![Videojet logo]

Videojet LifeCycle Advantage™

VideojetConnect™ Remote Service

The power of immediate visibility to improve your productivity

VideojetConnect™ Remote Service helps reduce potential printer downtime

VideojetConnect Remote Service offers users three features: email alerts, printer performance dashboards and remote recovery functionality. These features are designed to improve response time and reduce printer downtime. Below is an illustration of how email alerts, when used in tandem with the printer performance dashboard, can help users avoid production downtime.

This dashboard screen shows the twelve hour progression of a system going from a simple warning message to a printer system failure. In this case, warning messages were sent, but not addressed. The failure to act in a timely manner led to a two-plus hour downtime event for troubleshooting and replacement of the failed printer. If the notifications provided by VideojetConnect Remote Service had been quickly acted upon, this costly interruption in production could have been avoided.

VIDEOJET

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Last Updated - < 00h:01m

Customer: XYZ Packaging
Printer: Production Line 47
Current Job: 1410
Serial #: 126456789ZED

VJ1650

Printer Status: Error
Unable to control viscosity

Connect using VNC

Event History —

Display Mode: Historic Data ▾

Filter: FAULT ✕ EXTRA ✕ INFO ✕ WARNING ✕

Date From: 04/03/2017 12:00:00 AM
Date To: 04/05/2017 12:00:00 AM

Update

Event ID	Date / Time	Event Type	Event	Zoom
7	4/4/2017 6:02:55 AM	FAULT	Unable to control viscosity	🔍
263	4/4/2017 5:02:08 AM	WARNING	Ink viscosity too high warning (x)	🔍
540	4/3/2017 8:43:58 PM	INFO	Ink viscosity too high (x)	🔍
540	4/3/2017 8:39:27 PM	INFO	Ink viscosity too high (x)	🔍
558	4/3/2017 8:30:35 PM	INFO	Recovering makeup (x)	🔍
559	4/3/2017 8:19:55 PM	INFO	OK to recover makeup (x)	🔍
540	4/3/2017 8:11:00 PM	INFO	Ink viscosity too high (x)	🔍
334	4/3/2017 8:03:51 PM	WARNING	Makeup cartridge empty (x)	🔍
278	4/3/2017 6:00:58 PM	WARNING	Makeup cartridge low (x)	🔍

Install Data	+
Ink Data	+
Core Data	+

Status	+
Makeup Data	+
System Parameters	+

FAILURE
Unable to control viscosity
Printer down

Final Warning
Viscosity too high
1 hour prior to fault

Second Warning
Makeup cartridge empty
10 hours prior to fault

Initial Warning
Makeup cartridge low
12 hours prior to fault

Maintain

Use the power of data and connectivity to drive productivity

With immediate access to your printer data, you can empower faster response times and speed your line's recovery.

1st to Know

Remote alert notifications

Empowering you to act quicker, intelligent software dispatches immediate email notifications that inform you of potential irregularities or faults that could affect your Videojet printer's performance.

1st to Respond

Dashboards

Enabling proactive responses, dashboards give you visibility to the status of all the Videojet printers in your plant and you can drill down to detailed information on an individual unit. Configuration values can be quickly viewed without complicated navigation, and performance graphs can track a unit's history to help identify causes of downtime events.

1st to Recover

Remote recovery

With remote access capabilities, your trained personnel or a Videojet Remote expert with granted access, can electronically access your Videojet printer's operating system, trouble- shoot and even make needed settings adjustments for you online. This virtual access can help you recover faster, and often without the need for an on-site service call.

1st to Improve

Optimise performance

Leverage data analytics and on-demand Remote Service reporting to identify performance improvement opportunities, corrective actions and drive operational improvements.

1st to Know
1st to Respond
1st to Recover
1st to Improve

VideojetConnect Remote Service is available in select regions worldwide. Please contact your local Videojet representative for availability information for your location.

For more information, visit:
www.videojet.ie/remoteservice

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