



Videojet LifeCycle Advantage™
Enabled



VideojetConnect™ Remote Service

Common Scenarios Solved by VideojetConnect™ Remote Service





VideojetConnect™

Start turning data into action

Imagine for a moment that...

- Your printer could message you when it needs something
- You could remotely look into your printer's operating system, troubleshoot and make changes to settings from virtually anywhere
- At the touch of a button, you could have access to an expert who is able to see what you see, troubleshoot and make changes for you, often without requiring a service visit

VideojetConnect™ Remote Service* can help maximise your productivity by allowing you to:

- 1 View printer performance and gain insights to help improve production.
- 2 Monitor fluid levels and view the status of the printer from a central location.
- 3 Evaluate printer performance when away from the production site.



Maintain optimal performance of your printer

Partner to be proactive instead of reactive on a daily basis.

- 4 Take action on issues immediately with automatic e-mail alerts.
- 5 Get real-time remote diagnosis from Videojet technicians.
- 6 Resolve most problems immediately with remote printer access.
- 7 Fix it right the first time by identifying failed part and corrective actions if on-site assistance is needed.



Recover from faults quickly and help maintain your productivity

Help recover most operations in minutes, not days.

- 8 Train operators directly on the printer screen with real-time remote access.
- 9 Receive or provide assistance with start-up of new models with remote printer access.
- 10 Prevent downtime occurrence by proactively fixing repeated issues.



Improve the capability and utilisation of your printer over time

Leverage information to continuously optimise production.

Maintain



Scenario	Before VRS, the Production Manager had to periodically walk to the shop floor to check fluid levels.
VRS Benefit	With VRS, the Production Manager can check fluid levels instantaneously from their office, preventing downtime arising from empty cartridges.
Result	Printer availability increased from 75% to more than 90%.
Scenario	Before VRS, operators assumed that downtime was primarily caused by the printers.
VRS Benefit	With VRS, the Production Manager can determine the exact cause of downtime and focus improvement efforts on the right priorities.
Result	Better understanding of the true reason why line OEE is low.
Scenario	Before VRS, production data collection was based on a count at the end of production rather than in real-time, delaying any assistance needed to solve issues.
VRS Benefit	With VRS, issues can be resolved in real time, reducing delays and helping hit production shift output targets.
Result	Able to monitor production even when away from the site.

Recover



Scenario	Before VRS, dirty starts during the morning shift required stoppages to manually clean the jet.
VRS Benefit	With VRS, it is possible to see in the event history that the jet was being incorrectly shut down at night. This information was communicated to the customer to help correct their procedure.
Result	No time lost due to dirty starts (around 10-15 minutes/occurrence).
Scenario	Before VRS, the variable field "time" was not changing, creating a potential risk of quality complaints from the market.
VRS Benefit	With VRS and connection via Remote Access, Videojet technical support can diagnose potential issues with the CLARISUITE® label format (CIFF). Modification of database parameters on a PC and downloading a new label to the printer can potentially prevent up to 48 hours of downtime.
Result	Negated the risk of quality complaints and the problem was resolved immediately.
Scenario	Before VRS, untrained operators required instruction on how to correctly start up the printer.
VRS Benefit	With VRS, operators can be guided through the menu to activate Remote Access, allowing Videojet technical support to lead the operator through the correct start-up procedure, saving over an estimated hour of downtime.
Result	Minimised downtime and allowed for real-time, on-site training on correct start-up procedure and subsequent usage.

Improve



Scenario	Videojet technical support identified a printer with a yellow warning and contacted the appropriate production personnel.
VRS Benefit	Through the VRS dashboard, the Videojet technical support team can remotely identify the precise reason for the warning and guide the production personnel through the corrective procedure, solving the issue.
Result	Avoided downtime of up to an estimated three hours and prevented ink waste.
Scenario	A production line running three daily shifts, six days per week, had little room for overtime to catch up when production issues arose.
VRS Benefit	With VRS, the Maintenance Manager and Production Department can now receive email alerts when faults or issues arise. This allows for immediate action to correct faults. For example, when ink and/or make up fluid runs low, production can be timed to rectify the issue.
Result	Quicker reaction to problems and increased uptime of the lines.
Scenario	Email alerts highlighted a problem with a printer pump RPM running near maximum speed.
VRS Benefit	Videojet technical support can analyse the complete history of the printer and provide insight to the Videojet field service engineer on-site. With the additional knowledge from VRS, the field service engineer can replace the pump, bringing pump speed back to normal.
Result	The problem was solved during the first service visit, saving the production line an estimated 30 minutes of downtime.

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