talk2m pro ⁽²⁾
Standard prepaid credit package	Free of charge	480€	900€
Invoiced credit	Free of charge	40€/month	75€/month or more (depends on <u>additional</u> usage)
Number of gateways	Unlimited	Unlimited	Unlimited
Number of users	Unlimited	Unlimited	Unlimited
Included Concurrent VPN connection(s) ⁽³⁾	1 ⁽⁴⁾	2 ⁽⁴⁾	5
<u>Additional</u> Concurrent VPN connection (+ 4GB VPN Traffic included)	-	-	15€
Included monthly VPN traffic	3GB ⁽⁴⁾	5 GB ⁽⁴⁾	20GB
<u>Additional</u> VPN traffic	-	-	4€/GB
Concurrent mobile connections (M2web and Ecatcher mobile)	5 ⁽⁴⁾	5 ⁽⁴⁾	Unlimited
Included SMS (Wake-up, alarm)	-	50 SMS/month	50 SMS/month
<u>Additional</u> SMS (Wake-up, alarm)	0,30€/SMS	0,30€/SMS	0,15€/SMS
Included monthly datamailbox upload	5 million datapoints ⁽⁴⁾	7 million datapoints ⁽⁴⁾	10 Millions Datapoints
<u>Additional</u> datamailbox upload	-	-	4€/Million Datapoints
Import Ewons from Talk2m free account	-	Included	Included
Talk2m visualization	-	-	Included
Advanced user rights management	-	-	Included
Advanced Security Features	-	-	Included
Service Level Agreement	-	Included	Included
Remote Firmware Management	-	-	Included (only available for Ewon Cosy+ range)

NOTES:

⁽¹⁾ - Talk2m free is available for 12 months per devices added on your Ecatcher account. Each time you buy new device (s), the counter will be reset and starts a new 12-month period free of charges.



IMPORTANT

The number of devices you bought in a row/register on the same day doesn't affect the 12 month period.

⁽²⁾ - Talk2m pro accounts exceeding the allocated VPN monthly traffic or the allocated datamailbox data usage are subject to overage charges.

⁽³⁾ - Concurrent VPN connections refer to the number of simultaneous users connected to an Ewon device through a single Talk2m account.

⁽⁴⁾ - Free/ light plans feature limits that cannot be extended. If you want to use more than the defined limits you must upgrade to a pro plan.

**NOTICE**

For pricing in different currencies than EUR, please contact your local HMS representative.

4. Upgrade your Talk2m free plan to a light or pro plan

1. How to order a plan?

To upgrade an existing Talk2m free account to a Talk2m light or pro plan, account administrators can contact their HMS Sales representative providing the account ID and name to order a standard prepaid credit package.

Before and after an account upgrade, users can continue to use the same version of Ecatcher and same Talk2m credentials to access their account. No new software or credentials are required after upgrading. All Ewons associated with the Talk2m account before the upgrade will remain associated with the Talk2m account; no changes on the Ewon devices side are required.

If an organization has multiple Talk2m free accounts, they can consolidate them into a single Talk2m pro account by upgrading one of the accounts to a Talk2m pro account and importing the Ewon from the other Talk2m free accounts into the Talk2m pro account as described later in this document.

2. Get a pro trial instantly:

The administrator of a Talk2m free account can request to try Talk2m pro for free during 3 months by following the below procedure:

- a. In Ecatcher, select the **Account** option.
- b. Under the **Credit & Contract** section, click on the **"Request Talk2m Pro..."** button to submit an upgrade request.

Credit & Contract

Credit Balance on 8/27/20: EUR 15.00

Contract (valid from : 8/27/20)

	Included	Used	Unit price
Concurrent connection	1	0 currently in use	N/A
VPN Traffic	*	0 GB	N/A
DataMailbox usage	*	0 M datapoints	N/A
SMS	0	0	EUR0.30

You have a Talk2M Free+ account
[Learn more about Talk2M Pro](#)
[Talk2M FAQ](#)

Credit and payments...

Request Talk2M Pro...

- c. A wizard will pop-up asking to:
 - i. Verify your account information.
 - ii. Verify your contact details.
 - iii. Accept the terms and conditions of Talk2m Pro.
- d. Then disconnect from your account and log in again, you'll see that your free account has turned into a pro account.
 You now have a 3-months free trial of Talk2m pro to test all Talk2m pro features



IMPORTANT

Be aware that there **are no hidden fees** while you're discovering our pro plan through a trial mode.

