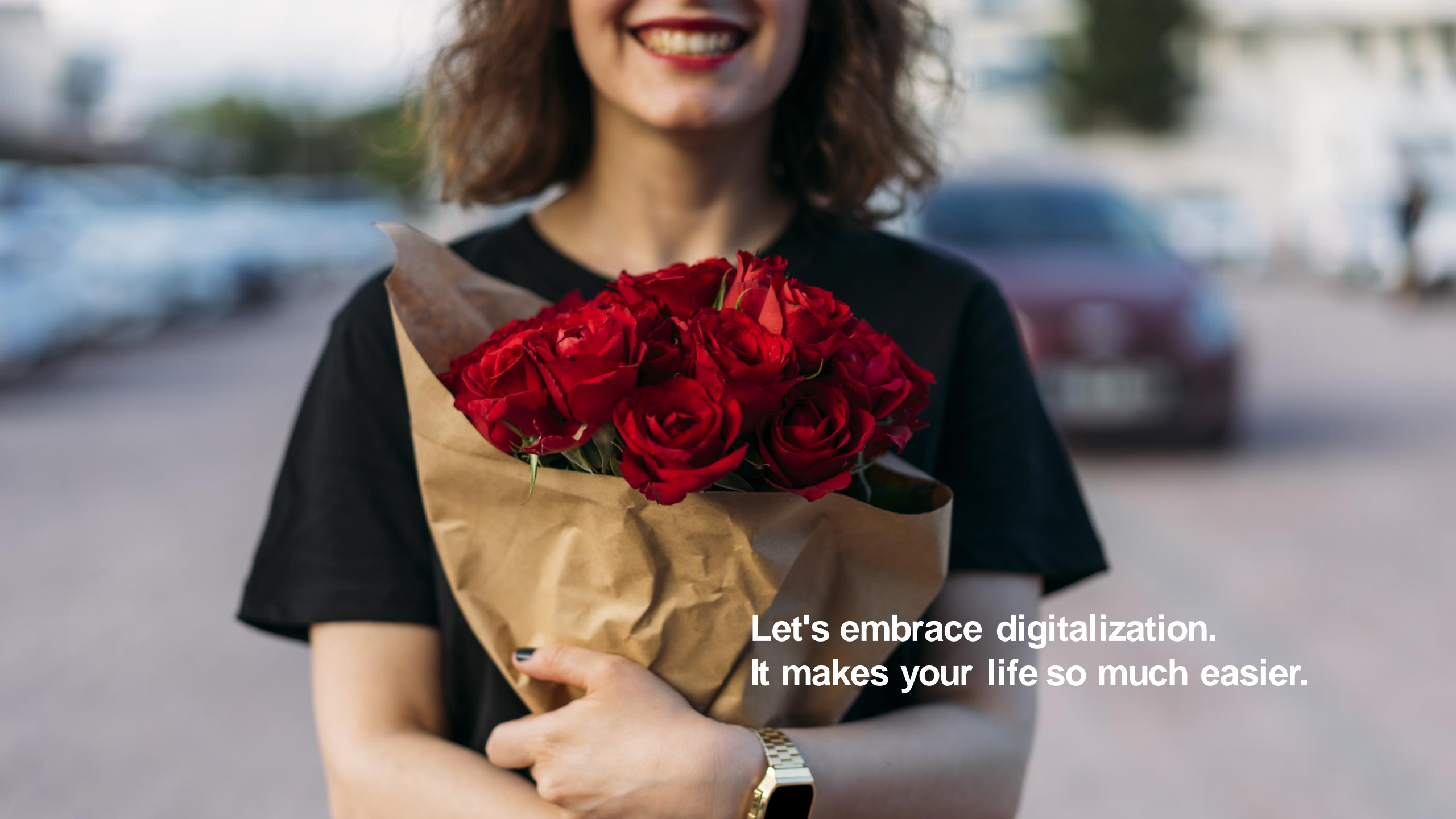


# LET'S CONNECT

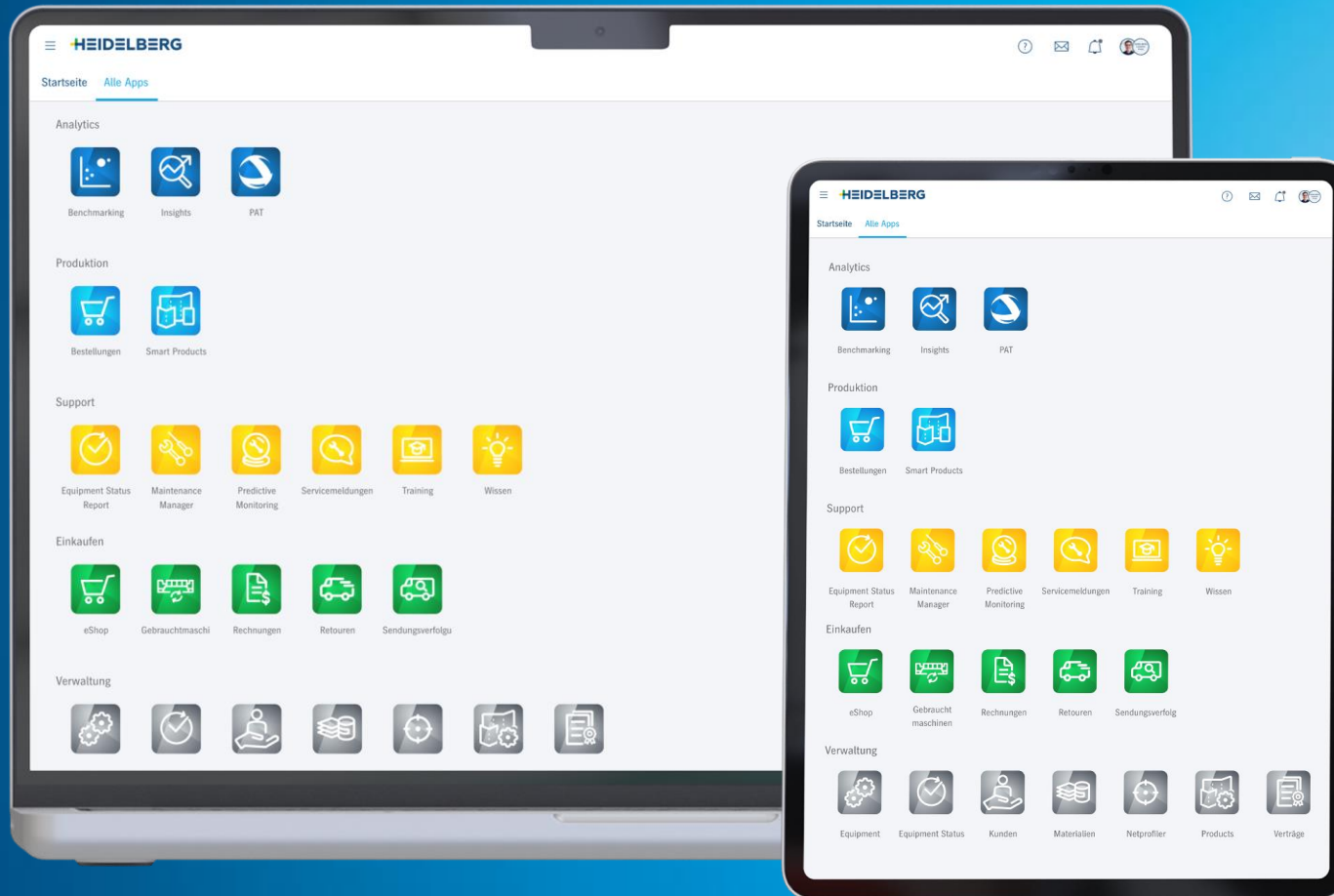
■■■■ PRINECT ■■  
USER DAYS

# HEIDELBERG Customer Portal: Where we stand and how it benefits the user.



**Let's embrace digitalization.  
It makes your life so much easier.**





# The new HEIDELBERG Customer Portal

- The new HEIDELBERG Customer Portal combines all digital services on just one portal. This is unique in the PMI.
- To use the portal, you need internet access.
- A HEIDELBERG account with a password guarantees that you can only see the data for which you are authorized.
- Just like on a smartphone, you can find a wide variety of digital services as apps.
- All data is secure in the cloud (AWS Amazon Web Service)



In more than **40 countries** and in **10 languages**  
more than **1.000 customers** already work with it.



**5 good reasons, why it is worth  
working with the portal.**



# HEIDELBERG Customer Portal

## Reason 1/5

The portal makes your work  
or that of your employees easier.

Example: Controllers receive  
data that has been processed and  
analyzed already.



# HEIDELBERG Customer Portal

## Reason 2/5

The portal helps you to become more profitable and competitive.

Our apps show weaknesses in the process and optimization potential in the machines.

PAT

Performance Actions

Show all recommendations

← Overrunning Sheets Feeder - 09-2023

Back >



Created On Sep 13, 2023



Show diagram



Close recommendation



Hello Claudia!

I have recognized an increasing number of overrunning sheets at the feeder causing emergency stops compared to the average of the last 12 months.

An overrunning or early sheet is defined as a sheet that passes the infeed control too soon. If a sheet runs into the first printing unit too soon, the grippers might not be able to grab the sheet properly. This can lead to problems and machine damages within the following printing units.

Overrunning or early sheets are recognized by the press automatically. Whenever the press recognizes an overrunning sheet, an emergency stop will be triggered. Depending on the printing substrate and the current printing speed overrunning sheets can partly run into the first printing unit before the machine stops.

If you are interested in more information about overrunning sheets or paper run issues in general, please refer to the following [article](#). Important Note:

# HEIDELBERG Customer Portal

## Reason 3/5

The portal supports you in becoming more sustainable.

Consumption is presented transparently.

