



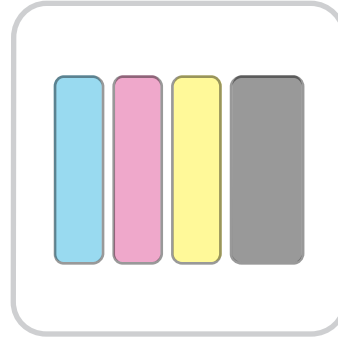
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Marketing
Sales



Service
Maintenance



Toner



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Service Maintenance Benefits

1. All service alarms in one place: Messages.
 2. Fix any issue Faster !
 3. Review consumables levels of any printer at anytime.
 4. Error info coming directly from the printer.
-



I. All alarms in one place: Messages

The screenshot shows the 'Messages v1.18' application window. The main area contains a table with columns: Icon, Act, Date, ClientCode, Serial, Model, Text, Alarm level, Tech level, Status, ERP_Order, and Comment. The table lists several messages with various statuses like 'Send', 'InPro...', and 'Stand...'. A 'Filters' overlay is positioned at the bottom, featuring icons for different alarm types and a dropdown menu currently set to 'Alarms'. A red arrow points to the 'Send' icon in the filter bar. Below the filter bar, there is a search section with input fields for Code, Alias, Serial, and ERP, and a status filter section with radio buttons for In Process, Standby, Send (selected), and Others. There are also 'Refresh', 'Auto refresh', 'Save', and 'Download' buttons.

Icon	Act	Date	ClientCode	Serial	Model	Text	Alarm level	Tech level	Status	ERP_Order	Comment
		24/11/2014 10:34	demos	7213R0T-86-13	Dell 2330dn Laser Printer 7...	Cambiar kit FC	Warning	Trained			
		20/11/2014 11:10	demos	E69341H3N39...	Brother HL-2250DN series	CAMBIE TAMBOR	Warning	Trained	Send		
		18/11/2014 14:23	demos	E70650B4N63...	Brother HL-6180DW series	Replace Drum	Warning	Trained	InPro...		
		11/11/2014 11:53	MACRO...	V1392600970	RICOH Aficio MP C5000	Sustituir revelador (magenta) (30464)	Warning	Trained	Send		
		11/11/2014 11:53	MACRO...	V1392600970	RICOH Aficio MP C5000	Sustituir revelador (negro) (30462)	Warning	Trained	Stand...		
		11/11/2014 11:53	MACRO...	V1392600970	RICOH Aficio MP C5000	Sustituir unidad de transferencia intermedia (3040...	Warning	Trained	Send		
		07/11/2014 12:13	CASTEFA	L3674301542	RICOH Aficio MP C2500	Sustituir fotoconductor negro (30407)	Warning	Field service	Send		
		07/11/2014 11:37	CASTEFA	S3898601165	RICOH Aficio SP C420DN	Sustituir PCU negro (30407)	Warning	Trained	Send	9999999	envio tecnico
		10/10/2014 11:52	7070	CNFND03308	HP Color LaserJet CM3530 ...	Sustituya cartucho negro	Critical	Trained	Send		



2. Right info safe you time.

The screenshot displays the 'Messages v1.18' application window. It features a main table with columns: Icon, Act, Date, ClientCode, Serial, Model, Text, Alarm level, Tech level, Status, ERP_Order, and Comment. A detailed view of two messages is overlaid on top of the main table.

Icon	Act	Date	ClientCode	Serial	Model	Text	Alarm level	Tech level	Status	ERP_Order	Comment
●		24/11/2014 10:34	demoss	7213R0T-86-13	Dell 2330dn Laser Printer 7...	Cambiar kit FC	Warning	Trained			
Brother HL-6180Dw series							Replace Drum		Warning	Trained	
RICOH Aficio MP C5000							Sustituir revelador (magenta) {30464}		Warning	Trained	
●		07/11/2014 12:13	CASTEFA	E3674301942	RICOH Aficio MP C5000	Sustituir fotoconductor negro {30407}	warning	field service	Send		
●		07/11/2014 11:37	CASTEFA	S3898601165	RICOH Aficio SP C420DN	Sustituir PCU negro {30407}	Warning	Trained	Send	9999999	envio tecnico
●		10/10/2014 11:52	7070	CNFND03308	HP Color LaserJet CM3530 ...	Sustituya cartucho negro	Critical	Trained	Send		

Filters: All, Alarms

Search: Code, Alias, Serial, ERP

Edit: Comment, ERP Order

Status: In Process, Standby, Send, Others

Buttons: Refresh, Auto refresh, Download, Save



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3. Consumables levels at anytime.

The screenshot shows the AMR ManagerV5 b client interface. At the top, there is a window titled "AMR ManagerV5 b client" with a sub-header "LastReadings 19 / 1000". Below this is a table with columns: Sele, Act, DateTime, Code, Serial, Alias, Model, BW, Color, Black, Cyan, Mager, Yellow, Notes, and S. A red arrow points to the "Code" column of the first row. Below this window is a navigation bar with buttons: Last, Historic, Install, Alarms, Consumables, Advanced, Admin, Filter/View, and Help. The "Consumables" button is selected. Below the navigation bar is a table showing consumable levels.

Consumable	Level %
Magenta Imaging Unit (OPC Unit) S/N:CRUM-12101951840	98
Yellow Imaging Unit (OPC Unit) S/N:CRUM-12101951691	98
Black Imaging Unit (OPC Unit) S/N:CRUM-12101950500	98
Transfer Unit (Belt)	99
Transfer Unit (Belt Cleaner)	99
Fuser S/N:1063ABN2DCAH0198	99
Tray 1 Roller	100



4. Info coming directly from the printer.

Before




After

Customer
[Client Code],5555

Printer
[Serial],146FBAIQ410132Y
[Model],Samsung SCX-4x28 Series

Text:
The machine's Black Toner is empty. Immediate user intervention is required to replace the Black Toner. Printing is available.

A red arrow points from the printer information section down to the text block, indicating that the printer's status message is being received.



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