Remote Maintenance

An escalating process...

Get an electronic assistant on board:
This assistant will guide you though a set of questions and display related and efficient troubleshooting documentation, schematic, photos and diagrams.

Get a remote service engineer involved:
When needed, the electronic assistant will make it easy for you to contact a service engineer who will remotely investigate the problem. The engineer has the ability to have the right documentation displayed on the desktop onboard.

Get a service engineer on board:
When the problem cannot be solved remotely, a service engineer may have to come on board, benefiting from the outcome of the two former stages.
Remote Maintenance - Technical Specifications

Key Benefits
- Immediate repair
- Reliable diagnostic
- Considerable time and expense savings
- Instant system modification
- Transfer and gathering data
- Monitoring of system operation
- Updates of configuration software
- Monitoring software helpdesk

How does it Work
A technician can operate from his office through the ship computer system via internet or a satellite interface.
A diagnostic is set up in real time and if necessary a team can board the ship with the analysis of the data, thus providing important information about possible faults as well as further optimization.

Special equipment is connected to the TA3840C to make it possible for remote operator to run tools that have to be connected to any radar, preventing from any disconnection and reconnection of any wire onboard.

Explicit Consent
The customer has to explicitly agree on granting remote control rights. It is not possible to view or control the computer screen without his consent.

Assistance and Maintenance Procedure

1. Through a Data questionnaire
   - Display directly on the station
   - Detail information
   - Diagram online with HMS engineer
   The problem is not solved

2. An HMS engineer takes over the station and checks all communication line
   The problem is not solved

3. An HMS technician will go on board

Technical Documentation
Technical manual: MT5019