

Remote Service Capabilities

We're here for you!



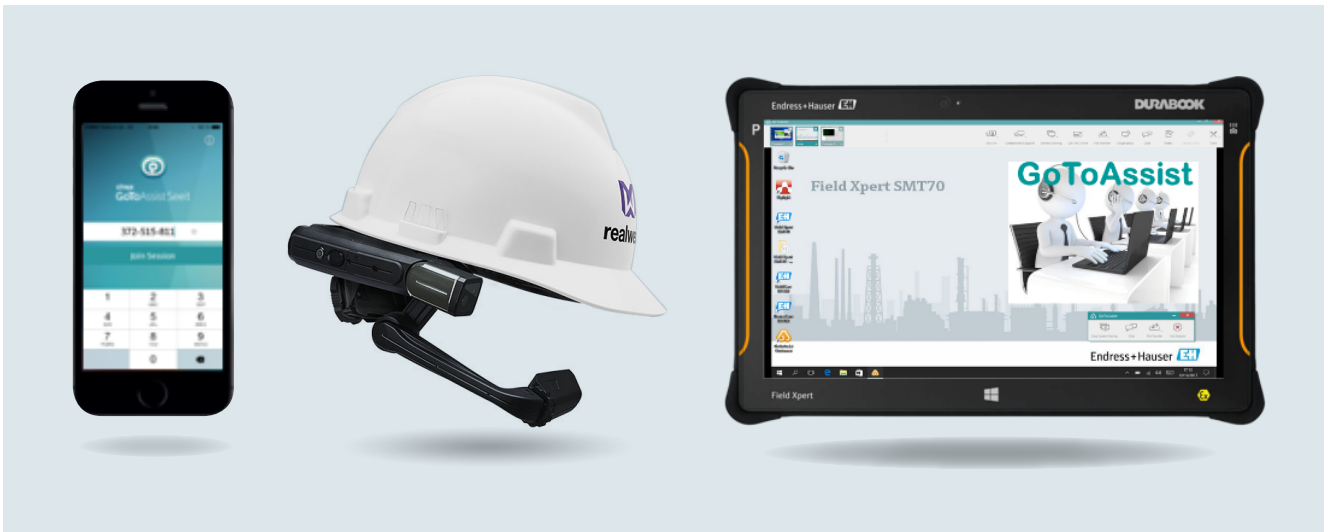
Endress+Hauser is committed to your success

The novel coronavirus (COVID-19) is causing businesses worldwide to adjust plans. Restricted travel and limited site access can cause extended downtime and unnecessary repair turnarounds. Communicating field instrument issues to co-workers without proper remote access tools can be frustrating as well.

With our innovative visual support and remote services, we have the ability to offer alternative methods of support to help you in these challenging times.

Remote service — extra eyes on site

- We see what your technician or operator sees
- We assist with diagnosis of process equipment issues, configuration adjustments, verification of settings/parameters
- We provide general guidance of troubleshooting processes
- Plan with our ASP technician for remote startup



SMART phone with remote assist technology

- Utilizing the phone in your pocket with camera and connectivity apps to a remote service technician

RealWear® HMT headset for hands-free technician

- Video calling with remote technician
- Document navigation, guided workflow, mobile forms
- Industrial IoT data visualization

Field Xpert® SMT70 mobile tablet PC for field instrumentation

- Touch enabled, simple configuration, diagnostics tool
- Windows 10 OS with WiFi, LTE for remote assistance
- Digitalized information and asset lifecycle management

Remote Assist – Support via Live Video Transmission

Endress+Hauser Instrumentation Support Center provides:

- World-class technical support
- Teams per product and technology
- Response by phone in minutes to be connected directly to a tech-support engineer
- Response by email within 24 hours

Access to knowledge

Access to subject matter experts

Support via remote connectivity



techsupport.us.sc@endress.com
888-ENDRESS (363-7377)



Support provided via live video transmission only requires the customer to have a smartphone with with remote assistance applications, enabled video camera, and LTE or Wifi connection on site.

Key Remote Support Features

- **Multi-session** – each support technician can support multiple sessions at a time on their Mac or PC
- **Reboot / reconnect** – technicians can restart the customer's computer and automatically reconnect to the support session in progress
- **Annotation tools** – both the technician and customer can draw, highlight, and point to items right on the screen
- **Multi-monitor navigation** – technicians can easily navigate around the customer's multi-monitor computer setup
- **Session recording** – use the optional recording feature to capture active support and chat sessions for auditing and training
- **Two-way screen sharing** – customers and your IT technicians can share their screens

RealWear Headset Hardware for Hands-Free Technicians

RealWear Headset Survival Kit:

- RealWear HMT-1® or HMT-1Z1® headset bundle
- Preloaded software, drivers and basic account setup
- Instrument service plan with priority support, live remote access
- Carrying case for easy, secure transport

Endress+Hauser Service Tool Rental Offer:

- Standard rental – three-month agreement interval (best price)
- Emergency, on-demand – two-week agreement plus expedite fee



Available via Purchase or Service Tool Rental



User pairs the headset with their phone's LTE/ WiFi connection, then simply communicates with native applications and remote service technicians for guided assistance in completing work tasks.

Key RealWear Headset Features

- **100% hands-free** – voice-based operating system, local speech recognition in loud areas
- **Unmatched noise cancellation** – four digital microphones and advanced algorithms
- **Powerful audio** – integrated speaker and 3.5 mm audio jack for use with hearing protection
- **PPE compatible** – designed to work with standard hard helmets, bump caps and safety glasses
- **Full shift internal battery** – field swappable for continuous use
- **Drop proof** – resistant to 6.5 ft. drops onto concrete from any angle
- **Built rugged** – fully operational from -4°F to 122°F MIL-STD-810G
- **Dust tight** – IP 66, complete protection against the ingress of micro particles

Field Xpert SMT70 Configurator for Local Service Work Execution

Field Xpert SMT7x Survival Kit:

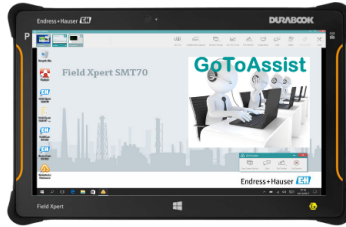
- Field Xpert SMT70 or SMT77 tablet PC configurator bundle
- Preloaded software, drivers, modems and basic account setup
- Locally purchased cellular SIM card with data plan coverage
- Instrument service plan with priority support, live remote access
- Carrying case for easy, secure transport

Endress+Hauser Service Tool Rental Offer:

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Available via Purchase or Service Tool Rental



The Field Xpert SMT70 configuration tool with remote assistance applications, connects local users with service experts to resolve instrumentation issues.

Key SMT70 Configurator Features

- **One universal tablet, ready to go** – no software installation needed
- **Comprehensive pre-installed device driver library** – less effort to search for drivers
- **Intuitive, touch optimized user interface** – easy to learn and operate
- **One click automatic connectivity** – faster device commissioning and diagnosis
- **Easy update via Internet** – always up-to-date software

Supplementary information:

- us.endress.com/en/service-portfolio/support-services-for-all-industries
- us.endress.com/SMT70
- us.endress.com/SMT77
- realwear.com/knowledge-center/hmt-1
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