



KONICA MINOLTA



**KONICA MINOLTA**  
**AIR<sup>e</sup> Link**  
**RETHINK DEVICE TROUBLESHOOTING**

Giving Shape to Ideas

# INSTANT REMOTE VISUAL SUPPORT

## RETHINK REMOTE SERVICES

Should you ever face an issue with your Konica Minolta device, our goal is to resolve this as soon as possible. That is why we have extended our Remote Services toolbox with AIRe Link – an instant remote visual support tool. AIRe Link enables our service technicians to see what you see using your smartphone or tablet, so they can support you remotely and resolve issues quickly. For faster fixes, simply accept the AIRe Link session when invited by the Konica Minolta technician; and boost the operational efficiency of your entire business.

### YOUR ADVANTAGES

AIRe Link is right solution for you to reduce the time and cost spent on having your devices fixed. Whether maximizing the availability of your printers, or prioritising issue resolution remotely, opting for the remote visual support tool from Konica Minolta, will benefit you in the following ways:



#### Maximized uptime

In almost half of all cases, issues reported by the customer are quickly and easily resolved when using remote visual support. This means, you can have your problem fixed within minutes, without waiting for hours or days for the technician to come on-site.



#### Reduced health risks

Our remote visual support significantly reduces on-site service visits: by enabling the staff in our service points to see remotely what you see right in front of you, our field engineers can solve many issues without an actual visit, or if a visit is required, arrive optimally prepared for a first time on-site fix.



#### Increased knowledge

By following the instructions of our service staff during the AIRe Link audio-visual session, you will most likely be able to fix it immediately by yourself. So, in case the problem occurs again, you will most likely be able to fix it immediately by yourself.



#### Cleaner environment

Did you know that hundreds of thousands of service visits are avoided every month thanks to remote visual support? With AIRe Link, you contribute towards reducing CO<sub>2</sub> emissions and achieve a more sustainable and healthier environment.

To get started, all you need to do is accept the AIRe Link session when invited by the Konica Minolta service staff – it's entirely safe and completely secure!

# HOW AIRe Link WORKS

AIRe Link uses the innovative WebRTC (Web Real-Time Communication) protocol to run the remote visual support securely in the browser of your smartphone or tablet. No data is collected from your smartphone; and the system cannot access any data on your smartphone during or after the AIRe Link session.

You can rely on AIRe Link - it offers end-to-end encryption, ensuring safe, private and secure real-time communications.



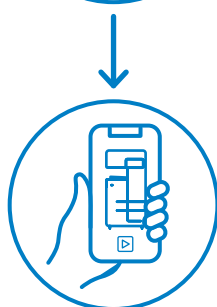
**You receive an invitation by SMS or e-mail and click the link to join the session.**

Your contact data are stored on a fully secured and GDPR compliant platform. You don't have to install any application on your phone to run an AIRe Link session.



**You allow access to the microphone, camera and location on your smartphone.**

AIRe Link gets no access to the data on your phone, i.e. stored photos, pictures, contacts, bookmarks or passwords. AIRe Link can no longer access the camera, microphone or location once the session is closed.



**You show the remote technician the issue that needs to be resolved.**

AIRe Link is fully secured and GDPR compliant. The technician is obliged to handle any data shared within the session according to terms defined within the service contract.



**You follow the audio and visual instructions to identify or fix the issue remotely.**

AIRe Link includes advanced collaboration features for remote visual guidance, e.g. drawing into a snapshot. The average data consumption is 100 MB for a 5-minute session.



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## RETHINK YOUR SERVICE OFFERING

Does your company run a field service or offer customer support?  
Find out more about how you could improve your service offering with  
Konica Minolta AIRe Link, and try it for free at:

[www.aire.link](http://www.aire.link)