

Remote service visualization

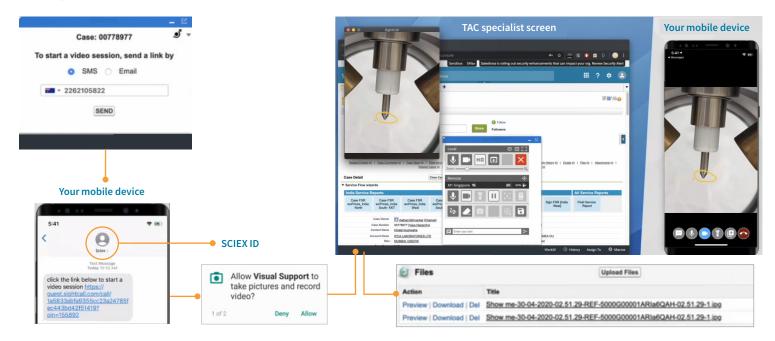
SCIEX Now Visual Assist is an augmented reality (AR) powered technology integrated into the SCIEX Now service call management system. This technology enables visualized support from a SCIEX Technical Assistance Center (TAC) specialist via the video camera of your mobile phone. Visual Assist capabilities include real-time zoom in/out, annotation, photo and video capture, and diagram sharing.

Make every connection efficient

- Allows the TAC specialist to actually see what you are experiencing with your instrument which can shorten the time to identify problems
- Visualizing your instrument remotely enables better diagnosis of the issue and increases the likelihood of a remote fix or a first visit repair if needed

Secured connections

- Application remains inactive until you receive an invitation and accept (dumb app)
- You must authorize camera access for each connection



Getting connected is easy and fast

Visual Assist is available to all customers with a qualifying service contract. To discuss how to access SCIEX Now Visual Assist, please contact the SCIEX Now customer center.

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