

MUTOH Direct

User's Guide

For Distributor 2-tier

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MUTOH Direct is an enhanced service in MUTOH Club, allowing dealer and distributor 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, distributor and dealer must sign a DTA with MUTOH Japan.

Conclude DTA

1. [Distributor]

Please contact MUTOH sales company in your territory and get a DTA form (PDF format). Please inform your dealer the contact person of MUTOH sales company so that they can get a DTA form.

[Dealer]

Please contact the person in MUTOH sales company that your distributor has informed 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: _____

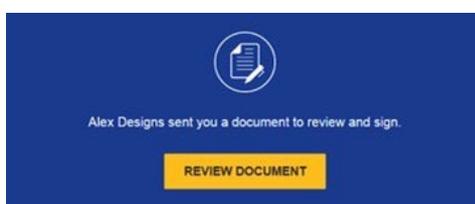
Title: _____

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/distributor. Therefore, it will take two to three days the MUTOH Direct menu will appear in MUTOH Club for dealer/distributor page after DTA conclusion.

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

Obtain connect permission

To view end user's printer information, you will need to take the following steps:

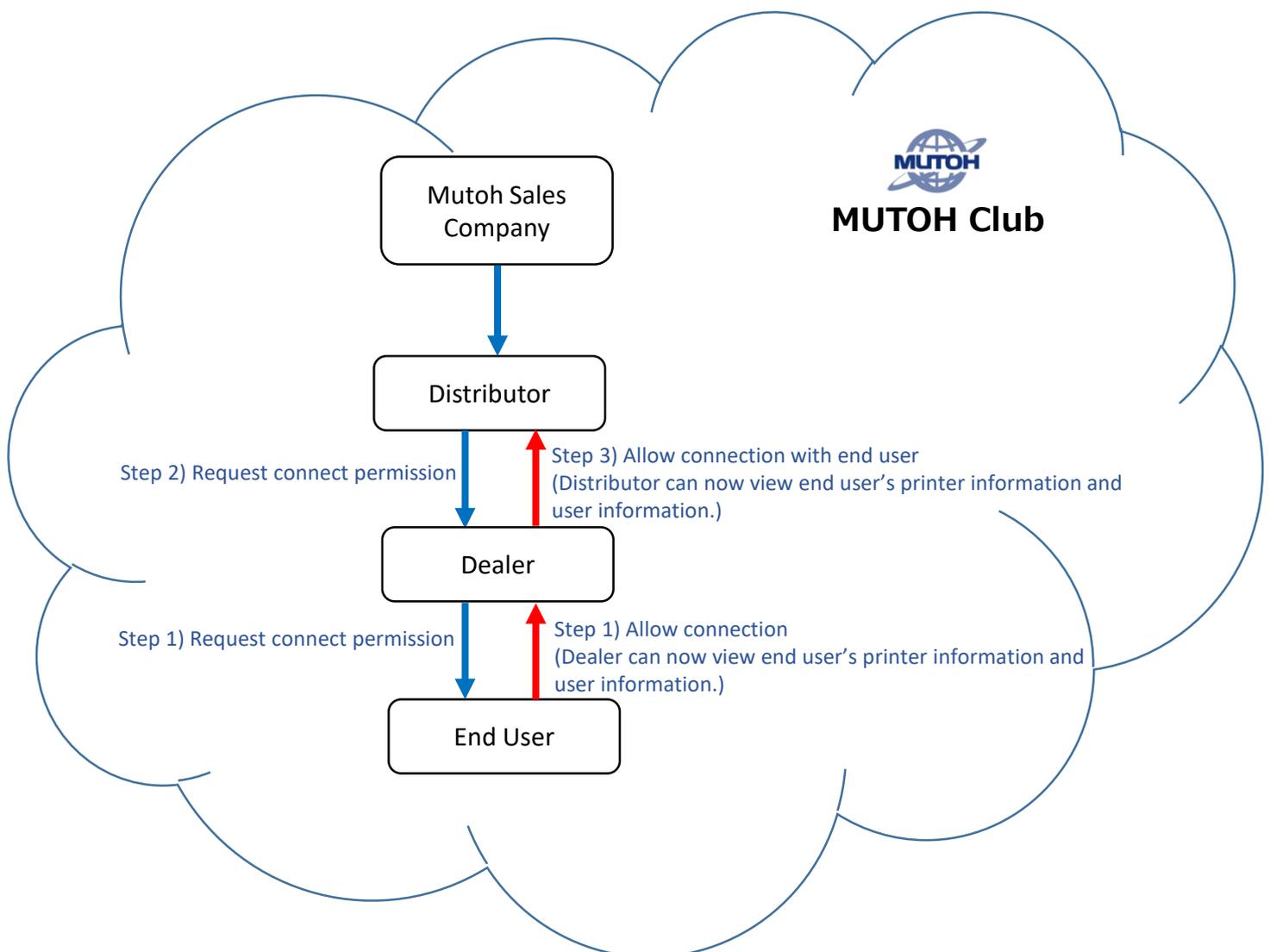
Step 1) Dealer obtains a connect permission from end user (see page 7 to 8)



