

SIKORA

Technology To Perfection

— SMART ASSISTANCE MANAGER (SAM)

SIKORA remote service for
support in real-time



— SIKORA SMART ASSISTANCE MANAGER

Discover the possibilities of the SAM



Professional support by a competent SIKORA service engineer



Fast, proficient and reliable support for our customers all over the world – SIKORA meets these requirements again with the Smart Assistance Manager (SAM). For you, this means significantly more efficient support, and therefore, optimized service processes.

One device for professional service

SIKORA's Smart Assistance Manager, in short SAM, is a 13.3" tablet, optimized for the rough industrial environment.

With the Smart Assistance Manager, you are able to establish a direct connection with a SIKORA support engineer to receive instructions for all maintenance, support and diagnosis tasks via the integrated video chat feature (5 MP camera). SIKORA's support engineer uses the SAM for a direct connection to your SIKORA device to receive an immediate fault diagnosis in real-time or to upload software updates.



The assignment of the Smart Assistance Manager begins with the installation of the measuring device. With the SAM, you show us the environmental conditions as well as the line configuration and the SIKORA support is ready to assist you.

BENEFITS – SMART ASSISTANCE MANAGER

Our individually tailored license module always guarantees the latest version of the SIKORA diagnosis software for a live session, fault detection or as an offline diagnosis system for all SIKORA measuring, control, inspection, analysis and sorting systems.

The SIKORA service competence in your hand



Intuitive operation – Windows 10 IoT and large, clearly structured control buttons

- ✓ Offline mode: Use as diagnosis device
- ✓ Real-time instructions for maintenance and troubleshooting
- ✓ Latest version of the SIKORA diagnosis software
- ✓ Diverse connection possibilities for all requirements*
- ✓ Independent of company network with LTE/UMTS connection
- ✓ Direct contact between the customer and a SIKORA service engineer via video chat



Due to diverse connection possibilities, such as USB 3.0, RJ45 Ethernet, Bluetooth 4.0, Wi-Fi (WLAN) and the LTE/UMTS module, as well as various application possibilities, the Smart Assistance Manager is an important part of modern production lines, to support maintenance and diagnosis (troubleshooting) tasks.



Completely self-sufficient and safe usage without access to your network via LTE connection

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Certified according to
DIN EN ISO 9001

TECHNICAL DATA SMART ASSISTANCE MANAGER

PROCESSING POWER

Intel® Celeron™ Processor | 4 GB DDR3 RAM | Secure data storage on a 2.5" SSD

CAMERA

Integrated 5 MP camera with auto focus

*WIRELESS INTERFACES

WLAN 802.11 | Bluetooth 4.0 | LTE/UMTS module

DISPLAY

13.3" TFT with Full HD resolution | Anti-reflective front panel

*INTERFACES

3 x USB 3.0 | RJ45 Ethernet (10/100/1000 Mbit/s) | DC IN 20 V/DC

POWER SUPPLY

Two identical lithium ion batteries (replacement of one battery during operation possible)

OPERATING SYSTEM

WINDOWS 10 IoT

Technical changes reserved

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