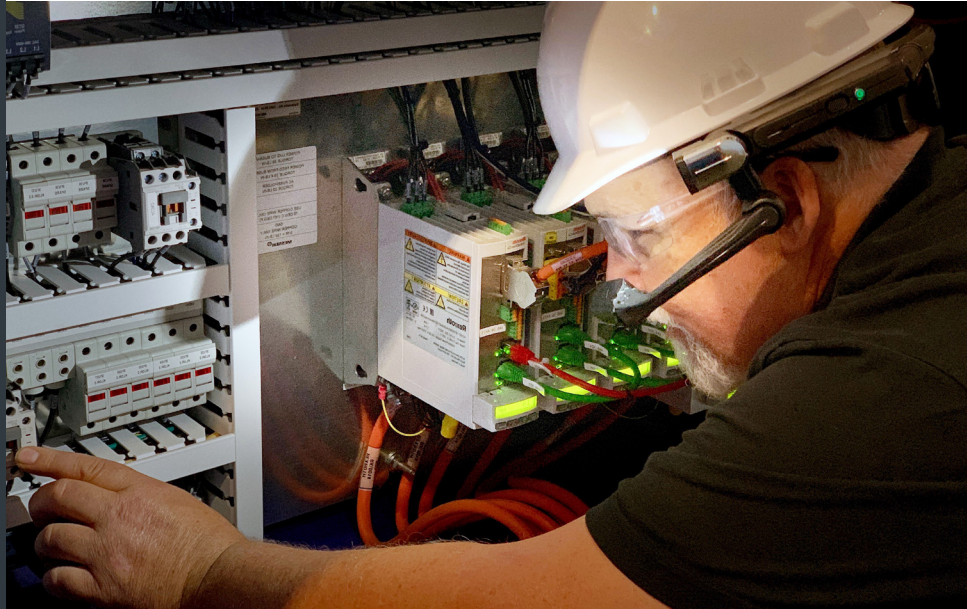


# VISUAL SERVICE

Mobile ready, visual assistance for over the shoulder support.



## SERVICES

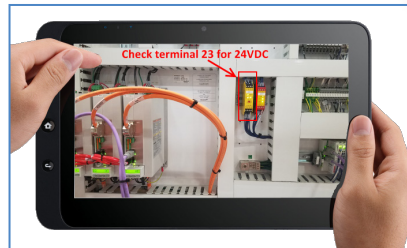
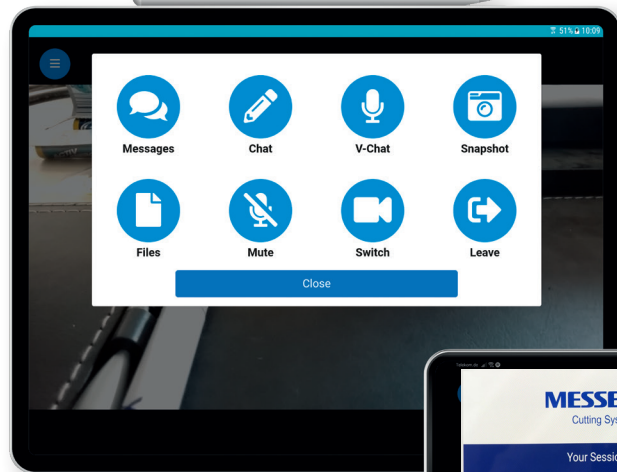
Recovery from unplanned downtime is critical when a system exhibits problems or complete failure. Waiting for a service technician to arrive, even if only a short delay, may not be acceptable especially if the issue can be resolved easily. In addition to using the Global Control as a portal for troubleshooting, 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](mailto:service.us@messer-cutting.com)  
Phone: 262-532-4639

\* The descriptions, technical data, pricing, and illustrations contained in this document are provided for guidance purposes only and are non-binding.  
\*\*The manufacturer reserves the right to make changes to products without notice.

