



Aries Technical Customer Service offers many resource tools to enhance your experience when you are needing technical or software support over a phone connection.

We now offer “Rescue Me” and “Rescue Lens” for faster more efficient resolution of your technical or software questions and support needs.

“Rescue Me” is a software and computer hardware support tool that will allow an Aries Customer Service Technical representative to remote into your computer and take control. This will allow the Aries Technical representative to monitor and change necessary settings or perform software diagnostics for you. The only requirement to use this tool in the field is an internet connection. The use of this tool allows for a quick and efficient diagnosis and or resolution to a software or computer hardware problem. When you call 800-234-7205 and select “Software Support” from the phone prompts you may be offered this resource.

“Rescue Lens” is a live video diagnostic tool to help identify equipment, demonstrate symptoms or verify settings. When you call Aries Technical Customer Service representatives you may be offered this tool as part of your technical phone service. Once connected, you will be able to point the camera of your smart phone at the equipment, parts or screen you would like the Aries Technical Customer Service Representative to see. This will allow for increased capabilities in diagnosing complex systems or identifying difficult parts and setups.

Next time you need technical or software support please call 800-234-7205 and follow the phone prompts for either Technical or Software support. Our Technical Representatives will be ready to assist you and offer the use of these special resource tools.