

MUTOH Direct

User's Guide

For Dealer (Distributor 1-tier)

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Introduction

MUTOH Direct is an enhanced service in MUTOH Club, allowing dealer to remotely monitor end user's printer information to provide proactive service.

To use the MUTOH Direct feature, you will need two steps:

- Conclude DTA
- Obtain "connect permission"

Once connection is made, you can view user's printer status and user information.

- Viewing user's printer status
- Viewing user information

What is a DTA?

A data transfer agreement (DTA) is a legal contract that must be concluded when data is transferred outside of the country in which it was collected. Personal information collected from end user is stored in Japan. To use the MUTOH Direct feature, dealer must sign a DTA with MUTOH Japan.

Conclude DTA

1. Please contact MUTOH sales company in your territory and get a DTA form (PDF format).
2. Read and fill out the DTA form. Once filled, send it back to the MUTOH sales company.

[Example of DTA form]

Data Transfer Agreement

This Data Transfer Agreement (hereinafter referred to as this "Agreement") is made and entered into by and between MUTOH INDUSTRIES LTD. (hereinafter referred to as the "Company") and XXXXX (hereinafter referred to as the "Recipient") as a part of the agreement on the Services (hereinafter referred to as the "Service Agreement").

1. Definitions
 1.1. In this Agreement, unless otherwise defined, the following terms shall have the following meanings:
 1.1.1. "Agreement" means this Data Transfer Agreement and all annexes.
 1.1.2. "Services" means MUTOH CLUB the Company provides.
 1.1.3. "Controller" means any natural or legal person, public agency, department or other organization that determines the purposes and manner of processing personal data, either alone or jointly with others.

10. Data Transfer
 10.1. The Recipient shall not, without the Company's prior written approval, transfer or permit the transfer of Personal Data outside the territory specified below.
 [Territory] _____

11. Compensation for Damage
 11.1. In the event the Recipient breaches this Agreement for any reason attributable to the Recipient, the Recipient shall compensate for all damages, costs, and reasonable attorneys' fees incurred by the Company or the Data Subject due to such breach.

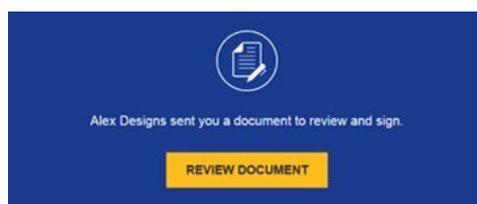
4. Secure Control System
 4.1. The Recipient shall properly implement appropriate technical and organizational measures, including all measures required by Article 32 of the GDPR, to ensure a certain level of security that appropriately responds to risks, taking into account the latest technology, implementation costs, nature, scope, process and purpose of processing, and risks of various probability and severity to the rights and freedoms of natural persons.
 4.2. In assessing the appropriate level of security, the Recipient shall consider the risks posed by the processing, in particular the risks of infringement of Personal Data.
 4.3. The departments, names, and e-mail addresses of the Personal Data processing supervisor of the Company and the Recipient shall be as follows. When either party needs to contact the other party regarding the processing of Personal Data, either party shall do so to the following persons. The Company and the Recipient shall promptly notify in writing any change in such information.
 [The Company]
 Department R&D Center of LFP Division Name Norishige Kakuno E-mail address _____
 MUTOH_Club@mutoh.co.jp _____
 [Recipient]
 Department _____ Name _____ E-mail address _____

The Company Address: 3-1-3, Ikejiri, Setagaya-ku, Tokyo, Japan
 Company Name: MUTOH INDUSTRIES LTD.
 Name: Yasuhiko Isobe
 Title: President and Chief Executive Officer

Recipient Address: _____
 Company Name: _____
 Name: _____
 Title: _____

Fill out your information

3. MUTOH sales company will then proceed the signature process through DocuSign (electronic signature service). If the electronic signature is not acceptable, please inform MUTOH sales company to sign with a written signature.
4. Once MUTOH Japan has signed, you will receive an email from DocuSign. Open the email and click **REVIEW DOCUMENT**.



