



# VideojetConnect™ Remote Service

## Operator Manual

P/N 462549-01

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## VideojetConnect™ Remote Service

VideojetConnect Remote Service enables the user to view the user interface of the printer remotely via a web browser interface. The user can view printer parameters, diagnostic screens, generate an event history and a status snapshot, and so on to monitor the printers remotely.

The administrator will setup the alerts and notifications that will be sent to the user through E-mails.

## About the Guide

This VideojetConnect Remote Service Guide is written for the every day user of the website. This guide helps the user to navigate through the different sections of the website, which includes monitoring the different printers remotely, view printer parameters and event history. The displayed screens on VideojetConnect Remote Service are dependent on the printer connected.

## Related Publications

Refer to the respective printer Operator and Service Manuals for more information about printer operation including faults and warnings.

Refer to the VideojetConnect Remote Service, Service Manual (P/N 392369-01) for more information about VideojetConnect Remote Service installation and printer setup.

## Features of the VideojetConnect Remote Service

The user can view and access key printer operating data through VideojetConnect Remote Service website. The user can view the printer data, event history, status history and manage alerts and notifications, company information, plant information and user profiles for each printer received via E-mail. If VNC is enabled at the printer, the user can also connect directly to the printer.

## Requirements for the VideojetConnect Remote Service

Supported Operating Systems	The VideojetConnect Remote Service web user interface is supported on the following OS platforms: <ul style="list-style-type: none"> <li>• Windows 7 Professional 64 Bit, Windows 8 and Windows 10</li> <li>• Windows Server 2008 R2 and Windows Server 2012</li> </ul>
Supported Browsers	The VideojetConnect Remote Service web user interface is supported with the following browsers: <ul style="list-style-type: none"> <li>• Google Chrome</li> <li>• Safari</li> <li>• Mozilla Firefox</li> <li>• Opera</li> <li>• Internet Explorer 11 and later</li> </ul>
Simultaneous Access	The web pages can be simultaneously accessed by multiple browser clients.
Supported Devices	The VideojetConnect Remote Service web user interface is supported with the following devices: <ul style="list-style-type: none"> <li>• PC</li> <li>• Mac</li> <li>• iOS mobile devices</li> <li>• Android mobile devices</li> </ul>

Table 1-1: Requirements for the VideojetConnect Remote Service

## Alerts and Notifications

The administrator will setup the alerts and notifications that will be sent to each user through E-mail. The administrator can change the alert parameters, which are dependent on the role of the user.

For more information, refer to “Alerts” on page 4-4.

## Printer Dashboard

Printer Dashboard gives a detailed description of a printer. The user can view the following details in the Printer Dashboard web page:

- Printer Data, which includes information like ink data, core data, system parameters, etc.
- Event
- Status

*Note: The Printer Dashboard images shown are for representative purpose only and will vary based on the printer selected.*

For more information, refer to “Printer Dashboard” on page 3-1.

## Remote Access to the Printer (via VNC)

The user can view and operate the printer interface remotely by using VNC.

## Abbreviations and Acronyms

Abbreviation	Expansion
VRS	VideojetConnect Remote Service
VNC	Virtual Network Connection

Table 1-2: Abbreviations and Acronyms

## Chapters in the Manual

This manual is divided into four chapters. An introduction to the topics that each chapter covers is shown in Table 1-3.

Chapter No.	Chapter Name	Description
1.	Introduction	Contains the information about this manual, the related publications, and the features of VideojetConnect Remote Service
2.	Home Page	Contains the information about login, overview, printer status and logout for the VideojetConnect Remote Service web page
3.	Printer Dashboard	Contains the information about printer data, event history, and status snapshot
4.	Settings	Contains the information about profile, work schedule, alerts management, company management, user management, plant management, printer management, data downloads and reports.

Table 1-3: List of Chapters

This chapter contains the following topics:

- Login
- Overview
- Printer Status
- Logout

## Login

The user can log in to the VideojetConnect Remote Service website using the URL provided.

### **Site Server Setup:**

The login URL is setup by the plant administrator. Please contact the local administrator for the correct URL.

### **Videojet Hosted Server Setup:**

The login URL is hosted by VTI and the link given below should be used:  
<https://connect.videojet.com>

***Note:** For any issues in accessing the URL, please contact Videojet Technical support.*

Figure 2-1 shows the login screen for the VideojetConnect Remote Service website.

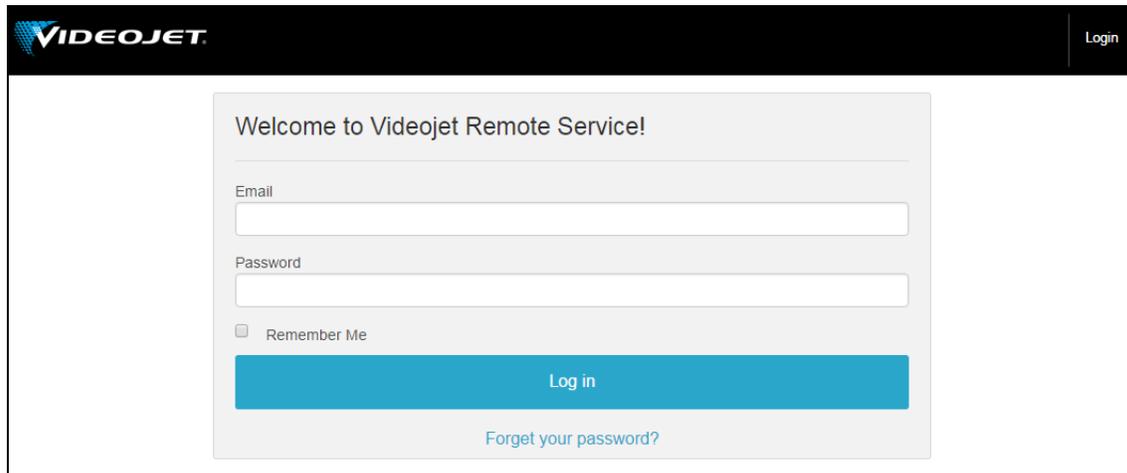


Figure 2-1: Login Screen

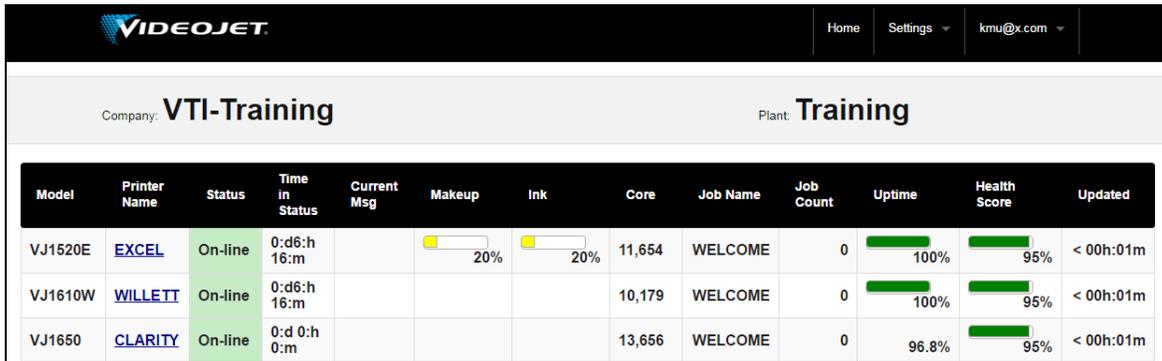
Customer administration accounts are setup by Videojet. Users can get the E-mail address and password from the administrator to log in to the VideojetConnect Remote Service website.

**Note:** For more information about Customer administration account setup, contact Videojet Technical support at 1-800-843-3610 (within the United States only). Outside the U.S., customer should contact a Videojet subsidiary office or the local Videojet distributor for further information.

## Overview

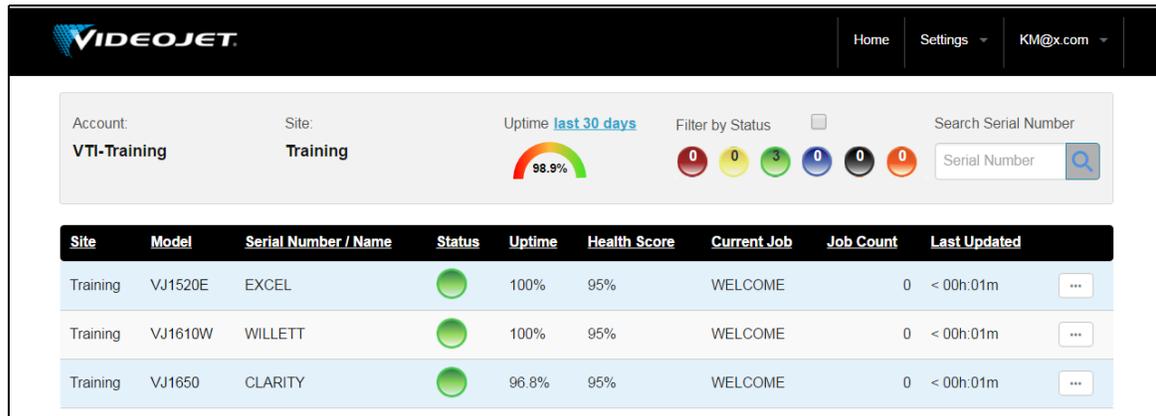
When the administrator or maintenance technician logs into the VideojetConnect Remote Service website, the home page is displayed (see Figure 2-3).

User level home page displays summary of the available printers.



Model	Printer Name	Status	Time in Status	Current Msg	Makeup	Ink	Core	Job Name	Job Count	Uptime	Health Score	Updated
VJ1520E	EXCEL	On-line	0:d6:h 16:m		20%	20%	11,654	WELCOME	0	100%	95%	< 00h:01m
VJ1610W	WILLETT	On-line	0:d6:h 16:m				10,179	WELCOME	0	100%	95%	< 00h:01m
VJ1650	CLARITY	On-line	0:d 0:h 0:m				13,656	WELCOME	0	96.8%	95%	< 00h:01m

Figure 2-2: User Level Home Page



Site	Model	Serial Number / Name	Status	Uptime	Health Score	Current Job	Job Count	Last Updated
Training	VJ1520E	EXCEL	●	100%	95%	WELCOME	0	< 00h:01m
Training	VJ1610W	WILLETT	●	100%	95%	WELCOME	0	< 00h:01m
Training	VJ1650	CLARITY	●	96.8%	95%	WELCOME	0	< 00h:01m

Figure 2-3: Home Page

### Select Account

Select Account displays the user's account name. It displays the printer information available for the sites at that particular account.

**Note:** The option to select an account is only available to Videojet Tech Support. For other users, the account belonging to the user will be displayed. If multiple sites are available, then the user can select the required site to be accessed.

## Select Site

A specific site can be selected from the *Select Site* drop-down list. By default, all the printers available at all the sites belonging to the account will be displayed on the home page. Once the user selects the required site, the respective printers in that site are displayed on the home page.

## Filter by Printer Status

The user can filter the printers based on the current printer status. There are six different status (fault, warning, online, offline, disconnected and unknown) from which the user can filter the printers (see Table 2-1).

The color codes indicate the status of the printer and the number shows the number of printers having the indicated status. For example, in Figure 2-4 there is one printer in Online status (green color).



