

KURZ Remote Service

Immediate interactive support for machine operators

Immediate support from KURZ Remote Service



Premium finishing is as varied as your customers' requirements. Whether your finishing is digital or via hot stamping or cold transfer, whether you're at home in the plastics or graphics industry, or decorate tubes and glass – what matters is that your design process always run smoothly. At all times. Everywhere. Worldwide.

But what to do when a sudden error message, inexplicable printing glitch or machine standstill hit in the middle of the night or with a deadline looming? Wait for the application engineer to arrive?

Urgently attempt to reach an expert for your machine on FaceTime, but without direct access?

Save yourself the hassle! At KURZ and unlike with FaceTime, KURZ Remote Service provides direct access to the right experts for immediate support for your machine. A single call puts you right through to your specialist.

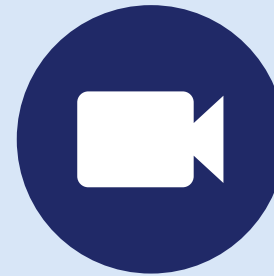
Features at a glance:

- ✓ Direct link to experts
- ✓ Access to documents such as operating instructions and FAQ
- ✓ Insight into past troubleshooting solutions
- ✓ Cost savings
- ✓ Minimization of downtime
- ✓ Reduced CO₂ by avoiding business travel

Practical functions. An overview of everything.

KURZ Remote Service provides other interactive functions in addition to Chat. Not only do you solve small problems faster and at lower cost, you become more familiar with your system. Downtime is cut. And along the way you do something for your sustainability balance, because KURZ Remote Service solves your problem without a technician generating travel CO₂.

Video functions



- Muting of microphone
- Camera change
- Activation / deactivation of camera
- Screenshot and processing
- Chat function

Chat function



Use the textbox icon to open a chat which, like screenshots, is dedicated and saved to the knowledge data base of each support case (of your machine).

Documentation function



If the Remote Support has concluded and the problem has been solved, the app displays an overview of all past service queries dedicated to your QR code (i.e. your machine).

By smartphone or desktop. A direct line to the experts.

KURZ Remote Service provides help in no time for every finishing machine registered with us – effective, flexible, and independent of time and place. Most importantly, you have the KURZ Remote Service app readily available.

1.

Download service app

Depending on operating system, simply download our KURZ Remote Service app to your smartphone, or use the desktop version.

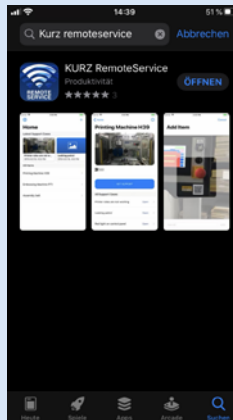
For iOS:

Download from the App Store

For Android or PC:

Download here:

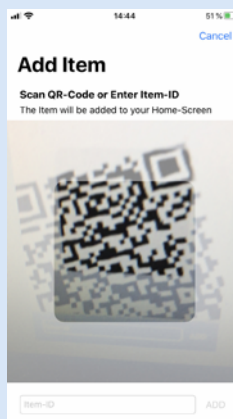
<https://remoteservice.kurz.info/scan-item>



2.

Scan QR code if required

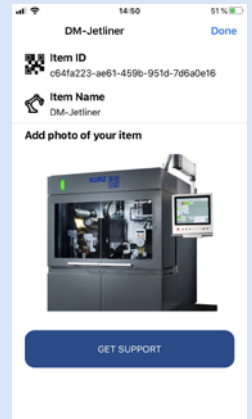
If a problem crops up during the finishing process, first scan the QR code of your machine with the Service app. Your sales representative will show you where to find your machine's QR code while setting up the system.



3.

Requesting support

Scan the QR code of your machine to open its sitemap. The app recognizes which system from which manufacturer is involved. Click on "Get support" to connect to the dedicated support agent, automatically and directly. Any callbacks are also direct.



4.

Troubleshooting with remote support

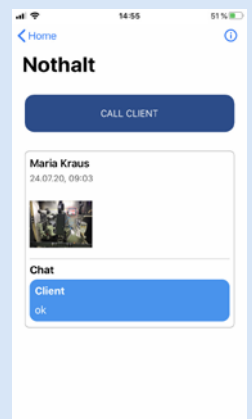
A video chat is automatically established when you connect to your Support Agent. Directly on the machine and in real time, you and your application engineer can identify affected areas, get advice, patch in other experts live, and directly remedy the error.



5.

Reproducing solutions

Since the chats and screenshots of closed cases are dedicated to each support case, you can independently troubleshoot later by pulling up solutions. The Info button provides details like status, cause, and description of each support case. The data is stored in the KURZ Knowledge Database.



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