

# Fast support in sound and vision.



**We support you in planning, developing, commissioning and optimising machines and systems. In order to save valuable engineering time and reduce costs, we always offer you the right kind of professional support. Our remote support gives you fast access to some of our services wherever you are, with on-screen visual backup.**

## Highlights

- Support service can be accessed at short notice, without time-consuming travel
- Increased availability of machines and production lines thanks to
  - Fast error analysis
  - Fast troubleshooting
- No extra costs for travel time and connected expenses

# Remote support

## When remote support is available

You need support? In addition to telephone support and site visits by our specialists, we can also offer you this on-screen solution. A focused dialogue is effectively supported by the benefits of a visual exchange.

## What Lenze offers in remote support

- Fault analysis via Lenze software tools
  - Fault memory analysis
  - Oscilloscope measurements
- Explanation of drive functions
- Checks on drive applications and automation projects
- Analysis of application problems
- Creation of 'small' customer solutions (parameterisation support)

## How remote support works

- Used with online communication tools, e.g. MS Lync, TViewer, Netviewer
- To set up a remote session, you do not need your own software solution.
- You just need email and Internet access.
- The online communication also makes it possible to chat, phone, transmit videos and share desktops.

**24 hours helpline**

008000 2446877