FACTSHEET

CONTROLS LIFECARE SERVICES: VIRTUAL ASSISTANT

Overview

For industrial control system users, who are struggling with the delays and costs associated with sending an expert to site – our Virtual Assistant provides live access to a remote expert that can help troubleshoot as if at site with you.

Features:

- Live access to remote experts with camera and screen sharing
- Fast and intuitive search across reference materials from any vendor
- Coming Soon: Enhanced decision making with near real time mobile access to control data
- Coming Soon: Dashboard to add spares inventory, maintenance schedules, and PID loop monitoring

Live Remote Video Collaboration

The live video collaboration functionality allows a user to connect with one of our remote experts in real time using wifi, cellular, or satellite connectivity that is kept completely separate from the control network. Utilizing a mobile phone or tablet, the expert will be able to see everything the user is seeing. The expert can share files and images with the user, or take a screen shot of what is in front of the user and annotate it. This enhanced collaboration capability allows remote experts to solve user issues in much less time without the added cost or delays of sending an engineer to site.

Smart Search Mobile App

The Smart Search mobile app can be installed on your mobile phone or tablet. Once installed, a new folder will be created on your device where you can add your desired reference files – technical manuals, drawings, etc. The app will index these files so that you can quickly search for key words and phrases. You will be able to click on any of the results to be taken directly to the relevant page. For any diagrams that contain text as an image, the app uses optical character recognition (OCR) to make that text searchable as well. This allows you to search on tagnames and other identifying information to quickly find the exact page of the drawing file you need. Once the files have been placed on your device you can search on them without requiring any connection, allowing you to search from anywhere at any time.

What You Get:

- Video collaboration software and licenses
- Compatible with phone or tablet (buyer supplied)
- Optional: 50 hours of technical support
- Access to additional functionality as it is released

iOS smartphone and tablet

Android smartphone and tablet

Compatible Equipment:

- iPhone or iPad (iOS version 12 and up) (45 MB for app)
- Android smartphone or tablet (Android Version 8 and up) (45 MB for app)

Network Requirements:

Use the table below as a guide for estimating the approximate data rates required for common use cases. Actual bandwidth consumed will vary based on network conditions

Media	Data transfer rate in Kilobits per second (Kbps)
Lo-res video (240×180) + Audio	240 kpbs and uses VP8/H.264
SD video (640×480) + Audio	865 kpbs and uses VP8/H.264
HD video (1280×720) + Audio	2500 kpbs and uses VP8/H.264

Controls Lifecare Services program

We have you covered whether you need 24/7 Technical Support, Live Remote Diagnostics, At-Site Field Engineering or Parts Management. We partner with you to securely optimize operations, minimize downtime and improve safety through our customized service agreements.

Please send your requests for quote or part questions to a representative at controlparts@ge.com.

Please send technical support questions to controlsconnect@ge.com.

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