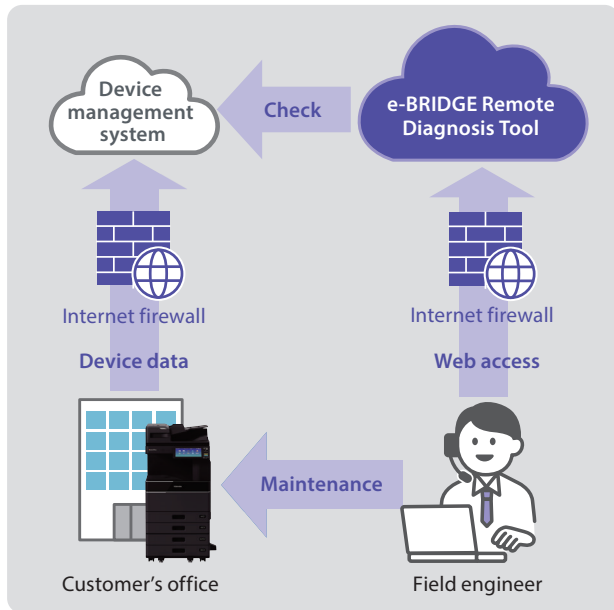
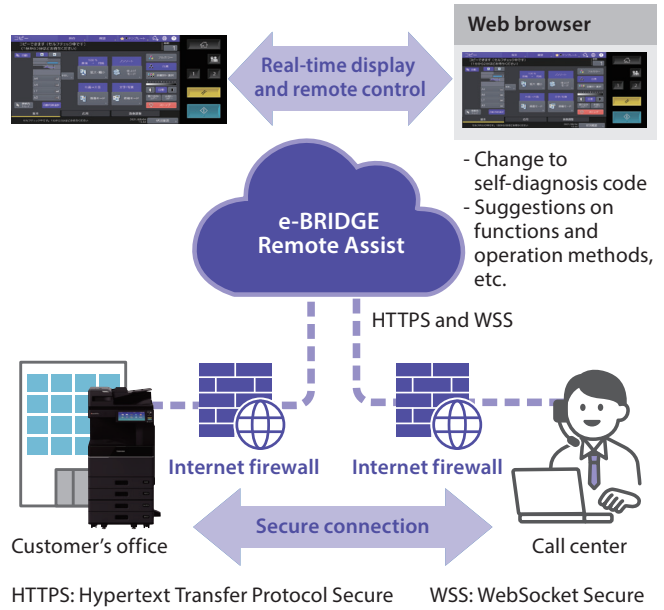


# 6. Retail and Documentation Solutions

## 6.1 Cloud Service to Improve Maintenance Efficiency and Support Remote Maintenance of MFPs



Overview of maintenance of MFP using e-BRIDGE Remote Diagnosis Tool



Overview of remote maintenance service using e-BRIDGE Remote Assist

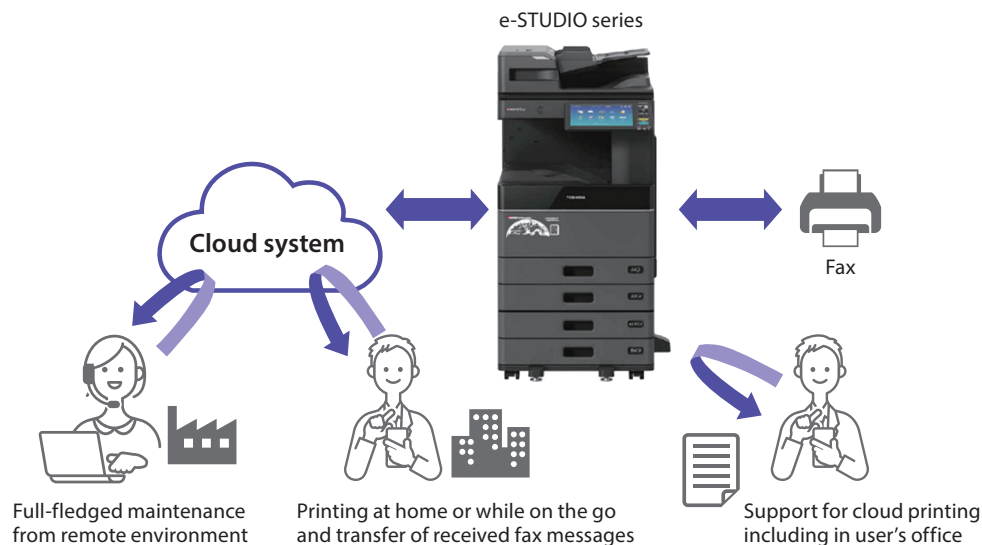
For the success of the multifunctional peripheral (MFP) business model, it is important to improve the profitability of after-sales services. In particular, maintenance visits by field engineers directly affect costs. Toshiba Tec Corporation is therefore promoting measures to reduce the number of maintenance visits while developing tools for this purpose.

