



# Higher Productivity and effective service by using IoT and AI in Optical Machinery

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# OptoTech: Active 6 Countries with 12 locations and 550+ employees

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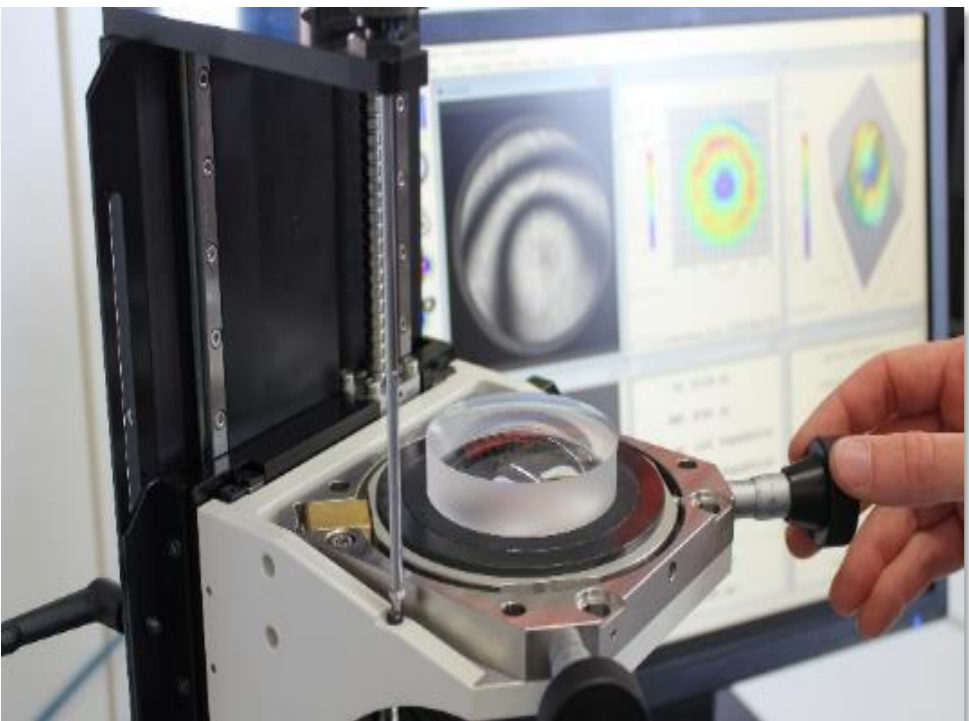
Precision Optics



Ophthalmics



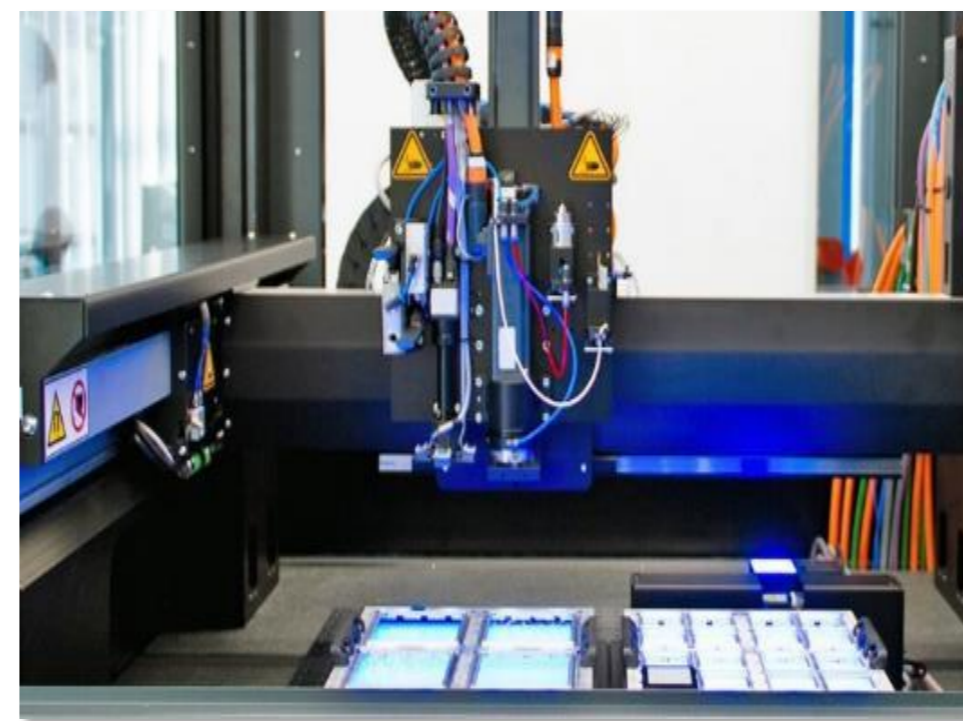
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# OptoSight's Vision



