

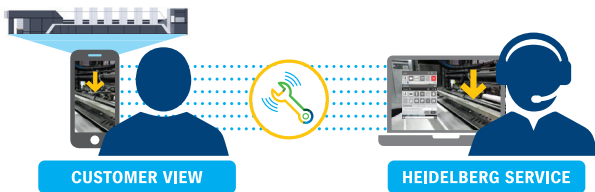


Remote Agreement. New Feature: Video Support.

Video technology to enhance remote support

With Heidelberg's Video Support Feature, offered through the Remote Agreement, our Global Solution Center (GSC) can guide customers through troubleshooting steps on their machine by utilizing "seeing what they see" technology.

Video Support can be used via Smartphone, Tablet, or Smart Glasses during the remote session.* This enables us to provide improved pre-clarification of complex technical problems across all product lines.



Features and Benefits

- Faster troubleshooting & decreased downtimes
- Enhanced pre-clarification of technical issues
- Increased first-time fix rate
- Reduced on-site visits
- User friendly & easy communication
- Remote zoom and flashlight
- Screen and document sharing capabilities
- Augmented Reality (AR) drawings to clearly communicate procedures for equipment repair

How to use Video Support

If it is determined that Video Support can be used during the service call, the operator or technician will receive a link via SMS or email to begin the video-based support. If using your smart device and the app has not yet been installed, you will be asked to download the free **Visual Support** app from the Apple® App Store or Google Play™ Store.† Once installed, the link will open via the app to begin the session.



quick tips!

How to get the best experience.

- ✓ Plan ahead by downloading the **Visual Support** app using the QR code applicable to your device.
- ✓ Ensure stable Wi-Fi connection or 3G+ cellular network connection.
- ✓ Connect headphones or earbuds to your mobile device to reduce background noise.

iOS:



Android:



*Not all Smart Glasses models are applicable for the Visual Support app. Please contact us directly to verify compatibility.

†If downloading the app is not preferred or possible, all basic Visual Support functions are available using your mobile device's browser.