KONICA MINOLTA

CS REMOTE CARE

✐ Category

Device Management

✐ Characteristics

- – Monitoring
- – Automated services
- – Reporting
- – Centralisation
- – Device settings

CS Remote Care

Giving Shape to Ideas

REMOTE MONITORING FOR
MAXIMISED PERFORMANCE

CS Remote Care provides state-of-the-art machine-to-machine communication (M2M) between bizhub output devices and the Konica Minolta service organisation.

With CS Remote Care, users benefit from outstanding levels of device monitoring: Using bidirectional communication channels, a company's multifunctional device proactively make contact with the Konica Minolta service organisation, which in turn can pull latest status information from connected devices. The remote connection relays all relevant system data in real time, advising the service side early on of routine maintenance or any other required intervention, for instance to rectify a technical problem.

Via the remote communication path it is possible to trigger automated services, such as the delivery of consumables, and to carry out tasks remotely, including services like firmware updates and device settings. Via a remote panel, guidance and instructions can be provided to end users from a distance.

The CS Remote Care concept is Konica Minolta's guarantee for maximised system availability. Downtime of output devices can be minimised, productivity enhanced and routine maintenance planned in accordance with users' work schedules.

KEY **FEATURES**

⬤ Monitoring

– **Secure connection:** The connection of output devices to the Konica Minolta service organisation via GPRS, CSRC DCA, E-Mail or HTTP(S) is secure; where of concern,the direct connection to the company network can be avoided using GPRS.
– **Bidirectional communication:** The monitoring of all included output devices is bidirectional for most methods, with which the devices can be connected to the CS Remote Care system via GPRS, eMail and HTTP(s).
– **Comprehensive monitoring:** Among others, this covers the life cycle counters of components and consumables; generates status and error messages; etc.
– **CSRA (CS Remote Analysis):** A system that periodically collects various data from production printing devices, such as sensor data; analyses and foresees malfunctions, as well as predicts the life of parts based on the collected data.

⬤ Automated services

– **Direct counter reading:** This function automatically relays all relevant data, including volume readings.
– **Automated consumables ordering:** The supply management ensures timely delivery of consumables in the exact required quantities.
– **No need for manual service calls:** Visits of service engineers are scheduled automatically and at suitable times; the service engineer has all relevant information available already before the customer call.

