





SafeGuard AR on-demand remote guidance

When you've got a production issue, you immediately want an expert right there to help get you back up and running. That is why we have created our Augmented Reality (AR) app, allowing the Domino technical support team to guide you through solutions to fix the issue, annotating the screen to highlight what to do. Result? Our experts remotely troubleshoot and repair printing, marking and labelling issues, whilst reducing the need for call-outs.

How does it work?

-  **1** We send a link
-  **2** You download and install
-  **3** We see what you see

Using the SafeGuard AR app, a Domino engineer guides you through the steps required to identify the issue and repair the printer remotely via your device's camera.

Learn more [here](#).

Benefits

- Reduced unplanned downtime** – remote fix to quickly restore your production back to normal.
- Control financial impact** – minimise unnecessary visits or allow our experts to identify the correct parts if a visit is needed.
- Improved effectiveness** – AR powered video communication makes explaining and resolving issues easier than over the voice-only phone.

Download the **SafeGuard AR** app
on your smart device