OptoSight is the digital twin for all production processes in the optics industry.

Intelligent assistant that helps to increase the efficiency and productivity of your machines and reduce costs.

Digital expert, with full knowledge of every machine in real time, who thinks proactively and proposes solutions..

# Overviews

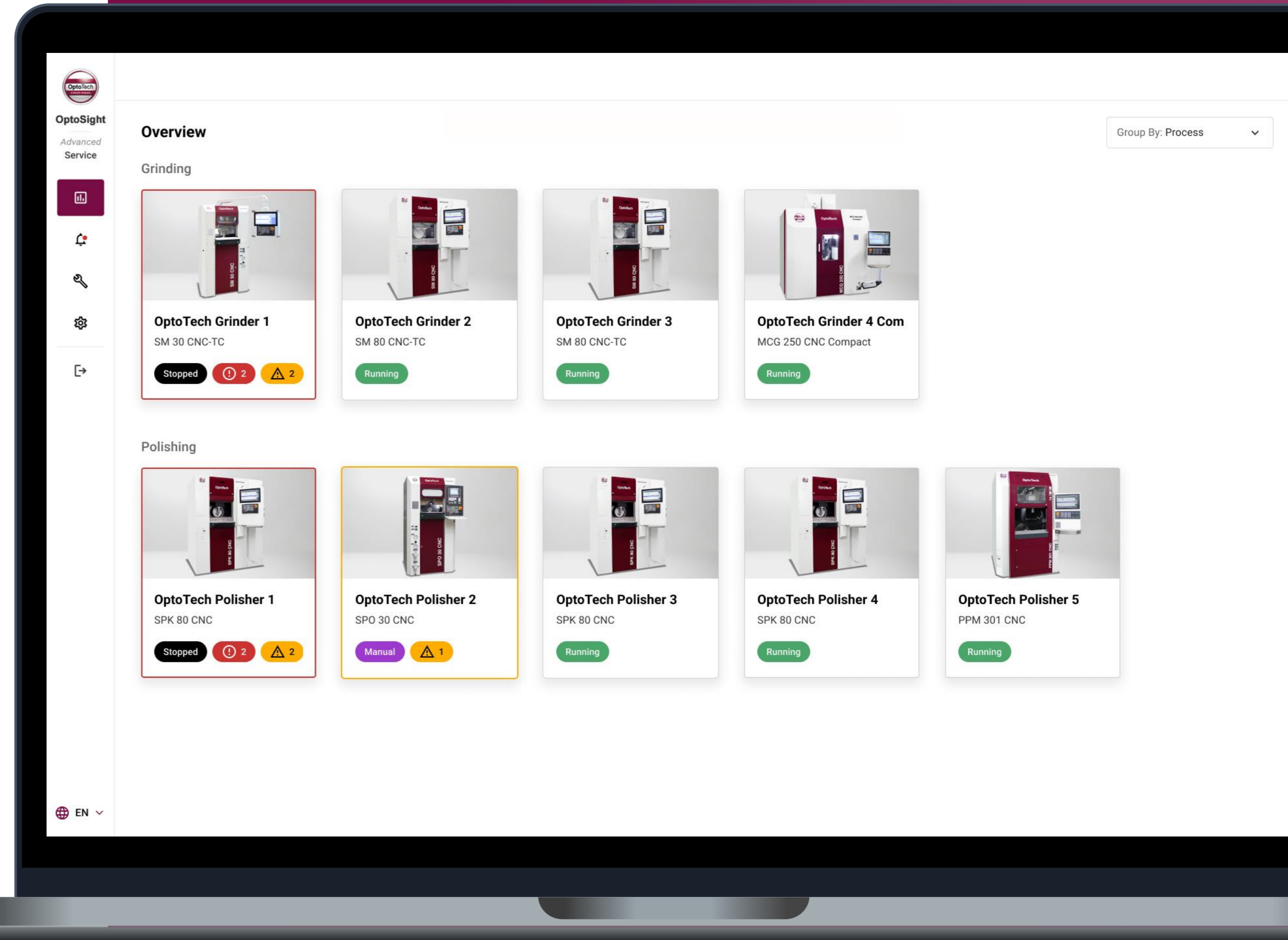
OptoSight assists in effortlessly managing your fleet of OptoTech machines with a single, comprehensive dashboard.

