



TeleService (TS) gives our customers access to remote servicing and remote diagnosis from Braunschweig. It allows BMA's centrifugal experts to respond almost instantaneously, and it may even help cut down on travelling expenses. All BMA centrifugals equipped with a BMA control system can be adapted for TeleService support. The only hardware needed is a parameterizable TS adapter for the CPU, a modem, and an analogue telephone line near the centrifugal.

Once these technical conditions have been met, the CPU can be linked up to the BMA service centre via adapter, modem and telephone network. No connection is made unless this has been arranged beforehand. This is intended to maintain security in the factory and prevent uncontrolled outside interference with the control system. For BMA staff, the TeleService means that they have the same diagnostic options at their disposal that they would also use when directly connecting a programming unit on site. The speed at which data are transmitted depends partly on the local telephone network.

The customer is always free to decide whether or not to permit access to the machine controls.

*Hartmut Stolte*

### **Benefits**

- Minimal technical requirements and easy handling
- Low investment costs
- Existing machines may be retrofitted
- Reduced costs for trouble shooting and commissioning
- Higher efficiency