

Konica Minolta employs a staff of highly skilled and trained technical professionals with an objective of providing technical and integration support services to Konica Minolta's branches, authorized dealers, and authorized VARs. These individuals are trained on Konica Minolta products, and certified in customer relations and various network systems. SSD professionals are located in the Connecticut contact center (Windsor), New Jersey contact center (Ramsey) and Alabama contact center (Mobile) connected by toll-free numbers (800-825-5664 is the main number and 877-778-2687 is for PagePro and magicolor products).

NOTE: To ensure our callers are treated in a "Tier 1" manner, every inbound and outbound call is recorded for quality purposes.

The SSD evaluates the data it receives to determine trends regarding serviceability, reliability, operation and safety. If a trend is observed, the matter is referred to the appropriate departments for manufacturing changes, field modification programs and technical bulletins. Useful serviceability and reliability information collected from the above sources is immediately available to all authorized branch, dealers and VARs via the SSD web Knowledgebase on the Konica Minolta Internet site.

The Hotline Support Center and Quality & Systems Support (QSS) are all part of SSD. The QSS group is responsible for maintaining the support systems used by both SSD Hotline advisers as well as the field, and for database (knowledgebase) maintenance. It also monitors the quality of calls into the SSD Hotline, evaluates problem ticket and solution accuracy and assesses the overall operation of the call centers.

Hotline Support Center

Jim Cezus (jim.cezus@kmbs.konicaminolta.us) - Manager of CT SSD Contact Center.
Chuck Clarke (cclarke@kmbs.konicaminolta.us) - Manager of NJ SSD Contact Center.
Hugh Barlow (hugh.barlow@bpus.konicaminolta.us) - Manager of AL SSD Contact Center responsible for black & white (PagePro) and color (magicolor) printers.

When a technical problem arises, there are four initial support avenues available:

1. Telephone 'hotline' support
2. Internet support by submitting a question or problem using the SSD web page
3. Voice mail for less urgent issues or to close a ticket
4. E-mail support for printer products and overall technical inquiries

Telephone support is available from 8 AM - 8 PM Eastern Time, Monday through Friday. The less urgent voice mail, Internet support and E-mail are accessible 24 hours, every day. Many of the calls received via the hotline are resolved during the initial contact. The remainder of the calls may require additional research and follow-up by the technician, or escalation prompting District Service Manager (DSM) involvement. A small percentage of calls are escalated to ESS (Escalation System Support) for additional research.

Any request for District Service Manager (DSM) involvement is determined by the 'hotline' and forwarded to the Regional Service Manager (RSM). The RSM coordinates on-site assistance (if needed) based on escalated tickets from the 'hotline'.

As was previously mentioned, technical assistance is available by calling one of the toll-free numbers. An automated 'switchboard' using voice prompts answers calls to the toll-free hotline. Interactive response directs calls to the appropriate group.

Authorized branch, dealer, and VAR personnel have access to SSD by using individually assigned user IDs. To obtain an ID, once a person has an MKM.com (MyKonicaMinolta.com) account, they are automatically added as a CSES OCP (SSD Web Support) user and the ID is E-mailed to them (dependant on a correct E-mail address).

NOTE: It may take up to 24 hours after a user is granted access to MyKonicaMinolta.com for the CSES account to be created.

There is a single sign on from the MyKonicaMinolta.com page to the SSD page. For a user to view their SSD Hotline ID, please perform the following steps:

1. Login to www.mykonicaminolta.com.
2. Click 'Service' at the top of the page.
3. Click 'SSD (DNA, Drivers, MSDS)' on the left of the page.
4. Click 'Continue on to the SSD Home Page' in the middle of the page.
5. Click 'My SSD Hotline ID' on the left of the page. The screen will display the SSD Hotline ID that is required when calling the SSD Technical Support Hotline.

Guidelines

The following guidelines have been established to enable Konica Minolta support personnel to provide timely and effective assistance:

Technicians requesting technical assistance via the hotlines must have completed either the classroom or blended training program on the model concerned.

Bulletin Number 6491 - *How To Get The Most From the SSD Hotline*

What does a technician want most when calling the Hotline? Isn't it a quick and accurate resolution to the problem? Well, that's what the Hotline Specialist also wants. Therefore, we have put together a helpful list concerning what to do before calling the Hotline. Use this as a guideline and you will be amazed at the reduction of time spent talking on the phone. You will be happy and so will your customer(s).