Conclude DTA

- Review the consumer disclosure and select the checkbox **I agree to use Electronic Records and Signature**.

Then click **CONTINUE**.

<If you are not the signer>

You will assign the person to sign the document.

From the top menu, click **OTHER ACTION > Assign to Someone Else**. Then enter the signer's email address, name and a reason for changing the signing responsibility. Then click **ASSIGN TO SOMEONE ELSE**.

- Review the documents. When you are ready to sign, click on the **START** tag. You are taken to the tag requiring your action. Click on the **SIGN** tag.

- The Adopt Your Signature dialog appears. Verify that your name and initials are correct. If not, change them as needed. Click **ADOPT AND SIGN** to adopt and save your signature information.

Conclude DTA

8. Confirm signing and click **FINISH**.

A message appears stating that you have completed your document. You can now download a PDF copy.

Once concluded, MUTOH sales company will activate the MUTOH Direct menu for dealer. Therefore, it will take two to three days the MUTOH Direct menu will appear in MUTOH Club for dealer page after DTA conclusion.

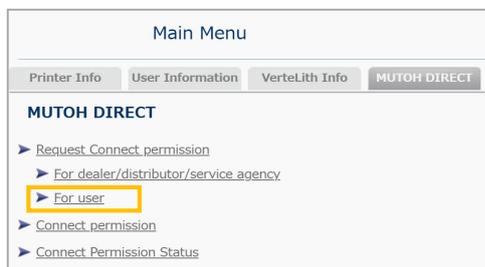
[NOTE] Regardless DTA conclusion, the MUTOH Direct menu is available in end-users' page.

Obtain connect permission

In order to view user's printer information, you will need to obtain a connect permission from end user.

1. Log into MUTOH Club with your dealer account (not guser account).

From the Request Connect permission menu, click on **For user**.

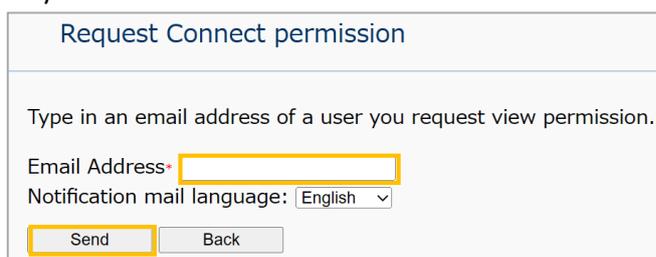


2. The following dialog appears.

Enter an email address of your end user you want to send a connect permission request and click **Send**.

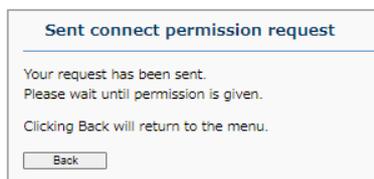
Make sure to enter the same email address that the end user registered in MUTOH Club.

If you want to send a connect permission request to multiple end users, please send it to each user one by one.

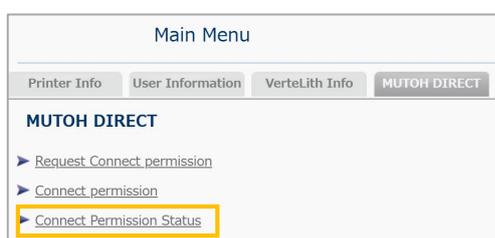


3. Once the request has been sent to your end user, the following dialog will appear. Please wait until permission is given. Click **Back** to return to the MUTOH Direct menu.

Once the end user allows the connection, employees in the same company who have registered in MUTOH Club can view the user's printer information.



