



VISUAL SERVICE

Mobile ready, visual assistance for “Over the Shoulder” support.

Recovery from unplanned downtime is critical when a system exhibits problems or complete failure. Waiting for a service technician to arrive, even if only a short delay, may not be acceptable especially if the issue can be resolved easily.

In addition to using the Global Control as a portal for troubleshooting, adding the sense of “sight” to the troubleshooting process increases first time fix rate and overcomes terminology and language barriers that may exist.

FEATURES AND BENEFITS:

- **Works on smart phones and tablets** (iOS or Android) via WLAN, GSM or LTE connection.
- **Adaptive image transmission** adjusts automatically to prevailing bandwidth.

- **On screen annotations** for additional guidance.
- **Screen sharing** for collaboration with technical information.
- **Chat function** automatically translates multiple languages.
- **“Smart Glasses”** for hands free use. (Compatible not included).

REQUIREMENTS

- Visual Service is an add-on of \$500.00 of current or active Virtual Service™ contract. **



Messer's live transmission of annotated screens via tablet or smart phone add the sense of sight to the trouble shooting process.

Contact the service department to place your order.

service.us@messer-cutting.com

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