Mobile Printing Solutions for Public Utilities

brother ®
at your side

BROTHER MOBILE SOLUTIONS, INC.

Challenges in Public Utilities

Traditional systems, such as dispatching crews from central locations with that day's work orders, taking notes in the field with pen and paper, and returning that paperwork to the office at the end of the shift for processing, are proving to be less workable today. Moreover, these systems cannot always be adapted rapidly to redirect crews efficiently to where they are needed most in the event of a service interruption or true emergency.

One solution to dispatching issues has been to equip field techs with GPS-enabled devices for better tracking and routing of each crew; this way, crews nearest an event can be dispatched and guided to a customer's location more efficiently, which can lead to faster problem resolution and improved customer satisfaction.

More utilities are also deploying crews with handhelds or vehicle-mounted laptops which can deliver and display data in the field in real time – for maps, updated work orders, customer histories and more, improving the velocity of response and reducing wasted time and resources. Connecting these devices to mobile printing solutions is also expanding – giving field crews the ability to generate printed customer notifications, receipts, estimates, and even customer invoices on site, while also producing documents such as GIS maps, diagrams of an installation, detailed parts and repair directions, and more needed by a crew.

The scope of public utility operations has expanded over time as well. Maintenance of infrastructure and responding to service interruptions remain critical components; but many also provide enhanced services such as energy audits, repairs, device sales and hook-ups and more, which place additional customer-relations challenges on their field techs, who now not only fix problems, but sell services.

Another challenge is distributing timely information on locations of buried or overbuilt transmission lines or pipelines, not only for their own service personnel but also for others working on or near those sites. Pipelines and transmission lines buried under pastures a few decades earlier can become an issue now as developers seek to build on the land above or adjacent to them. With the ability to print full-page maps of buried lines on demand, utility personnel can provide this critical information to contractors and construction crews on site before infrastructure integrity is jeopardized.

Brother™ offers better mobile solutions to public utility professionals for reliable full-page and small-format printing from handhelds practically anywhere. Compact PocketJet® full-page thermal printers put the power to quickly produce schematics, maps and detailed documents everywhere your crews go. Durable RuggedJet™ mobile thermal printers can be hung from a belt and produce both documents and labels up to 4" wide onsite quickly and easily via Bluetooth® technology wireless connectivity.

UtilitySolutions

PocketJet 6
PocketJet 6 Plus

RuggedJet™ RJ-4030
RuggedJet™ RJ-4040

Fast, reliable full-page printing for utility operations

PocketJet® 6 full-page thermal printers can print the critical data your techs need in the field, helping to reduce unnecessary paperwork and redundant data entry, and trips to and from the dispatching office. PocketJet® 6 printers can also help field techs and others to perform more efficiently and safely by quickly printing detailed documents with high-resolution text, graphics and photos in the field, ideal for full-page GIS maps, system and installation diagrams, work orders, parts lists and more.

The PocketJet® 6 line of mobile printers easily connect via USB or wirelessly via an optional Bluetooth® technology interface* to laptops or handhelds, and use thermal printing technology that requires only one consumable – high-quality Brother™ thermal paper – so there are no inks or toners to replace. One-button-printing simplicity makes them exceptionally easy to operate for crews of all ages and those with minimal computer skills.

At only about 10" in length, about 2" wide and 1.25" high, and weighing about 1.3 lbs, these printers are among the smallest and lightest full-page mobile printing solutions available today. Various vehicle mounting and power options* are also available for virtually all vehicles. While most utility crews will print from vehicle-mounted PocketJet® 6 printers, the devices can also be battery-powered and are small enough to hand carry practically anywhere.

Because utility field techs must still work in all kinds of climates – and many times during extreme heat and cold conditions – it's good to note that the thermal printing technology of the PocketJet® 6 printers has been proven reliable from the scorching heat Arizona to the frigid cold of Alaska.

