

# **LASCO REMOTE ASSISTANCE**

## **QUICK START GUIDE – WEB BROWSER**

**V 0.1**

**07.07.2020**



**LASCO.COM**

# LASCO REMOTE ASSISTANCE

URL

ra.lasco.com



# LASCO REMOTE ASSISTANCE

## LOGIN

Enter e-mail address

Enter password  
Initial password will be informed by LASCO

The screenshot shows the LASCO login page. At the top is the LASCO logo. Below it are two input fields: 'Username / email' and 'Password'. Below the password field are two links: 'Forgot / lost password?' and 'Contact Us'. At the bottom of the main form is a red 'Login' button. Below the main form is a separate red button with a QR code icon and the text 'Generate QR Code Login'.

After entering e-mail and password click on login to log in



# LASCO REMOTE ASSISTANCE

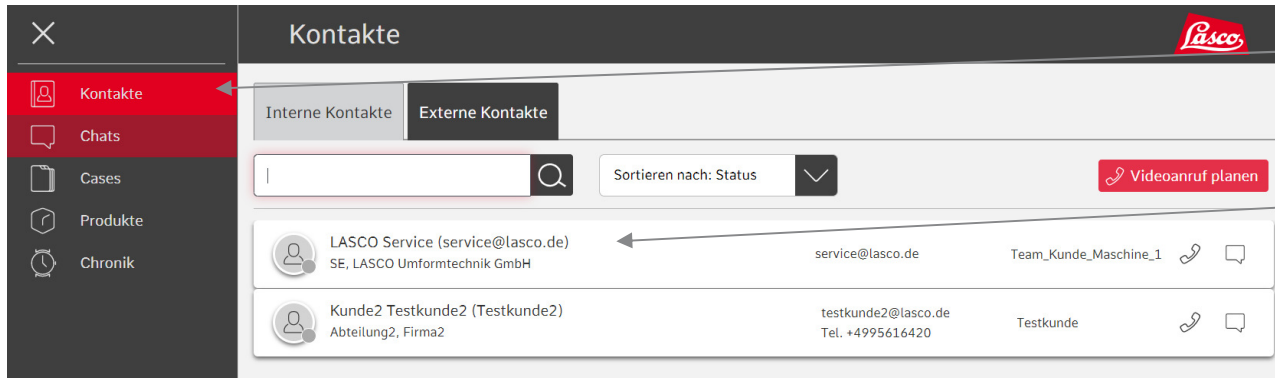
## GENERAL OPERATING CONCEPT – MAIN MENU, ACTIVE MAIN MENU POINT

The screenshot shows the 'Kontakte' (Contacts) screen in the LASCO Remote Assistance application. The interface is divided into a left sidebar and a main content area. The sidebar contains a 'Fold-out main menu' with items: Kontakte, Chats, Cases, Produkte, Chronik, Einstellungen, Über, QR-Code Login, Aktualisieren, and Abmelden. The main content area shows 'Kontakte' with sub-tabs for 'Interne Kontakte' and 'Externe Kontakte'. It includes a search bar, a 'Sortieren nach: Status' dropdown, and a 'Videoanruf planen' button. Two contact entries are visible: 'LASCO Service (service@lasco.de)' and 'Kunde2 Testkunde2 (Testkunde2)'. A 'Fold-out main menu point' annotation points to the contact list, with a note: 'Area of active main menu point Here contacts'. The LASCO logo is in the top right corner.



