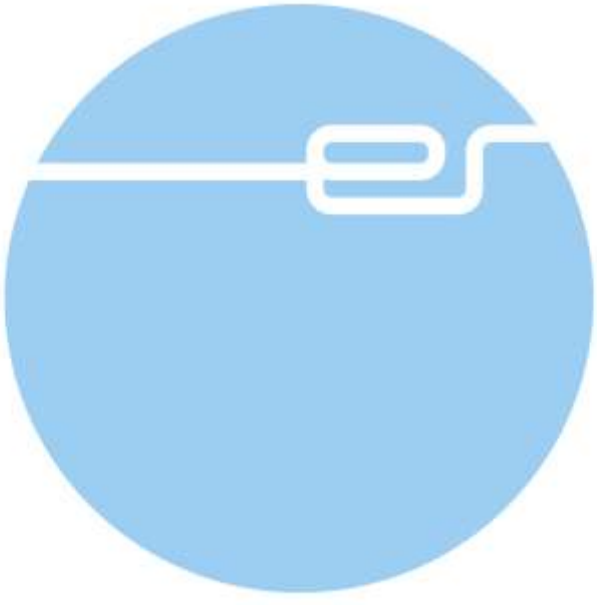
FAQS

Find answers here to frequently asked questions about Erbe ASSIST.
For further questions, please use the contact form here



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1 About Erbe ASSIST

1.1 What is Erbe ASSIST?

Erbe ASSIST is the central Windows application for managing supported Erbe devices and related workflows. Erbe ASSIST supports VIO® 3, VIO® 3n, VIO® seal and VIO® sect.

1.2 What is new with version 2.0.0?

With the new version 2.0.0, the VIO® 3 functionality previously available in the Erbe Support App is fully integrated into Erbe ASSIST. This includes Wi-Fi connectivity, user set editing, the transfer and viewing of chrono files, and the software updates.

1.3 Who can use Erbe ASSIST?

Erbe ASSIST is intended for authorized Erbe Sales and Service employees as well as distributors and service partners. Additional users may receive access upon approval by their responsible sales contact.

2 System Requirements

2.1 On which operating systems is Erbe ASSIST available?

Erbe ASSIST is only available on Windows systems, including laptops and tablets. macOS, iOS, Android and Linux operating systems are not supported. No special hardware requirements apply. A USB port is required for ARTUS functionality.

2.2 Which Windows version is recommended?

Windows 11 is recommended for optimal performance and support. Erbe ASSIST works on Windows 10, though support is limited and the performance may be reduced. Windows versions older than Windows 10 are not recommended.

2.3 Do I need antivirus software?

Yes. Windows Defender is recommended, but any reputable antivirus software is acceptable.

2.4 What screen scaling is recommended for the application?

A scaling of 100% or 125% is recommended for optimal display.

2.5 Is setting a default web browser required to use Erbe ASSIST?

Yes. A default web browser must be configured to ensure the login process works correctly. You can set this in your operating system settings (e.g., Windows Settings → Apps → Default apps).

3 Access & Login

3.1 How do Erbe employees get access?

Erbe employees can log in to Erbe Connect (Erbe Connect) and request Erbe ASSIST access.

3.2 How do external users get access?

External users must create a Unified Login account via Erbe Connect and request Erbe ASSIST access during registration. Unified Login is our centralized authentication system for Erbe digital services.

3.3 Why do I need to log in with my company email address?

This ensures correct customer assignment, which is essential for using the application.

3.4 Are there different user roles in Erbe ASSIST?

Yes, there are three access groups. Depending on your role, you will be assigned to different groups.

- **Group 1:** Full access (edit user sets, transfer & view chrono files & transfer updates)
- **Group 2:** Limited access (edit user sets, transfer chrono files & transfer updates)
- **Group 3:** Basic access (edit user sets)

3.5 How do I get ARTUS?

You need to order ARTUS USB stick yourself (ARTUS Service-Stick REF 20160-010). HQ employees should request it using FB_0618_Materialentnahmeschein. Global colleagues and dealers can place their orders directly or through Business Management.

4 Installation & Updates

4.1 Why should I keep Erbe ASSIST updated?

Updates ensure compatibility with connected devices and provide new features and improvements.

4.2 What should I consider when updating the application?

If a previous version is detected during installation, check “Keep all private data (e.g., user settings)” to retain your existing settings before proceeding.

4.3 Can all Erbe employees install Erbe ASSIST or are IT approvals required?

All users should be able to install ASSIST without IT administrator rights. If any issues occur, please contact IT support.

5 Application Usage & Connectivity

5.1 Can I use the application without an internet connection?

Yes. Log in once while online, then you can work offline as long as you do not log out. Logging out disables offline access.

5.2 Can users see whether they are working online or offline?

Yes, tooltips and icons indicate cloud connectivity status.

5.3 Can I transfer user sets from existing VIO 3 to a new VIO 3n, seal or sect?

Yes, transfer of user sets from existing VIO 3 units is possible by changing the device configuration in the user set from VIO 3 to the respective unit that you want to configure. You then have to save as a copy to keep the new configuration setting.

5.4 Can I use Erbe ASSIST and the Support App at the same time?

No, this is not recommended, as it creates number of technical problems. For the most optimal connection, use only one application at a time. We highly recommend switching to Erbe ASSIST as soon as possible.

6 Migration from Support App

6.1 Can I continue to use the Support App?

Support App remains available until the end of February 2027. We highly recommend making the switch now. After that date, the application will be phased out. Only a small number of external users will retain access to Support app after February 2027.

6.2 Will my existing data be transferred automatically?

Yes, the custom user sets as well as the chrono files will be transferred automatically from your VIO 3 Support App to Erbe ASSIST. They will be provided in a dedicated folder under the sections user sets or chrono files.

6.3 Can I still send chrono files directly to the Technical Service?

No. The previous "Contact" function of the Support App is no longer available in Erbe ASSIST. Download the chrono file and send it as an email attachment to techservice@erbegroup.com.

7 Data Privacy & Security

Erbe takes data protection seriously. All personal data is handled in accordance with applicable regulations. For detailed information, please refer to our Privacy Policy.

8 Training Resources

Training for the initial version of Erbe ASSIST with focus on user set management and editing is available on the Erbe Learning Suite. In addition, there is also training available on the Erbe Learning Suite that focuses on managing and viewing chrono data.

9 Support & Contact

Please reach out to Global Sales Support for any additional help or troubleshooting.

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