

Remote Service Quick Guide Using TeamViewer Pilot App



METTLER TOLEDO Service is available to service your operations around the world at your convenience. Utilizing advanced communication tools, we have developed new ways of working to service your operations when our Service experts are unable to attend a service at your site.

This documentation explains the specific Terms and Conditions for AR Remote Support and provides instructions for quickly installing the mobile app (TeamViewer Pilot) that will allow you to connect with a qualified remote service expert in real-time.

Our AR Remote Support uses TeamViewer Pilot to create a virtual environment that connects the camera of your mobile device to the computer of an off-site expert, allowing the off-site expert to talk with you over VoIP, see what you see on-site and guide you through the service process by using interactive 3D annotations, e.g. drawing and highlighting objects on your screen. This connection is only established once you agree to it and you can disconnect at any moment at your convenience. This will help you to complete the services you require quickly and efficiently under the guidance of our Service expert.

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1. Services, Terms and Conditions

i. Description of Services

METTLER TOLEDO Service is able to triage incoming support calls and, when necessary, offer real-time support via a secure augmented reality connection to guide on-site personnel with expert remote support ("AR Remote Support").

The following services are available for supported instruments through AR Remote Support :

- Issue diagnostics
- Simple problem resolution
- Identifying parts for replacement or repair
- Assistance for parts exchanges
- Support on preventative maintenance work
- Executing routine tests
- Calibration and non-accredited certification creation

The following services are NOT available via AR Remote Support:

- Instrument adjustments where calibration shows out-of-spec results
- Larger, complex repairs
- Accredited calibrations and related certifications (e.g. 17025 or MinWeigh USP)

ii. Terms and Conditions of the AR Remote Support via TeamViewer Pilot

In addition to the METTLER TOLEDO general Terms and Conditions of Sales and Service (available at www.mt.com/terms) that apply to any Service provided by METTLER TOLEDO, the following specific terms apply to the AR Remote Support described in this document and take precedence over the Terms and Conditions of Sales and Service in cases of conflict. You agree to these terms and conditions when you install TeamViewer Pilot on your device and provide the unique code on your mobile device to a METTLER TOLEDO Service expert.

AR Remote Support visual connections do not enable the METTLER TOLEDO Service expert to fully control the execution of the service. METTLER TOLEDO is not liable for any harm or damage service work executed by the customer causes to any person or property. Further, customer shall indemnify METTLER TOLEDO for any claims from third parties related to customer's performance of services. It is the customer's obligation to ensure the person executing the service has the necessary technical knowledge and safety training for the work and repair of electrical and mechanical devices in the related environment.

METTLER TOLEDO does not provide any warranty or guarantee on the service work executed by the customer. Apart from that any warranty provided by METTLER TOLEDO on its products as set forth in the METTLER TOLEDO general Terms and Conditions of Sales and Service remains unaffected by this agreement.

The download and usage of the TeamViewer Pilot app creates a separate agreement between the customer and the provider of the app, Teamviewer Germany GmbH or it's local subsidiaries or partners. By downloading and using the TeamViewer Pilot app you agree to the license and usage terms of the app and agree that METTLER TOLEDO has no responsibility in relation to the TeamViewer Pilot app. In particular, METTLER TOLEDO does not warrant that the TeamViewer Pilot app is error-free, that customer will be able to operate it without interruption, or that it will be free of vulnerability to intrusion or attack. Customer is responsible for the use of the TeamViewer Pilot app by its employees or any third party it authorizes to do so.

METTLER TOLEDO is not responsible to customer for unauthorized access to any data of customer or the unauthorized use of the services unless the unauthorized access or use results directly from METTLER TOLEDO's security obligations stated herein. Customer is responsible for the use of the TeamViewer Pilot app and the AR Remote Support by any of its employees, by persons or entities to whom customer has given access to the services or by any person who gains access to customer's data or the services as a result of customer's failure to use reasonable security precautions.

