

Mutoh Support Ticketing Helpdesk



Support helpdesk

- Why?
- Avoid overlap in support.
- More efficient customer support by split up by division.
- Centralized follow-up at Mutoh Europe (easy to back-up).
- Unique number per case.
- Cloud solution.
- Build-up of knowledge base; self support

Support helpdesk

- Introduced in October 2016
 - By general intro mailing (12/10/2016)
 - Individual activation mail

Individual Activation Mail



support@mutoheu.freshdesk.com

18/05/2016 16:14

Mutoh Belgium nv user activation

To: annemarie.hoedt@outlook.com

Hi Anne-Marie Hoedt,

A new Mutoh Belgium nv account has been created for you.

Click the url below to activate your account and select a password!

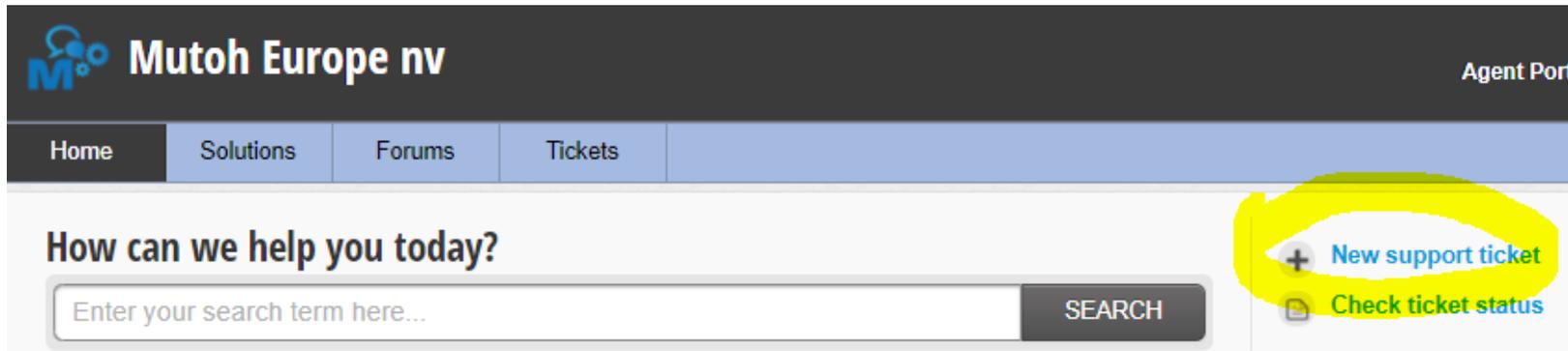
<https://mutoheu.freshdesk.com/register/TtnuG7RheC0QZYOfouS>

If the above URL does not work try copying and pasting it into your browser. If you continue to have problems, please feel free to contact us.

Regards,
Mutoh Belgium nv

How to Create a Ticket ?

- Login to the support portal via: <http://support.mutoh.eu>
- Click the button : 



Submit a Ticket

Submit a ticket

Requester *

olivier.stanghe@mutoh.eu

Subject *

Priority *

Low ▼

Ticket Type *

... ▼

What's this about *

... ▼

Notes *

B *I* U       

[+ Attach a file](#)

