



PANELMATE® ePRO™ OPERATOR INTERFACE

Frequently Asked Questions

Commercial Issues

1. What is the PanelMate ePro?

The PanelMate ePro is a family of high performance operator interface products. The ePro models are available with 8, 10, 12 and 15-inch color TFT touchscreen displays or as a Blind Node with no display. The product features integrated Ethernet and serial communications, built in OPC servers, four USB ports, and UL, cUL, CSA, Class I Div 2 certifications. The PanelMate ePro is now also RoHS compliant.

2. What models are available?

There are 4 basic categories of models-

- Standard:** The standard series supports ePro Canvas® Runtime.
- Classic:** The Classic series includes all of the features of the standard models with the addition of support for the PanelMate Power Pro Runtime and three application kits – Headline Manager, Document Viewer and Recipe Manager.
- OD:** The Outdoor series includes all of the features of the standard with built in anti-glare, anti-reflective and anti-UV coatings that make the unit suitable for use in direct sunlight and harsh outdoor applications.
- EE:** The Enterprise Edition series provides a more comprehensive set of Windows XP® components and services. By adding these components, you have the ability to run more third party applications, such as competitive OI and SCADA software packages.

3. What software is used to create and edit pages for the PanelMate ePro?

Canvas development software is used to build and edit pages and to configure unit information for the PanelMate ePro. This software package provides an editing environment that delivers state-of-the-art features. Canvas seat and site licenses are a one-time purchase, and therefore, a single development software package can be used for an unlimited number of ePro hardware applications. Runtime software comes pre-licensed on ePro hardware at no additional cost. For further details, refer to Canvas Frequently Asked Questions available [here](#).

4. Can I customize the front panel of the PanelMate ePro?

Yes. It is possible to customize the front panels of the display models. Customization is available and quoted on a case-by-case basis. Contact your local distributor partner for further details.

5. Are there trade-up programs for PanelMate ePro?

Yes. The trade up program has been expanded to include select ePro models. By taking advantage of this incredible trade-up program, you can receive thousands of dollars for your obsolete PanelMate products when purchasing new PanelMate ePro™ and Power Pro products.

6. Can I use the communication cables sold for use with the PanelMate Power Pro and PanelMate ePro units?

Serial communication cables can be used with the PanelMate ePro. A DB9 (F) / DB9 (F) port converter (gender changer) is required to convert one of the cable's DB9 (M) connectors to a DB9 (F) connector so that it can attach to the DB9 (M) connectors on the PanelMate ePro PS. Where the Power Pro cables will not work, the standard PC to PLC serial programming cables will work.

7. Can I get the ePro product manual in hard copy form from Eaton?

No. The PanelMate ePro hardware manual is supplied on CD-ROM with each PanelMate ePro unit. The manual is copyrighted, but users can make copies of the electronic files for their personal use only. The manual is called "PanelMate ePro Family Users Guide" and is available [here](#).

8. Is the backlight field replaceable on the PanelMate ePro display models?

No. The unit should be sent to ATS for repair/replacement.

9. What kind of support is available?

Technical support is available FREE of charge by calling ATS Customer Service at 800-328-7287.

Technical Questions

10. What power supply should be used with the PanelMate ePro?

The PanelMate ePro voltage specification is 24VDC nominal (16 - 30VDC). The power consumption, current, and peak current inrush specifications vary for the different model series, so users should refer to the product specification details before procuring a power supply. ATS offers power conversion module PSG12OE which converts 115/230 VAC to 24VDC and is recommended for use with any of the ePro models.

11. Are communication drivers available for use with the PanelMate ePro?

Over 100 different Serial, Ethernet, and Industrial network OPC servers/drivers are provided with Canvas. Drivers may also be found on www.kepware.com or in our free 30-day trial software download [here](#). For further details on software, refer to the Canvas Frequently Asked Questions which is available [here](#), or contact ATS Customer Service at 800-328-7287 for additional information.

12. How many OPC drivers can I use simultaneously on the PanelMate ePro?

Each individual application (.UCF file) can use up to 3 OPC drivers simultaneously on the ePro platform as a standard.

13. What industrial network interface cards can I use with the PanelMate ePro?

All PanelMate ePro units come with an Ethernet 10/100 Base-T port and 2 serial ports (1 RS232/422/485 optically isolated and 1 RS232) connections for communications.

14. Can I run 3rd party software (not supplied by ATS) on the PanelMate ePro?

Yes. The enterprise edition (EE) was designed with a more comprehensive set of Windows XP components and services. By adding these components, you have the ability to run more third party applications such as competitive OI and SCADA software packages.

