

TeleService by Carl Zeiss. Fast. Direct. Built-in.



We make it visible.

You Can Always Count on Us. TeleService by Carl Zeiss.

You know the situation - your measuring machine gives up just when you need it most. This is when you need direct and uncomplicated help. Our solution is called TeleService.

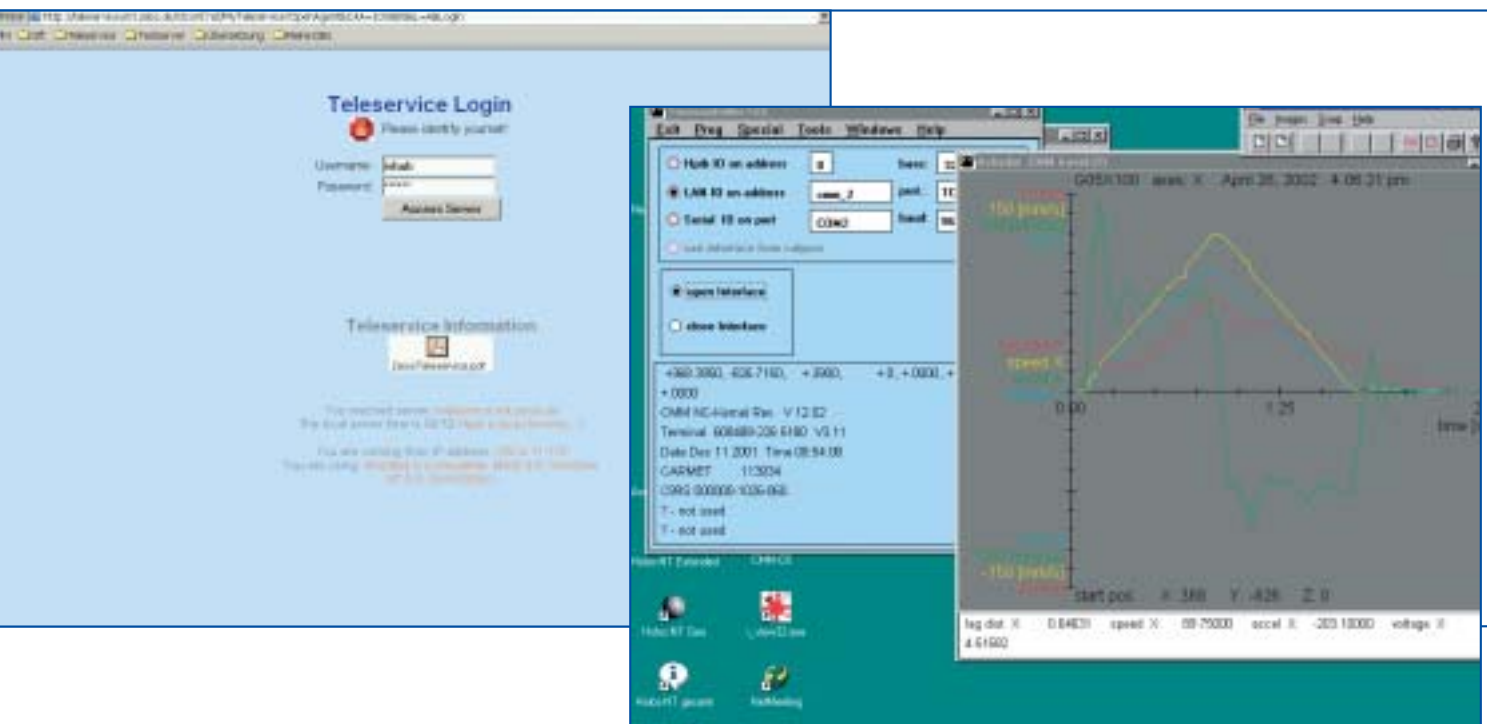


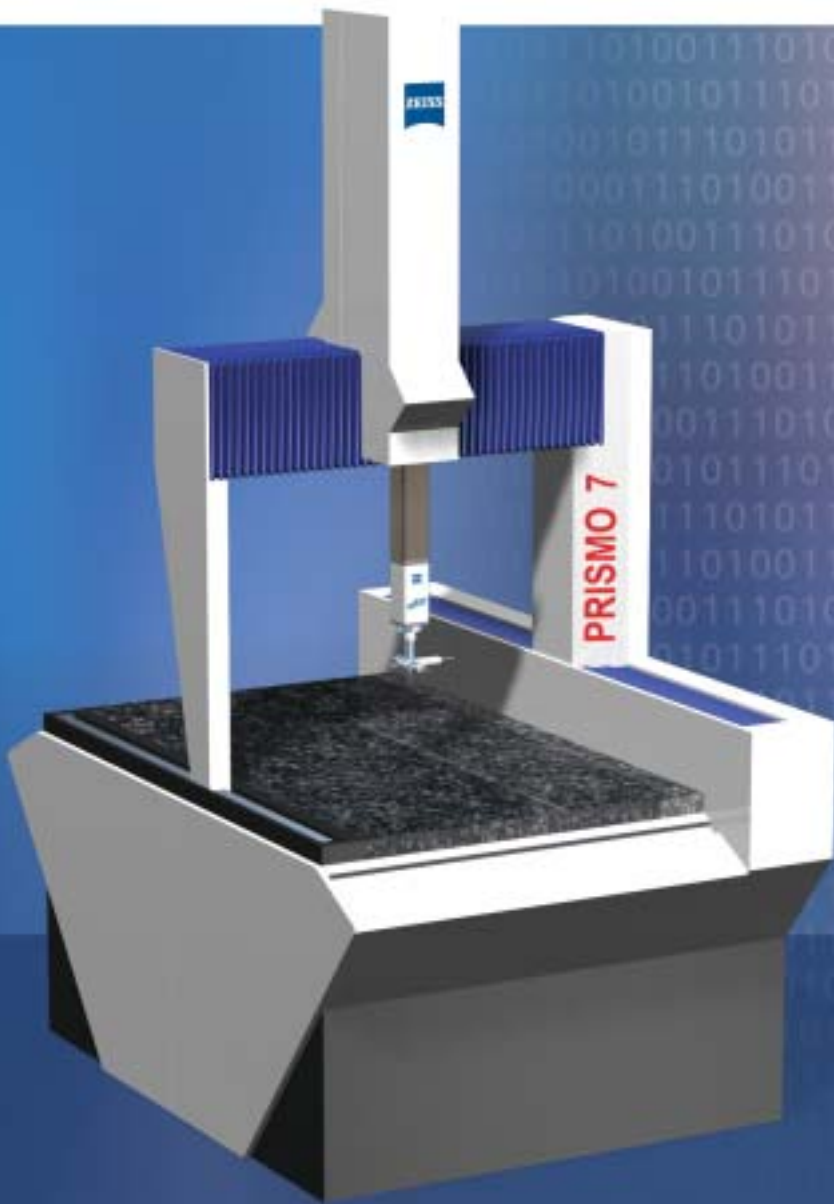
It normally doesn't take long to troubleshoot a coordinate measuring machine if it breaks down, but you may have to wait several hours for the service engineer to arrive.

