Cloud-enabled line recovery solution

**VideojetConnect Rapid Recover™**

Unlock the fastest path to line recovery
Videojet Rapid Recover™
The fastest way to recover your line

A perfect complement to the VideojetConnect™ Remote Service offering is VideojetConnect™ Rapid Recover™. This technology works in conjunction with our remote service capabilities and uses cloud-enabled analytics to drive automated troubleshooting.

- Identifies in approximately 1 minute if a printer fault can be repaired within 20 minutes, and provides step-by-step guidance to fix the fault
- If a repair will take longer than 20 minutes, a printer swap is recommended
- Rapid Recover™ then backs up printer and job settings for easy download onto a spare printer
- Expedites the repair process by automatically creating a Videojet technical support case with fault data for the swapped printer

Fault alert

If the fault is fixable, Rapid Recover™ will walk the user through simple step-by-step instructions to help ensure an optimal and sustainable fix.

Swap

If the fault will take more than 20 minutes to fix, or requires a part, Rapid Recover™ will recommend deployment of a spare. Rapid Recover™ will also back up the printer’s settings and allow the user to download them to the spare.
Rapid Recover™ identifies the best path to line recovery in around 1 minute.

Production resumed within 20 minutes.

- Simple steps followed by operator
- Printer fixed
- Printer settings backed up to server
- Spare printer deployed
- Spare printer initialized from backup
- Videojet technical support case automatically created

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videojet.com/RapidRecover
Peace of mind comes as standard

Videojet Technologies is a world-leader in the product identification market, providing in-line printing, coding, and marking products, application specific fluids, and product LifeCycle Advantage™.

Our goal is to partner with our customers in the consumer packaged goods, pharmaceutical, and industrial goods industries to improve their productivity, to protect and grow their brands, and to stay ahead of industry trends and regulations. With our customer application experts and technology leadership in Continuous Inkjet (CIJ), Thermal Inkjet (TIJ), Laser Marking, Thermal Transfer Overprinting (TTO), case coding and labeling, and wide array printing, Videojet has more than 345,000 printers installed worldwide.

Our customers rely on Videojet products to print on over ten billion products daily. Customer sales, application, service and training support is provided by direct operations with over 4,000 team members in 26 countries worldwide. In addition, Videojet’s distribution network includes more than 400 distributors and OEMs, serving 135 countries.

Order supplies shop.videojet.com
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