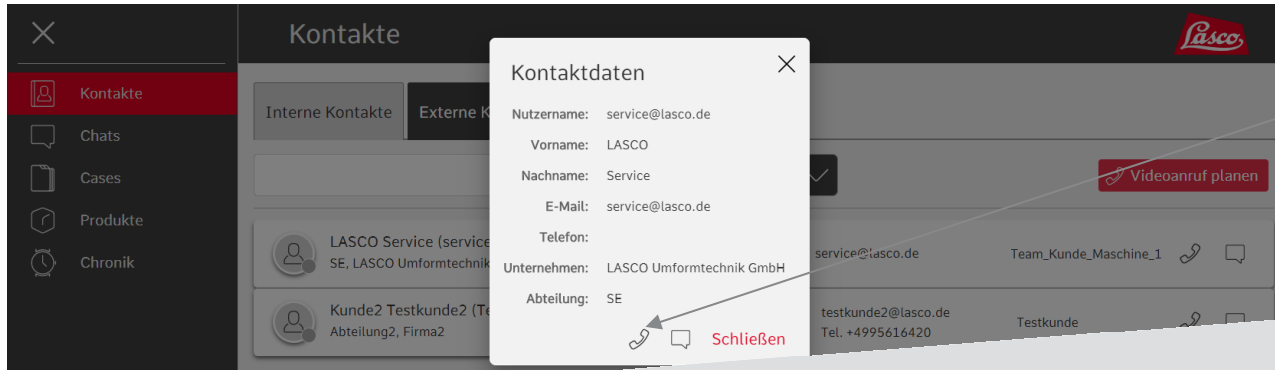
# LASCO REMOTE ASSISTANCE

## CALLS SOMEONE



Main menu: Select contacts

Select person



Click on symbol



# LASCO REMOTE ASSISTANCE

## OPTIONS DURING THE CALL

The image shows a screenshot of the LASCO remote assistance interface during a video call. The interface is divided into several sections:

- Left sidebar:** Contains icons for video call controls. A red bar highlights the 'Stop video transmission' icon.
- Top left:** A 'Fold out menu' icon (three horizontal lines).
- Top right:** The LASCO logo and a 'Fold out menu' icon.
- Center:** A video feed of a man wearing glasses and a blue shirt.
- Bottom left:** A control bar with icons for 'Finish video call', 'Video on/off', 'Microphone on/off', and 'Change colour of annotation'.
- Bottom right:** A list of participants. The top participant is 'Kunde1 Testkunde1 [Firma1]' with a red background. Below it is 'Andere Teilnehmer:' with 'LASCO Service [LASCO Um...]' listed.

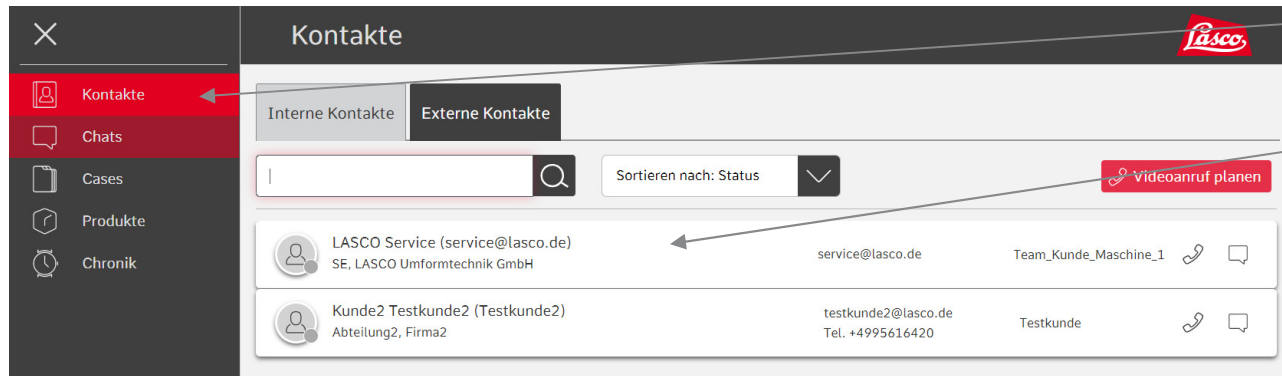
Callout boxes with arrows point to the following features:

- Stop video transmission** (points to the red bar in the left sidebar)
- Record video transmission** (points to the record icon in the bottom control bar)
- Take a picture** (points to the camera icon in the bottom control bar)
- Adjustments** (points to the adjustment icon in the bottom control bar)
- Split screen** (points to the split screen icon in the bottom control bar)
- Finish video call** (points to the red phone icon in the bottom control bar)
- Video on/off** (points to the video icon in the bottom control bar)
- Microphone on/off** (points to the microphone icon in the bottom control bar)
- Change colour of annotation** (points to the color selection icon in the bottom control bar)
- Add annotation in video call and place the picture by clicking** (points to the annotation icon in the bottom control bar)
- Fold out menu** (points to the top left menu icon)
- Add participant to video call** (points to the plus icon in the top right)
- Add video call to case** (points to the folder icon in the top right)
- Selection of the user whose camera is transferred in the middle of the screen** (points to the 'Kunde1 Testkunde1 [Firma1]' entry in the participant list)



