

ARL—North America Service



## Digital Remote Support (DRS)

Enhanced digital response to get you up and running faster

### Unparalleled support at your fingertips

Our dedicated Digital Remote Support (DRS) team can help you remove the barriers impeding your quality control instrument and get back to what matters most – your operations and your customers. Using remote desktop and mobile tools, our highly experienced engineers can identify and possibly resolve instrument issues remotely, turning days of downtime into minutes. If an on-site visit is still required, these digital repair tools enable our field engineers to identify any needed parts and prepare for repairs in advance, resulting in higher first-time fix rates to minimize your downtime.

### The DRS advantage

-  **Targeted response** from an original equipment manufacturer (OEM)-certified service professional.
-  **Remote resolution** up to 30% of the time\* using the latest digital support technology.
-  **Exclusive access** to our secure, easy-to-use remote desktop and mobile tools.
-  **Less downtime** with faster diagnosis and informed on-site repairs.



Unlimited, priority access to DRS is available to customers under warranty or with an active service contract.

\* Based on data collected during the 10-month pilot run in North America responding to 1,000+ technical support inquiries.

### Get to the experts

Our factory trained and certified engineers have on average 25 years of experience, ready to assist you when you need us. Start a Digital Remote Support session, via phone or email, and get connected directly to an ARL expert. To expedite service, please have your product serial number available.



USA/Canada **1-800-532-4752**  
Option 2 (Technical support in English)  
Option 0 (ARL XRF, XRD & OES)  
Monday – Friday 8:00 AM – 5:00 PM ET



**BEA.technicalsupport@thermofisher.com**

### Immersive, real-time collaboration tools

Connect to an encrypted digital session with the peace of mind that no data are stored. The remote desktop tool lets our experts navigate your system and easily spot-check instrument health and status. With the mobile tool, you can virtually transport one of our engineers into your operations using augmented reality (AR). The engineers can pause the video, annotate, and guide you through easy-to-follow troubleshooting steps. Support operations must be permitted by the end user before the technician can perform them, and our engineer's access rights are automatically revoked when the session is terminated.

### Rescue® Desktop Tool

- Instrument connectivity required
- Single-use downloadable applet
- Advanced remote desktop capabilities

### Rescue® Lens Mobile Tool

- Instrument connectivity not required
- Free mobile app (iPhone and Android)
- Enhanced audio support with Voice over IP (VoIP)

For LogMeIn Rescue® security information visit [LogMeIn IT Security Guide](#)

Before your first Rescue® Lens session visit [LogMeIn Rescue Lens Quick Start Guide](#)



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