FAST, SAFE REMOTE INSTALLATION

HOW TO ENSURE A SMOOTH AND SUCCESSFUL SETUP!

CONTRACT DETAILS

INSTALLATION PRE-REQUISITES

AGREEMENT SIGNING

DELIVERY PLANNING/ EQUIPMENT ASSEMBLY

DELIVERY DATE

REMOTE INSTALLATION

Your new Konica Minolta devices will be delivered by our delivery specialists, who will ensure they are powered on and ready. After delivery, our remote installation technicians will handle the setup, ensuring the devices are fully operational.

WHAT ARE THE BENEFITS OF REMOTE INSTALLATION?

FAST

Remote installation can be completed in as little as 10 minutes, allowing you to start using your devices quickly and efficiently!

SAFE

The tools and resources we use for Remote Installation are fully secure, using strong encryption protocols. Upon request our Information Security Team is happy to provide further details about the controls used to secure our toolset.

CONVENIENT

Remote Installations remove the need to schedule customer's resources to be available for site visits or arrange escorts to shadow engineers in secure areas.

ENVIRONMENTALLY FRIENDLY

Konica Minolta's Remote First strategy approach is linked to our ESG targets, helping us remove unnecessary journeys.

1

GETTING YOUR DEVICE INSTALL READY – WHAT WE NEED FROM YOU

For our technicians to access and install your devices, we'll need some technical details from you. Rest assured, any data you provide, along with the remote access, is safeguarded by end-to-end encryption for your security.

We will contact you to collect this information before your installation date. By default, the printer will be configured to acquire an IP address from your network server using DHCP. If you require a Static IP address for your device, simply let us know, and we will ensure that the necessary information is sent to our workshop team before the devices are pre-configured. When you place your order, your Account Manager will provide us with the contact information of the person we should reach out to (usually your IT team). Please watch for this email—it will only take about 5 minutes to complete-and we will not be able to proceed with the installation without it.

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WHAT INFORMATION DO WE REQUIRE?

- Device Configuration settings (e.g. scan details, authentication)
- Operating systems that need to be considered for compatibility
- Auto-ordering requirements
- Optional services to enhance the user experience
- Any IT support needs
- Your availability ahead of the installation

If you're unsure of what information is needed, feel free to nominate someone else in your organisation to complete the form on your behalf. Simply provide their name, phone number, and email address, and we'll send the form to them. Or, if you'd prefer, just drop our friendly team an email on **remoteinstall@konicaminolta.co.uk**.

To ensure your device is up and running as smoothly as possible, it's crucial that you provide us with any information we reach out for as soon as possible. Without this information, we won't be able to prepare your device for installation.

Once submitted, you'll receive an email confirmation that we've received it. If we have any questions, we'll contact you. If not, we'll reach out to schedule delivery and remote setup of your solution. It's that simple!

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PREPARING FOR THE INSTALLATION DAY

To ensure a smooth installation process, please take the following steps in advance:

- Ensure there is a suitable space available for the delivery crew to set up the new device(s).
- Confirm a working network point is accessible, along with a network cable. (Please note that network cables and infrastructure are not provided.)
- If your old device is being collected on the same day, kindly inform users to complete any printing or copying ahead of time, and avoid lengthy print jobs.
- Make sure your IT team is aware of the installation, including any necessary tasks such as installing new print drivers and verifying that the required ports are open.
- If required, any settings on your current device(s) can be backed up by one of our Remote Care Technicians.

(Did you know we can transfer settings from your existing Konica Minolta device, such as account codes, scanning settings, and addresses, to your new machine?)

This process needs to be completed prior to the installation day to allow enough time for setup. We can arrange a remote session to perform this task. (Please disregard this if you have a solution)

- Download the latest driver if required. If needed, we can provide it via SecureFile.

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WHAT TO EXPECT ON THE INSTALLATION DAY?

On the day of your installation, our Remote Installation technicians will closely monitor the delivery of your device. They'll reach out to provide an estimated time of arrival and send you a courtesy reminder about the installation. Once your device has been unboxed and plugged into your network by our Delivery Specialists, our Remote Installation technicians will begin the setup process. If they need any assistance, they will contact you, so please ensure you're available on the day. Its important that our Delivery Specialists can access and plug in your devices on the day, without this we cannot complete our Remote Installation.

If you have any additional questions, scan the attached QR code to access our FAQ guide, which provides more details about the Remote Installation process and any security questions you may have.

We look forward to helping you get your Konica Minolta devices up and running smoothly!