

# Press Release 01/2021

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## Online support by a click - Smart Remote Service from BOY

Immediate support when things get stuck in the injection moulding production is extremely important for many users. In the past, service technicians helped identifying and rectifying the problems on site. Now BOY offers a much faster and simpler option for its injection moulding machines. The new BOY Smart Remote Service can establish a connection with the BOY injection moulding machine via an integrated gateway. Thus, the service technician does not necessarily have to be on the user's site.

*"No matter whether this online support is about error detections and corrections or even optimisation of the injection moulding process",* Thomas Kühn, who, among other things, is also responsible for control development at BOY, specifies the diverse range of applications of the Smart Remote Service. He indicates that this helpful tool requires connection to an internet access, which is possible via the customer network or via a hotspot. Whereas previously the service technician's laptop was required as an access point to gain a remote access to the control, this is now done by the remote access integrated in the control. If there is no internet connection available at the machine's location, there is only a simple router needed to get access into the internet via the hotspot of a smartphone.

Technicians can easily set up a connection to the desired machine via a central surface. This way, the machine or system visualisation can be operated via VNC. The technician can perform software updates, debugging and maintenance as if directly on site.

Remote access options increase the availability of machines and systems and are an important factor in digitalisation. With the BOY-"Smart Remote Service" a wide range of remote maintenance options are thus available. The new online tool Smart Remote Service (SRS) can be used together with the interface-package for all Procan ALPHA 4 controls. BOY injection moulding machines with older control versions cannot be retrofitted.

