

DATRON REMOTEHELP



FIRST-CLASS TECHNICAL SUPPORT Smart. Simple. Fast.

With the DATRON RemoteHelp App you connect to our experts via live video and receive first-class support to solve your technical challenge efficiently. Connect your machine operator or service technician directly via smartphone, tablet or data glasses with one or more DATRON experts. We see what you see, so we can quickly offer a reliable remote diagnosis.

- Interactive platform for technical support via live video
- Resilient remote diagnostics via live video function
- Shortened downtime due to fast support

The most important functions of the DATRON REMOTE HELP APP at a glance

TRANSFER FILES AND DOCUMENTS

Within the chat functionality you can send screenshots, images and PDF documents.

INDIVIDUAL AND GROUP CHAT

You have the opportunity to share data with each other in the individual or group chat via file sharing - an important advantage especially in noisy industrial areas and ideal for fast data exchange in online and offline working environments.

ONLINE/OFFLINE NOTES

Label and mark up what is shown directly during the video call. In case of poor mobile or wifi coverage, simply take a screenshot or photo, label it, and send it to the expert as soon as reception is restored.



FIND FURTHER INFORMATION
ABOUT THE DATRON REMOTEHELP APP
AT [DATRON.SERVICES](https://www.datron.de)