With the establishment of the connection between the mobile device of the customer and the METTLER TOLEDO service expert, the TeamViewer Pilot will transmit visuals of the customer's environment. METTLER TOLEDO will use these visuals solely to support the execution of the related service. METTLER TOLEDO may at its own discretion store the visuals and the audio recordings as necessary for documentation purposes, e.g. in the case of a calibration to document measurement results and visual inspection. Any stored data will be maintained by METTLER TOLEDO for the necessary documentation period of the underlying calibration certificate. The stored data will be deleted after that duration or at customer's request. We have implemented technical and operational security measures designed to protect the data from loss, misuse, alteration, or destruction. Only authorized persons within the METTLER TOLEDO service organization who have a need to know and who are bound by confidentiality obligations, have access to the data. If the data contains personal information and if provided by applicable data protection regulations, you may have the right to access, rectification, erasure, restriction, objection, or portability of certain information in certain circumstances or coordinate with a local data protection supervisory authority. In that case or if you have questions on the use of your data, please contact [CONTACT PERSON].

2. Download and Install the Mobile App

- i. First, ensure you are using a **supported mobile device** with proper Augmented Reality capabilities. [Click here to see the full list of all supported devices.](#)
- ii. Download and install the TeamViewer Pilot app:



3. Establish a Connection with the Remote Service Export

While triaging your support case over the phone with **METTLER TOLEDO**, you will be assigned a remote service expert with whom you will either be a) transferred to directly, or b) receive a call-back from. To establish a secure audio/video connection, the service expert will request your device's unique TeamViewer ID number found on the apps startup page.

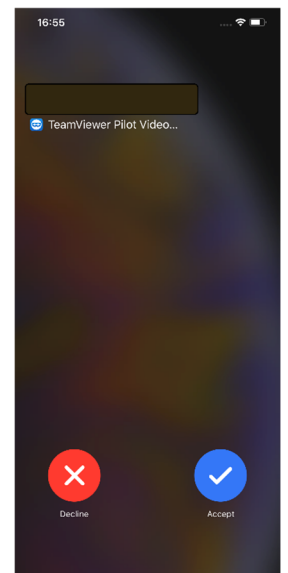
- i. **Open** the TeamViewer Pilot app on your mobile device and inform the service expert over the phone of the ID number shown.



Alternatively, you can share your

TeamViewer ID by email or SMS by tapping the "**Share ID**" button in the middle of the screen.

- ii. You will then receive an **incoming call** to establish a secure connection via the TeamViewer Pilot app. Click **Accept**. The service expert will end the telephone call and continue via secure VoIP connection.



4. Using TeamViewer Pilot

- i. **Camera:** As soon as a connection has been established, your mobile device's **camera image is transmitted in real-time** to the remote service expert's screen and they can see whatever your camera sees.
- ii. **Microphone:** You can now **talk with the remote service expert** directly via VoIP connection. **Hint:** For better audio quality, especially in a noisy environment, it is recommended to use a headset.







- iii. **3D Annotation and Comments:**

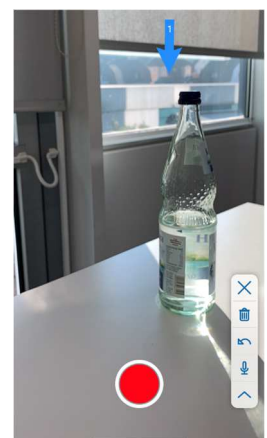
By tapping / clicking on the screen, both parties can place and move 3D arrows that stick to real objects that your camera sees, as well as drag to draw on the screen. Select and marker or drawing to add a comment. Different colors are used to show who placed which arrows; blue for the supported party, orange for the service expert.



Markers with three dots (...) above them have comments.

- iv. **Manage your session** through the on-screen navigation menu.

-  **Red phone icon:** End call / close connection
-  **X icon:** End call / close connection
-  **Garbage bin icon:** Delete all 3D arrows
-  **Back arrow icon:** Delete last 3D arrow
-  **Microphone icon:** Mute/unmute your microphone
-  **Up-arrow icon:** Show/hide menu



- v. Tap the red icon to **end the call** and close the connection.



Remote Service Quick Guide

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