DEVELOP

ineo Remote Care

Remote diagnostics for ineo systems

Maximum support,
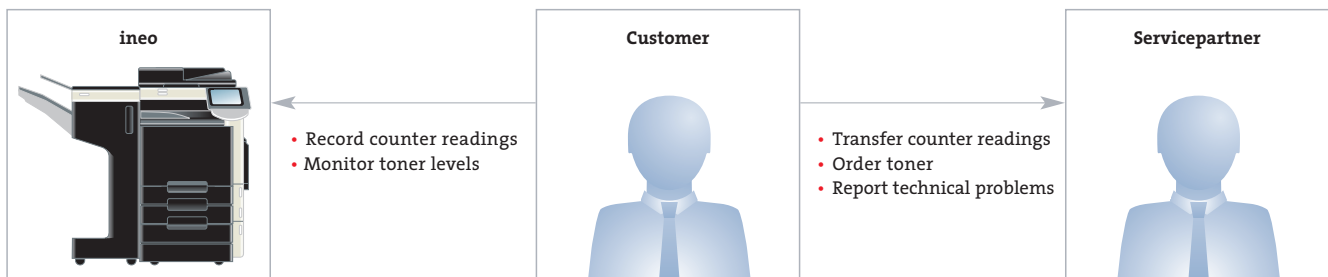## maximum benefit –

via remote diagnosis

Does this seem familiar?

Your multifunctional system is lacking in communication skills.

At the end of the month, you still have to check counter readings and monitor the toner levels. Data must then be transferred, toner ordered and possible malfunctions reported to your service partner's call centre. From there, the relevant information is forwarded to the department in charge. An altogether time consuming process.

Without ineo Remote Care

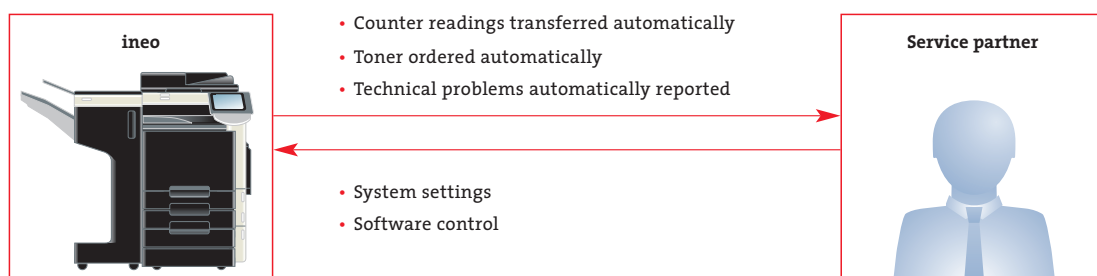| **ineo**	**Customer**	**Servicepartner**
• Record counter readings • Monitor toner levels		• Transfer counter readings • Order toner • Report technical problems

Thanks to ineo Remote Care, you need no longer worry about counter reading reports or system availability!

ineo Remote Care is an intelligent reporting system which connects your ineo systems to your service partner's call centre. Status reports, counter readings, problem reports and information on the status of consumables are sent directly to the service partner via a modem, installed directly on the system (GPRS link), per email or WebDav (data transmission via an encrypted internet protocol).

For you, this means possible system failures are detected and remedied via ineo Remote Care before they become evident and at best without any on-site technical support!

With ineo Remote Care

ineo		**Service partner**
	• Counter readings transferred automatically • Toner ordered automatically • Technical problems automatically reported	
	• System settings • Software control	

Benefits

Pro-active customer support

By automatically sending status reports and data to your service partner, possible malfunctions are quickly diagnosed and remedied at an early stage. For instance, in the event of frequent paper jams your service partner can react quickly by exchanging the appropriate wear and tear parts, avoiding an imminent system breakdown

Less administration

Counter readings are automatically registered and sent to your service partner for settlement. As a result, you no longer need to fill in the counter reading cards or send them to your service partner. A significant saving in both time and effort! The counter readings are listed according to the paper formats and copy/print modes making it easy for you to retrace and verify the cost of system operation.

Automatic toner delivery

Your service partner is automatically informed on the status of consumables such as toner levels and routinely delivers fresh supplies when these fall below the mutually agreed levels. This means you no longer need to keep an eye on toner levels or the order status. Stockpiling of toner supplies is a thing of the past – saving space, time and effort.

Security

ineo Remote Care uses three channels for the communication to your service partner's support centre; GPRS, email or WebDav. The transmission is based upon your company specific requirements and IT guidelines. We will be happy to help and advise you on this subject. Whichever method you finally choose, rest assured that your data is secure. As only machine-relevant data (counter readings, error messages, consumable stock) is transmitted, it is impossible to access copy or print information at any time.

ineo Remote Care is compatible with all ineo systems with a print speed of 22/25 pages (bw/colour systems) or more per minute.

Please contact your dealer for further information.

All technical data correspond to knowledge available at the time of going to print. Konica Minolta reserves the right to make technical alterations.

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