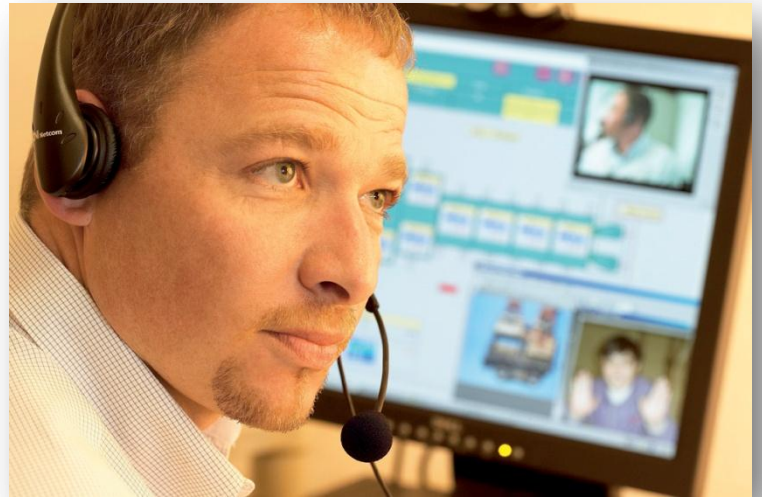


## TRAVIS MENTOR

## INFOLETTER 16/10

**Remote Service – providing service via Internet – what does that mean?**

*A plant which is connected to Brückner via the Internet is able to benefit from a whole new way of service. Upon customer's request, support specialists can access PLC's, servers, drives or workstations within minutes. They can look inside the machine and analyze problems, install updates or assist during troubleshooting processes. It's like the support specialist sees through*



*the eyes of an operator or maintenance technician, who is in front of a workstation in the control room. This enables way more efficient service and increases your plant uptime – that is remote service – **until now!***

*The technical advances in electronics and computer development let us have life-style gadgets like small touch tablet PC's, which are able to browse the internet, read and send emails or even read books and all that wireless in a small and handy device. They ease our life and once you own such a device, you won't give it away anymore.*

*In a rough industrial environment, the conditions are different and these life-style gadgets won't work for long time. If you once test Newton's law of universal gravity with them, you can throw them directly into the dustbin. Nevertheless, there are tools and devices available on the markets, which are suitable for such an environment. They even provide you with functions which ease your daily work and help you to act faster and more efficient during troubleshooting or maintenance processes!*

*Brückner Servtec has a name for these tools:*

**TRAVIS**

**TRAVIS** stands for **T**ools for **R**emote **A**udio and **V**ideo **I**n **S**ervice and defines products, which provide you with certain benefits that will ease your daily work, increase your productivity and increase your plant uptime.

But what is **TRAVIS** really?

**Small and handy wireless service tools which -**

- are able to remote control your plant
- can transmit live audio and video into a videoconference or directly to a support specialist
- can be worn directly on the body to have your hands free
- are tested for rough industrial environment
- can be used as a workstation
- can be customized to perfectly match your demands

**and much more – all that is TRAVIS**

**TRAVIS** tools expand the possibilities of remote service drastically. They can be the “eye on site” for a support specialist which is trying to assist you on a difficult troubleshooting procedure. They finally bring the service specialists on site, immediately when you need them, without waiting on an airplane to arrive – virtually via the internet.



The first available TRAVIS product is the TRAVIS Mentor. It combines wireless mobility with a 10" high brightness touch display and an integrated webcam to enable videoconferencing.

## The TRAVIS Mentor

*"Take your workstation with you to the production plant or join a videoconference-troubleshooting session with Brückner specialists while being at the plant"*

This was the key reason why the TRAVIS Mentor was developed. The small and lightweight device with its 10" touch display can remote control a standard PC-workstation inside the control room. The device is normally inserted in a docking station with a mouse and keyboard connected. This gives the user the possibility to work with the Mentor like a standard PC. In case you need to work at the plant now, simply take the Mentor out of the docking station and walk around the plant while you are still connected to the plant network and have your visualization on the 10" screen. No more walkie-talkies are necessary if you want to change a value or parameter or check some equipment. You can control the whole plant with your finger.



Additionally to this, the TRAVIS Mentor is ready to join videoconferences or remote-troubleshooting sessions. Therefore a webcam and a flashlight are integrated on the backside of the device. If you got stuck and need assistance, simply press a button on the Mentor and you will be directly connected to your Brückner service team via

videoconference. The Brückner specialist can see what you see and assist you immediately on difficult maintenance or troubleshooting issues. In environments with low ambient light, you can press another button on the mentor which activates a high power led flashlight on the backside. You can show the support specialist in the videoconference the problem in real time, from anywhere over the plant.



To be able to talk with the support specialists, a wireless headset comes with the TRAVIS Mentor. It connects automatically by pressing a button and you can talk to the support specialist immediately.



All this features are available for an unbreakable price. You will see – the return on investment in TRAVIS remote service products will start immediately.

**TRAVIS Mentor - Technical Specification**

|                        |   |
|------------------------|---|
| Processor              | Intel Atom™ Z530 1.6GHz   |
| Display                | 26,42 cm (10,4") TFT LCD with Touch                                   |
| Display resolution     | 1024 x 768 (XGA)  |
| Memory (RAM)           | 2 GB DDR2 533 MHz   |
| Operation System       | Windows® XP Tablet PC Edition   |
| Memory (SSD)           | 32 GB   |
| WLAN                   | WiFi802.11a/g/n mini-PCleexpress, USB, Bluetooth                      |
| LAN                    | Via Desktop Cradle, PXE   |
| Push buttons           | 1 On/Off, 7 free programmable, 1 trigger-button                       |
| Connections            | 12 V DC-In, 2 USB 2.0, Microphone and Headset                         |
| Power supply           | Input: 100-240 V AC, Output: 12 V DC                                  |
| Battery                | Internal Li-Ion battery (2000mAh)<br>Clip-On Li-Ion battery (3760mAh) |
| Desktop Cradle         | DC-Input, Ethernet, 2 x USB   |
| Dimensions (H x W x D) | 210 x 261 x 18 mm   |
| Weight                 | 930g  |
| Additional Features    | Integrated Webcam, Integrated LED Flash-Light                         |
| Certificates           | FCC Class B, CE, C-Tick, RoHS   |
| Operation Temperature  | 0° - 40° C  |
| Humidity               | 0% - 90%  |

*One Step Ahead – with Brückner Servtec*

Best regards,

Your Brückner Servtec Service Team