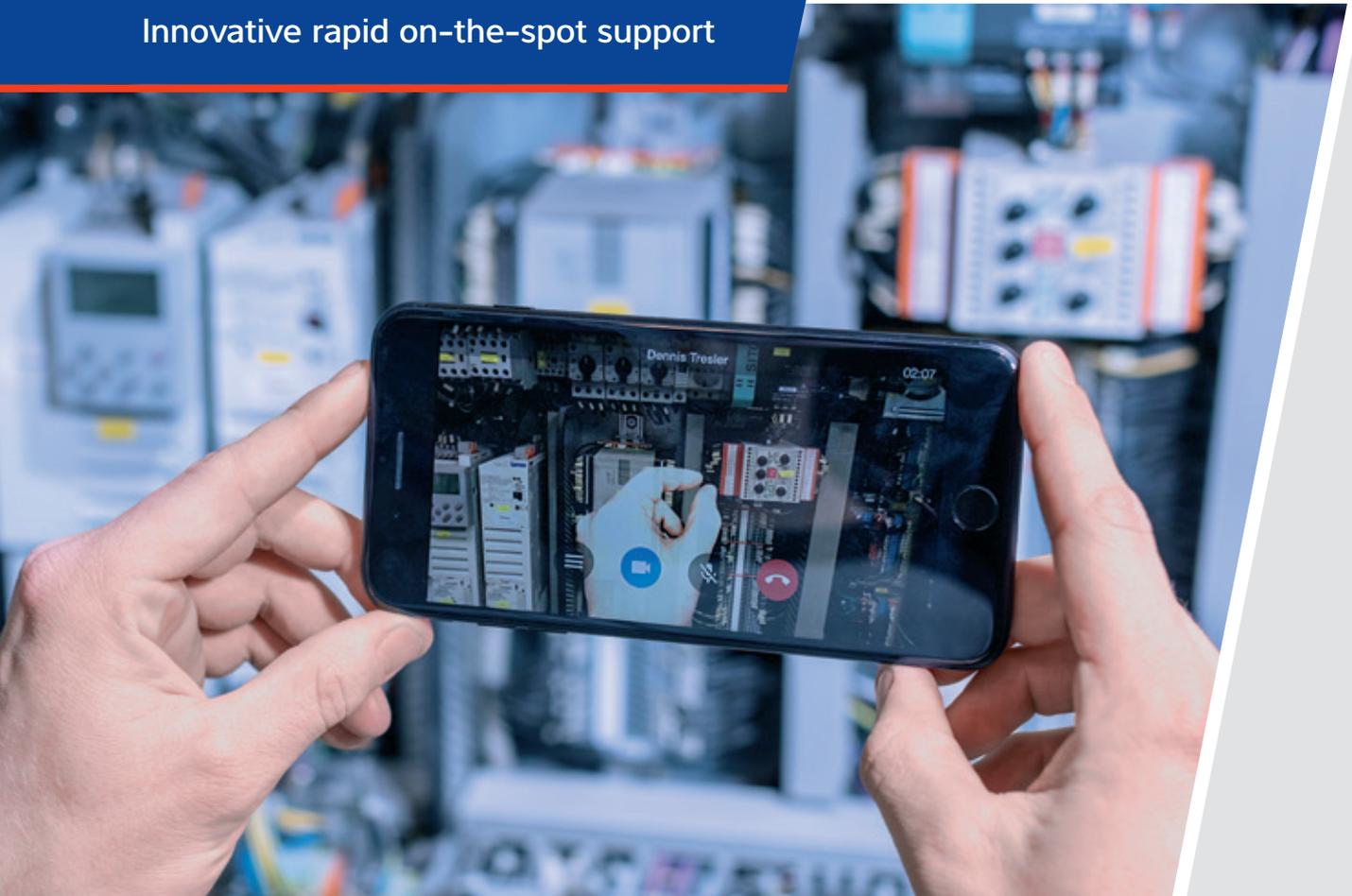


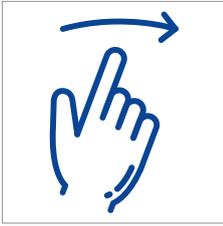
Service tool miRemote

Innovative rapid on-the-spot support



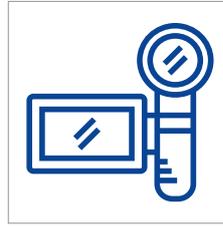
The service tool miRemote is used wherever reliable device and equipment availability are essential requirements. The innovative tool is based on digital AR (Augmented Reality) technology and is a new addition to the Minebea Intec service portfolio. The miRemote can be used to directly access Minebea Intec services anywhere, anytime. This allows different scenarios to be analysed and qualified via smartphone or tablet and immediate support to be provided if necessary.

The AR technology used enables the easy and efficient exchange of information for the purposes of problem-solving.



Visual gestures

Complex sequences of movements can be visualised in a simple and understandable manner. Actual implementation can then be carried out on-site and checked.



Record video

Actual situations and processes can be recorded live and, if required, assessed by experts at a later point in time.



Support for process steps

Process-related tool operations, such as the correct direction of rotation, are clearly communicated and can be carried out without error.



Display documents

Important documents can be shown in the display and discussed.



Finger pointing

Inexperienced users can also be guided through operating processes without written instructions solely by means of finger pointing.



Speech and text

Speech and supplementary text communication make a useful addition to the visual capabilities of miRemote.



Freezing and drawing

The livestream can be „frozen“ at the touch of a button to create a sketch with the fingers or pen tools.



Expert conference

Up to 5 participants can be added online to analyze and support the situation faster and more efficiently.