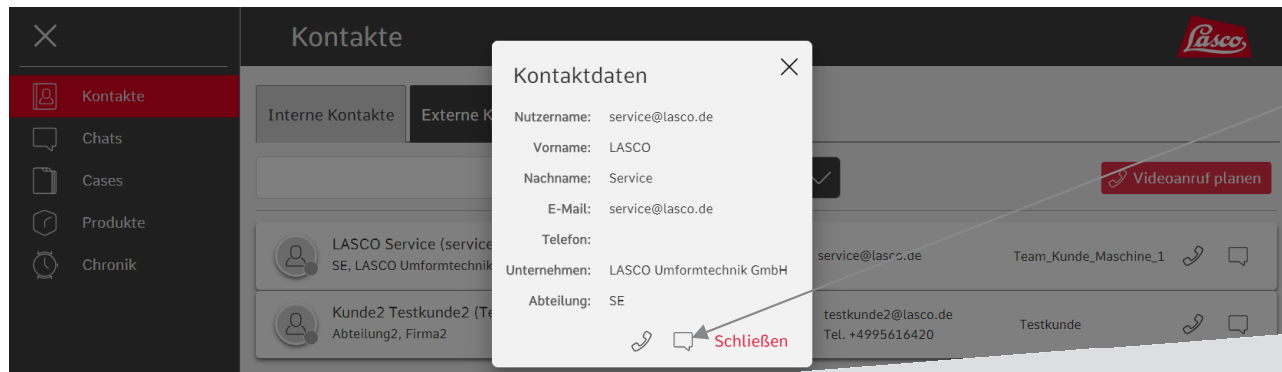
# LASCO REMOTE ASSISTANCE

## CHAT WITH SOMEONE



**Main menu:  
Select contacts**

**Select person**



**Click on chat symbol**



# LASCO REMOTE ASSISTANCE

## CHAT WITH SOMEONE

The screenshot displays the 'Cases' management interface. On the left, a dark sidebar menu contains options: Kontakte, Chats, **Cases** (highlighted), Produkte, Chronik, Einstellungen, Über, and Abmelden (Kund...). The main area is titled 'Cases' and features a search bar, a dropdown for 'Sortieren nach: Letzte Änderung', a checkbox for 'Mir zugewiesen', and a red 'Neuer Case' button. Below this is a table with one case entry:

Democases Servicecase	Erstellt am: 02.07.2020, 10:45 Ersteller: Kunde1 Testkunde1	Status: Offen Verantwortlicher: -	
--------------------------	--	--------------------------------------	--

Two callout boxes are present: one labeled 'Main menu: Select cases' pointing to the 'Cases' menu item, and another labeled 'Create new case' pointing to the 'Neuer Case' button.





# LASCO REMOTE ASSISTANCE

## CREATE A CASE

The screenshot displays the 'Cases' management interface in the Lasco system. A central modal form is open for creating a new case. The form includes fields for 'Name', 'Beschreibung', 'Datum', and 'Referenznummer'. Below these are sections for 'Teilnehmer' (Participants) and 'Produkte' (Products), each with a 'Hinzufügen' (Add) button. At the bottom of the form are 'Übernehmen' (Take over) and 'Abbrechen' (Cancel) buttons. A sidebar on the left contains navigation options like 'Kontakte', 'Chats', 'Cases', 'Produkte', and 'Chronik'. The top right of the interface shows the 'Lasco' logo and a 'Neuer Case' button. Three white callout boxes with arrows point to specific form elements: 'Set case name, e.g. fault description' points to the 'Name' field; 'Specify participant' points to the 'Teilnehmer' list; and 'Assign case to your machine' points to the 'Produkte' section.