After the 3-months free trial period, your account will be automatically downgraded to a free account if you didn't opt for a pro plan before the end of the trial period.

5. Ewon User Groups and Pools (pro plan only)



WARNING

These features are **not included** in Talk2m **free** and **light** plan.

If you wish to access these features, you must upgrade to a Talk2m pro plan.

Ewon **User Groups** and **Pools** are used with a Talk2m pro account to define which users have access to which Ewons and what permissions those users have on Ewon Pools and other User Groups.

By default, a Talk2m account has two User Groups, an **Administrator group** that has all permissions and can access all Ewons and a **Users group** that can access Ewons in the default Ewon pool.

The default Ewon pool is called the **Device pool**.

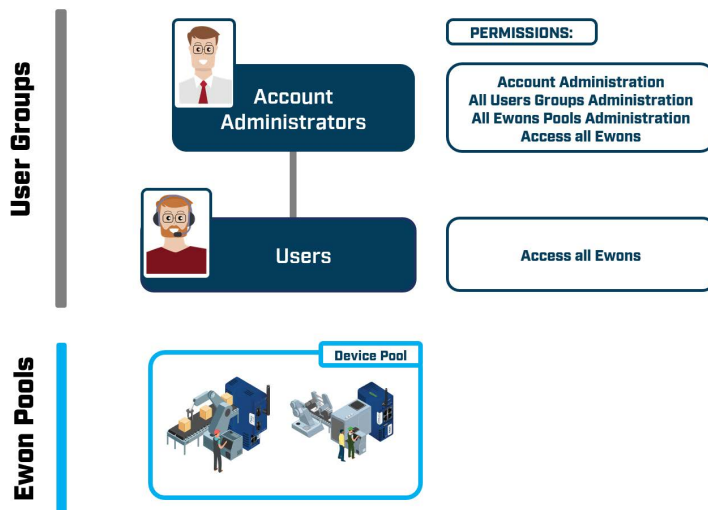


Figure 2. User permissions

User Groups and **Ewon Pools** can be used to create more complex access rights. For example, within a company, the company's service organization might need its engineers to be able to access any Ewon at any site.

Within that organization, though, only the service managers should be able to add or delete Ewons to the account or grant or revoke access rights to their engineers.

In addition, the company might want to allow users at each site to have access to view the KPIs from the Ewons at their own locations but only through M2web.

By creating multiple **User groups** and **Ewon Pools** and granting appropriate permissions to each group, the company can make sure that users only access the equipment for which they have authorization.

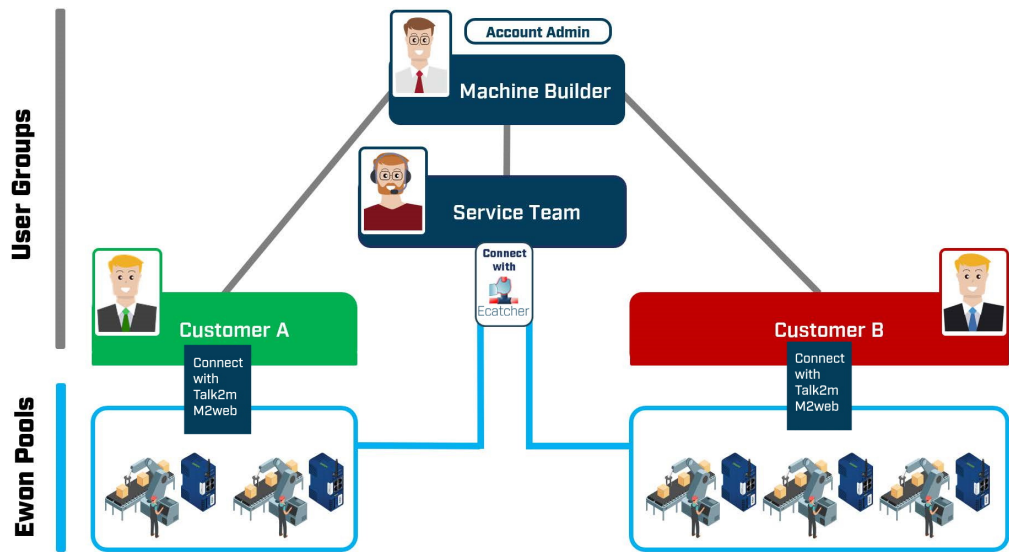


Figure 3. Overview of Groups and Pools

6. Concurrent Connections

We call "**Concurrent connections**", the number of simultaneous connections made by users to the same or different Ewons from Ecatcher, on M2web or Ecatcher mobile.

