

**QUASAR®**

## REMOTE TECHNICAL SUPPORT

**Remote Technical Support (RTS)** is a service provided by Magnaflux Quasar technical staff remote from the Customer site. It includes direct Internet connection with the target Quasar system as well as Sorting Module analysis and optimizing, and other similar services as required. Certain requirements must be met by the Customer in order to provide the service in an efficient, timely, and effective manner.

**Service Availability:**

Magnaflux Quasar RTS will be available during normal business hours at the Magnaflux Quasar location providing the service. These are typically 0800 to 1700 hours, local time.

**Service Personnel:**

Magnaflux Quasar will provide Technical Support personnel qualified to provide RTS on a best efforts basis. Quasar is unable to guarantee that any particular support person will be available at any particular time to provide RTS services.

**Security:**

Magnaflux Quasar will treat information relating to access for Customer's Information Technology assets, including but not restricted to IP addresses, logins, passwords, and protocols as confidential, and protect that information as it would similarly sensitive information for its own Information Technology assets and resources.

**Requirements:**

The Customer should:

1. Designate a Quasar Remote Support Representative for the company, or each individual site or manufacturing division. The name and contact information for the Quasar Remote Support Representative should be provided to Quasar. This individual will authorize an internal request for RTS and communicate that authorization to Quasar Technical Support.
2. Identify each Quasar system that will receive RTS by location, system number, and part types tested.
3. Catalog the parts tested on each system and the Quasar Sorting Modules that are used to test those parts for each system above.
4. If required, provide an Internet connection for remote access of their choosing, and provide to Quasar Technical Support the IP address, login, passwords, and other connectivity software or protocol information required for connection.
5. Provide contact information for a local Quasar System Manager who will receive instructions on corrective actions or other recommendations developed by Quasar Technical Support.
6. If required, station a qualified Quasar system operator at the Quasar system while the RTS is actively connected to the system. This is because Quasar Technical Support may require assistance as to test station status, and manual interaction with the system.



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# PRODUCT DATA SHEET

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## RTS Procedure:

1. When RTS involving direct connection to the system is required, the Customer Remote Support Representative will contact Quasar Technical Support in Albuquerque and request RTS service. The Quasar system IP address and logon information should be provided, as well as the name and contact information for the onsite personnel.
2. As required, Quasar will connect to the remote Quasar system, make a technical assessment to verify the problem or problems, determine the need for further diagnostics and perform those diagnostics if possible. If an analysis of the project files is required, the files will be downloaded and the connection terminated, with results provided at the first practical opportunity. The project files may also be provided to Quasar via portable media delivered to the Quasar analyst.
3. Quasar will use the most efficient and appropriate method of transmitting any information and files, including direct connection with the system, email, FTP or other means.
4. Quasar will charge hours against the RTS Package by time expended during the incident rounded up to the next higher .5 hour.
5. At the conclusion of the RTS incident, Quasar will report the total hours required to resolve the incident, a summary of activities conducted, the corrective actions taken during the incident, and the RTS Package remaining hours to the Quasar Remote Support Representative and the local System Manager. Recommendations as to preventative measures, procedural changes, personnel training, or hardware changes may be made at this time also.

