

KOENIG & BAUER

Koenig & Bauer MetalPrint

Upgrade 11.1

Internet-Based Remote Service Upgrade

Fast and Secure
Problem Resolution!



we're on it.

Upgrade 11.1

Internet-Based Remote Service Upgrade – Fast and Secure Problem Resolution!

At Koenig & Bauer, we are working continuously on innovations to further improve your printing and coating lines. With our hardware upgrades you stay up-to-date with the latest technological developments. In that way you continue to decorate metal sheets to the highest standards.

You can contact our hotline at any time of the day or night, either by phone or e-mail. Our remote maintenance experts call up diagnostic, software and control data via a direct online link. Almost 80 percent of all cases can be solved successfully via remote maintenance. This means that your printing or coating line is up and running again as quickly as possible – without waiting for a service technician to attend.

The upgrade for internet-based remote maintenance replaces the conventional analog modem with a modern broadband solution. It goes without saying that this online link via VPN offers ultimate data security through special hardware encryption. This ensures fast, inexpensive and secure access to your production equipment by our remote maintenance experts.



Our recommendation: Complete your internet-based remote maintenance with the Select Remote service package

- 24/7 remote service availability
+49 711 699 71-699
- Direct communication with an expert from Koenig & Bauer
- Interactive live-video support directly on your mobile device with Visual Customer Support
- Fast and uncomplicated problem solution via remote maintenance
- No unplanned costs thanks to an attractive flat-rate
- Significant time and productivity gains

Item No.	Description	Suitable equipment
A78355	Upgrade 11.1	MetalStar 2
A83751	Internet-based remote service comprising the router and necessary cables; includes installation materials and parameterisation	Mailänder presses and MetalCoat coating machines which already contain an analog modem
A90332	Additional installation of a CAN bus as supplement to Upgrade 11.1. (where necessary)	

We would be pleased to send you an individual offer quoting an attractive price.

Simply contact the customer service office at:

Koenig & Bauer MetalPrint GmbH
T +49 711 699 71-300
service-metalprint@koenig-bauer.com
metalprint.koenig-bauer.com

Installation and commissioning of the internet-based remote service upgrade to be performed by a qualified service technician from Koenig & Bauer. The labour, travel and accommodation costs, as well as daily travel allowances for the technician, will be charged separately as incurred.

Errors and omissions excepted.

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