

Virtual Wrench — a service and support world first

MojoRTK is the new auto-steer system from Leica Geosystems, which is set to revolutionise the market with its combination of compact, user-friendly design, state-of-the-art positioning technology and innovative real-time, remote service tool — Virtual Wrench.

In-field service and support has long been an issue in the ag industry for farmers and resellers alike. mojoRTK has provided a solution to this problem with unique remote service software that eliminates expensive call out fees and reduces down time by connecting the end user to a service technician via their mojoRTK console.

How it works

mojoRTK has a built-in NextG data modem that enables customers to request technical support simply by pressing a button on their mojoRTK console. The user will then be prompted to confirm a contact phone number which the service technician can use to call them on.

The service request sends an email and SMS message to the service technician, who can then 'take over' the customer's system via the internet.

The technician receives an error log from the mojoRTK and has full, real-time access to the console as though they were in the field themselves; they can view screens, change settings, upload software and even 'push' buttons on the customer's behalf.

Anything that can be done on the console in the cab can be done remotely by a service technician on Virtual Wrench.

CASE STUDY

Customer name: Nic Doyle

Occupation: Contractor

Job: Primary tillage – offset discing with New Holland TJ450

Location: Croppa Creek Northern NSW

Reason for requesting technical support: After around 90 hours of auto-steer, the operator was suddenly unable to engage the steering guidance.

Intermittent steering failures continued after service break and system restart.

End solution: Virtual Wrench used by technicians in Brisbane to diagnose fault and check CAN steering messages. Fault was pinpointed to the steer controller. Steer controller was found to have overheated and was swapped by the operator. This fixed the problem and auto-steering was resumed.

Commenting on his experience with Virtual Wrench, Nic Doyle said: "The fact that the technician could locate the fault when the cause was actually the steering kit

and not the mojoRTK convinced me that remote servicing via Virtual Wrench is very effective as a fault finding system. We didn't have to remove hardware and swap around harnesses to check components – it was all able to be diagnosed via Virtual Wrench, even though the problem was caused by another system."

"Once the technician had identified the problem, I simply swapped over a steer controller from another machine and carried on with the job. I could then wait for a replacement to be sent without worrying about expensive downtime."

mojoRTK has been built as an open platform solution that can be used alongside your other ag equipment and customised to suit your farm. The console unit plugs directly into your vehicle's steering kit using a single cable and is currently compatible with:

- Beeline VIU and hydraulic kits;
- AgGuide steer controller and hydraulic kits;
- John Deere CAN equipped tractors;
- Trimble EZ steer motor;
- Challenger MT Series (ISO CAN); and,
- New: John Deere AutoTrac Universal.

But perhaps what sets mojoRTK apart the most is its price tag. With a recommended retail price of just \$16,980 (excluding GST) for a system complete with L1/L2 receivers, terrain compensation technology, link radios and a cordless, portable RTK base station, it truly is an ag industry first.

