

Keysight Technologies On-Site Now!

Expert Support Service

Keysight Expert Support Service Using AR Glasses

Keysight Expert Support Service is a new optional support service contract offering AR glasses with step-by step instructions through real time live video, messaging and voice interaction to guide customers to resolve technical issues efficiently.

This new support model offer “What You See Is What I See” concept to customers that allow Keysight’s expert consultant to remotely guide customers with issue resolution immediately without the need to be on-site.

What are the challenge customers are facing now?

The majority of customers think their experienced engineers can solve most issues. Urgent issues can to be supported via mobile phone or Web conferencing but, many customers still prefer to have an expert on-site immediately rather than troubleshoot with remote support.

The gap that customers do understand is customers need to do more preparations when our expert has been required on site. Repairing is also very difficult when it requires full of both technician’s hands and holding a Mobil phone.

Keysight’s New Approach

The new approach provides customers with live support from a Keysight expert consultant, enabling the on-site engineer to do the repairing and preventing any miscommunications that may arise when using mobile phones and Web conferencing.

With this new support model, customers get access to Keysight service and support immediately without waiting for an expert consultant to arrive on-site to troubleshoot. The Keysight expert consultant can now help customers to solve problems faster and minimize system downtime.

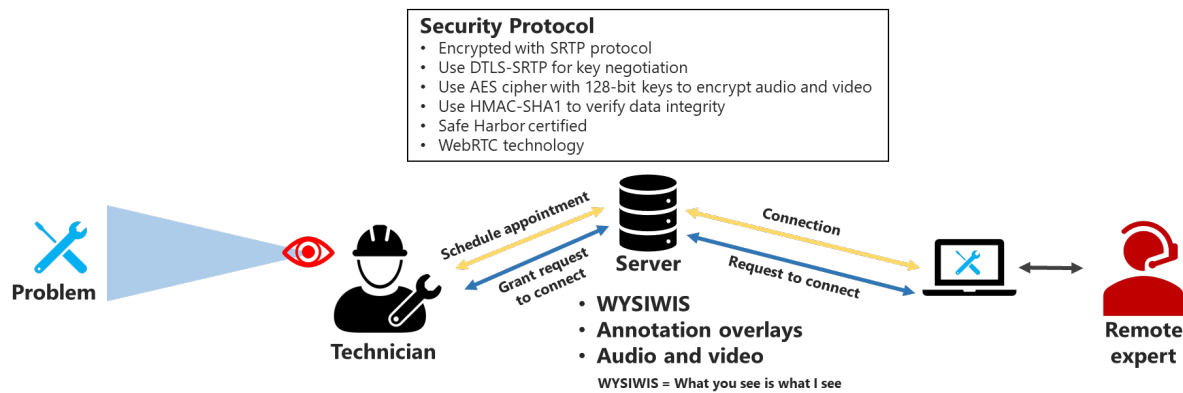


Free Your Hands

Keysight Expert Support Service offers wearable AR glasses that allows the technician to work using both hands while sharing a live video feed with the expert consultant through voice control. That means no scrolling, swiping or tapping – just simple voice commands that gives step-by-step visual instructions.

How Does It Work?

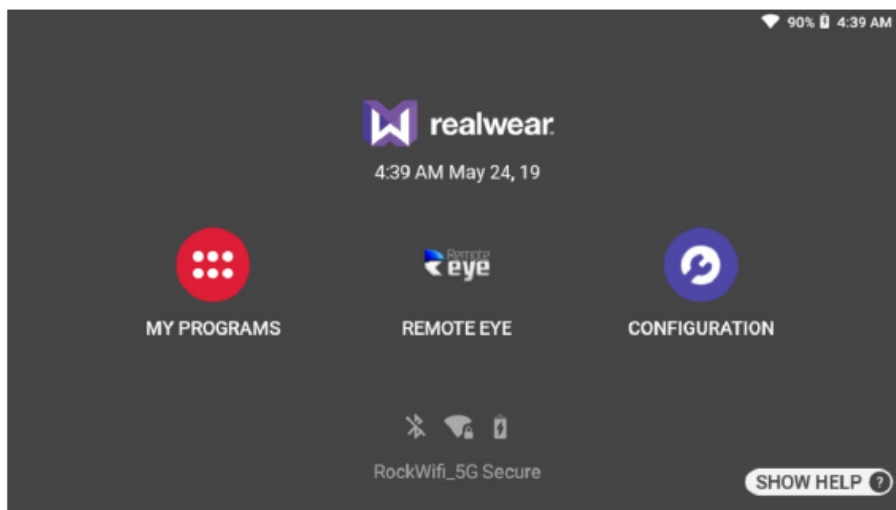
A pair of Keysight Technologies On-Site Now! is provided for the duration of the support service. Whenever a technical issue occurs, the on-site engineer gives connection permission to the remote Keysight expert consultant, thus giving the expert consultant a real-time view of the on-site situation via the smart glasses and the RemoteEye application. The remote expert consultant can then guide the technician resolve the issue with real-time visual, voice, and messaging, assistance. (At the end of the support service, simply return the smart glasses to Keysight.)