With a Talk2m free account, only one user can connect through Ecatcher to any Ewon at a time in the account. Therefore, other users who need to connect to Ewons through Ecatcher at the same time must wait until the first user disconnects.

Talk2m light and pro accounts allow multiple users to connect to one or several Ewons at the same time.



Figure 4. Example of possible Ecatcher connections with a Talk2m pro account

These simultaneous Ecatcher connections are referred to as concurrent connections.

Concurrent connections refer only to Ecatcher connections; simultaneous connections through M2web and Ecatcher Mobile are considered separately.

On the picture above, if each user connects using Ecatcher, they will use 3 concurrent connections.

Features	Talk2m free	Talk2m light	Talk2m pro
Concurrent Ecatcher Connections	1	2	> 5
Concurrent Mobile Connections (M2web and Ecatcher Mobile)	5	5	Unlimited

6.1. Increase the numbers of concurrent connections (pro only)



WARNING

These features are **not included** in Talk2m **free+** and **light** plan.

By default, a Talk2m pro account supports up to five Ecatcher concurrent connections. However, this number can be adjusted if needed by changing your plan subscription.

The number of concurrent connections supported by a Talk2m account can be found in the **Credit & Contract** section of the **Account** overview in Ecatcher.

Account administrators can modify the contract to increase or decrease the number of concurrent connections in the **Credit & Contract** area. Changing the number of concurrent connections will impact the price of the Talk2m plan and changes are applied immediately.

Ecatcher (7.0.0)

We have updated our [Talk2m Terms of Use](#) and [Privacy Policy](#) to comply with GDPR, which is good for you! Click 'Hide' to prevent this message from showing up again. [Hide](#) [Logout](#) English ?

Account Properties: ewon_support - Ref 01856

Log Reports

Security Policy

Password :

- Minimum 8 characters.
- At least one letter
- At least one digit OR one special character

Two-factor authentication :

- The 'Remember this PC' option is allowed.
- 'Remember this PC' never expires.

Two-factor authentication is enabled for [redacted] and 29 other user(s).

Two-factor authentication is NOT enabled for [redacted]

[Modify password policy...](#) [Modify 2-Factor Authentication policy...](#)

Credit & Contract

Credit Balance on 3/28/24: [redacted]

Contract (valid from : 2/21/24)

	Included	Used	Unit price
Concurrent connections	5 (modify)	0 currently in use	€15.00 / CC
VPN Traffic	20 GB	0.27 GB	€4.00 / GB additional traffic
DataMailbox usage	10 M datapoints	0 M datapoints	€4.00 / M additional datapoints
SMS	50	2	€0.15

You have a Talk2m Pro v2 account [Talk2m FAQ](#) [Credit and payments...](#)

VPN usage: 0% Credit: -1,786,90 €

Figure 5. Concurrent connection in Credit & Contract section

6.2. Reserved Concurrent Connection



WARNING

This feature is **not included** in Talk2m **free+** and **light** plan.

If all the available concurrent connections are in use, any additional user who tries to connect through Ecatcher to an Ewon will receive an error message.

The user must then wait until one of the other users disconnects or until an administrator disconnects a connected user.

Under some circumstances, it could be helpful to reserve one or more of the concurrent connections for a specific user group.

Reserved connections are defined in the **Reserved Concurrent Connections** section of the **Advanced Settings** in the **Account** screen in Ecatcher.