## Key Functionality:

- Access machine states and status indicators
- Track machine availability and view parameters and performance data in real-time

## Business Value:

Allowing users to quickly grasp the current state of operation with a compact overview of all linked machines.



# Streamlined Ticketing

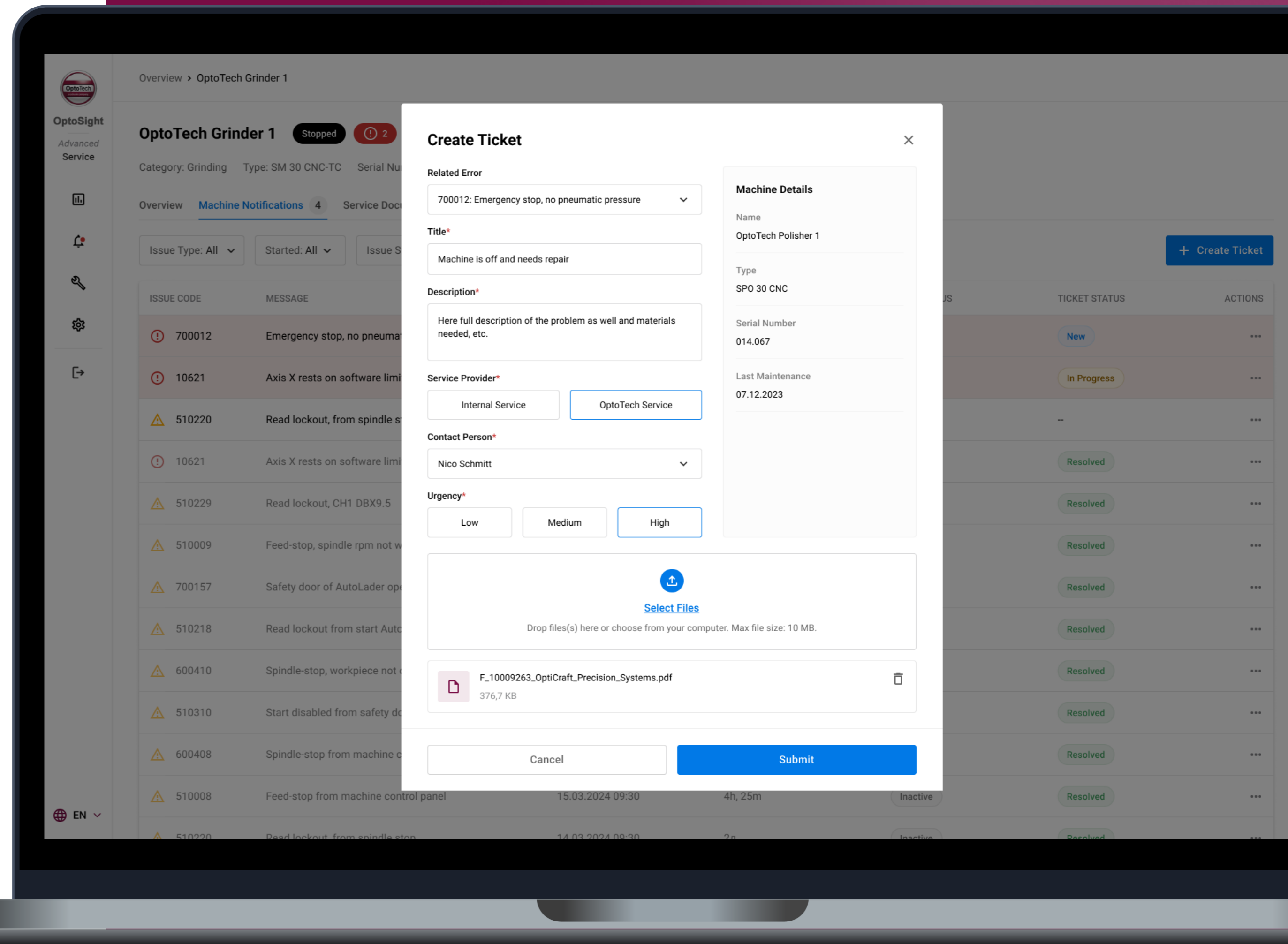
Efficiently create service tickets and seamlessly track them in a centralized system. Maintain comprehensive service records for streamlined maintenance management.