Before Calling the Hotline...

Be prepared to provide the required information - you can minimize the length of the support call and get the customer up and running faster. Have the following available if possible:

- Serial number & Meter reading
- Firmware revisions
- Controller configuration printouts available for review
- Printer Driver versions currently installed
- Operating system (include current service pack version)
- All management lists available for review
- Application versions
- Previously downloaded and researched related issues from the solutions database

Also...

- If at all feasible, call during non-peak hours (before 10:00 AM and after 3:00 PM Eastern Time). Note that in order to meet the demands of the peak periods more advisors are staffed between 8:00 AM and 4:30 PM Eastern Time. A reduced, but qualified, staff is available between 4:30 PM and 8:00 PM Eastern Time. Not all product group support members may be present every evening, but at least one member from the LOW/MID-range product group (Workgroup), a member from the Production Print group and a member of the B/W or Color Printer group will be handling support calls.
- Be on site when calling. It is difficult to conduct interactive troubleshooting with a technician when they are not at the machine.
- Use web submissions for less urgent Questions/Problems.
- Use voice mail only for closing tickets.
- One problem per ticket is requested. If the same machine has more than one seemingly unrelated problem, more than one ticket must be assigned.
- Only post files when requested by the Hotline specialist to ensure proper support.
- Have all items referenced above handy for review.
- Reference the latest version of the Service Manual.
- Replace worn/inoperable parts that may be related to the problem.
- Re-flash engine firmware with the latest version available.
- If the call regards printing, try printing from a different workstation; reload drivers; reload system code on the controller.

Do not call the SSD Hotline for:

- *Warranty claims or RMA numbers.* Complete the appropriate online form or contact the Parts Department.
- For *part number information* not found in Parts Manuals. Select Parts Information from the Hotline options to speak with a Parts Department representative. *Please do not open a ticket for part number inquiries.*
- Information concerning *unreleased products* or release dates of new products. Contact the Product Manager in Marketing.

Before Calling the Hotline... Be Prepared!

Before Calling the Hotline... Tips for Technical Managers

- Find out which of your technicians are calling and how often by using the online Hotline Activity Report within SSD Web Support. If certain technicians are calling often, perhaps refresher training or simply brushing up on bulletins and information in the knowledgebase (All Solutions by Model) will help improve their familiarity and confidence with the equipment.
- Download the All Solutions by Model files from SSD Web Support for your technicians. The files are updated monthly and posted on SSD Web Support.
- Review the Top Ten Solutions with your technicians.
- Make sure that your technicians are receiving, or are at least aware of, the solutions that are distributed by E-mail each week (TechKnowMail).
- If you have an internal escalation process in place, ensure that your technicians are using it. A basic escalation policy would have an onsite field technician contact their office (shop technician, supervisor or manager) for assistance first. If all local resources are exhausted, then a call to the SSD Hotline might be the next step.
- Check the Konica Minolta Download Selector to see if there is a newer version of printer drivers, System code, Firmware, Release Notes, MSDS and other documentation.

Konica Minolta Download Selector - A valuable support tool!

Access MyKonicaMinolta.com, select the Service tab then click on 'SSD (DNA, Drivers, MSDS)' in the left frame. Continue to your Home Page by clicking on 'Continue on to the SSD Home Page'. On your "home" page, click on the 'Download MSDS, Drivers, Firmware and more' link at the left. You will notice that the download search tool offers several methods of searching for files. The top section of the page provides a Quick Search text entry box and quick access (Quick Pick) to recently released files and the most popular downloads. These lists can be filtered by file types such as driver, firmware, system code, etc. Below the text entry box and Quick Pick sections you can alternatively search by product group and product. Optionally, you may further narrow these results by selecting a file type or operating system. A third searching option is provided on the advanced search page, which provides search results for more complicated search scenarios. (Click on 'Advanced Search' link in the left frame)

We request positive input to improve file access, as well as notifications concerning Download Selector files that may be missing or corrupt. Send any concerns and suggestions to improve the product to cses@kmbs.konicaminolta.us.

Support of Sales Personnel

To more effectively meet the technical support needs of KMBS field service and the

support community, toll-free direct hotline support is available only to authorized field technicians and technical/field support management. Support for sales personnel will be handled only by voice mail.

