



REMOTE ASSISTANCE

First use guide

GIMAX S.r.l. Unipersonale

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REMOTE ASSISTANCE PROCEDURE

Simply contact GIMAX through the normal service channels

Online form (www.gimaxgroup.com/customer-support)

Telephon (+39 0444 551790)

E-mail (service@gimaxgroup.com)

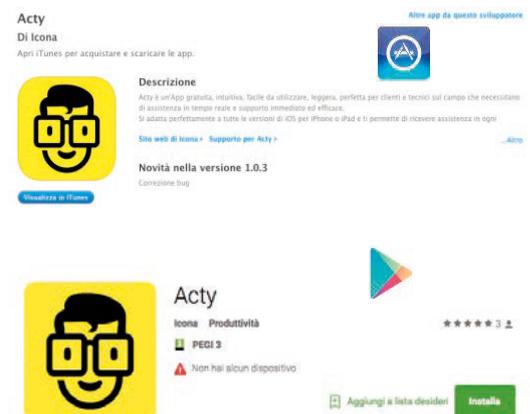
We remind you to specify the model of the machine with its serial numbers and the problem encountered.

Once customer service contacts you, they will direct you to a communication with a specialized technician.

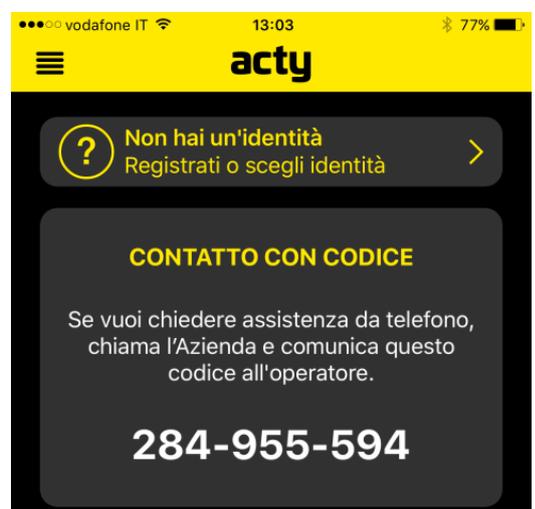
From this point you will be asked to log in through our "Remote Service" application.

This application allows our engineer to see what you are pointing at with phone video camera.

You will need to download the "ACTY" application from the App Store or Google Play.

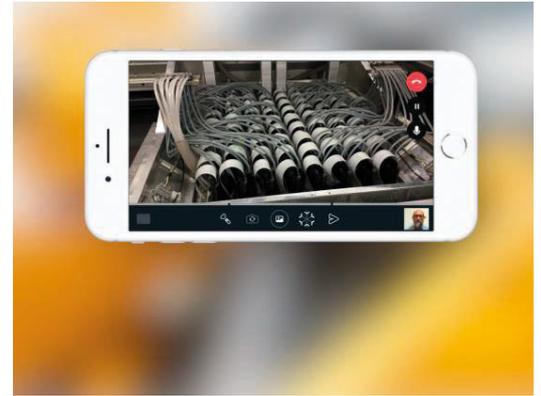


The first time the application is opened a code number will be displayed, this code must be indicated to the Gimax service engineer

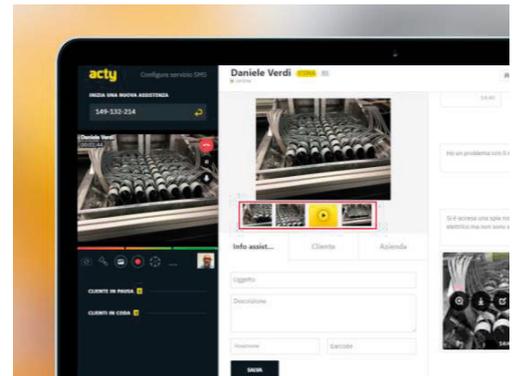


From this point onwards you are connected in live view mode with our engineer who will guide you step by step.

Pinpoint the problem you have encountered.



Thanks to the augmented reality features present in ACTY, the GIMAX engineer from his remote position can draw in freeze mode or AR mode and indicate the exact point where your engineer on site will have to intervene.



The indications provided by the GIMAX engineer are displayed in real time on the screen of your on site engineer's device in augmented reality.

GIMAX offre la possibilità di fornire gli "Smart glasses".

To solve more complex problems where freedom of movement of the on site engineer is essential.

These "Smart Glasses" will surprise you above all for the innovative technology of the OLED digital display.

By opting for this solution, the on site engineer will benefit by a high degree of precision.

