

## NEW: Smart Support - for efficient help when servicing is required

With KRONE Smart Support, dealers always have an overview of their customer machines. They can remotely view the location, machine errors and the terminal image. This means dealers know the current status of the connected machine at all times and can react quickly in the event of a fault.

### This is how it works as a dealer:

1. purchase a license for KRONE Smart Support via the E-Solutions Shop.
2. inform your customer about the machine release if necessary.
3. open Smart Support and assist your customer with troubleshooting.

### This is how it works as an end customer:

1. create your machine(s) in mykrone.green.
2. click on "Manage release" and release your machine to the desired dealer, provided they use Smart Support.
3. your dealer can now view your machine data and provide effective support.

