

Bruker LabScape ProDiagnose and ProSupport

Bruker's latest service innovation in proactive NMR support

Bruker introduces the latest innovations in proactive NMR support: LabScape ProDiagnose and LabScape ProSupport.

Two services based on the AutoDiagnose platform, the user-friendly graphical interface, that helps you check the performance of your systems.

With LabScape ProDiagnose, you can monitor the health status of all your connected NMR systems at a glance wherever they are. Based on monitored parameters like e.g. board temperatures, shim values and voltages, your Bruker Service Team can better support you by viewing technical information for easier case resolution.

LabScape ProSupport is based on LabScape ProDiagnose and include proactive support from your Bruker Service Team regarding reported critical parameter changes. LabScape ProSupport already includes 4 hours of remote support and helps reduce the administrative burden.

Benefits

LabScape ProDiagnose

- Keep a close eye on all your connected NMR systems
- Optimize your instrument uptime
- Increase system protection
- Save time and money
- Free up your time

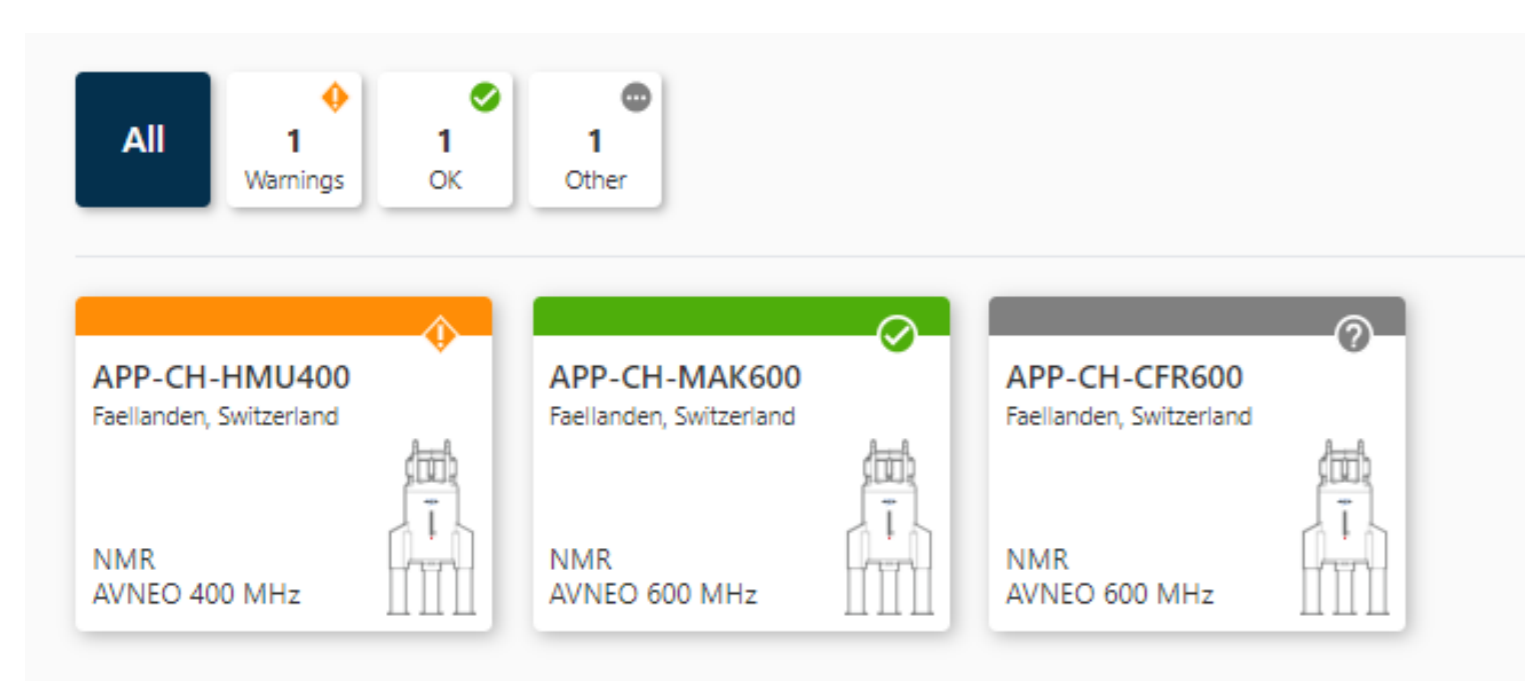
LabScape ProSupport

- Expert supervision (proactive service support)
- Reduced administrative burden
- Easier root cause analysis in case of technical issues

