



Nexus nTeraact™ Services Virtual Assistant

Virtual assistant overview

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

Features:

- Fast live access to remote experts with camera and screen sharing
- Fast and intuitive search across reference materials from any vendor
- Coming Soon – Step by step mobile guidance and tracking of important workflows
- Coming Soon – Enhanced decision making with real time mobile access to control data

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, tablet, or hands-free headset device, 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. If used with a headset, the user can use voice commands, keeping their hands free to perform any necessary tasks. 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, tablet, or headset (buyer supplied)
- 50 hours of technical support included
- 5 software user licenses included
- Access to additional functionality as it is released

Compatible equipment:

- RealWear HMT-1 (45 MB for app) or RealWear HMT-1Z1 (45 MB for app)
- 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)



RealWear HMT headset



iOS smartphone and tablet



Android smartphone and tablet

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 (240x180) + Audio	240 kpbs and uses VP8/H.264
SD video (640x480) + Audio	865 kpbs and uses VP8/H.264
HD video (1280x720) + Audio	2500 kpbs and uses VP8/H.264

Value beyond Nexus Controls

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About Nexus Controls

Nexus Controls LLC (formerly GE Energy Controls Solutions) exists as the collective experience and history of multiple companies whose expertise, knowledge, and lineage spans over 150 years.

Our global team of domain experts are in 44 countries on all six continents and have successfully delivered over 11,000 successful projects in the power, oil & gas, and various industrial markets.

¹ Registered trademark of Baker Hughes in one or more countries.

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