Figure 2-4: Status

	Color	Status
	RED	Fault
	YELLOW	Warning
	GREEN	Online
	BLUE	Offline
	BLACK	Disconnected
	ORANGE	Unknown

Table 2-1: Status Information

### Filter by Printer Status Example

If the status selected is *Online*, as shown in Figure 2-5, then the printer with the Online status is displayed as shown in Figure 2-6.

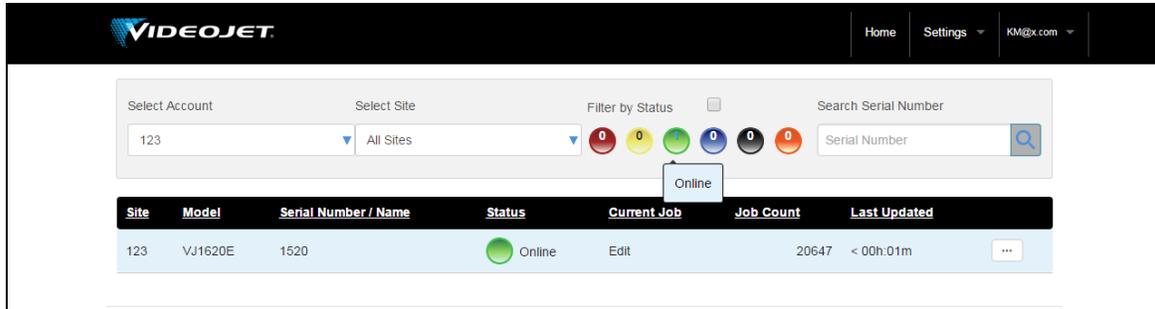


Figure 2-5: Filter by Status

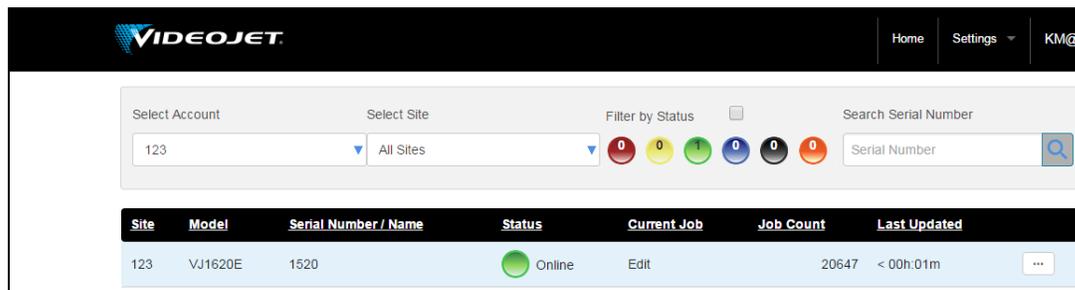


Figure 2-6: Online Status

**Note:** Multiple filters can be selected, if required. For example, if both red and yellow buttons are selected, printers with fault and warning status will be displayed.

### Search by Serial Number

The user can search for the specific printers using the serial number. The complete serial number or the starting numbers of the serial number can be entered in the *Search Serial Number* search box to retrieve the printer information.

For example:

When you enter '1520' in the *Search Serial Number* search box, it displays the printers whose serial number starts with '1520' as shown in Figure 2-7.

*Note: If characters are used for search, no result will be displayed.*

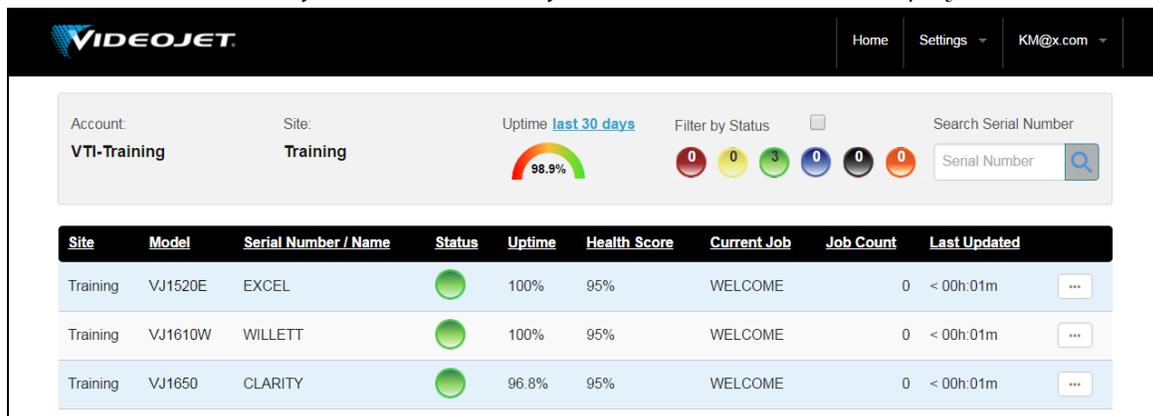


Figure 2-7: Search by Serial Number

## Printer Information

The printers listed on the home page contain the following information:

Printer information	Description
Site	Displays the site information of the printer
Model	Displays the model number of the printer
Serial Number / Name	Displays the serial number or name of the printer
Status	Displays the status information of the printer
Uptime	Displays the uptime percentage for the printer based on the selected date range. The date range can be selected for the last 30, 60, 90 days or a specific date range.
Health Score	Displays the percentage of uptime against all Videojet printers of a similar model.
Current Job	Displays the current job description
Job Count	Displays the number of prints
Last Updated	Displays the elapsed time since the last update

Table 2-2: Printer Information

## Home

*Home* directs the user to the home page of the VideojetConnect Remote Service website.

## Settings

Settings allows the user to view and edit the profile, and set the work schedule and alerts.

*Note: 'Home' and 'Settings' can be accessed from all the windows of the website.*

## Printer Status

Printer status can be identified by the color codes as shown in Figure 2-8. Refer Table 2-1 on page 2-4 for information on status of the printers.

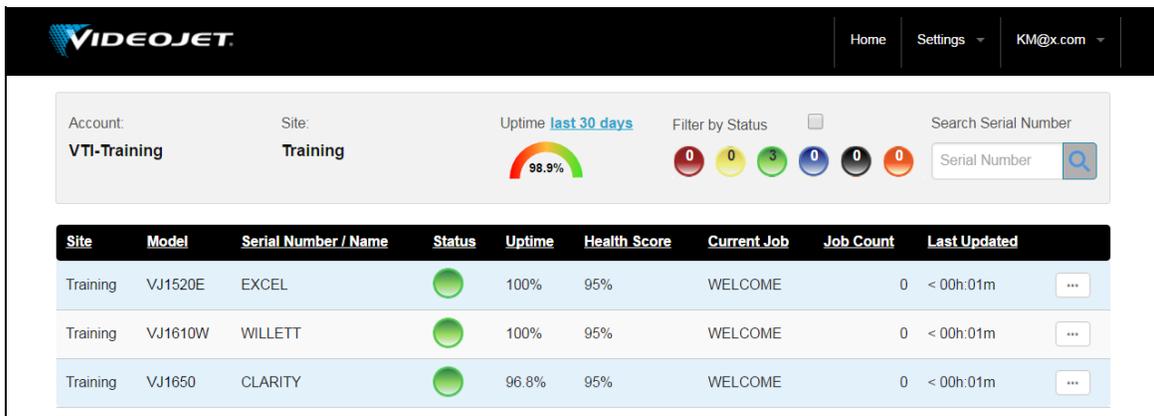


Figure 2-8: Printer Status

## Logout

Use the user drop-down and click *Logout* to log out from the VideojetConnect Remote Service website (see Figure 2-9).

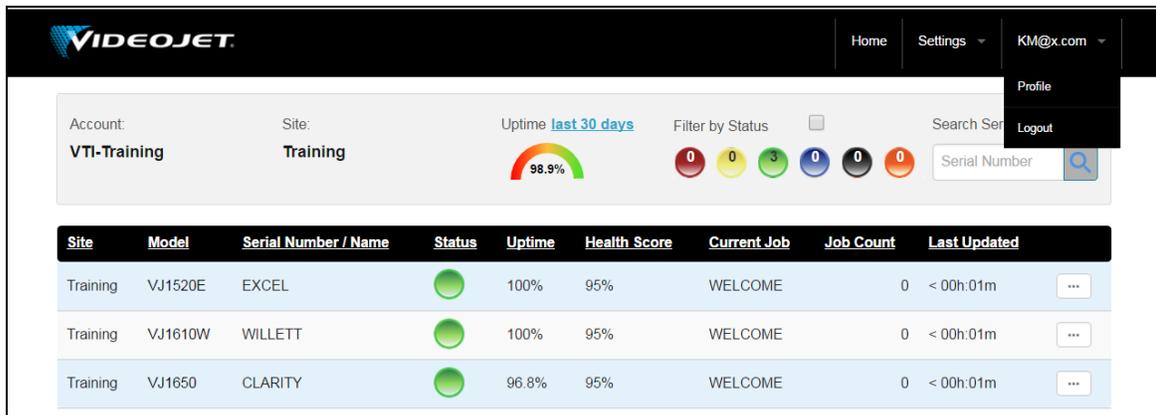


Figure 2-9: Logout

# Printer Dashboard

# 3



This chapter contains the following topics:

- Printer Dashboard
- Connecting to a Printer Using VNC

## Printer Dashboard

The user can access the Printer Dashboard web page (see Figure 3-2 on page 3-2) by selecting the required printer description on the home page (see Figure 2-2 on page 2-3).

The Printer Dashboard displays the following information:

- 1 Printer Data
- 2 Event History
- 3 Status Snapshot

For example:

On the home page, select a specific printer as shown in Figure 3-1. This displays the Printer Dashboard screen as shown in Figure 3-2 on page 3-2.

*Note: The Printer Dashboard image shown below is for representative purpose only and will vary based on the printer selected.*

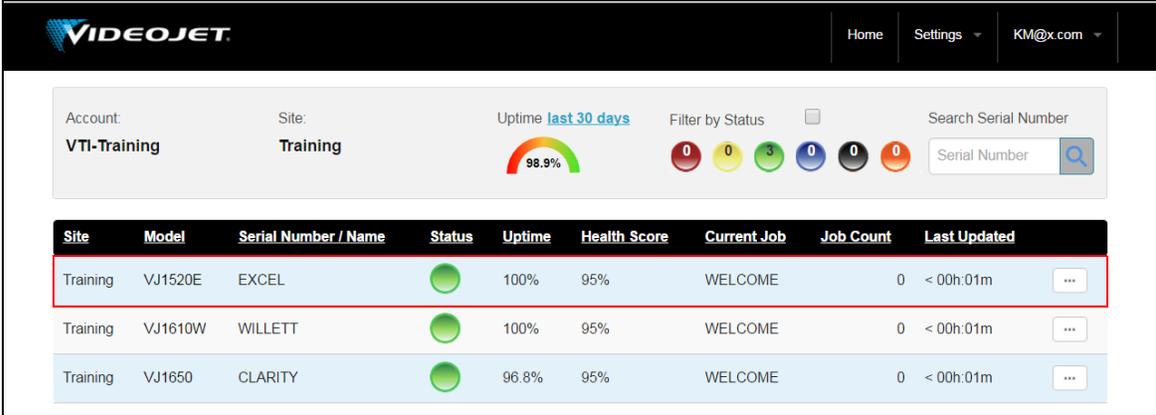


Figure 3-1: Printer Information

**VIDEOJET** Home Settings KM@x.com

Back Last Updated - < 00h:01m

**EXCEL**  
 Current Job : WELCOME  
 Serial # : 1  
 VTI-Training, Training  
 192.168.10.101

**Printer Status: OK**  
 Uptime: 100%  
 Health Score: 95%

Makeup 20%  
 Ink 20%  
 Core 11680

Connect using VNC

**Event History**

Display Mode: Last 30 Days Filter: FAULT x Update

Event ID	Date / Time	Event Type	Event	Zoom
No events could found for the current search criterion!				

