

# 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

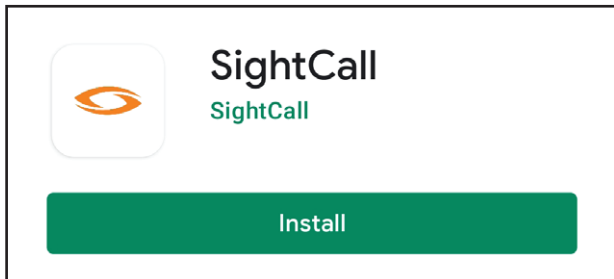
Your laboratory gas supply is our priority and with Visual Support downtime can be reduced further than ever before. With remote technology we can also reduce unscheduled visits to your facility, reducing the risk of covid contact transmissions and limiting disruption to your workflow.

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

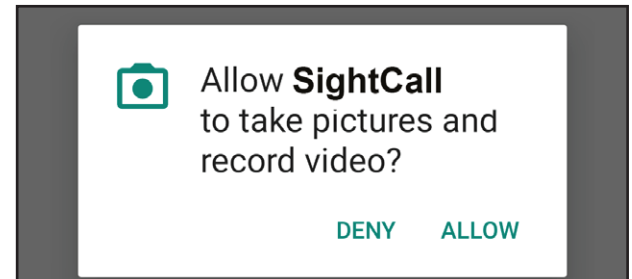
- Instant support for faster diagnosis
- Potential on call resolution
- Shorter site visits with diagnostics completed
- Reduced downtime

## How it works

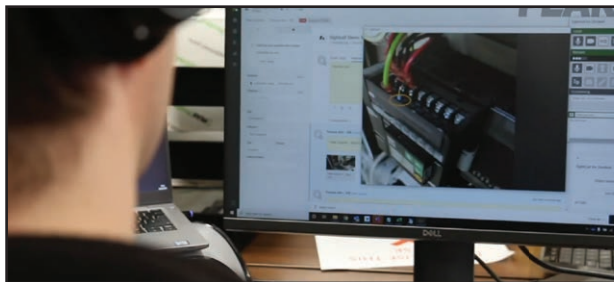
**Step 1** - Download on your mobile device via web link sent by our support agent or download the free SightCall app from the android or apple store.



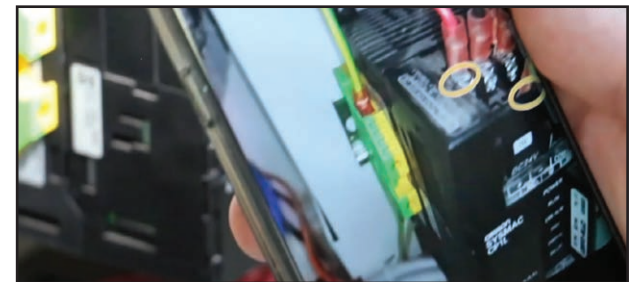
**Step 2** - When prompted by the SightCall app when installing, allow access to your device's camera and connect to the help session.



**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.



**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)