Step 2) Distributor obtains a connect permission from Dealer (see page 9 to 10)



Step 3) Dealer allows Distributor to access end user's printer information and user information (see page 11 to 12)

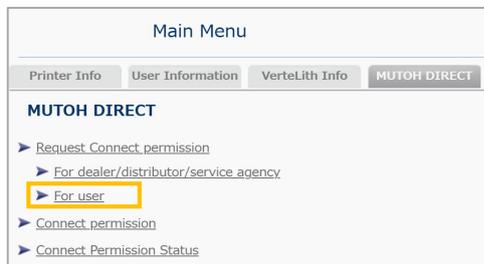


Obtain connect permission

Step 1) Dealer obtains a connect permission from end user

1. **[Dealer]** Log into MUTOH Club with your dealer account (not guser account).

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

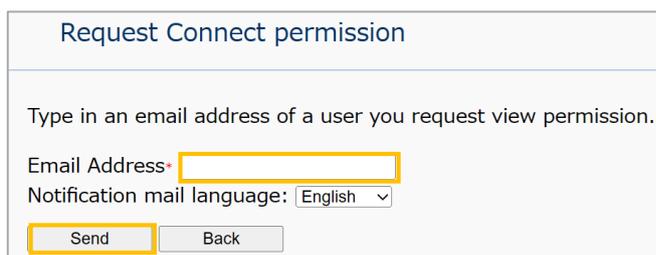


2. **[Dealer]** The following dialog appears.

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

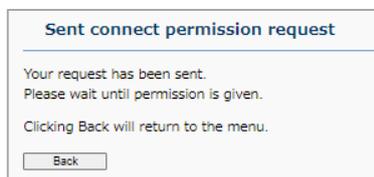
Make sure to enter the same email address that the end user registered in MUTOH Club.

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

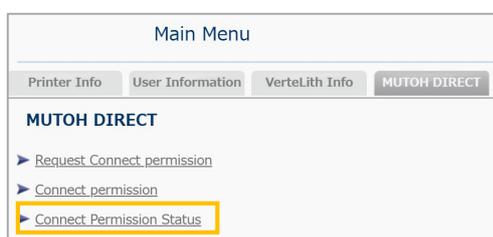


3. **[Dealer]** Once the request has been sent to your end user, the following dialog will appear. Please wait until permission is given. Click **Back** to return to the MUTOH Direct menu.

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. **[Dealer]** 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)	<input checked="" type="checkbox"/> OK	<input checked="" type="checkbox"/> OK	
2023/05/14 18:06:35	DBG MUTOH	JM2U000313(XPJ-661UF)			deleted

