

TruServices

Visual Online
Support



Available with
Service
Agreements
for TruPrint

Quick and competent online service

Discover the mobile world for all aspects of your machine. Communicate quickly and easily with our Technical Service through an app. Ensure maximum machine availability with Visual Online Support (VOS) - and all of this with 100% data security.

Your benefits at a glance

- ✓ Higher machine availability due to a substantial reduction of solution times
- ✓ Up to 25% reduction in the total cost of on-site service missions
- ✓ 100% secure, simple and fast transmission via the Telepresence Portal
- ✓ Up to 30% faster identification of necessary spare parts as complex parts can be identified immediately
- ✓ Easy plug & play solution independent of your IT system

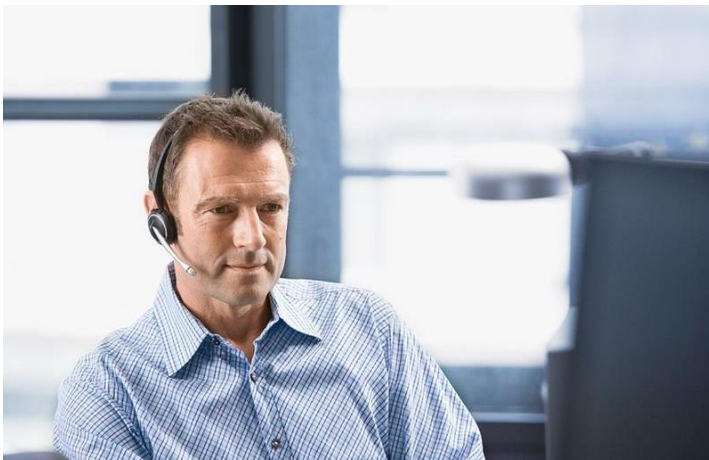
Visual Online Support

Optimally networked thanks to modern communication technologies

Every minute counts when a machine is down. With Visual Online Support (VOS), we have developed a tool which substantially improves our cooperation. VOS offers you the possibility of exchanging image, audio and video files with our Technical Service. In addition, image files can be processed live and enhanced with additional information from both sides. In this way, even complex cases can be solved without on-site service missions.

This not only increases machine uptime, but you can also realize savings of up to 25% of service costs for on-site service missions. Thanks to the connection through the Telepresence Portal, the transfer of your data is 100% secure.

Take advantage of these benefits through a Service Agreement for Visual Online Support.



Thanks to VOS you can communicate even faster and easier with our technical support team.

Five steps to a higher machine uptime

1. You contact our Technical Service using the usual hotline.
2. The service engineer starts a Teleservice session.
3. You start the VOS app.
4. VOS generates a connection to the machine using the Wireless Operation Point.
5. The connection is made and you can exchange image, audio and video files quickly, easily and securely. In addition, image files can be edited on both sides.