Customer will receive a notification that a ticket has been made

Ticket Received - Probleem banding



Mutoh Belgium - Marketing Support <marketing.support@mutoh.eu>

Vandaag, 14:42

U ↕

Dear Reseller Mutoh,

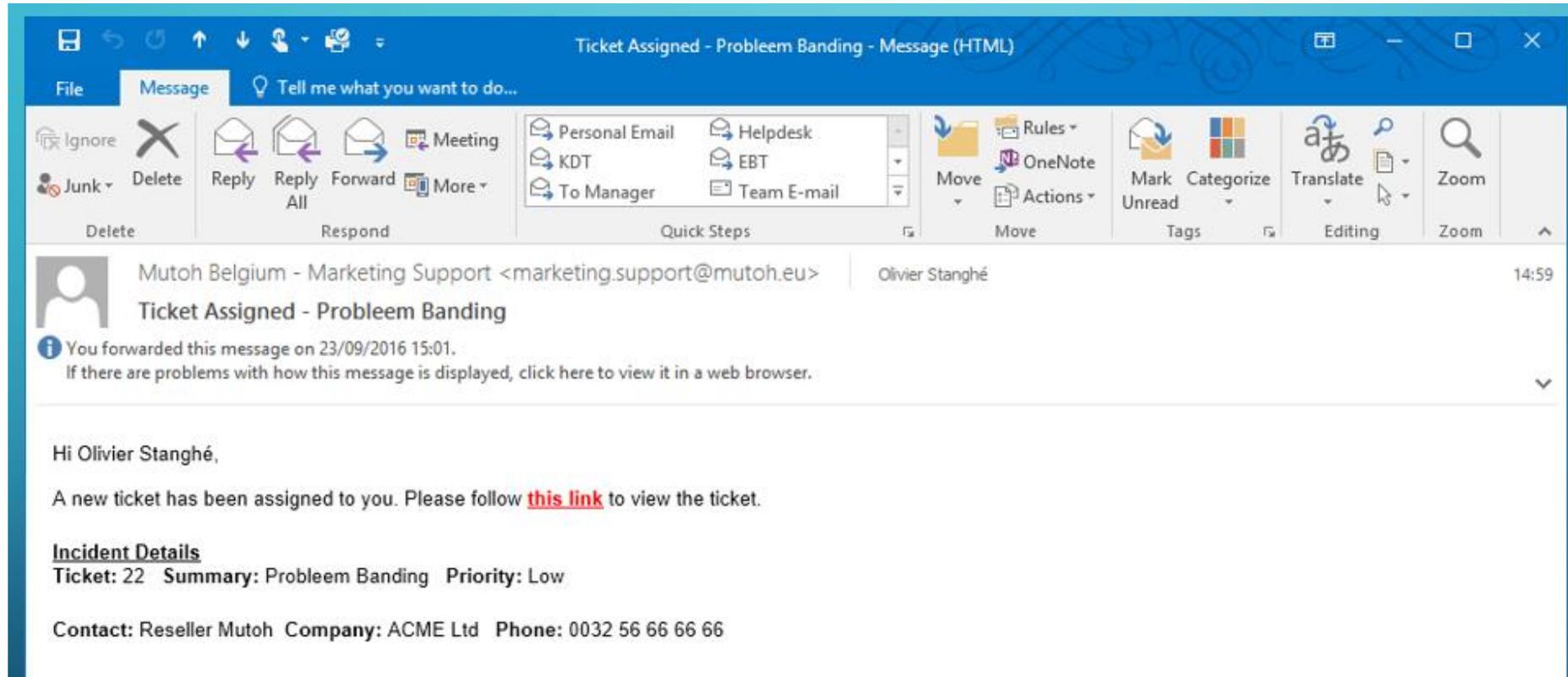
We would like to acknowledge that we have received your request and a ticket has been created. A support representative will be reviewing your request and will send you a personal response, usually within 24 hours.

[Click here](#) to view the status of the ticket or add comments.

Thank you for your patience.

Sincerely,
Mutoh Belgium nv Support Team

Mutoh Europe will be notified a new ticket was submitted



When the problem is solved the Mutoh agent changes the status of the ticket to “resolved”, customer is informed.

Ticket Resolved - Probleem Banding



Mutoh Belgium - Marketing Support <marketing.support@mutoh.eu>

Vandaag, 16:17

U ↕

Dear Reseller Mutoh,

Our Support Rep has indicated that your ticket has been **Resolved**.

If you believe that the ticket has not been resolved, please reply to this email to automatically reopen the ticket.

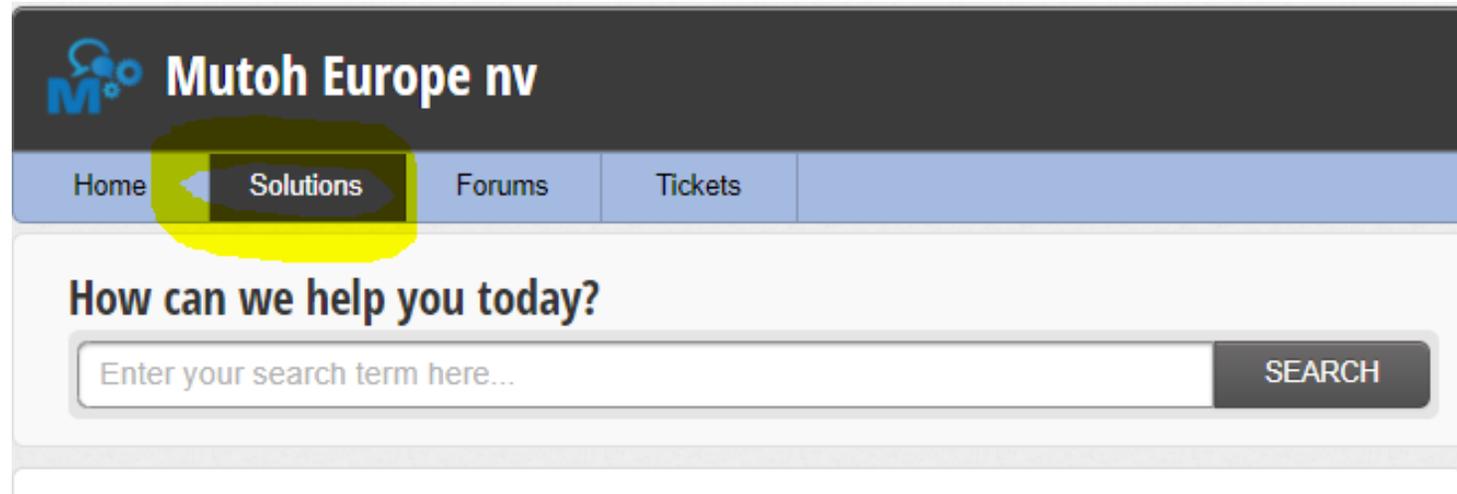
If there is no response from you, we will assume that the ticket has been resolved and the ticket will be automatically closed after 48 hours.

