

Kyocera Mita Europe

Hitchhiker's Guide to KME
Service.net & ESC.net



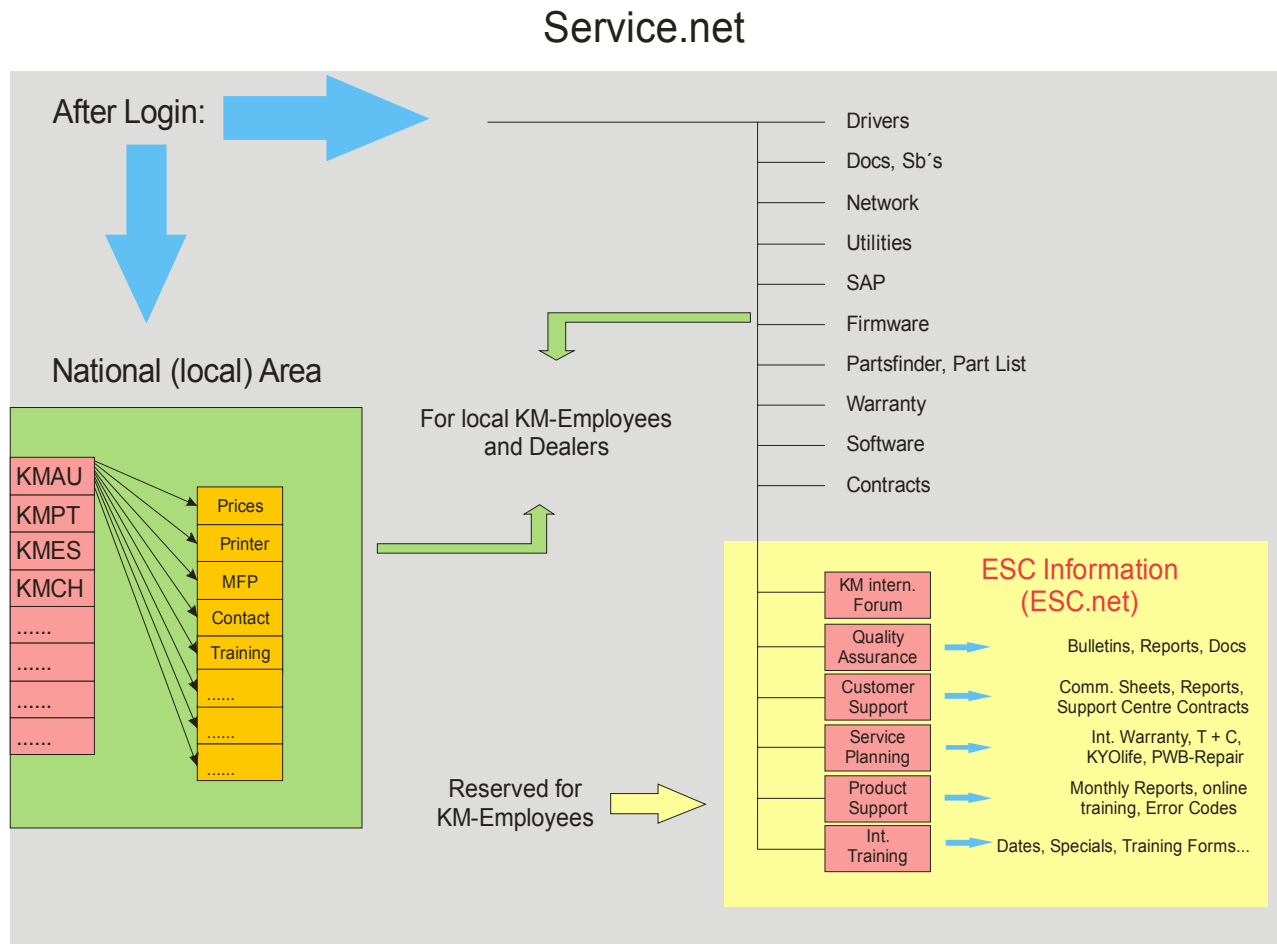
1 Hitchhikers Guide to Kyocera Mita Service.net & ESC.net

1.1 Where you enter

Starting your browser you will be on your defined start page somewhere in the internet, i. e. at Google, eBay or MSN. If you want to switch to an other destination, you simply have to fill the address field with the dedicated internet address, for example <http://www.kyoceramita-europe.com>.

1.2 Where you are

When you entered the public section you can examine our home page with its separate areas for furthermore information. In addition to the public website we also offer a section which is reserved for members of our dealers or Service Companies. Mainly it can be divided into the areas of sales, marketing, service and training; but you can even make up your choice and follow the link to the [Kyocera Mita dealer](#) of your confidence, the [national homepages](#) of our Kyocera subsidiaries or read the [latest hot topics](#).

