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acty

Service support anytime,
anywhere and within a few
clicks?

Follow this instruction to
find out how!

1

Download the Acty App on your phone or tablet for free. You can find it in your PlayStore or in your AppStore:

To install Acty in the Playstore (Android) follow this link or scan the QR-Code



To install Acty in the AppStore (iOS) follow this link or scan the QR-Code



Note: You can use Acty also without downloading the App. In this scenario Pfannenbergl sends a link for a call that you can access via your web-browser.

On the main page, there is a time-limited randomly generated nine-digit code. Share this code with Pfannenbergl to start a private call.

2

Connect with a remote expert in another office or in the other side of the world



Once the call is initiated, simply point the camera at the machine for which you want assistance and wait for the service technician's instructions.

3

Now our service has access to your camera and can interact with you to chat, to take photos and videos and mark import notes on your displays

Note, that Acty does not save any sensitive data like names, company name. Only the pictures and videos that are taken in a call are saved in the cloud until the operation is completed and cannot be accessed by any third parties!

Receive interactive support
in video and voice



- annotations
- sharing
- photo
- video
- chat...

To summarize:

Acty is an app for visual remote support that improves the interaction between the remote expert and the field personnel by enabling live instruction that can be overlaid on live video using augmented reality technology. This helps to:

- revolve problems faster and reduce downtime
- have the support of an expert within a few clicks
- improve the quality of repairs
- save a lot of costs

4

Global Service
Your Local Advantage

We're there when
you need us - Worldwide



Click or scan
the QR code to find
the nearest
Pfannenberg Service Center.

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