SCIEX Now™ Visual Assist

Remote service visualization
SCIEX Now Visual Assist is an augmented reality (AR) powered technology integrated into the SCIEX Now service call management system. This technology enables visualized support from a SCIEX Technical Assistance Center (TAC) specialist via the video camera of your mobile phone. Visual Assist capabilities include real-time zoom in/out, annotation, photo and video capture, and diagram sharing.

Make every connection efficient
- Allows the TAC specialist to actually see what you are experiencing with your instrument which can shorten the time to identify problems
- Visualizing your instrument remotely enables better diagnosis of the issue and increases the likelihood of a remote fix or a first visit repair if needed

Secured connections
- Application remains inactive until you receive an invitation and accept (dumb app)
- You must authorize camera access for each connection

Getting connected is easy and fast

Visual Assist is available to all customers with a qualifying service contract. To discuss how to access SCIEX Now Visual Assist, please contact the SCIEX Now customer center.

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