

REELS ONLINE FAQs

1. How does the software help me make better paper?

- People are visual. The ROL software helps operators visualize the paper as it is being produced (vs. staring at a chart of numbers). This helps control room operators to recognize production problems earlier and take remedial action.
- Patterns are easier to identify when looking across multiple reels of paper.

2. What factors contribute to the ROL of the software? I.E. How does the software pay for itself?

- Discovering and correcting production quality issues early eliminates costly restarts and waste.
- Optimize roll cutting with TrimView to match produced paper with orders based on meeting the quality specs for the order. This reduces waste.
- Customer Satisfaction Management. Reduces the possibility to shipping product not meeting customer order quality specifications.
- Reduction or elimination of returned product or make-right discounts.
- Protection of quality reputation based on all the above

3. How much does this system cost?

Because the system is customized to your plant and paper machine and processes our sales team would be happy to discuss your needs. Please contact sales at 614-230-5216 for a no hassle, no pressure, and no obligation consultation.

4. How is the software licensed?

- Generally, each paper machine is licensed with some limits on the number of desktops/operator stations.
- Most customers opt for a per paper machine site license which allows for unlimited number of desktops/operator stations for the paper machine.

5. How much does the system cost to operate on an ongoing basis?

- All support costs are quoted with the sales quotes. Generally, expect 20% annually.

- There are no hidden costs or charges.
- Operationally you will of course incur normal costs of maintaining the hardware or VMs for such things as backups and other IT related requirements.

6. We have no capital budget how could I afford this system?

- ROL Suite can be acquired as a SAAS or capital purchase.
- Contact our sales team to discuss your options and structure an acquisition plan to meet your needs.

7. Where can I find sales literature?

 [Download REELS ONLINE Presentation](#)

 [Download REELS ONLINE Cut Sheets \(TBD\)](#)

8. Can I see a demo?

- Yes. Contact sales at: 614-230-5216 they will be happy to demo the software for you and answer any questions.

9. Who would use this software at my mill?

- Operators in the control room
- Quality lab technicians
- Production supervisors
- Mill managers
- Sales Managers
- Corporate quality personnel
- Anyone interested in paper quality

10. What mill personnel needs to be involved in the installation?

- OPC Server technician/administrator
- OSI/PI Administrator (if PI option is desired)
- IT/Network representative (for networking, hardware or VM install)
- Network Security (VPN/Remote Access)

11. Does Cayonyx come on site for the installation?
 - Cayonyx can go to the site if desired but installation can be accomplished via VPN access to data collection boxes.

12. What operating system does the software run on?
 - Windows (10) or Windows Server 2012, 2016 and 2019.

13. What databases are supported?
 - Microsoft SQL Server versions x thru y.

14. Can the software be deployed in a Virtual Machine environment?
 - Yes. As a matter of fact, most customers deploy it this way and a VM is our recommended deployment configuration.

15. What equipment at my mill does the software interface with?
 - Scanning frame or control system via OPC server or ABB DIU Interface
 - i. ABB 1180/1190 DIU
 - ii. ABB AC450, xA800 systems
 - iii. Honeywell/MeasureX Systems

16. My order system is on an AS400 can you get orders information for Trimview optimizing cutting?
 - Yes, we can interface with an AS400 order system providing a SQL interface.
 - Trimview can be configured to interface to any ordering system via SQL.

17. We have multiple plants running different equipment from different manufactures how can ROL help me compare quality between plants?
 - ROL is well suited for this purpose.
 - ROL provides a consistent view and quality calculations regardless of the control equipment installed at each plant.
 - This provides an apples to apples comparison of quality across plants, paper machines, control equipment, and equipment manufactures

18. How long can I store historical data or how many reels of data can I store
 - This is dependent on your database storage capacity. Generally, the system generates about 5GB of data per month per paper machine.

19. We make custom paper with custom control limits. How does ROL handle this?
 - ROL is highly customizable. The suite has a product editor where per product specifications can be entered. Different products can be specified for each paper machine with limits and control values specified by the mill.