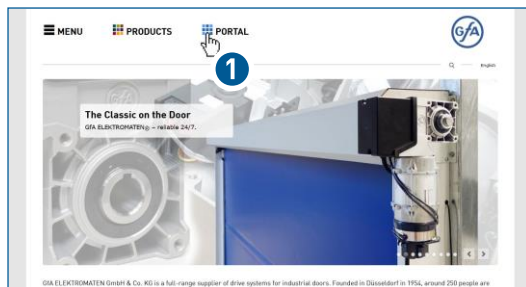


## Subject

Successor offerings to the GfA-Portal

## Description

The Portal, the previous customer area of the GfA on the Internet (❶), will be transitioning to new services on June 30, 2024. Controlled via tiles (❷), various functions were available in the Portal. In October 2023, we informed you that the functions of the Portal would be made available through other means in the future. Below you will find our new offerings.



### Documentation on request

This function was temporarily unavailable starting in October 2023. From now on, installation instructions for your GfA product can once again be accessed via our website (❸): <https://gfa-elektromaten.com/en-DE/manuals.html>

Simply enter the part number, model number, and customer number to receive the correct instructions in various languages<sup>1)</sup>. At a later date, our products will also receive a QR code, allowing you to access the appropriate installation instructions without entering numbers.



### Delivery information

Previously, you could use this tile to check the status of your deliveries. Unfortunately, this function is no longer available. As an alternative, we can send you the delivery information (delivery address, weight, tracking link, and packing list) directly via email. Please contact your sales representative for this.



1) If you do not have a specific customer number available, simply use the pre-filled number **00000**. If multiple search results are returned, select the installation instruction with a print date close to the manufacturing date of your GfA product.



## File transfer service

This section of the portal was used for file exchange. We have created a new solution for this. Larger data volumes, such as 3D product data or images, can now be conveniently exchanged with you via download or upload link. Your sales contact will coordinate with you on this.



## Technical Information and Service Information

Our two newsletter documents, Technical Information (TI) and Service Information (SI), are moving. Do you want to continue receiving information about changes and improvements to our products or tips on installation, operation, or maintenance?

Then please feel free to sign up for the GfA newsletter again by clicking the green button!



**Note!** Your previous portal login credentials will not be retained. Therefore, if you are interested, please use the opportunity to re-register via the button. Then follow the instructions in the form. After submitting, you will receive an email with a confirmation link. If this email does not arrive, please check your firewall's filter folder.



## TS Data cloud



Part no.: 20003696

The GfA stick was developed for settings and maintenance on the door system. Together with the GfA App<sup>2)</sup>, the tool allows retrieving and displaying important data from the GfA door controls (generation TS-B)<sup>3)</sup>. By logging into the GfA portal, it was possible to transfer the data to the TS data cloud over the internet and archived there. We are currently working on our new IoT<sup>3)</sup> internet platform **evodo**, which will offer a significantly broader range of functions for diagnosing your door drive technology, including remote access via a gateway. Once the evodo goes live, your existing data will also be available again. We will inform you as soon as evodo can be used.



## User profile

With the closure of the portal, the options for managing your profile will no longer be available.



## Notes

Do you have any further questions about GfA's new online offerings? Your sales or technical support contact will be happy to assist you. Is there anything else you'd like assistance with?

<https://gfa-elektromaten.com/en-DE/contact.html>

1) The GfA app is available free of charge in the Apple App Store or Google Play Store.

2) These include the door controls TS 959, TS 970 and TS 971

3) IoT: Internet of Things