Features

Spectrometers' System Overview

Full visualization of the health status of your spectrometers



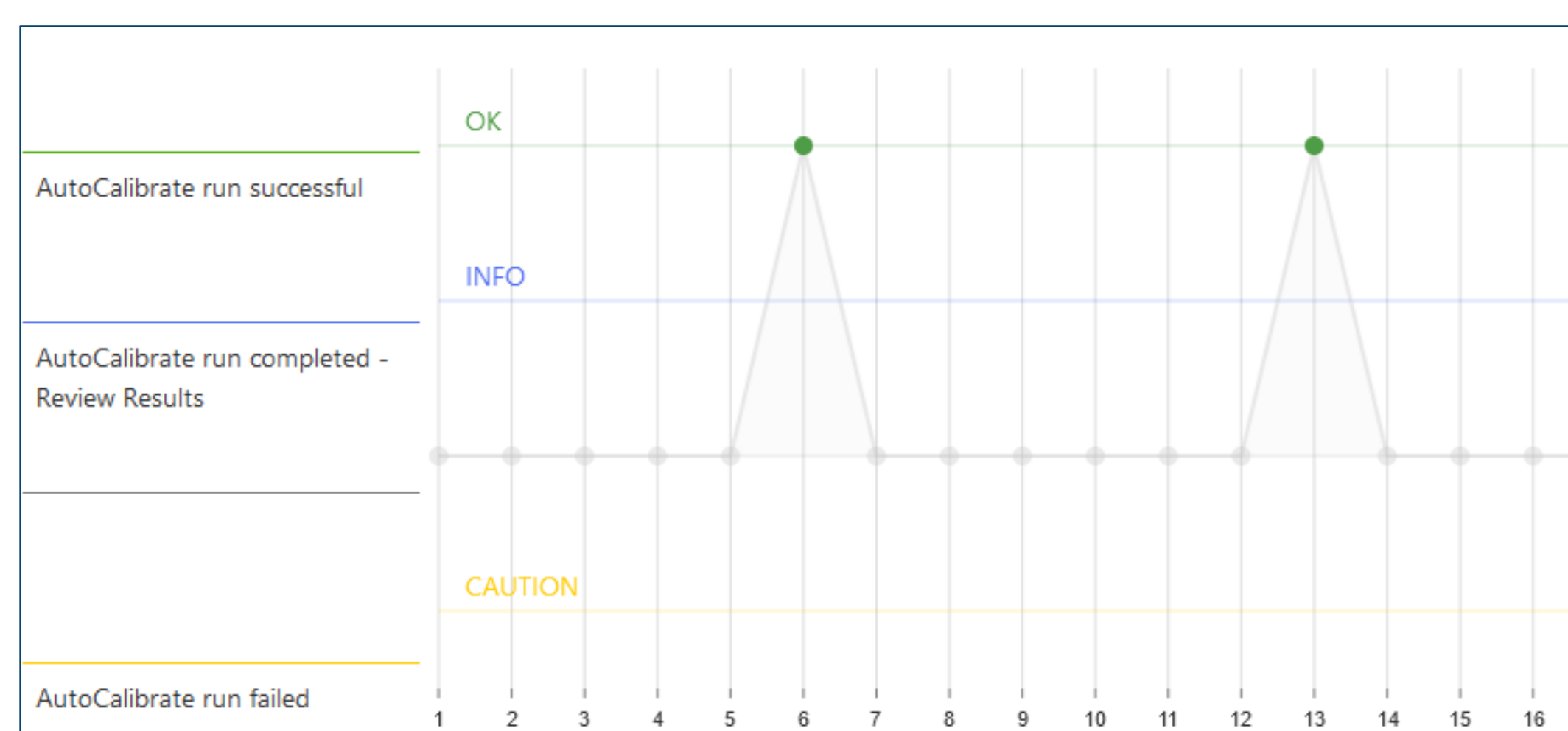
System Configuration

Clear component identification for an easy repair part order

Product ID	Serial Number	ECL	Firmware Version	Name	Type
0	0	-	-	Power Distribution Unit (PDU)	PDU
H153448	00051	01.00	-	AV4 EPU Embedded Processing Unit	EPU
