

## Remote Helpline

### Remote troubleshooting: quick and easy with cell phone link

When your magnet system develops a fault and technical support is not available locally you can use your Bluetooth-enabled cell phone to establish a direct 'helpline' link between your system and a server located at the Truninger support centre. Figure 1: below gives an overview of how the link is built up:

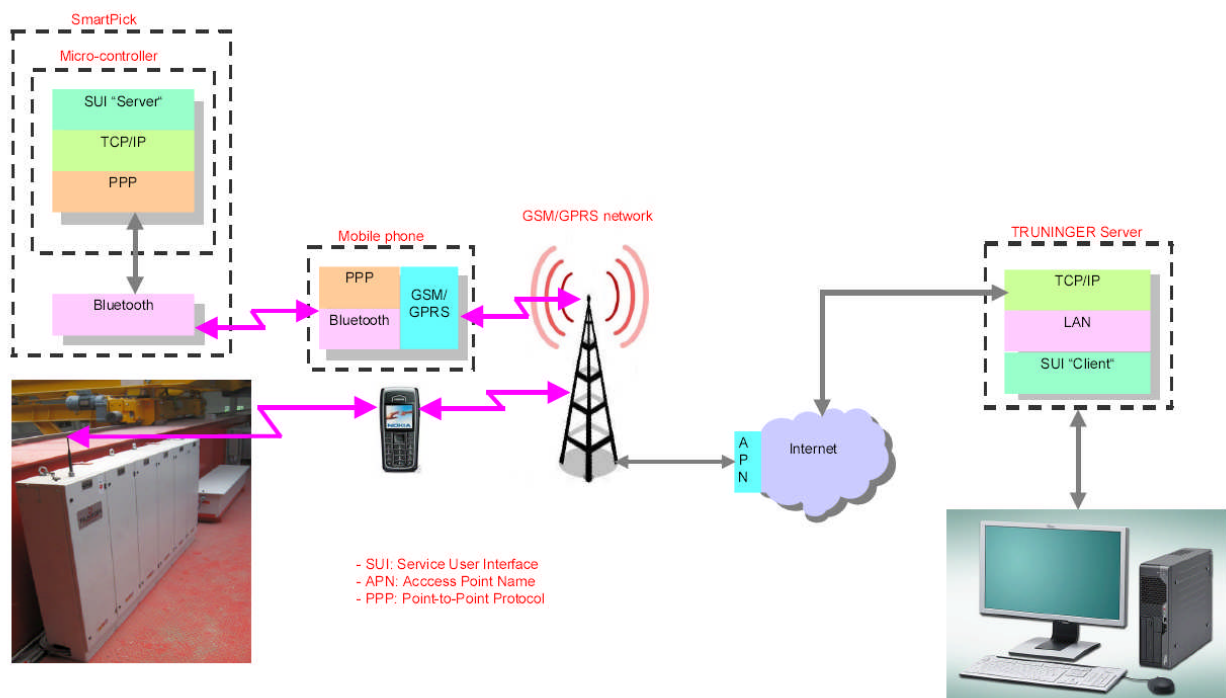


Figure 1: Architecture of the remote helpline link

The link is setup in two easy steps:

- To initiate the remote helpline setup you have only to establish a Bluetooth connection between your cell phone and the SmartPick unit of your faulty magnet system
- The SmartPick unit then automatically makes a call, via your cell phone, to the Truninger server using its locally stored subscriber number and APN (Access Point Name).

Once the link with the server is established, a service technician can then 'log in' to your system to begin fault analysis and quickly determine the cause of the breakdown.