



MS Connect





Customer Support

MS Printing Solutions is your trusted partner, operating globally and providing both sales and technical support.

We offer two levels of service to meet the needs of our customers.

- On-site support
- Remote support



ON-SITE SUPPORT

MS has offices in many regions of the world and responds quickly to the problems our customers face daily.

When necessary, we will send a technician directly to our customer's location for service.





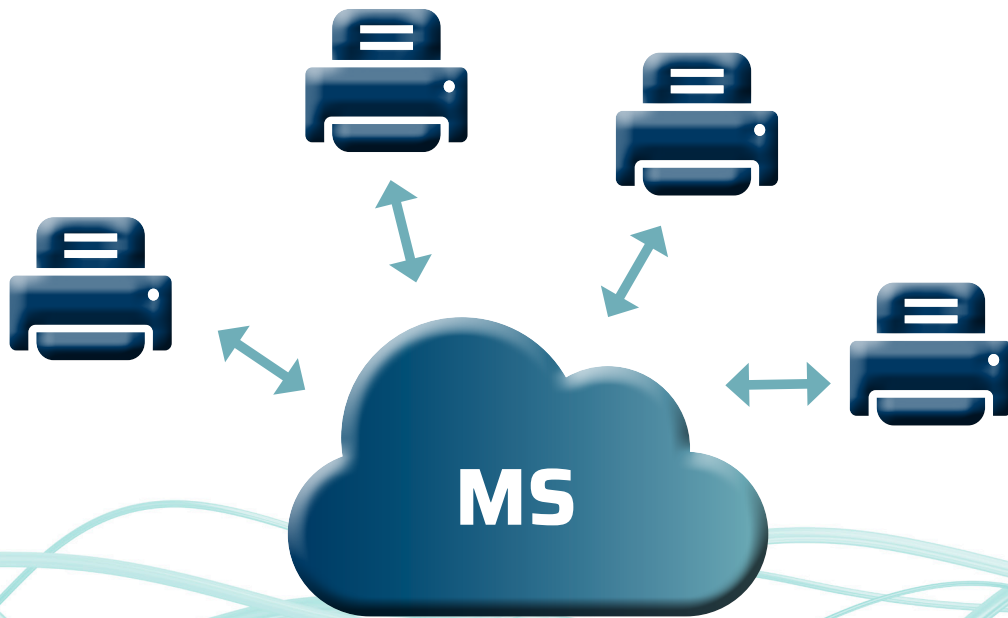
REMOTE SUPPORT

We believe that providing on-site support is just one way to help our customers. That's why, in 2010, we created MS Connect.

With MS Connect, our customer's equipment connects to our central brain and allows us to accelerate a response to the challenges our customer face.

MS CONNECT

Every customer can connect their printers to our server





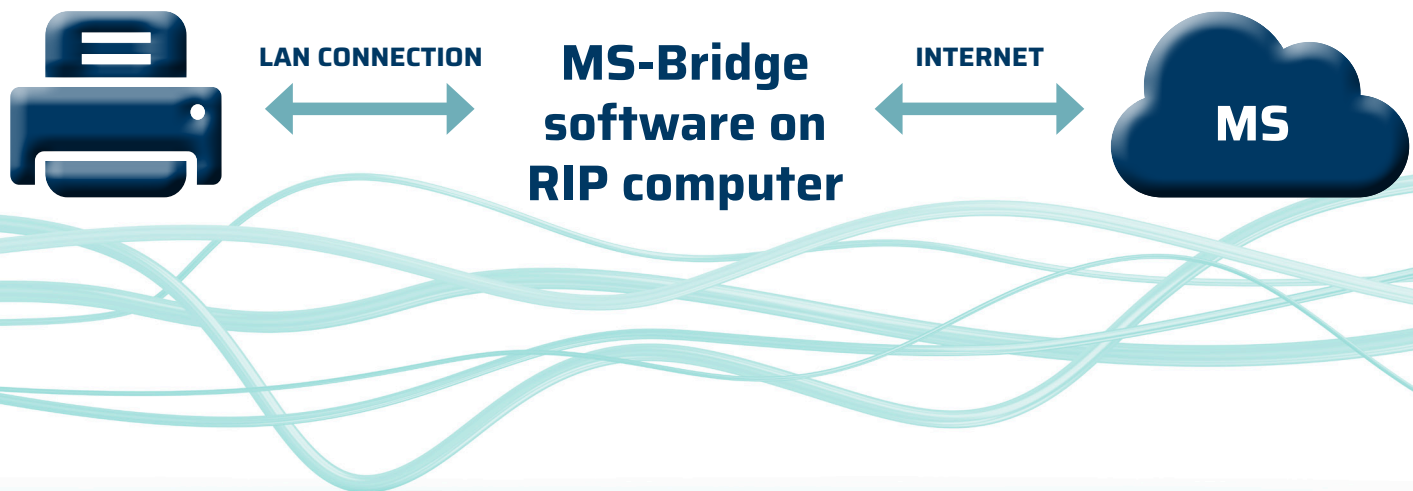
MS BRIDGE SOFTWARE

MS Bridge is the tool that allows connection of a printer to our server.

