

Remote Support - worldwide



Birr Machines electrical machinery specialists support our customers worldwide, anytime.

The availability of your machine is crucial. Even if we cannot be on site. In such a case, Birr Machines offers a solution through remote support.

Supported by our data glasses - shipped and ready to use in a few days - you experience our service as if our specialist were standing next to you.

Remote

Rokid Glass 2

The smart glasses by Rokid have a transparent full HD display with a 40 degree field of vision. They are intuitive to use and easy to wear with a weight of 96g. The external battery allows an uninterrupted operating time of up to 8 hours.

Support

How does it work?

Birr Machines sends the glasses in a handy transport box together with a pocket WiFi - even by courier if it has to be done quickly. The data glasses are pre-configured so that they only need to be switched on and everything works. The desired menu (Vsight) for establishing contact is selected by means of head movements or voice commands.

Remote Support Software

Using the remote support software, we can support you even with poor network coverage and low bandwidth. The software specifically designed for this purpose allows us to show you directly on the screen what needs to be done.

What does Remote Support cost?

The remote support consists of two parts. The Smart Glasses can be purchased through us or rented by the day. See our equipment rates for rental. Our expert support is charged in accordance with the service rates for the Swiss market KII.

Availability

Contact us to find out about the availability of our remote support and we will assure you of our support via Vsight Remote Software within the next 24h.