



Get immediate alerts
to maximize uptime

Agilent Remote Advisor - Alert

Create Alerts for Instrument Problems

Alerts are accessed through the Remote Advisor Asset Portal. On the Asset Portal menu, click the **Alert** tab and then select **Add** from the drop-down menu.

Step I. Please make a selection

for Account, Country, City, Laboratory, and System. In most cases there will only be one option to select from. You can select a specific system or all systems in the laboratory.

Step II. Select Alert type

Select events of interest and then how you want to be contacted:

Email – Sends the alert to an email address

SMS – Sends a text message to a mobile phone

Assist – Initiates a Remote Assist call/request to the Agilent Call Center

Step III. Enter contact details

SMS Address is required for SMS alert. An SMS address is the combination of phone number and service provider URL.

(Example for AT&T: xxxxxxxxxx@txt.att.net)

Click **Submit** to create the alert(s).

Agilent Remote Advisor is a powerful set of proactive, real-time support and reporting features available exclusively with Agilent Advantage Service Plans. One of the most valuable features of Remote Advisor is its Alert feature.

Gain added confidence in your lab's productivity, even when you're away. **Remote Advisor Alert** will send you a real-time SMS text or email message when you:

- Analysis stops abruptly
- Selected maintenance thresholds are reached
- System shuts down unexpectedly

In just three simple steps you can create alerts that help you minimize disruptive and costly downtime.

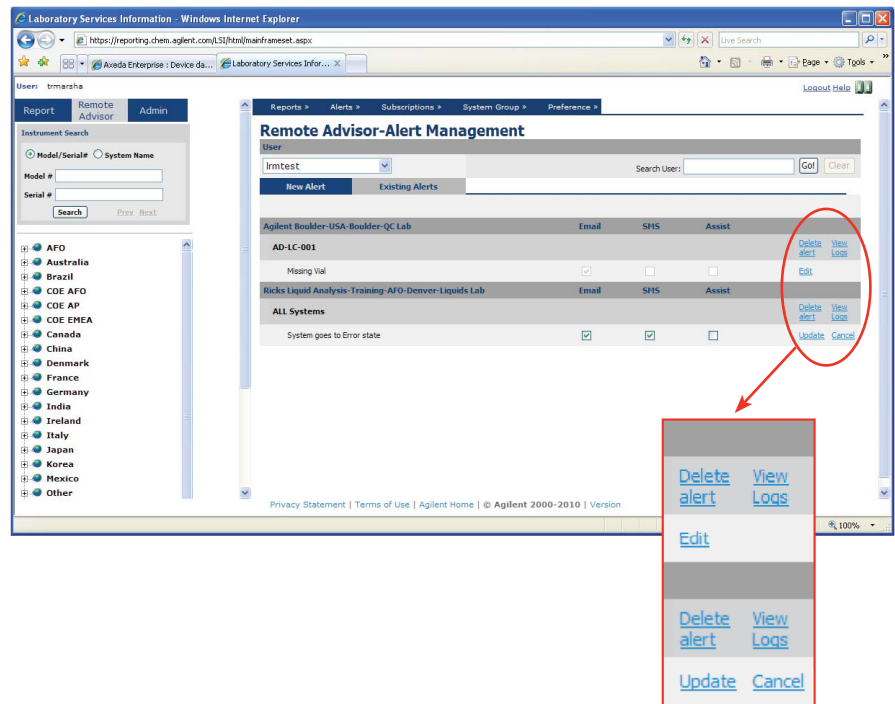
The Measure of Confidence



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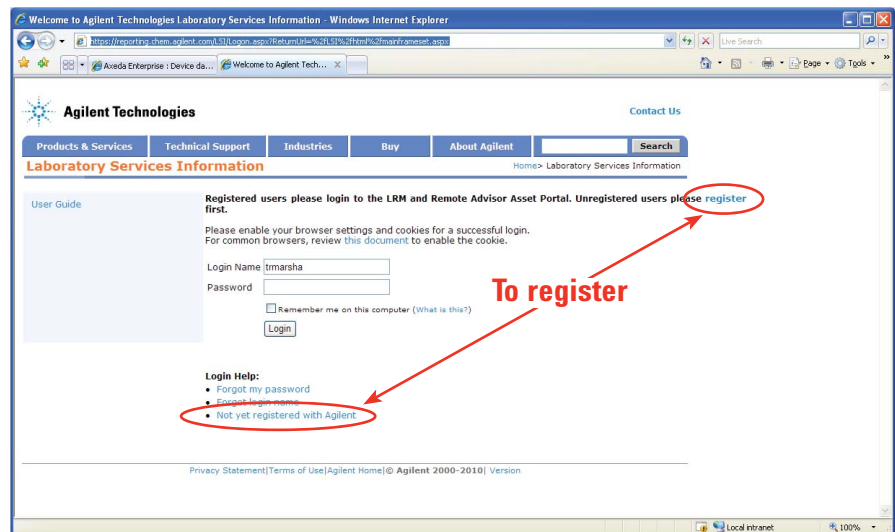
Deleting an Alert

1. Select **View** from the drop-down **Alert** menu.
2. Click **Edit** and uncheck boxes for the alerts to be deleted.
3. Click **Update** to accept the changes.
4. Select **Delete Notification** to delete all alerts for a system.
5. Click **OK** to confirm the deletion of all alerts for this instrument.



Not Registered Yet?

To access Remote Advisor Alerts, you must have authorization to use the Remote Advisor Asset Portal: <http://reporting.chem.agilent.com>. You may register for authorization by clicking on the **Register** or **Not yet registered with Agilent** links.



This information is subject to change without notice.

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