



SMYPASS PRIORITY
A PACKAGE OF PREMIUM SERVICES DESIGNED FOR YOU!



WHAT IS SMYPASS PRIORITY

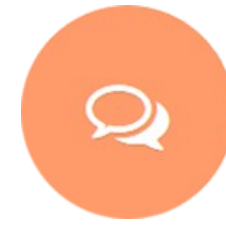
It is a package of premium services offered by SMI Help Desk, designed to make your life easier:

- ✓ Priority access by phone (Smycall), “chat line” or website to technical assistance with operator
- ✓ Online real-time support via remote internet connection
- ✓ 10 % discount on technical interventions that are not related to emergency situations
- ✓ Access to a database containing technical documentation, FAQs and troubleshooting tools



THREE CHANNELS TO GAIN IMMEDIATE SUPPORT WITH SMYPASS PRIORITY

- ▶ **SMYCALL:** By calling **+39.0345.40255** you can create a new request for assistance or return to one that has been requested previously.
- ▶ **SMYCHAT:** Log into Smypass Priority using your credentials, click on the section “Smychat” to communicate with a technician via chat, this way you also have the opportunity to add images or other attachments.
- ▶ **SUPPORT REQUEST:** Log into Smypass Priority using your credentials, click on the section “Support request”. A new page will open with a form to be completed with the details of your request for assistance.



PRIORITY ACCESS

- ▶ When you contact SMI technical assistance (Help Desk) by phone, chat or website, your request (identified by a reference number) is classified as priority
- ▶ Thanks to this priority, the problem you reported is managed by the SMI operator **before** the ones reported by those customers who do not have Smypass Priority
- ▶ This fast track enables to speed up the response time and the time to solve technical issues encountered on your machine and thus to reduce the downtime duration of your production plant



REMOTE ON-LINE SUPPORT

- ▶ This service allows the SMI Help Desk operator to connect directly to the control PC of your machine to carry out checks, troubleshoot and solve functional problems
- ▶ Through an internet access and the installation of the “Quick Support Teamviewer” program, we are in fact able to check in real time the operating parameters of your plant and analyze what is happening
- ▶ Furthermore, the remote connection enables to install the latest updates of the control software of your SMI machine and to modify the configuration parameters



REMOTE ON-LINE SUPPORT

- ▶ The machine operator is not required to have language skills or technical expertise, since we can operate directly by the SMI help desk on the plant control software
- ▶ Identification and resolution of problems in a shorter time than those cases coming from customers without Smypass Priority
- ▶ Saving of time and money, since in many cases the inoperativeness of your production plant is considerably reduced compared to on-site traditional technical interventions
- ▶ Greater efficiency of your machine, since the control program is always updated to the latest version



DISCOUNT ON INTERVENTIONS

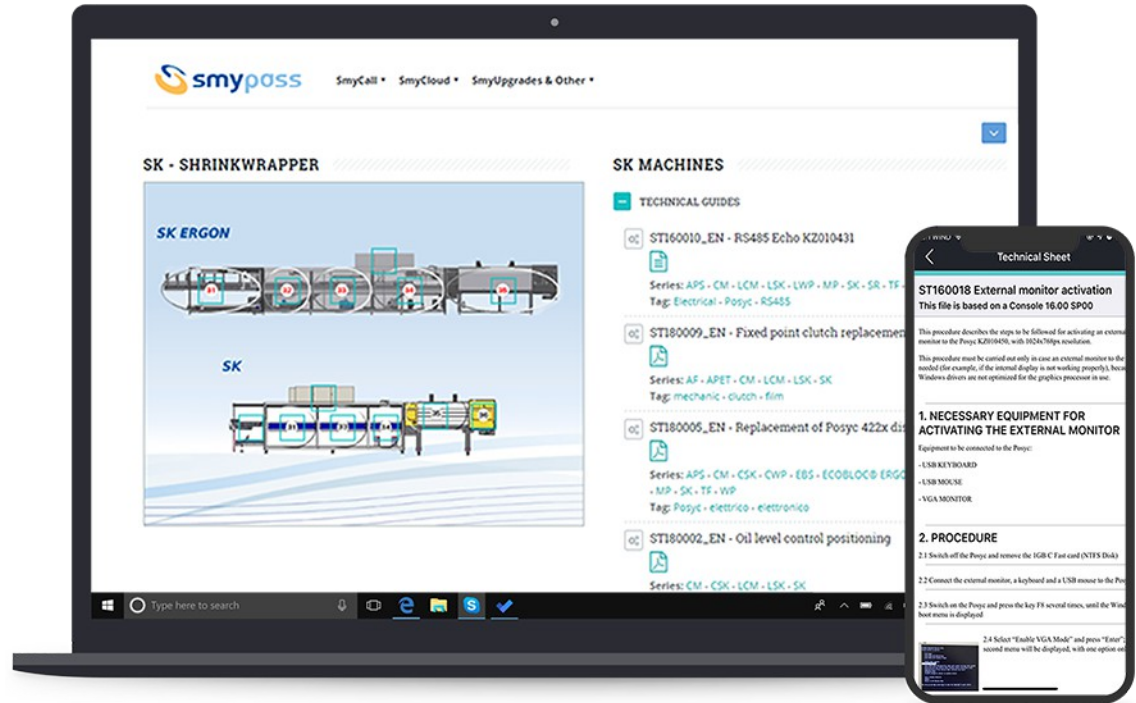
During the period of validity of Smypass Priority annual subscription, you can benefit from a special discount of 10 % on the labour rates of the following interventions:

