

# Peak Visual Support

## What is Visual Support?

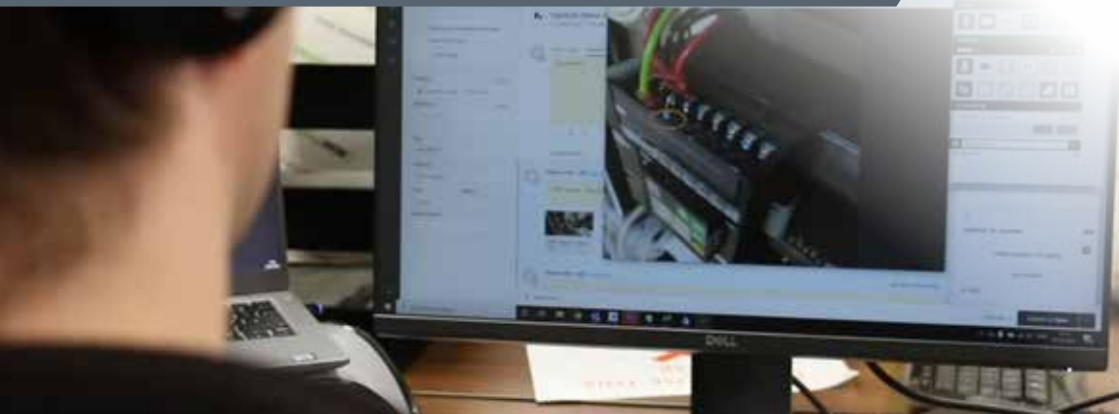
**Visual Support** is an augmented reality tool allowing our service teams to see your unit remotely using your mobile phone's video camera in real time.

## Supporting your lab better than ever before

Your laboratory gas supply is our priority and with Visual Support downtime can be reduced further than ever before. With remote technology we can also reduce unscheduled visits to your facility, reducing the risk of covid contact transmissions and limiting disruption to your workflow.

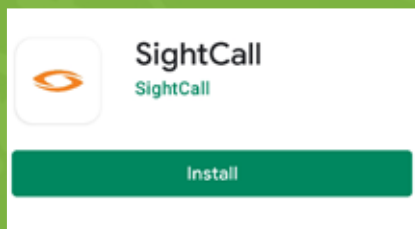
## With this technology, our technical teams can provide:

- **Instant support for faster diagnosis**
- **Shorter site visits with diagnostics completed**
- **Potential on call resolution**
- **Reduced downtime**

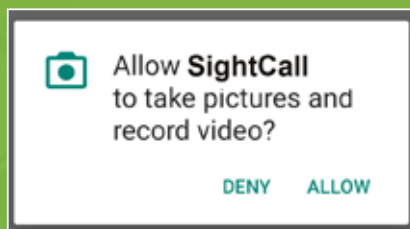


# How it works

**Step 1** - Download on your mobile device via web link sent by our support agent or download the free SightCall app from the android or apple store.



**Step 2** - When prompted by the SightCall app when installing, allow access to your device's camera and connect to the help session.



**Step 3** - Our agents will be able to see your generator through your device's camera remotely helping to identify your issue.



**Step 4** - Our agents adds text prompts and highlights on screen on your device to help to resolve issues live or ahead of a site visit.



With **Visual Support**, not only will we be able to diagnose any issues more quickly, we may even be able to solve an issue live, **just another way we keep your gas running day in, day out.**

**Need support?** Contact your local technical support centre

**Web:** [www.peakscientific.com/support](http://www.peakscientific.com/support)

**Email:** [discover@peakscientific.com](mailto:discover@peakscientific.com)

Your local **gas generation** partner