**Set case name, e.g. fault description**

**Specify participant**

**Assign case to your machine**



# LASCO REMOTE ASSISTANCE

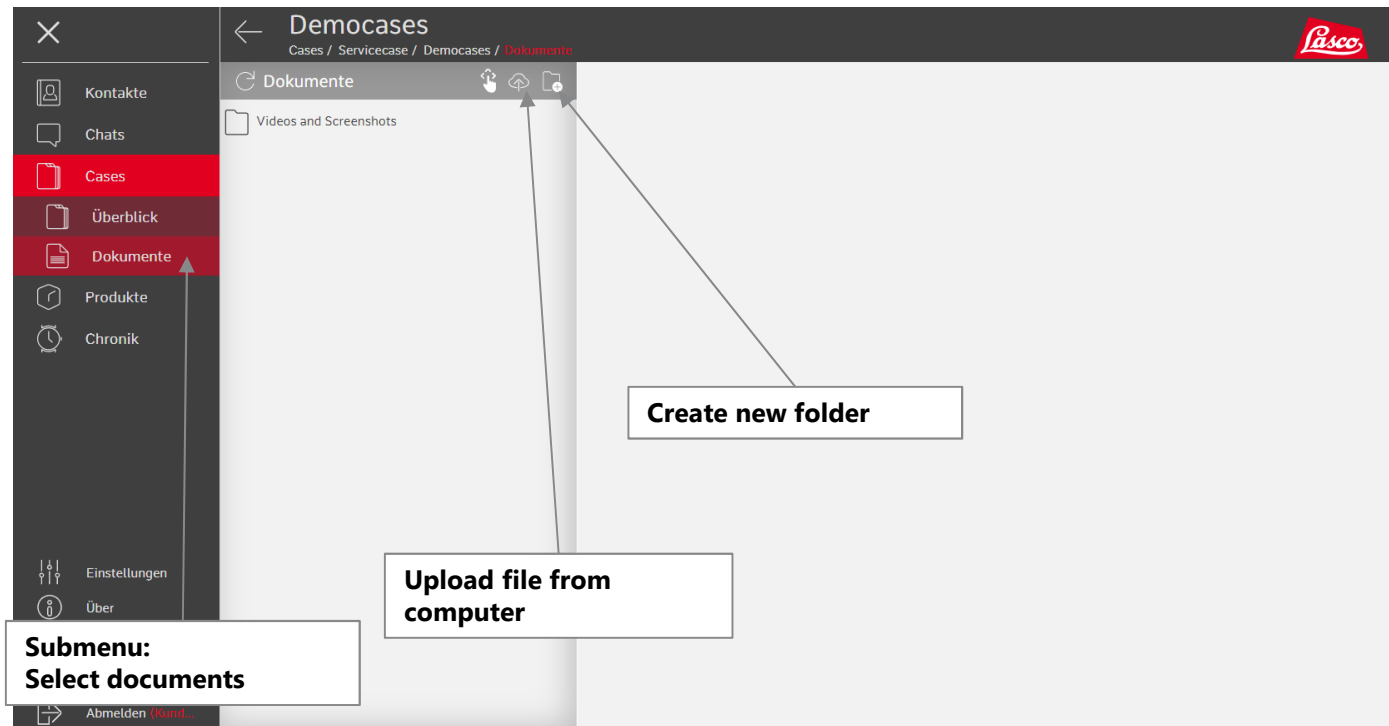
## ADD IMAGES OR VIDEOS TO A CASE

The screenshot displays the Lasco remote assistance interface. On the left is a dark sidebar with a main menu containing icons and labels for 'Kontakte', 'Chats', 'Cases', 'Produkte', 'Chronik', 'Einstellungen', and 'Über'. The 'Cases' item is highlighted in red. A white box with the text 'Main menu: Select cases' and an arrow points to the 'Cases' menu item. The main content area is titled 'Cases' and features a search bar, a dropdown menu set to 'Sortieren nach: Letzte Änderung', a checkbox for 'Mir zugewiesen', and a red 'Neuer Case' button. Below this is a list of cases, with one case card visible: 'Democases Servicecase', created on '02.07.2020, 10:45' by 'Kunde1 Testkunde1', with a status of 'Offen' and no assigned responsible person. A white box with the text 'Select case' and an arrow points to this case card. The Lasco logo is visible in the top right corner of the interface and in the bottom right corner of the overall image.



# LASCO REMOTE ASSISTANCE

## ADD IMAGES OR VIDEOS TO A CASE



**LASCO UMFORMTECHNIK**  
**WERKZEUGMASCHINENFABRIK**

