

## Online Engineering Tools 101 Webinar Q&A

**Q: I have had situations where I am trying to navigate a customer through the process of selecting a linear slide. If we are both on-line together one of us will get a timed out message when we go to the final selection. Is there a way around this? The error occurs if my customer is at there office following me at my office going through the sizing together.**

A. It is the result of trying to back out of a screen

**Q: How much does the Thomson EngineerCalc Phone App cost?**

A. The Thomson EngineersCalc application is free.

**Q: Is there an app for a windows smart phone?**

A. At this time there is not and there are not any immediate plans for one.

**Q: Is Linear Motioneering an app?**

A. There is not a Linear Motioneering application only the EngineersCalc at this time.

**Q: Will the app work on IPAD?**

A. Yes it will as the IPAD has access to the iPhone application market.

**Q: What area of the Blackberry Apps Store is the Thomson tool in?**

A. The easiest way to find the application is to search for Thomson or EngineersCalc rather than searching through a specific section.

**Q: How could I registered for either of those software?**

A. To register for the software, instructions are shown in slides 2-4 of the Linear Motioneering section. The instructions state to click on my account and then click create a new account on the right side. This account is good for both Linear and Micron Motioneering.

**Q: Your motor database is being built up by us, the users?**

A. The database is not being built by users. Thomson is keeping a database of motors models and manufacturers as entered by customers but if a specific item gets added, it would be verified on Thomson's end and added.

**Q: Can the application file data be saved on my computer (instead of in my on-line account)?**

A. The LinearMotioneering and MicronMotioneering softwares only allow the application data to be saved in the software. However, there is a printable application review available that can be saved on a computer.

**Q: Can Linear Motioneering be used for quick UP/DOWN motion?**

A. Yes, Linear Motioneering can be used for many different types of applications. If you ever have any trouble, the Thomson applications engineers can help you as well but the program is not for any specific application as everyone's use is unique.

**Q: What is the easiest way to get ballpark pricing on Thomson parts?**

A. If you are looking for ballpark pricing for items not in any of the online Thomson software, you may contact Thomson customer support at 540-633-3549 or a local Thomson distributor.

**Q: Does Thomson stock all of the parts from Linear Motioneering?**

A. No, the items in Linear Motioneering are all made to order and thus reflected in the lead times provided by LinearMotioneering. If you have an urgent need for an item, please contact customer support for up to date lead times. A lead time cannot be held 100% firm though until an order is placed.

**Q: What are the turn around times after ordering?**

A. The lead times for the items in Linear Motioneering and Micron Motioneering are the turn around times. Lead time is defined as the typical time to assemble and package an item from Thomson including any machining time required for parts.

**Q: Is everything in the databases in the Linear Motioneering software?**

A. The Linear Motioneering software does not incorporate all of the Thomson slide table solutions at this time.

**Q: Are there any closed loops systems? Built in linear potentiometers or something?**

A. The only positioning options that Thomson offers are limit switches at this time. Motors and drives are not items provided by Thomson but could provide this type of feedback. Also linear potentiometers can be added to a slide table once it is received. Also, please feel free to contact Thomson about customization.