The miRemote service tool bridges the gap between preventive servicing and corrective maintenance and therefore forms part of a consistent prevention and maintenance strategy:

- Fast and qualified recording of the actual situation
- Straightforward recording of necessary service measures
- Targeted selection of necessary spare parts
- Increases the efficiency of service call-outs
- Helps detect and correct operating errors

Service tool miRemote – overview of benefits

Immediate first support

- Virtual, worldwide and rapid on-site support using the latest AR (Augmented Reality) technology

Optimised technical availability of devices and systems

- Deviations from device specifications can be assessed at an early stage and countermeasures promptly initiated

Increased service life of devices and systems

- Targeted corrective measures prevent costly incidental and consequential damage and thereby increase the device's service life

Reduction of faults

- miRemote can be used to quickly contact Minebea Intec experts, so corrective measures can be implemented before an actual fault occurs

Enhances and supports maintenance strategy

- miRemote bridges the gap between preventive service measures and corrective maintenance

Can be integrated into selected Minebea Intec service contract levels

- Current service contracts can easily be extended to include miRemote. Alternatively also available without service contracts

Available worldwide and cross-border – no visa or travel costs required

- Can be used wherever a mobile or WiFi network with internet access is available

Easy operation via an intuitive app on smartphone or tablet

- Useful for anyone that can make calls and record video using a mobile device

Fast integration into existing company infrastructure

- Supports a wide range of different operating systems such as Windows® 10 [64-bit], Android from 5.1 or IOS from 9.0 (For an overview of all systems see last page)

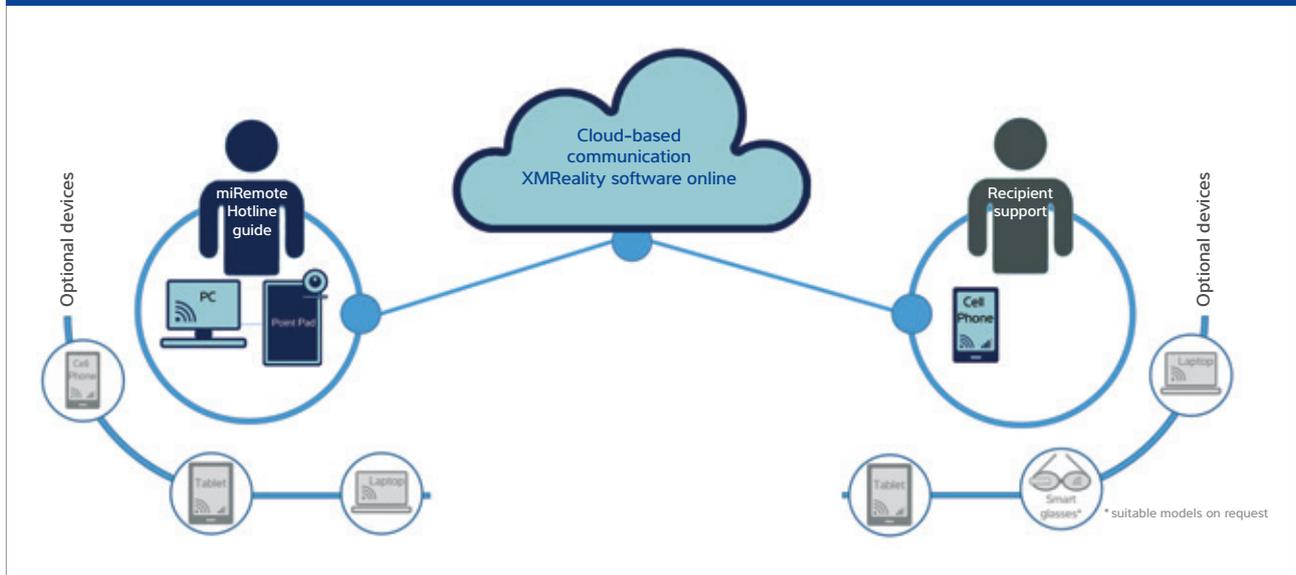
Cost-efficient use of existing hardware

- No investment in additional hardware required. Company smartphones or tablets can be used

Two miRemote versions available

- Mobile app and PC version with individual user rights (receive/give team support) and access to all forms of communication
- WEB-Link version for receiving support services via mobile browser on demand
- Please contact us for advice on which version best suits your individual service strategy

Service tool miRemote – general structure





Service tool miRemote – supported platforms*

Operating system	Installation type**
Windows® 7 with SP1 [64-bit] Windows® 8.1 [64-bit] Windows® 10 [64-bit]	Exe download
Android 5.1 Lollipop or higher	Google Play Store
Apple iOS 9.0 or higher	Apple App Store

* miRemote is subject to continuous optimisation. The information is based on the current state of knowledge and may be changed without notice

** No installation necessary when using the WEB-Link version

Service tool miRemote – network description

Network	Server	Transmission protocol	Port	Description
XMReality Domain Traffic Server	XMReality Domain Server	TCP	443	HTTPS
		TCP	80	HTTP
STUN	XMReality ICE Server	UDP	3478	UDP STUN connection secured with DTLS
		TCP	443	TCP STUN connection secured with DTLS
TURN	XMReality ICE Server	TCP	443	TCP TURN traffic. Connection secured via TLS, Content secured via DTLS-SRTP
		UDP	3478	UDP TURN traffic. Connection secured via DTLS, Content secured via DTLS-SRTP
Proxy				The XMReality software clients can connect via HTTPS and HTTP web proxies

The products and solutions presented in this data sheet make major contributions in the following sectors:



The technical data given serves as a product description only and should not be understood as guaranteed properties in the legal sense.

Specifications subject to change without notice.
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