

## Lorch Connect

### 1. How can I assign a Lorch Connect Gateway to my account?

For the pairing process of the Lorch Connect Gateway (hereinafter referred to as LCG) the user logs in to the Lorch Connect App using his account access. Via Bluetooth connection a token is exchanged between the app and the gateway. This token ensures the exact assignment of the LCG to this account on the portal.

### 2. How can I access the Lorch Connect Gateway from outside?

The LCG can be accessed easily via a Bluetooth access point using the Lorch Connect App for Android and IOS. You will be guided through the configuration step by step.

### 3. Where can I find the mac adress?

The MAC addresses of Wi-Fi LAN and Bluetooth are printed on the name plate of the gateway.

### 4. Which network configuration options are available to me?

The LCG can be connected via Wi-Fi or LAN as required. This can also be changed later using the Lorch Connect App.

DHCP is selected as default for the network configuration on the client (LCG).

The DHCP client can be deactivated in the app and the network configuration can be implemented manually (IPv4).

### 5. Does the device automatically reconnect to the Lorch Connect Portal?

The network setting is stored in the LCG. As soon as the gateway is switched on, the LCG automatically connects to the Lorch Connect Portal via the stored network settings.

### 6. How can I exit the network again or assign the Lorch Connect Gateway to a new account?

The gateway can be reset to the factory settings by a key combination. This resets the network settings and the account affiliation. Using the Lorch Connect Gateway App the gateway can be assigned to a new account.

### 7. What firewall settings do I need to define in my network?

Port **8883** is required to transfer the data to the portal.

Port **80** is required for the update service. All ports must be opened in both directions.

### 8. What if the device fails or is stolen, can the connection then be disconnected externally?

Yes, access to the Lorch Connect Portal can be locked for certain gateways.

### 9. In which countries can Lorch Connect be used and how can I retrieve my data from Lorch Connect Gateway?

The Lorch Connect Gateway is approved for the European market as well as the countries Australia and New Zealand. The Lorch Connect Portal can be accessed via all common web browsers, regardless of location. All information of the paired gateways converge in your account. The Lorch Connect account can be created at [connect.lorch.eu](https://connect.lorch.eu).

### 10. Are there minimum requirements for the Internet connection (LAN / Wi-Fi) and which Wi-Fi standard is used?

A connection of >100kBit/s is required for the transmission of welding data. For updates of the gateway you require a connection of >500kBit/s.

Wi-Fi: a 2.4 GHz connection with the standards B, G, N, or a 5 GHz connection with the standard AC can be used.

LAN: Ethernet speed 10/100 MBit/s.

**11. Can I use the Lorch Connect Gateway without access to the existing network?**

Thanks to the offline storage capacity of the gateway, welding seams can be recorded for up to 30 days. It is only important that the gateway is already paired to a customer account. Nevertheless, a permanent connection of the gateway is recommended, since without a connection no communication between portal and gateway can take place and the evaluations cannot be updated on the portal.

**12. Can I connect a gateway to different welding systems?**

The serial number of the system always leads the way when assigning welding data to a welding system. For S series, MicorMIG series and MicorMIG Pulse series systems this number is automatically transmitted via CAN bus. For further series this number must be entered manually. If this gateway is then connected to another system, the serial number must be manually changed again.

**13. Which protocol is used for communication and how is the connection protected?**

The message protocol MQTT is used for data transfer between LCG and the portal. All data is encrypted via TLS. The identity of the gateway is protected by a Public/Private Keypair. The private key cannot leave the security module of the device.

**14. What do I have to consider if an IP or MAC filter is set up in my network?**

If the IP filter is used, a static IP address must be assigned for the gateway. This IP address must first be released by IT.

For static IP addresses a manual network configuration without DHCP is necessary.

If the MAC filter is used, the gateway can be connected to the network via DHCP as usual. However, the MAC address of the gateway must first be recorded by the IT department.

**15. How does Lorch Connect protect customer data?**

Within Lorch Connect, all data is processed according to all required security standards (ISO 27001, ISO 27017, ISO 27018, SOC 1/2/3, PCI DSS and CSA STAR). Lorch welding technology and the data processing centres used within the EU for Lorch Connect, are subject to the highest European data protection guidelines. To ensure the security of customer data when selecting the cloud service provider, the highest level of competence in data security was taken into account.

**16. Who can I contact in case of problems?**

If you have any questions about the functions of the portal or the process of pairing, please contact the responsible dealer or, if applicable, the field sales representative.

In case of problems with registration or availability, please contact the service number given on the portal.

**17. Why do I need to enable location sharing in the Android app?**

With Android OS 6.0, Google changed its permission requirements. Therefore, location sharing permission is required to connect the Lorch Connect Gateway to an Android device. Lorch does not record or receive your location.

**Further Information**

[www.lorch.eu](http://www.lorch.eu)