



FAST. SAFE. EFFICIENT.



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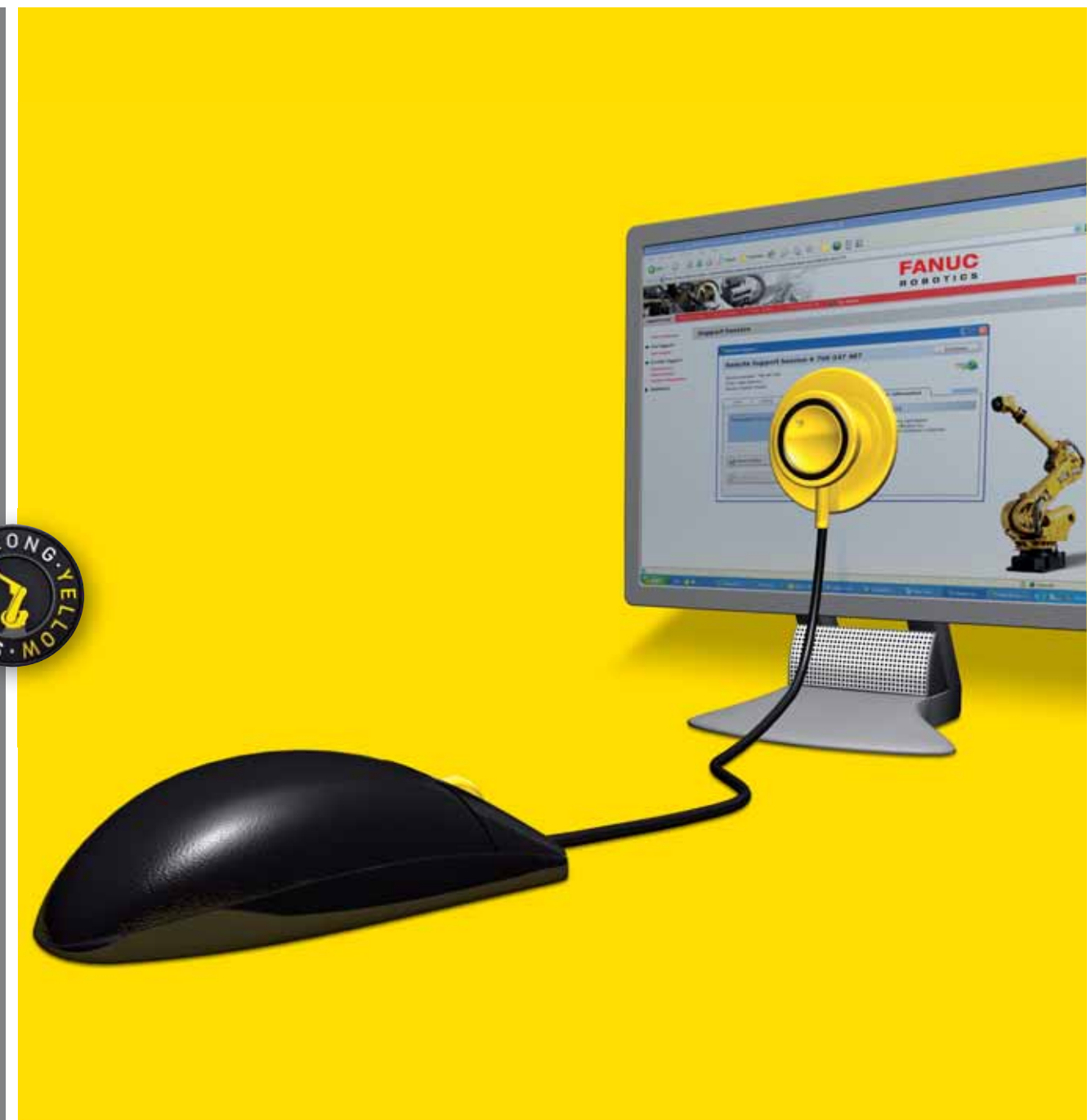
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FANUC - NO.1 IN FACTORY AUTOMATION AND ROBOTS



REMOTE DIAGNOSTICS

WELCOME TO THE YELLOW WORLD!