4. To check the permission status, click on **Connect Permission Status** in MUTOH Direct.



List of ""Sold to""

Pink: Sent view permission request

Registration Date	View permitted company	Serial No.	User information View permission status	Printer information View permission status	deleted
2023/05/14 14:25:32	DBG MUTOH	KK6U000067(XPJ-1682SR-P)			deleted
2023/05/14 14:28:21	DBG MUTOH	KK6U000067(XPJ-1682SR-P)			
2023/05/14 18:06:35	DBG MUTOH	JM2U000313(XPJ-661UF)			deleted

Rejected

Permitted

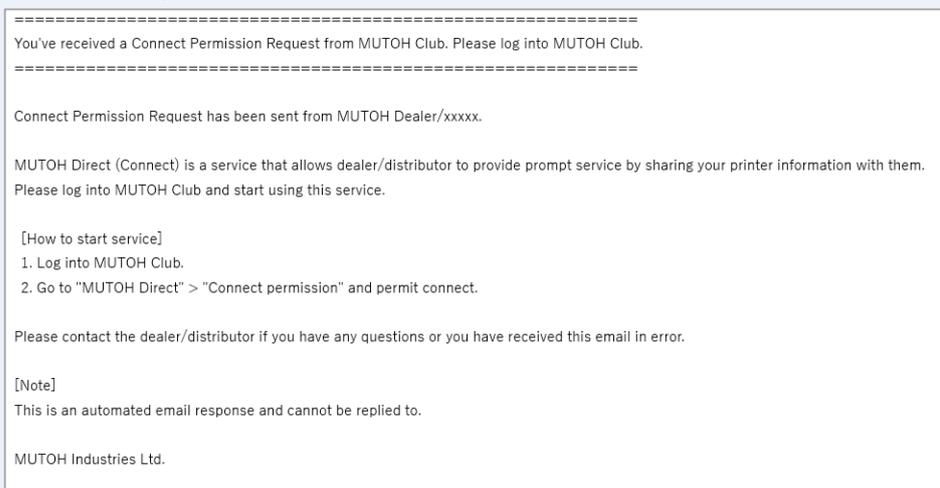
User information can be viewed.

Printer information can be viewed.

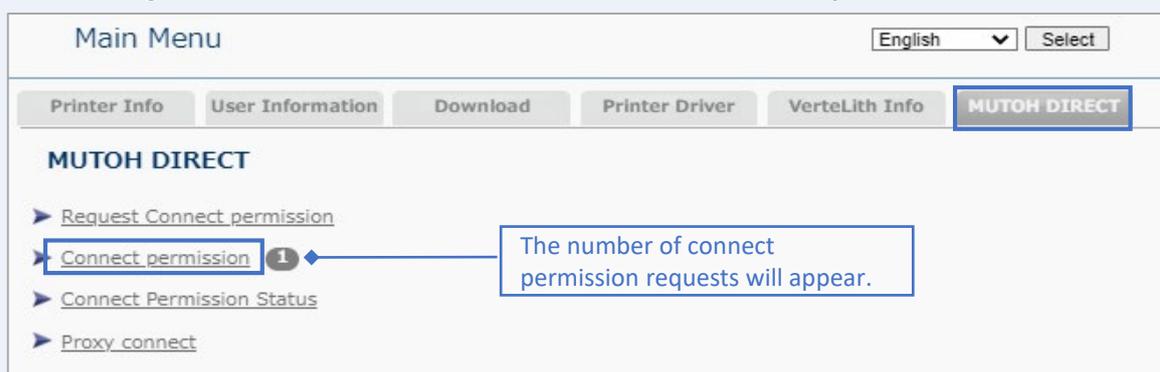
Obtain connect permission

This is what the end user will do.