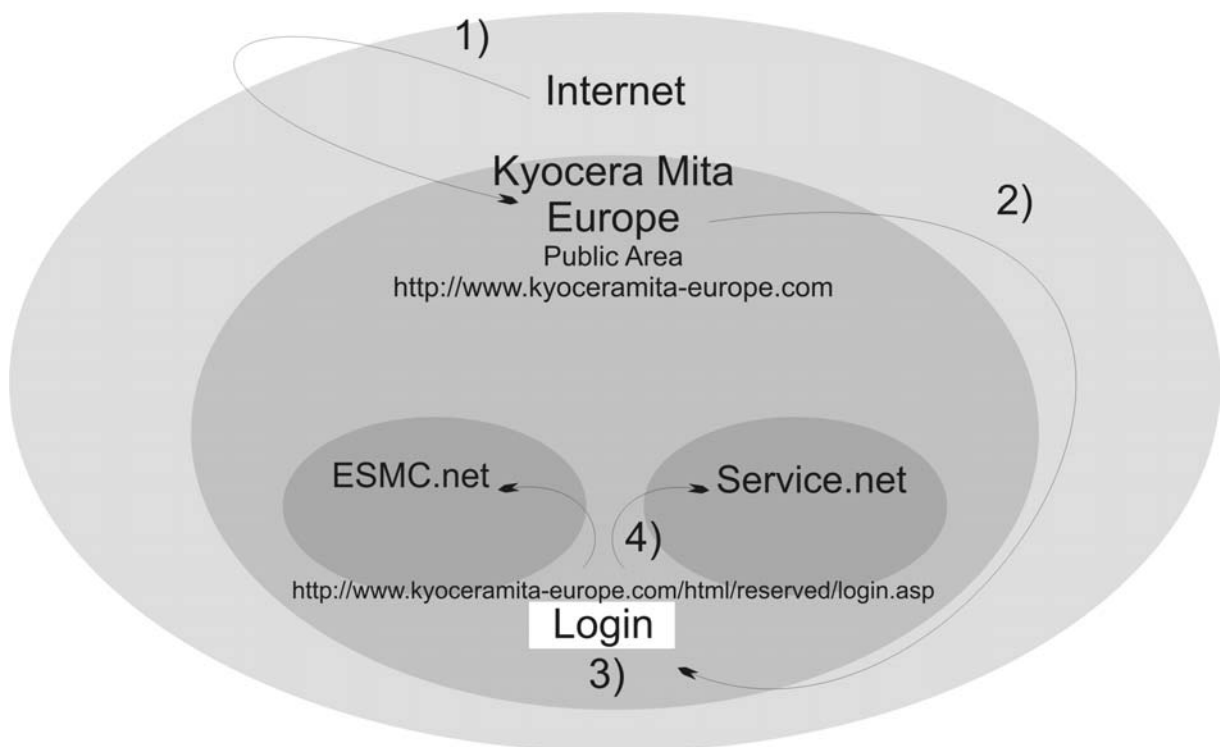


My intention is to have a closer view on the Service.net-area; the ESMC.net is to be understood as a separate part of Kyocera Mita and will not be explained here.

1.3 Where you will be


Just in that moment when you enter -1) - the amazing zone of Kyocera Mita's home page you will soon discover, that the possibility of downloads is existing there -2)-, but the much larger download section is hidden behind the so called "reserved area" which requires a login on your part -3)-.

After you accurately logged in by receiving your password from [Product Support](#) you will enter the reserved area for subsidiaries and employees of Kyocera Mita -4)-, the **Service.net**.

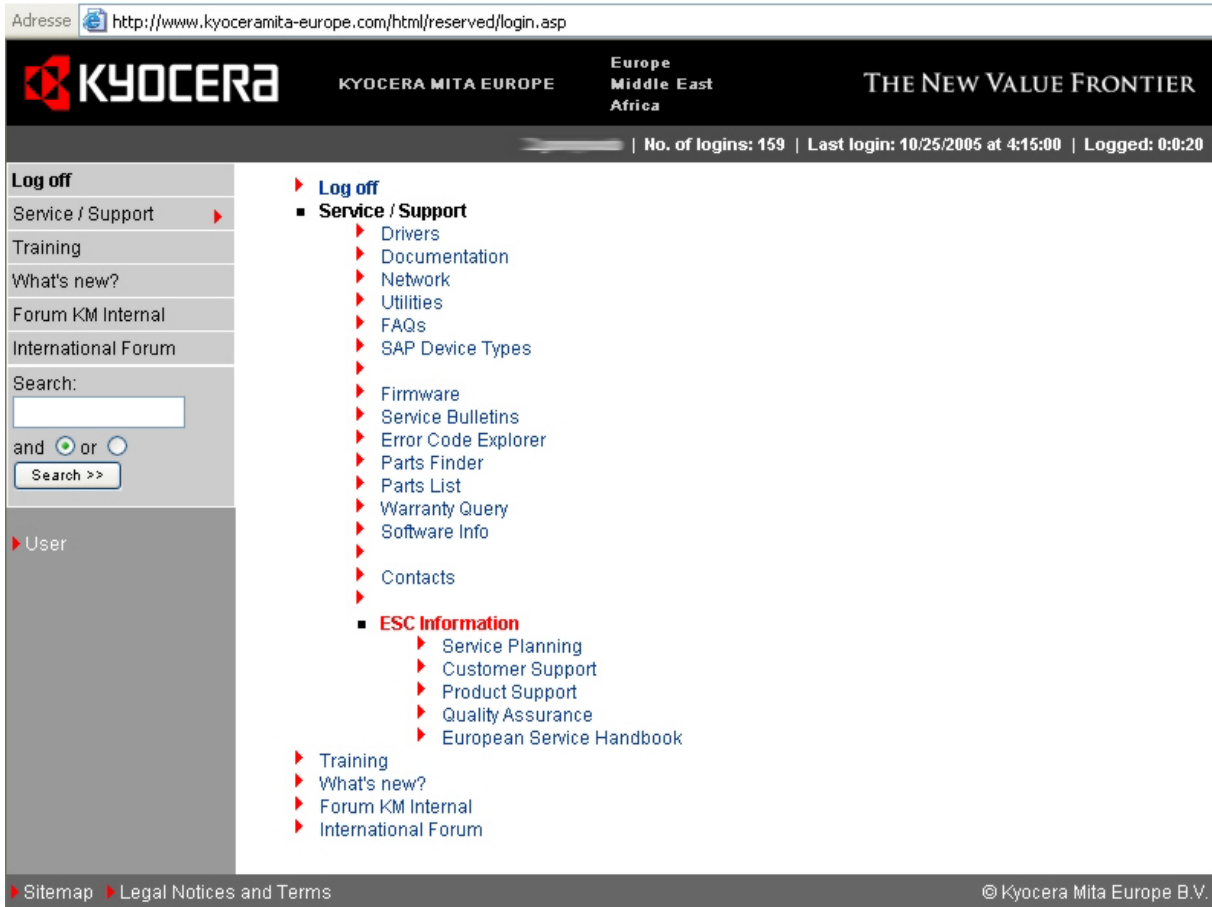


Please be aware that the following links in this document will guide you to the desired destination only if you are logged in at ESC.net!

1.3.1 Navigation

You can use the “Sitemap”-button to make it easier for you to navigate through the Service.net. At any time you like to go back to your start- or welcome page you can use the  -logo as a “Home”-button, for this reason we did not build in a separate button, but in most of our pages there will also be a button called “Back” in the upper right corner.

Please be aware, that the buttons on the left hand side may vary because of your login status. If you prefer to jump to a document or page that you discovered you can use the blue coloured links; so this is a convenient way to navigate without losing your bearings.



