



Anritsu
Advancing beyond

REMOTE SUPPORT

Secure & safe for IT
Simple & convenient
Compelling ROI

YOUR FIRST LINE OF DEFENSE IN ELIMINATING POSSIBLE DOWNTIME

Anritsu equipment is known for user friendly, trouble-free operation; however, sometimes you need help. **Remote Support** safeguards your production lines to minimize downtime and ensure peak performance.

A software-based service that allows on-demand technical assistance, Remote Support helps quickly troubleshoot operation/production issues and improve usage.

- ▶ **Security:** Anritsu Remote Support uses screen sharing software to separate remote technicians from directly connecting to plant networks. The software also prevents remote machine starts & stops.
- ▶ **Ease of Use:** Remote Support software runs as a simple Windows program, configured with just a handful of settings.
- ▶ **ROI:** Remote Support can pay for itself in just one session by minimizing potential downtime.

WHY USE REMOTE SUPPORT?

- Remote Support is the fastest way to diagnose equipment and line issues.
- For plant floors that are too noisy to talk over the phone.
- To train new operators without paying for travel costs.
- To understand the meanings of error and alarm codes.
- For quickly showing the technician a problem rather than describing verbally.
- For a technician to demonstrate tasks and functions live on the machine.

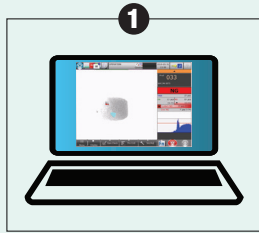
COURTESY REVIEWS

Every Remote Support contract includes two personal reviews per year, covering machine health and inspection performance.

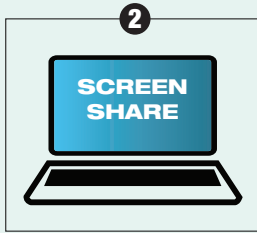
- ✓ **Inspection History**
- ✓ **Errors & Alarms**
- ✓ **Reject Rate Analysis**
- ✓ **Tube & Detector Health**
- ✓ **Recommended Actions**



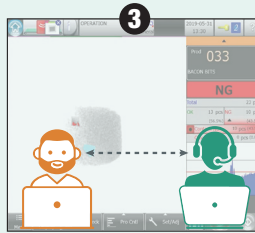
HOW IT WORKS



1
Connect to the machine with **Remote Support** software.

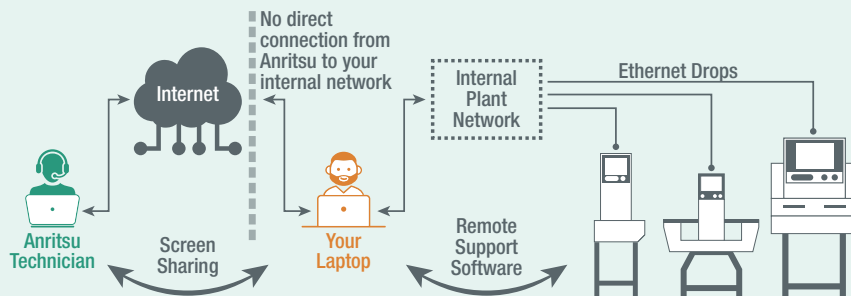


2
Share your laptop screen with Anritsu technician using **remote desktop sharing software** (e.g. Skype, TeamViewer,



3
The Anritsu technician helps you with a real-time copy of the machine's HMI on both of your computer screens.

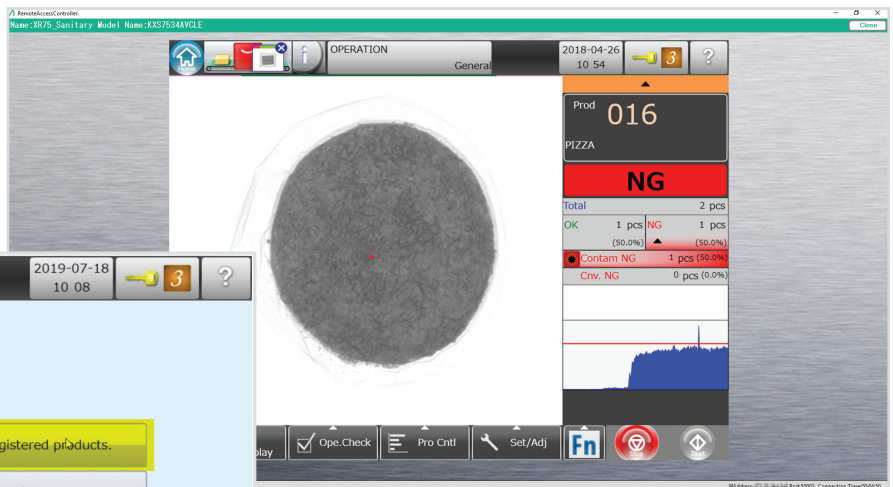
HOW IT CONNECTS



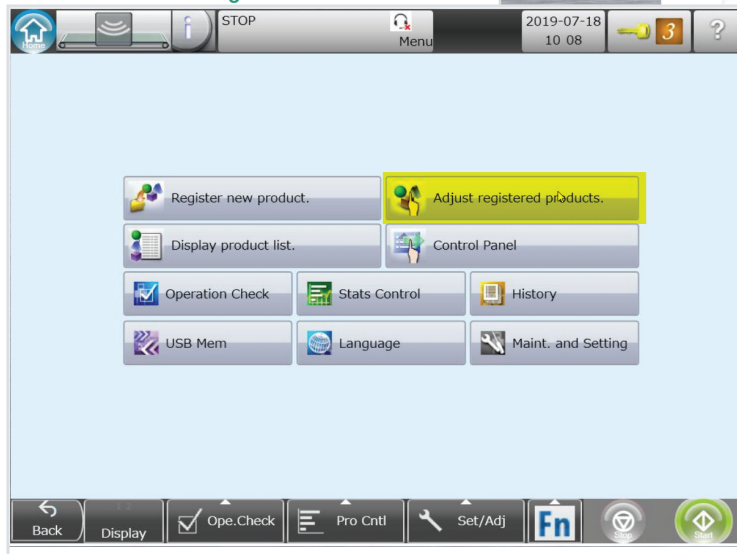
SPECIFICATIONS

- Technicians are available during business hours (8:00am–5:00pm CT).
- Up to 40 hours per year included. (Additional hours may be billed.)
- Includes two annual courtesy reviews.
- Remote Support software is compatible with Windows 7, 8 and 10.
- The PC running Remote Support software must be on the same internal network as the accessible inspection machine(s).
- Machines accessible must be configured for networking. (NOTE: An available Ethernet port is optional on some older machines.)
- Compatible with almost all Anritsu equipment.

Viewing an X-ray reject image remotely



Available machines in Remote Access Manager



FULL SOLUTION PROVIDER



- ✓ X-ray Systems
- ✓ Checkweighers
- ✓ Metal Detectors
- ✓ Combos
- ✓ Data & Networking