The e-BRIDGE Remote Diagnosis Tool visualizes the states of the MFPs located at customers' sites based on various data so that our field engineers can check the MFPs remotely in advance and complete their maintenance in a single visit. This tool organizes and analyzes the MFP data uploaded to a device management system and sends the analysis results to a web browser. The tool displays the history and trends of errors and predicts failures of parts that could occur irrespective of their usage. Such information makes it possible for our field engineers not only to infer the cause of problems but also to perform preventive maintenance during normal inspections.

e-BRIDGE Remote Assist allows our call center operators to remotely access the operating panel of an MFP in response to a customer's inquiry about an image quality problem or device settings. This allows the field engineers to quickly solve the problem without visiting the customer. A remote connection between our call center and an MFP is established by the customer entering an authorization code provided by the call center. Once a remote connection is established, the call center operator can view and work on the operating panel. The call center operator can not only communicate the setup procedures visually but also change the settings that are causing problems or guide the customer through operations that they are unfamiliar with.

## 6. Retail and Documentation Solutions

### 6.2 e-STUDIO Series A3 Multifunctional Peripherals with Cloud Functions Supporting Diverse Workstyles



**Example of connections between e-STUDIO series MFP and functions in conjunction with cloud services**

In response to the increasing diversity of workstyles (hybrid working), Toshiba Tec Corporation has released the e-STUDIO series multifunctional peripherals (MFPs) equipped with cloud functions that enhance the security and convenience of MFPs. The new cloud functions are as follows:

- (1) The Universal Print function, a cloud printing service, enables printing in various work environments, including home workplaces.
- (2) When users log into an external cloud service via the MFP, they have access not only to existing print services but also to external services such as managed document services for improving work efficiency.
- (3) Service personnel can remotely work on the operation panel of the MFP through a cloud system, making it possible to provide users with real-time support. A failure prediction application suggests parts replacement before failure occurs, to reduce the downtime of the MFP.
- (4) Since received fax messages can be transferred to a cloud system, users can check them at any work site including their home workplace.

## 6. Retail and Documentation Solutions

### 6.3 BV400D Space-Saving, High-Speed Entry-Class Desktop Barcode Printers



**BV400D series desktop barcode printers**

Based on the extensive benchmarking of popular entry-class desktop barcode printers, Toshiba Tec Corporation has developed new models that can serve as an easy and less expensive replacement for currently used machines. The new models have the following features:

- (1) The new models achieve the industry's smallest footprint<sup>(\*)</sup>, roughly 10% smaller than the previous model, with the power supply and interface connectors tucked inside the body.
- (2) The new models provide a printing speed of 7 inches per second (ips), the industry's highest speed for entry-class barcode printers<sup>(\*)</sup>.
- (3) Two models are available: a light-emitting diode (LED) model and a liquid crystal display (LCD) model, the latter of which is unavailable in the entry class from other manufacturers. The LED model has more operation keys than the previous model while the LCD model provides better visibility and operability.
- (4) The 5 GHz wireless LAN provides improved network connectivity and supports Hypertext Transfer Protocol Secure (HTTPS) and other security protocols.
- (5) The new models are designed to be cost-competitive by optimizing interfaces and adopting a standard thermal head.
- (6) The new models can be customized to develop new solutions in the future.

(\*) As of November 2021 (as researched by Toshiba Tec Corporation)