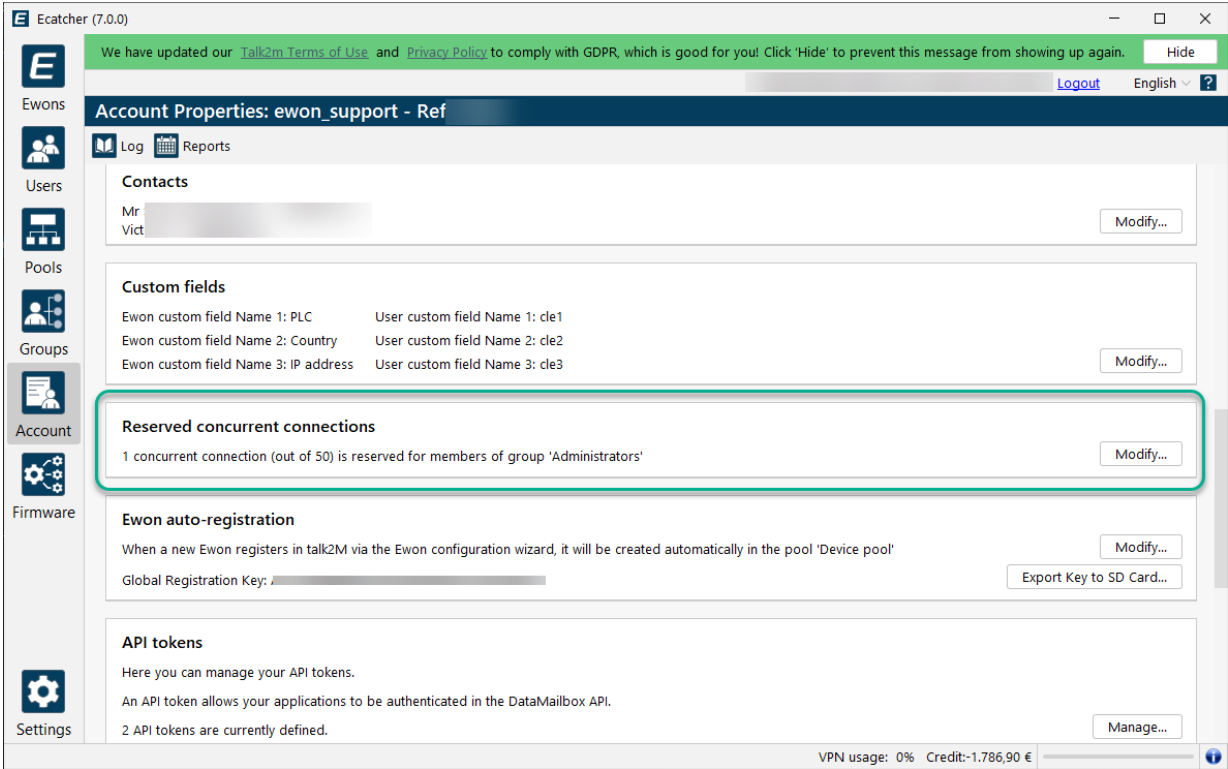


Figure 6. Reserved concurrent connections

7. Security

Talk2m has a variety of configurable security features to allow account administrators to match their Talk2m account's security levels with their corporate security policies.

Talk2m light and pro account offer additional configuration options with additional levels of restrictions and more opportunities for customization.

More detailed information about the security features of Talk2m accounts is available in *Security Features* for Talk2m pro from [Related Documents \(page 1\)](#).

7.1. Password Management

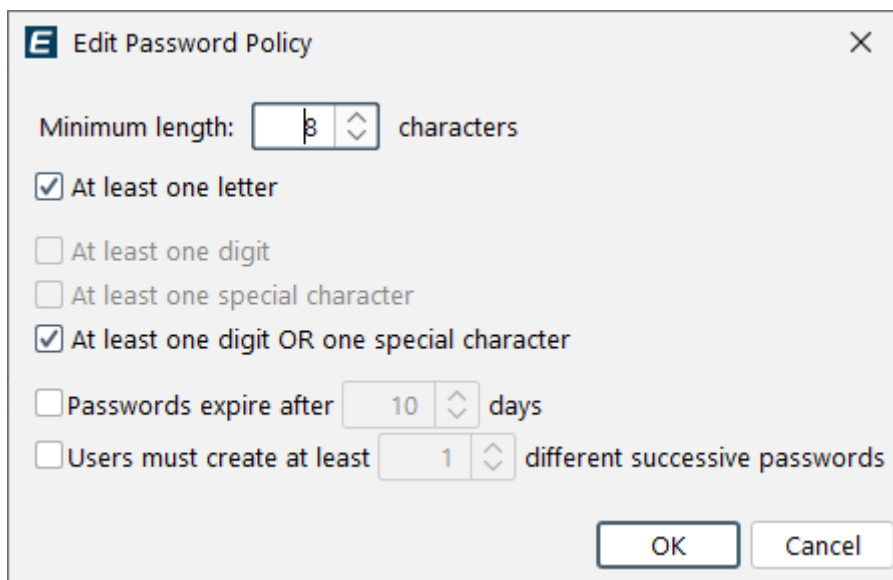
Password management is an important part of any organization's security policy.

With a Talk2m free+ account, administrators were limited to two possible password policies.

- A standard policy with passwords with a minimum of 8 characters including at least one letter and one digit or special character.
- A enforced policy with passwords of at least 8 characters including one letter, one digit, and one special character.

