

For Immediate Release

MUTOH announces MUTOH Direct, a new cloud service connecting dealers and end-users

MUTOH INDUSTRIES, LTD.

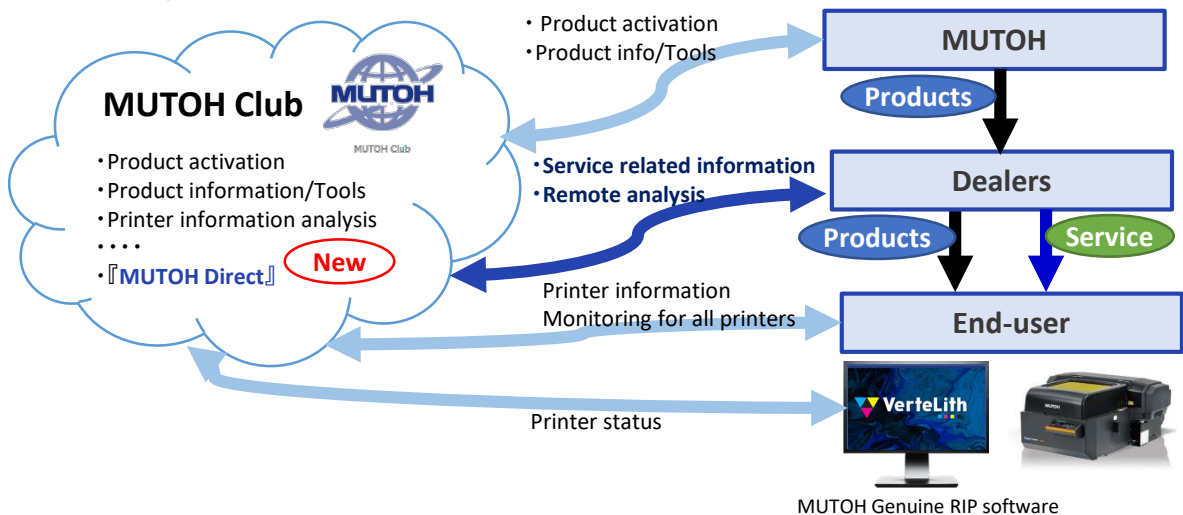
MUTOH INDUSTRIES LTD., a leading manufacturer of wide-format digital inkjet printers, affiliated with MUTOH HOLDINGS CO., LTD. today has announced the launch of MUTOH Direct, a new cloud service for MUTOH dealers allowing remote monitoring of end-users' printer status and printer usage for more effective service and maintenance.

MUTOH Direct is available in North America, Europe, Australia and New Zealand, sequentially expanding to other regions.

MUTOH Club is a cloud service that connects MUTOH and its printer users. Through MUTOH Club, users can access their printer operational status, statistical data and product authorization management, obtain product information, various software and tools.

The new MUTOH Direct is an enhanced service of MUTOH Club for MUTOH dealers. This new service allows dealers to remotely access and monitor end-users' printer information, enabling them to proactively predict and address potential causes of printer failures and take prompt action. Consequently, dealers can reduce the number of visits to end-users and minimize printer down time, enhancing overall service effectiveness. In addition, by monitoring the printer status, it is possible to advise end-users on optimal printer operation.

MUTOH Club / MUTOH Direct flow chart



Statistical Data Available through MUTOH Club

➤ Error information

List of the errors which occurred and their possible causes.

Dealers can efficiently coordinate parts required or plan how to respond to the problem in advance, contributing to a reduction of on-site visits to their end-users and mitigating printer downtime.

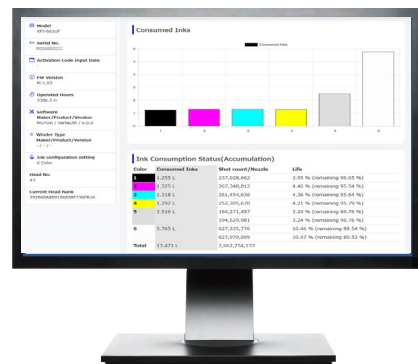
No.	Date	ID	Message	Event/symptom
1	27-07-2023 07:54	241		
2	08-06-2023 16:01	154		
3	17-04-2023 07:54	73		
4	07-03-2023 17:25	154		
5	08-02-2023 12:10	154		

➤ Ink consumption

The ink amount and the number of ink shots.
(Latest or specific period)

This information enables optimal inventory management of consumables and spare parts.

Ink consumption and ink shot count



➤ Print information by print mode

The printed area and the number of printed jobs.
(Latest or specific period)

Dealers can monitor the printer's operating status and advise optimal printer operation to end-users.

Printed area and job number by print mode



*The above display designs are subject to change without notice.

MUTOH Direct has been designed to comply with the Personal Data Protection Act (GDPR).

MUTOH will deliver optimal printing solutions through enhancement of software services such as MUTOH Club/MUTOH Direct.

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