- ▶ Scheduled maintenance
- ▶ Installation of upgrades
- ▶ Installation of new formats
- ▶ Other on-site interventions that are not related to emergency situations



A WORLD OF TECHNICAL INFORMATION

- ▶ Smypass Priority subscription gives you the right to access an extensive database of technical information about your plant, available for PC, tablet and smartphone (machine data sheet, technical features, video guides, tutorials, changeover procedure, parameter explanation, etc)



TROUBLESHOOTING

Motor doesn't rephase and an alarm appears "zero mark too little"

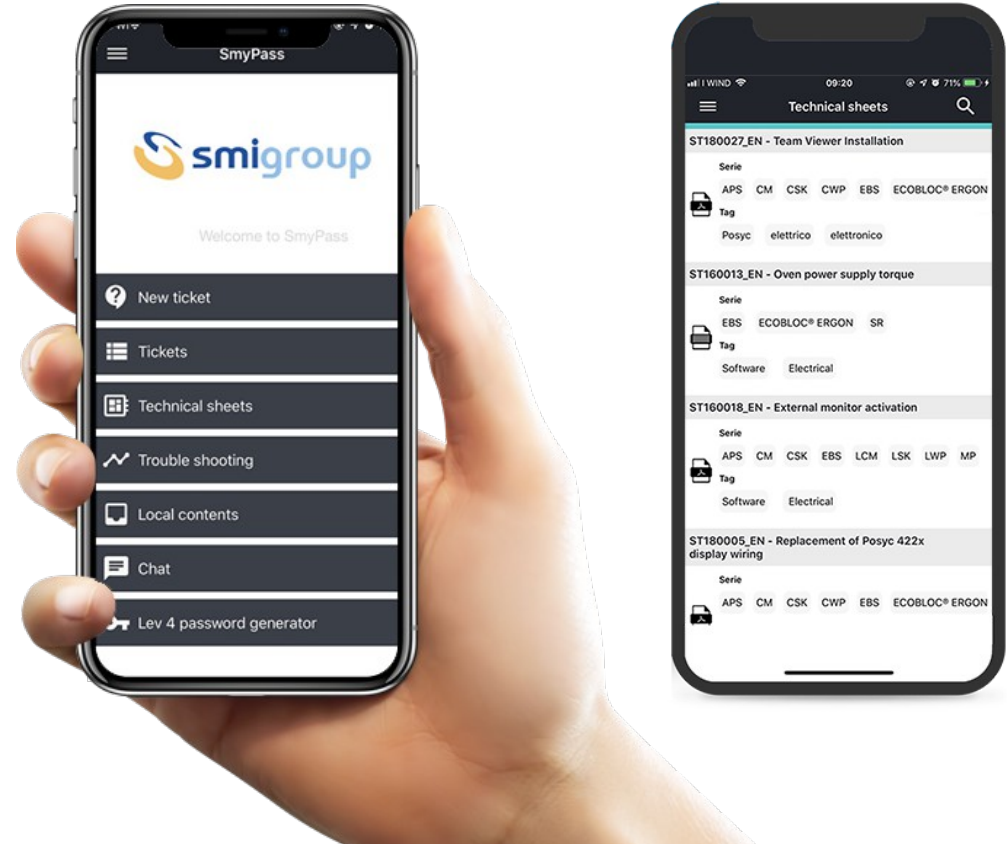
- ▶ Verify that the sensor of phase is undamaged and correctly positioned and connected.
- ▶ Decrease the parameter "mark width" in the motor.
- ▶ Replace the sensor.

- ▶ Furthermore, you can access a section in the database concerning "trouble-shooting", namely a series of practical examples of how to solve a wide range of alarms, troubles and issues in the do-it-yourself mode



AND WITH AN APP, CONTACTING US IS EVEN EASIER

- ▶ Through a free Android and IOS app, accessing Smypass Priority premium services is even easier and quicker because you can also do it on the go



HOW TO SUBSCRIBE SMYPASS PRIORITY

ASK FOR INFORMATION

BY EMAIL AT:

customerservice@smigroup.net



Thank you for your attention!

www.smigroup.it