[Click here](#) to view the status of the ticket or add comments.

Sincerely,
Mutoh Belgium nvSupport Team

Mutoh Europe “Knowledge Base”

In the section “solutions” we have bundled all our technical information and documentation.



Knowledge Base Topics

Knowledge base

General

FAQ (4)

-  [Ink shelf life & SDS and cleaning overview](#)
-  [How to report technical issues to Mutoh Europe](#)
-  [FAQ Service & Warranty Topics](#)
-  [How to transfer large files to Mutoh Europe?](#)

Mailings (2)

-  [End of life for technical support & spare parts ...](#)
-  [Mailing overview](#)

Spare Parts / RAS / RMA Information (6)

-  [Emergency Service & Spare Parts Kits + RM...](#)
-  [How to claim a defective part within warranty](#)
-  [Factory Warranty information](#)
-  [Warranty Service Report form-General](#)
-  [Warranty Service Report form for VJ, RJ-900,...](#)
- [» See all 6 articles](#)

Knowledge Base Topics – Cont'd

Technical - Hardware - Printers

Firmware (52)

-  [Blower heater firmware for VJ-1617H & VJ-16...](#)
-  [Heater Control Firmware for XPJ-1641SR an...](#)
-  [Heater Firmware for VJ-1608 / VJ-1608HS](#)
-  [Heater Firmware for VJ-1628TD / VJ-2628TD](#)
-  [Heater Firmware for ValueJet Series](#)

[» See all 52 articles](#)

Tips & Tricks - How to Informations (37)

-  [How to maintain your MUTOH printers during ...](#)
-  [How to resolve fuse related issues on mainbo...](#)
-  [How to handle E068 CR Encoder errors on X...](#)
-  [How to start a new XPJ-1641SR and XPJ-16...](#)
-  [How to go to maintenance & service mode/di...](#)

[» See all 37 articles](#)

UV safety - EU languages (1)

-  [Safety instruction: How to handle UV inkjet pri...](#)

Daily & Periodic maintenance (19)

-  [Periodical Maintenance for XPJ-1682SR and ...](#)
-  [CS3005-01: ValueJet 1617H_User maintenanc...](#)
-  [Daily maintenance for VJ-426UF](#)
-  [Daily maintenance for VJ-626UF](#)
-  [Daily maintenance for VJ-1617H](#)

[» See all 19 articles](#)

Technical Information Bulletins (40)

-  [TIB830 - Illegal printing on XPJ-661](#)
-  [TIB829 - Vacuum table bracket XPJ-461UF](#)
-  [TIB826 - Waste fluid tube & tray clogging on ...](#)
-  [TIB824 - Incorrect assembly of Rotary unit m...](#)
-  [TIB822 - Incorrect length of waste fluid tube V...](#)

[» See all 40 articles](#)

Manuals - Exploded Views (4)

-  [Installation Manual / Startup Guide](#)
-  [Operation Manual / Accessory documentation](#)
-  [Maintenance Manual / Exploded views](#)
-  [Others](#)

Service & Diagnostic software, tools & documentation (5)

-  [Mutoh Service Assistant \(MSA\) v5 - How to use](#)
-  [Mutoh Service Assistant \(MSA\) v4 - How to use](#)
-  [Mutoh Club - Dealer User registration](#)
-  [Mutoh Club - Dealer Administrator registration](#)
-  [I cannot login into the "Mutoh Club for Dealer...](#)