View Count: 50

**Printer Data**

- Install Data +
- Ink Data +
- Makeup Data +
- Core Data +
- System Parameters +
- Protocol Config +
- Line Setup +
- PD/ENC +
- Comms +
- Last Image +

**Status Snapshot**

Measurement	Value	Normal Value	Measurement	Value	Normal Value
Actual Pressure	0.0324 [Bar]	3.14 - 3.34	Actual Velocity	22.618 [min]	22.27 - 23.75
Cabinet Temperature	32 [C]	0 - 70	Drop Frequency	78.125 [KHz]	73.964 - 83.056
EHT Temp	89.1026 [%]		EHT Voltage	5514 [KV]	4300 - 6300
Gutter Detect Status_1	Ink In Gutter		Head Temp	35 [C]	33 - 37
Header Power	20.4	0 - 100	Ink Core Hours Remaining	11680 [hrs]	
Ink Core Level	Middle		Ink Core Life	340 [hrs]	
Job Name	WELCOME		Makeup Vacuum	25 [mBar]	0 - 600
Nozzle Drive Current	45		Nozzle Drive Voltage	75 [V]	
Nozzle Temp	32.7 [C]	30 - 40	Overall Status Tag	2	
Phase Profile_1	1100000000111111		Plating Threshold_1	205	100 - 300

1. Event History
2. Printer Data
3. Status Snapshot

Figure 3-2: Printer Dashboard Web Page

## Printer Data

Printer data displays information such as printer status, serial number, account and site details and the current job for the printer selected. The user can get more information about the consumables, additional printer data and system parameters by selecting each menu.

*Note: The Printer Dashboard image shown below is for representative purpose only and will vary based on the printer selected.*

The screenshot shows the Printer Dashboard for a printer named 'EXCEL'. The printer's status is 'OK' with an uptime of 100% and a health score of 95%. Consumable levels are shown as Makeup (20%), Ink (20%), and Core (11680). The Event History section is currently empty, filtered by 'FAULT'. The bottom of the dashboard features a grid of expandable menu items: Install Data, Ink Data, Makeup Data, Core Data, System Parameters, Protocol Config, Line Setup, PD/ENC, Comms, and Last Image.

Figure 3-3: Printer Dashboard Web Page

For example, in Figure 3-3, if the user selects *Install Data*, it will display all the information about the various software components installed, the nozzle frequency, nozzle micron size etc.

Install Data	
Build Version	26804X
Firmware Version	1.6.4
Friendly Name	JEFF
Head Count	1
Nozzle Frequency	64.2
Nozzle Micron Size	60
Software Version	1.0.408E
Special Print Mode	
WinCE Version	1.11.6 A

Figure 3-4: Install Data

## 1000 Series Printer Data

Refer to the printer Operator and Service Manual for your printer data.

*Note: The Printer Dashboard image shown below is for representative purpose only and will vary based on the printer selected.*

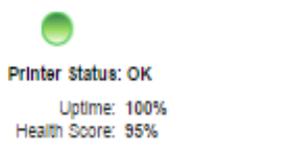
Display	Description
	Displays the serial number, current job name, account name, and site information.
	Displays the status of the printer (Online, Offline, Error, Warning, Disconnected or Unknown). Provides the uptime and health score percentage of the printer.
Install Data	Displays the software versions of the various software components installed in the printer, nozzle frequency, nozzle micron size, etc.
Ink Data	Displays the ink information such as Size, Type, Vessel Serial Number, etc.
Core Data	Displays the Core Serial Number and Ink Core Life.
Protocol Config	Displays the information about Data Logging Enabled, Modem, Node, etc.
Comms	Displays the information about Com 1 Baud Rate, Databit, Parity, etc.
Status	Displays an updated status of key printer parameters such as Actual Velocity, Make up Vacuum and Phase Profile.
Makeup Data	Displays the makeup fluid information such as Size, Type, Vessel Serial Number, and so on.
System Parameters	Displays the system parameters such as Auto Mod, Auto Print On Jets, Cover Detect, etc.
Line Setup	Displays the production line information such as ContinuousPrintMode, Line Direction, ThrowDistance, etc.
PD/ENC	Displays the information about EncoderType, PD Type, Pulse Rate, etc.
	Allows the user to connect to the printer using VNC.

Table 3-1: Printer Data

## Event History

Event History provides all the records related to the printer performance. The occurrence of events like faults, info or warnings during a period of time are plotted as a pie or a bar chart as shown in Figure 3-6 on page 3-7 and also its respective data is listed in a table (see Figure 3-10 on page 3-9).

**Note:** By default, Fault and Warning event types are pre-selected for the last 24 hours (Trailing 24h) as shown in Figure 3-5.

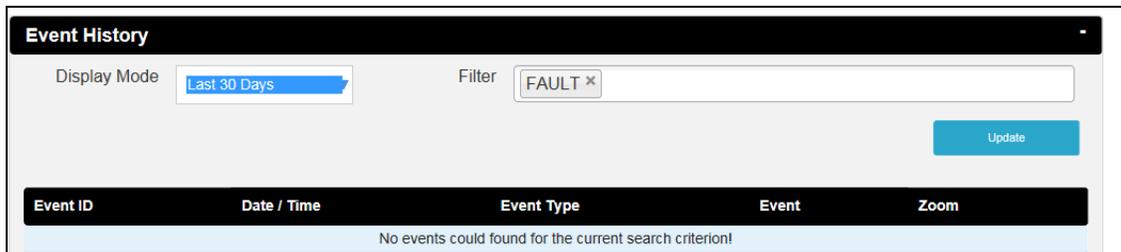


Figure 3-5: Event History Web Page

Display	Description
	Allows the user to select the display mode type: <ul style="list-style-type: none"> <li>• Trailing 8h, 24h, Last Week, Last 30 Days.</li> <li>• Historic Data: To view the event history for any previous range of dates.</li> </ul>
	Allows the user to select the event type (Info, Warning, Fault, Enable, Extra and Param_Changed). <p><b>Note:</b> Multiple event types can also be selected if required. Leave the box blank to select all event types.</p>

Table 3-2: Printer Data

Display	Description																																																																																											
<div data-bbox="461 285 841 604"> <p>Date From 08/10/2015 12:00:00 AM</p> <p>August 2015</p> <table border="1"> <thead> <tr> <th>Su</th> <th>Mo</th> <th>Tu</th> <th>We</th> <th>Th</th> <th>Fr</th> <th>Sa</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> </tr> <tr> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> </tr> <tr> <td>9</td> <td>10</td> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> </tr> <tr> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> </tr> <tr> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> </tr> <tr> <td>30</td> <td>31</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> </div> <div data-bbox="461 621 841 940"> <p>Date To 09/07/2015 12:00:00 AM</p> <p>September 2015</p> <table border="1"> <thead> <tr> <th>Su</th> <th>Mo</th> <th>Tu</th> <th>We</th> <th>Th</th> <th>Fr</th> <th>Sa</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> </tr> <tr> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> </tr> <tr> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> </tr> <tr> <td>27</td> <td>28</td> <td>29</td> <td>30</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> </div>	Su	Mo	Tu	We	Th	Fr	Sa							1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31						Su	Mo	Tu	We	Th	Fr	Sa			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30				<p>Allows the user to select the required timeframe of event history to be displayed.</p>
Su	Mo	Tu	We	Th	Fr	Sa																																																																																						
						1																																																																																						
2	3	4	5	6	7	8																																																																																						
9	10	11	12	13	14	15																																																																																						
16	17	18	19	20	21	22																																																																																						
23	24	25	26	27	28	29																																																																																						
30	31																																																																																											
Su	Mo	Tu	We	Th	Fr	Sa																																																																																						
		1	2	3	4	5																																																																																						
6	7	8	9	10	11	12																																																																																						
13	14	15	16	17	18	19																																																																																						
20	21	22	23	24	25	26																																																																																						
27	28	29	30																																																																																									
<div data-bbox="451 978 647 1041"> <p>Update</p> </div>	<p>Allows the user to update the event history information.</p>																																																																																											

Table 3-2: Printer Data

For example:

Follow the steps to generate event history in the form of a pie chart for a particular time frame of events like Fault and Warning.

- 1 Select the Historic Data from the *Display Mode* drop-down list. The user can also select Trailing 24h to get data for past 24 hours.
- 2 Select the event type as Fault and Warning from the *Filter* drop-down list. The user can also select other event types (Extra, Enable and Info) if required.
- 3 Select the required time period.

For example, 1st January, 2014 to 19th August, 2014.

#### 4 Click *Update* button.

The result of the options selected in event history is as shown in Figure 3-6.

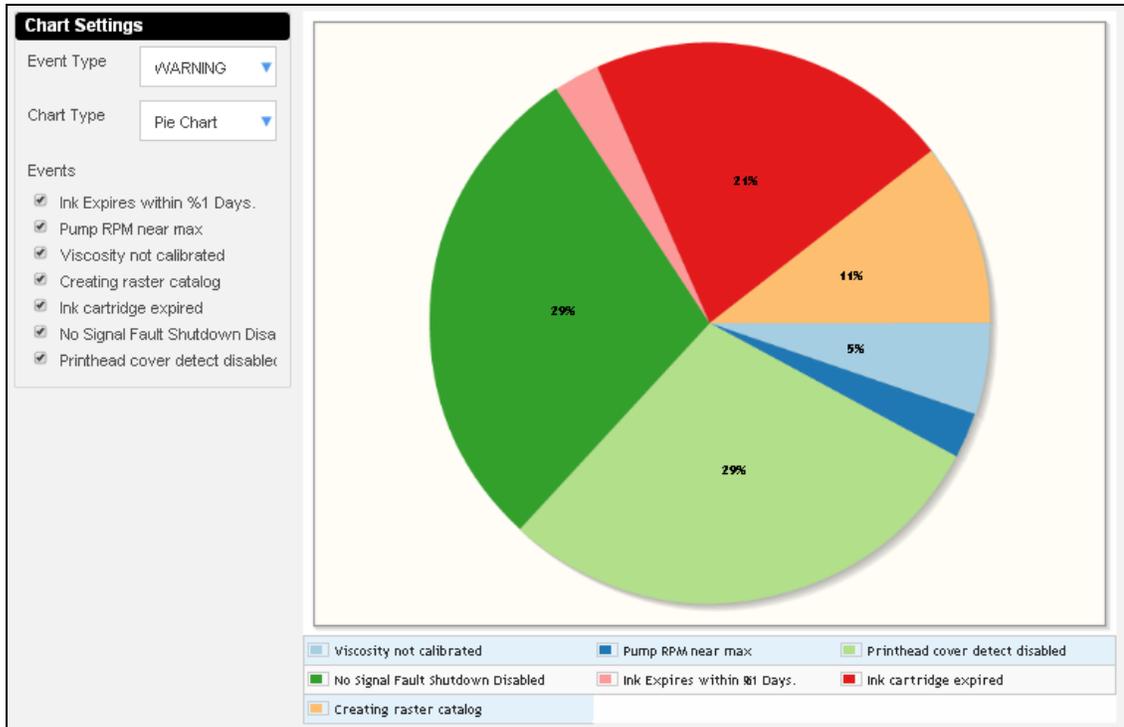


Figure 3-6: Chart Settings Window

The user can further change the chart settings.