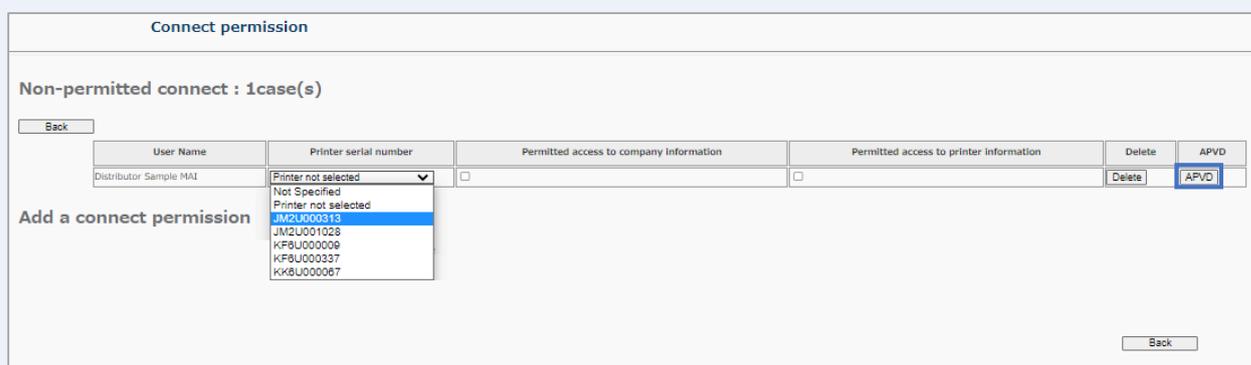
- 1) The following notification email is sent to the email address that the dealer entered.



- 2) End user logs into MUTOH Club and click **MUTOH DIRECT > Connect permission**.



- 3) The following dialog appears. End user specifies the following items and click **APVD** to permit connection. To reject connection, end user will click Delete.



[Items]

- **Printer serial number:** Select the serial number of the printer end user permits the dealer to view.
- **Permitted access to company information:** Select this checkbox if end user permits access to company information.
- **Permitted access to printer information:** Select this checkbox if end user permits access to printer information.

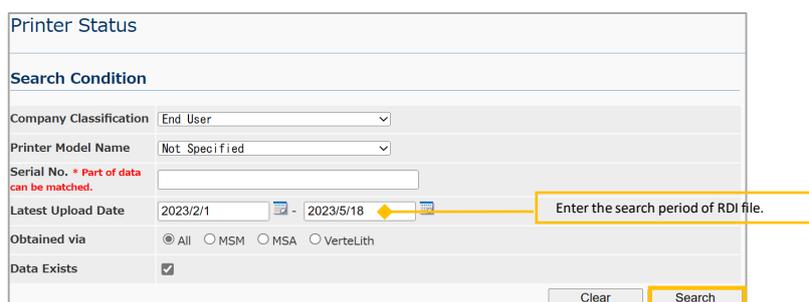
How to use MUTOH Direct once connection is made

Viewing user's printer status

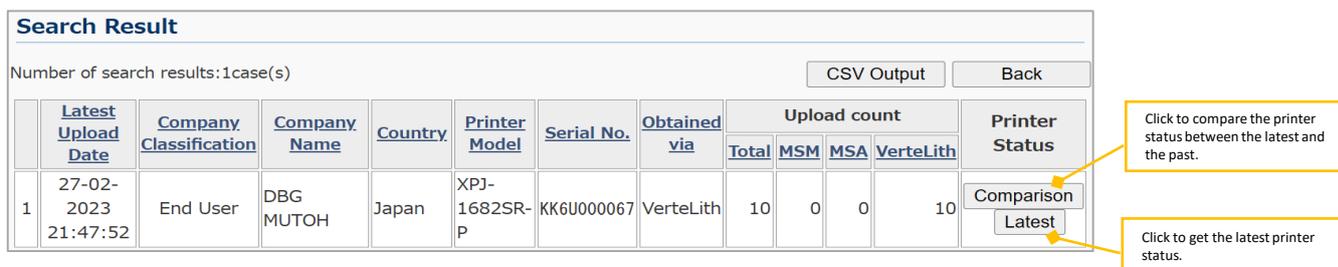
- From the MUTOH Club main menu, go to the Printer Info tab and click on **Printer Status**.



- Specify the search conditions and click **Search**.



