



LED technology has created a performance lighting renaissance. It's time to re-think support and upgrade options also!

Modern performing arts venues use network-linked lighting fixtures and control. These systems need occasional maintenance, troubleshooting and upgrades. Choosing the right partner to provide engineering, integration, installation and support has become more important.

When it comes to troubleshooting and support, speed and responsiveness are critical. That's why Wenger | J.R. Clancy has developed a better approach to service – **Remote Lighting Support.**

Remote Lighting Support is a service that allows our expert technicians to diagnose, update and modify your lighting system remotely, over a secure internet connection. When enabled, a Wenger | J.R. Clancy technician can log into a venue's lighting system without the delay and expense associated with travel.

When you consider the complexity of today's lighting systems, it is nice to know that expert analysis, diagnosis and consultation are just an internet connection away.



REMOTE LIGHTING SUPPORT

THE WENGER | J.R. CLANCY ADVANTAGE:

- No matter the product mix, we are the responsible point of contact for warranty and service-related questions
- Remote Support is available for performance venues no matter how large or how small – serving K-12, College/University, Community and Professional venues.
- Virtually instant, secure, real-time access to a Wenger | J.R. Clancy-installed lighting system
- Expert network and configuration diagnosis
- Remote customization and configuration
- Architectural control customization
- Lighting network configuration
- Performance and Architectural fixture addressing and configuration
- Ability to troubleshoot & support most network connected devices, not just the proprietary offerings of one vendor
- If an in-person service call is required, our certified technicians will arrive to your venue with the situation diagnosed and repair parts already in hand
- By default, a rack mount Windows PC is supplied with all Wenger | JR Clancy integrated solutions
- Built-in network security measures comply with California Title 1.81.26 Security of Connected Devices Act

STARTING REMOTE SUPPORT:

To start remote support just call **1-800-836-1885** and a Wenger | J.R. Clancy technician will speak with you on the phone. Through this remote support our technicians can identify and provide a solution for your lighting network and configuration.

Following remote diagnosis, if an in-person service call is required, our technicians will have the knowledge to expedite and execute any changes needed for your system.

SUPPORT SERVICES OFFERED:

The list of remote services offered by Wenger | J.R. clancy includes but is not limited to:

- Troubleshooting
- Firmware updates
- Architectural control re-configuration
- RDM re-configuration of performance and architectural fixtures



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