



## Remote Assisted ROXY Installation and Training

We've developed a new *remote assisted* installation and training program for our ROXY Exceed potentiostat (Fig. 1). This program supports new users to install their ROXY and learn how to use it with our remote assistance through an on-line video connection. The program has already received very positive responses from several new users. Are you the next customer?

*'First and foremost, I would like to thank you for the guidance and training. The installation was a success and we are now ready to use it! Thank you very much!'*

### What do we offer:

The program consists of small modules that cover all the steps of an installation and the user training (see table with program). The different modules will be done in close contact with Antec through an on-line video/remote control connection. It will be as if the Antec application engineer is with you in the lab guiding the process.



Figure. 1. ROXY Exceed

### Who can join this program:

We will guide the installation process and the only requirements we ask for persons who will actually assemble the system under this program are:

- Good communication skills
- Good technical skills and handy with tools

This is of course on top of the general requirements for users of laboratory equipment, and in particular ROXY:

- Knowledge about and experience with operating the mass spectrometer to which the ROXY will be coupled
- Completed degree as chemical laboratory technician or comparable vocational training
- Knowledge and experience in the safe handling of toxic and corrosive chemicals

### Benefits of this program:

Our new remote assisted ROXY installation and training program is a valuable alternative for our traditional 1-day on-site visit from our application engineer:

1. it is easier to accommodate your wishes to set dates and times
2. the user may gain a deeper understanding of the equipment when being involved during the installation
3. IQ-OQ documentation will be completed, signed and sent to you when 'passed'

In conclusion, this remote installation and training is an inherently valuable experience from the user's point of view.

### Ordering information

Pn. 901.1037R	Remote assisted ROXY Installation (incl. IQ-OQ) and training (using standards)
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### Detailed program for Remote Assisted ROXY Installation and Training

	Module nr	Content	Duration (h)
		Q&A meeting to review the program, the prep-lists and documents sent in advance	0.5
Day 1	1	Unpacking and installing the ROXY potentiostat	1
	2	Installation of Dialogue Elite and familiarization with the software	1
	3	Run the electronic OQ test	1
Day 2	4	Installing the flow-cell and learning about maintenance aspect	1
	5	Connecting to MS and run a flow cell performance test (reductive or oxidative)	1
	6	Training/presentations for ROXY usage	1
Day 3	7	In case of HDX: Installing the flow cell, and setting up the event file and triggers	2
	8	In case of HDX: System Suitability Test with bovine insulin in HDX set-up	2

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