

Need Expert Help Now? No Problem.

Agilent CrossLab Virtual Tech Support



Troubleshoot your instrument in minutes—rather than days— with remote assistance

Customers tell us that unplanned downtime can cost an average of \$9,000 per day for analytical labs. This makes it essential to expedite instrument repairs as much as possible. Valuable time can be lost waiting for an onsite service visit, but what if you didn't have to schedule an in-person visit every time an instrument breaks down?

That's why most Agilent CrossLab service plans and warranties now feature Agilent CrossLab Virtual Tech Support. Virtual Tech Support brings you live technical help directly from Agilent experts using the tool best suited for the job—including phone, video conferencing, or the Agilent CrossLab Virtual Assist app. This service combines video communications with expert remote assistance for troubleshooting, maintenance, application issues, and more. That means you can:

- Get back to your analysis sooner, without waiting for an onsite visit.
- Minimize downtime and control costs.
- Gain confidence to solve simple problems yourself.
- Reduce your lab's eco footprint by avoiding unnecessary travel or instrument shipments.

If you still need a service visit, the Virtual Tech Support tools help your Agilent expert diagnose the problem more accurately to select the correct parts and fix the problem right the first time.

Resolve problems faster and keep your lab productive.

Learn more at: <https://explore.agilent.com/virtual-tech-support>

Agilent
CrossLab
From Insight to Outcome



New tech support tools include Agilent CrossLab Virtual Assist

Video, chat, and live image annotation provide you with the "eyes and ears" of an Agilent expert. So, you can pinpoint the problem faster. Virtual Assist provides 2D image annotation tools to help pinpoint the problem and a chat function to document key points, ensuring more accurate problem diagnosis.

Overcome complex productivity challenges with the CrossLab Virtual Assist

Problem	Solved with CrossLab Virtual Assist
"We can't afford days of unexpected instrument downtime."	A chat function, image annotation, and video capabilities expedite problem solving.
"Diagnosing problems seems to take forever."	2D instrument view allows Agilent experts to diagnose the problem quickly.
"Incorrect diagnoses make repairs take even longer."	Digital annotation capabilities highlight areas of interest. So, you're more likely to get an accurate diagnosis.
"I wish I had the skills to solve more problems on my own."	Video collaboration helps build confidence and improve problem solving skills.



How to get started

You can easily connect to CrossLab Virtual Assist via a laptop or any other mobile device with the web address supplied by your technical support representative. No need to download and install an app on your phone, and works with either mobile data or Wi Fi. Concerned about privacy? The tool does not have audio/visual recording capabilities, so you can be sure that your sensitive information is secure.

Resolve problems faster and get back to what's important.

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