

# R2021A Keysight Technologies On-Site Now! Expert Support Service

## Expert Support using AR Glasses

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Keysight On-Site Now! is an end-to-end, interactive support collaboration platform with a real-time two-way exchange of live video, messaging, and voice between Keysight's remote experts and your technician.

Wearable smart glasses give the technician the ability to work using both hands while sharing a live video feed with the remote expert. The real-time capability gives you precise step-by-step visual instructions to guide your technician to resolve technical issues quickly.

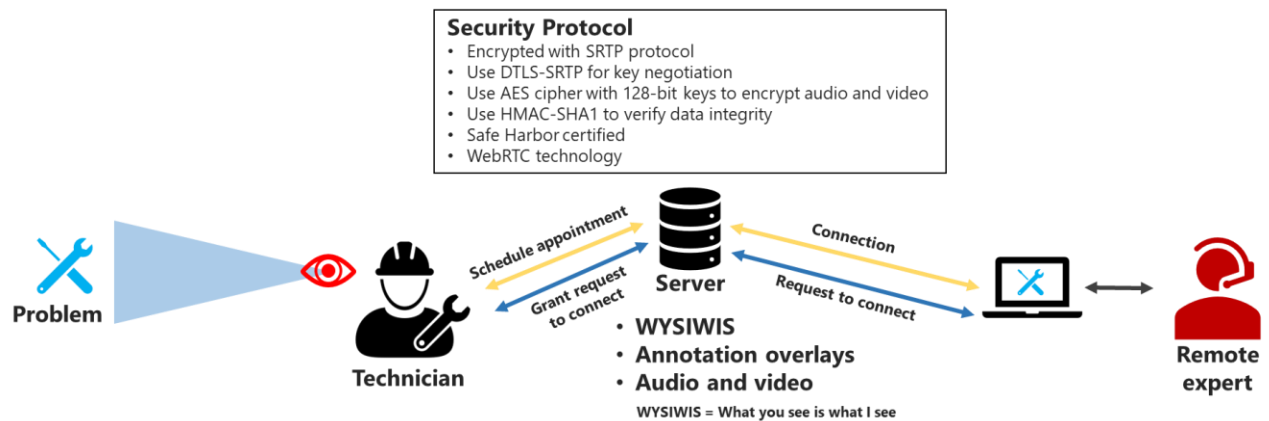


## Key Benefits

- Fast response from remote experts
- Visual step-by-step instructions from remote experts
- Maximize your system uptime with fast and accurate diagnostics
- Minimize system downtime with pre-recorded video to repair defects or to perform preventive maintenance
- Reduce repair costs with accurate identification of replacement parts
- Improve remote repair rate with real-time visual collaboration
- Easy upgrade when a newer model is available

## How Does It Work?

A pair of smart glasses is on consignment during the duration of service. Whenever a technical issue occurs, a technician gives connection permission to the remote expert. The remote expert guides the technician to help resolve the issue with real-time visual, messaging, and voice assistance. At the end of the service, you simply return the smart glasses to Keysight.



## Secured Protocol

Keysight On-Site Now! is protected by a suite of reliable and secure protocols — such as Secure Real-Time Transport Protocol (SRTP), Diagram Transport Layer Security–Secure Real-time Transport (DTLS-SRTP), 128-bit Advanced Encryption Standard (AES) to encrypt audio and video, HMAC-SHA1 to verify data integrity, Safe Harbor certified, and WebRTC technology.

## Characteristics of Keysight Technologies On-Site Now! Expert Support Service



## Summary of Services

Service Deliverables	Keysight Glasses
Wearable smart glasses	Consignment
Remote assistance	8 x 5
Part replacement	Optional
On-site repair	Optional
On-site system calibration service	Optional
Annual system calibration license	Optional
Advanced DGN license	Optional
System SUS	Optional
TDW SUS	Optional
Consumable accessories	Optional

You can also purchase a hardware maintenance agreement for your ICT or automotive functional equipment to ensure end-to-end support for your test equipment.

## Conclusion

Keysight Technologies On-Site Now! together with a hardware maintenance agreement gets your system running again quickly. Our real-time remote experts are here to help you with your system test requirements to ensure minimal downtime.

Contact your nearest Keysight office or visit [www.keysight.com/find/contactus](http://www.keysight.com/find/contactus) for a Keysight Technologies On-Site Now! demonstration.

For information regarding system uptime and support options that will work best for you, please contact your nearest Keysight office, or visit [www.keysight.com/find/systemsupport](http://www.keysight.com/find/systemsupport).

Keysight also offers industry-leading in-circuit and functional test solutions to meet your electronics manufacturing test needs.

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[www.keysight.com/find/ict](http://www.keysight.com/find/ict)

Keysight Limited Access Test Suite  
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