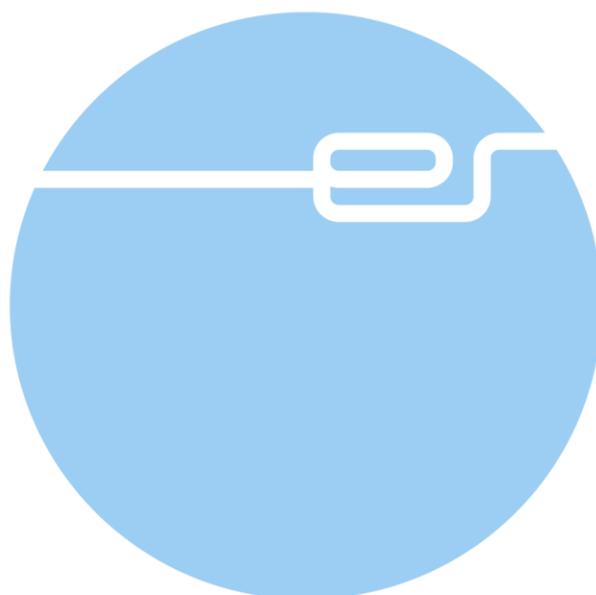


FAQS

Find answers here to frequently asked questions about Erbe ASSIST.
For further questions, please use the contact form [here](#)



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1 System Requirements

1.1 What kind of computer do I need to use the application?

Erbe ASSIST is only compatible with Windows laptops. A USB port is required for ARTUS functionality.

1.2 Can I use an iPad or Mac laptop with Erbe ASSIST?

No. Erbe ASSIST supports only Windows operating systems. macOS and iOS are not supported.

1.3 Which Windows version is recommended?

Windows 11 is recommended for optimal performance and support. While Erbe ASSIST may work on Windows 10, as support is no longer guaranteed, the performance may be reduced.

1.4 Do I need antivirus software?

Yes. Windows Defender is recommended, but any company-installed antivirus software is acceptable.

1.5 What screen scaling is recommended for the best visualization of the application?

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

1.6 Is setting a default web browser required to use 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).

2 Access & Login

2.1 How do Erbe employees get access?

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

2.2 How do external users get access?

External users must create a Unified Login account and request Erbe ASSIST access during registration.

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

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

2.4 What is Unified Login?

Unified Login is our centralized authentication system for Erbe digital services.

2.5 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 (user profiles, updates,)
- **Group 2:** Limited access (user profiles, updates)
- **Group 3:** Basic access (user profiles)

2.6 How do I get ARTUS?

You need to order ARTUS yourself. HQ employees should request it using FB_0618_Materialentnahmeschein. Global colleagues and dealers can place their orders directly or through Business Management.

3 Installation & Updates

3.1 Why should I keep Erbe ASSIST updated?

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

3.2 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.

3.3 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.

4 Application Usage & Connectivity

4.1 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.

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

Yes, tooltips and icons indicate cloud connectivity status.

4.3 Can I transfer user profiles from existing VIO 3 to a new VIO 3n or VIO seal?

No, transferring user profiles between VIO 3 and VIO 3n or VIO seal is currently not possible. Each system must be configured separately.

5 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](#).

6 Training Resources

Training for the first version of Erbe ASSIST will be provided as a live session and will be available as a recording on the LMS.

7 Support & Contact

Please reach out to Global Sales Support for any additional help or troubleshooting. They can be contacted via support@erbegroup.com

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