- 1 On the *Chart Settings* window, select an event from the Event Type drop-down list.

For example: In Figure 3-7, Warning is selected from the Event Type drop-down list.



Figure 3-7: Event Type

- 2 Select Pie Chart for *Chart Type*. The user can select Bar chart to view the report in the form of a bar chart.

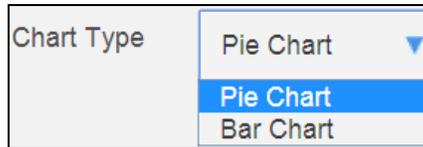


Figure 3-8: Chart Type

- 3 Select the required event type from the Events checklist.

**Note:** All events are selected in the first instance, remove the tick from those events that are not required.

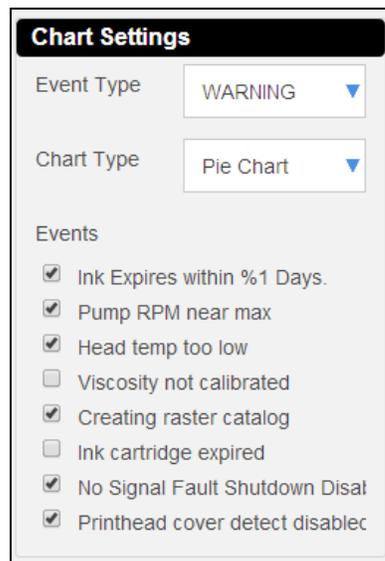


Figure 3-9: Events Checklist

4 The user can see the details of event history in required order based on any of the following options:

- *Event ID*
- *Date/ Time*
- *Event Type*
- *Event*
- *Zoom*

**Event History**

Display Mode: Last 30 Days      Filter: FAULT x EXTRA x      Update

Event ID	Date / Time	Event Type	Event	Zoom
1026	9/8/2015 8:01:42 AM	EXTRA	Message Select (x)	🔍
1026	9/8/2015 8:01:41 AM	EXTRA	Message Select (x)	🔍
1026	9/8/2015 8:01:41 AM	EXTRA	Message Select (x)	🔍
1026	9/8/2015 8:01:41 AM	EXTRA	Message Select (x)	🔍
1032	9/8/2015 8:01:41 AM	EXTRA	Request Print Disable (x)	🔍
1032	9/8/2015 8:01:41 AM	EXTRA	Request Print Disable (x)	🔍
1033	9/8/2015 8:01:41 AM	EXTRA	Request Print Enable (x)	🔍
1033	9/8/2015 8:01:19 AM	EXTRA	Request Print Enable (x)	🔍
1032	8/21/2015 1:39:19 PM	EXTRA	Request Print Disable (x)	🔍
1032	8/21/2015 1:39:19 PM	EXTRA	Request Print Disable (x)	🔍

View Count: 50

Figure 3-10: Events Order

The *View Count* button (see Figure 3-10) allows the user to change the number of events (10, 20, 50, 100, 250) appearing in the same window.

## Status Snapshot

*Status Snapshot* gives a graphical representation of the different characteristics of a printer as shown in Figure 3-11. Table 3-3 on page 3-11 describes the options available for Status Snapshot.

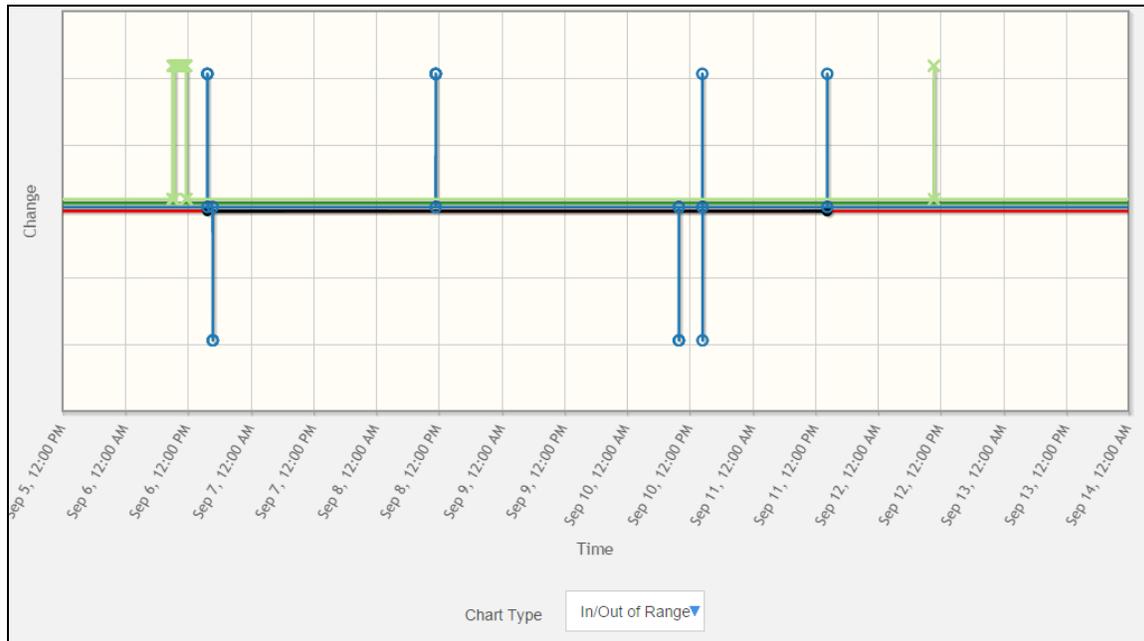


Figure 3-11: Status Snapshot

**Note:** The user can click, hold, and drag the mouse to zoom in the Status Snapshot graph and double click to reset the plot.

The user can change the chart type by selecting the *Chart Type* drop-down list.

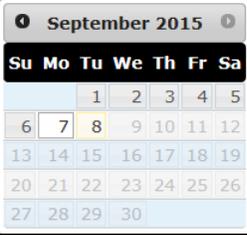
Display	Description
<div data-bbox="505 342 862 642"> <p>Date From 08/10/2015 12:00:00 AM</p>  </div> <div data-bbox="513 663 857 951"> <p>Date To 09/07/2015 12:00:00 AM</p>  </div>	<p>Allows the user to select the required timeframe of event history to be displayed.</p>
<div data-bbox="493 993 808 1182"> <p>Filter</p> <p>FAULT x</p> <p>ENABLE</p> <p>EXTRA</p> <p>FAULT</p> <p>INFO</p> <p>PARAM_CHANGED</p> <p>WARNING</p> </div>	<p>Allows the user to select the event type (Info, Warning, Fault, Enable, Extra, Param_Changed).  <b>Note:</b> Multiple event types can also be selected if required.</p>
<div data-bbox="500 1224 695 1287"> <p>Update</p> </div>	<p>Allows the user to update the status.</p>
<div data-bbox="483 1350 894 1518"> <p>Chart Type</p> <p>Raw Data</p> <p>Raw Data</p> <p>% Deviation</p> <p>In/Out of Range</p> </div>	<p>Allows the user to select the Chart Type:</p> <ul style="list-style-type: none"> <li>• Raw Data</li> <li>• % Deviation</li> <li>• In/Out of Range</li> </ul>

Table 3-3: Status Snapshot

The user can select any number of characteristics of a printer from the table listed above the graph (see Figure 3-12).

**Note:** Different characteristics are represented with different colors on the graph.

Status Snapshot					
Measurement	Value	Normal Value	Measurement	Value	Normal Value
 Actual Pressure	0 [Bar]	-10 - 10	Actual Velocity	0 [m/s]	19.5 - 20.5
Cabinet Temperature	32 [C]	0 - 70	Drop Frequency	77.8816 [KHz]	75 - 79
EHT Trip	0 [%]		EHT Voltage	0 [V]	3000 - 8000
Gutter Detect Status_1	1		 Head Temp	36.5 [C]	33 - 37
Heater Power	16.4 [%]	10 - 95	Ink Core Hours Remaining	13244	
Ink Core Level	3		Ink Core Life	756	
Job Name	Print		 Makeup Vacuum	123	0 - 400
Nozzle Drive Current	8		Nozzle Drive Voltage	0 [V]	
Nozzle Temp	32.1 [C]	31.5 - 41.5	Overall Status Tag	1	
Phase Profile_1	1110000000011111		Phasing Threshold_1	200	100 - 300
Print Count	36830		Printing Phase_1	15	0 - 15
Pump Speed	0 [rpm]		Target Pressure	0 [Bar]	2.68 - 2.88
TC Target Pressure	2.78 [Bar]	2.5 - 3.5	Velocity Setpoint	20 [m/s]	19.9 - 20.1

Date From:  Date To:

Usage: Click, Hold and drag to zoom in. Double click to reset the plot.

Figure 3-12: View All Status Values

View all Status Values option allows the user to see all the characteristics of the selected printer to use for graphical representations.

Parameters highlighted in red color indicate the values outside normal operating conditions. For example, in Figure 3-12 the normal operating value for Actual Velocity is 19.5 to 20.5 m/s, but the current value is 0 m/s, therefore it is highlighted in red, indicating the outside normal operating conditions.

## Connecting to a Printer Using VNC

The user can access the printer interface remotely by using VNC.

On the VideojetConnect Remote Service home page, once a printer is selected as shown in Figure 3-1 on page 3-1, the Printer Dashboard web page is displayed. The user can click the *Connect using VNC* button to access the printer remotely (see Figure 3-13).

**Note:** The Printer Dashboard image shown below is for representative purpose only and will vary based on the printer selected.

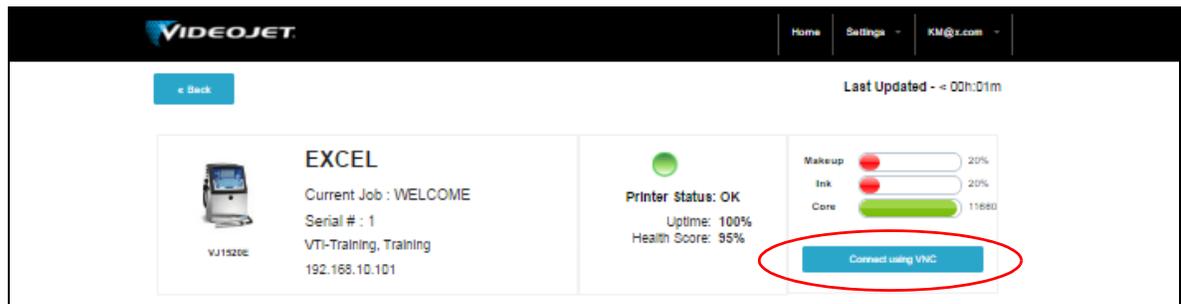


Figure 3-13: Connect using VNC

VNC is allowed only when the VNC is enabled at the printer, without this setting it will not connect.

## Printer Setup

**Note:** The user interface displayed depends on the printer interface connected. The figures displayed below are for excel user interface.

Refer to the VideojetConnect Remote Service, Service Manual (P/N 392369-01) for information on printer setup for VNC.

### For Excel User Interface

Do the following task to enable VNC at the printer:

- 1 Navigate to *01 Edit > 02 Edit > 03 Edit > 04 Edit - System Set-Up > 01 System > 02 System - Network Settings > 01 Network > 02 Network - Allow VNC.*
- 2 Select *<Yes>* to enable VNC connection (see Figure 3-14).