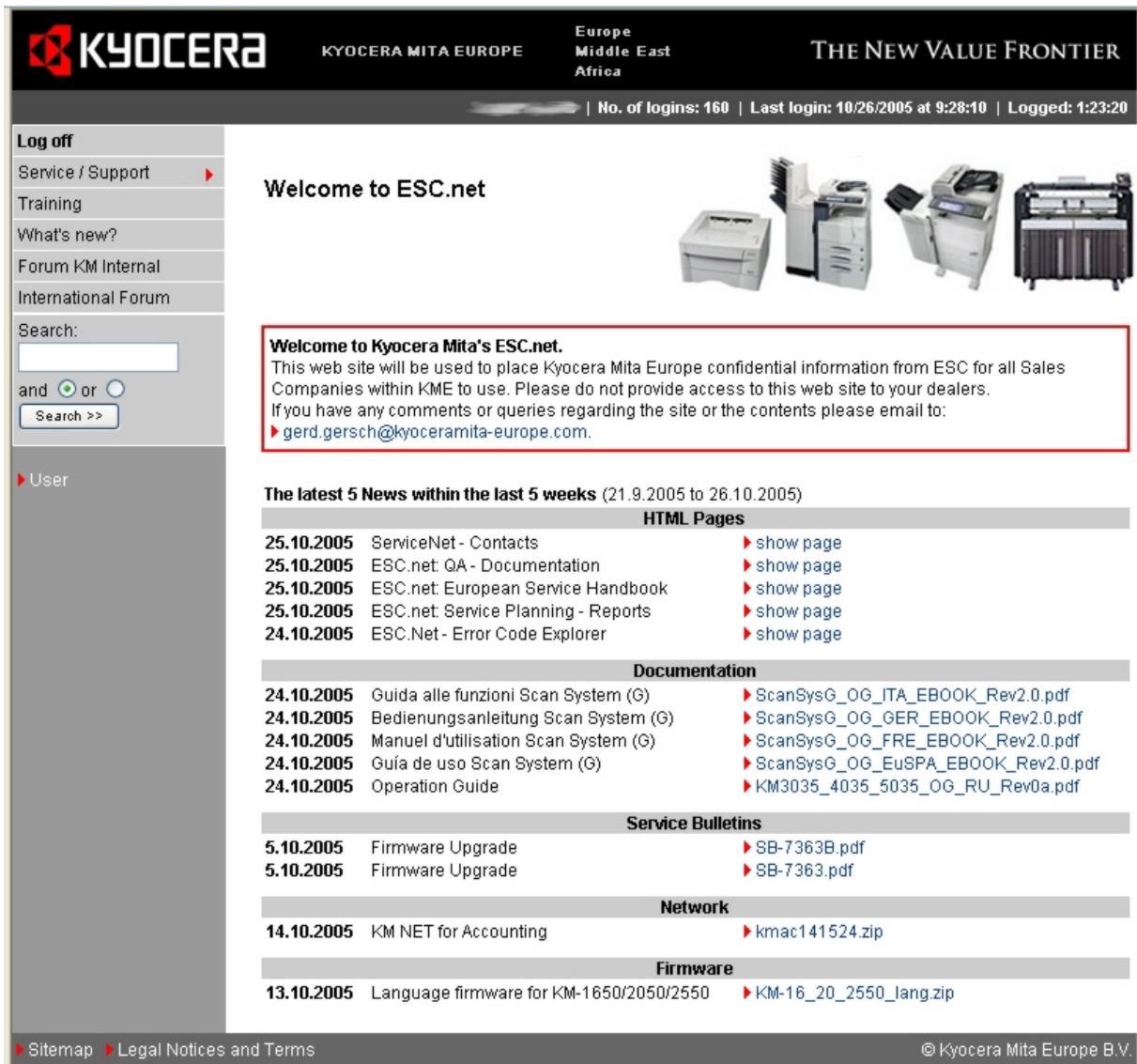
The screenshot shows the KYOCERA website interface. At the top, there is a navigation bar with the KYOCERA logo, 'KYOCERA MITA EUROPE', regional options for 'Europe', 'Middle East', and 'Africa', and the slogan 'THE NEW VALUE FRONTIER'. Below this, a status bar displays 'No. of logins: 159 | Last login: 10/25/2005 at 4:15:00 | Logged: 0:0:20'. The main content area features a left-hand navigation menu with options like 'Log off', 'Service / Support', 'Training', 'What's new?', 'Forum KM Internal', and 'International Forum'. A search box is also present. The central part of the page shows a detailed tree structure under 'Log off' and 'Service / Support', including links for Drivers, Documentation, Network, Utilities, FAQs, SAP Device Types, Firmware, Service Bulletins, Error Code Explorer, Parts Finder, Parts List, Warranty Query, Software Info, Contacts, ESC Information (Service Planning, Customer Support, Product Support, Quality Assurance, European Service Handbook), Training, What's new?, Forum KM Internal, and International Forum. At the bottom, there are links for 'Sitemap' and 'Legal Notices and Terms', and a copyright notice for '© Kyocera Mita Europe B.V.'.

1.3.2 Changing your User-Data

It's always a good idea to change your user data the first time you enter the site after receiving your log-in and password – don't mind if you're in our reserved area or any other website requiring a secure log-in. Have you seen the “user”-button on the lower left side? Click here for your personal details such as company name, address and telephone number as well as your email address.

1.4 Welcome Page

Starting with the welcome page you will find an overview of the 5 latest topics added to every part of ESC.net within the last 5 weeks. It's the most convenient way to receive information with one look, so you don't have to click through every single page except that there have been added more than 5 new topics to a single group. The main navigation is on the left side – the menu may vary according to your access level. In the upper grey line of the screen there is information about your login-name, how often you logged in with this name, the last time you have been logged in and the duration of your current visit at ESC.net. On the left side the “search-function” is located below the different rows for the [Internal Forum](#), the [International Forum](#), [Training](#) and “[What's new?](#)” section.



KYOCERA KYOCERA MITA EUROPE Europe Middle East Africa THE NEW VALUE FRONTIER

No. of logins: 160 | Last login: 10/26/2005 at 9:28:10 | Logged: 1:23:20

Log off
 Service / Support
 Training
 What's new?
 Forum KM Internal
 International Forum

Search:

 and or

▶ User

Welcome to ESC.net

Welcome to Kyocera Mita's ESC.net.
 This web site will be used to place Kyocera Mita Europe confidential information from ESC for all Sales Companies within KME to use. Please do not provide access to this web site to your dealers.
 If you have any comments or queries regarding the site or the contents please email to:
 ▶ gerd.gersch@kyoceramita-europe.com.

