**REMOTE SUPPORT**

The new way of helping you

Despite geographic distance, our experts have put together equipment to remotely support you for any technical difficulties or service operations on your robotic system.

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**What Is It?**

Equipment installed in your robotic system to establish remote access by our support team:

**CAMERA**
With our experts eyes in the robotic system, the wide angle camera helps us assess the situation and provides you a more accurate answer.

**INDUSTRIAL TABLET**
Using augmented reality with the TeamViewer Pilot software, the tablet is the main tool that guides you during support operations.

**4G ROUTER**
No need to connect the robotic system to your internal network, the 4G router uses secure cellular communication to grant a better remote access (Nerc CIP or ISA/IEC 62443 standards).

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**The Benefits**

**No geographic restriction**
Our experts help you wherever you are.

**Quick response**
With this specific equipment, our team is able to provide you faster support.

**Easier and more accurate support**
No need to configure your robotic system to facilitate support intervention with this dedicated equipment.

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**Security Protection**

In order to ensure better protection of your operations, you keep control of the equipment and switch on the camera and 4G router when needed.

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Do you already have an AV&R robotic system?

We can install this remote equipment in your system.