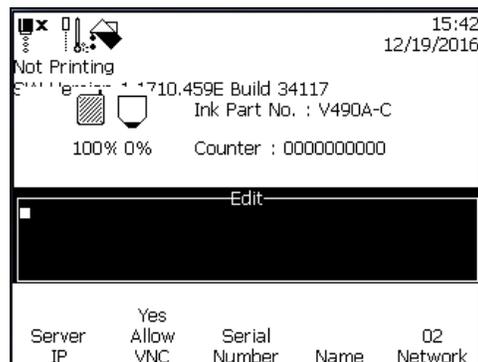


Figure 3-14: VNC Enabled

Once the VNC is turned ON (VNC enabled at the printer and the VNC button is selected at the Printer Dashboard web page), a connection will be established between the printer and the VideojetConnect Remote Service web page, and the user interface of the printer will be displayed. Figure 3-15 shows the user interface of the printer.

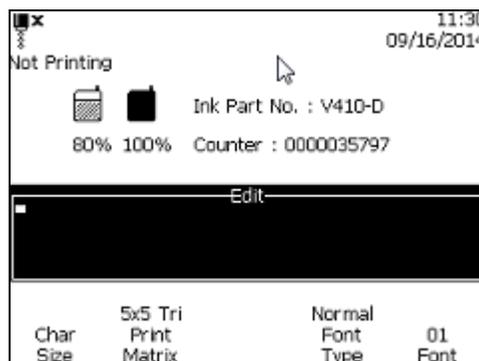


Figure 3-15: User Interface

**For 43s User Interface**

Do the following task to enable VNC at the printer:

- 1 Navigate to *Configure > Remote Data Settings*.
- 2 Set *Allow VNC* to Yes.



Figure 3-16: VNC Enabled

Once the VNC is turned ON, the printer can be connected through VideojetConnect Remote Service. Figure 3-17 shows the user interface of the printer.

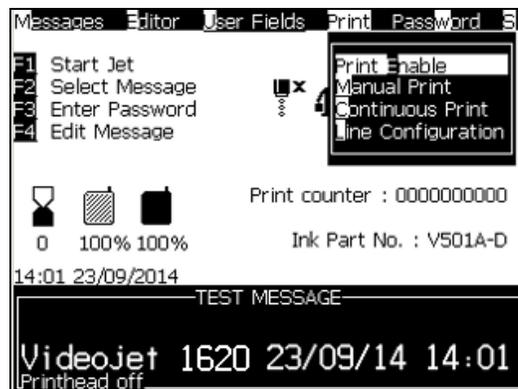


Figure 3-17: User Interface

**For CLARITY User Interface**

Do the following task to enable VNC at the printer:

- 1 Navigate to *Tools > Setup > Options*.
- 2 Set *Enable VNC* to Yes.



Figure 3-18: VNC Enabled

Once the VNC is turned ON, the printer can be connected through VideojetConnect Remote Service. Figure 3-19 shows the user interface of the printer.

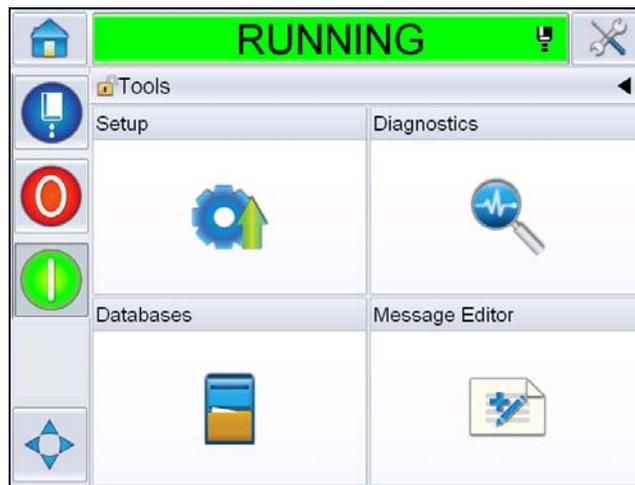


Figure 3-19: User Interface

## For Simplicity User Interface

**Note:** VideojetConnect Remote Service is available on the Tools page. If Remote Service is not enabled, contact Videojet customer service or your local distributor or go to Videojet Workflow Portal website.

Do the following task to enable Remote Access at the printer:

- 1 Navigate to *Tools > VideojetConnect Remote Service*.
- 2 Set the option *Remote Access* to enabled.

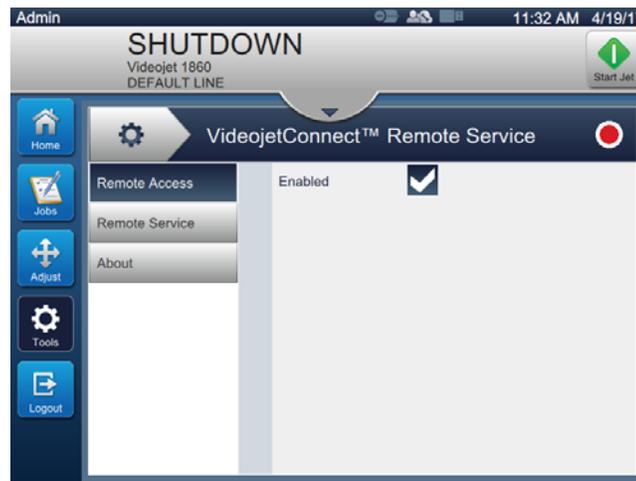


Figure 3-20: Remote Access Enabled

Once the Remote Access is enabled, the printer can be connected through VideojetConnect Remote Service. Figure 3-21 shows the user interface of the printer.



Figure 3-21: Simplicity User Interface

The user can now carry out normal printer operations such as start, stop, print, job selection, and so on. When the printer is remotely accessed, the user interface can be controlled by the same keystrokes as in direct printer interface access. For more information about printer operations and the keys used, refer to the respective Videojet Operator Manuals.

**Note:** If VNC is not used for more than 15 minutes, it will be disabled at the printer.

If the VNC is not enabled at the printer, then the user gets a warning as shown in Figure 3-22.

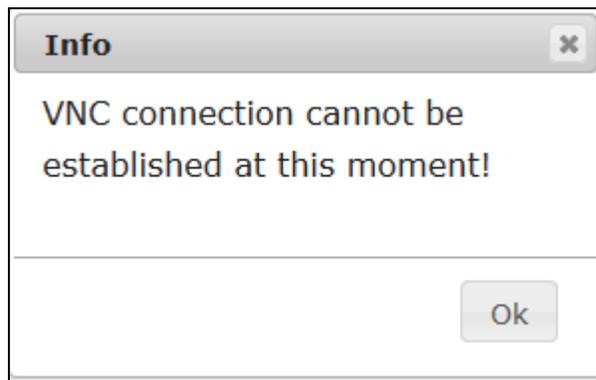


Figure 3-22: Warning Message

# Settings

# 4

This chapter contains the following topics:

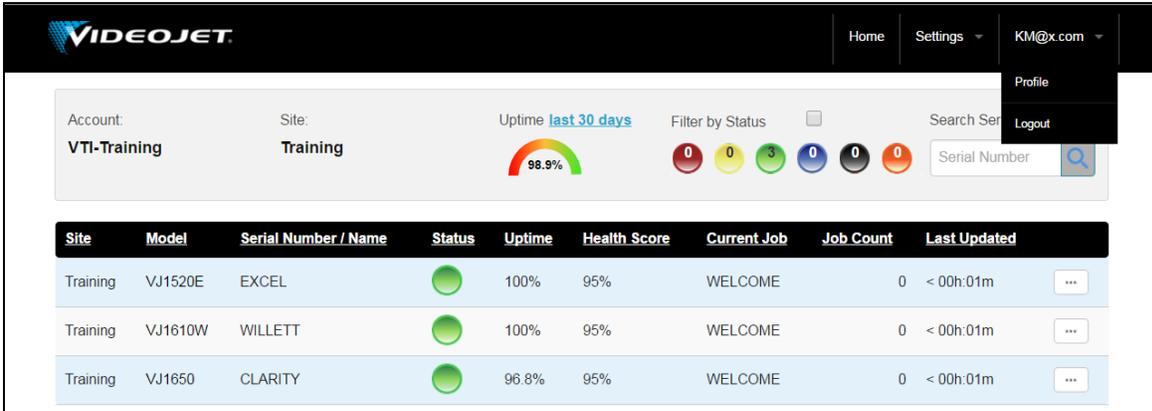
- Profile
- Work Schedule
- Alerts Management
- User Management
- Company Management
- Plant Management
- Printer Management
- Data Downloads
- Reports

## Profile

Profile menu gives the log on information for the user. Each user can edit their E-mail address and phone number if required.

To edit the profile information:

- 1 Use the user drop-down and click *Profile* as shown in Figure 4-1.

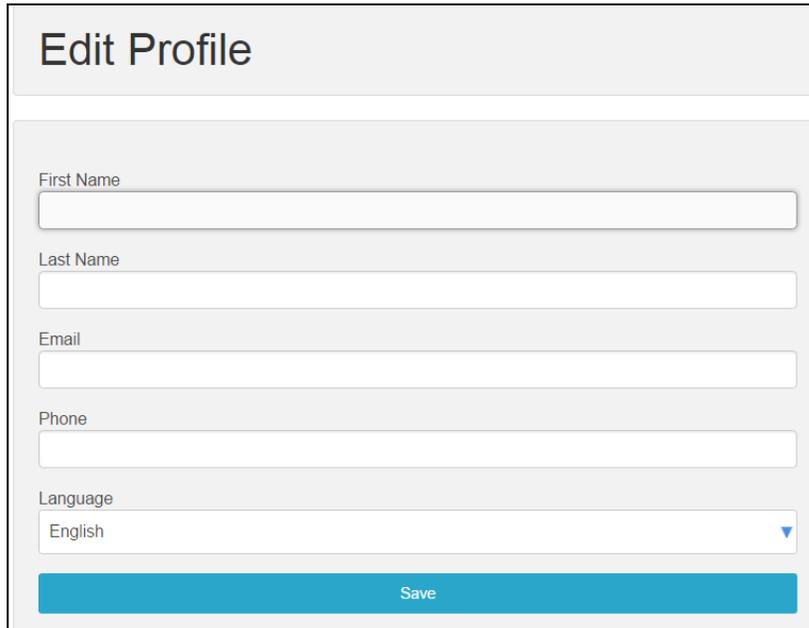


The screenshot shows the VideojetConnect user interface. At the top, there is a navigation bar with the Videojet logo, Home, Settings, and a user profile dropdown menu. The user profile dropdown menu is open, showing options for Profile and Logout. Below the navigation bar, there is a dashboard area with account information (Account: VTI-Training, Site: Training), uptime information (98.9% for the last 30 days), and a filter by status section. Below this is a table of device profiles.

Site	Model	Serial Number / Name	Status	Uptime	Health Score	Current Job	Job Count	Last Updated
Training	VJ1520E	EXCEL	<span style="color: green;">●</span>	100%	95%	WELCOME	0	< 00h:01m
Training	VJ1610W	WILLETT	<span style="color: green;">●</span>	100%	95%	WELCOME	0	< 00h:01m
Training	VJ1650	CLARITY	<span style="color: green;">●</span>	96.8%	95%	WELCOME	0	< 00h:01m

Figure 4-1: Profile Settings

- 2 Edit the profile information and click the *Save* button as shown in Figure 4-2.