⬤ Centralisation

– **Efficient information transfer:** Centralised monitoring ensures that all data are reliably transmitted to the service center where they are processed.
– **No installation:** No complex installation procedures are required on the customer's premises for GPRS, HTTP(s) and E-Mail.
– **CSRC-DCA Installation:** Simple and easy Service installation required on the customer's premises for CSRC-DCA.
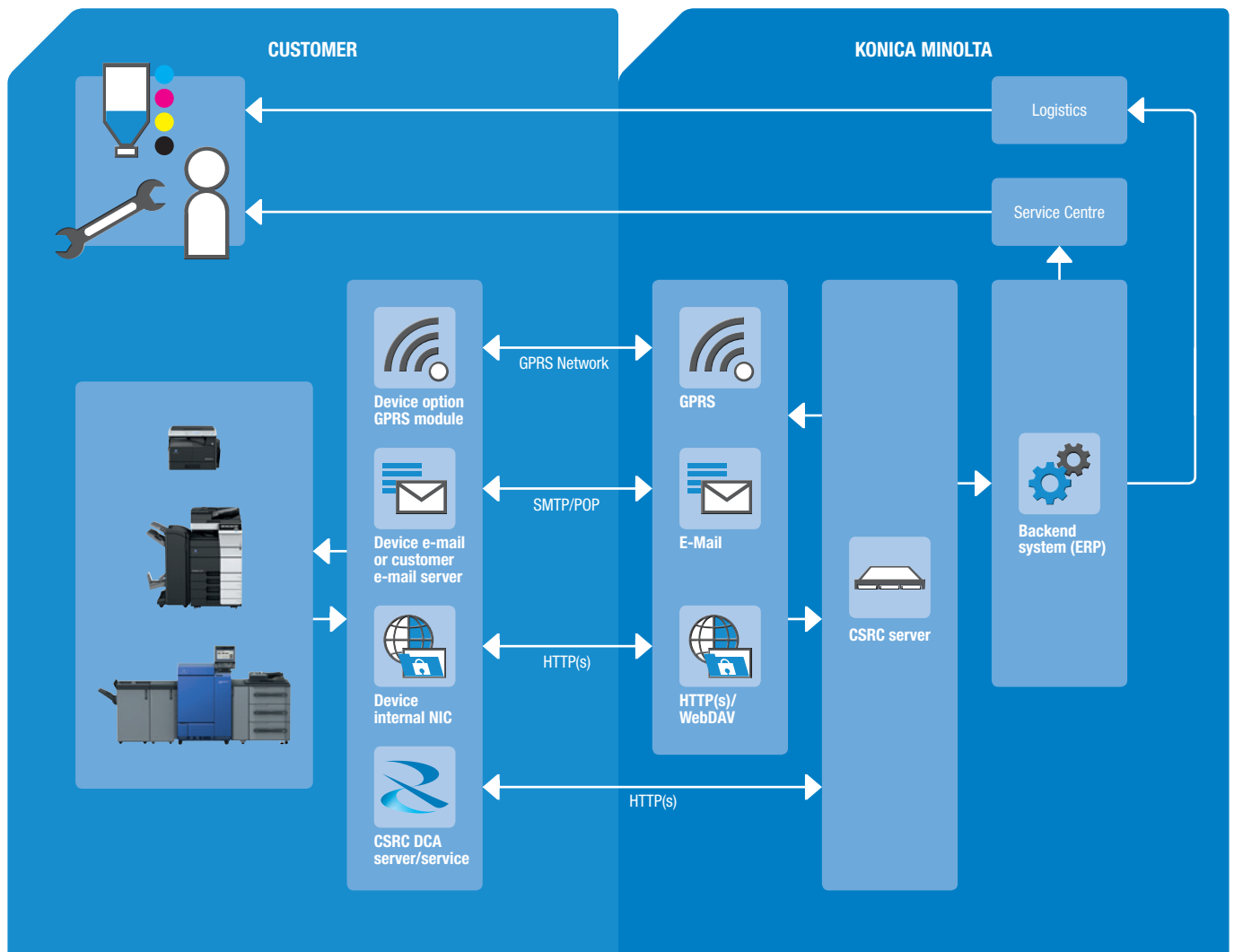
⬤ Device settings

– **Service menus:** Remote settings are possible for selected service menus.
– **Remote firmware update:** This can be organised remotely from the service center; the visit of a service engineer is not necessary.
– **Remote Panel:** This application can remotely operate the panel of an MFP for Remote Service, remote maintenance and customer workflow support.

⬤ Web portal main features

– Innovative and user-friendly web interface
– Graphical model information and toner level
– Quick overview of device status
– Device status based on traffic lights system
– Link to CSRA (CS Remote Analysis)
– Reporting section with Export function (ad hoc and periodically by email)
– New CSRC Mobile Portal (same look and feel as the CSRC Portal)

WORKFLOW

CUSTOMER

KONICA MINOLTA

Logistics

Service Centre

Device option GPRS module

GPRS Network

GPRS

Device e-mail or customer e-mail server

SMTP/POP

E-Mail

Device internal NIC

HTTP(s)

HTTP(s)/ WebDAV

CSRC server

Backend system (ERP)

CSRC DCA server/service

HTTP(s)

TECHNICAL **SPECIFICATIONS**

SYSTEM REQUIREMENTS

Communication	HTTP/HTTPS, G3 Fax, E-Mail, GSM/GPRS Modem or SNMP v1, v2, v3
Supported languages user interface	Chinese, Czech, Danish, Dutch, English (US/UK), French, German, Italian, Japanese, Polish, Spanish
Supported languages admin interface	English, German
Supported MFPs	All MFPs supporting one of the following: SNMP v1, v2, v3; RS-232C; CSRC E-Mail; CSRC G3 Fax; CSRC HTTP(S)

The support and availability of the listed specifications and functionalities varies depending on operating systems, applications and network protocols as well as network and system configurations.

09/2016