KONICA MINOLTA

CUSTOMER SUPPORT REMOTE CARE (CSRC)

CULTURE OF CONNECTIVITY, REMOTE MONITORING, AUTOMATED TONER, BILLING AND SUPPORT



CONNECTING YOUR DEVICE

After your multifunction device is delivered, a Konica Minolta Service Engineer will attend your site to configure the device for printing and connect it to your network.

To complete the setup, we will require assistance from your IT contact, either onsite or remotely. Connecting your device is an important step that enables remote monitoring and support through CSRC, helping to deliver a seamless, low-maintenance experience through:

- Automated meter readings (billing)
- Automated toner ordering
- Automated fault reporting; and
- Automated technician dispatch for preventative maintenance

Please Note: While our Field Service Engineers check connectivity as part of standard service procedures, it is the customer's responsibility to maintain device connectivity after installation. If you make changes to your network, upgrade infrastructure, stop receiving automatic toner deliveries, or receive a notification on your invoice indicating that meter readings have not been received, please contact us. Our Customer Service team is here to help and can work with you or your IT team to restore connectivity and ensure your device remains connected to Konica Minolta's remote support services.

HOW DO WE CONNECT YOUR DEVICE FOR REMOTE MONITORING AND SUPPORT?

Customer Support Remote Care (CSRC) is Konica Minolta's remote monitoring platform that helps keep your print devices running efficiently.

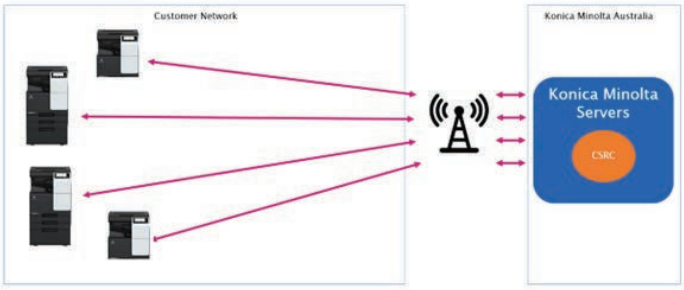
CSRC automatically collects device information such as meter readings, toner levels, and consumable status, helping to simplify billing, automate toner replenishment, and support proactive maintenance. By identifying service requirements before they impact performance, CSRC helps minimise downtime, improve device reliability, and enhance the user experience.

To get a device connected to CSRC, we can do this in 1of 2 ways:

1. CSRC – DIRECT HTTP CONNECTION

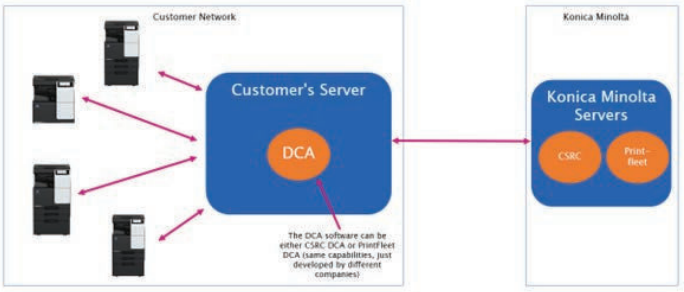
Devices can be connected directly to CSRC by a Konica Minolta technician during an onsite visit. Each device is configured individually to communicate directly with Konica Minolta's servers.

This approach reduces the ongoing management requirements for your IT team, as no Data Collection Agent (DCA) software is required and devices connect directly to the remote support platform.



2. CSRC – DATA COLLECTION AGENT

The CSRC Data Collection Agent (DCA) provides a simple and efficient way to connect your print fleet to Konica Minolta's remote support platform. Installed on your network, the DCA gathers device data from all connected printers and securely transmits it through a single connection.



Ideal for larger fleets and organisations with remote sites, the DCA can be installed and configured remotely by our support team. Devices can also be pre-registered, enabling automatic connection to CSRC as soon as they are installed, reducing deployment time and ensuring immediate visibility of your fleet.

Please Note: If you require monitoring of non-Konica Minolta devices, such as HP, Brother, or other third-party printers, this can be achieved using the PrintFleet Data Collection Agent (DCA). PrintFleet is a third-party solution that enables monitoring and management across mixed-brand print environments. A monthly licence fee applies on a per-device basis

WHAT HAPPENS IF I CHOOSE NOT TO CONNECT MY DEVICE TO THE INTERNET?

1. MANUAL METER READS

Submit your monthly meter readings quickly and easily through Konica Minolta's online portal. You'll receive a monthly email reminder when readings are due, and your Account Manager can arrange portal access using your Account ID and UBB number. Once logged in, you can view your fleet and submit readings for individual devices in just a few clicks.

1. Customer ID (UBB) created by account manager
2. Log in with your Customer ID (UBB)
3. Submit your meter reading

Scan the QR code to visit the Konica Minolta Online Portal

or visit **https://www.konicaminolta.com.au/support/submit-meter-reading**

2. MANUAL TONER ORDERS

Ordering consumables is quick and easy through our online support portal at **konicaminolta.com.au/support.** To place an order, simply enter your device serial number and the postcode of the device location. After your first order, your device details will be securely recognised on future visits, making reordering faster and more convenient.