

AFTER SALES SUPPORT



OPTELTM
Traceability technologies for a better world

REMOTE ASSISTANCE



Recipe Creation / Fine-tuning

Receive remote assistance with recipe creation for a new product or fine-tuning of existing products on **OPTEL's PharmaProof** and **LineMaster** softwares

Vision Adjustment

Receive remote assistance for optimizing the parameters of your **Vision** inspections to ensure peak line efficiency



Production Assistance

Receive remote assistance for **Production** related operations support, ranging from batch start assistance to equipment maintenance

OSM Operation

Receive remote assistance for **OSM** related operations assistance, ranging from material master creation for new products to server migration



Verify Platform Operation

Receive remote assistance for **Verify Platform** related operations, including from new product master data creation

Coder Layout Template Creation

Receive remote assistance with the creation of **Coder Layout Templates** for supported **Zebra, SATO, Domino, Videojet, Markem** printers



Hardware Replacement Assistance

Receive remote assistance for **Hardware** related operations such as replacing a printer or adding new scanners and more

TRAINING



OPTEL L1-L2 Software Operator Training

Receive remote basic Operator level training for **OPTEL's PharmaProof** and **LineMaster** softwares tailored to your production line to help **reduce Operator error** and **increase Operator knowledge** of the equipment

Layout Template Design Software

Receive **one-on-one** remote training from an experienced **OPTEL** technician to learn how to **create** and **edit** your own **Coder Layout Templates** using the appropriate **Layout Design Software** for your printers and also learn how to manage your layout templates in **OPTEL's LineMaster** software.



We offer a wide range of remote training sessions on our various systems and solutions, contact us for more information.

MAINTENANCE



LineMaster Data Archiving

Receive remote assistance to perform **Data Archiving** of **OPTEL's LineMaster** software to ensure peak performance of the system



Contact us to book or to get more information on our offerings
optelgroup.com/request_form