

BAHMÜLLER Online Diagnostics Now available with BAHMÜLLER Augmented Reality



The future-oriented BAHMÜLLER Online Diagnostic now offers an enhanced service feature via Augmented Reality Live Video support for all customers. While classic remote maintenance methods succeed in most of the given cases, it is expected to grow further with the new tool. In addition to the classic audio transmission, it enables live video transfer directly from a mobile device e.g. tablet or smart-glasses of the service technician at customer site, to the technical hotline during remote maintenance.

Augmented Reality support makes communication much easier for both sides, operators and technicians, by saving time and the reduced risk of misunderstandings compared to a business call. The hotline technician directly sees what the machine operator sees. This generates a quick and expedient overview of the situation at the machine.

For further customer benefits, it is possible to share images, sketches and diagrams in a chat, taken live or from a folder on the mobile device between the hotline technician and the service personal at customer side. Both users can apply markings or arrows to the images or in the live video. These markers help to point out function checks or settings and help to record the machine status separately. Using this also helps to limit malfunctions or to transfer operating and setting aids. To achieve more and to find out a solution as fast as possible, the system is able to connect further participants.

Data security is guaranteed by encryption at the same time as the hotline technician can only see the media data that has been shared and no other content. Support via text messages in the chat is also possible. Language barriers will be reduced by using automatic translation for chat messages.

BAHMÜLLER Augmented Reality Support is another example of the ongoing implementation of digitalization tools as part of the Industry 4.0 strategy in order to achieve best benefits for our customers.