

Virtual Service

A system called “*Virtual Service*” is provided for all members of the Advanced Support Program. “Virtual Service” is a powerful audio and video link, using a standard phone line, between the customer's 91000 SuperControl and the Thermwood service department. When the “Virtual Service” link is established, the customer can see and talk to the Thermwood service technician and the service technician can see, not only the customer, but also all of the critical parameters of the control.

Virtual Service essentially gives the service tech. as much information as standing in front of the customer's control itself. Through this link, the control can be diagnosed in real-time while programs execute and corrections made. Programming errors can be found and corrected, and mechanical problems communicated. Customers can typically handle many mechanical problems if they are shown what to do, so videos showing how to perform many functions can be launched by Thermwood to be viewed by the customer. “Virtual Service” can effectively handle most difficulties and problems that occur. It reduces service cost but retains highly qualified service people. It provides service in minutes instead of days or weeks, reducing both downtime and frustration.



Here is some of what Thermwood can do with Virtual Service:

Monitor in real-time:

- Machine motion
- Axis positions
- Inputs and Outputs
- Servo info.
- Part program execution
- PLC info.
- AFL messages
- Axis Normalization info.
- Axis home switches
- Machine trajectory Info.
- Part Program error messages
- Feed Rate Override

View:

- Tool setup data
- Actuator setup data
- Tool changer setup data
- Fixture offset data
- Maintenance clock info.
- Machine In/Out limits
- Probe settings

View or modify if necessary:

- Macro files
- PLC files
- Machine Setup files
- Machine Format files
- All Thermwood system files

NOTE: A standard phone line must be available to the machine for the Virtual Service feature to work.
(Thermwood recommends a dedicated line.)

Privacy Note:

Thermwood **cannot** automatically link up to the customer's Control. It is a “one way service” which can **only** be initiated by the customers themselves when they deem it necessary. Even after a call has been connected, Thermwood does not have the ability to automatically link back to the Control. This feature has been created for the purpose of helping to prevent costly service trips and minimizing possible down time. If you have any other privacy concerns, please call and talk to the Advanced Support Administrator.

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