

LASCO REMOTE ASSISTANCE

QUICK START GUIDE – WEB BROWSER

V 1.0

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LASCO.COM

LASCO REMOTE ASSISTANCE

URL

ra.lasco.com



LASCO REMOTE ASSISTANCE

LOGIN

E-Mail Adresse eingeben

Passwort eingeben

Initiales Passwort wird durch LASCO mitgeteilt

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 links for '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'.

Nach Eingabe von Mail und Passwort auf Login klicken um einzuloggen



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ALLGEMEINES BEDIENKONZEPT – HAUPTMENÜ, AKTIVER HAUPTMENÜPUNKT

Hauptmenü ausklappen

Hauptmenü ausgeklappt

**Bereich aktiver Hauptmenüpunkt
Hier Kontakte**

The screenshot shows the main interface of the LASCO Remote Assistance application. The top bar is dark grey with the LASCO logo on the right. Below it, the main content area is divided into two sections: a left sidebar (main menu) and a right main area. The sidebar is currently collapsed, and an annotation points to the 'X' icon at the top left, indicating that clicking it will expand the menu. The main area is titled 'Kontakte' and features a search bar, a dropdown menu for sorting (currently set to 'Status'), and a 'Videoanruf planen' button. Below these are two contact entries, each with a profile picture, name, email, phone number, and icons for calling and messaging.

Kontakte	
Interne Kontakte	Externe Kontakte
Suche: <input type="text"/> <input type="submit" value="Suchen"/>	
Sortieren nach: Status <input type="button" value="v"/>	
<input type="button" value="Videoanruf planen"/>	
	LASCO Service (service@lasco.de) SE, LASCO Umformtechnik GmbH
service@lasco.de	Team_Kunde_Maschine_1
	Kunde2 Testkunde2 (Testkunde2) Abteilung2, Firma2
testkunde2@lasco.de Tel. +4995616420	Testkunde



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JEMANDEN ANRUFEN

Kontakte

Interne Kontakte Externe Kontakte

Suche

Sortieren nach: Status

Videoanruf planen

LASCO Service (service@lasco.de) SE, LASCO Umformtechnik GmbH	service@lasco.de	Team_Kunde_Maschine_1	📞	💬
Kunde2 Testkunde2 (Testkunde2) Abteilung2, Firma2	testkunde2@lasco.de Tel. +4995616420	Testkunde	📞	💬

Hauptmenü:
Kontakte auswählen

Person auswählen

Kontakte

Interne Kontakte Externe Kontakte

Suche

Sortieren nach: Status

Videoanruf planen

Kontakttdaten

Nutzername: service@lasco.de
Vorname: LASCO
Nachname: Service
E-Mail: service@lasco.de
Telefon:
Unternehmen: LASCO Umformtechnik GmbH
Abteilung: SE

📞 💬 Schließen

Auf Symbol klicken



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OPTIONEN WÄHREND DES ANRUFES

The image shows a screenshot of the Lasco remote assistance interface during a video call. The interface is split into two main sections: a large video window on the left and a smaller control/overlay window on the right. The video window shows a man in a blue shirt and glasses. The control window on the right shows the Lasco logo, the call title 'Videoanruf', and a list of participants. The man's video is highlighted in red, indicating he is the active participant. Below the video window is a control bar with various icons for call management. Arrows point from text boxes to these icons and the participant list.

Videoanruf

Video Übertragung anhalten

Video Übertragung aufnehmen

Bild aufnehmen

Einstellungen

Bildschirm teilen

Video Call beenden

Video ein/aus

Mikrofon ein/aus

Farbe der Annotation ändern

Annotation in Video Call einfügen durch Klicken im Bild platzieren

Menü ausklappen

Teilnehmer zum Video Call hinzufügen

Videoanruf zu Case hinzufügen

Auswahl des Nutzers, dessen Kamera in der Mitte des Bildschirms übertragen wird

Lasco

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MIT JEMANDEN CHATTEN

The screenshot shows the 'Kontakte' (Contacts) screen in the LASCO Remote Assistance application. On the left is a dark sidebar with navigation options: 'Kontakte' (highlighted in red), 'Chats', 'Cases', 'Produkte', and 'Chronik'. The main area has a header with the LASCO logo and a search bar. Below the search bar are two tabs: 'Interne Kontakte' and 'Externe Kontakte'. A 'Sortieren nach: Status' dropdown and a 'videoanruf planen' button are also visible. The contact list contains two entries:

