Studer Vista Remote Access™

An Engineer's best friend.

Studer Vista users can take advantage of an extended Technical support program with the Studer Vista Remote Access™ package. Vista Remote Access enables a Studer Technician to access and manage your Vista from any where in the world, any time, all on a secure network.

With Vista Remote Access you can now have additional technical support directly from Studer factory trained engineers, enabled with real time monitoring and system interrogation of your Vista system. The system can be used to address and support anything from system set up and configuration, through to real-time screening of log files to identify problems with your system as you roll through a production, even if it's live.

Simple System Configuration

The Vista Remote Access operation is simple to setup and utilizes a closed network for maximium Vista system' security. As the Vista user, you dedicate a basic windows PC or laptop as the Remote Access interface and this hosts the secure network connection. This computer hosts a 3rd party remote access application and the Studer 'VNC' or Virtual Network Connection. At Studer, the Technician uses the VNC connection as the secure portal to access your Vista

system, giving them the monitoring and control capabilities from their location.

Network Security

The dedicated user PC or laptop set up as noted above, provides Studer with the direct access to your Vista without exposing it to the internet or any form of open network. The Remote Access uses encryption and has a minimum of two levels of password protection providing another layer of security and therefore confidence.

Operator Relief

You can take advantage of Remote Access at any point in your ownership of a Studer Vista system. If time and resources are limited, you can utilize the Remote Access to have a Studer Technician walk a user through the system for training and or work together online to troubleshoot user or function related questions.

Studer can monitor your system and identify errors and problems you might not recognize alone. This is a very strong support for any facility or production working with new engineers, freelancers, or contractors

who are not familiar with the Vista system or perhaps just a specific show configuration.

You could also work with the Studer Engineer to have them reconfigure your Vista for a new show or event that you don't have time to prep for or have the staff on hand who are qualified to make these system adjustments. It's like having an extra Chief Engineer or A1 to hand when you really need them. With Remote Access you have the instant connectivity to the support you need – Studer are there for you.

Access Today

Remote Access is available for any Studer Vista 5, Vista 5SR, Vista 8, & Vista 9, running V4.2.00 software or above. The latest software is available as a free upgrade. Contact your local Studer support center. The Remote Access package is included in all Extended Warranties purchased from Studer USA or it can be added to your system configuration by your Studer Sales representative at time of purchase.

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