



## AR Remote Service

With the new Bihler Augmented Reality Remote Service, we now support you even more efficiently in the operation of your Bihler systems. Together, we solve potential issues in the form of a video call much easier and faster. We are using the latest AR technology compatible with smartphones, tablets, and AR headsets.

In real-time streaming, our service expert virtually looks over the shoulder of your machine operator and guides him step by step. Graphic highlighting of real objects in the operator's field of vision facilitates handling. You benefit from precise remote diagnosis and can continue production in most cases immediately.



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## Save time and money

With the combination of classic Remote Service and AR Remote Service, you benefit from even more security in your production. Our experts immediately analyze and resolve a variety of small faults, settings, and repairs with your machine operator. This eliminates the need for delayed, fee-based on-site visits. In case of more complex tasks, a service technician visit is perfectly prepared and quickly completed thanks to our fault analysis.

## Application

- Fault analysis & troubleshooting
- Instructions for adjustments and minor repairs
- Support during commissioning

## Features

- Audio/video (real-time streaming)
- Graphical highlighting of real objects
- Document exchange



### Mobile version

- Always at hand and ready for immediate use
- Very easy setup and handling
- Large screen (e.g. for document exchange/videos)
- Bihler AR Service independent of device



### Headset version

- Hands are free when working
- Easy communication via integrated headset
- Camera always records the user's point of view
- Bihler AR Service independent of headset manufacturer

The AR software supported by Bihler can be used on any Android, Apple, or Windows device.



AR Remote Service  
Video at [www.bihler.de/ar/](http://www.bihler.de/ar/)