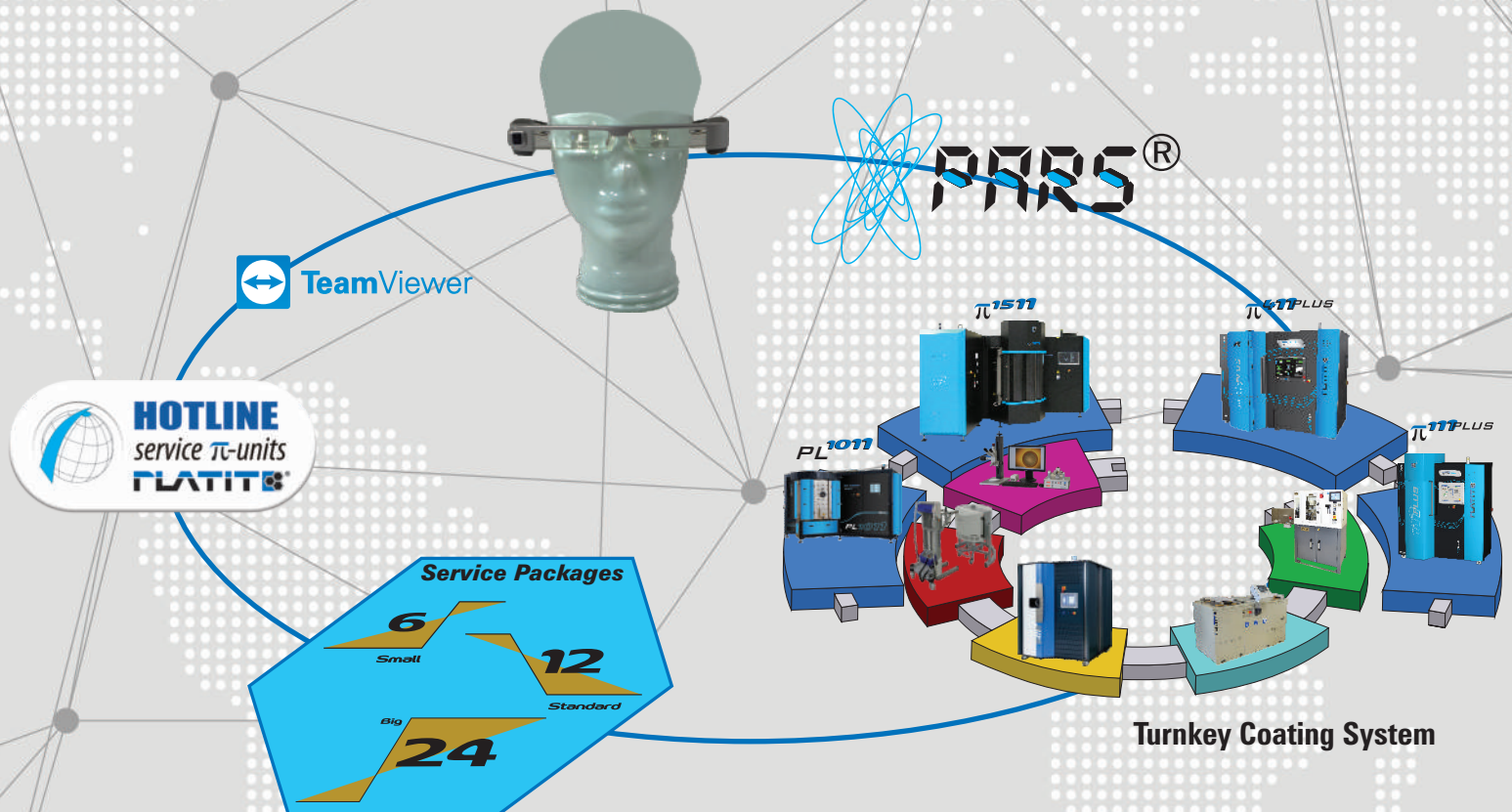


PLATIT Augmented Reality Support The New Service

PARS[®]-Service Process:

- The PLATIT machine user signs a service agreement with PARS[®]-option.
- The coating unit needs to have a fast internet connection (> 5 Mbit/s).
- In a service incident the operator connects the unit and PARS[®]-glasses to the internet.
- The operator puts on the PARS[®]-glasses and looks at the problem with the service-technician online.
- The service-technician marks the critical area on his computer screen, which also appears in the operator's glasses. He guides the operator with audible and visual suggestions on how to solve the problem.



Advantages of the PARS[®]-Service

- Worldwide presence without travel
- Shortest reaction time from 7:00 AM to 3:30 PM (CET)
 - Saving of travel expenses
 - Saving of labour costs
- Increase of service availability
- Reduction of production downtime

The Virtual Service-Technician in Action

Example case

10:00 AM
Alarm at the customer site



10:05 AM
The operator contacts the PLATIT hotline, establishes internet connection, and a support session:

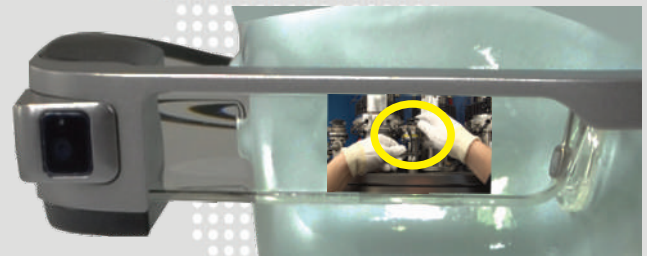
- Using the PARS[®]-glasses for his view and
- TeamViewer for the coating unit.



10:10 AM
The service-technician on duty reviews the problem and trendfiles of the interrupted process through TeamViewer.



10.15 Uhr
The operator and service-technician look at the machine through the operators PARS[®]-glasses. The service-technician recognizes, that a cathode's striker is stuck. He marks the problem on his screen, which also appears in the PARS[®]-glasses.



10.25 AM
The operator resolves the problem, the production can continue. The virtual technician has avoided:

- travel,
- production downtime, and therefore
- thousands of € in cost.

