

# SmartAccess Anywhere

Prevent Repeat Truck Rolls with Onsite Remote Support in Real Time

For SmartOTDR, SmartClass 4800, MAP-2100, CellAdvisor 5G, T-BERD/MTS, OneAdvisor and OneExpert Platforms

As communication network construction and deployments increase to meet subscriber bandwidth demand, it brings a lot of new, potentially inexperienced technicians, into the field workforce and often requires existing engineers and technicians to learn new tools and technologies. Meanwhile service providers must retain network quality and reliability to ensure optimal quality of service (QoS). Supporting techs in the field is a key element to improving many aspects of your business operations and is why VIAVI developed the SmartAccess Anywhere solution to directly address this issue.

The SmartAccess Anywhere application instills confidence in field workforces as an expert can always be available to support and coach them regardless of their location. Using a laptop, tablet or smartphone, an instrument can be remotely controlled in order to verify correct instrument/test configuration and to launch, view and analyze test results in real-time. Remote support can be made as soon as an instrument is connected to an IP network or the Internet.<sup>1,2</sup>

With an array of flexible networking options such as Ethernet, WiFi, and 4G/5G smartphone tethering<sup>2</sup>, field instruments can be connected securely to the cloud where they can be remotely accessed and controlled from a desk or other field location. This capability gives the workforce direct onsite support to fix issues immediately without additional truck rolls.

## KEY BENEFITS

- Prevent unnecessary truck re-rolls and improve productivity remote with workforce support in real time
- Ramp up new techs faster and reduce training/support costs
- Resolve field issues on the first visit
- Instantly and remotely coach technicians
- Ensure consistent instrument configuration and uniform test results
- Centralize your specialists to maximize field support coverage
- Access instruments from anywhere in the world

## KEY APPLICATIONS

- Troubleshoot network issues in remote locations over long periods or during off hours
- Access VIAVI platforms from anywhere
- Experts can immediately support field crews
- Remotely control the unit and transfer files<sup>1</sup>
- Remotely reboot or upgrade firmware while sustaining remote access<sup>1</sup>



## Don't let network or IT issues block or stop support

Often remote access or file transfers using standard applications are blocked by firewalls or because relevant ports are blocked or unavailable. SmartAccess Anywhere overcomes these issues by using SSH tunneling allowing users to securely connect and get support through any network connection.

## Provide support from any location

Central office based experts and support staff with the SmartAccess Anywhere application installed on a laptop/PC can see the user interface of the instrument and operate it remotely. Should the expert needed already be out in the field the SmartAccess Anywhere app installed on a phone or tablet connected to the internet can access and control a field instrument in exactly the same way. There is even an option to view and control one instrument from another with a machine to machine link<sup>3</sup>.

Laser (nm)	Distance (km)	Loss (dB)	Reflection (dB)
1310	0.011	10.217	-
1550	0.012	10.067	-47.03
1650	0.012	9.845	-46.41

- 1 Support capabilities vary across instrument platforms
- 2 Networking options vary across instrument platforms
- 3 Machine-to-machine and Android/iOS app only available on some VIAMI platforms

Download the SmartAccess Anywhere app from the Apple App Store or Google play