For Talk2m lights and pro accounts, administrators have more flexibility in setting the password policies to fit the requirements of their organization.

Administrators can:



E Edit Password Policy

Minimum length: characters

☒ At least one letter

☐ At least one digit

☐ At least one special character

☒ At least one digit OR one special character

☐ Passwords expire after days

☐ Users must create at least different successive passwords

OK **Cancel**

Figure 7. Password Policy

- Specify the minimum length and set the requirement of the password.
- Force users to reset their passwords after a specified period of time.
- Require a minimum number of unique passwords before a user can reuse one of their previous passwords.

7.2. Two-Factor Authentication

Like Talk2m free+ accounts, Talk2m light/pro accounts support two-factor authentication.

However, in a Talk2m light and pro account, two-factor authentication is configured separately from the password policy.

In addition, the **Remember this PC** option can be enabled or disabled separately from enabling or disabling two-factor authentication in general.

If the Remember this PC option is enabled, administrators can also configure an expiration time.

When the option expires, the user will need to authenticate with a text message passcode before being able to login again.

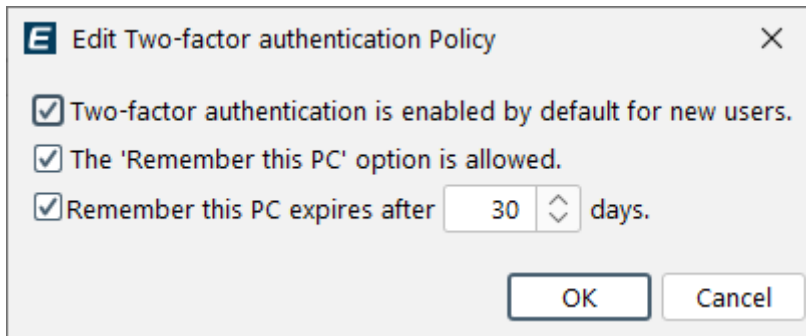


Figure 8. Two-factor authentication

7.3. Firewall Levels

Talk2m offers remote access to devices connected to Ewon routers.

