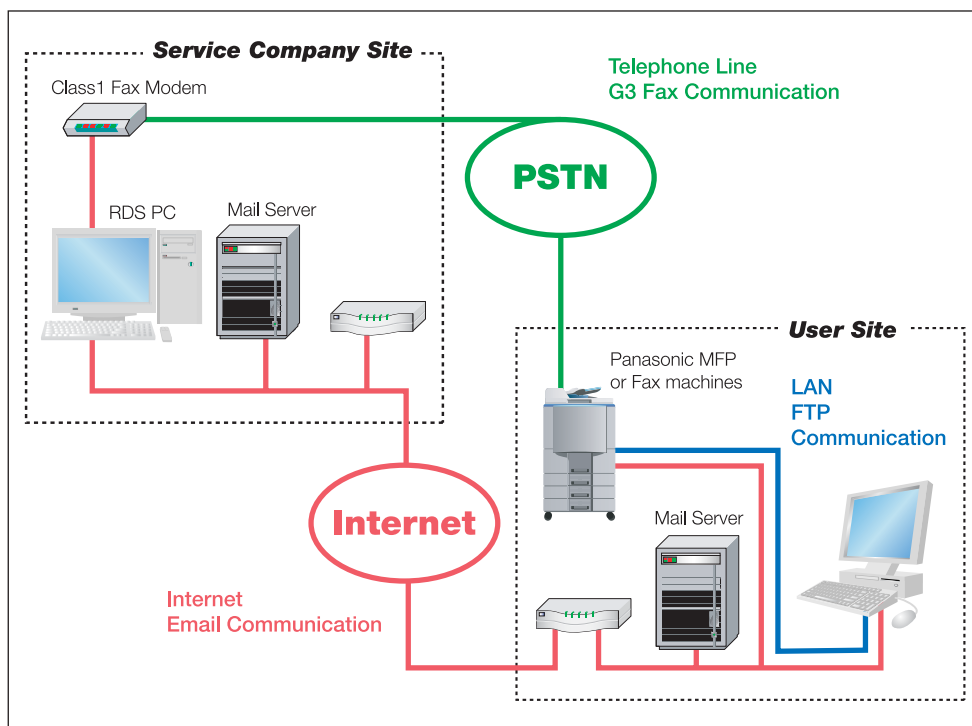


# Remote Diagnostic System

## Optimize Service Provider Support Capabilities with Panasonic Remote Diagnostic System-3



### Highlights

- Let's Service Technicians view the machine status remotely and before a service call reducing downtime and increasing service efficiency
- Provides machine audit information without having to add expensive accounting software
- Aids end user and maximizes user productivity with easy remote programming of equipment features
- Automatically gathers and records equipment use reports, eliminating monthly calls
- Gives you an historical look at each unit on your network

### Introduction

Panasonic has released its New Remote Diagnostic System Program to enable Panasonic WORKIO Dealers to offer new advanced support options for their customers.

The Panasonic Remote Diagnostic System III (RDS3) is used for remote diagnosis/adjustment of Panasonic MFP/Fax machines using a Class 1 Fax Modem via a telephone line, email, or an FTP session behind a network firewall. With RDS, machine downtime and maintenance costs can be reduced, and the new RDS-3 software adds new functions and features which will allow dealers to gather information faster without user intervention and allows more accurate service response and improved efficiency.

### What is Remote Diagnostic System?

RDS is a software program run by your service partner that enables you and your service partner to monitor your Panasonic copier, multifunction and fax devices remotely for service needs, track usage history, program address information, be notified of periodic maintenance needs and enable remote usage information collection.

### The RDS Difference

Because Panasonic copiers and fax systems are designed as true multifunctional devices, Panasonic has created a software program for its dealers that allows extraction of service information directly from your machines. Your dealer can monitor a device's usage patterns and assist your company in "right sizing" your total user needs. Also with RDS, your Panasonic dealer's service department can quickly perform a "system check" and "reset" your machine remotely. In most cases, you can eliminate the need for a service call completely which means you won't lose productivity waiting for a Service Technician to arrive.

### Usage and Advantages

#### Quick Response

Effectively solve problems from a distance by remotely troubleshooting error messages, adjusting function parameters, or entering user parameters.

#### Save Time When Installing A New Fax

You can provide your dealer with a database of the fax numbers you want to program in your machine and your dealer can download them to your new machine remotely. Your dealer can also save the address book information from an existing Panasonic FAX then upload it in the new machine. This eliminates the tedious task of re-entering the data by hand, reducing installation time and saving you a lot of work.