Rejected

Permitted

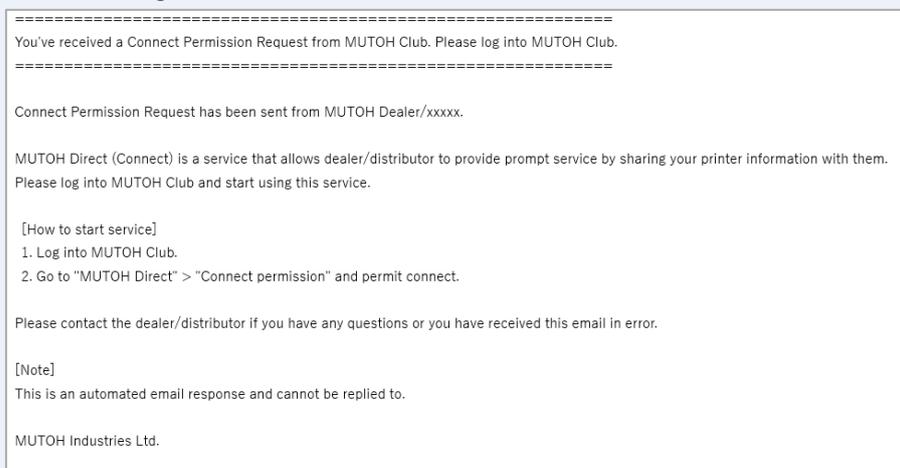
User information can be viewed.

Printer information can be viewed.

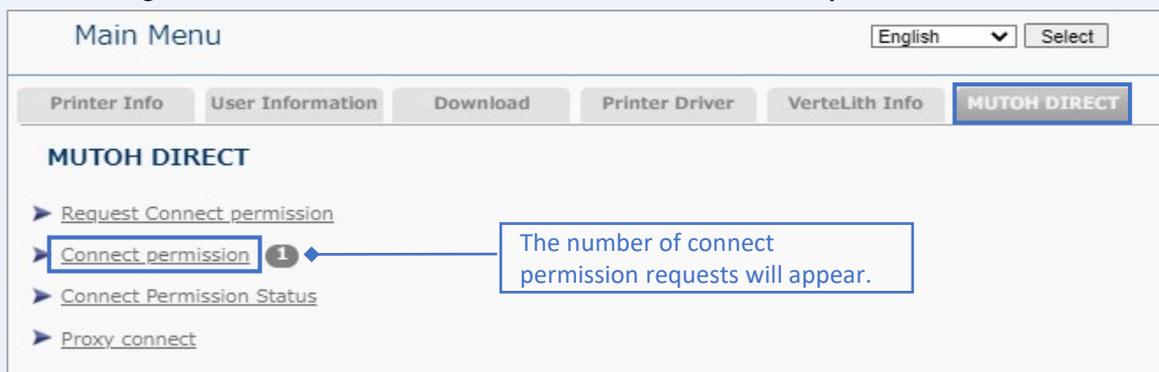
Obtain connect permission

This is what the end user will do.

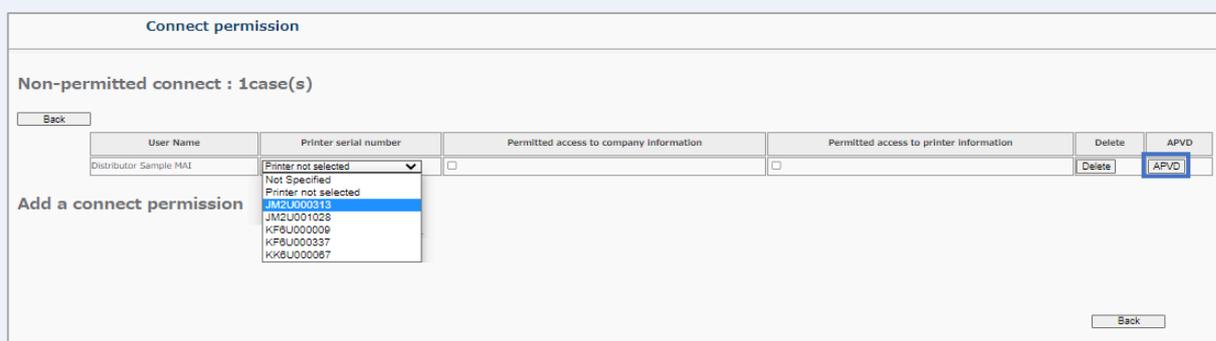
- 1) The following notification email is sent to the email address that the dealer entered.



- 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.



