SIEMENS

The service application for outstations: InterUrbanService (IUS) app

Let your smartphone do the walking!

The new IUS:
The InterUrbanService app more than halves the time needed for servicing sign gantries

Sign gantries with a whole array of intelligent traffic information and guidance systems have become a common sight on our motorways. These systems have helped cut accident numbers, reduce congestion and limit air pollution – and made travelling on our roads safer, faster and cleaner.

Like with all technical traffic facilities, "system reliability" is an especially important aspect of sign gantry operation and requires holistic maintenance concepts and innovative service processes.

With the new InterUrbanService app (IUS), Siemens now offers a service tool that really helps cut down on the time needed for servicing sign gantries, from commissioning or preventive and corrective maintenance right up to fault diagnoses, parameter modifications and remote applications. Thanks to the application, all functions that service technicians use and appreciate on their stationary PC are now also available in the mobile world.

No more climbing up and down the sign gantry!
Up to now, the devices on the sign gantry and the outstations at the roadside belonged to two different data processing landscapes that the service technician could not access simultaneously. Every single modification carried out up on the gantry had to be confirmed at the outstation below. For the technician, that meant a lot of climbing up and down.

With the InterUrbanService app, the smartphone takes over the role of the traffic center. Via Bluetooth, the smartphone connects the technician with the outstation for convenient access to all system parameters as well as the required diagnosis tools. At the roadside as well as on the gantry, technicians now always have the complete system data at their fingertips. Commissioning or servicing the equipment takes about 50 percent less time – and a much smaller toll on the technicians' knees.

Remote support – directly per smartphone
If the malfunction cannot be diagnosed on site, the technician can request remote support from the Service Center – directly per smartphone. After the remote connection has been established, the operator's workstation in the Service Center displays the exact same user interface as the technician's smartphone. The Service Center carries out a diagnosis and feeds any parameter changes directly to the field installation. After re-initialization, the system restarts and its status is displayed in real time on both screens.

For all common operating systems of mobile devices
The InterUrbanService app has been designed for use with all standard smartphones and tablets with Android operating system (version 3.01 resp. 4.0 or higher) and Bluetooth 2.0.
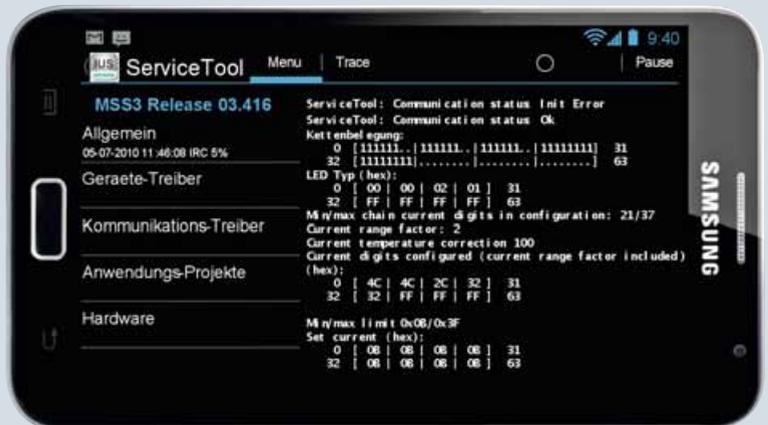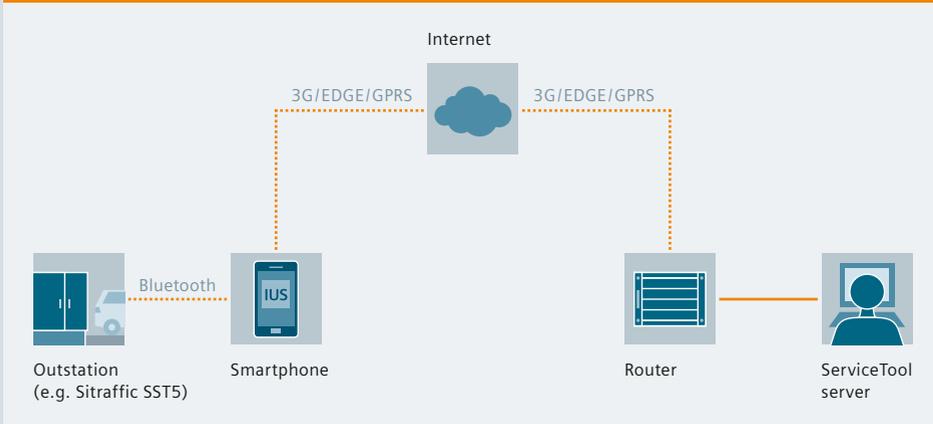
The InterUrbanService (IUS) app – overview	
Supported operating systems	• Android • iOS, version 3.01 resp. 4.0 or higher • WindowsPhone 8
Requirements – mobile devices	• smartphone or tablet with Bluetooth version 2.0 or higher
Communication link between smartphone and field installation	• wireless via Bluetooth
Possible uses	• commissioning • system maintenance • parameter modifications • local control • fault diagnosis • remote applications
Requirements – outstation	• ServiceTool interface or control set interface • serial Bluetooth converter • Bluetooth amplifier for an extended range of up to 80 m
Outstations	IUS is compatible with • existing systems such as SST4 and ComBox4 • systems of the latest generation such as SST5 and ComBox5
Access rights	Three authorization levels: • View only: For users who need to view system data, but rarely or never need to change parameters • Maintenance: For service technicians who need to view data and carry out a limited range of parameter changes • Developer: On this level, the user has access to all functions and parameters. This authorization level should be reserved for developers because improper use or incorrect modifications may lead to malfunctions, instable operation or even the complete shutdown of the system

After the connection has been established, all ServiceTool functions are available in parallel on the technician's smartphone on site and on the screen in the Service Center.

The working principle of the InterUrbanService app

Internet

3G/EDGE/GPRS   3G/EDGE/GPRS

Bluetooth

IUS

Outstation
(e.g. Sitraffic SST5)

Smartphone

Router

ServiceTool
server

Status of the communication link with the outstation

Status of the remote communication link

App icon

Context-dependent menu item

Menu items of outstation control

Options menu   'Back' button

The InterUrbanService app has been designed for use with any standard smartphone or tablet computer. The IUS icon in the upper left-hand corner shows that the application has been installed. The tool uses a clear structure and layout. The status of the connection with the outstation and/or the remote application is continuously displayed on the screen, no matter which menu item has been selected.

The standard screen layout is based on the portrait view. If landscape view is used, the layout changes to 'split-screen', i.e. the screen is split into two sections:

- The menu is displayed on the left.

- The right-hand section contains the trace window, so that the user can carry out trace analyses and outstation switching modifications in parallel.

Video on the new IUS app: See for yourself how easy and fast service calls will become with the IUS app.

The information in this document
contains general descriptions of
technical options, which may not
be present in every individual case.
The desired performance character-
istics are therefore to be specified
on a case-by-case basis when the
contract is agreed.

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