FAST. SAFE. EFFICIENT. -  
FANUC ROBOTICS  
REMOTE DIAGNOSTICS

Our customers are located throughout Europe, even in the most remote locations.

That is why we offer FANUC Robotics Remote Diagnostics: A sophisticated online remote diagnostic system, which allows us to solve any eventually arising problem with your robot in the quickest possible time. Because every minute your robot is not operating is a potential loss in your production output.

Smart. Strong. Yellow.

YOUR ADVANTAGES  
WITH FANUC ROBOTICS  
REMOTE DIAGNOSTICS:

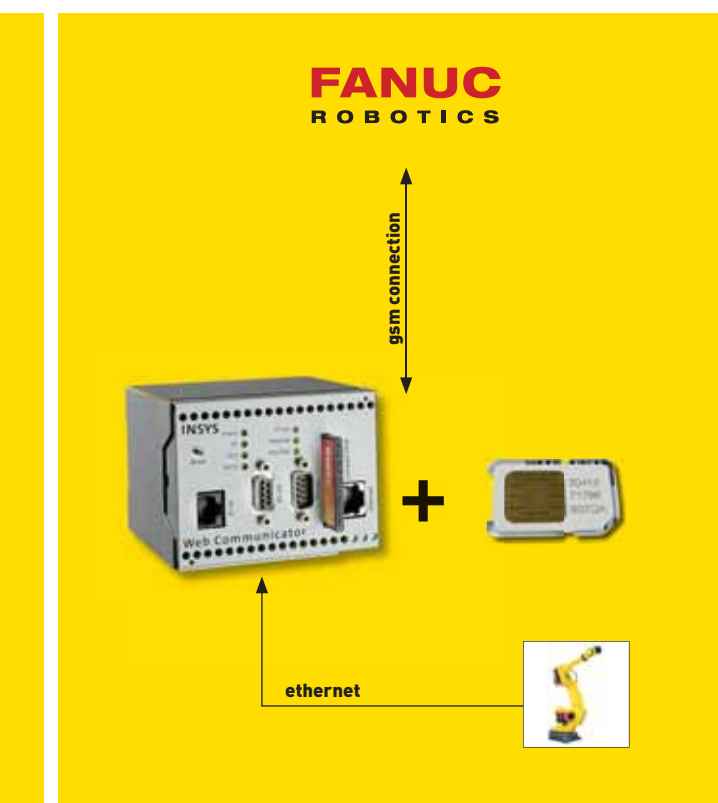
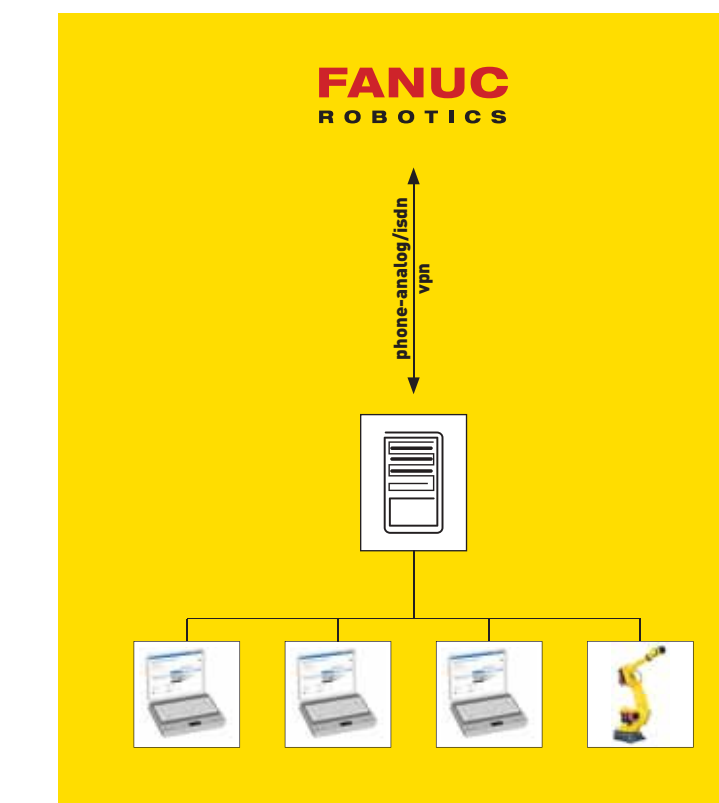
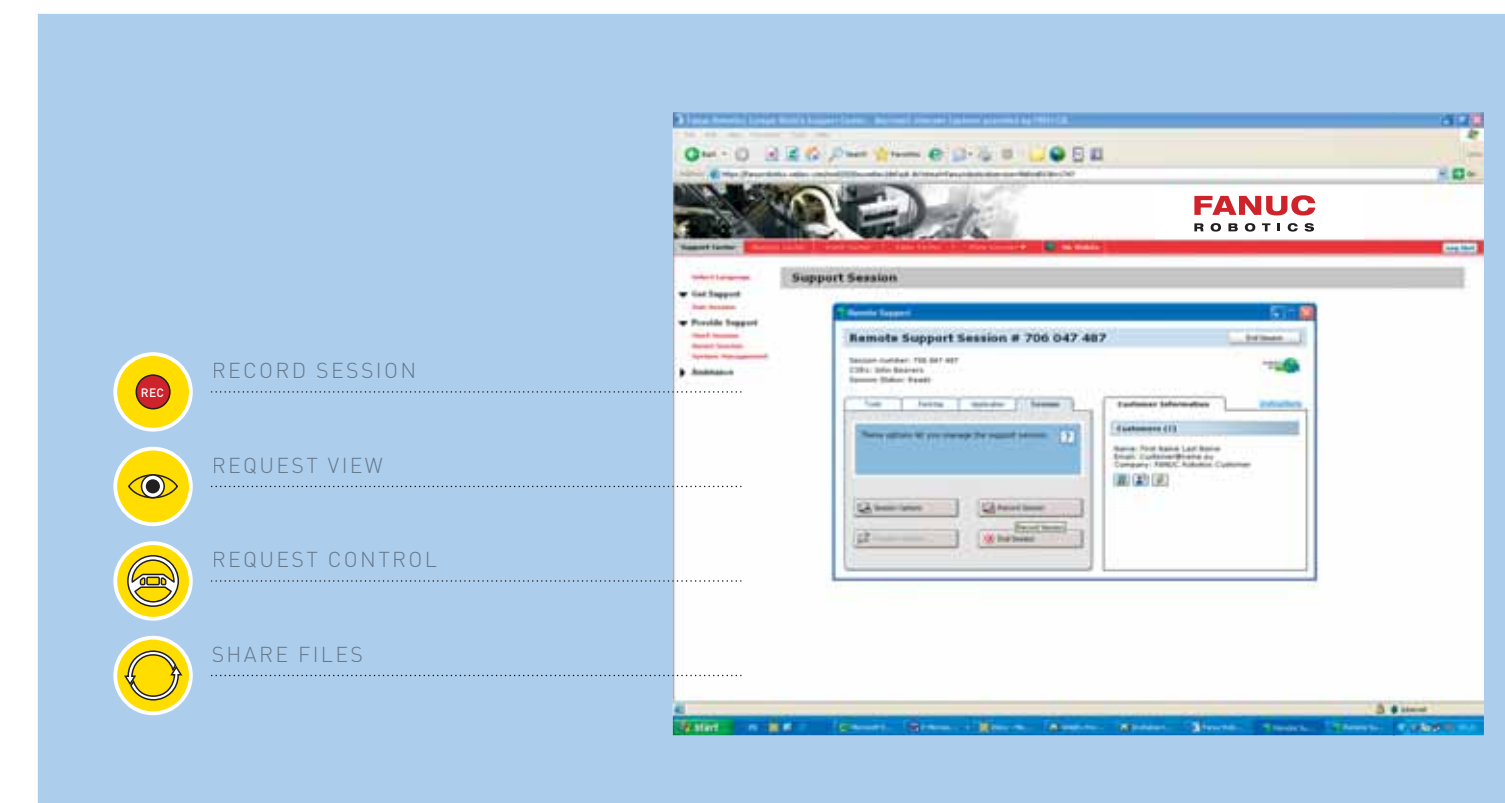