The latest 5 News within the last 5 weeks (21.9.2005 to 26.10.2005)

HTML Pages		
25.10.2005	ServiceNet - Contacts	▶ show page
25.10.2005	ESC.net: QA - Documentation	▶ show page
25.10.2005	ESC.net: European Service Handbook	▶ show page
25.10.2005	ESC.net: Service Planning - Reports	▶ show page
24.10.2005	ESC.Net - Error Code Explorer	▶ show page

Documentation		
24.10.2005	Guida alle funzioni Scan System (G)	▶ ScanSysG_OG_ITA_EBOOK_Rev2.0.pdf
24.10.2005	Bedienungsanleitung Scan System (G)	▶ ScanSysG_OG_GER_EBOOK_Rev2.0.pdf
24.10.2005	Manuel d'utilisation Scan System (G)	▶ ScanSysG_OG_FRE_EBOOK_Rev2.0.pdf
24.10.2005	Guía de uso Scan System (G)	▶ ScanSysG_OG_EuSPA_EBOOK_Rev2.0.pdf
24.10.2005	Operation Guide	▶ KM3035_4035_5035_OG_RU_Rev0a.pdf

Service Bulletins		
5.10.2005	Firmware Upgrade	▶ SB-7363B.pdf
5.10.2005	Firmware Upgrade	▶ SB-7363.pdf

Network		
14.10.2005	KM NET for Accounting	▶ kmac141524.zip


Firmware		
13.10.2005	Language firmware for KM-1650/2050/2550	▶ KM-16_20_2550_lang.zip

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1.4.1 What's new?

To get detailed information about the latest added files to every single group simply click on the "[What's new?](#)" button. On this site you can make up your choice applying the period (1-4 weeks) in which new items have been added. After making up your choice you will have a page like the following.

A click on the link will lead you to the selected topic right away which will be a page or a document:

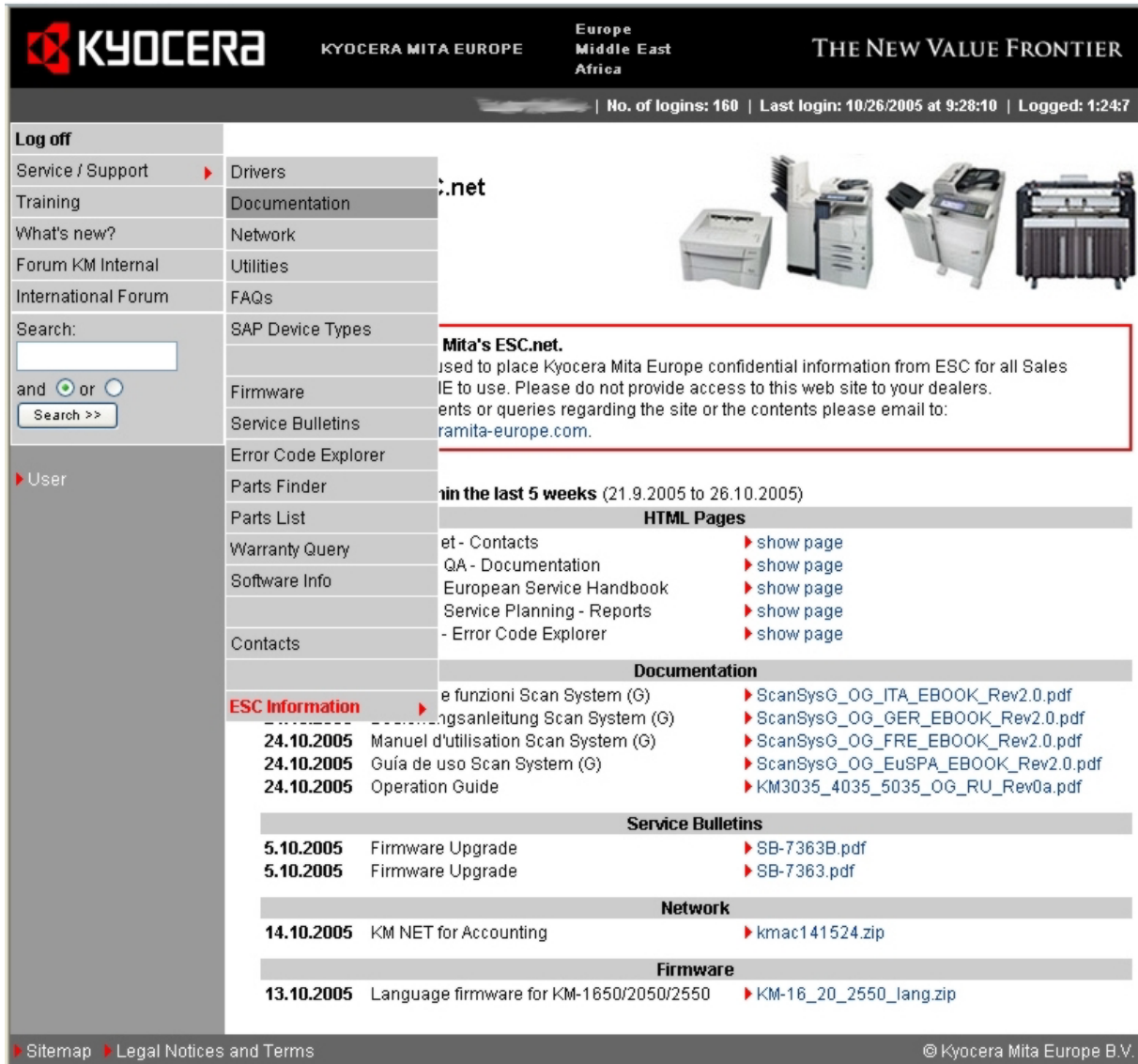

KYOCERA MITA EUROPE Europe
Middle East
Africa THE NEW VALUE FRONTIER

No. of logins: 160 | Last login: 10/26/2005 at 9:28:10 | Logged: 1:25:1

<div style="background-color: #eee; padding: 2px; margin-bottom: 2px;">Log off</div> <div style="background-color: #eee; padding: 2px; margin-bottom: 2px;">Service / Support ▶</div> <div style="background-color: #eee; padding: 2px; margin-bottom: 2px;">Training</div> <div style="background-color: #eee; padding: 2px; margin-bottom: 2px;">What's new?</div> <div style="background-color: #eee; padding: 2px; margin-bottom: 2px;">Forum KM Internal</div> <div style="background-color: #eee; padding: 2px; margin-bottom: 2px;">International Forum</div> <div style="margin-top: 5px;"> Search: <input style="width: 100%;" type="text"/> and <input checked="" type="radio"/> or <input type="radio"/> <input type="button" value="Search >>"/> </div> <div style="background-color: #eee; padding: 2px; margin-top: 5px;">▶ User</div>	<h3 style="margin: 0;">What's New?</h3> <div style="text-align: right; margin-top: 5px;"> News of the last <input style="width: 30px;" type="text" value="1"/> week(s) <small>(19.10.2005 to 26.10.2005)</small> </div> <div style="background-color: #eee; padding: 2px; margin-top: 5px; text-align: center; font-weight: bold;">New Pages</div> <ul style="list-style-type: none"> 26.10.2005 Training ▶ show page 26.10.2005 Interactive Manual ▶ show page 25.10.2005 ServiceNet - Contacts ▶ show page 25.10.2005 ESC.net: QA - Documentation ▶ show page 25.10.2005 ESC.net: European Service Handbook ▶ show page 25.10.2005 ESC.net: Service Planning - Reports ▶ show page 24.10.2005 ESC.Net - Error Code Explorer ▶ show page <div style="background-color: #eee; padding: 2px; margin-top: 5px; text-align: center; font-weight: bold;">Documentation</div> <ul style="list-style-type: none"> 24.10.2005 Guida alle funzioni Scan System (G) ▶ ScanSysG_OG_ITA_EBOOK_Rev2.0.pdf 24.10.2005 Bedienungsanleitung Scan System (G) ▶ ScanSysG_OG_GER_EBOOK_Rev2.0.pdf 24.10.2005 Manuel d'utilisation Scan System (G) ▶ ScanSysG_OG_FRE_EBOOK_Rev2.0.pdf 24.10.2005 Guía de uso Scan System (G) ▶ ScanSysG_OG_EuSPA_EBOOK_Rev2.0.pdf 24.10.2005 Operation Guide ▶ KM3035_4035_5035_OG_RU_Rev0a.pdf 24.10.2005 Installation Guide ▶ KM1620_IG_RUS.pdf 24.10.2005 Operation Guide ▶ KM1500_OG_RUS.pdf 24.10.2005 Installation Guide ▶ FS-C8026N_IG_TUR.pdf 24.10.2005 Installationshandbok ▶ FS-C8026N_IG_SWA.pdf 24.10.2005 Guía de instalación ▶ FS-C8026N_IG_SPA.pdf 24.10.2005 Installation Guide ▶ FS-C8026N_IG_RUS.pdf 24.10.2005 Guia de Instalação ▶ FS-C8026N_IG_POR.pdf 24.10.2005 Installation Guide ▶ FS-C8026N_IG_POL.pdf 24.10.2005 Installasjonsveiledning ▶ FS-C8026N_IG_NOR.pdf
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1.5 Outer Spaces

The Service.net provides you with nearly every information you will need for your daily business: it doesn't mind if you need [service bulletins](#), [drivers](#), [firmware](#) or the [latest user manuals](#), [network tools](#), the [parts finder](#) or the [parts list](#). In the example below you can see a clipping from our Service.net with the section called Service and Support:



KYOCERA KYOCERA MITA EUROPE Europe Middle East Africa THE NEW VALUE FRONTIER

No. of logins: 160 | Last login: 10/26/2005 at 9:28:10 | Logged: 1:24:7

Log off

- Service / Support ▶ Drivers
- Training Documentation
- What's new? Network
- Forum KM Internal Utilities
- International Forum FAQs

Search:

and or

▶ User

- SAP Device Types
- Firmware
- Service Bulletins
- Error Code Explorer
- Parts Finder
- Parts List
- Warranty Query
- Software Info
- Contacts

Mita's ESC.net.

used to place Kyocera Mita Europe confidential information from ESC for all Sales IE to use. Please do not provide access to this web site to your dealers. ents or queries regarding the site or the contents please email to: ramita-europe.com.

in the last 5 weeks (21.9.2005 to 26.10.2005)

HTML Pages

- et - Contacts ▶ show page
- QA - Documentation ▶ show page
- European Service Handbook ▶ show page
- Service Planning - Reports ▶ show page
- Error Code Explorer ▶ show page

Documentation

- le funzioni Scan System (G) ▶ ScanSysG_OG_ITA_EBOOK_Rev2.0.pdf
- ngsanleitung Scan System (G) ▶ ScanSysG_OG_GER_EBOOK_Rev2.0.pdf
- 24.10.2005 Manuel d'utilisation Scan System (G) ▶ ScanSysG_OG_FRE_EBOOK_Rev2.0.pdf
- 24.10.2005 Guía de uso Scan System (G) ▶ ScanSysG_OG_EuSPA_EBOOK_Rev2.0.pdf
- 24.10.2005 Operation Guide ▶ KM3035_4035_5035_OG_RU_Rev0a.pdf

Service Bulletins

- 5.10.2005 Firmware Upgrade ▶ SB-7363B.pdf
- 5.10.2005 Firmware Upgrade ▶ SB-7363.pdf