How to Get Sales Support

- Refer to the 'Support & Troubleshooting' link in the Product Showcase on MyKonicaMinolta.com to provide answers to your product specific questions.
- Contact the appropriate Product Marketing Team member.
- Consult with your service department for any technical issues.
- Log onto MyKonicaMinolta.com and utilize the online Knowledgebase search from your SSD home page. Solution searches are available 24 hours a day, 7 days a week.
- Have a trained technician from your organization contact the support hotline for assistance.
- Lastly, you may leave a detailed voice mail message and a support representative will respond within 2 business days.

As we continue to become a true Tier 1 organization, we trust that by concentrating our energies and resources on technical issues, we will be better able to meet the technology and support demands of our field service and support groups.

Training Requirements

When calling SSD, the technician must be Konica Minolta certified on the product for which he/she is requesting assistance. Once a call is placed, the technician's ID will be checked against the "Learning Management System" for proper certification. Once certification is confirmed, the call will be passed through to the queue. Technical Managers, Principles and Sales personnel are authorized to call SSD on any product for basic product questions. For technical troubleshooting assistance, it is required that the person be a certified technician. If the caller is denied access to SSD by the training database look-up, but the caller is actually trained, please refer to the following table.

PROBLEM	CONTACT	PHONE	E-MAIL
Does not have or has forgotten the MyKonicaMinolta.com User ID and/or Password	Web Support (Dealer Only)	800-616-8620	passwords@kmbs.konicaminolta.us
Needs SSD Hotline ID - First, ensure that you have an active MKM.com account	Christopher Calvert or Christopher Coniam	800-456-6422 x4729 800-456-6422 x4718	chris.calvert@kmbs.konicaminolta.us coniamc@kmbs.konicaminolta.us
Needs access to online Hotline Activity reporting application - You must be a Technical Manager	Christopher Calvert or Christopher Coniam	800-456-6422 x4729 800-456-6422 x4718	chris.calvert@kmbs.konicaminolta.us coniamc@kmbs.konicaminolta.us
Link(s) missing (SSD, Drivers, Firmware, DNA, etc.) from MKM.com or when logged onto SSD Web Support	Web Support (Dealer Only) Christopher Calvert or Christopher Coniam	800-616-8620 800-456-6422 x4729 800-456-6422 x4718	passwords@kmbs.konicaminolta.us chris.calvert@kmbs.konicaminolta.us coniamc@kmbs.konicaminolta.us
Training records in My Learning Place are incorrect, or Hotline prompt identifies caller as untrained when they have successfully completed training - Verify training records in Learning Place Achievements	Technical Training Christopher Calvert or Christopher Coniam	 800-456-6422 x4729 800-456-6422 x4718	passwords@kmbs.konicaminolta.us chris.calvert@kmbs.konicaminolta.us coniamc@kmbs.konicaminolta.us

IMPORTANT NOTE: The ITS Help Desk provides support for KMBS employees only. Please do not forward dealer or MFP customer service inquiries to this internal Help Desk. The phone/E-mail contact information for the ITS Help Desk is:

877-912-8081 (toll free)

201-934-5360 or x 5360 (in Ramsey, NJ)

helpdeskits@kmbs.konicaminolta.us

SSD Holiday Schedule

SSD may deviate from the published KMBS holiday schedule to provide Hotline support.

Center Status	Staffing	Holiday	Date
Open	Full Staff	Martin Luther King Day	Monday, January 17, 2011
Open	Full Staff	President's Day	Monday, February 21, 2011
Open	Full Staff	Good Friday	Friday, April 22, 2011
Closed	N/A	Memorial Day	Monday, May 30, 2011
Closed	N/A	Independence Day	Monday, July 4, 2011
Closed	N/A	Labor Day	Monday, September 5, 2011
Closed	N/A	Thanksgiving Day	Thursday, November 24, 2011
Closed	N/A	Day after Thanksgiving	Friday, November 25, 2011
Open	$\frac{1}{2}$ Staff	Day Before Christmas Eve	Friday, December 23, 2011*
Open	$\frac{1}{3}$ Staff	Day After Christmas	Monday, December 26, 2011*

Note (*) indicates no late shift coverage for this holiday

Power Monitor/Line Analyzer

(Please refer to Bulletin Number 5070 if requesting purchase of a Line Analyzer)

Upon request, but chargeable, the SSD will provide a state-of-the-art power detection unit to assist the local service organization in identifying and resolving complex power line disturbances. In order to obtain a power monitor/line analyzer, a request form must be completed and submitted to SSD. The form is available by contacting the

SSD hotline call center and SSD will help determine if the power monitor is recommended and will send the loan request form.