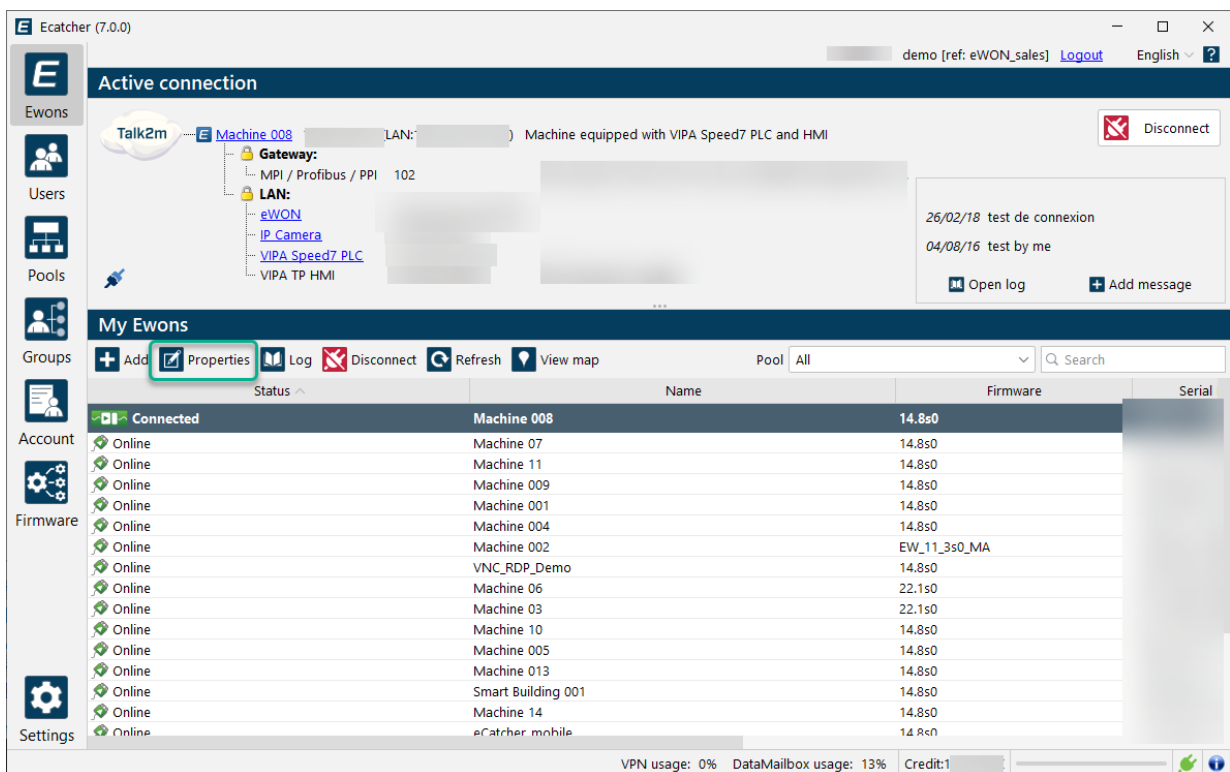


Figure 9. Ewon properties

However, it is recommended to limit which devices on the Ewon's LAN are accessible or limit access to only certain users. All Talk2m accounts plans offer configurable firewall levels to restrict device access.

With a Talk2m pro account, when a device access is restricted, administrators can grant access for all users or restrict access to only specified user groups. See [Ewon User Groups and Pools \(pro plan only\) \(page 6\)](#) chapter.

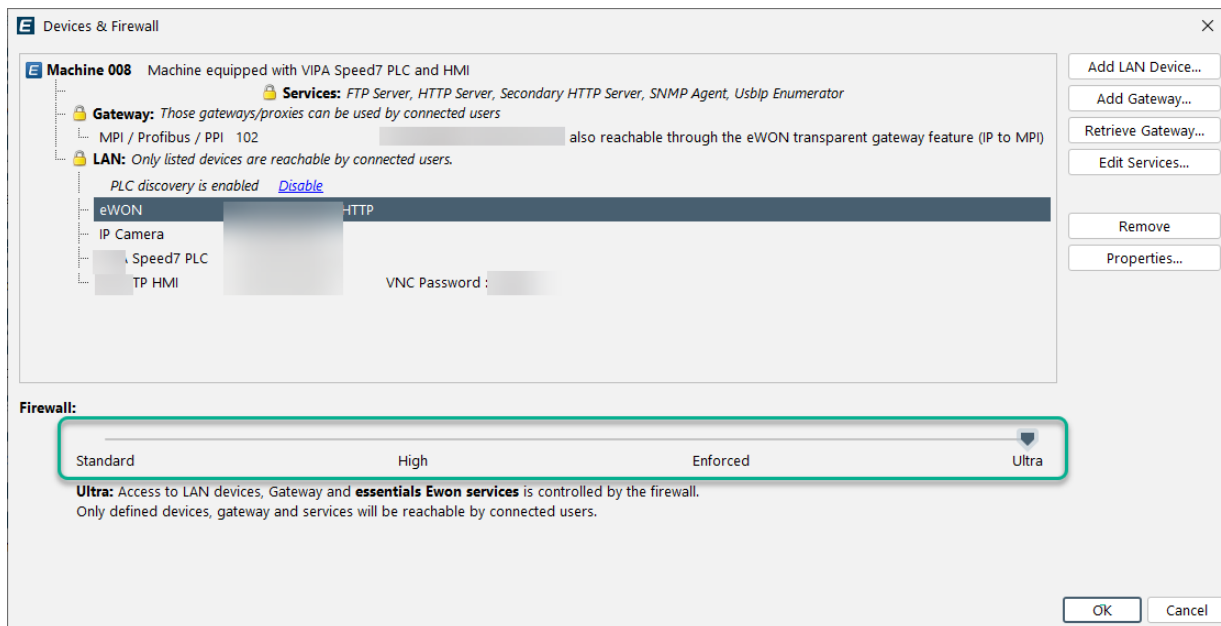


Figure 10. Firewall status

Along with the **Standard** and **High** firewall levels included in a Talk2m free and light account, Talk2m pro offers two additional firewall levels: **Enforced** and **Ultra**:

- At the **Enforced** firewall level, administrators also have ability to restrict access to the Ewon's gateway services including its Ethernet to serial gateways and its proxy gateways.
- At the **Ultra** firewall level, access to services such as the Ewon's web server, ftp server, and USB over IP feature can be restricted.

8. Online / Offline Notifications



WARNING

This feature is **not included** in Talk2m **free+** and **light** plans, since *Pools and Groups features are not included* in Talk2m light and free plan.

A device pool of a Talk2m pro account can be configured to send out email notifications if an Ewon belonging to the pool stays offline for an extended time.

