



24/7 help desk with remote support for systems

Troubleshooting

TECHNICAL SUPPORT

SICK
Sensor Intelligence.



Ordering information

Type	part no.
24/7 help desk with remote support for systems	1611506

Other models and accessories → www.sick.com/Troubleshooting

Detailed technical data

Features

Product area	System solutions
Prerequisites	<p>Systems accepted by customer (site acceptance test (SAT))</p> <p>The helpdesk is contacted by a trained technician of the customer</p> <p>Technical communication systems are available</p> <p>A recommended spare part package is available to the customer on site</p> <p>Internet connection available on-site</p> <p>System/network structure known (e.g., IP addresses and ports enabled for the components to be integrated)</p> <p>Hardware requirements (one of these must be met):</p> <ul style="list-style-type: none"> - Browser-compatible operating system - Application processing unit (APU) - Industrial computer - Meeting Point Router (MPR) - SICK AppSpace compatible gateway (SIM10xx, TDC-E*) - Exclusive server (jump server)*After consultation with SICK - Employee <p>Configuration requirements (one of these must be met):</p> <ul style="list-style-type: none"> - Customer system(s) are registered <p>In the remote infrastructure</p> <ul style="list-style-type: none"> - Customer-specific jump server has been set up - For ad-hoc remote: customer-supplied computer with client - FastViewer application (can be downloaded from the SICK website) - For ad-hoc remote: customer-supplied computer with TeamViewer* client application (see TeamViewer website)
Duration	Maximum duration per session: 2 hours
Note	<p>Restoration of factory settings. Does not include configuration of application-specific parameters.</p> <p>Additional work will be invoiced separately</p>
Short description	Expert telephone support. 24/7 support includes assistance with technical issues and analysis of faults affecting systems over the phone and remote access.
Procedure	<p>1. SICK Service will contact you within the agreed times. 2. During the support session, the service technician will connect to your system and check its status and function as far as possible. Further actions will be suggested, if necessary. 3. Support session can be conducted based on pre-defined times, and with or also without the system operator.</p>
Preliminary work	<p>Data connection has been verified</p> <p>Remote platform has been set up</p> <p>Required application software has been installed</p>
Fee	Annual fee
Availability	<p>Mon-Sun, 24-hour service</p> <p>Deviations may arise due to local, cultural or other regulatory requirements (e.g. public holidays).</p>
Response time	Best possible call return time or according to agreed specification.

Classifications

ECLASS 5.0	25260306
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ECLASS 6.0	25260306
ECLASS 6.2	25260306
ECLASS 7.0	25260306
ECLASS 8.0	25260306
ECLASS 8.1	25260306
ECLASS 9.0	25260306
ECLASS 10.0	25260306
ECLASS 11.0	25260306
ECLASS 12.0	25260306
ETIM 5.0	---
ETIM 6.0	EC003015
ETIM 7.0	EC003015
ETIM 8.0	EC003015

SICK AT A GLANCE

SICK is one of the leading manufacturers of intelligent sensors and sensor solutions for industrial applications. A unique range of products and services creates the perfect basis for controlling processes securely and efficiently, protecting individuals from accidents and preventing damage to the environment.

We have extensive experience in a wide range of industries and understand their processes and requirements. With intelligent sensors, we can deliver exactly what our customers need. In application centers in Europe, Asia and North America, system solutions are tested and optimized in accordance with customer specifications. All this makes us a reliable supplier and development partner.

Comprehensive services complete our offering: SICK LifeTime Services provide support throughout the machine life cycle and ensure safety and productivity.

For us, that is “Sensor Intelligence.”

WORLDWIDE PRESENCE:

Contacts and other locations –www.sick.com