



# 4.0 FAQ

## Frequently Asked Questions

### ● **What protocol is the data transmitted over?**

We use the Profinet protocol. This is the protocol selected by Siemens. This protocol is carried by standard Ethernet cables like those used in your office network to connect your PC. In the future we will also support Ethernet/IP (selected by Rockwell) and TCP/IP (selected by Mitsubishi). The services in use by our customers currently support Profinet. If you need something else, we suggest adding a gateway.

### ● **What kind of reports do you provide?**

None. We only provide information from the machine. You need to collect the data and format it for reports such as pareto charts, trending charts, dashboards, and the like. If you require assistance with report generation, we can connect you with our partner who works with all brands of controllers.

### ● **How long do you keep our machine data?**

#### **Do you share it with other organizations?**

None of your machine data is transmitted to us. We do not provide cloud storage services, so we will not collect your data or be able to share it.

### ● **Can I get this on all my machines?**

We currently support just Siemens controlled machines. We are working on adding support for Mitsubishi and Rockwell controllers.

### ● **What can I do with this?**

**Predictive Maintenance.** Instead of scheduled maintenance based on time-to-failure models of components (e.g. filters, cutters, motors), you can use actual measured machine operating performance to determine maintenance events. You could track the amount of time a cutoff takes to cut pull and then determine when the cutter blades need to be replaced. The time fin dies are in a press can be tracked to determine when they need to go through maintenance cycle.

**Production Control.** You can measure the actual number of parts produced in any time period. You can then use this information

to help control what parts are produced by sending work orders to the machine. You can require operators to scan their ID badge and inhibit the machine from operating if they are not trained.

**Diagnostic Assistance.** You can log diagnostic information, fault messages, machine status, and other information that is displayed on the operator interface. Your factory system can then evaluate the machine message and send notices to the appropriate in-plant technician. If BOTI assistance is required, the logged messages can be emailed to BOTI service department to help them evaluate the problem and quickly find a solution.

### ● **What does BOTI provide us?**

We will send you a software change that needs to be installed in your PLC. You'll also receive a NAT router. (The router separates our machine network and IP addresses from your factory network and IP addresses. Your IT department will thank us for this.) You'll also receive a spreadsheet with a list of the memory addresses of all the available data which includes a description of the data and the data type (e.g. boolean, float, integer, word). For some of our older equipment, you may receive additional hardware to add an ethernet port to the machine controller.

### ● **What if I want data that you don't provide?**

The easiest way to request additional data is to send us a picture of the HMI screen where data appears and circle it. Typically, if the data appears on an HMI screen, we can make it available to you.

### ● **Can I run the machine from my office?**

No, this will not allow you to run your machines remotely. You cannot start motion with this system. We do allow you to inhibit the operation of the machine. You may find through the analysis of your data that a machine should be stopped. You can command the machine to stop and prevent it from starting.

### ● **Can BOTI remotely diagnose problems with the machine?**

No, we do not have access to the data or the machine. We will need you to send us copies of all relevant information in order for us to help you with the machine.