## Key Functionality:

- Create and manage tickets for service requests
- Upload and store service documents for each machine

## Business Value:

Quickly and effectively identify and correct issues, increasing efficiency and enabling traceability.



# AI Assistant

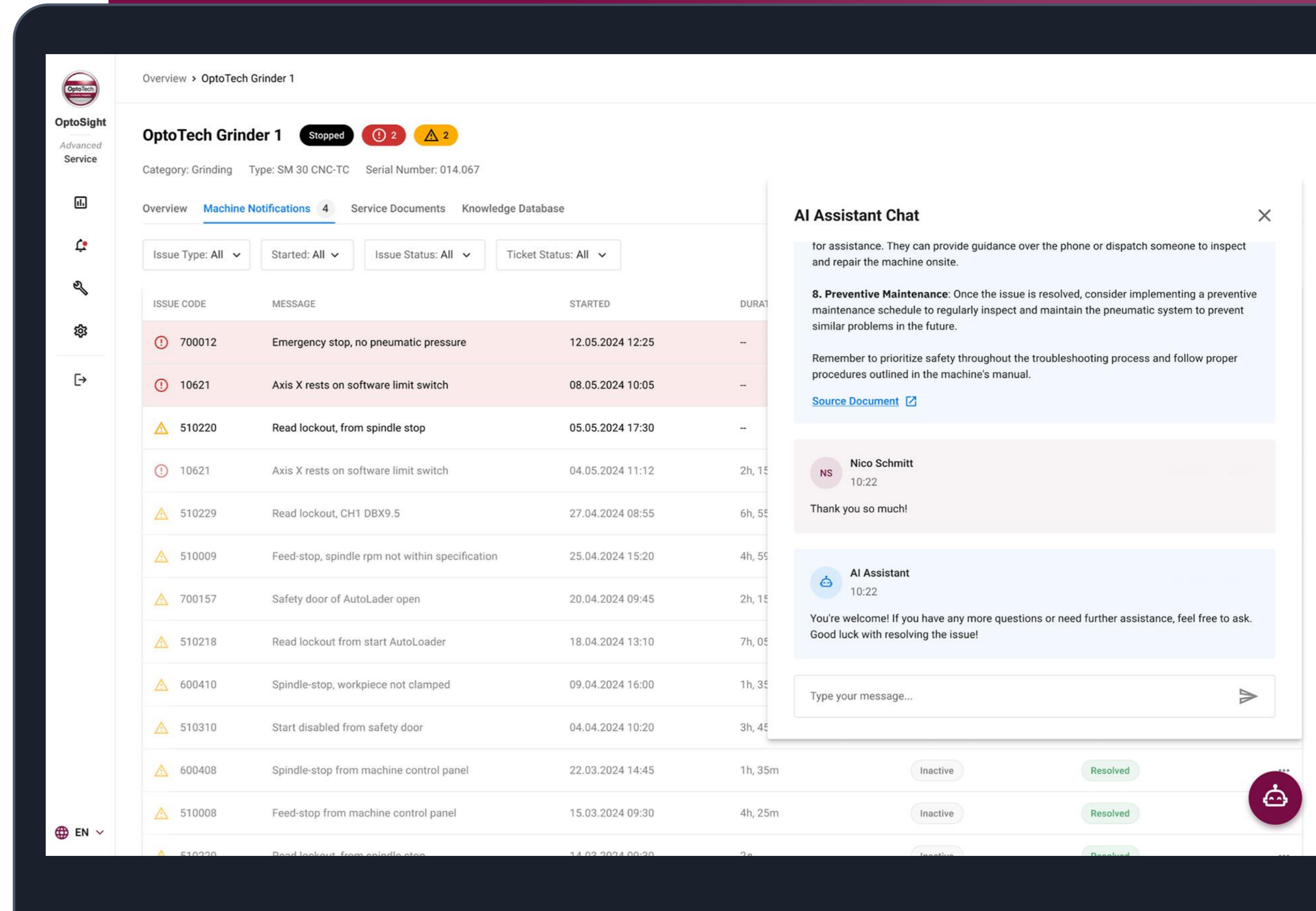
The AI assistant is planned to enhance interactions with production machinery. This innovative AI assistant will provide comprehensive information, streamline workflows, and simplify equipment operation.

