

How to access AssistRescue

This function will only be used if the Autologic Technician feels it is necessary to do so and help fix the most complex faults. It is typically used to allow an Autologic technician or engineer to help the customer in rectifying issues with the device or software.

Before using the AssistRescue function please ensure that;

- You have a valid internet connection – can you browse a web page?
- The time zone is set correctly on the device
- The time and date are set correctly on the device

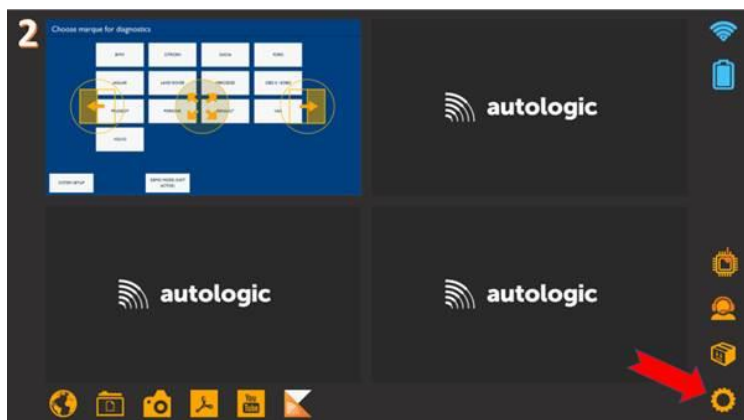
Step 1

First, press the button to the left of the power button to go to the main screen.



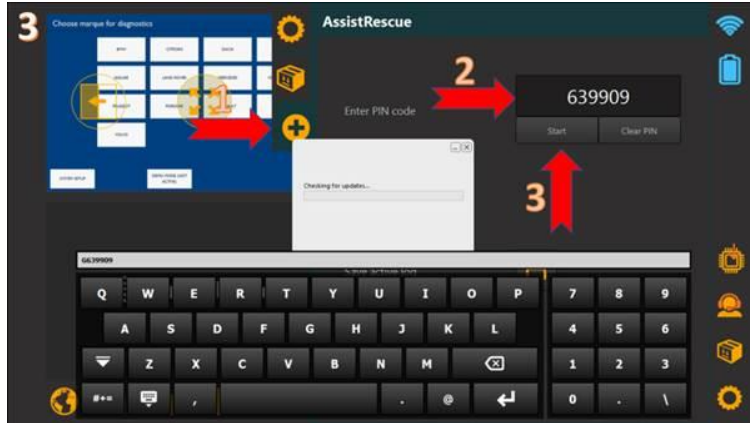
Step 2

On the main screen, press the gear ring button on the right-hand bottom corner.



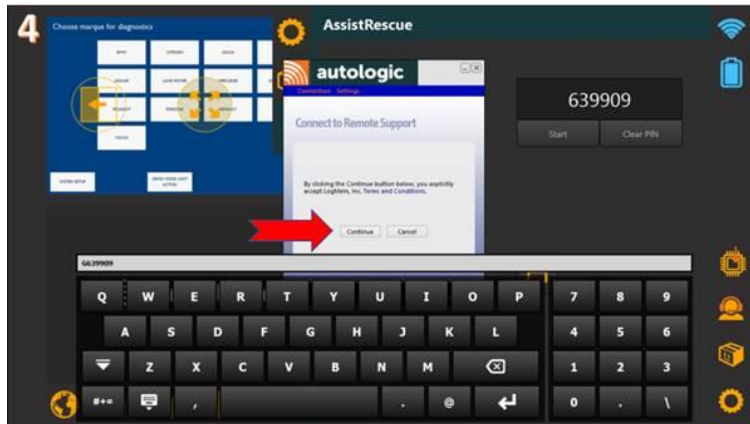
Step 3

When you press the gear ring button, press + and enter the PIN code (provided by Autologic), then press start.



Step 4

Press continue.



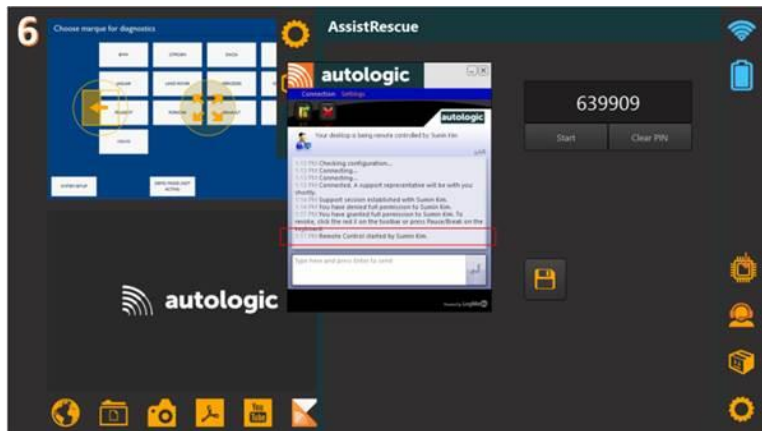
Step 5

Press OK



Step 6

You will then be connected to the Autologic technician.



The Autologic technician will disconnect once completed.