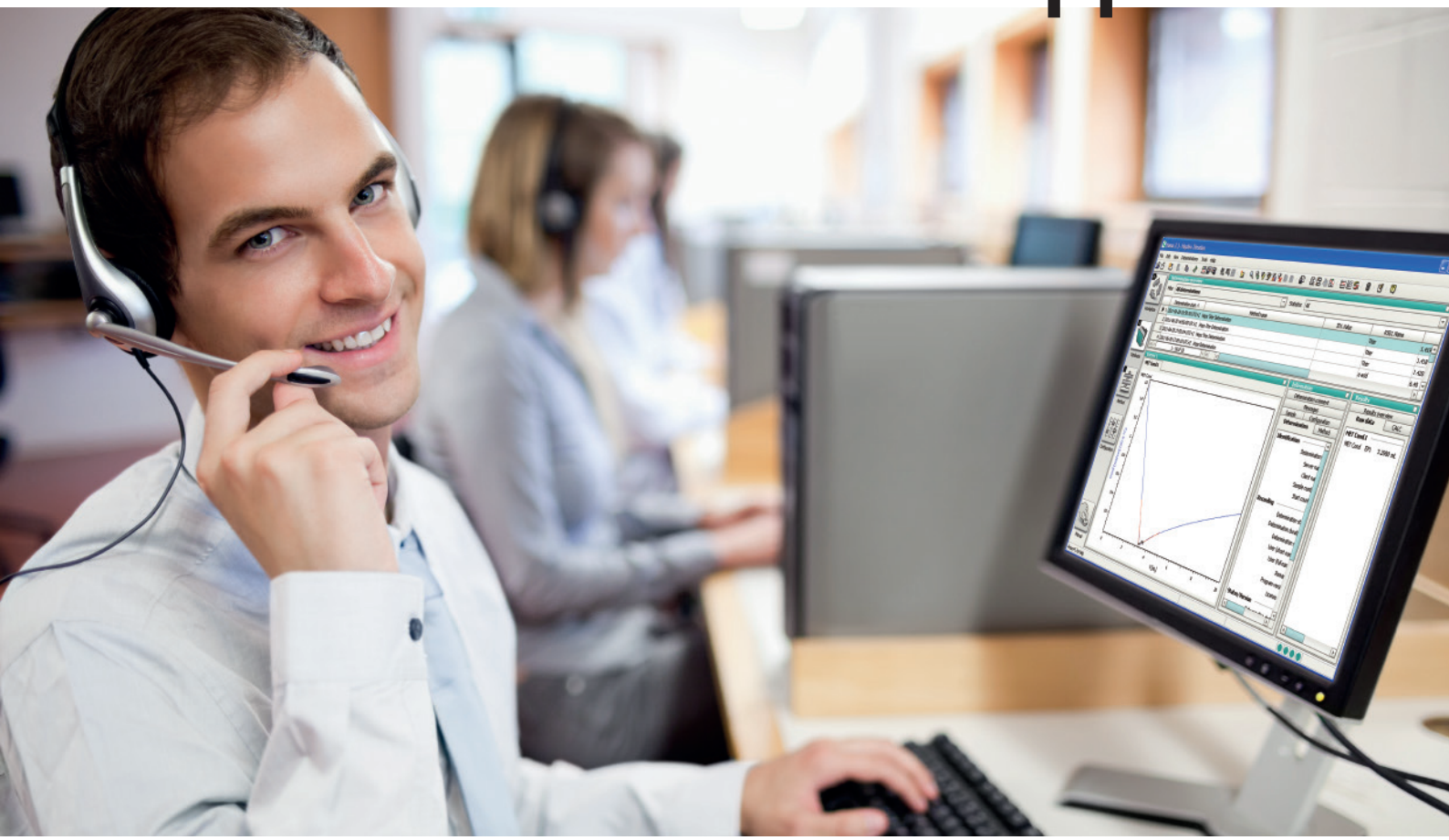
Metrohm Remote Support



Expert help immediately

Metrohm

Metrohm Remote Support – expert help immediately

Just imagine, it is already quite late, you are still working in the laboratory and would like to start an analysis that your customer is urgently waiting for, and then it happens: the system reports a problem that you cannot immediately solve.