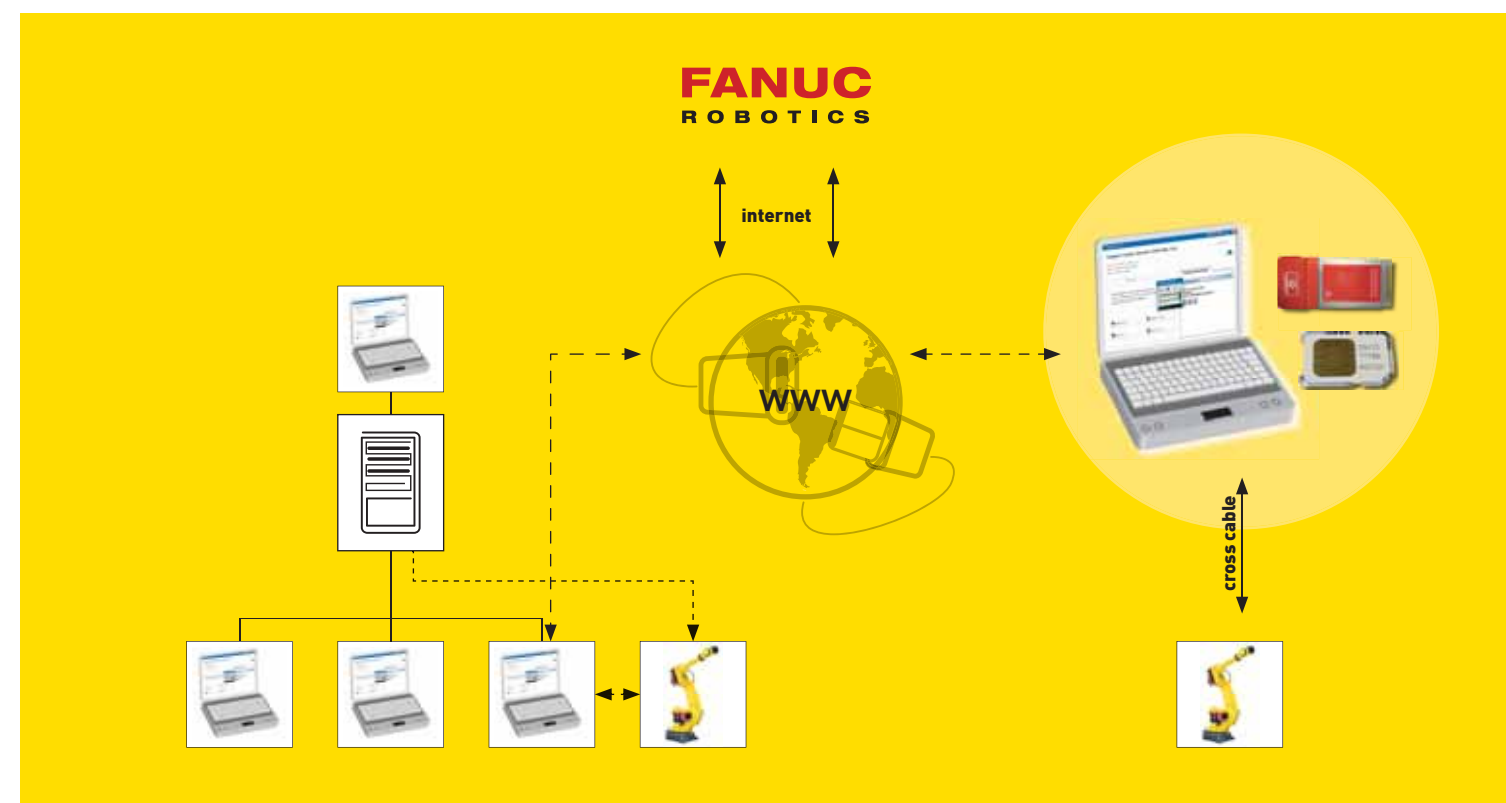
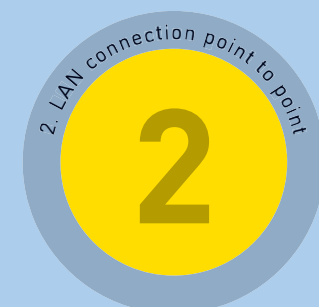
- Fast answering of inquiries and solutions for problems
- Avoidance of costly and timely delays or downtimes in production
- Reduction of travel and maintenance costs
- Increase of uptime and customer satisfaction



