

## Putting iManager to work for you!

- Your first step is to visit the Quality Business Solutions website at <http://www.copyquality.com>. From the website's main page, click the iManager login button located in the left pane. You will be prompted to enter your user name and password.
- Enter the user name and password you were assigned by your account representative into the appropriate fields and click login.



Figure 1

- Once you have successfully logged into iManager you will see a Welcome page like the one above (figure 1). Note the four\* main categories of information at the top of the page:
  - **Install Base**
  - **Accounts**
  - **Products**
  - **Service**
- Several main categories of information have subcategory selections that will appear below the main subject. For example, in figure 1, the subcategories of 'Install Base' are 'All Units', 'Install Mix', and 'Volume & Usage'.
- **Install Base**
  - **All Units** – Displays a table that lists the Model, Serial #/ID #, and location of all of your equipment (figure 2). This list can be sorted by model, location or installation date by clicking on the table header. Clicking on the serial number or ID number of a selected machine will open a screen that displays additional information about that piece of equipment, including the service history for the prior 12 month period.

*\*Logins can be individualized to specifically fit each user's role. Some logins may not include all categories of information. The user's job responsibilities should dictate the type and level of access most appropriate. QBS reserves the right to modify access rights as necessary.*

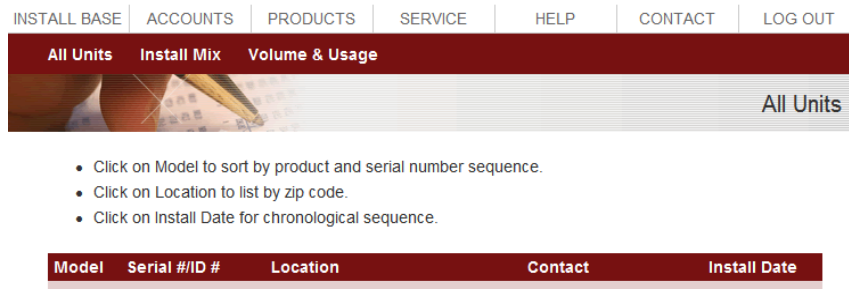


Figure 2

- **Install Mix** – Displays a graph (figure 3) showing the number of installations per type of equipment/model. This can be useful when analyzing your potential machine needs.



Figure 3

- **Volume & Usage** – Shows a table displaying all of your machines and lists the average monthly usage. *Please keep in mind that many machines (such as color units) have multiple meters and therefore may not display in this section as expected.*
- **Accounts**
  - Selecting this category allows you to access invoices in the database. The page lists locations and contact information for each account. To view an account, click on select. Doing so will list the Invoice Date, Invoice Number, Location, Purchase Order #, Amount, and Due Date for each open invoice for the selected account. Clicking on the invoice number will open a new window which displays the data from the actual invoice.
- **Products**
  - **View & Order Products** – Displays a screen (figure 4) that allows you to identify an equipment model to order supplies for: 1) by entering a known ID # or Serial #, or 2) by clicking the image or description of an equipment model. Clicking on 'Don't know ID # or Serial #' will display your machine population. If you display the list of machines, you can simply click on "Order Products". A list of supply items available for your machine will be displayed (figure 5).
    - Note that your maintenance agreement sets the price of your supplies. Our most popular type of maintenance agreement offers toner as a free item; therefore this pricing may be reflected.

- When placing an order for supplies, please be sure to enter a meter reading while you are visiting the website. See the **Service** category for details.

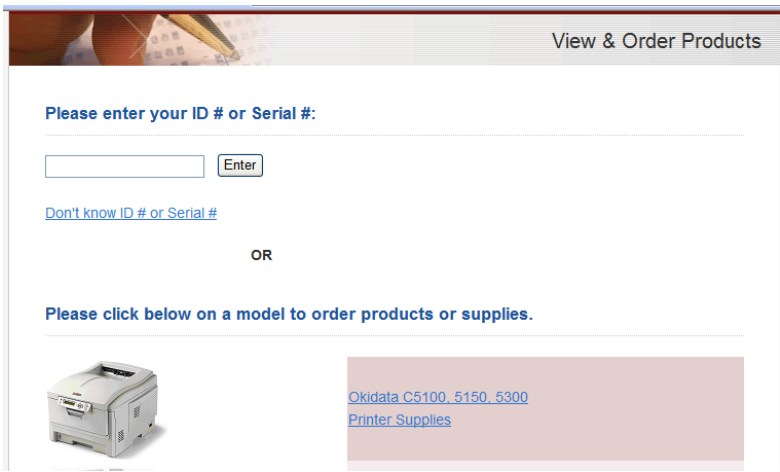


Figure 4

- Enter the quantity of items you wish to order and then click on 'Check Out'.

