



GO TO ASSIST

(Virtual Technical Support for BURNY)

Easy as 1. 2. 3.

Introduction:

Need an issue resolved on your machine immediately? Don't have time to wait for a Field Service Engineer to travel to your facility? Burny Service can help you instantly with "Go to Assist" our new Virtual Technical Support Program. Go to Assist is a software package that allows Burny Service and Engineering to remotely share control of your Burny in real time. Now, via a remote location with Internet access, we can quickly, efficiently and effectively resolve issues you may be having with your Burny CNC.

How it works.

Connecting for remote support is quicker and easier than ever before. When you are experiencing an issue with your machine, just place a call into the Burny technical support group. We'll issue you a support pass code that will be valid for a specific period of time.

From your Burny, press the "Remote Service" button on the service menu which prompts you to enter the support pass code. No keyboard? No problem! The Burny CNC screen can also prompt you to use an on-screen keyboard for easy alpha-numeric entry. Instantly, we can share the control of the Burny to troubleshoot and resolve potential problems.

What is needed.

Go to Assist is included on all Burny PC-based CNC's with tiered pricing to fit your needs. A factory trained Field Service Engineer will install necessary software and verify connectivity to Go to Assist. All you have to do is supply a live broadband internet connection to the Burny CNC. There is no additional hardware required.

How to get connected.

Our Burny Technical Support Group is constantly looking for ways to better support our products and customers, so if you are interested in Go to Assist, please contact a Burny Sales Engineer for a quote on activation and installation.



- 1** Call Burny Service for a Support Pass Code
- 2** From your BURNY, Enter your Support Pass Code
- 3** Burny Service is now connected to your BURNY CNC

One company. Two brands.

BURNY and KALIBURN PRESENT...

INTEGRATED PRECISION PLASMA CUTTING AND NUMERICAL CONTROL SYSTEMS

Benefit from the combined strength of two of the Cutting Industry's technology leaders. Whether you need a retrofit to an older cutting system or you're building a new machine, BURNY and KALIBURN can provide the brains and the brawn required for a superior cutting system. Contact either location for more information or to place an order.



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