

# Rapid Recover™

## 1 Introduction

Rapid Recover™ quickly determines if a printer failure can be easily repaired or needs to be swapped using cloud-enabled analytics to quickly identify the problem and determine the optimum solution.

Rapid Recover™ will then provide step-by-step instructions to either repair the printer or to deploy the spare printer.

## 2 About the Manual

This guide is written for the user to verify that Rapid Recover™ is enabled where entitled and to understand the basic operation of Rapid Recover™.

## 3 Related Publications

Reference Manual	Document No.
VideojetConnect™ Remote Service, Operator Manual	462549
Videojet 1240/1280, Operator Manual	463227
Videojet 1580, Operator Manual	463170
Videojet 1580 +, Operator Manual	463382
Videojet 1580 C, Operator Manual	463365
Videojet 1860, Operator Manual	462651
Videojet 1880, Operator Manual	463285

## 4 Requirements for Rapid Recover™

Requirements
VideojetConnect™ Remote Service
Rapid Recover™ Entitlement

**Note:** To setup Remote Service with Rapid Recover™ entitlement, please contact Videojet technical support or your local distributor.

## 5 Enabling Rapid Recover™

Do the following to enable Remote Service with Rapid Recover™ entitlement:

- Touch the *Tools* button from the Home screen to access the Tools screen.
- Touch the *VideojetConnect™ Remote Service* button from the Tools screen. The VideojetConnect™ Remote Service screen opens as shown in [Figure 1](#).



Figure 1: VideojetConnect™ Remote Service

- Navigate to *Remove Service* and touch the *Enabled* button to enable Remote Service of the printer as shown in [Figure 2](#).

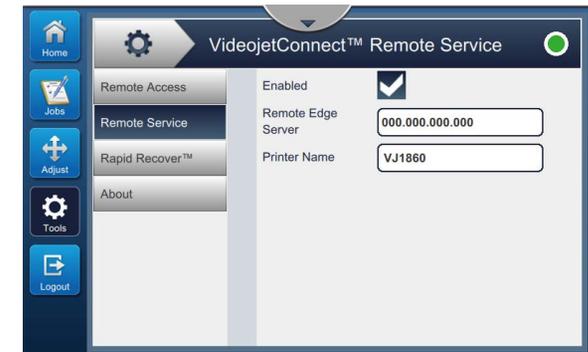


Figure 2: Enable VideojetConnect™ Remote Service

## Rapid Recover™

- d. Navigate to *Rapid Recover™* and confirm *Rapid Recover™* active as shown in [Figure 3](#).



Figure 3: Enable Rapid Recover™

## 6 Faults

Whenever a Rapid Recover™ fault occurs, Rapid Recover™ will promptly identify the fault and determine if the fault is self-repairable or if the printer needs to be replaced.

**Note:** Remote Service must be active in order for Rapid Recover™ to perform the fault analysis.



Figure 4: Analysis of Fault

For the self-repair or changeover printer, step by step instructions will appear. Follow the instructions to complete each process.

**Note:** Canceling the step by step instruction will exit Rapid Recover™.

**Note:** Selecting Service Support or More will allow the user to raise a Service Case with Technical Support where available.

### 6.1 Example: Self-repairable Fault

Follow the step by step instructions to resolve the fault.

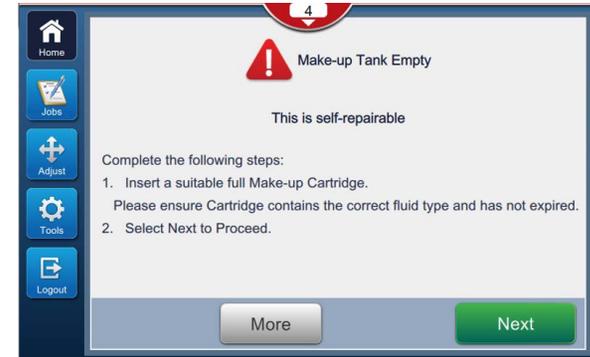


Figure 5: Make-up Tank Empty Fault (E15062)

### 6.2 Example: Not Self-repairable Fault



Figure 6: Make-up Tank Empty Fault (E15062)