

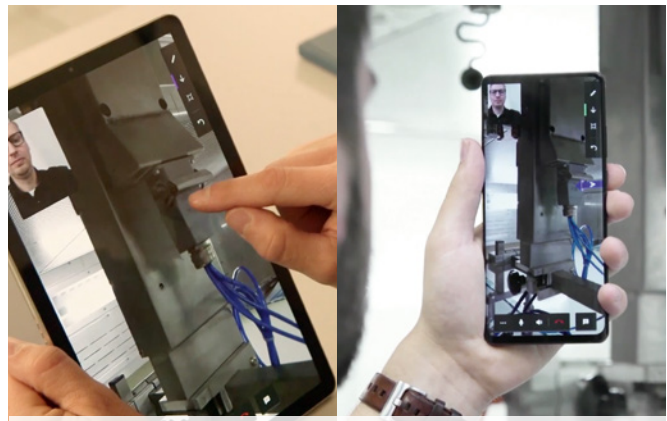
### YOUR ADVANTAGES

- + Very short response times**  
No loss of time thanks to quick response possibilities in case of service. This allows us to ensure the highest possible system availability and productivity.
  
- + Optimal communication options**  
*Communication via*  
audio, video, text messages, but also documents can be shown. In addition, the service employee is able to give interactive instructions on the customers' screen.  
Technical equipment Choice of smartphone, tablet or Smart glasses.
  
- + Versatile applications**  
Fast and reliable support at suddenly occurring machine problems. In addition, the system is also excellent to support your maintenance work, to assure a quick and professional installation.
  
- + Cost efficiency**  
No travel expenses for service employees

### The Venjakob AR-Service-App

# QUICK HELP FOR SERVICE

You receive direct expert support with our visual remote maintenance service. Fast and reliable by our specialist staff via video call with augmented reality.



<https://www.youtube.com/watch?v=t-j04n7JZa4>

# HOW IT WORKS

Download the Venjakob Oculavis Service-App for free in the Apple App Store or from Google. Get in contact with one of our service employees, either via telephone or mail. They will provide the Service-App access data to you.

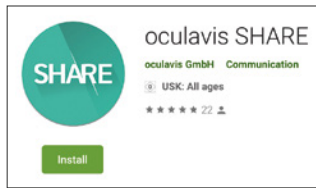
So, in case of required support, you only need to contact the Venjakob service team and our staff can assist quick and easily.

## ONE OF YOUR CONTACT PERSONS



**Christian Frenzel**  
 Electrical service  
 +49 5242 9603 33  
 helpdesk@venjakob.com

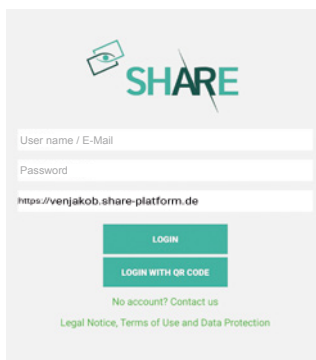
**1**



Download the app from the corresponding platform and start installation.



**2**

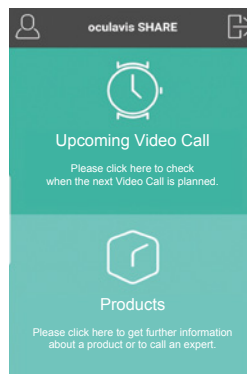


Open the app and enter the login data:

- Username (e-mail address)
- Password (provided to the user by Venjakob )
- Share platform: [https://venjakob...](https://venjakob.share-platform.de)

Then start the login.

**3**



After prior agreement (e.g. with Venjakob Service), wait for incoming call. Answer the call and the AR-service starts.

