

# ~~SmartLine~~<sup>®</sup> Remote Diagnostics

Your connection to quicker solutions

## **SmartLine<sup>®</sup> Internet-Based Remote Diagnostics**

*LECO's convenient internet-based SmartLine Remote Diagnostics system provides you with our fastest service solution yet for getting the answers you need—saving you time and money.*

### **Why SmartLine?**

*SmartLine provides you with an on-line support connection between your instrument and LECO's Global Support Center, allowing trained service specialists to remotely operate your instrument as if they were right there with you—allowing you to maximize productivity by reducing on-site service calls. LECO service specialists can quickly perform basic diagnostic tests on your instrument, putting us on the same page as you—creating a better flow of communication for quicker, targeted solutions.*

### **How it Works**

1. Simply call LECO's Global Support Center at 269-982-5497 during normal working hours to get your session code\*
2. Log onto <http://rc.leco.com> and enter your session code
3. LECO accepts the connection

*Your SmartLine session has begun!*

### **SmartLine Advantage**

With LECO's new internet-based *SmartLine* you are set up and connected in around five minutes. The only requirements are access to a high-speed internet connection (DSL or 256 kbps or faster) and a session code. No hardware, modem, or third-party software for you to install—just three simple steps and you are on your way to the quickest service solution available in the industry.

- Quick set-up (can be done on-the-fly in approximately five minutes; no hardware or modem to install)
- Secure customer-initiated connection
- Ability to securely connect through firewalls
- Quicker solutions and less time spent per session using high-speed connection
- Compatible with wireless environments

### **Your High-Speed Internet-Based SmartLine Package Includes**

- Five hours of "on-line" support time to get you started towards quicker solutions\*\*
- Renewable five-hour blocks of *SmartLine* time

**Call our Global Support Center at 269-982-5497 today and get started with your free internet-based SmartLine demonstration!**

\*LECO's normal working hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. EST. Additional sessions outside normal business hours can also be scheduled by appointment.

\*\*Five-hour time blocks are valid for one year from date of purchase.



## Questions and Answers

**Question:** Can a LECO Service Specialist gain access to my instrument at any time he/she wants to?

**Answer:** LECO Service Specialists are able to access your instrument only after login has been initiated (internet-based system).

**Question:** What other benefits does *SmartLine* offer?

**Answer:** *SmartLine* can help with the early identification of a problem component or module, allowing the Service Specialist to come well-prepared with the right solution.

**Question:** My instrument is under warranty. What can *SmartLine* offer me?

**Answer:** *SmartLine* offers you quicker solutions, minimized downtime, and the ability to train new operators and answer questions that may have developed since the installation and initial training.

**Question:** What hours can I contact a LECO Service Specialist for *SmartLine* assistance?

**Answer:** LECO's Service Specialists are typically available Monday through Friday, 8:00 a.m. to 5:00 p.m. Eastern Standard Time. Additional sessions outside normal business hours can also be scheduled by appointment.

## Part Numbers

710-198-B/O	Internet-Based System Start-Up
710-199-B/O	Internet-Based System Renewal

If you would like to receive additional information or order LECO *SmartLine* Remote Diagnostics, please call our Global Support Center at 269-982-5497.

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