Name	E-Mail	Abteilung	Telefon	Chat
LASCO Service (service@lasco.de) SE, LASCO Umformtechnik GmbH	service@lasco.de	Team_Kunde_Maschine_1		🗨️
Kunde2 Testkunde2 (Testkunde2) Abteilung2, Firma2	testkunde2@lasco.de	Testkunde	Tel. +4995616420	🗨️

Hauptmenü:
Kontakte auswählen

Person auswählen

This screenshot shows the same contact list as above, but with a 'Kontakttdaten' (Contact Data) popup window open over the first contact. The popup displays the following information:

Kontakttdaten

- Nutzername: service@lasco.de
- Vorname: LASCO
- Nachname: Service
- E-Mail: service@lasco.de
- Telefon:
- Unternehmen: LASCO Umformtechnik GmbH
- Abteilung: SE

At the bottom of the popup are icons for a phone and a chat bubble, followed by a 'Schließen' (Close) button. An arrow points from the chat bubble icon to the 'Auf Chat Symbol klicken' callout box.

Auf Chat Symbol klicken



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MIT JEMANDEN CHATTEN

The screenshot displays the Lasco remote assistance interface. On the left is a dark sidebar menu with the following items: 'Kontakte', 'Chats', 'Cases' (highlighted in red), 'Produkte', 'Chronik', 'Einstellungen', 'Über', and 'Abmelden (Kund...)'. The main content area is titled 'Cases' and features the Lasco logo in the top right corner. Below the title bar, there is a search input field, a dropdown menu set to 'Sortieren nach: Letzte Änderung', and a checkbox for 'Mir zugewiesen'. A red button labeled 'Neuer Case' is positioned in the top right of the main area. Below this, a table lists a single case:

Democases Servicecase	Erstellt am: 02.07.2020, 10:45 Ersteller: Kunde1 Testkunde1	Status: Offen Verantwortlicher: -	  
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Two callout boxes are present: one in the bottom left corner pointing to the 'Cases' menu item with the text 'Hauptmenü: Cases auswählen', and another in the bottom center pointing to the 'Neuer Case' button with the text 'Neuen Case erstellen'.



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EINEN FALL ANLEGEN

The screenshot shows the 'Cases' creation interface in the Lasco Remote Assistance system. A central form is overlaid on a dimmed background of the 'Cases' list. The form contains the following fields and buttons:

- Name:** A text input field.
- Beschreibung:** A larger text input field.
- Titel:** A text input field.
- Datum:** A date selection field.
- Referenznummer:** A text input field.
- Teilnehmer:** A section with a 'Hinzufügen' button and a list of participants. One participant is listed: 'Kunde1 Testkunde1 (Testkunde1) Berechtigungen'.
- Produkte:** A section with a 'Hinzufügen' button.
- Buttons:** 'Übernehmen' and 'Abbrechen' are located at the bottom of the form.

Three callout boxes with arrows point to specific parts of the form:

- Case Bezeichnung festlegen** bspw. Fehlerbeschreibung: Points to the 'Beschreibung' field.
- Teilnehmer festlegen:** Points to the 'Teilnehmer' list.
- Case Ihrer Maschine zuordnen:** Points to the 'Produkte' section.

The background interface includes a sidebar with navigation options (Kontakte, Chats, Cases, Produkte, Chronik, Einstellungen, Über, QR-Code Login, Aktualisieren, Abmelden) and a main area with a 'Neuer Case' button and a list of cases.



LASCO REMOTE ASSISTANCE

BILDER ODER VIDEO EINEM CASE HINZUFÜGEN

The screenshot displays the Lasco remote assistance interface. On the left is a dark sidebar with a main menu containing 'Kontakte', 'Chats', 'Cases', 'Produkte', and 'Chronik'. At the bottom of the sidebar are 'Einstellungen' and 'Über'. The 'Cases' menu item is highlighted in red. A white box with an arrow points from the text 'Hauptmenü: Cases auswählen' 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'. The card shows the creation date 'Erstellt am: 02.07.2020, 10:45', the creator 'Ersteller: Kunde1 Testkunde1', and the status 'Status: Offen' with 'Verantwortlicher: -'. An arrow points from the text 'Case auswählen' to the case card. At the bottom of the sidebar, there are 'Abmelden' and 'Logout' buttons.



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BILDER ODER VIDEO EINEM CASE HINZUFÜGEN

Democases
Cases / Servicecase / Democases / Dokumente

Kontakte
Chats
Cases
Überblick
Dokumente
Produkte
Chronik

Einstellungen
Über

Abmelden (Kund...)

Dokumente

Videos and Screenshots

Neuen Ordner erstellen

Datei vom PC hochladen

Untermenü:
Dokumente auswählen

Lasco



LASCO UMFORMTECHNIK
WERKZEUGMASCHINENFABRIK

