



VISUAL ASSISTANCE

Off-site support as close as possible: Service Sight by Sight



We see what you see

With Visual Assistance we digitally bridge the distance between you and our service engineers. Let them see what you see, and they will guide you as if you were working side by side. Experience time-saving functions like sharing your live-view or taking pictures – ready to be edited and explained by our technicians in real-time. We easily share our knowledge on screen and provide further insights that help you to solve the issue. Even in noisy surroundings you can follow up every step with our chat-function with automatic translation into the language you prefer. Reduce downtimes to a minimum and boost your productivity – with Service Sight by Sight.

Your advantages

- ✓ Quick and efficient support
- ✓ Advanced troubleshooting
- ✓ New service opportunities
- ✓ Reduced repair and maintenance costs
- ✓ Increased machine availability and productivity
- ✓ Worldwide 24/7 support by W&H experts

Choose your device



Mobile app

- Bring your own device
- Easy download on iOS/Android
- Intuitive handling



Data glasses

- Hands-free working
- Voice-controlled operation
- Two versions available:
Standard or ATEX certified



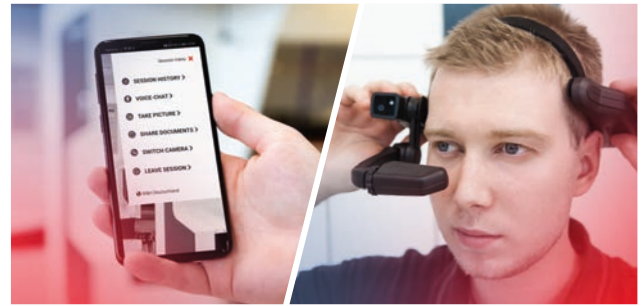


How it works?



1. Quick call, fast help

Call our IDC (Information and Diagnostic Center) and get fast and efficient support by using live-video, chat and data exchange. With Visual Assistance you can fix your problems guided by an expert.



2. Choose mobile app or data glasses

Using our app with your mobile device is as easy as possible. If you want to work hands-free our data glasses make it even more comfortable. It's your choice.



3. Share the same view

These features are making a difference: Share your live-view, use the chat-function, take pictures and receive all documents you need. It's as close as possible to customer service on site.

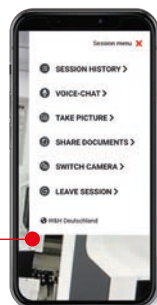


4. Accelerate the troubleshooting

Don't wait for the service staff to come by and increase machine availability. With Visual Assistance you will be guided by an experienced engineer to a quick solution for your problem.

Technical features

The app includes the same features as the data glasses



Take and share pictures

Gain insight into documents such as technical drawings or circuit diagrams

Receive helpful live markings from our experts in your pictures

Use chat or voice chat communication with automatic translation functions

Share your live video and audio with the experts of W&H

