

Uploading Field Data to the Network

As the number of employees working remotely increases, it is important to understand how to upload field data to the network from outside a RETTEW office. There are three ways to do this; all methods require an internet connection.

1. Email

Using a laptop configured with Outlook, open your email, attach all data files and email them to yourself or someone else in the office. You also have the option of using Webmail via outlook.office365.com.

Pros
Simple and easy to do.
No additional software required.
Can email multiple files at once.

2. USB Direct Connect

Most, if not all field units have a USB connection, which can be plugged into a computer to transfer data. Remote Access will not recognize the device without action on the user's part. The USB device can only exist in either the Remote Access system or on the physical computer, not both at the same time. Follow the steps below to "pull" the device from the physical computer, into Remote Access.

1. At the top of your screen, click **Connect USB Device** on the Remote Access toolbar. The device should be listed here.



2. Click the device that is plugged in, and it will appear in remote access (this may take up to a minute).
3. When you are finished using the device, click on **Connect USB Device** again, and uncheck the device. This will pull it back to your physical computer.

Pros

The convenience of taking files off of the unit and placing them directly into Remote Access.

Simple and easy to do.

3. RTransfer

RTransfer allows you to send file(s) as a hyperlink to yourself, a client, or a co-worker. It is similar to email, but rather than sending an email with attachments, it sends an email with a hyperlink to the attachments. The advantage this has over emailing files, is it can bypass the email size limitation. Visit rtransfer.rettew.com to access this feature and detailed instructions on its use.

Pros

Allows large files to be emailed.

No additional software required.

Allows for multiple files to be sent at once.

Using RTransfer

1. Download data from the field device onto the local computer.
2. Open up Internet Explorer and go to rtransfer.rettew.com.
3. Create your RTransfer link.
4. Email link to the email address of your choice. This can be your email, a fellow Rettew employee's, or an external client's address.

Notes

- RTransfer does not require access to RETTEW's network.
- Any link created by default expires after 30 days, unless otherwise specified.
- External clients may access the same website to send files to RETTEW.
- With the exception of maintenance windows or server issues, RTransfer is available 24/7.