# CHOOSE YOUR SOLUTION!

THREE DIFFERENT WORKING MODELS, OFFERING YOU EXACTLY WHAT YOU NEED, ARE PART OF FANUC ROBOTICS REMOTE DIAGNOSTICS.

THAT IS THE SERVICE YOU CAN EXPECT FROM THE GLOBAL MARKET LEADER.



## 1. FANUC ROBOTICS REMOTE DIAGNOSTICS CENTRE

FANUC ROBOTICS REMOTE DIAGNOSTICS CENTRE IS AN INTERNET BASED SUPPORT SERVICE WHICH PROVIDES YOU AND OUR TECHNICIANS WITH THE ABILITY TO MEET ON THE WEB AND SHARE INFORMATION IN A HIGHLY SECURE ENVIRONMENT.

### FACTS:

- Fastest access possible (UMTS/GPRS/GSM)
- Complete visibility
- Many of your representatives and FANUC Robotics support personnel can access and take part in a support session
- Recording of all support sessions
- No user name and password required
- Widest range options for support



**FANUC Robotics Security-Guarantee** FANUC Robotics Remote Diagnostics is based on a secure internet portal which guarantees you 100% security for your information and data.

### NO INTERNET?

Even without internet access, you need not do without the advantages of the FANUC Robotics Remote Diagnostics Centre: All you need is a PC connection to either a data card or a data enabled mobile phone. Ask us, we can help!

### SIMPLE AND SAFE!

FANUC Robotics Remote Diagnostics Center works so easy: Both parties – your representatives and your FANUC Robotics technician – connect to FANUC Robotics' secure website at <https://fanucrobotics.webex.com>. From there, FANUC Robotics can offer you special assistance by offering the following services:



#### RECORD SESSION

Before support begins, the FANUC Robotics support technician can ask you for permission to record the entire support session. This will preserve the complete support session for both parties.



#### REQUEST VIEW

After the session has started being recorded, the support technician may request to view your desktop. When the robot and PC are connected, the FANUC Robotics technician is able to view exactly what you are seeing on your PC in front of you.



#### REQUEST CONTROL

Once permission is granted, the FANUC Robotics technician can guide you to locate the problem in an efficient manner. This option allows the FANUC Robotics service technician to actually take control of your PC in order to locate the problem as quickly as possible.



#### SHARE FILES

Once permission is granted, files may be shared via this session (e.g. backup files) – complete visibility is assumed.

## 2. LAN CONNECTION POINT TO POINT

This solution offers a particularly fast direct point to point connection between one of our technicians and the robot needing to be diagnosed. In order to do this just install an access to your LAN network for us and inform us of the user name and password. For the remote diagnosis just connect the robot to the LAN network making it accessible for our technician.

### FACTS:

- Direct point to point connection
- Provided by either
  - Analogue or ISDN
  - VPN
- Faster than GSM
- Limited to one support representative to assist the customer
- No recording or logging of remote assistance, no visibility

## 3. STAND ALONE POINT TO POINT

This stand alone device solution offers a direct point to point connection between one of our technicians and the robot without access to your LAN network. For this you will need additional hardware and a SIM card.

### FACTS:

- Provided by INSYS-stand alone data communicator
- INSYS Device + Sim-Card needed
- Dependent upon phone signal for support
- Limited to GSM capabilities
- Limited to one support representative to assist the customer
- No recording or logging of remote assistance, no visibility