

# BEUMER SMART SOLUTIONS SERVICE APP

If the moment comes when you need the support of experts, you want them by your side. The further development of our BEUMER Smart Solutions enables us to offer a new innovative service in the form of the BEUMER Service App, which enables experts from the BEUMER Group to be directly at your side via an innovative video function. In order to guarantee the

system availability, 4 eyes are often helpful as they see more than 2. When questions arise during settings or parameterisations, you often want direct answers. The same applies for questions arising during an inspection or when the correct parameters are needed on your machine. Such situations are now supported by the new BEUMER Service App on smartphones and tablets. Fol-

lowing the successful launch of the BEUMER Smart Glasses, now their functions are also available on your final device (Android or iOS).

The BEUMER Service App offers maximum flexibility, a new way to interact remotely and supports you directly.



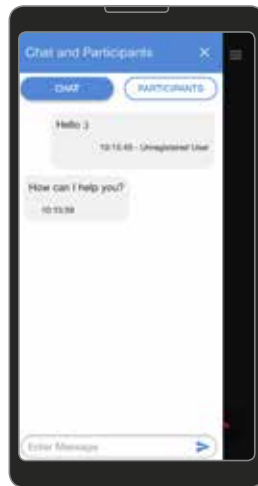
Setting up a reliable video and audio connection to your BEUMER Group expert.



Act under the supervision of a BEUMER service expert: from the laser pointer that guides you specifically to do things, to the realignment of the camera, to the use of interactive elements that give you more information.



Receive instructions in text form or picture-based step-by-step instructions to perform activities. Work on the same image and eliminate language and knowledge barriers through this interaction.



Share information in text form (chat) and by pictures with your BEUMER expert.

## ADVANTAGES

- › Compatible with multiple operating systems (Android or iOS) for video and audio communication as well as direct interaction with BEUMER Group Customer Support.
- › Obtain simultaneous visual support through markings in the live video image or receive step-by-step instructions during the video call
- › Document important steps together with your expert
- › Continues software updates: latest functions and compatibility with new devices
- › Combine the BEUMER Smart Glasses and the BEUMER Service App for all situations (e.g. hand-free operation)
- › Intuitive operation
- › Full functionality when using your mobile connection or a WLAN connection – different quality levels of interaction enable a smooth communication flow