Network

- 14.10.2005 KM NET for Accounting ▶ kmac141524.zip

Firmware

- 13.10.2005 Language firmware for KM-1650/2050/2550 ▶ KM-16_20_2550_lang.zip

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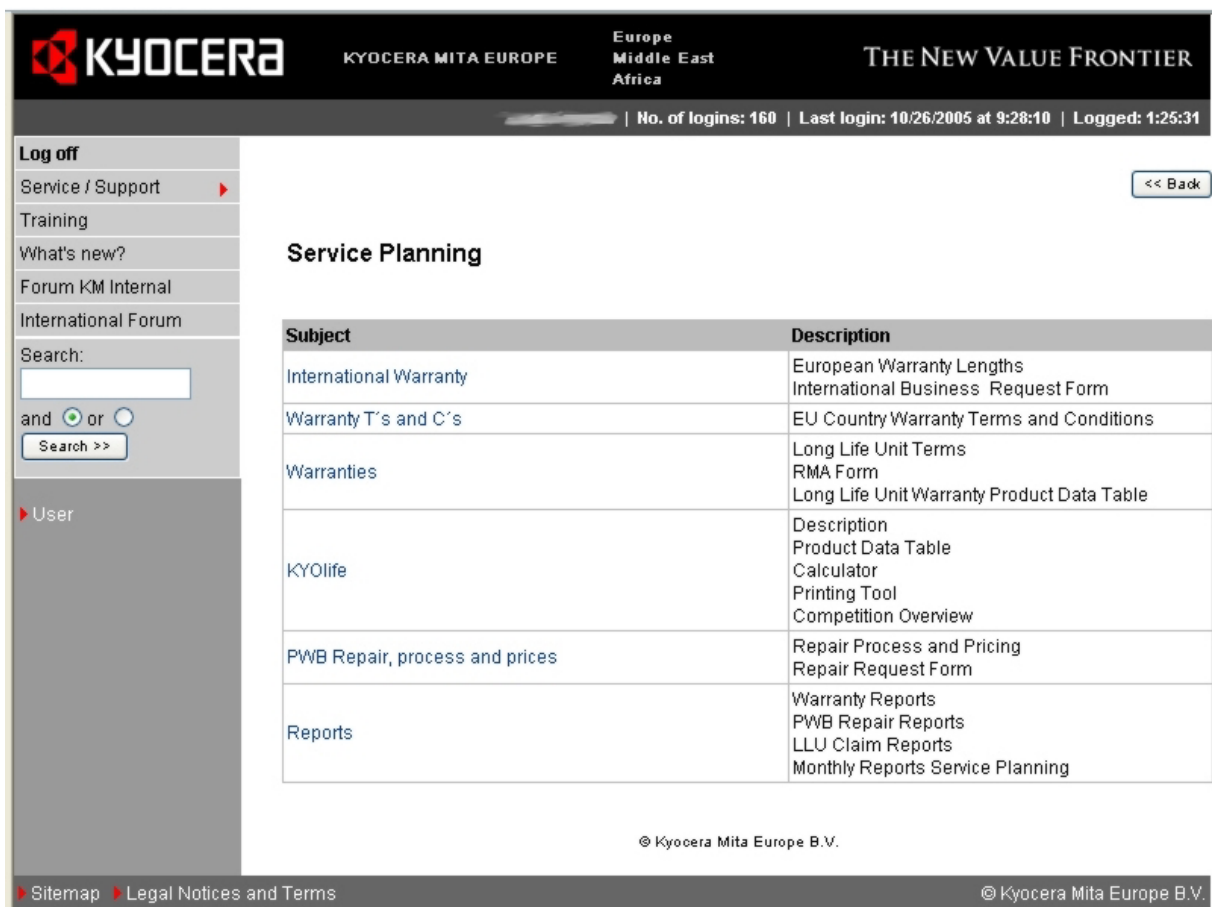
1.6 Closer view on undiscovered places

Completely down in the drop down menu the point falls on "**ESC Information**": so what is hidden behind this red hyperlink? Here you can find four departments of the European Service Centre called "[Service Planning](#)", "[Customer Support](#)", "[Product Support](#)" and "[Quality Assurance](#)" as well as the field "[European Service Handbook](#)". This is your way to explore the **ESC.net** with additional information. But one step after the other – I will explain it to you:

1.6.1 Service Planning

What does [Service Planning](#) do for you and which kind of information do they offer?

This department of ESC develops unified processes for all countries in EMEA. If you are in doubt, if your printer is still under warranty or you need a PWB repair – make your choice and click on the blue coloured text. You will be directly linked to themes concerning on [international warranty](#), [warranty terms and conditions](#), [warranties](#), [KYOlife](#), [PWB repair – process and prices](#)- and last but not least to different [reports created by Service Planning!](#)



KYOCERA KYOCERA MITA EUROPE Europe Middle East Africa THE NEW VALUE FRONTIER

No. of logins: 160 | Last login: 10/26/2005 at 9:28:10 | Logged: 1:25:31

Log off

- Service / Support
- Training
- What's new?
- Forum KM Internal
- International Forum

Search:

and or

Service Planning

Subject	Description
International Warranty	European Warranty Lengths International Business Request Form
Warranty T's and C's	EU Country Warranty Terms and Conditions
Warranties	Long Life Unit Terms RMA Form Long Life Unit Warranty Product Data Table
KYOlife	Description Product Data Table Calculator Printing Tool Competition Overview
PWB Repair, process and prices	Repair Process and Pricing Repair Request Form
Reports	Warranty Reports PWB Repair Reports LLU Claim Reports Monthly Reports Service Planning