Z148391	00162	01.02	20190906082218	AV4 TRANSCIEVER 1200	TRX
Z148391	00161	01.02	20190906082218	AV4 TRANSCIEVER 1200	TRX
Z148391	00164	01.02	20190906082218	AV4 TRANSCIEVER 1200	TRX

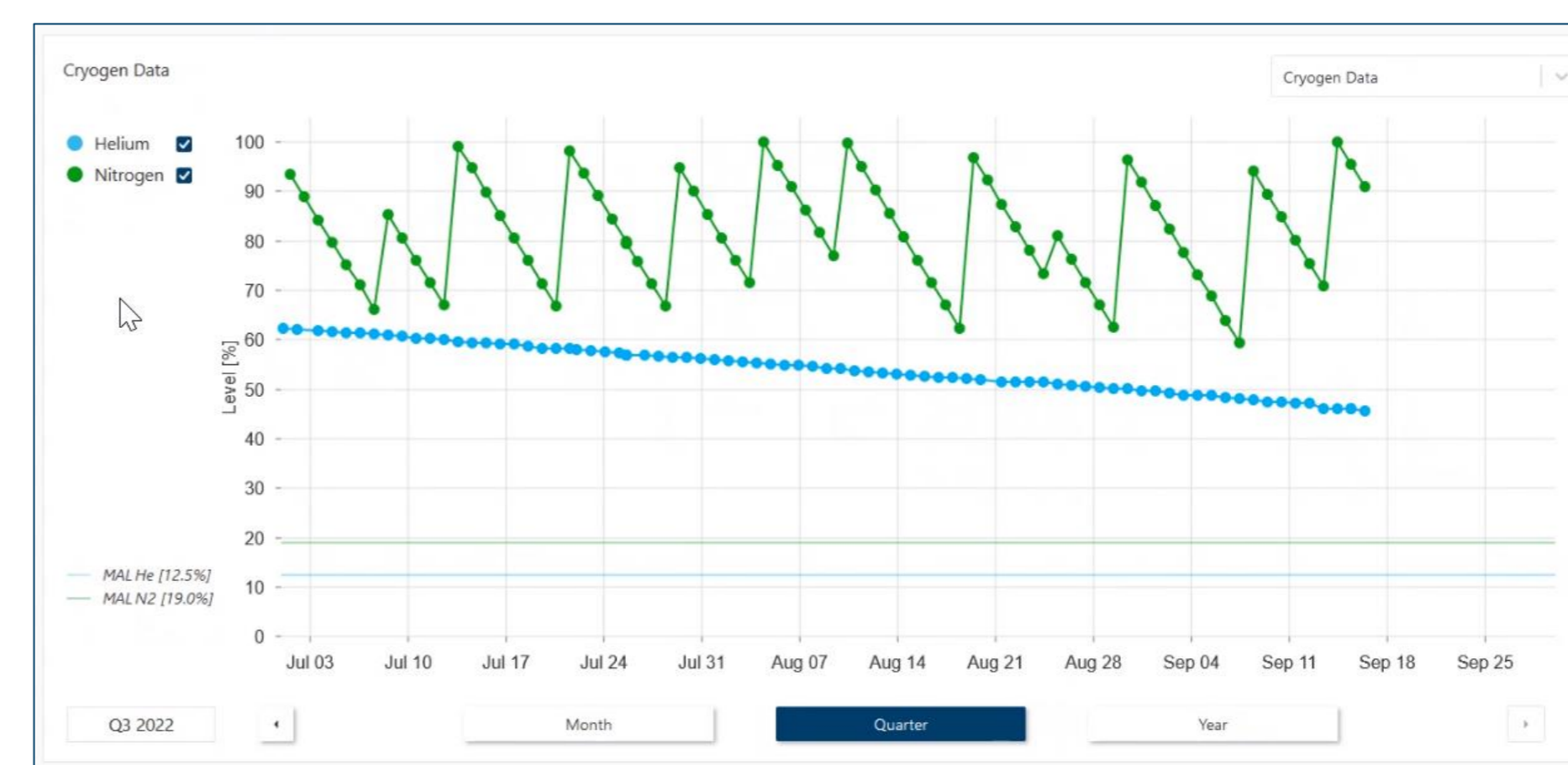
AutoCalibrate Results Visualization

Results of the tests routinely run by AutoCalibrate are displayed to keep the electronics performance monitored



