

Presse-Information

TeleService on Machine Tools with HEIDENHAIN Controls

Sudden machine downtime is a production manager's nightmare. For fast help he must often overcome formidable barriers: large distances to the machine manufacturer's service agency, difficulties in making a diagnosis, language problems, ect. Sending for a service technician is expensive and takes time - and often the problem is no more than a simple programming or parameter error. How can a disabled machine be more quickly brought back into production ? One approach to faster help is the TeleService program now offered by HEIDENHAIN controls together with the machine tool builder.

Up to now, HEIDENHAIN controls with serial interface were able to communicate with the machine tool builder via modem. The LSV2 protocol was used for data transfer. The communications software was TNCremo, a PC program from HEIDENHAIN. Because of the rather limited data transfer rate achievable with this method, machine manufacturers and users have rarely used this solution.

Ethernet networks within companies in connection with the public ISDN telephone lines now open an opportunity for faster and more effective data transfer. Many HEIDENHAIN controls can now be optionally equipped with an Ethernet card. If the machine user interconnects his controls with this technology, this intranet can then access the public ISDN telephone lines through a router. The service department of the machine manufacturer also has a network with a server that is connected through an ISDN router with the public ISDN network. TeleService, a PC program from HEIDENHAIN, is installed on the manufacturer's PC. With this arrangement, the machine manufacture is able to make long-distance diagnoses of problems in controls at his customer's location.

But remote diagnosis is only one application for HEIDENHAIN TeleService. It can also be used for remote monitoring of automatic production or of an unattended shift.

Ønsker De mere information eller har De spørgsmål om Teleservice er De velkommen til at kontakte os.

