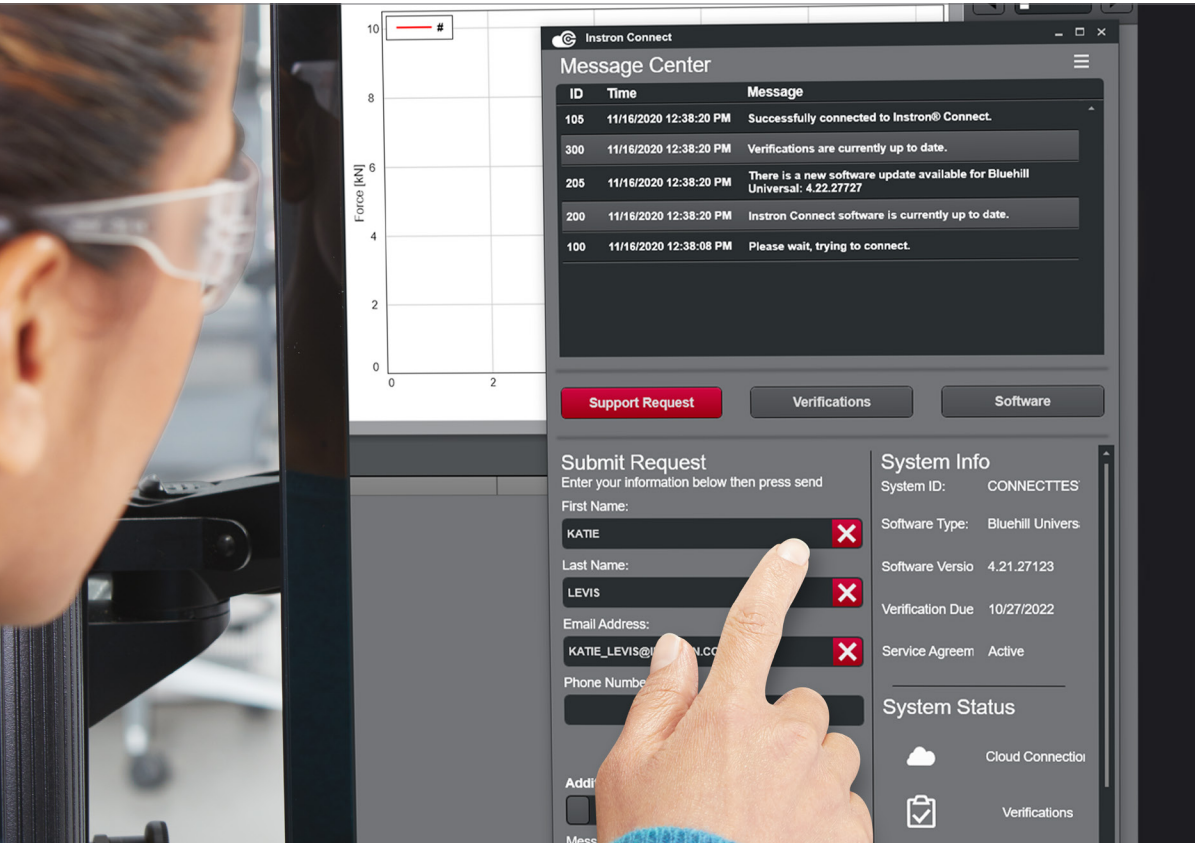# INSTRON® REMOTE TECHNICAL SUPPORT

Powered by Instron Connect

Instron's Remote Technical Support (RTS), powered by Connect, offers the highest level of technical support for Instron systems around the world. As mission critical machines and processes become more complex, the challenge of maintaining uptime in the lab or streamlining related business processes has grown. Connect creates a secure connection between testing systems at your facility and Instron's network of global support engineers, resulting in fast responses that provide more productivity and the latest IoT technologies while also reducing risk and expanding support access to new and old systems in your laboratory.

Industry Leading Remote Technical Support

Instron Remote Technical Support (RTS), powered by Connect, allows our technical support team to connect directly to your Instron systems by either remote screen share or through integrated augmented reality (AR), providing fast and high-quality system diagnostics which should increase your Instron systems uptime.

Reduce Risk with Scheduled Reminders

Maintain your lab's certification with automated notifications and easy access to your instrument's calibration status and certificates, to provide security for audit and lab evaluations.