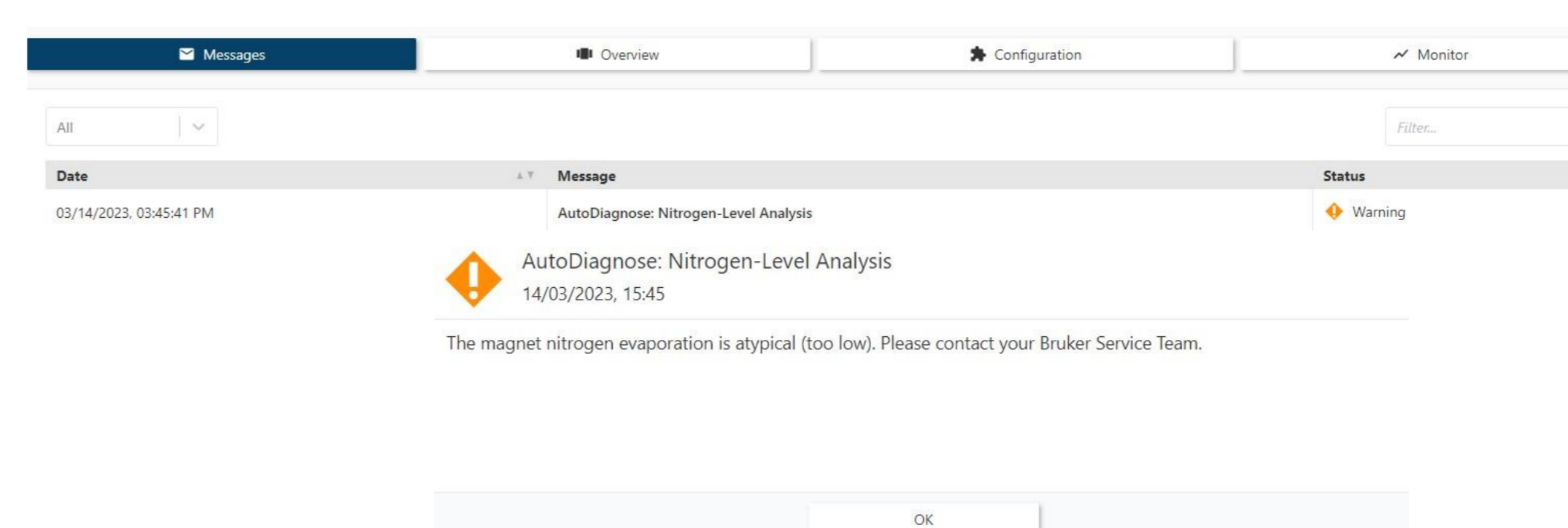
Cryogen Data Visualization

Helium and nitrogen levels are now displayed in the AutoDiagnose platform



Platform Notifications

The user receives component-related notifications based on performance changes on the online portal



Email Notifications

The user receives Email notifications, as a Beta feature

Configuration

- TopSpin 4.1.0. or higher to connect to AutoDiagnose
- TopSpin 4.1.3. or higher for cryogen notifications for AvanceCore
- TopSpin 4.1.4. or higher for cryogen notifications for AvanceNeo
- Operating system: Windows 10 or CentOS 7

Contact us

- How to connect ? Contact our customer support: [Support Request Magnetic Resonance and Preclinical Imaging | Bruker](#)
- To learn more on our service products: [Contact Bruker | Bruker](#)

Conclusion

- Bruker keeps on developing Innovative Services based on digital technology to provide you a more efficient support
- LabScape ProDiagnose: connect and supervise your AvanceNeo spectrometer
- LabScape ProSupport, benefit of the Proactive Bruker Expert support