

# 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.

## 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).



## 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.

Do you already have an AV&R robotic system?

**We can install this remote equipment in your system.**



## 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.