The screenshot shows the 'Edit Profile' form. It has a title 'Edit Profile' at the top. Below the title are several input fields: First Name, Last Name, Email, and Phone. There is also a dropdown menu for Language, currently set to 'English'. At the bottom of the form is a blue 'Save' button.

Figure 4-2: Edit Profile

## Work Schedule

Work Schedule allows the user to set the start time and the shift length. Any alerts currently assigned to the user will be displayed here.

Do the following to set the Work Schedule:

- 1 Navigate to *Settings > Work Schedule*. This displays the Notification setting page as shown in Figure 4-3.

The screenshot shows the 'Notification Settings' page in the Videojet interface. At the top right, there are navigation links for 'Home', 'Settings', and 'KM@x.com'. Below the header, there is a section titled 'Notification Settings' with a checkbox for 'Enable Notifications' which is checked. The main content is a table with three columns: 'Day', 'Start Time', and 'Shift Length [h.m]'. The table rows are as follows:

Day	Start Time	Shift Length [h.m]
Monday	6:0	8.00*
Tuesday	6:0	8.00*
Wednesday	6:0	8.00*
Thursday	6:0	8.00*
Friday	6:0	8.00*
Saturday	0:0	0.00*
Sunday	0:0	0.00*

At the bottom of the table, there is a blue button labeled 'Update Work Schedule'.

Figure 4-3: Work Schedule

- 2 Set the *Start Time* and the *Shift Length* for each day (Monday through Sunday).

**Note:** The shift length is set in hours.minutes [h.m]

For Example:

For Monday, if the shift starts at 6 AM and shift duration is 8 hours, then Start Time is 06:00 and Shift Length is 8.00.

- 3 Check the Enable Notification checkbox.
- 4 Click the *Update Work Schedule* button.

## Alerts

In the Notification Settings page, below the work schedule option, the user can view the alerts set for a particular shift timing and role. Once the user updates the shift details, the alerts set for that shift are displayed. See Figure 4-4 to view the alerts screen.

*Note: The selectable alerts will be dependent on the printer selected.*

Event Class	Event	Notification Settings
FAULT	Auto mod failed to obtain good phasing.	
	<b>BAD NOZZLE!!! Please replace or repair</b>	<input checked="" type="checkbox"/>
	<b>Cabinet too hot</b>	<input checked="" type="checkbox"/>
	<b>Charge Supply Fault</b>	<input checked="" type="checkbox"/>
	Core not filling	
	Date/Time not set	
	Failed to start barcode scan engine	
	Fatal error: no phase response from firmware.	
	Flash storage error	
	<b>Gutter Fault</b>	<input checked="" type="checkbox"/>
	<b>High voltage calibration required</b>	<input checked="" type="checkbox"/>
	<b>High Voltage Trip</b>	<input checked="" type="checkbox"/>
	Incompatible raster found!	
	Initial phasing trim failed.	
	<b>Ink core empty fault</b>	<input checked="" type="checkbox"/>
	<b>Ink core service overdue</b>	<input checked="" type="checkbox"/>
	Insufficient ink to fill core.	
	<b>Mod driver chip, over temperature</b>	<input checked="" type="checkbox"/>
	Modulation readback failed.	
	New Ink Core has a different ink reference.	
	No Code No Run fault	
	Phasing threshold at maximum - no good phasing.	

Figure 4-4: Alerts

# Alerts Management

## Alert Messages

Alert messages contain the following information:

- Account Information
- Serial number
- Model number
- Notification (Fault, Warning, Info)
- Link to the VideojetConnect Remote Service website
- Rule

Each alert sent will contain a link to the dashboard for the reporting printer. Login authentication will be required by the user to navigate to the dashboard.

The administrator will setup the preferred method of notification and the events that will be notified to each user.

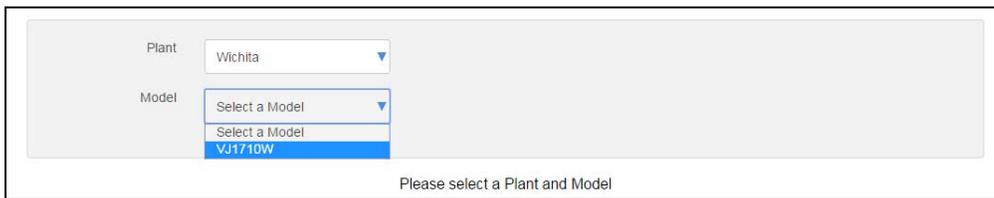
*Note: The list of event notifications depends on the role of the user.*

## Alerts Management Screen

Navigate to *Settings > Alerts Management* to view the alerts management screen.

To set an alert

- 1 Select the *Plant* if more than one plant is available.
- 2 Select the *Model* as shown in Figure 4-5.



The screenshot shows a web interface for selecting a plant and model. There are two dropdown menus: 'Plant' with 'Wichita' selected, and 'Model' with 'Select a Model' selected. A third option, 'VJ1710W', is visible in the model dropdown. Below the dropdowns, the text 'Please select a Plant and Model' is displayed.

Figure 4-5: Alerts Management Screen

Table 4-1 gives a description of the tabs in the Alerts Management web page.

Alert Management Tab	Description
Plant	Defines the different plants assigned to the user
Model	Defines the different printer models for which the rules have to be set

Table 4-1: Alert Management Tabs

The user needs to select the event text that requires notifications as shown in Figure 4-6.

**Note:** The user needs to scroll down to view all the event classes.

Event Class	Event	Notification Settings
FAULT		
	Auto mod failed to obtain good phasing.	
	<b>BAD NOZZLE!!! Please replace or repair</b>	<input checked="" type="checkbox"/>
	<b>Cabinet too hot</b>	<input checked="" type="checkbox"/>
	<b>Charge Supply Fault</b>	<input checked="" type="checkbox"/>
	Core not filling	
	Date/Time not set	
	Failed to start barcode scan engine	
	Fatal error: no phase response from firmware.	
	Flash storage error	
	<b>Gutter Fault</b>	<input checked="" type="checkbox"/>
	<b>High voltage calibration required</b>	<input checked="" type="checkbox"/>
	<b>High Voltage Trip</b>	<input checked="" type="checkbox"/>
	Incompatible raster found!	
	Initial phasing trim failed.	
	<b>Ink core empty fault</b>	<input checked="" type="checkbox"/>
	<b>Ink core service overdue</b>	<input checked="" type="checkbox"/>
	Insufficient ink to fill core.	
	<b>Mod driver chip, over temperature</b>	<input checked="" type="checkbox"/>
	Modulation readback failed.	
	New Ink Core has a different ink reference.	
	No Code No Run fault	
	Phasing threshold at maximum - no good phasing.	

Figure 4-6: Role Assignment

The *Notification Settings* window opens to change the settings according to the role as shown in Figure 4-7.

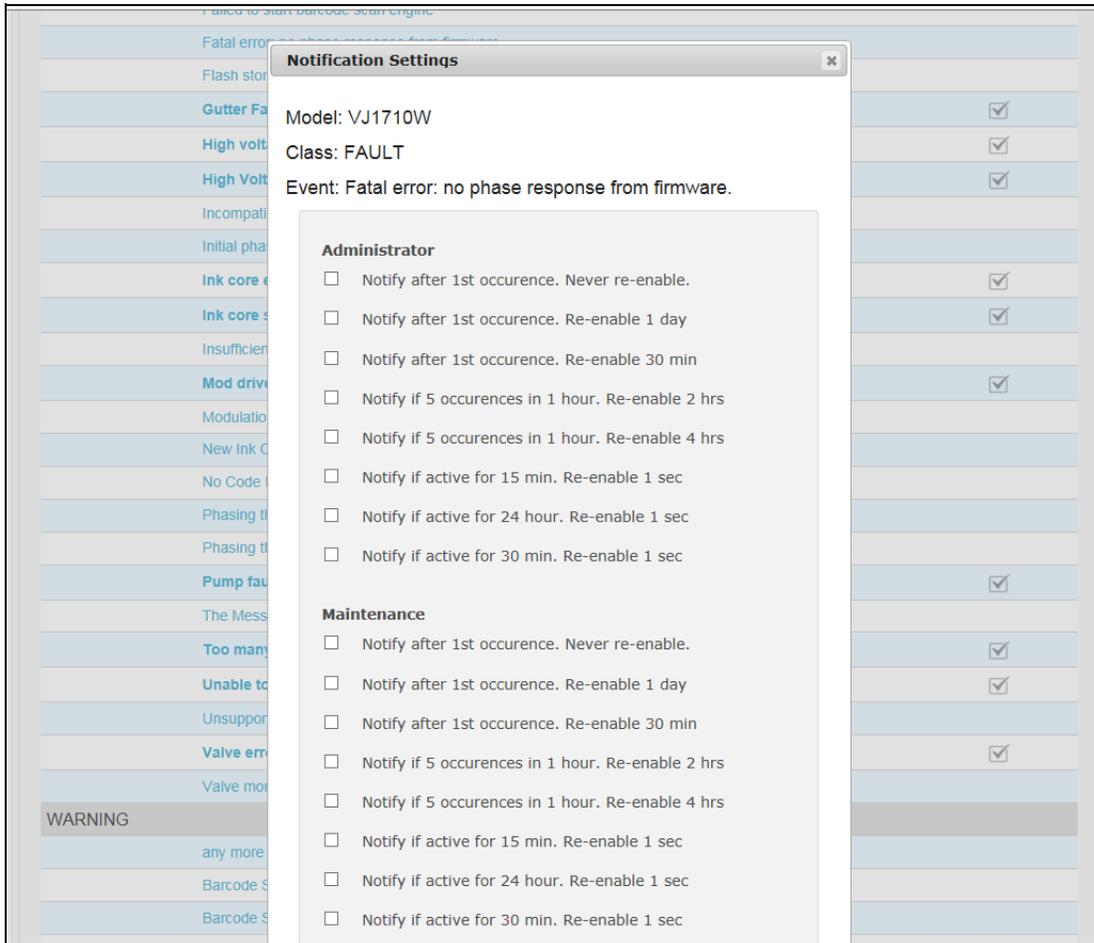


Figure 4-7: Role Assignment Timings

Once the settings are assigned, click on *Update*.