It is stand-alone software that can be installed on the RIP computer or on a company server.

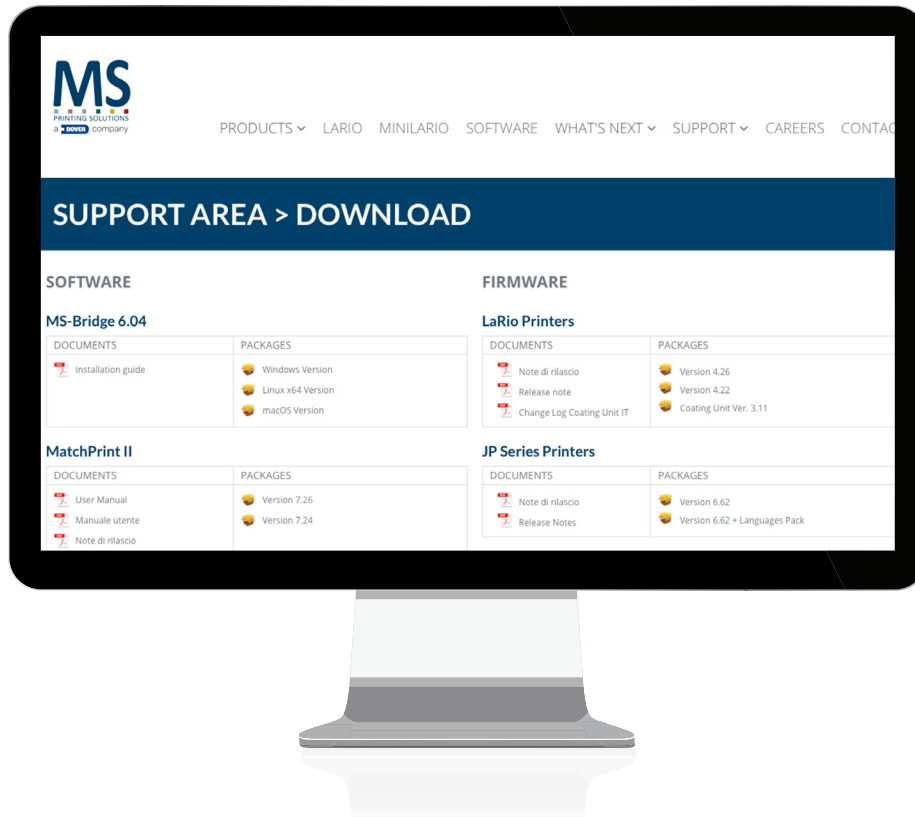
MS CONNECT

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[Remote Diagnostics](#) | [Remote Technical Support](#) | [Remote License Management](#) | [Remote Backup](#)

HOW TO CONNECT



- Open the browser on RIP computer and navigate to the download section of the **www.msitaly.com** website
- Download the OS appropriate MS-Bridge installation package
- Run the installer and follow the installation instruction
- Once installed correctly you will see the MS icon in the OS notification area
- In order to work correctly the RIP computer should be able to reach the address “**bridge.msprintingsolutions.it:52666**”



MS SUPPORT



When you contact MS to receive support, we immediately connect to your printers and make a real time analysis of the situation.



Remote Support

The MS Remote Support system has evolved over the years to adapt with modern technology.

It improves the reliability and the quality of information we retrieve, and accelerates the solution to our customer's problems.

Dover is a diversified global manufacturer with annual revenue of over \$7 billion. We deliver innovative equipment and components, specialty systems, consumable supplies, software and digital solutions, and support services through five operating segments: Engineered Products, Fueling Solutions, Imaging & Identification, Pumps & Process Solutions and Refrigeration & Food Equipment. Dover combines global scale with operational agility to lead the markets we serve. Recognized for our entrepreneurial approach for over 60 years, our team of approximately 24,000 employees takes an ownership mindset, collaborating with customers to redefine what's possible. Headquartered in Downers Grove, Illinois, Dover trades on the New York Stock Exchange under "DOV." Additional information is available at dovercorporation.com



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