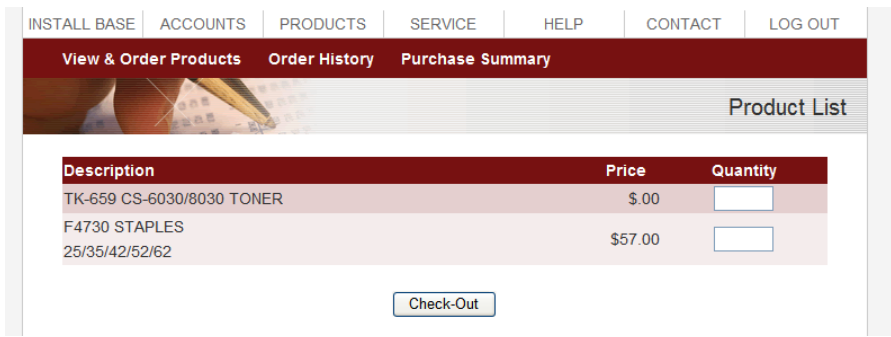


Figure 5

- **Order History** – Displays, in table format, the number of orders you have placed for equipment and supplies each month for the previous 12 months (figure 6). Click on the month to display the details.

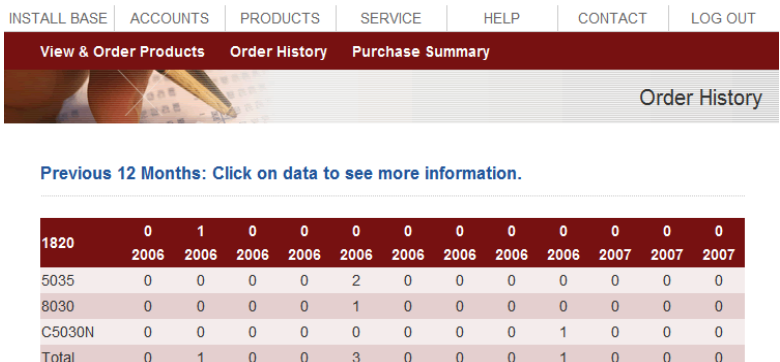


Figure 6

- **Purchase Summary** – Displays the past year's history of equipment and supply orders.

- **Service**

- **Meter Read** – You will be prompted to enter the Serial # or ID # of the equipment. Again, you may click on ‘Don’t know Serial # or ID #’ to access a list of your machines. Simply select your machine and click on ‘Meter Read’. Please be careful when entering meter readings, as there are a few common errors:
  - Be certain to gather the meter from the correct machine. Customers with multiple machines occasionally misassign the meter counts.
  - Be certain to input the correct meter. Many machines have multiple meters (most commonly color) and it is very easy to misassign the different meters. If you are uncertain, please consult your service representative or call our service department.
  - If a meter is “suspect”, our office may contact you in order to verify the meter reading. This may include a request to print out the meter from the machine’s display panel and fax it to our office. Your cooperation is greatly appreciated.
  - Use the previous meter & date to assist you in verifying the accuracy of your present meter before entering it (figure 7).

Previous Meter Date was 04/09/2007

Meter Description	Previous Meter	Current Meter
BLACK&WHITE	481,712	<input type="text"/>

Figure 7

- After clicking **Submit Meter Readings** a confirmation message is displayed to let you know the meter reads have been sent. An email confirmation is also sent to you.
- **Request Service** – Use this screen to place a service request. Once again, you can identify the equipment by entering a known ID # or Serial #, or by clicking the “Don’t know ID # or Serial #” link to display *All Units*.
  - Please select the most appropriate issue from the ‘Problem Description’ pull-down menu (see figure 8). You may enter any additional details of your request in the ‘Additional Information or Contacts’ area, as well as specify a contact person or suggest a service appointment time that fits your schedule.

Problem Description

Please select a problem

- Please select a problem
- BLACK COPIES
- CANT REMOVE JAM
- ERROR MESSAGE
- GENERAL CLEANING/CHECK UP
- JAMMING
- NETWORK/PRINT DRIVER ISSUE
- NOISE
- NOT PRINTING/SCANNING
- ROUTINE MAINTENANCE/PM MESSAGE
- POOR COPY QUALITY
- USER TRAINING/ASSISTANCE WITH A FUNCTION

Figure 8

- After clicking **Submit** a confirmation message is displayed to let you know the service call has been created. An email confirmation is also sent to you.
- **Overview** – This page displays a table showing the number of service calls and the number of units installed during the prior month, and the number of service calls during the previous 12 month period.
- **Frequency of Calls** – Displays the Model, Serial #/ID #, Location, and # of Service calls for each piece of equipment during the prior 12 months. Clicking on the ID# link will display more detailed information, specific to that piece of equipment. Each visit for that unit is displayed in date order, with the primary solution (figure 9).

Service History Detail (prior 12 months)	
Service History	Description
12/15/06	COURTESY CALL
06/12/06	HARDWARE ADJUSTMENT
06/01/06	CLEARED CODE
04/26/06	CLEARED CODE
04/25/06	500K PM

Figure 9

- Click the **Log Out** button to exit. You may also be logged out of the website automatically if you remain idle for a period of time.

***Should you have any questions about the use of iManager, please contact your account representative or send an email to [imanager@copyquality.com](mailto:imanager@copyquality.com).***

***Thank you for your business!***



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