

KEY FEATURES & BENEFITS

Trimble Assistant software service is:

- Optimized to work intuitively with your Trimble products
- Easy to use
- A streamlined and efficient way to get remote technical support to field and office users
- Fast; it utilizes global servers
- Highly secure with 256-bit AES encryption

Trimble Assistant software service can help you:

- Reduce costs
- Improve productivity
- Increase efficiency
- Improve customer satisfaction



A REMOTE TECHNICAL SUPPORT APPLICATION THAT DRIVES PRODUCTIVITY

Trimble Assistant is a software service that allows for remote virtual support and remote control of all Trimble mobile hardware devices as well as Trimble office software. It's a simple way to get immediate technical support for you and your remote workforce—saving you time and money and driving greater efficiency.

Trimble Assistant is a highly beneficial service for virtually any type of government agency—federal, state, regional or local, and just about any department, including public works, forestry, utility and transportation, just to name a few. Trimble Assistant software service is also advantageous for large construction or survey firms, public utility companies and authorized Trimble Distribution Partners.

Use Trimble Assistant software service to provide technical support to Trimble users in the field or office, remotely. You can establish a highly secured connection and view and take control of mobile devices or computers to provide fast and efficient support. Without having to spend the time on multiple phone calls and emails to diagnose problems, you can reduce employee downtime and costs associated with on-site visits by quickly resolving problems with Trimble Assistant software service. By using Trimble Assistant software service and enabling your users to help solve problems, you increase customer satisfaction too. In addition, you can use Trimble Assistant software service to educate and support users and guide them toward a workable solution.

AN EFFICIENT TRAINING AND SUPPORT SOLUTION

With its extensive feature set and intuitive design, Trimble Assistant software service is setting the worldwide standard for a new breed of training and support solutions. Offered as a turnkey solution, you can quickly get set up with an account as soon as you purchase access.

Powerful Functionalities

- A fast, remote control technology utilizing globally-dispersed servers and a socket server network, Trimble Assistant provides highly efficient performance over EDGE, GPRS, GSM and CDMA connections (100KB).
Data access is tethered via Bluetooth® or wired to Trimble mobile data collectors.
- Trimble Assistant supports Windows CE (Trimble ACUs); Windows Mobile 5 and 6; Trimble TSC2®, Nomad™, Recon®, GeoExplorer®, Linux and Windows® desktop applications (for Trimble office applications).
- A drag-and-drop file transfer feature facilitates uploading files for diagnostics, or upgrading software, deploying firmware fixes or data file transfers.
- A session recording playback captures and re-uses support sessions for self-service support.
- Voice over Internet Protocol (VoIP) and webcam technologies transfer voice data and lets you view field workers. You can also talk to them live with a microphone and speaker jack devices.
- A direct support application is embedded as a custom "Remote Support" into any of your field or office applications. It's a one simple button press for live support. A Trimble Assistant button can be embedded into any almost any Windows-based application or desktop application. This allows users to access remote live support by just pressing a button.
- Trimble Assistant maintains a secure 256-bit AES end-to-end encryption to ensure that your data is protected with the highest grade level of security.

HOW IT WORKS

For Trimble mobile devices

As a Trimble user, all you need is a cellular phone and a wired or Bluetooth tethered connection to the Internet. You'll be issued a web address. From there, use your cell phone to call your support technician to obtain a session code. Enter this information in the session code field on the custom website, and then click "submit."

Within seconds, your support technician's computer will "ring." The technician then connects to your Trimble mobile field device (a TSC2 controller, for instance). Say the issue is that you're having difficulty conducting a road stake out. The support technician then runs a Windows Mobile operating system diagnostics test, which loads the file onto the technician's local computer and replicates the issue. Then, let's say the diagnosis is that you are not running the latest version of Trimble in-field software. Within minutes, the technician downloads the software and installs the latest version on your mobile device. Having been walked through the diagnosis, you will have learned to perform this task on your own the next time you experience a similar problem.

Furthermore, the support session can be recorded and placed on the support web portal for future play-back for training purposes. Trimble Assistant software service is also a great solution for desktop PC users and supports a variety of Trimble office software applications.

Support technicians can support anyone who needs remote support on Trimble equipment. It's instantaneous and no previous installation is required in order to use this technology.

Special Features

- **Establish remote control in seconds:** Firewall, NAT and proxy friendly, connecting to Trimble Assistant software service is a breeze. Once you click access through a chat box, assigned mobile or office worker, a session code is generated to get in contact with a support technician.
- **The right control for the right situation:** From passive viewing to full control, select one of the five modes which best suits your needs.
- **Drag-and-drop two-way file transfer:** Both support technicians and mobile or office workers can send and receive files. Customers can be granted power of refusal for technician-initiated file transfers.

- **Service unattended machines with ease:** Use the installable remote controls to enable remote control sessions on unattended devices. Gain secure access to perform system diagnostic or auto file pushes.
- **Extensive system "snapshot" with remote diagnostics:** Get a complete diagnostics report on the remote machine in seconds, with just one click.
- **Print remote documents from the support technician's printer:** Print documents on the support technician's printer. No file transfer or special configuration is needed.
- **Record and play back support sessions:** Create and save a visual transcript of the remote control session.
- **Use pre-session surveys to route support requests:** Custom define surveys to help route and classify support requests.
- **Use post-session surveys rate the customer experience:** Custom define online surveys to collect valuable customer opinions to improve your customer support operations.

TRIMBLE ASSISTANT SYSTEM REQUIREMENTS

To provide support: Trimble Assistant software service requires you to be on a Windows 95 or above system, or Mac OS X 10.2.8 or above. Supported browsers include IE 5.5 or above, Netscape 6 or above, Firefox 1.0 or above, and Opera 8.0 or above.

To provide support using Trimble Assistant software service, the remote user can be utilizing a Trimble device with Windows 95 or above, Mac OS X 10.2.8 or above, Linux 2.4 or above, Pocket PC 2003 or above, Windows Mobile 5, or Windows Mobile 6. Supported browsers include IE 5.5 or above, Netscape 6 or above, Firefox 1.0 or above, and Opera 8.0 or above. In order to support mobile devices with remote control capabilities, it is highly recommended that the mobile device be connected to the internet with speeds of 56 kbps or above. Mobile devices can be connected to the Internet via a wired, Wi-Fi, LAN, or wireless connection. With wireless connections, direct or tethered connections are supported when using Trimble devices. Wireless connections can be GPRS, CDMA, GSM, EVDO, 3G, 3.5G, HSDPA, WiMAX, or any other variation.

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