The requesting service location pays for all shipping and insurance costs for both outbound and inbound shipping. Unless requested otherwise, the equipment will be shipped for overnight delivery. This service is \$200. The dealer assumes responsibility for proper care and handling of the equipment while in their possession and agrees to pay for any damage caused by mishandling, neglect or abuse.

The normal test period for power related problems is approximately five (5) working days. The equipment should be returned promptly so that the data stored in the device can be analyzed and the equipment made available for use elsewhere.

Power Monitor/Line Analyzer equipment must be returned to Konica Minolta by overnight delivery and must be insured in the amount indicated on the request form. Trained support personnel analyze the collected data when the power monitors are returned. In some cases, when applicable, the stored data may be downloaded via modem from problem sites to the SSD hotline center. After the data has been analyzed, recommendation for resolving the specific problems is forwarded, in writing, to the requesting service location.

Critical Accident Report (CAR)

On occasion, an extraordinary incident may occur which may merit additional follow-up by Konica Minolta. These incidents include those situations where a machine apparently exhibits smoke, flame or where personal injury or property damage occurs. Konica Minolta must follow-up on incidents of this nature in a timely basis, even if caused by human error, to identify specific causes of machine failure and develop solutions or corrections to prevent future occurrences.

In an instance of this nature, it is incumbent upon each Konica Minolta service location to notify the SSD as soon as they have received knowledge of the incident. The SSD will provide guidance regarding resolutions of the situation.

Call the SSD hotline before rendering service on this machine (1-800-825-5664). SSD will assist the caller filling out the CAR report.

Critical Accident Handling Procedure (Effective July 2005)

It is understood that Konica Minolta Business Technologies, Inc. – Japan (BT) and

Konica Minolta Business Solutions, U.S.A., Inc. (BUS) require timely information regarding these accidents to:

- Identify the specific causes of any machine failure.
- Develop solutions or corrections to prevent any future occurrences of these accidents.

For purposes of this procedure:

The SSD responsibility includes obtaining information from the field and communicating appropriately with BUS internal management as well as branch, dealer, and end-user personnel.

Critical Accident Definitions

Any accident covered under this procedure will be referred to as 'critical accident', and will be further classified as indicated below.

Category A:

- When a report of extreme or extensive damage is received.
- When BUS is issued a court-ordered subpoena, or a notice of claim from a complainant's lawyer.
- When BUS receives notice from its insurer or claimant's insurer.
- Regardless of whether or not there are any demands for compensation
 - ✓ When bodily injury occurs (burn, electrical shock, health concern, other injury, etc.)
 - ✓ When property damage other than to the product itself occurs (damage to property adjacent to the product).

Category B:

- Any serious accident the cause of which is strongly suspected to be related to product safety.
- When a phenomenon exhibiting a high possibility of causing extreme or extensive damage is observed. *Examples:* ignition of the product, a request from an OEM vendor to replace safety related component(s).
- When a government authority or public organization makes an inquiry or request pertaining to product safety.
- When any bodily injury or extensive property damage is made public through mass media. *Examples:* newspapers, television, Internet, etc.

Category C:

- When an event exhibits the potential to cause bodily injury or extreme, or extensive, property damage. *Examples:* smoke emission from product, offensive odor(s), abnormal heat generation, loud noise, breakage of plastic or glass components, heavy components fall from fastenings, frequent operation of protection devices, electrical leakage, etc.
- When an event exhibits the potential to escalate to any one of the above listed categories during routine maintenance or repair of the product. *Examples:* scorching or burning, deformation due to heat, breakage of parts, damage to protection devices, damage to the power cord or other power supply components.

The attached CAR FORM along with external procedures is on MyKonicaMinolta.com as a safety bulletin. The bulletin number is 4925. The form is provided to the branch or dealer service manager and to technical support specialists (staff and field) as a REFERENCE to collect all data pertaining to the accident.

