



## 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](http://www.sick.com/Troubleshooting)

### Detailed technical data

#### Features

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

## Classifications

<b>ECLASS 5.0</b>	25260306
<b>ECLASS 6.0</b>	25260306
<b>ECLASS 6.2</b>	25260306
<b>ECLASS 7.0</b>	25260306
<b>ECLASS 8.0</b>	25260306
<b>ECLASS 8.1</b>	25260306
<b>ECLASS 9.0</b>	25260306
<b>ECLASS 10.0</b>	25260306
<b>ECLASS 11.0</b>	25260306
<b>ECLASS 12.0</b>	25260306
<b>ETIM 5.0</b>	--
<b>ETIM 6.0</b>	EC003015
<b>ETIM 7.0</b>	EC003015
<b>ETIM 8.0</b>	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](http://www.sick.com)