- The search result appears. To view the latest printer status, click **Latest**. To compare the status between the past and the latest, click **Comparison**.



How to use MUTOH Direct once connection is made

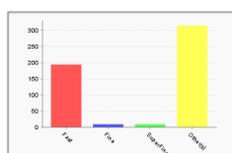
Viewing user's printer status

- By clicking the Latest button, you can view
- ink consumption and ink shot count by color
 - print information by print mode
 - error information

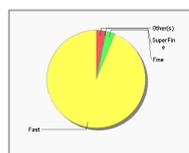
Ink consumption and ink shot count by color



Print information by print mode



Print Area Graph by Print Mode



Number of Print Jobs by Print Mode

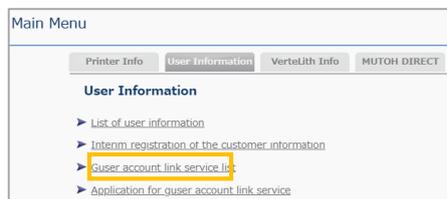
Error information

No.	Date	ID	Message	Event/symptom
1	24-01-2023 10:36:00	241	PG Limit	PG limit cannot be detected.
2	04-03-2023 12:58:00	154	AC Volt. Drop	Power-supply disconnection or brownout.
3	15-12-2022 16:48:00	74	CR2 Current	An overload condition is detected in CR motor (Y-axis) during printer operation.
4	12-12-2022 17:39:00	74	CR2 Current	An overload condition is detected in CR motor (Y-axis) during printer operation.
5	17-11-2022 09:09:00	154	AC Volt. Drop	Power-supply disconnection or brownout.
6	11-11-2022 11:45:00	74	CR2 Current	An overload condition is detected in CR motor (Y-axis) during printer operation.
7	11-11-2022 11:39:00	240	PG Origin	PG origin cannot be detected.
8	11-11-2022 11:37:00	74	CR2 Current	An overload condition is detected in CR motor (Y-axis) during printer operation.
9	11-11-2022 11:05:00	74	CR2 Current	An overload condition is detected in CR motor (Y-axis) during printer operation.
10	26-10-2022 11:21:00	154	AC Volt. Drop	Power-supply disconnection or brownout.
11	04-10-2022 11:26:00	240	PG Origin	PG origin cannot be detected.
12	13-09-2022 13:43:00	240	PG Origin	PG origin cannot be detected.

How to use MUTOH Direct once connection is made

Viewing user information

- From the MUTOH Club main menu, go to the User Information tab and click on **List of user information**.



- Specify the search conditions and click **Search**.

The screenshot shows the 'List of user information' search form. It includes a 'Search Condition' section with the following fields:

- Country: Not Specified (dropdown)
- Company Classification: Not Specified (dropdown)
- Registration Date: [] - [] (date pickers)
- Company name: Refer (text input)
- Email Address: (text input)
- Top corporate name: Refer (text input)
- Division Name: (text input)
- Printer Model: Not Specified (dropdown)
- Serial No.: (text input)
- Company registration status: All, Completed registration, Completed identification
- Account registration status: All, Completed registration, Completed identification
- VerteLith registration status: All, Link or Operation, Link, Operation

 At the bottom right, there are 'Clear' and 'Search' buttons. The 'Search' button is highlighted with a yellow box.

- The search result appears.

The screenshot shows the 'Search Result' page. It includes a summary: 'Number of search results: 1 case(s) Pink: Temporary account only Yellow: Account registration completed'. Below this is a table with the following data:

Registration Date	Country	Company Classification	Company name	Division Name	# of accounts		# of printers registered	# of VerteLith registered		Top corporate name	Upper part signature
					MUTOH Club account	Temporary Registration		Link	Operation		
2023/03/30 19:31:04	Japan	Independent User	DBG MUTOH	Sample	2	3	5	0	0	[Distributor] MUTOH Japan	

The 'Temporary Registration' cell in the table is highlighted in yellow. There are navigation arrows and a 'Back' button above and below the table.