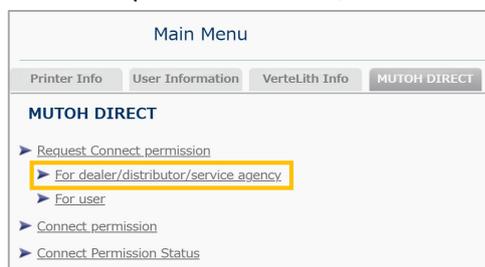
[Items]

- **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.

Obtain connect permission

Step 2) Distributor obtains a connect permission from Dealer

1. **[Distributor]** Log into MUTOH Club with your distributor account (not guser account). From the Request Connect permission menu, click on **For dealer/distributor/service agency**.



2. **[Distributor]** The following dialog appears. Enter an email address of Dealer you want to send a connect permission request and click **Send**. Make sure to enter the same email address that the dealer registered in MUTOH Club.

The dialog box is titled 'Request Connect permission'. It contains the text: 'Type in an email address of a user you request view permission.' Below this is an 'Email Address' input field (highlighted with a yellow box) and a 'Notification mail language' dropdown menu set to 'English'. At the bottom, there are two buttons: 'Send' (highlighted with a yellow box) and 'Back'.

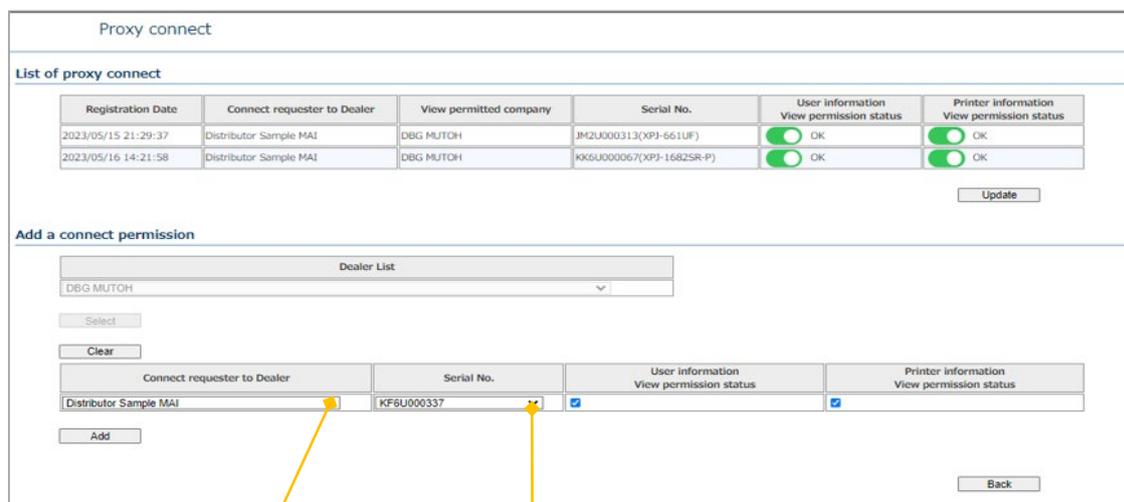
3. **[Distributor]** Once the request has been sent to the dealer, the following dialog will appear. Please wait until permission is given. Click **Back** to return to the MUTOH Direct menu. Once the dealer allows the connection, employees in the same company who have registered in MUTOH Club can view the user's printer information.

The dialog box is titled 'Sent connect permission request'. It contains the text: 'Your request has been sent. Please wait until permission is given. Clicking Back will return to the menu.' Below this text is a 'Back' button.

Obtain connect permission

Step 2) Distributor obtains a connect permission from Dealer

4. **[Distributor]** To check the permission status, click on **Proxy connect** in MUTOH Direct and select Distributor's name and printer serial number.