How to Connect?

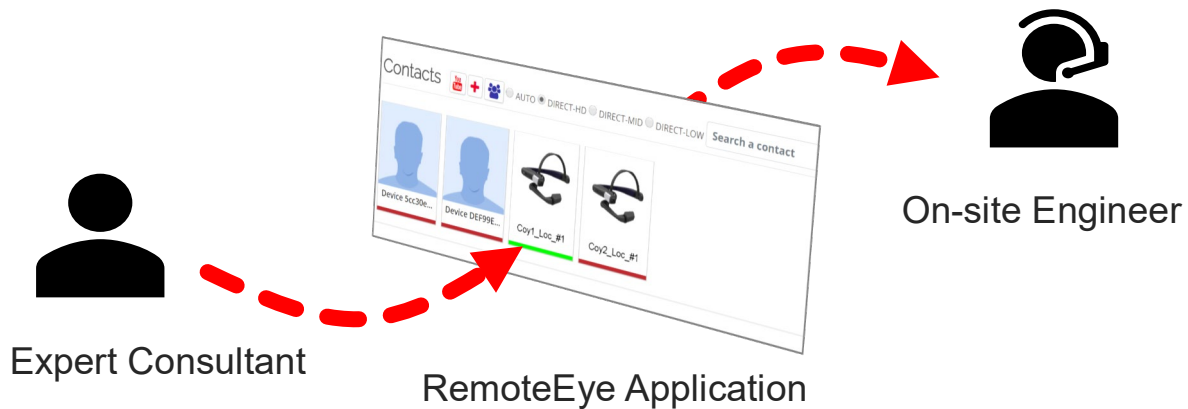
Once your support service and smart glasses are set up, connecting to an expert is as simple as

1. Turn on the smart glasses and put them on.
2. Adjust the display pod for a clear view of the screen.
3. Say "Remote Eye" to get connected.
4. Wait for your assigned Keysight Expert Consultant to start the video call and begin troubleshooting.



How to Manage Calls?

A support call normally starts over the phone and may progress through an online meeting or Web conferencing. At any time, you can ask to connect with the on-site engineer using the smart glasses. This is simply done by making a video call from your expert account home page which contains the list of your contacts (“on-site engineers” smart glasses). When needed, you can also invite guest experts to participate in the video call to troubleshoot the problem.



What Are the Key Benefits?

- Fast response from remote Keysight expert consultants
- Step-by-step instructions from remote experts
- Maximize your system uptime with fast and accurate diagnostics
- Minimize system downtime with pre-recorded video instructions to repair defects or to perform preventive maintenance
- Reduce repair costs with accurate identification of replacement parts
- Improve remote repair rate with real-time visual collaboration
- Easy upgrade when a newer model of Keysight Technologies On-Site Now! is available

Security Protocols

Keysight Technologies On-Site Now! is protected by a suite of reliable and secure protocols — such as Secure Real-Time Transport Protocol (SRTP), Datagram Transport Layer Security–Secure Real-time Transport (DTLS-SRTP), 128-bit Advanced Encryption Standard (AES) to encrypt audio and video, HMAC-SHA1 to verify data integrity, Safe Harbor certified, and WebRTC technology.

Contact Us

For a Keysight Technologies On-Site Now! demonstration, contact your nearest Keysight office or visit www.keysight.com/find/contactus.

For information regarding system uptime and support options that will work best for you, contact your nearest Keysight office or visit www.keysight.com/find/systemsupport.

Keysight also offers industry-leading in-circuit and functional test solutions to meet your electronics manufacturing test needs.

Keysight In-Circuit Test

www.keysight.com/find/ict

Keysight Limited Access Test Suite

www.keysight.com/see/limitedaccess

Keysight Electronics Automotive Functional Test

www.keysight.com/find/autofct

Learn more at: www.keysight.com

For more information on Keysight Technologies' products, applications or services, please contact your local Keysight office. The complete list is available at: www.keysight.com/find/contactus

