



Remote Maintenance

Activation Guide

How to start your remote support session

Service Support

service@nacosmarine.com · +49 1806 008553

Need help with your NACOS System?

If you require our Technical Support Team to access your system, please get in touch. To help us assist you as quickly as possible, have the following information ready:

1**Vessel Name & IMO Number**

Your vessel's registered name and International Maritime Organization number.

2**System Details**

Specify the system needing support: NACOS Platinum NAV, AUT, DP, or other.

3**Available Time Window**

When you can allow remote access, ideally when in port for best connectivity.

4**Problem Description**

Describe the issue: alarm codes, system behaviour, log files, or screenshots.

5**Software Version**

The current software version of your NACOS system.

Contact Service Support

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Note: Always follow your company's processes and policies. This is a guideline from NACOS Marine.

Don't have a Remote Maintenance Kit?

If you don't have a Remote Maintenance kit, or have an old or non-functioning version installed, you can order our brand new **NACOS Connect IoT Gateway**.



Easy Install

No engineer required for commissioning, self-install ready.



Latest Technology

Brand new NACOS Connect IoT Gateway with latest firmware.



Quick Quotation

Fill in our form and receive a quotation shortly after.



Full Support

Our team guides you through the full setup process.

SCAN TO ORDER



Order Online

Fill in the order form at the link below and receive your quotation shortly:

[Request a Quotation →](#)

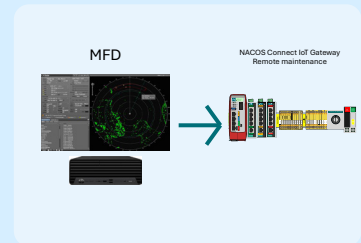
Activating Remote Maintenance

Follow these steps to securely connect your NACOS system to our technical support team.

1

Step 1: Locate the Remote Maintenance Kit

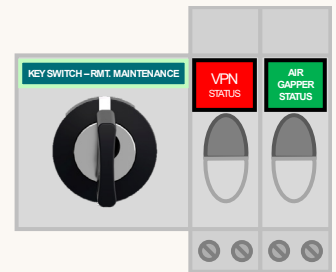
Usually installed close to one of the MFDs (Multi Function Displays). Check inside the BRIDGE or ECR console, or the nearby electrical locker. **The firewall has a distinctive red chassis, easy to spot.**



2

Step 2: Insert the Remote Maintenance Key

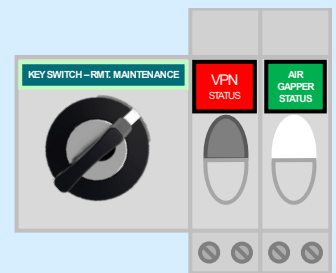
Insert the **REMOTE MAINTENANCE KEY** into the **KEY SWITCH - RMT MAINTENANCE** slot on the NACOS Connect IoT Gateway.



3

Step 3: Turn Key → Wait for AIR GAPPER LED

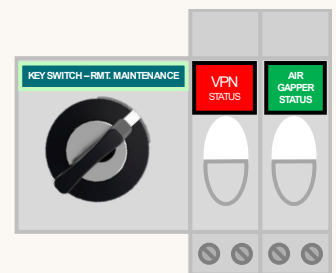
Turn the key to the right. Wait for the **AIR GAPPER STATUS LED** to turn **(ON)**.



4

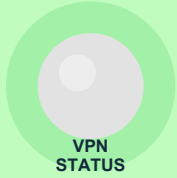
Step 4: Wait for VPN LED to Illuminate

Once the Air Gapper LED is on, wait for the **VPN STATUS LED** to turn **(ON)**. This may take a few minutes, the secure VPN tunnel is being established.



Managing Your Session

Session is Active



Both the **VPN STATUS** and **AIR GAPPER STATUS** LEDs are now ON. Your NACOS system is securely connected to our technical support team. You may now call us to confirm readiness or let the session proceed.

Need to call us during the session?

+49 1806 008553

Ending the Session

1

Turn key back

Turn the REMOTE MAINTENANCE KEY back to its original (OFF) position. The AIR GAPPER and VPN LEDs will turn off.

2

Remove the key

Remove the key from the key switch once the session is fully closed.

3

Secure the key

Place the key back in a secure location for future use.

Security Reminder

Always keep the Remote Maintenance Key in a secure, authorised location. Only use it when a support session has been agreed with NACOS Marine technical support.

Quick Reference Summary



Before Calling Support

- Vessel Name & IMO Number
- System type (NAV / AUT / DP)
- Available time for remote access
- Problem description & evidence
- System software version

LED Status Guide

- AIR GAPPER – OFF (key not inserted)
- AIR GAPPER – ON (key inserted & turned)
- VPN – OFF (not connected)
- VPN – ON (secure tunnel active)
- Both ON = Ready for support

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