Kodak Graphic Communications Canada Company
3700 Gilmore Way
Burnaby, B.C., Canada
V5G 4M1
Tel: 1.604.451.2700
Fax: 1.604.437.9891

Request support: http://graphics.kodak.com
ecentral.creo.com

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Procedure

Standard Operating Procedure: Prinergy Hot Standby (EPM+) 1-Day Start-Up Assistance

Service Overview

Kodak® Prinergy® Hot Standby Start-Up Assistance (SUA) is a 1-day, on-site service that allows customers to get up and running faster with the Hot Standby (EPM+) feature. By providing on-site coaching and configuring to meet specific customer needs, customers are able to reach full functionality in less time. A Kodak product expert will work directly with the customer's prepress manager.

This is a fixed duration service—if additional on-site time is required, advise the customer that it can be provided on a chargeable basis, subject to limitations of scheduling and local availability. A Kodak sales representative should be contacted.

Prinergy Hot Standby Start-Up Assistance Deliverables

Services

The Kodak product expert will be on-site for one day, continuously, to provide the Start-Up Assistance service consisting of on-site configuration, coaching, and support. To maximize value, Kodak recommends that the prepress manager be available at the start of the SUA service to review deliverables and assign individuals to participate in the Start-Up Assistance program.

Key Service Steps

Suggested durations are only a starting point—they can be changed, depending on customer needs.

	Omitted	Completed
1. Prepare the Prinergy system for Hot Standby (suggested duration two hours).		
Redistribute JTP's.	☐	☐
Update templates, marks files, and ICC profiles.	☐	☐
Load the Pantone Library.		
Record non-standard global color entries.	☐	☐
Duplicate fonts.	☐	☐
2. Install and configure Hot Standby software (suggested duration four hours).	☐	☐
3. Test and verify Hot Standby (suggested duration 1 hour)		
Test Hot Standby switching procedure and test Hot Standby functionality after the switch.	☐	☐
4. Train the customer to perform the Hot Standby switching procedure (suggested duration one hour).	☐	☐

Service Prerequisites and Customer Responsibilities

Before Starting Service Delivery

Any uncompleted installation issues will not result in a longer SUA service period.

During Service Delivery

Everyone participating in the SUA should be available at all times during the SUA service.

Limitations and Exclusions

This is a fixed duration service—if additional on-site time is required, it will be provided on a chargeable basis, subject to limitations of scheduling and local availability.

Customer Comments

Note any customer comments or actions needed:

Confirmation

The Prinergy Hot Standby Start-Up Assistance service was performed on / / (day/month/year) by a representative of Kodak and witnessed by at least one representative of the customer.

Kodak representative: _____

Signature: _____

Customer representative: _____

Signature: _____

Upon completion of the Start-Up Assistance, the Kodak representative will send a copy of the entire document to the regional service manager.

About Kodak Graphic Communications Group (GCG)

The leading provider of graphic communications solutions worldwide, Kodak's Graphic Communications Group (GCG) offers image capture systems; professional color, copydot, and high-speed document scanning systems; inkjet printing and proofing systems; workflow and color management software; thermal imaging devices for film, plates, and proofs; high-quality proofing media, printing plates, and recording film; on-demand color and black-and-white printing systems; data storage products; and professional services. Creo joined the GCG in June 2005, when it became a wholly owned subsidiary of Kodak. With corporate headquarters located in Rochester, N.Y., Kodak (NYSE: EK) had sales of $13.5 billion in 2004 and is committed to a digitally oriented growth strategy.

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