


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.

Home Settings Logout

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












**Printer Status: Error**  
Unable to control viscosity


[Connect using VNC](#)


### Event History


Display Mode: Historic Data Filter: FAULT x EXTRA x INFO x WARNING x


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](#) 

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.

### 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

### Optimize 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.no/remoteservice](http://www.videojet.no/remoteservice)

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