## Key Functionality:

- Fits into existing frontend, can be activated by the user on any product page
- Searches stored instructions and documentation, supporting multiple languages (DE, EN)
- Facilitates receiving relevant telemetry data via chat or visualizing it as time series



## Business Value:

The AI assistant simplifies equipment operation, offering immediate access to comprehensive information and streamlined workflows. This enhances productivity and efficiency in handling production machinery.



Overview > OptoTech Grinder 1














OptoSight Advanced Service

OptoTech Grinder 1 **Stopped**  2  2

Category: Grinding Type: SM 30 CNC-TC Serial Number: 014.067

Overview **Machine Notifications** 4 Service Documents Knowledge Database

Issue Type: All Started: All Issue Status: All Ticket Status: All

ISSUE CODE	MESSAGE	STARTED	DURAT
 700012	Emergency stop, no pneumatic pressure	12.05.2024 12:25	--
 10621	Axis X rests on software limit switch	08.05.2024 10:05	--
 510220	Read lockout, from spindle stop	05.05.2024 17:30	--
 10621	Axis X rests on software limit switch	04.05.2024 11:12	2h, 15
 510229	Read lockout, CH1 DBX9.5	27.04.2024 08:55	6h, 55
 510009	Feed-stop, spindle rpm not within specification	25.04.2024 15:20	4h, 55
 700157	Safety door of AutoLader open	20.04.2024 09:45	2h, 15
 510218	Read lockout from start AutoLoader	18.04.2024 13:10	7h, 05
 600410	Spindle-stop, workpiece not clamped	09.04.2024 16:00	1h, 35
 510310	Start disabled from safety door	04.04.2024 10:20	3h, 45
 600408	Spindle-stop from machine control panel	22.03.2024 14:45	1h, 35m
 510008	Feed-stop from machine control panel	15.03.2024 09:30	4h, 25m
 510220	Read lockout, from spindle stop	11.03.2024 09:20	2h, 15

AI Assistant Chat

for assistance. They can provide guidance over the phone or dispatch someone to inspect and repair the machine onsite.

**8. Preventive Maintenance:** Once the issue is resolved, consider implementing a preventive maintenance schedule to regularly inspect and maintain the pneumatic system to prevent similar problems in the future.

Remember to prioritize safety throughout the troubleshooting process and follow proper procedures outlined in the machine's manual.

[Source Document](#)

**NS Nico Schmitt**  
10:22

Thank you so much!

**AI Assistant**  
10:22

You're welcome! If you have any more questions or need further assistance, feel free to ask. Good luck with resolving the issue!

Type your message...

Inactive Resolved

Inactive Resolved

Inactive Resolved

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