This feature is especially useful when monitoring critical systems.

Administrators can specify:

- An offline duration of 3 hours, 6 hours, 12 hours, 1 day, or more.
- The notification list which can include entire user groups, individual users, or individual email addresses.

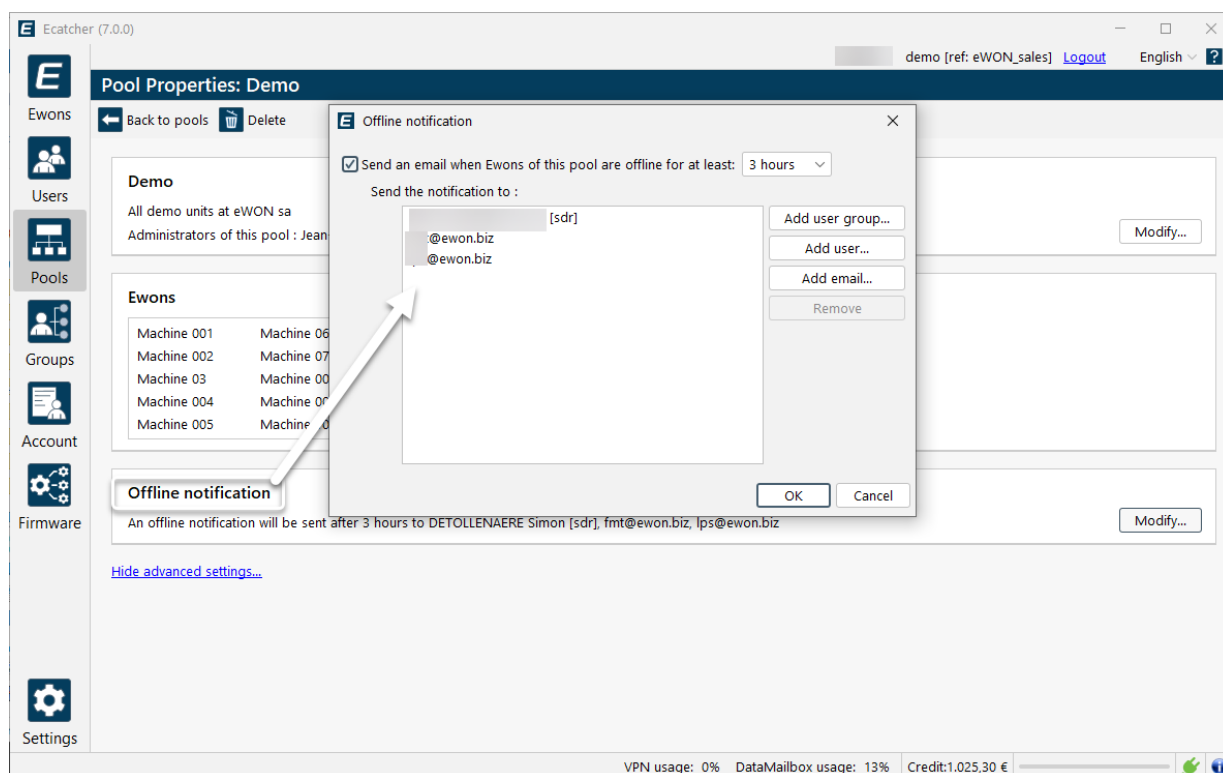


Figure 11. Notification online / offline status

9. Import other Talk2m Accounts



WARNING

This feature is **not included** in Talk2m **free** and **light** plan.

Sometimes it is useful to consolidate multiple Talk2m free accounts into a single Talk2m pro account. Typically, one Talk2m free account will be converted to a Talk2m pro account. Then the Ewons on the other Talk2m free accounts must be moved to the Talk2m light or pro account.

An Talk2m import wizard within Ecatcher makes this process simple.

The wizard is accessible from the **Advanced settings** of the **Account Properties** in Ecatcher.

Valid administrator credentials for the source Talk2m account are required as part of the import process. The Ewons can be imported into an existing Ewon pool, or a new pool can be created for them during the import process.

The settings of the source account such as their user lists, pools, Ewon LAN devices, and permissions are not imported.