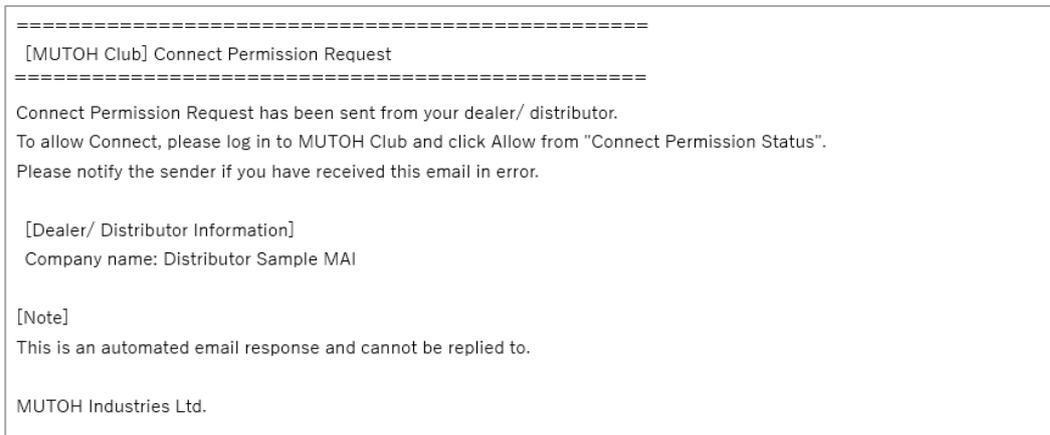
Select Distributor

Select serial number

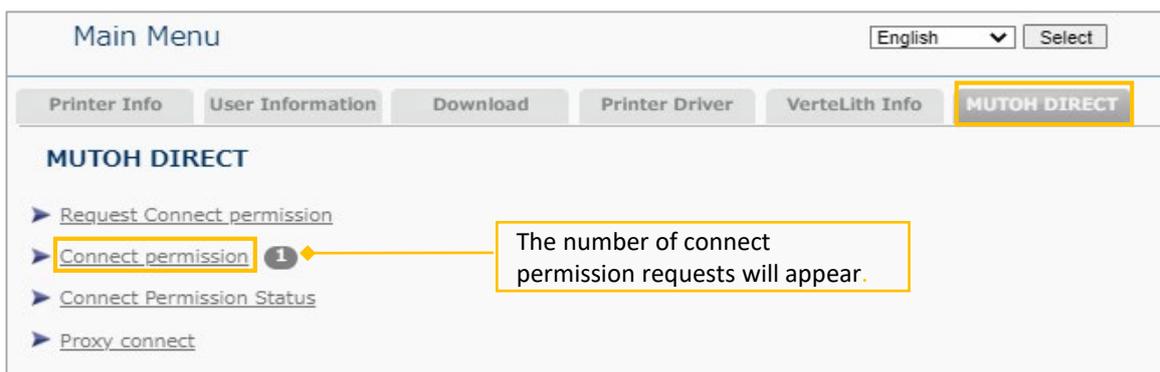
Obtain connect permission

Step 3) Dealer allows Distributor to access end user's printer information and user information

1. **[Dealer]** Dealer receives the following "Connect Permission Request".



2. **[Dealer]** Log into MUTOH Club and click **MUTOH DIRECT > Connect permission**.



3. **[Dealer]** The following dialog appears. Specify the following items and click **APVD** to permit connection. To reject connection, click Delete.



[Items]

