Unity Lab Services

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 instrument operation and get back to what matters most – your production, your research and your customers. Using remote desktop and mobile tools, our highly experienced engineers can identify and possibly resolve instrument issues remotely. If an on-site visit is still required, the digital repair tools enable our field engineers to identify any needed parts and prepare for on-site 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 35% 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.

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

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

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Get to the experts

Our factory trained and certified engineers stand ready to assist you when you need us. Start a Digital Remote Support session, via phone or email, and get connected directly to a technical expert. To expedite service, please have your product serial number available.

USA/Canada 1-800-532-4752
Option 2 (Technical support in English)
Option 6 (molecular spectroscopy)

us.techsupport.analyze@thermofisher.com

Immersive, real-time collaboration tools

Prepare to be impressed by our secure digital session. The remote desktop tool lets our experts navigate your system and easily 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. Have the peace in mind that support operations can only be performed with the permission of the end user, and our engineer's access rights are automatically revoked as soon as the session is terminated. No data are stored.

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**

Thermo Scientific™ Nicolet™ iS50 FTIR Spectrometer

Thermo Scientific™ Nicolet™ RaptIR™ FTIR Microscope

Thermo Scientific™ DXR3 Raman Microscope

Thermo Scientific™ Antaris™ II FT-NIR Analyzer

Learn more **here**

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