Knowledge Base Topics – Cont'd

Technical - Hardware - Cutters

Firmware (4)

-  [S Class 2 - 022](#)
-  [SummaCut Firmware rev39](#)
-  [ValueCut v3.03GA](#)
-  [ValueCut II v1.03](#)

Tips & Tricks - How to informations (5)

-  [How do you unlock the G-Performance on Su...](#)
-  [How to install new ValueCut firmware?](#)
-  [ValueCut roll holder shaft with damper](#)
-  [How can one read out the ValueCut sensor v...](#)
-  [How can one adjust / realign / recalibrate your...](#)

Technical Information Bulletin (29)

-  [2107 - SummaGoSign 2.1](#)
 -  [2106 SummaCut firmware MD9985 rev 39](#)
 -  [2104 - Summa MacSign software plug-in](#)
 -  [2101- Summa Mac Plug-in for Illustrator CC 2...](#)
 -  [1910 - Summa Cutter Tools rev 2.15 & Summ...](#)
- » [See all 29 articles](#)

Documentation (1)

-  [Overview of the cutter manuals and others](#)

Knowledge Base Topics – Cont'd

Application

Direct Textile (1)

 [Sublimation Printing – Typical properties of su...](#)

Indoor & Digital Transfer (2)

 [Application Note DrafStation RJ-900XG](#)

 [Marabu Cold Peel 2016](#)

Specialty/Industrial (7)

 [Are our flexible LED UV inks \(US11\) safely ce...](#)

 [VJ-426UF / VJ-626UF - Notes for printing on ...](#)

 [CMYK, White & Varnish LED-UV Consumptio...](#)

 [Application Note Jig on VJ-1638UH.pdf](#)

 [VJ-626UF Drawing of table](#)

[» See all 7 articles](#)

Tips and Tricks - How to Informations (20)

 [Can I install my FlexiSTARTER ValueCut Editi...](#)

 [Define a new starting point - new origin point ...](#)

 [How should I configure the ValueCut plotter to...](#)

 [How to Connect Your Mutoh Printer to Your C...](#)

 [How to find the MAC address of a ValueJet n...](#)

[» See all 20 articles](#)

Documentation (1)

 [Documentation Overview](#)

Sign & Display (2)

 [Print to cut with ValueJet to a Summa plotter](#)

 [XpertJet 1641SR & 1682SR Printmodes - Ov...](#)

Drivers - Software Tools (3)

 [Kona Windows 10 Driver installation](#)

 [Overview software, tools & drivers](#)

 [Mutoh Status Monitor \(MSM\)](#)

VerteLith (1)

 [Authentication Procedure of Vertelith License ...](#)

Knowledge Base Topics – Cont'd

Training

Application (4)

-  [XpertJet 461UF, 661UF & ValueJet 426UF, 62...](#)
-  [Tutorial Onyx RIPCenter Mutoh Edition Softw...](#)
-  [Tutorial CADlink Digital Factory UV Mutoh Edi...](#)
-  [Tutorial SAi FlexiPRINT SE Mutoh Edition Sof...](#)

Technical (3)

-  [MSA - Mutoh Service Assistant Training videos](#)
-  [Dual Head alignment for XpertJet and ValueJet](#)
-  [XPJ-661UF & VJ-626UF Laser Adjustment Ta...](#)

Internal Information

Technical Bulletins / Articles (7)

-  [How to switch the ink type configuration on X...](#)
-  [RXII menu - 3.07A](#)
-  [VJ-426UF Table height & slant adjustment \(int...](#)
-  [How can I upload credit to my printer by mea...](#)
-  [\(old\) TIB524 - Switching from MSU to UMS in...](#)

» [See all 7 articles](#)

White Papers & Internal Application

Notes (2)

-  [1948WX - How to get the best out of your 194...](#)
-  [1948WX-1938TX white paper - internal use - ...](#)

Draft Instructions & documents (11)

-  [Print mode recommendations v2.0 - RJ900XG](#)
-  [Print mode recommendations v2.0 - 628](#)
-  [Print mode recommendations v2.0 - 1324X & ...](#)
-  [Print mode recommendations v2.0 - ValueJet ...](#)
-  [Print mode recommendations v2.0 - ValueJet ...](#)

Obsolete Technical Bulletins (3)

-  [TIB619 - VJ-1626UH-VJ-426UF_Cyan ink](#)
-  [TIB626 - ValueCut_FlexiStarter Cloud](#)
-  [TIB673 - VJ-426UF_Wrong smartcard](#)