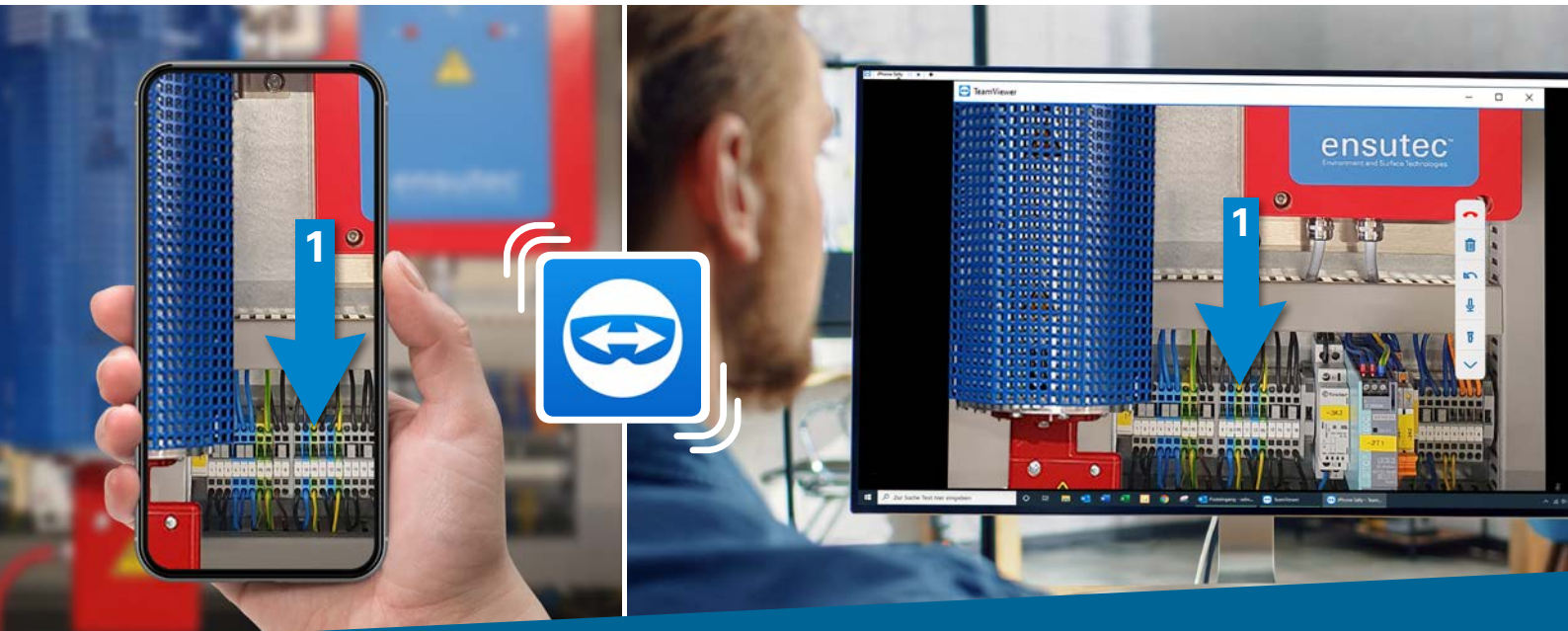


We offer our clients up-to-date, simple and quick help with project planning, installation and commissioning.

AUGMENTED REALITY - for the sake of the environment

Our airmatic technology for your business!



The relevant know-how does not have to be on-site but can be provided from a distance.

With the help of the “**TeamViewer Pilot**” we can connect to your mobile device. The programme connects the technician directly to a Support Expert – through a smartphone or tablet. The expert can support the engineer on the ground through simple drawings of work steps or by sending visual instructions; the engineer sees the visual directions directly in their field of vision.

SUPPORT

In the event of failures, error messages or malfunctions, our experts will lead you quickly, efficiently and step-by-step through troubleshooting and problem solving on your system.



Fast help

Quick call, quick solution



Lower costs

Service technicians, mileage costs, travel costs



Planned maintenance

Minimal downtime



Environmental protection

No call out, less CO²



Shorter downtimes and process optimisation

Thanks to real time support



Documentation

Video recording and annotations

How does it work? – very simple!

Subject to an adequate Internet connection at the installation site



Download **“Team Viewer Pilot”** from the App Store

Click **“Share ID”**

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Choose an option to send the ID or call us and provide the ID number over the telephone.



As soon as your supporter clicks the connect button you'll receive an incoming call. Click **“accept”**.



The camera image from your mobile device is shared in real time to your support partner's PC.



Both partners can speak to one another.



By tapping on the display of the mobile device or left-clicking with the mouse, both partners can attach 3D-arrows to real objects. Different coloured arrows indicate the creator of the arrow. You can also highlight important details by drawing on the display.



Stop the video transmission to get a clear, still image.

You can control your session using a navigation menu on your display:



Red telephone

End connection



Recycling bin

Delete all 3D arrows



Back arrow

Delete the last 3D arrow



Microphone icon

Mute/unmute microphone



Torch



Arrow up/down

Show/hide menu