With the Carl Zeiss TeleService you save unnecessary waiting time. Simply call our Support Center, the support engineer on duty will log into your machine and, together, you will find the cause of the problem.

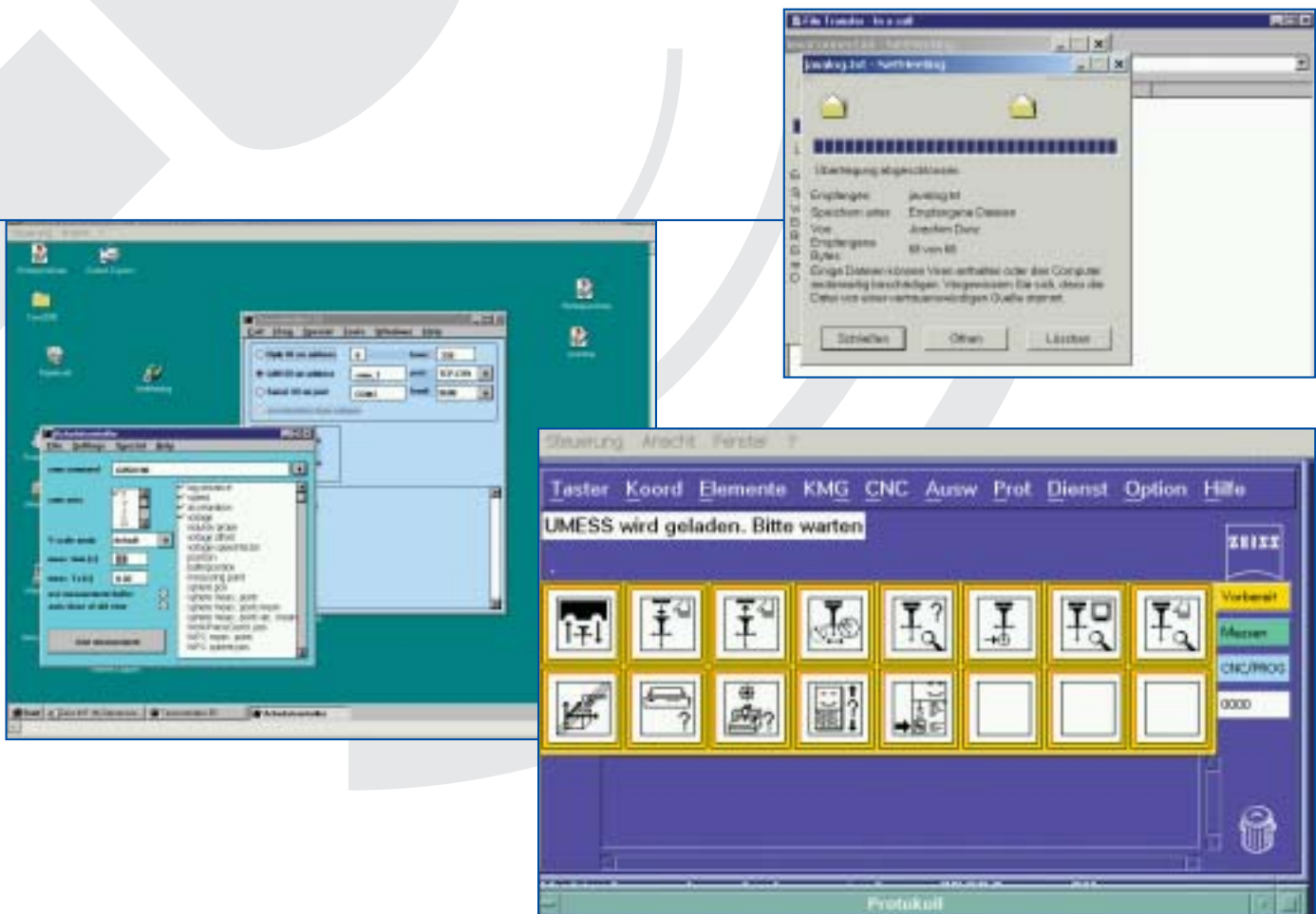
On-line support goes a long way towards saving time and money, because up to 90% of all breakdowns can be remedied by our TeleService. Using a network connection and desk-top sharing, we can monitor your CMM computer and machine. You can see exactly what the support engineer is doing to your computer or your machine. For more complex errors, several engineers can deal with the problem at the same time... working from different locations.