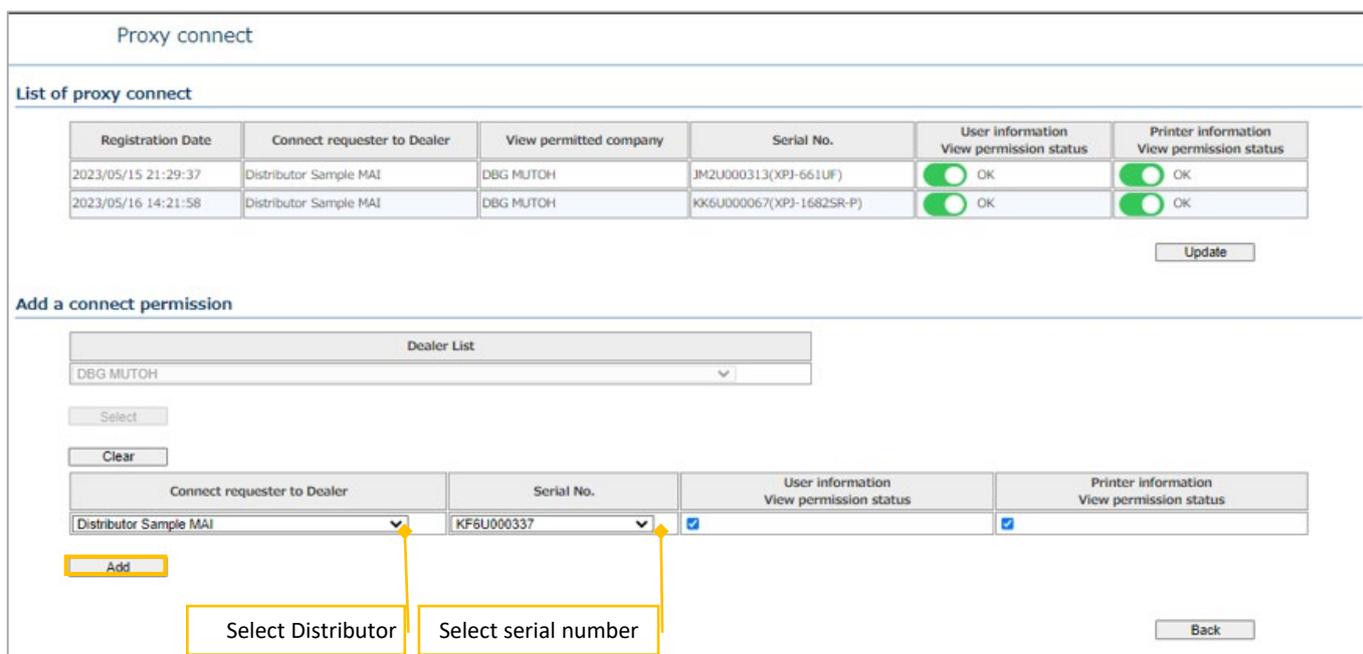
- **Printer serial number:** Select the serial number of the printer end user permits the dealer to view.
- **Permitted access to company information:** Select this checkbox if end user permits access to company information.
- **Permitted access to printer information:** Select this checkbox if end user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

Obtain connect permission

4. [Dealer] Log into MUTOH Club and click **Proxy connect**.



5. [Dealer] The following dialog appears. Select the distributor's name and the printer serial number you will give connect permission the distributor and click **Add**.



How to use MUTOH Direct once connection is made

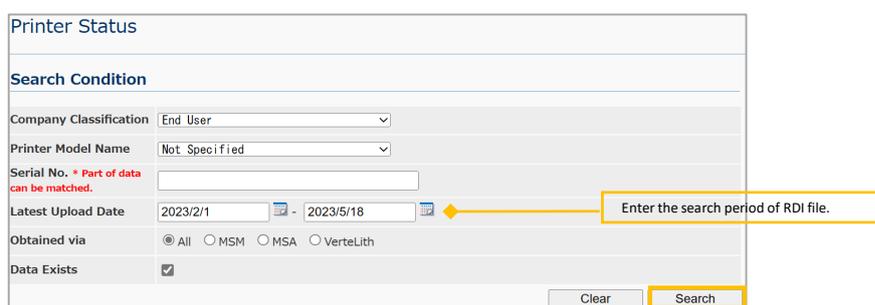
Viewing user's printer status

Distributor and Dealer can view end user's printer status.

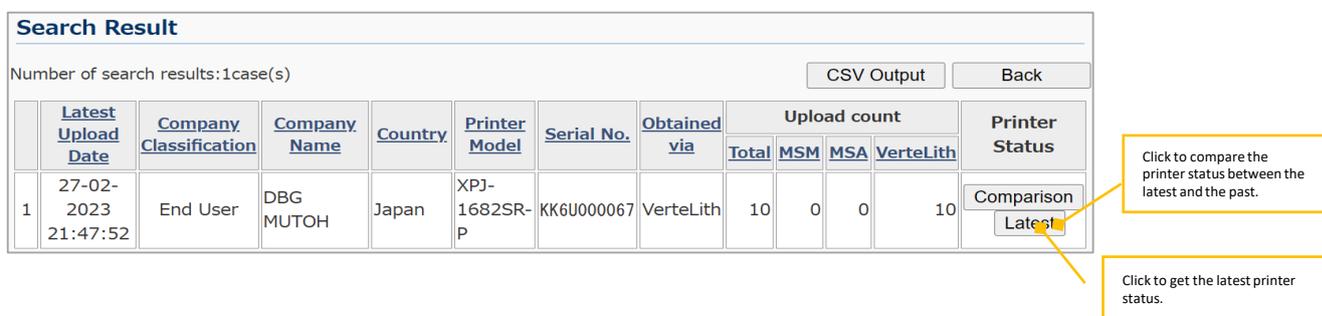
- From the MUTOH Club main menu, go to **the Printer Info** tab and click on **Printer Status**.



