

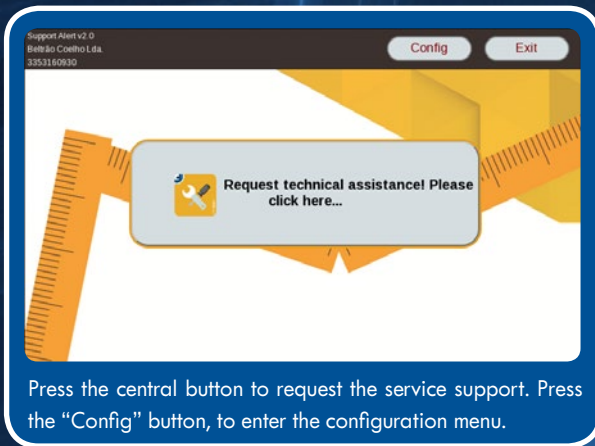
APP SUPPORT ALERT

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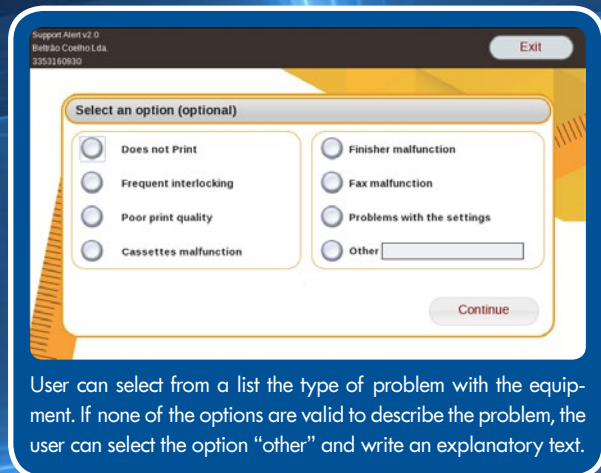
- This APP will allow the end-user to issue a Support Alert directly to the MPS support Service.
- This APP will automatically send an email to the MPS Support Service, containing the identification of the equipment, counters, toners levels, and error message (if available).
- The email address of the MPS Support Services is programmable, as also the SMTP parameters.
- The end-user will have the option to receive a copy of the email that is sent to the MPS Support Service.

STEP 1



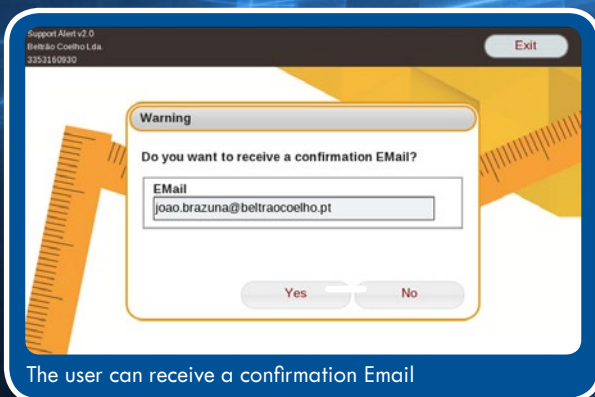
Press the central button to request the service support. Press the "Config" button, to enter the configuration menu.

STEP 2



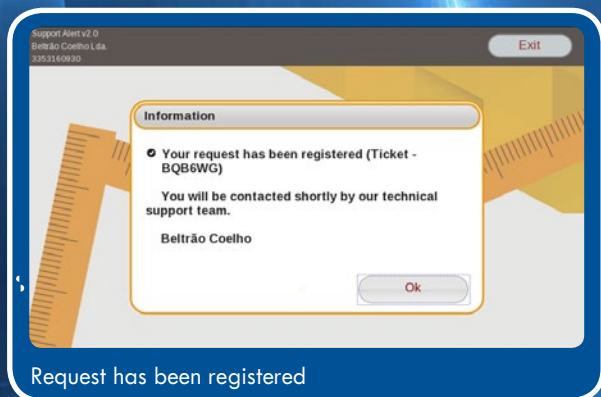
User can select from a list the type of problem with the equipment. If none of the options are valid to describe the problem, the user can select the option "other" and write an explanatory text.

STEP 3



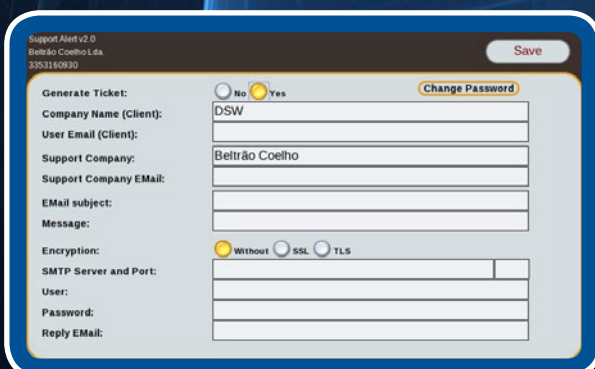
The user can receive a confirmation Email

STEP 4



Request has been registered

CONFIGURATION MENU



CONFIRMATION E-MAIL