Field Procedures

When a critical accident occurs, the technician must notify his or her technical manager. The Branch or Dealer Technical Manager must notify the SSD via the Hotline (1-800-825-5664).

The technical manager must be prepared to answer all questions on the CAR form. The technical advisor in SSD will record all the information in ONYX and generate an E-mail notification to the SSD management. Again, the CAR form is for reference only so you can collect all necessary information.

After management receives the E-mail notifications, SSD management will discuss the situation internally and advise the technical manager regarding what additional action if any, is required. *Examples:* service history, impounding the equipment or specific parts required for analysis.

Escalation System Support (ESS)

Russell Anselmo (anselmor@kmbs.konicaminolta.us) - Manager of ESS

ESS is responsible for the advanced support of Konica Minolta copiers and printer systems. It is divided up into two groups which are responsible for workgroup and printers and production print systems respectively. ESS interacts directly with DSMs and the R&D engineers in Japan in an effort to resolve issues to the customer's complete satisfaction in a timely manner.

ESS includes individuals who have certifications such as: MCSE, CNE, CCNA, A+, Network+, Citrix certification, Linux, Solaris, AIX, AS/400 and PostScript. The ESS lab is equipped with Microsoft virtual servers and workstations running XP, 2000, 2003, Vista and Windows 7. The Lab is also equipped with several Macintosh OS X stations as well as Netware 3.x through 6.5. Also running are an AIX 5.x, Solaris 9, RedHat 9, HP/UX 11.x and AS/400 servers. All of these resources are in place to simulate a customer environment where a problem is being experienced. This helps ESS to expedite a resolution in the most judicious manner possible.

A sampling of the responsibilities of ESS include:

- Application testing of escalated problem files/tickets
- Trend problem recreation and resolution
- Analysis of product and component performance
- Management of technical documentation from Japan and maintenance of the Download Selector
- Offers training for the UNIX and AS/400 platforms
- Investigation of Critical Accident Reports (C.A.R.)
- Create technical bulletins in conjunction with QSS
- Interface with third party vendor's software/application programmers to resolve issues
- Product Planning support
- Presales proof of concept
- Paper testing
- Onsite support for complex issues

Issues will be escalated to Japan if such action is necessary in order to obtain a resolution yet from the hundreds of calls we receive daily from the Hotline, less than a tenth of a percent requires an escalation.

Tickets are automated to be updated on a daily basis with the current status of the escalation. If a resolution is provided the ticket is updated immediately with the correction. In addition, a solution is also generated in our SSD data base alerting the field of the correction. There is no need to call the hotline seeking an update of your ticket.

Quality & Systems Support (QSS)

Bob Felch (bob.felch@kmbs.konicaminolta.us) - Manager of QSS

Mark Stempeck (stempeck@kmbs.konicaminolta.us) - Manager of Contact Center Assessment (CCA)

The QSS is responsible for maintaining the support systems used by both SSD Hotline Advisors as well as the field. The support systems include the call tracking module which currently runs under ONYX (OEP) application. The self-help web

support module, SSD Web Support (CSES OCP), shares the same solution knowledgebase that Hotline advisers use.

Customers have access to solutions most relevant to their interests. This proactive approach enables customers to solve problems on their own and, in many cases, eliminates the need for a technician to be dispatched. This form of self-help results in improved customer satisfaction and improved profitability for the branch or dealer organization.

Knowledge engineers within the QSS group maintain quality and technical accuracy of solutions in the knowledgebase.

QSS also maintains a state-of-the-art Voice-Over-IP telephone system. IVR/call flow changes and customizations are made as business needs arise. Below are just a few of the additional services this group provides:

- Proactive weekly release of newly-created solutions via E-mail.
- Maintain the Digital Needs Analysis application which provides pre-sales installation advice for connected products.
- Maintain uptime of all internal support systems.
- Shares the solution knowledgebase with international KM locations such as Europe, Australia and Japan.
- Ad-hoc reporting and web-based report creation for internal and external users.

Contact Center Assessment (CCA) group oversees all the quality aspects of the Hotline operation. CCA Quality Advisers monitor calls, perform coaching sessions and report on any recurring problems to identify areas that may require attention. CCA is an integral part of the Quality and Systems Support operation.