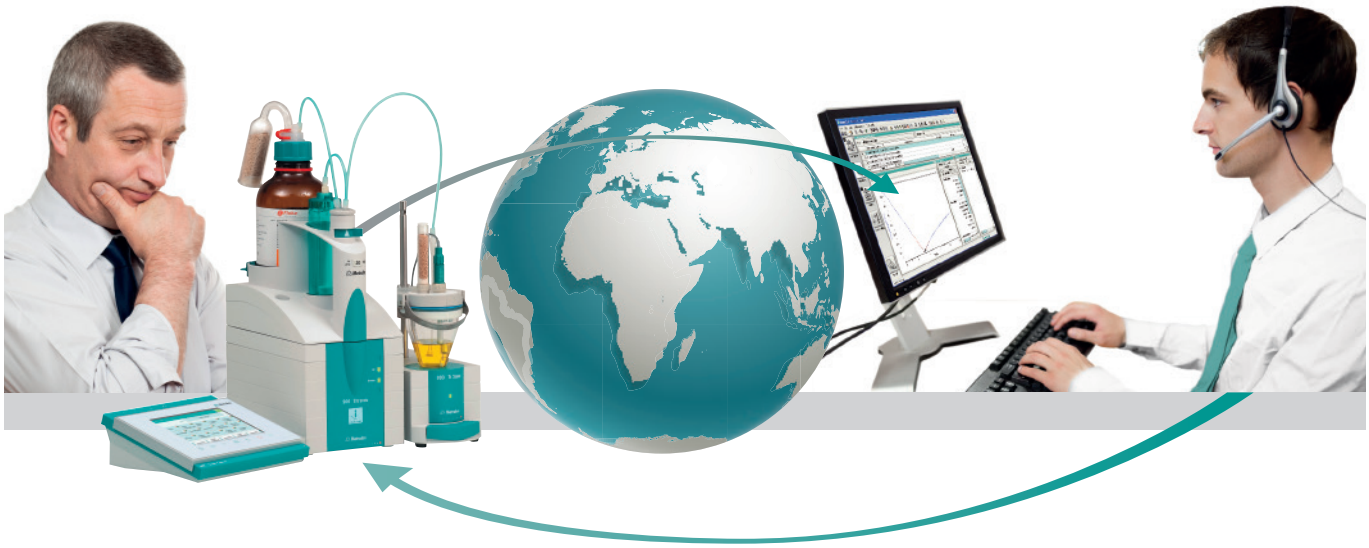
What saves the day in a situation like this is Metrohm Remote Support. Actually, it is quite simple: using remote software, you give one of our certified service engineers or application specialists access to your Metrohm analysis system. While you are connected by telephone to him or her, you can literally «show» the engineer the problem on your desktop. After that, the Metrohm service engineer will take over, carry out an error analysis and demonstrate the solution to you, step-by-step, on your desktop. This is easy to understand, extremely efficient, saves costs and, above all, is secure.

The advantage of Metrohm Remote Support is obvious: with our remote service, you will get help directly and precisely when you need it. You can use your valuable time more efficiently and reduce downtime on your analysis system to a minimum.

Metrohm Remote Support is available for all Metrohm systems that are controlled by PC-software. All you need to benefit from our new service is an internet connection.

Solve problems more efficiently!

- **Guaranteed reaction time**
- **Application support directly at your workplace**
- **No unnecessary onsite visits**
- **Direct help in an emergency**



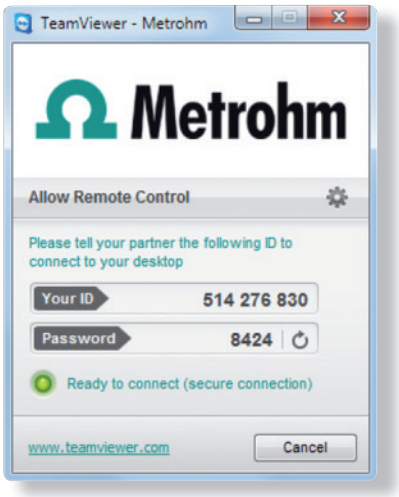
Metrohm Remote Support – your help in many situations

There are many situations where Metrohm Remote Support provides valuable help. Troubleshooting or system diagnosis in a difficult situation is just one of them. Metrohm Remote Support is also extremely beneficial in the following situations:

Problem	Solution
You cannot remember how to create a calibration curve.	With Metrohm Remote Support, a Metrohm application engineer is there for you in no time at all. A brief check of your method is included.
Your Metrohm analysis system needs a firmware update.	A Metrohm service engineer will immediately bring your system up to date. At the same time, he or she will check the function of your system.
You are struggling with a method. It is difficult or even impossible to describe the problem on the telephone.	With Metrohm Remote Support you can «show» the problem to the Metrohm applications engineer. They will understand immediately and can demonstrate the solution on your desktop.
You are getting an error message, but are not able to solve the problem yourself.	A Metrohm service engineer will carry out a system diagnosis and will eliminate the problem.

Your security has top priority

You don't want to take risks when it comes to internet security. Of course not. This is why we use an established and well-known remote software – TeamViewer. As with home banking, encryption of all data traffic is with RSA 1024-Bit (asymmetric encryption) and session encoding is performed with AES 256-Bit. Furthermore, every time TeamViewer starts, a new random password is generated for the session. The Metrohm service engineer cannot carry out any actions other than those you have authorized him or her to perform. Neither installation, nor administrator rights are required on your computer; you simply run a small program and you are ready to go.



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