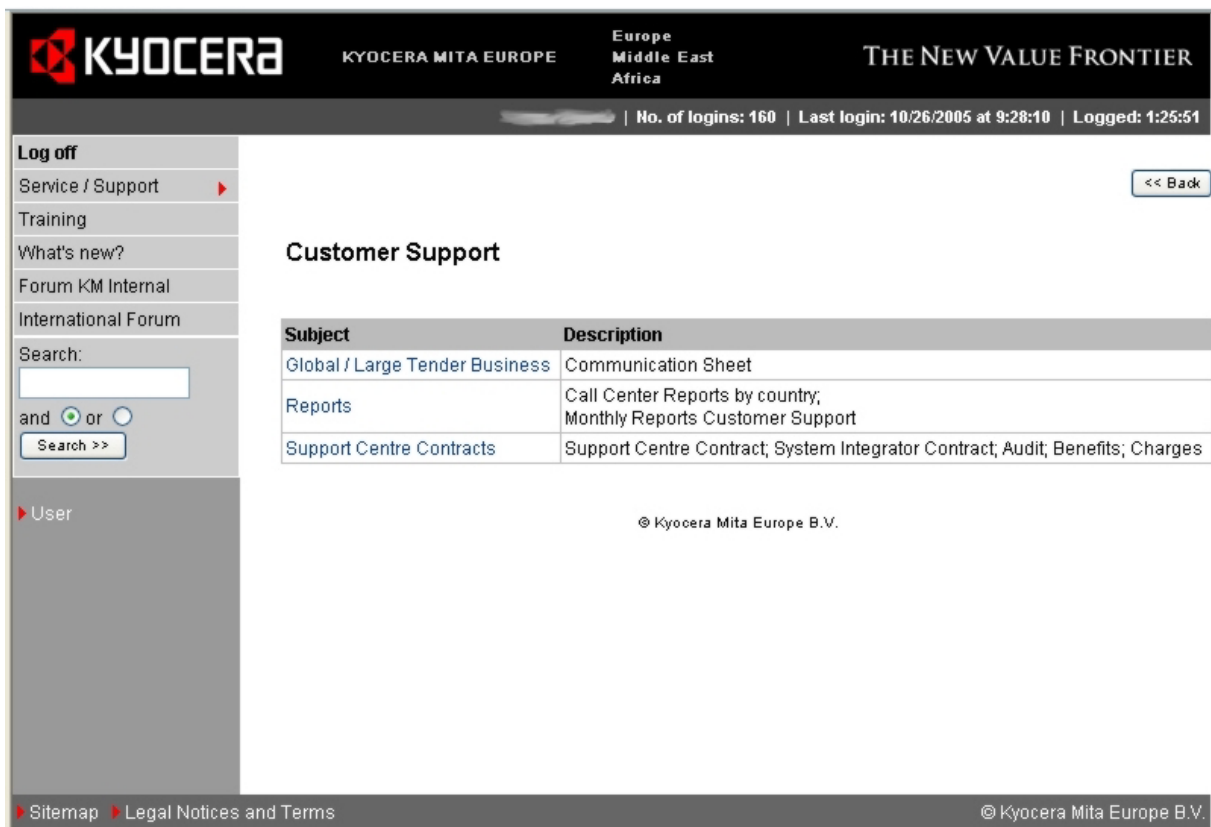
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1.6.2 Customer Support

Data from all “Stream-Countries” are collected by Customer Support to allow quick reaction in case of any abnormal development in customer calls. This department can be understood as an early warning system. Also reports for every single country in EMEA will be created here as well as conditions to get in the status of a system integrator or support centre for example.

- [Customer Support](#) will provide you with every information about getting in contact with KME ([communication sheets](#)), the [detailed reports concerning on your country](#), [monthly reports](#), [support centre contracts](#), [system integrator contracts](#), [audits](#), [benefits](#) and [charges](#). If you need some information that is not listed in this section please [contact Customer Support](#) directly. For your orientation here is a screenshot of customer support pages:



KYOCERA KYOCERA MITA EUROPE Europe Middle East Africa THE NEW VALUE FRONTIER

No. of logins: 160 | Last login: 10/26/2005 at 9:28:10 | Logged: 1:25:51

Log off
 Service / Support ▶
 Training
 What's new?
 Forum KM Internal
 International Forum

Search:

 and or

▶ User

Customer Support

Subject	Description
Global / Large Tender Business	Communication Sheet
Reports	Call Center Reports by country; Monthly Reports Customer Support
Support Centre Contracts	Support Centre Contract; System Integrator Contract; Audit; Benefits; Charges

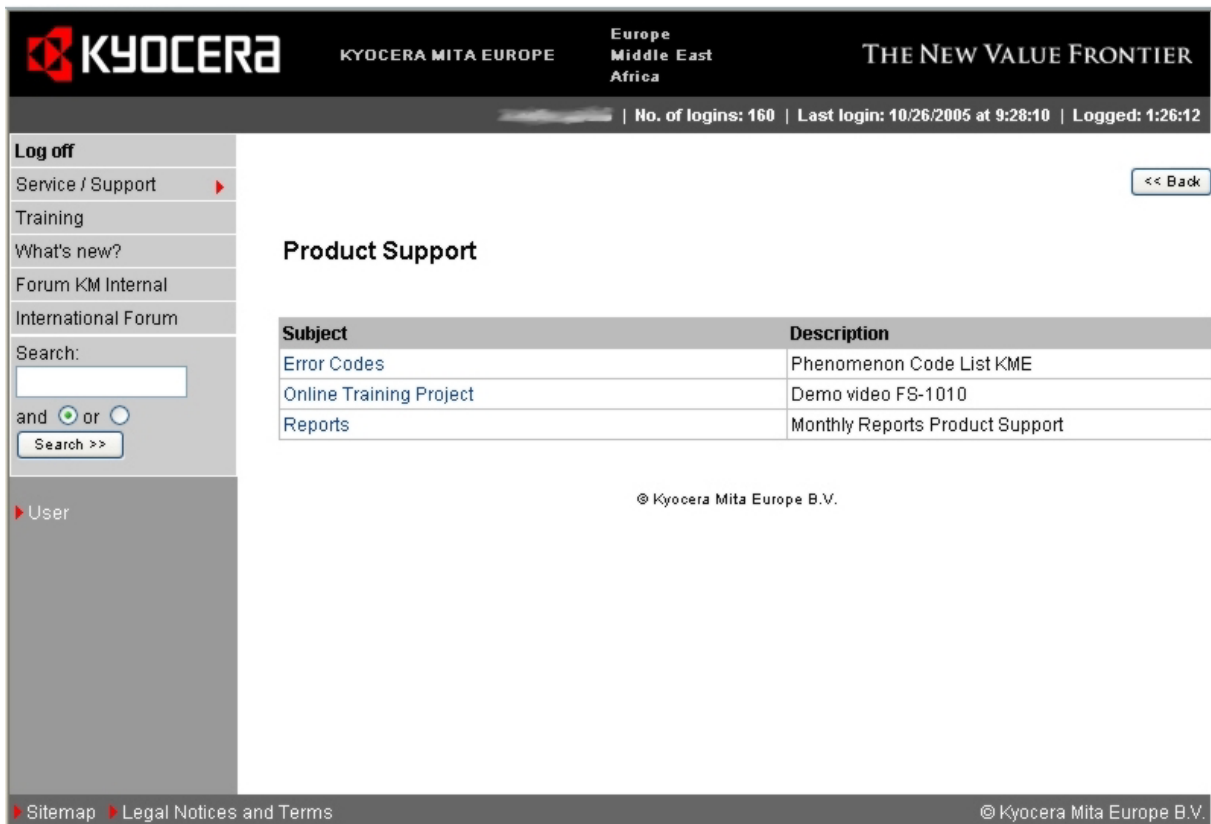
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1.6.3 Product Support

Product Support manages everything applying to international and on-site trainings, administrates the FAQ-section on our websites, generates different monthly reports (e.g. download statistics or training information), cares for OEMs, helps in specific questions on large projects, administrates FTP-servers and uniforms error codes, integrates software (evatic), ...