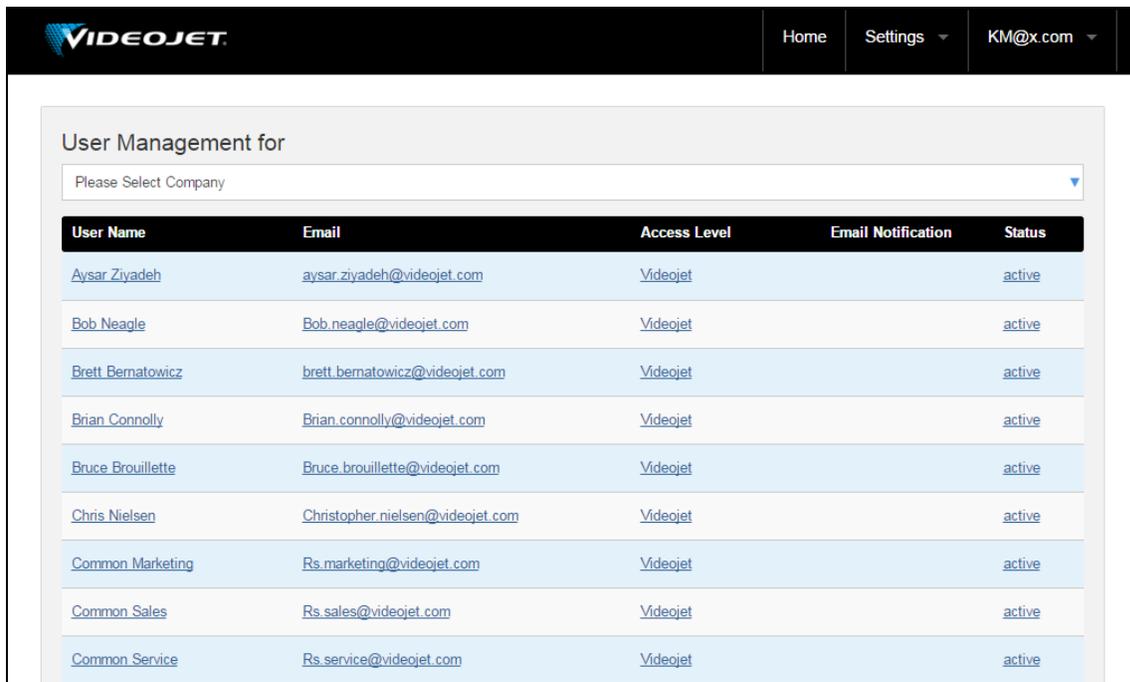
A check box is displayed on the main alerts management text where notification settings are assigned.

## User Management

User Management displays the current active users along with their profile information associated with the company. Existing user profiles can be modified and new users can be added here also.

Do the following to add new user/edit current user profiles:

- 1 Navigate to *Settings > User Management* to view the user management screen.



User Name	Email	Access Level	Email Notification	Status
Aysar Ziyadeh	<a href="mailto:aysar.ziyadeh@videojet.com">aysar.ziyadeh@videojet.com</a>	Videojet		active
Bob Neagle	<a href="mailto:Bob.neagle@videojet.com">Bob.neagle@videojet.com</a>	Videojet		active
Brett Bernatowicz	<a href="mailto:brett.bernatowicz@videojet.com">brett.bernatowicz@videojet.com</a>	Videojet		active
Brian Connolly	<a href="mailto:Brian.connolly@videojet.com">Brian.connolly@videojet.com</a>	Videojet		active
Bruce Brouillette	<a href="mailto:Bruce.brouillette@videojet.com">Bruce.brouillette@videojet.com</a>	Videojet		active
Chris Nielsen	<a href="mailto:Christopher.nielsen@videojet.com">Christopher.nielsen@videojet.com</a>	Videojet		active
Common Marketing	<a href="mailto:Rs.marketing@videojet.com">Rs.marketing@videojet.com</a>	Videojet		active
Common Sales	<a href="mailto:Rs.sales@videojet.com">Rs.sales@videojet.com</a>	Videojet		active
Common Service	<a href="mailto:Rs.service@videojet.com">Rs.service@videojet.com</a>	Videojet		active

Figure 4-8: User Management

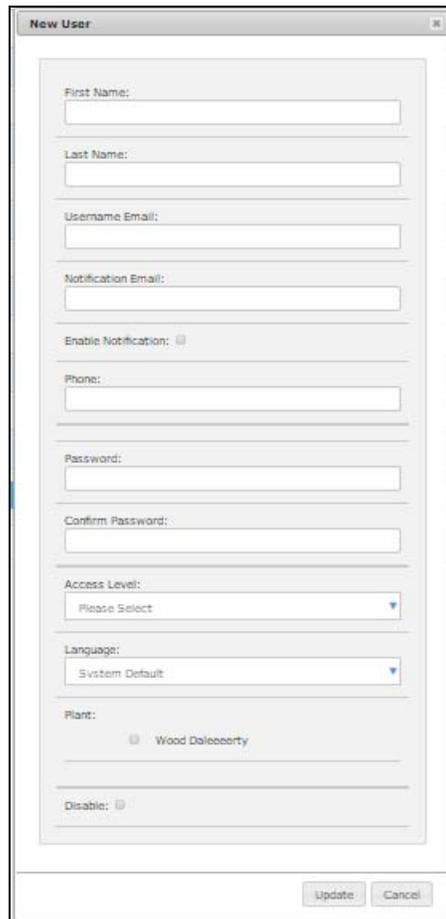
### To Add a New User

- 2 Click on the *Add New User* button. New User page is displayed.

*Note:* The user needs to scroll down to view the *Add New User* button.

### To Edit Existing User Profile

- 2 Click on the required user row. Edit User page is displayed.
- 3 Once the user profile information is entered, click on *Update*.



The screenshot shows a 'New User' form with the following fields and options:

- First Name:
- Last Name:
- Username Email:
- Notification Email:
- Enable Notification:
- Phone:
- Password:
- Confirm Password:
- Access Level:
- Language:
- Plant:  Wood Daleeerty
- Disable:

At the bottom right of the form are two buttons: 'Update' and 'Cancel'.

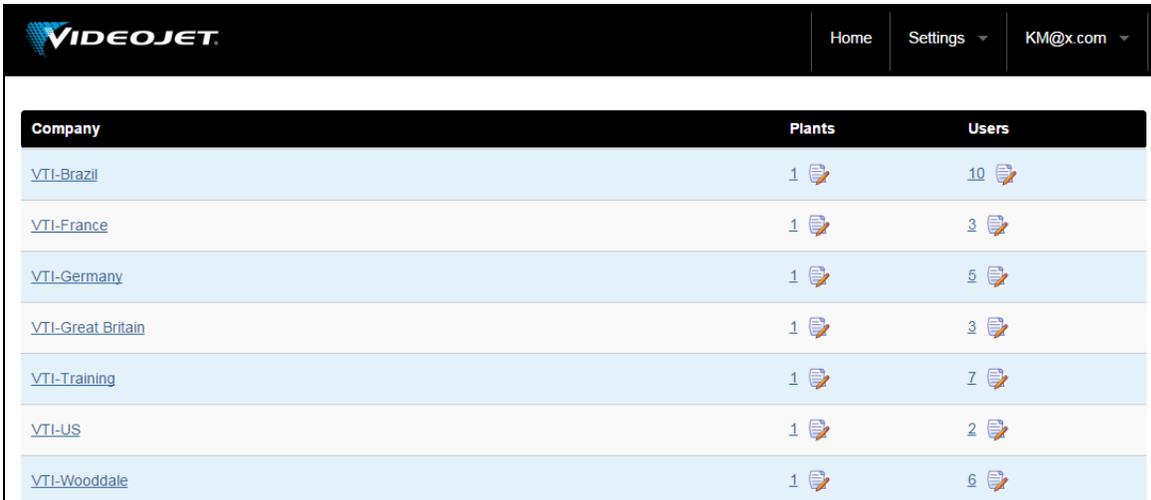
Figure 4-9: Add/Edit User Profiles

## Company Management

Company Management displays the company name along with the number of associated plants and users.

Do the following to manage company information:

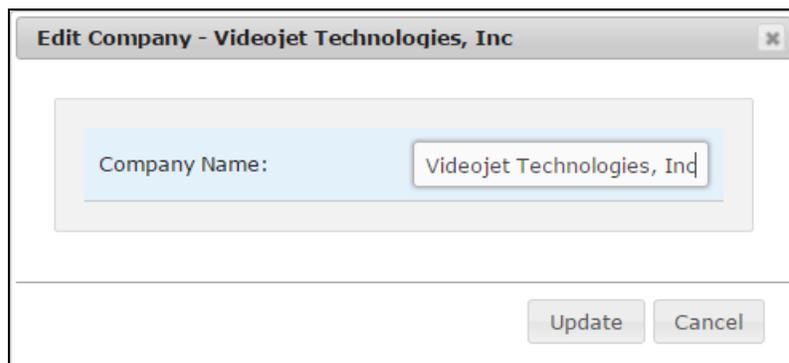
- 1 Navigate to *Settings > Company Management* to view the company management screen.



Company	Plants	Users
<a href="#">VTI-Brazil</a>	1	10
<a href="#">VTI-France</a>	1	3
<a href="#">VTI-Germany</a>	1	5
<a href="#">VTI-Great Britain</a>	1	3
<a href="#">VTI-Training</a>	1	7
<a href="#">VTI-US</a>	1	2
<a href="#">VTI-Wooddale</a>	1	6

Figure 4-10: Company Management

- 2 Click on the required company name. Edit Company page is displayed.
- 3 Once the company information is entered, click on *Update*.



**Edit Company - Videojet Technologies, Inc** ✕

Company Name:

Figure 4-11: Edit Company Information

- 4 Click the required plant to update plant information. Refer “Plant Management” on page 4-11 for more information.
- 5 Click the required user to update user profile. Refer “User Management” on page 4-8 for more information.

## Plant Management

Plant Management displays the plant name associated to the user and the time zone.

Do the following to edit plant information:

- 1 Navigate to *Settings > Plant Management* to view the plant management screen.



Figure 4-12: Plant Management

- 2 Click on the required plant. Edit Plant page is displayed.
- 3 Once the plant information is entered, click on *Update*.

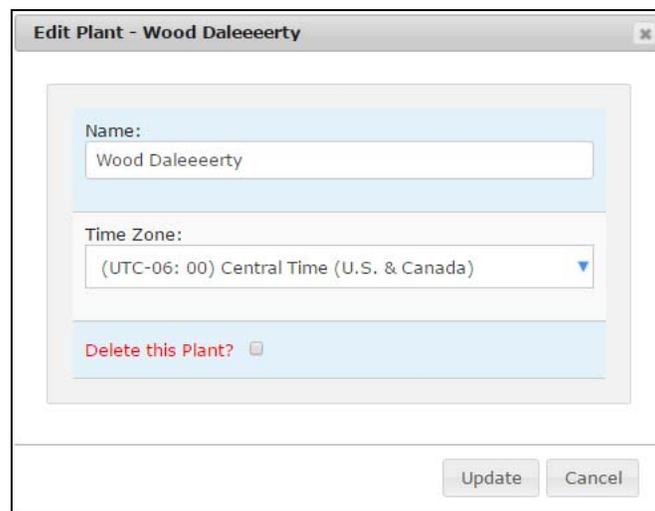


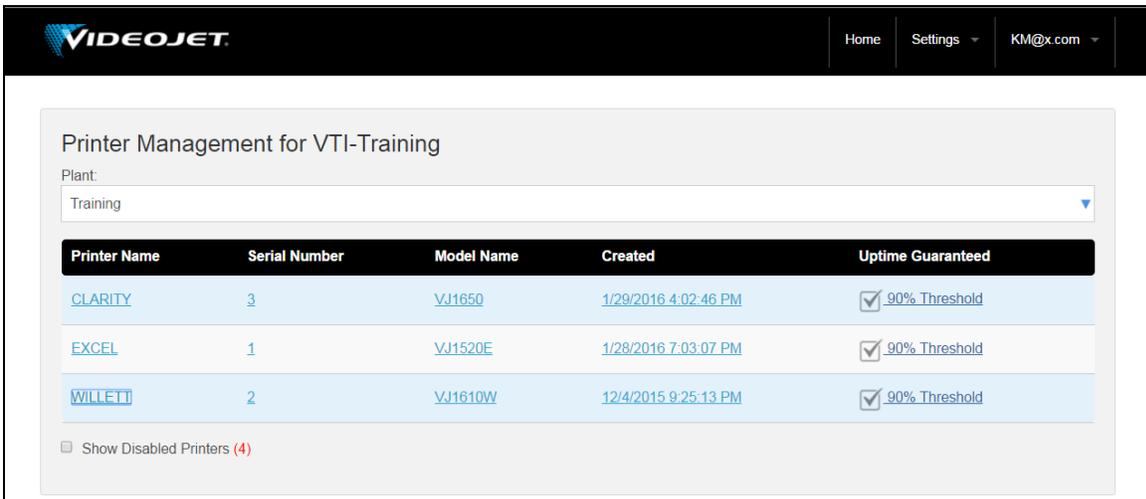
Figure 4-13: Edit Plant Information

## Printer Management

Printer Management displays the printers for the selected plant.

