# 4.0 TECHNOLOGY

**Assisted reality whenever
and wherever you need it**

*B COOL Support Team*

# REMOTE LIVE SUPPORT

Get started with the latest 4.0 technology within service systems
Minimize downtime - and start saving both time and money!

**Qualified remote support with augmented reality guidance**

# B COOL is with you all the way.

**ONLINE REMOTE SUPPORT**

**AUGMENTED REALITY GUIDANCE**

**CONNECT TO OUR EXPERTS**

# By using our remote live system we are able to guide and service you

## The tools make is possible to:

See exactly the same as you are seeing - at the same time

We can share info from our computerscreen to you

Turn on the flashlight on your device for better vision

Mute the mic

Export all photos and videos for documentation, guides and training

At B COOL a refrigeration system is never a standard unit. With remote live support we are able to find the solution or spare part that makes all the difference.

Send photos and pdf-files to you

Highlight things on the screen with red dot + boxe

Write text on the screen

Share freehand drawing on the screen

Send info to you via chat and the system can translate the text, if needed

Invite extra participants to the session

# REMOTE LIVE SUPPORT

With remote live support we can demonstrate the full range of opportunities open to you – even when others have had to give up.

## REMOTE LIVE SUPPORT

- Trouble shooting
- Enexpected errors
- Production stops
- Training
- and other tasks

## BENEFITS

- Fast support
- Expert guidance
- Minimize production stops
- Easy training

## SUPPORTING TOOLS

Remote support via
- Smart glasses
- Smartphone
- Tablets

# GET STARTED TODAY
## Smart glasses or smartphone/tablet?

**Remote eye**

## REMOTE LIVE SUPPORT

### Via smart glasses

1. Contact our support team to order smart glasses and to get the license started
2. When receiving the smart glasses all software has already been installed
3. Connect the smart glasses to your wi-fi (you will get a quick guide)
4. Open the "Remote Eye" app - and our supporter can connect to you
5. For future service sessions:
   Just turn on your smartglasses and "Remote Eye" will start automatically.

### Via smartphone/tablet

1. Contact our support team to get the license started
2. Download the app "Remote Eye"
   from App store (IoS) or Google Play Store (Android)
3. When opening the "Remote Eye" app for the first time, you will get a 4-digits code - please give this code to our supporter, and he/she will be connected to you immediately
4. For future service sessions - all you need to do, is to open the app.

## It is fast, simple and efficient!

## OUR SERVICE TEAM

We are dedicated to provide the best service possible, and we never give up

We are always ready to support you and to help you with any guidance needed

With our remote support system we can assist you - when you need it

We believe that there is a solution to every problem.

**❄BCOOL** A/S