



User Training

Konica Minolta offers a variety of training techniques that are tailored to fit the needs of each client. After award, and prior to the installation of the product, we will outline a detailed plan according to the methods preferred. Comprehensive and focused training is an important step in realizing a smooth transition to Konica Minolta products and solutions, and ensures full utilization of the devices and increased satisfaction with output.

Training is typically provided in two phases:

Orientation:

- Provided by the technician
- General overview following install
 - Basic functions and uses
 - Clearing jams
 - Changing toner and reloading staples
 - Placing service calls
 - Reading meters

The orientation training also allows the technician to test functionality.

In-Depth Training:

- Coordinated by the Customer Support Representative
- Customized and scheduled to meet client's needs
- Time is dedicated to complex device functionalities
- Enlists specialists for advanced solutions training
- Client-specific training materials:
 - Video
 - Webcasts
 - Laminates
 - Guides
 - Classroom

The training staff is kept updated on the latest Konica Minolta product offerings; from stand-alone digital devices to our advanced connected products and third party solutions. By continually developing their expertise, the Konica Minolta customer support teams become invaluable partners in the success of our clients' workflow solutions.