



## LABSCAPE

# LabScape ProDiagnose & LabScape ProSupport

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### Innovation with Integrity

Benefit from Bruker's latest service innovations in proactive NMR instrument monitoring and maintenance: LabScape ProDiagnose and LabScape ProSupport. Both services are based on the AutoDiagnose platform, a 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 whether they are in the same room or in different buildings or sites. 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.

**Contact your Bruker Service and Sales team for more information to identify which solution is right for you.**

The diagram consists of two overlapping circles. The outer circle is light blue and contains the text "LabScape ProSupport". The inner circle is a darker blue and contains the text "LabScape ProDiagnose".

**LabScape ProSupport**

**LabScape ProDiagnose**

## 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)
- Easier root cause analysis in case of technical issues
- Reduced administrative burden

LabScape ProDiagnose & LabScape ProSupport are currently available for Bruker NMR instruments.

## Features

	LabScape ProDiagnose	LabScape ProSupport
AutoDiagnose Platform access	✓	✓
System health status overview	✓	✓
System configuration	✓	✓
Cryogen level visualization	✓	✓
Platform notifications	✓	✓
AutoCalibrate results (Optional)	✓	✓
Proactive Bruker Service contact	–	✓
4 hours of remote support	–	✓

## Minimum system requirements

- 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

## LabScape We've got you covered

**Bruker BioSpin**  
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### Customer Support

<https://www.bruker.com/en/services/service/magnetic-resonance.html>

### Online information

<https://www.bruker.com/en/services/lab-scape-support-solutions/prodiagnose-and-prosupport.html>