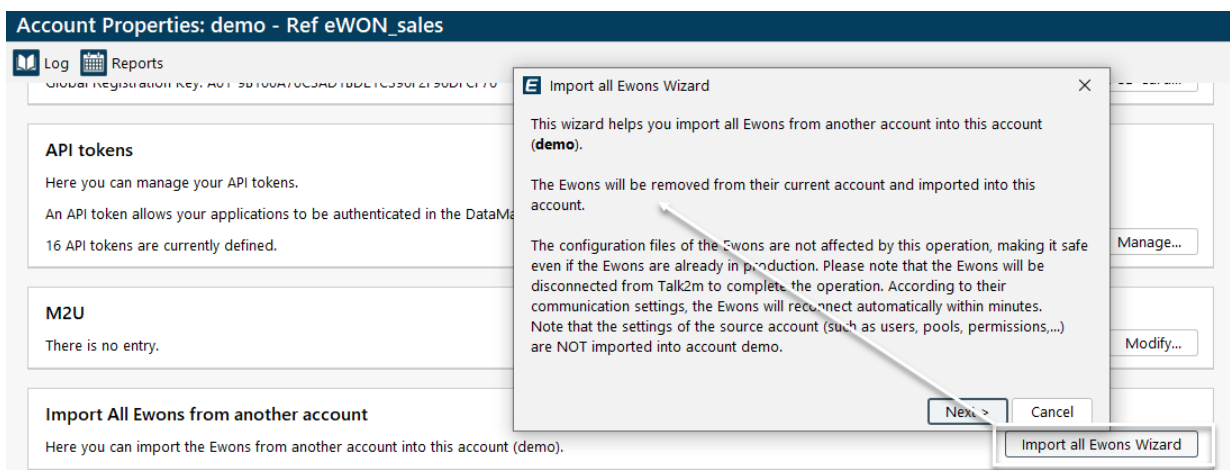


Figure 12. Import Ewons

10. Automatic Reporting

10.1. Financial Report

It is important to monitor the current credit balance in order to reorder new service packages in a timely fashion and prevent the termination of the service.



Talk2M Financial statement — 2024-04-02

Company: Ewon - HMS Industrial N...

Talk2M Account: demo

22, Av. Robert Schuman
1400 Nivelles
eWON

Point of Sale: Ewon HQ

Email:

Administrative Contact(s)

Technical Contact(s):

login used by server for automatic user creation for livedem...

Monthly billing : April 2024

2024-04-01 to 2024-04-02

	Included	Additional	Unit Price	Total Price
Traffic (GB)	3000.0	0.00		0.00 EUR
Datamailbox upload (million datapoints)	10.0	0.00		0.00 EUR
SMS	50	0	0.00	0.00 EUR
Concurrent connections	1000		0.00	0.00 EUR
Total				0.00 EUR

Monthly Total

Number of Ewon devices	
Total traffic	
Total Data uploaded to Datamailbox (million datapoints)	
Total M2Web API calls	8
Total authentication SMS	0
Total other SMS	0
Total emails	0

Account history

Account Balance on 2024-04-02: EUR

Date	Description	Total
2024-03-31	Monthly consumption (March 2024)	0.00 EUR
2024-02-29	Monthly consumption (February 2024)	0.00 EUR

Figure 13. Example of a financial report

Only for pro accounts:

Every month, the account contacts (as specified in the **Contacts** screen of the **Account information** in Ecatcher Ecatcher) receive a detailed financial statement containing the information of the current account balance and charges for the month.

The report can also be manually downloaded from the **Credits and Payments** screen of the **Account information** in Ecatcher.



Date	Description	Amount
31/01/10	Monthly consumption (January 2010)	0,00 €
28/02/10	Monthly consumption (February 2010)	0,00 €
28/02/10	Monthly consumption (February 2010)	0,00 €
31/03/10	Monthly consumption (March 2010)	0,00 €
30/04/10	Monthly consumption (April 2010)	0,00 €
31/05/10	Monthly consumption (May 2010)	0,00 €
30/06/10	Monthly consumption (June 2010)	0,00 €
31/07/10	Monthly consumption (July 2010)	0,00 €
31/08/10	Monthly consumption (August 2010)	0,00 €

Figure 14. List of financial report

10.2. Connection Report

For many organizations, being able to track who has connected to different remote assets is an important part of their business practice.

The **Connection Log Report** documents every connection to an Ewon.

Administrators can easily see which users connected to which Ewon, the date and duration of the connection, and the type of remote connection. Information about the amount of traffic through the Ecatcher VPN tunnel, DataMailbox storage, and API calls is available by device.

The current month's connection log report can be downloaded as a PDF and previous month's logs can be downloaded in multiple file formats to allow for easy data import into other applications.