TeleService puts your machine back into action in no time. There's no faster way.





Our TeleService consists of:



»On-line Applications Support

This is a very important benefit of our TeleService. If you need help immediately, our support engineers are the persons to contact.

On-line Applications Support includes

- ▶ On-line support in system configuration
- ▶ consultation services regarding applications questions
- ▶ support for uploading and downloading CNC control data

»On-line Software Update

We install the software patches you need without any time-consuming transmission times.

»On-line Service Support

We can initiate and evaluate all diagnosis programs for the control system by TeleService. It allows us to provide instant help if an error occurs.

On-line Service Support can even control your coordinate measuring machine remotely. In many cases, all it takes is a modification of a few parameters and your machine is ready for operation again.

»On-line Training

TeleService also saves precious time when it comes to training courses. We can provide on-line training for new software programs or special features.

You can rely on Carl Zeiss TeleService.



Everything under your control

A TeleService session can only be initiated from your machine. We will log into your system only when you inform our TeleService staff that you need help – never the other way round. You can see exactly what is happening on your computer or your measuring machine during the entire session, and you can cancel the session at any time.

Sophisticated safety strategy

Your coordinate measuring machine data is intended for your eyes only. For this reason we have implemented several safety mechanisms in TeleService. Each TeleService session works for a defined period of time and will automatically disconnect when finished. So you can be sure that no unauthorized person can access your machine.

Dynamically created passwords provide additional safety. The data transfer process is encoded using IPsec. According to today's standards, it is one of the most reliable encoding methods. If you are concerned about sending and receiving data through your network, we can secure data through NAT (Network Address Translation) and special DNS entries for logical address identification.

Clear billing

The accounting of our TeleService is based on a prepaid system. With your TeleService agreement you receive a starting credit of five hours. During any TeleService session, you can check how much credit time remains. Therefore, you always know your credit level and can add more whenever necessary. One benefit is that you get five hours free when you start a new TeleService agreement.



TeleService saves time and money

One example:

You are working on a complex workpiece when a drive system fails. Using TeleService, our service center checks all error routines, we activate the drives temporarily and locate the error. The applications engineer on your premises only needs to open the cover and clean the scale. Here you are - your machine is ready for operation again.





With TeleService, this incident would cost

Idle time CMM	1 h x Euro 500 = Euro 500
Travel expenses	0 h x Euro 0 = Euro 0
Diagnosis and troubleshooting	1 h x Euro 600 = Euro 600
	Euro 1100

Costs which would have been incurred by a service engineer (within 100 km)

Idle time CMM	4 h x Euro 500 = Euro 2000
Travel expenses	3 h x Euro 150 = Euro 450
Diagnosis and troubleshooting	1 h x Euro 150 = Euro 150
	Euro 2600

The service engineer's travel time alone would in this case total Euro 450. If you add the reduced machine idle time (one hour instead of four), the investment in TeleService will have paid for itself after the second session.

On-line support, in particular, can go a long way toward saving time and money, because up to 90% of all breakdowns can be solved using our TeleService.

These facts and also our customers speak for themselves: major customers from the automotive industry have been relying on our TeleService for some time. Carl Zeiss TeleService has no problems meeting their strict safety requirements.

Carl Zeiss TeleService – something you can rely on.

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We'd be happy to support you.