

Markem-Imaje Virtual Assistant

Is your printer having unexpected hardware or software issues?
Meet your Virtual Assistant that will support you anywhere, anytime.



The Markem-Imaje Virtual Assistant enables you to troubleshoot and resolve hardware and software issues yourself, through an online support tool powered by Artificial Intelligence.

Easily access the Virtual Assistant through the Markem-Imaje website or by simply scanning the QR code available on the printer. The dynamic QR codes, generated by our patent-pending technology, on the printer machine interface gives you instant access to the correct resolution of unforeseen faults with a simple scan.

The advanced support tool, helps you to drastically reduce downtime and will guide you through a series of troubleshooting steps that will get you up and running as quickly as possible without having to wait for a Field Service Engineer to come on-site. The tool also includes Helpdesk remote video support, chat functionality and phone support if required.

Markem-Imaje Virtual Assistant supports all key solutions and is available in multiple languages (Chinese, German, Spanish, French, Portuguese, Japanese, English).

Benefits

- Drastically reduced downtime with instant access to proven solution paths
- Faster printer and production recovery thanks to intuitive guides and escalation possibilities through chat or phone if needed
- Faster phone support thanks to the recorded trial and error solution log
- Reduced waste and costs by cutting waiting time for a Field Service engineer to come on site
- Minimized external personnel on-site to improve safety

Key features		Basic	Plus
	Troubleshooting guides for printers and CoLOS® software	Limited	✓
	User manual, safety manual, and other documentation	✓	✓
	CoLOS® instructions for setup, installation, connectivity, and job aids	✓	✓
	Online training (self-training videos for printers)	-	✓
	Video library	Limited	✓
	Help Desk telephone support	-	✓
	Live chat	8/5	24/7
	Help Desk call back option	✓	✓
	Remote Video Support	-	✓

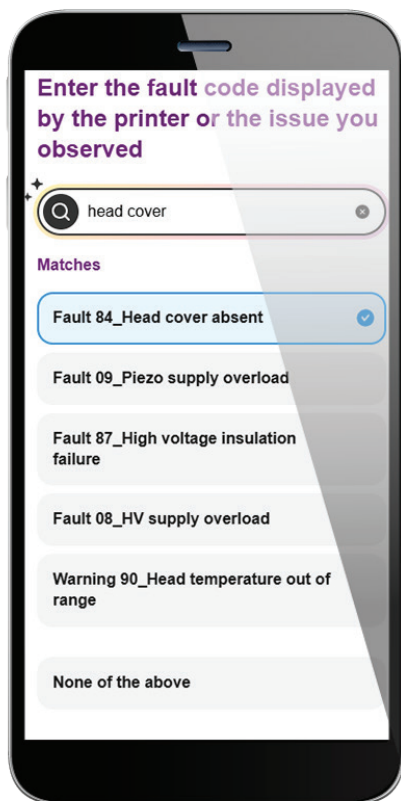
Markem-Image Virtual Assistant



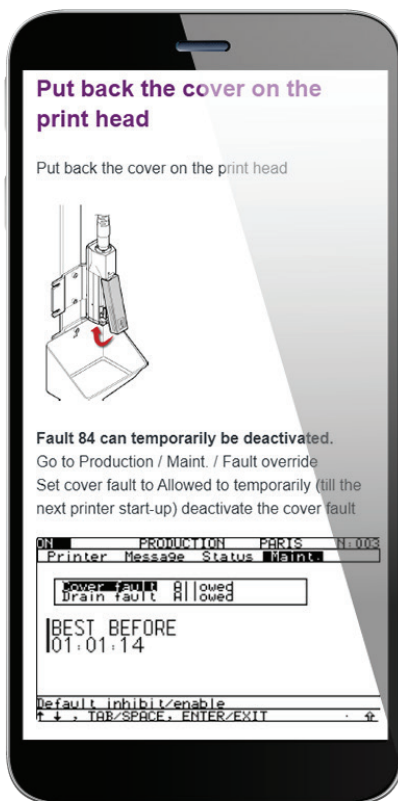
Markem-Image Virtual Assistant is also equipped with helpful tools for continuous improvement including printer efficiency check-lists and training courses to support onsite personnel.

Start using Markem-Image Virtual Assistant today and enjoy a unique, extra level of support from your preferred printing solutions provider.

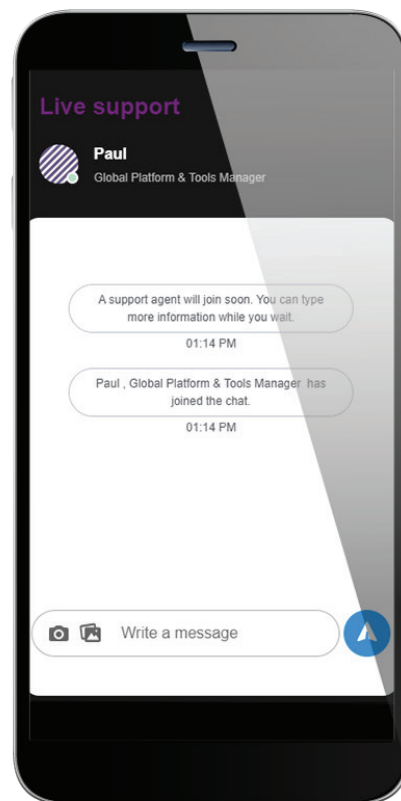
**Scan to access
our Virtual Assistant**



**Scan dynamic QR,
type in fault code
or issue to quickly
find solution path.**



**Intuitive
troubleshooting
guide for hardware
and software issues.**



**24/7 support with
escalation via chat,
remote video or
phone support
if needed!**

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