

# Leica Active Assist

Expert help always  
by your side

ACTIVE  
ASSIST



## ■ Quick

A problem in the field can be very expensive. Downtime can cost you money, and possibly also cost others who are waiting for you to finish your tasks. With Leica Active Assist, a quick solution to any problem is certain, as an experienced professional can connect directly onto your field system to assist you. Once your problem is solved, you can quickly get back to work and finish your tasks with full productivity.

## ■ Simple

Only one button press is required to activate Leica Active Assist. It could not be any simpler.

## ■ Reliable

Mobile Internet has become a reality. With your Internet enabled Leica Geosystems equipment, you can reliably connect to the internet and access Leica Active Assist whenever needed. If a problem should arise, simply push a button, and help is seconds away.



- when it has to be **right**

**Leica**  
Geosystems



- Your benefits:**
- Optimised workflow
  - Increased productivity
  - Maximum security

With Leica Active Assist and other software services you increase your productivity and benefit from state-of-the-art IT infrastructure. That alone would not be enough, if your data were not also safe and protected. That is why Leica Geosystems integrates the highest level of security in Leica Geosystems Trusted Services – and with it you profit from both increased productivity and maximum security.



- Your benefits:**
- Easy-to-use
  - Help is always by your side
  - Improve productivity
  - Available with all Leica Captivate and SmartWorx Viva hardware

Imagine being in the field and coming across a problem that prevents you from finishing the job. You call your local support engineer, but have trouble explaining your exact problem. By simply pressing a button in the field software, you can activate Leica Active Assist, and your local support engineer can securely access your device and 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.



- Your benefits:**
- Latest software
  - Top maintained equipment
  - Trained professional support
  - Reduce downtime

With a Customer Care Package (CCP) you stay up-to-date with the latest software and can be confident that your equipment is always in top working order with yearly maintenance. Leica Active Assist adds additional benefits to CCP customer support by expediting support cases through support engineers having direct access to field devices to diagnose problems faster than ever before. Your efficiency is taken to the next level.



- Your benefits:**
- Training exactly when needed
  - Increased efficiency

With Leica Geosystems Campus, training can be conducted on-line, in a classroom and one-on-one. Now with Leica Active Assist, an additional method of training is available, remote real-time training while on the job! Although not intended to be the primary method of training, Leica Active Assist can be a valuable method to reinforce product knowledge once users start working in the field.

Leica CS20



Leica Viva CS15



Leica Nova MS60/TS60



Leica Viva TS16



With an integrated WiFi and/or 3.5-G module (GSM/GPRS/UMTS), your Leica CS20/CS15 easily connects directly to the internet to enable Leica Active Assist.

Simply connect your Leica Nova MS60/TS60 and Leica Viva TS16 to a mobile phone with a Bluetooth® or WLAN wireless connection to gain internet access and Leica Active Assist.

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