Do the following to view printer information:

- 1 Navigate to *Settings > Printer Management* to view the printer management screen.



Printer Management for VTI-Training

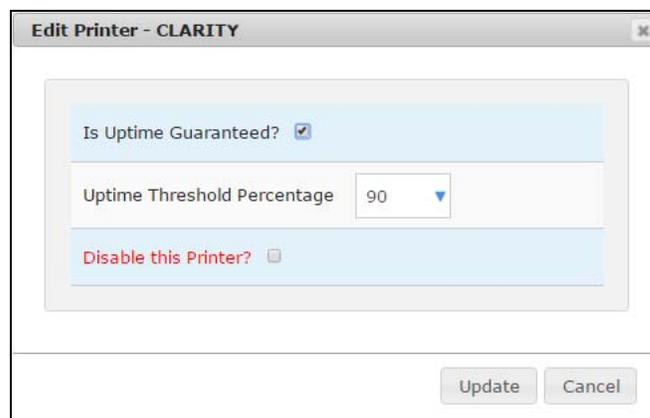
Plant: Training

Printer Name	Serial Number	Model Name	Created	Uptime Guaranteed
<a href="#">CLARITY</a>	3	<a href="#">VJ1650</a>	<a href="#">1/29/2016 4:02:46 PM</a>	<input checked="" type="checkbox"/> <a href="#">90% Threshold</a>
<a href="#">EXCEL</a>	1	<a href="#">VJ1520E</a>	<a href="#">1/28/2016 7:03:07 PM</a>	<input checked="" type="checkbox"/> <a href="#">90% Threshold</a>
<a href="#">WILLETTI</a>	2	<a href="#">VJ1610W</a>	<a href="#">12/4/2015 9:25:13 PM</a>	<input checked="" type="checkbox"/> <a href="#">90% Threshold</a>

Show Disabled Printers (4)

Figure 4-14: Printer Management

- 2 Click on the required printer. Edit Printer page is displayed.
- 3 Once the printer information is entered, click on *Update*.



Edit Printer - CLARITY

Is Uptime Guaranteed?

Uptime Threshold Percentage: 90

Disable this Printer?

Update Cancel

Figure 4-15: Edit Printer Information

## Data Downloads

Data Downloads allows the user to download and view the printer data for the selected printer.

Do the following to download and view the printer information:

- 1 Navigate to *Settings > Data Downloads* to view the data screen.
- 2 Once the data download query is entered, click on *Download Data*.

### Queries for VTI-Training

Query:

Printer:

Start Date:

End Date:

Download Data

Figure 4-16: Data Downloads

- 3 The printer information is downloaded as a spreadsheet.

A	B	C	D	E	F	G	H	I	J	K	L	M
8/26/2016 14:13	Data	VJ1520E	Status	Gutter Detect Status_1	2					0	Integer	
8/26/2016 14:13	Data	VJ1520E	Status	Head Temp	35	33	35	37		0	Real	
8/26/2016 14:13	Data	VJ1520E	Status	Heater Power	20.1	0	50	100		0	Real	
8/26/2016 14:13	Data	VJ1520E	Status	Ink Core Hours Remaining	11666						Real	
8/26/2016 14:13	Data	VJ1520E	Status	Ink Core Level	3					0	Integer	
8/26/2016 14:13	Data	VJ1520E	Status	Ink Core Life	334						Real	
8/26/2016 14:13	Data	VJ1520E	Status	Job Name	WELCOME						String	
8/26/2016 14:13	Data	VJ1520E	Status	Makeup Vacuum	17	0	300	600		0	Real	
8/26/2016 14:13	Data	VJ1520E	Status	Nozzle Drive Current	33					0	Real	
8/26/2016 14:13	Data	VJ1520E	Status	Nozzle Drive Voltage	70.5					0	Real	
8/26/2016 14:13	Data	VJ1520E	Status	Nozzle Temp	32.6	30	35	40		0	Real	
8/26/2016 14:13	Data	VJ1520E	Status	Overall Status Tag	2						Integer	
8/26/2016 14:13	Data	VJ1520E	Status	Phase Profile_1	11111111					0	String	
8/26/2016 14:13	Data	VJ1520E	Status	Phasing Threshold_1	208	100	200	300		0	Real	
8/26/2016 14:13	Data	VJ1520E	Status	Print Count	0						Integer	
8/26/2016 14:13	Data	VJ1520E	Status	Printing Phase_1	8	0	7.5	15		0	Real	
8/26/2016 14:13	Data	VJ1520E	Status	Pump Speed	1425					0	Real	
8/26/2016 14:13	Data	VJ1520E	Status	Target Pressure	3.24	3.15	3.25	3.35		0	Real	
8/26/2016 14:13	Data	VJ1520E	Status	TC Target Pressure	3.25	22.4	22.5	22.6		1	Real	
8/26/2016 14:13	Data	VJ1520E	Status	Velocity Setpoint	22.5	22.4	22.5	22.6			Real	
8/26/2016 14:13	Data	VJ1520E	Status	Velocity Threshold	208						Real	
8/26/2016 14:14	Data	VJ1520E	Status	Actual Pressure	3.24	314	324	334		0	Real	
8/26/2016 14:14	Data	VJ1520E	Status	Actual Velocity	22.493	22.27	23.01	23.75		0	Real	
8/26/2016 14:14	Data	VJ1520E	Status	Cabinet Temperature	36	0	35	70		0	Real	

Figure 4-17: Downloaded Data

## Reports

Reports allows the user to download and view the printer performance report for the selected printer and selected data range.

Do the following to download and display the report:

- 1 Navigate to *Settings > Reports* to view the report screen.
- 2 Once the report query is entered, click on *Download Report*.

The screenshot shows a web interface titled "Reports for VTI-Training". It contains four input fields: a dropdown menu for "Report" with "Printer Performance" selected, a dropdown menu for "Plant" with "Training" selected, a text field for "Start Date" containing "08/01/2016", and a text field for "End Date" containing "08/31/2016". At the bottom of the form is a prominent blue button labeled "Download Report".

Figure 4-18: Report

### 3 The printer performance report is downloaded.

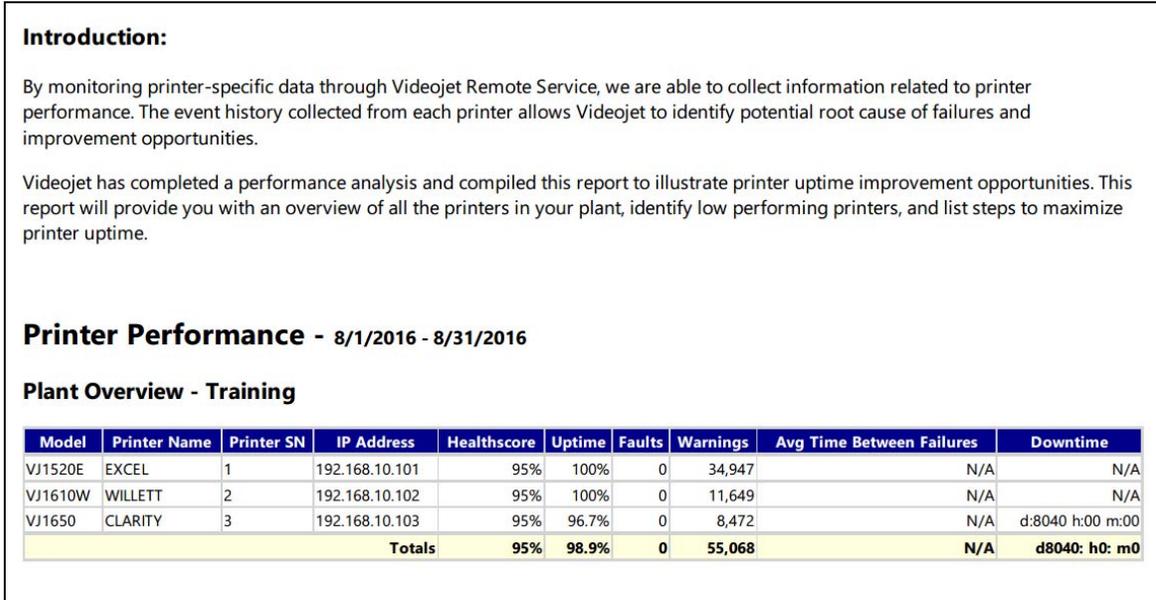


Figure 4-19: Printer Performance Report - 1

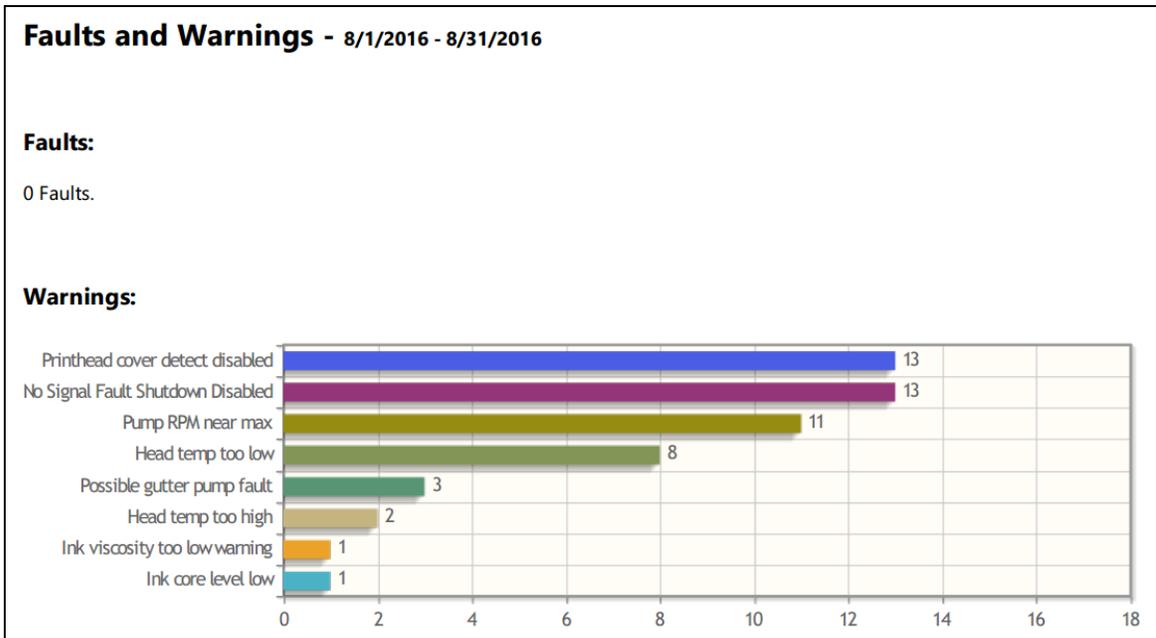


Figure 4-20: Printer Performance Report - 2