

Leica Geosystems

How to use Leica Active Assist



Leica Active Assist is a new software Service from Leica Geosystems that allows your local support engineer to see exactly what you see. By pressing the buttons for you, your support engineer can guide you back to full productivity within minutes. You can continue with confidence to complete the survey, and know if the problem ever arises again, you can solve it yourself after being guided step-by-step through a solution.

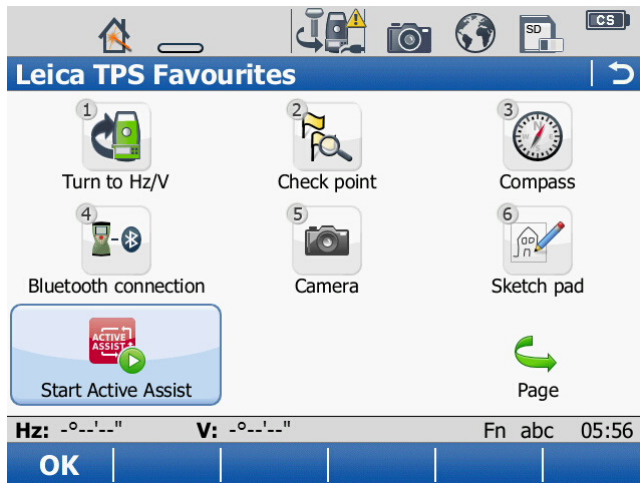
Minimum requirements:

- SmartWorx Viva 3.50 or higher
- A valid Customer Care Package (CCP) for your SmartWorx Viva device
- Leica Active Assist activation license for your SmartWorx Viva device

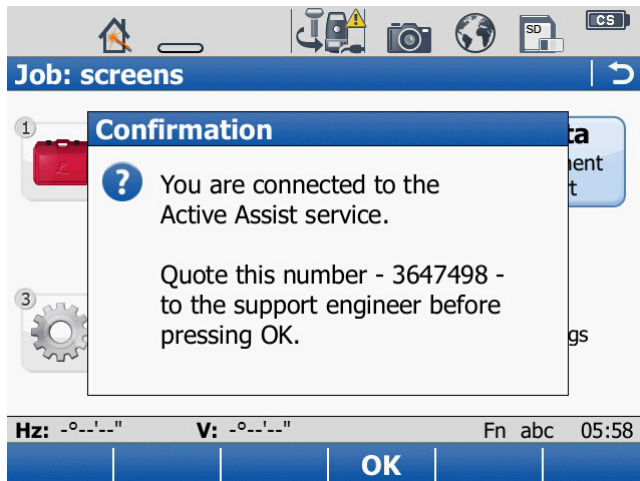
How to use Leica Active Assist:

Firstly ensure that you currently have an active internet connection on your SmartWorx Viva device. An active internet connection is shown by the globe icon (🌐) in the icon bar.

Using Leica Active Assist is easy, simply navigate to the Favourites menu, and press "Start Active Assist".




This will then show you a number that you need to communicate to your local support engineer over the phone.



Your support engineer will then securely connect to your device and you will see the Active Assist icon (ACTIVE ASSIST) in the icon bar.



For the duration of this Leica Active Assist session, your support engineer will be able to see exactly what you see and can fully operate your device.

The Leica Active Assist session can be ended by either your support engineer, or yourself. To end the session yourself, return to the Favourites menu and press "End Active Assist". You will see that the session has ended, as the Active Assist icon () in the icon bar will disappear.