

For immediate release

MUTOH Direct, a cloud service connecting MUTOH dealers with users, introduces new features

MUTOH INDUSTRIES LTD.

MUTOH INDUSTRIES LTD., a leading manufacturer of wide-format digital inkjet printers, affiliated with MUTOH HOLDINGS CO., LTD. has announced today the addition of three new features to its cloud service, MUTOH Direct, which became available in October of 2023.

While MUTOH Club is a cloud service that connects MUTOH and its printer users, MUTOH Direct is an enhanced service integrated into MUTOH Club for MUTOH dealers. MUTOH Direct allows dealers to remotely access users' printer information and monitor their printer status and operation. This enables them to proactively predict and address potential causes of printer failures and take prompt action. Additionally, by analyzing printer status updates, it is also possible to provide users with optimal printer operation proposals, effective services and maintenance.

*MUTOH Direct has been designed to comply with the Personal Data Protection Act (GDPR)

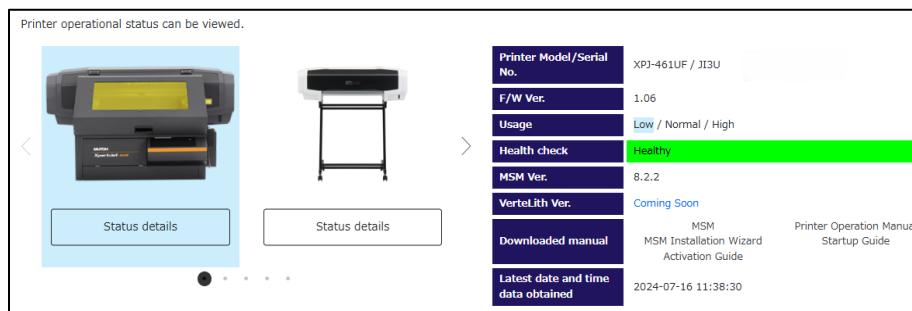
The following three new features have been added to strengthen the relationship between dealers and users and to provide more user-friendly services:

1. Printer usage level (added to the Printer monitoring function)
2. Alert e-mail notifications (Printer health check)
3. Remote access to maintenance logs

1. Printer usage level

Printer's operating frequency is classified as high, normal, or low based on a comprehensive evaluation of the printer's usage parameters. Based on the usage level, dealers can confirm and give advice to their users on printer operation, offer printer replacement or additional printers.

Printer operational status can be viewed.



The screenshot displays a user interface for monitoring printer status. On the left, there are two printer images with 'Status details' buttons below them. On the right, a table lists various printer specifications. The 'Health check' row is highlighted in green, indicating a 'Healthy' status.

Printer Model/Serial No.	XPJ-461UF / J13U
F/W Ver.	1.06
Usage	Low / Normal / High
Health check	Healthy
MSM Ver.	8.2.2
VerteLith Ver.	Coming Soon
Downloaded manual	MSM Installation Wizard MSM Activation Guide Printer Operation Manual Startup Guide
Latest date and time data obtained	2024-07-16 11:38:30

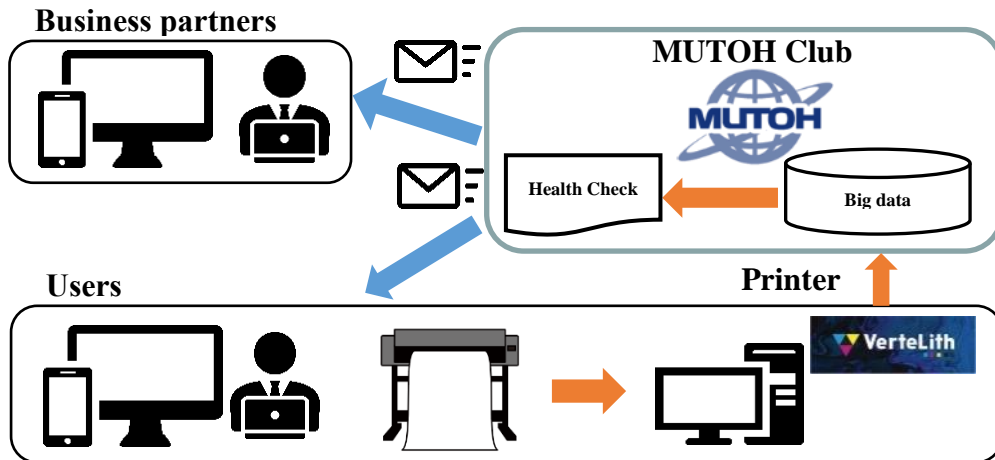
2. Alert e-mail notifications (Printer health check)

After users allow access to their printers' information collected with MUTOH genuine RIP software VerteLith and/or MSM*, MUTOH business partners, as well as users, can set up printer health check alert notifications that aid in preventing issues from occurring and benefit both of the parties.