15. Is there a limit to the number of pages I can have in my ePro configuration?

No. There is no limit to the number of pages allowed in a Canvas application. Of course, there are many factors which affect performance and memory utilization such as density and complexity of controls, number and resolution of pages, etc. Reuse tools in Canvas such as Master Pages and Index Lists greatly improves the performance of your application and decreases the memory footprint and development time. These advanced Canvas features enable users to create larger scale applications in comparison to earlier PanelMate and competitive software packages.

16. Is there a limit to the number of controller (PLC) references or tags?

No. There is no limit to the number of addresses or tags allowed in a Canvas application. There is also no limit to the number of devices that may be communicated to using a single protocol. Hundreds of protocols are available and up to three protocols such as Ethernet/IP, Modbus TCP/IP, and GE SNP serial may be used simultaneously.

17. What type of memory is used on the ePro models?

The ePro family of Operator Interface has both volatile (temporary) and non-volatile memory. The Standard, Classic, and Enterprise Outdoor versions have 2GB DDR2 RAM, or system memory.

The non-volatile memory is an external CompactFlash that is used to store the operating system and support files, along with the PanelMate ePro Runtime software and application files. No rotating or magnetic media is used. The Standard, Classic, and Enterprise Outdoor versions have a 4GB internal CF. The Enterprise Edition has a 8GB external CF.

The external CompactFlash memory is partitioned as a C and D drive on the Standard, Classic, and Enterprise Outdoor models. The C drive on all models, including the Enterprise Edition, that contains the operating system and other non-user files is protected at all times by the exclusive Protect Mode™ feature. This means that the storage device can not become corrupted by viruses, power outages or cluttered with unwanted files.

18. Can I add more memory to my ePro unit?

Yes, you can add more memory to the ePro by requesting a unit with a larger, non-volatile external CF. 2GB is maximum system memory. Other means of extending non-volatile memory include USB drives. You can also map shared network drives to the ePro to access and store data and files outside of the unit.

19. Can I remove or insert an external CompactFlash memory card while the ePro is running?

No, a CompactFlash memory card should not be removed or inserted while the ePro is running. The CF should never be removed from the ePro as it contains the system boot C drive and D drive.

In the event that you disregard the yellow warning sticker near the external CF slot and remove/insert media under power, feel free to contact the ATS Customer Service at 800-328-7287 for a non-warranty repair estimate.

20. What Operating System is used on the PanelMate ePro ?

The PanelMate ePro utilizes Microsoft's Windows XP Embedded operating system. Stability and reliability is achieved through solid-state hardware design and the exclusive Protect Mode feature that protects against changes to the operating system and installed software.

21. What are the mounting ratings of the PanelMate ePro?

The PanelMate ePro display models are rated for NEMA 4, 4X, 12 and IP65 installations when mounted in a correspondingly rated enclosure. The Blind Node is designed for mounting inside a cabinet so these ratings do not apply.

22. What agency certifications apply to the PanelMate ePro?

The PanelMate ePro models come with UL, cUL, CSA Class I, and Div 2 certifications. The ePro family of Operator Interface is also RoHS compliant.

23. What communication ports come standard on the ePro?

All PanelMate ePro models have:

- 2 Ethernet 10/100 Base-T ports
- 2 DB9 (M) serial ports. The first port supports RS232 and the second supports RS232/RS422/RS485 and is optically isolated.

- 4 USB ports (V2.0)
- Standard set up – LAN Port 2 is disabled. To utilize Lan Port 2, enable in Device Manager and perform a Protect Mode save

24. What USB devices can I use?

Any Microsoft® compatible USB device is supported on ePro.

25. Can USB devices be connected and disconnected while the PanelMate ePro is running?

USB devices should be connected and disconnected per the device manufacturer's recommendations. Most devices can be added and removed without powering down. In many cases it is recommended to use the "Safely Remove Hardware" tool in the Start bar's System Tray to stop the associated driver prior to removing the USB device.

26. Can I see my PanelMate ePro unit when I browse the network computers?

Yes. The PanelMate ePro's Computer Name appears like any other computer when browsing the network. You can also use the Windows search tool to find the ePro by either Computer Name or IP Address.

27. How do I turn my PanelMate ePro unit on and off?

There is no ON/OFF switch on the ePro. For most applications, it is safe to simply apply and remove power. Instances when it is not safe to remove power are during a power up, during a Protect Mode Save, and when a third party application is writing to a memory device. Because of the Protect Mode™ feature, the ePro operating system will not be affected by unexpected power loss.

Note: When using any archiving feature, ATS recommends installing a UPS product to insure that your data is not lost or corrupted from an unexpected power loss.

28. Are Microsoft security updates available for the ePro's XP Embedded operating system?

No.

29. What should I do if my PanelMate ePro unit needs to be repaired?

Contact ATS Customer Service at 800-328-7287 or email repair@advancedtech.com.