- 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**.



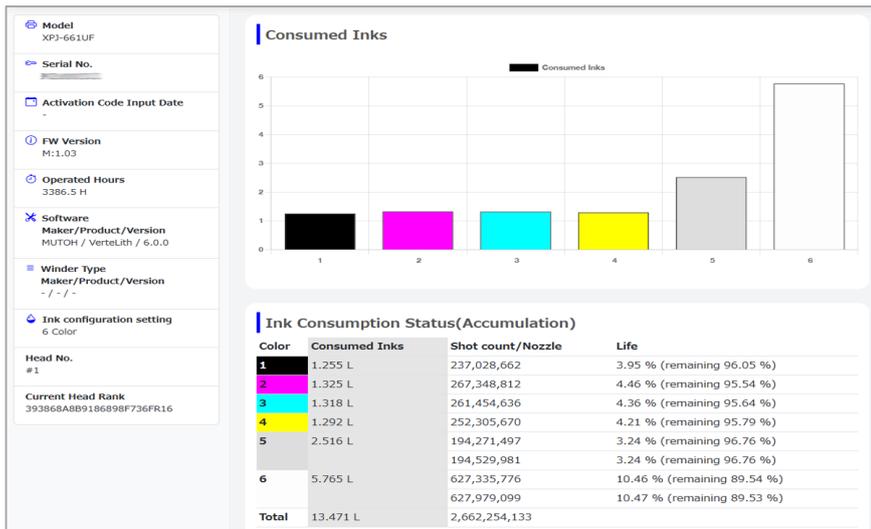
How to use MUTOH Direct once connection is made

Viewing user's printer status

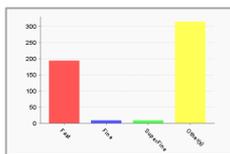
By clicking the Latest button, you can view

- ink consumption and ink shot count by color
- print information by print mode
- error information

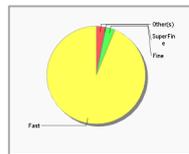
Ink consumption and ink shot count by color



Print information by print mode



Print Area Graph by Print Mode



Number of Print Jobs by Print Mode

Error information

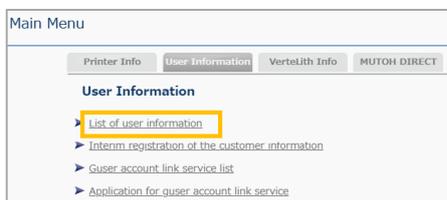
No.	Date	ID	Message	Event/symptom
1	24-01-2023 10:36:00	241	PG Limit	PG limit cannot be detected.
2	04-01-2023 12:58:00	154	AC Volt. Drop	Power-supply disconnection or brownout.
3	15-12-2022 16:48:00	74	CR2 Current	An overload condition is detected in CR motor (Y-axis) during printer operation.
4	12-12-2022 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

Distributor and Dealer can view end user's 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), Company Classification (Not Specified), Registration Date (MM/DD - MM/DD), Company name (Refer), Email Address, Top corporate name (Refer), Division Name, Printer Model (Not Specified), Serial No., Company registration status (All selected, Completed registration, Completed identification), Account registration status (All selected, Completed registration, Completed identification), and VerteLith registration status (All selected, Link or Operation, Link, Operation). There are 'Clear' and 'Search' buttons at the bottom right.

- The search result appears.

The screenshot shows the 'Search Result' page. It indicates 'Number of search results: 1 case(s)'. 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 table also includes navigation arrows and a 'Back' button.