

SiteAudit Virtual Technician™



Remote DCA and Device Diagnostics

SiteAudit Virtual Technician™ is like having an on premise technician without the cost of one. MPS providers can perform remote diagnostics on printers and the data collection agent (DCA) from their service centers located anywhere. This reduces service cost and increases service performance making Netaphor partners more profitable while making customers more satisfied. Technical issues once requiring on premise visit now can be done the moment they are detected, without scheduling hassles or trip costs. Welcome to the future of service that Virtual Technician provides today.

Remote DCA Diagnostics



- Configuration
- Status
- Settings
- Downloads

Virtual Technician is easy to use. Use it for instance to review the DCA health statistics, make changes to the data collection intervals in conjunction with Netaphor support. When there are suspected issues set the appropriate debug mode to diagnose problems. And restart monitoring if running to capture new devices. In short diagnose issues before they are problems.

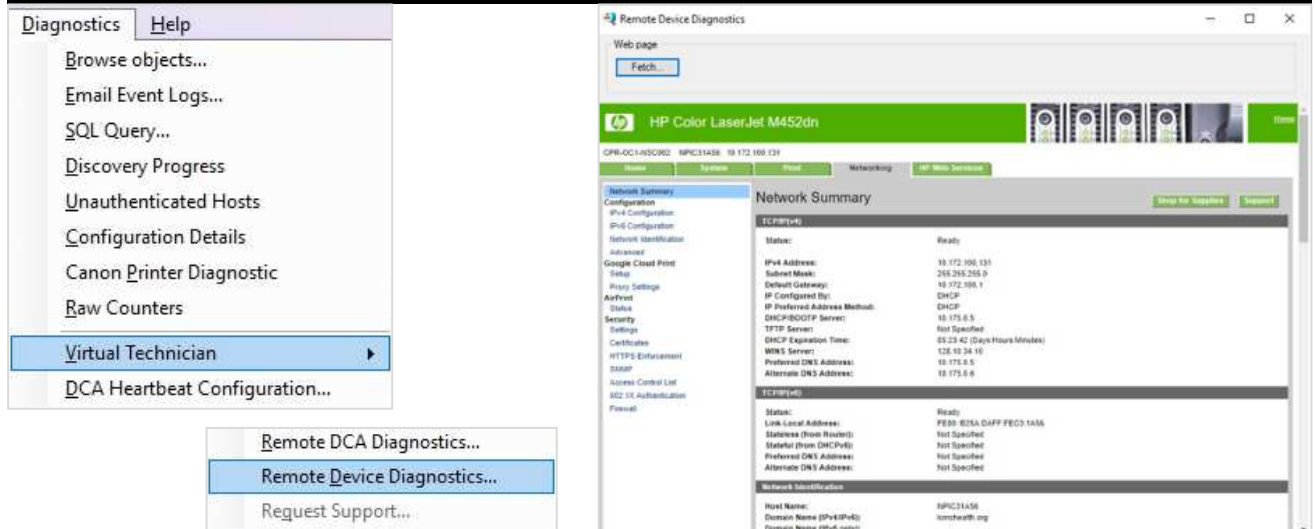
Remote Device Diagnostics



- MIB Browser
- Ping a device
- Configure device
- Update firmware (future)

Instead of walking to a printer to check status and make configuration changes use Virtual Technician. Do first level diagnostics to check the online status, then verify or make configuration changes to settings or verify maintenance requests. Run the MIB Browser in conjunction with Netaphor support to add data tracking. Virtual Technical can work on any make or model if the proper printer ports are open.

Remote DCA and Device Diagnostics



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Requirements

Products

SiteAudit Hosted v6.8 or later
SA Viewer v6.8 or later

Licensing

Virtual Technician
Chrome

DCA Platform

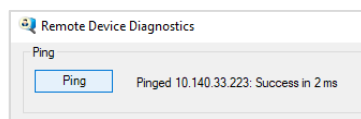
Windows 8.1 or later
Windows Server 2012 R2 or later

Availability

Select Netaphor partners,
contact Netaphor for further
details

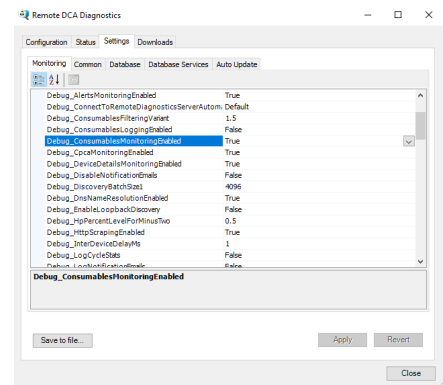
Device Diagnostics

- Supports all makes & models
- Device status
- Device configuration
- Verify device data
- MIB walk
- Update firmware (future release)



DCA Diagnostics

- Health statistics
- Configurations
- Debug mode
- Restart monitoring
- Diagnostic file download



ISV/Software Solutions



Corporate office:
Irvine, California USA
Contact: 1 949 470 7955
www.netaphor.com

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Pick Award, Buyers Laboratory LLC 20 Railroad Ave,
Hackensack NJ 07601 USA 09.2012

