GETTING THE MOST FROM YOUR NEW DEVICE

Thank you for choosing OxTS. Before you get started, we'd like to make you aware of some accessories that have been specifically developed to work with this product, and to make you aware of our training and calibration services that may also be useful.

RT-Strut

Fast installation

A solid installation is the foundation of reliable results. The RT-Strut is a fast and easy to use vehicle-mounting system designed specifically for your product. It is height adjustable and comes in two versions to suit a wide range of vehicles. The standard version is aimed at cars with a height range of 0.81–1.50 m, while the extended version is suitable for the larger commercial vehicles sometimes used in surveying. It has range of 1.30–2.40 m. The RT-Strut is held in place using a self-tensioning system. The specially shaped foot and roof-pad ensure it provides a solid mounting solution with excellent yaw rigidity.

RT-UPS

Power protection

The RT-UPS is an uninterruptable power supply designed to work with RT systems. As well as protecting the device from unexpected power fluctuations, reverse polarity and allowing a wider range of input voltages (9–48 V dc), it also provides power for up to one minute should the power supply be inadvertently disconnected. The unit is supplied with a 12 V dc socket adaptor as standard, but this can be removed to allow direct connection to a battery.

RT-ANA

Analogue output

While the RT can output data via Ethernet, CAN and RS232, some customers occasionally wish to interface it with equipment that only handles analogue inputs. The RT-ANA makes this possible. It receives CAN messages from an RT and outputs up to 16 separate analogue values (± 10 V dc) via the BNC connectors and 25-way D-type connector. The analogue voltages are controlled by 16-bit DACs with precision op-amps to ensure the highest levels of accuracy.

On-site training

Expert knowledge at your fingertips

Our training courses aim to give you expert knowledge about your product's operation, so you can be working with it in a very short time. We offer one or two day on-site training courses for all our products.

The one day course concentrates on installing, configuring and operating your system, and highlights how to achieve reliable and accurate results. The two day course adds additional topics like fault-finding, data collection and analysis, plus techniques to help get the best your product.

While the course is structured, there is plenty of time built-in to allow discussion of principles and techniques that apply to your specific industry. The training also incorporates hands-on training as attendees often say this is the most useful way to put into practice what they have learnt.

Calibration services

Accuracy over the life-time of your product

Oxford Technical Solutions offers two levels of calibration services for RT products—basic and ISO 17025. During a basic calibration we adjust the parameters that are critical to inertial navigation and provide a report confirming the product works correctly and to specification. Basic checking of acceleration and angular rates, as well as all inputs and outputs, is also performed. An ISO 17025 calibration has a few key differences and additional management processes are used to conform to the requirements of ISO 17025.

Support contracts

Cutting-edge updates and no labour costs

While we have every confidence in our products, some customers like the peace of mind that comes with a support contract. Support contracts are designed to keep your equipment and software up to date—allowing you to benefit from new features as they're developed. This includes both PC software and sensor firmware.

We also pride ourselves on delivering excellent technical support via telephone and email and will work with customers until their issues are resolved or a solution is identified. This includes help configuring the device to work on a CAN bus as well as working through the configuration files for a given installation.

In addition, under a service contract the labour for any repairs is free. So you only need to pay for components and shipping.