Machine	Operation	Details	Status
XL105-8-P5L (HeiTest_XL105-8-P5L)	Demo: 231030-130451 (231030-130451   ST100067 4/4)	Waste (planned): 520 Sheets Waste: <b>644 Sheets</b>	Persistent
XL106-6-P+L (HeiTest_XL106-6-P+L)	Bonaqua 231030-124040 (231030-124040 - A   Sheet 3 7/-)	Quantity (planned): 500 Sheets Net Count: <b>526 Sheets</b>	Persistent
XL105-8-P5L (HeiTest_XL105-8-P5L)	Demo: 231030-123139 (231030-123139   ST100067 4/4)	Waste (planned): 585 Sheets Waste: <b>587 Sheets</b>	Persistent
XL106-10-P+L (HeiTest_XL106-10-P+L)	Ferrand 231030-111508 (231030-111508 - A   Sheet 2 7/-)	Quantity (planned): 5000 Sheets Net Count: <b>5474 Sheets</b>	Persistent
XL106-10-P+L (HeiTest_XL106-10-P+L)	Ferrand 231030-111508 (231030-111508 - A   Sheet 1 5/-)	Quantity (planned): 5000 Sheets Net Count: <b>5300 Sheets</b>	Persistent
XL105-8-P5L (HeiTest_XL105-8-P5L)	Demo: 231030-105215 (231030-105215   ST100067 4/4)	Waste (planned): 455 Sheets Waste: <b>504 Sheets</b>	Persistent
XL105-8-P5L (HeiTest_XL105-8-P5L)	Demo: 231030-105215 (231030-105215   ST100067 4/4)	Quantity (planned): 3955 Sheets Net Count: <b>4266 Sheets</b>	Persistent

# HEIDELBERG Customer Portal

## Reason 4/5

Our apps reduce administrative effort - especially in the areas of service and maintenance.

← XL106-10-P+L (HeiTest\_XL106-10-P+L)  
Equipment / XL106-10-P+L (HeiTest\_XL106-10-P+L)

Maintenance activities **99+** Planned maintenances **99+**

<input type="checkbox"/>	<b>Activity name</b> Description	<b>Maintenance point</b> Group Part	<b>Due</b> Interval In days Est. time
<input type="checkbox"/>	Check the maintenance condition of the adjusting spindles Check the maintenance condition of the adjusting spindles. Center	Feeder Pile guidance and pile transport Pile centering	-- 365 days 3 min
<input type="checkbox"/>	Check the maintenance condition of the valve ports Check the maintenance condition of the valve ports, rotary valve surface and bearing surface. Center	Feeder Suction head Suction head	-- 365 days 3 min
<input type="checkbox"/>	Clean and lubricate the guide rail of the lifting suckers Clean and lubricate the guide rail of the lifting suckers. Check the condition. D.S. / O.S.	Feeder Suction head Suction head	242 days 365 days 4 min
<input type="checkbox"/>	Check the forwarding sucker housing and the springs for wear Check the forwarding sucker housing and the springs for wear. Replace the spring, if necessary. D.S. / O.S.	Feeder Suction head Suction head	121 days 182 days 1 min
<input type="checkbox"/>	Clean and lubricate the guide rail of the forwarding suckers Clean and lubricate the guide rail of the forwarding suckers. Check the condition. D.S. / O.S.	Feeder Suction head Suction head	304 days 365 days 4 min
<input type="checkbox"/>	Check the condition of the Bowden cables for the forwarding sucker height adjustment Check the condition of the Bowden cables for the forwarding sucker height adjustment. D.S. / O.S.	Feeder Suction head Suction head	148 days 182 days 1 min

# HEIDELBERG Customer Portal

☰ Training

Digital Printing

Offset Printing

Good to Know

## Reason 5/5

Get access to online trainings and the concentrated knowledge of HEIDELBERG.



Basic settings for a good paper run at the feeder of the Speedmaster XL 106 (Premium)

**Video usable for CX 104**

How to set an optimum paper run for different substrate thicknesses.



Non-stop pile change on the feeder of a Speedmaster XL 106 - optional (Premium)

**Video**

Know how to exchange an empty pallet for a full pallet during non-stop pile change at the feeder without interrupting ongoing production.



Solid density measurement & solid measurement (LAB) with a spectrophotometer (Premium)

**Explanation Video**

Correct calibration of a handheld measuring device. Performing a measurement on a solid field on the color control strip. Comparing the measured values with reference values. Performing a correct density measurement. Comparing the



**HEIDELBERG Customer Portal**  
**Customers' favorite Apps.**

# In a Nutshell



# In a Nutshell

- The basic version of the HEIDELBERG Customer Portal is free of charge
- Appoint an administrator in your printshop to create the organization & users once
- To log in, internet access, ID and password are required
- Available 24/7
- Prinect version 21.10 or higher is required to use features such as e.g. Print Shop Analytics / Insights





Thanks!

Visit our Workshops!

**Print Shop Analytics**  
WS 3 and WS 12

**HEIDELBERG Customer Portal**  
WS 5, WS 15 and WS 19