- All international training is coordinated via [Product Support](#), no matter if it will take place in Meerbusch or in any other country of EMEA region. So every request concerning on international training must be [addressed to Product Support](#). This department also has a strange view on national, international and internal forums watching cases of any field problem that seems to come up being discussed in this forums. The [FAQ-section](#) is held up to date or rebuilt; sales and stream figures are collected, analysed and brought in an [understandable form](#) to be delivered to you. If a large customer is asking for a special solution for his Kyocera equipment, Product Support will find a solution by getting in contact with other departments. Another challenge is the integration of a contract system in an existing IT environment and future development of this system.



KYOCERA KYOCERA MITA EUROPE Europe Middle East Africa THE NEW VALUE FRONTIER

No. of logins: 160 | Last login: 10/26/2005 at 9:28:10 | Logged: 1:26:12

Log off

Service / Support ▶

Training

What's new?

Forum KM Internal

International Forum

Search:

and or

Search >>

▶ User

Product Support

Subject	Description
Error Codes	Phenomenon Code List KME
Online Training Project	Demo video FS-1010
Reports	Monthly Reports Product Support

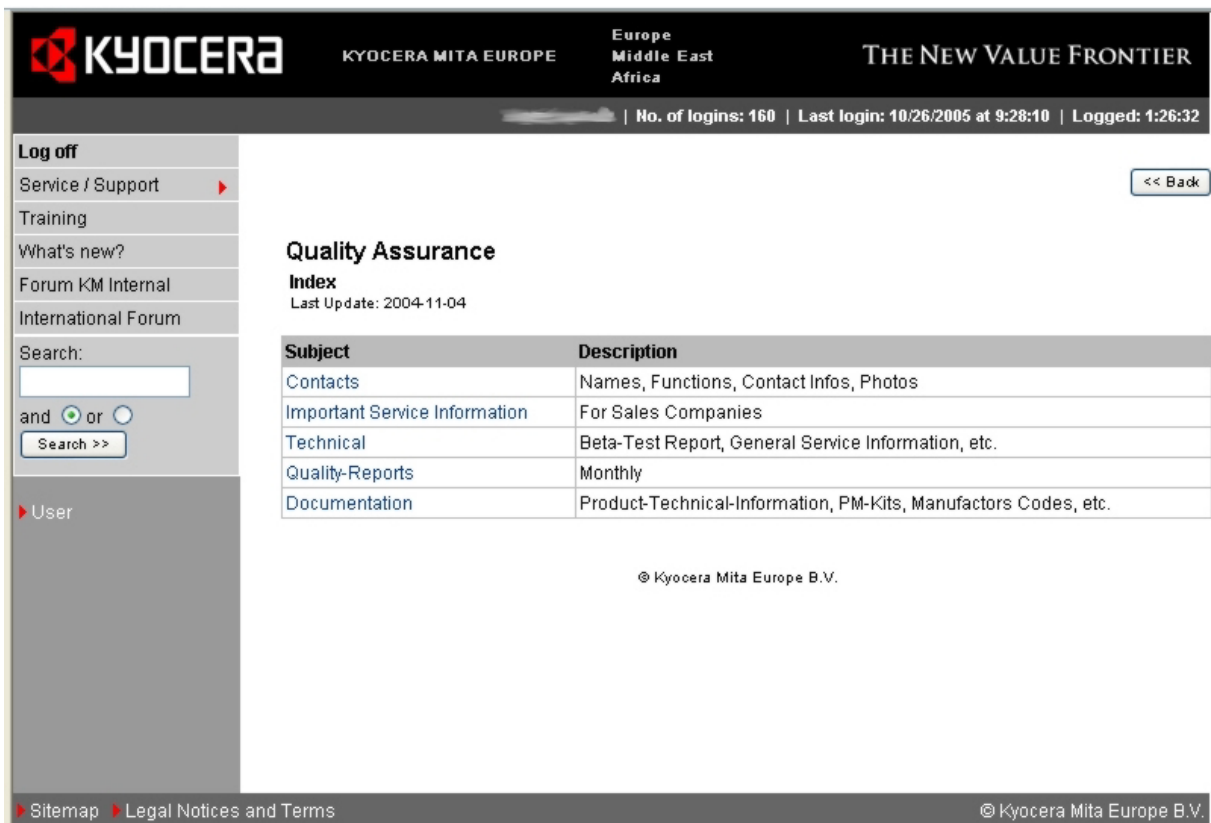
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1.6.4 Quality Assurance

The [QA department](#) is reliable for all products of Kyocera to meet the agreed standard as well as checking international documents and service bulletins, their preparation and publication via internet. Additionally they watch out that our equipment does work with our software tools and drivers accurately, and they do test new products for the European market to verify if all equipment matches with EU norms like the “Blue Angel Mark” or technical regulations.

- A very good feature: by clicking on [contacts](#) you will see the person behind the name – sometimes it makes the discussion easier. Furthermore [Important Service Information](#) is stored here for fast technical information of our sales companies. If you want to know something about prototypes or general service information, the link “[Technical](#)” will lead you to success. [Quality Reports](#) is a large resource for getting firm with the daily business of QA. And under [Documentation](#) you will find every kind of technical information on our products, PM-Kits and manufacture codes.



KYOCERA KYOCERA MITA EUROPE Europe Middle East Africa THE NEW VALUE FRONTIER

No. of logins: 160 | Last login: 10/26/2005 at 9:28:10 | Logged: 1:26:32

Log off
 Service / Support ▶
 Training
 What's new?
 Forum KM Internal
 International Forum

Search:

 and or

▶ User

Quality Assurance
Index
 Last Update: 2004-11-04

Subject	Description
Contacts	Names, Functions, Contact Infos, Photos
Important Service Information	For Sales Companies
Technical	Beta-Test Report, General Service Information, etc.
Quality-Reports	Monthly
Documentation	Product-Technical-Information, PM-Kits, Manufactors Codes, etc.

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Contact: Kyocera Mita Europe B.V.
Product Support / Ralf Jacob
Mollsfeld 12
40670 Meerbusch
Germany