Those e-mail notifications are divided into three categories:

- Dealer maintenance (usability depends on user's location)
- System error (dealer-only function)
- User maintenance (UV/MP printers only)

* MSM (MUTOH Status Monitor) is a free software, used for monitoring and updating the latest printer firmware.



3. Remote access to maintenance logs

Dealers can now remotely access user maintenance logs without having to go through the MUTOH service-specific software, MSA*. Printer usage can be checked remotely without on-site visits to users and dealers can give advice to their users on appropriate operational guidance from a remote location, such as by phone.

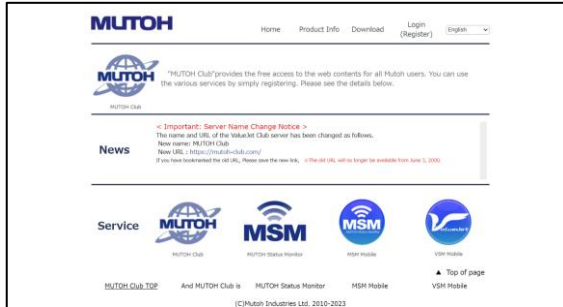
*MSA (MUTOH Service Assistance) is a tool exclusive to service technical engineers.

No.	Date (RTC)↓	Power ON/OFF Status	Mainte. Runtime Of Day	Mainte. Runtime	Print Number	Cleaning Count	Head Temp. Rise (Net printing)	Head Temp. Rise (Printing)
1	07-02-2024	Power on (Printing)			14 sheets	1 times	-	-
2	06-02-2024	Power on (Printing)	About 13 o'clock	30 sec	19 sheets	2 times	-	-
3	05-02-2024	Power on (Printing)	About 10 o'clock	310 sec	28 sheets	3 times	-	-
4	04-02-2024	Sleep mode			0 sheets	0 times	-	-
5	03-02-2024	Sleep mode			0 sheets	0 times	-	-
6	02-02-2024	Power on (Printing)			38 sheets	2 times	-	-
7	01-02-2024		About 8 o'clock	520 sec				
8	01-02-2024		About 8 o'clock	440 sec				

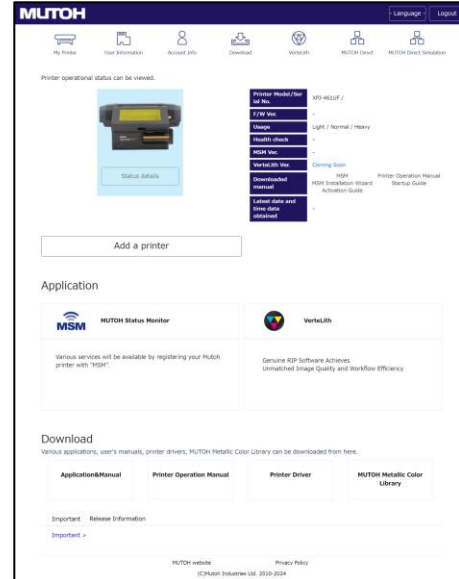
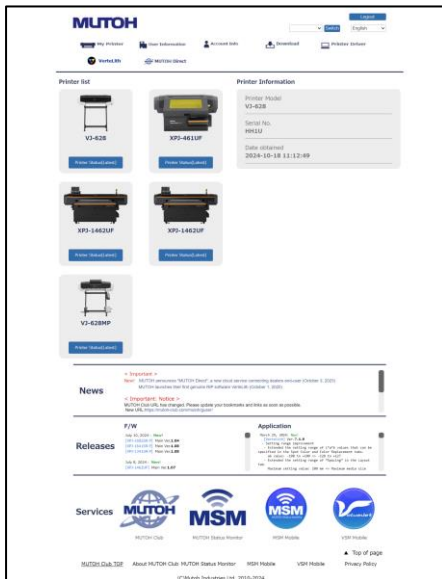
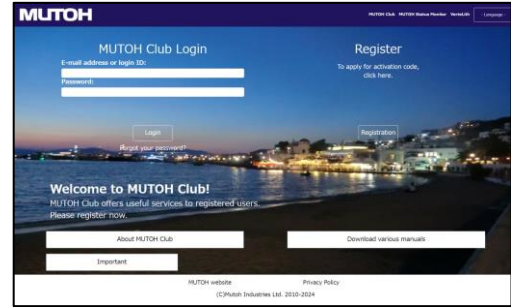
MUTOH Club interface change

Together with the implementation of the new functions, MUTOH Club has changed the design of its interface to an upgraded version with a more intuitive design. While being easier to navigate than ever before, the website has maintained all of its previous functionality.

Previous



New



MUTOH will continue to provide customers with optimal printing solutions by enhancing software services such as MUTOH Club/MUTOH Direct.

<Contact>

MUTOH Club

MUTOH INDUSTRIES LTD.

E-mail: MUTOH_Club@mutoh.co.jp