Software and Firmware Updates

Stay current with the latest software and firmware updates to keep your Instron running in optimal condition. Fast, reliable, direct downloads and file sharing makes operations easy.

HOW DOES RTS WORK?
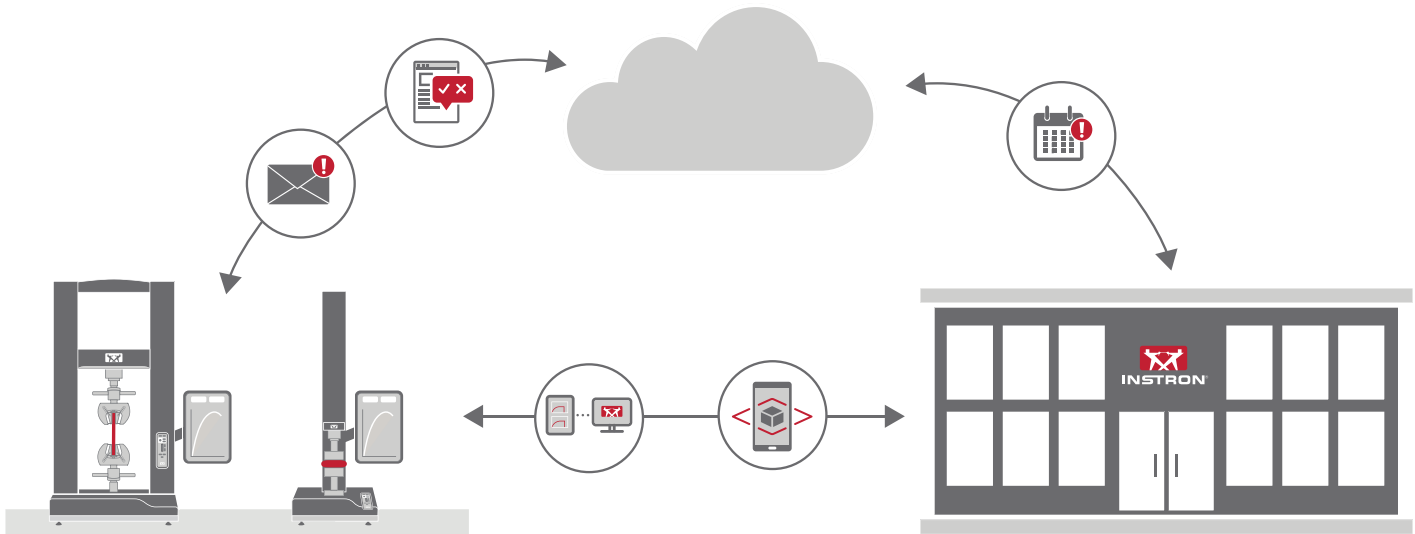
For current systems connected to the internet and running Bluehill® Universal, Connect monitors the status, operating parameters, and configuration of the Instron machines. It does this through a software-based monitoring agent built into the RTS powered by Connect.

The agent communicates securely with the Azure Cloud and allows your system information – as well as messages sent by the system user - to be immediately accessed by our technical support teams in the event that an issue arises. The remote technical support engineer is also able to connect directly to your system via screen share and voice over IP, should this be required.

If in-person repair is necessary, the information delivered by Connect will help the engineer to arrive on site prepared with all the necessary parts needed to resolve the issue in one visit. When on site visits are a challenge, RTS offers augmented reality approaches that allow us to explore the situation remotely.

Even if your system is not connected, the RTS will provide priority responsiveness via traditional means like email and telephone support.

SAVE TIME

- Reduce onsite service visits
- Increase first time repair rates
- Augmented Reality (AR) tools to put Instron eyes onsite from remote locations.

ENHANCED CAPABILITY

- Remote screen sharing and voice over IP
- Online software updates
- Full coverage of current and older versions of Instron software.

STAY CURRENT

- Automatic software update notifications
- Calibration notification reminders
- Direct file transfer capability

WHICH PRODUCTS ARE COMPATIBLE WITH INSTRON RTS?

Instron RTS is available for all Instron systems operating Bluehill Universal, Bluehill 3, or Bluehill 2 (Windows 7 or higher required).

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