The PocketJet® 6 line of full-page mobile printers are ideal for printing full-page documents with high-resolution text, graphics and pictures for:

- **Work orders**
- **Switching Instructions**
- **Invoice/repair receipt for appliances**
- **Inspection report**
- **Customer history data**
- **Notification slips at customer's site when they are not home**
- **GIS field maps**
- **Electrical Substations maintenance reports**
- **Gas pipeline maps**
- **Estimates for contractors**
- **Material list**
- **Energy Audits**

Fast, reliable small-format 4" wide printing for receipts, invoices, customer notifications and labels.

Brother™ RuggedJet™ mobile thermal printers give field techs the ability to quickly and reliably print receipts, invoices, repair estimates, customer notifications – and paper labels – up to 4" wide, wirelessly from their handhelds or laptops. And by adding the optional magnetic card reader*, your techs can securely process credit card transactions at the same time.

These durable battery-powered devices are among the fastest 4" mobile thermal printers with print speeds up to 5 ips – up to 60% faster than some competitor's models. They are also among the lightest mobile printers available today and can be comfortably hung from a belt for an entire shift. They're versatile, too – they print paper labels as well, perfect for inspection stickers, last-visited labels, and call-back reminders.

Reliable RuggedJet™ mobile printers are built tough to tackle the tough conditions your techs must often work in – indoors and outdoors – as well as the bumps, drops and rough handling that can happen in the field every day. All models are designed with 6 ft. drop protection, have IP54 certification to withstand dust and moisture, and are backed by an industry-leading 2-year "bumper-to-bumper" warranty▼ against defects or damage.

The RuggedJet™ line of mobile printers is ideal for quickly printing documents and labels up to 4" wide pest management techs need for:

- **Receipts and invoices**
- **Repair estimates**
- **Inspection reports/stickers**
- **Customer notifications**
- **Last-visited/serviced labels**
- **Call-back reminder labels**

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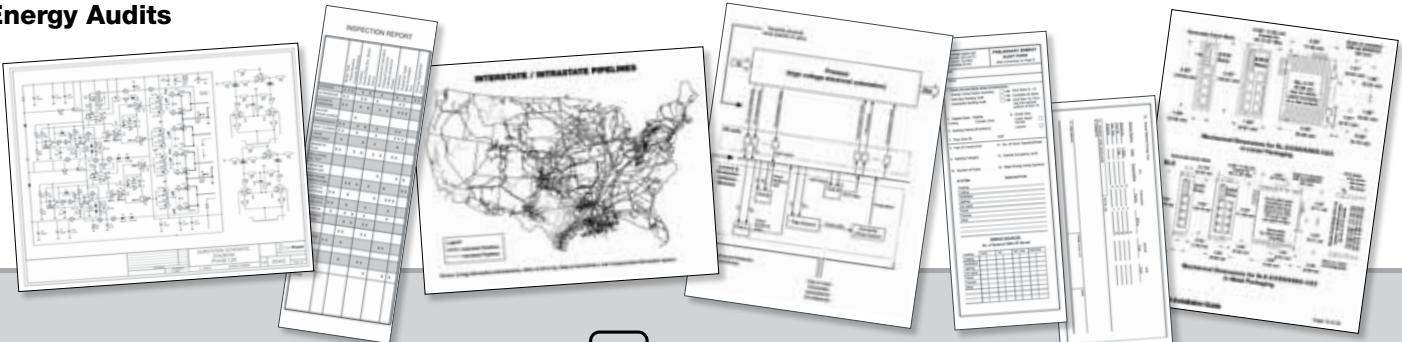
Brother™ mobile thermal printing solutions benefits:

Reliable printing from laptops and handhelds

The thermal printing technology used in these Brother™ devices has been proven reliable from the scorching heat of Arizona to the frigid cold of Alaska. So your techs will be able to print the documents they need even in extreme heat and cold, which makes these devices more reliable in the field under almost any conditions.

Print documents faster

PocketJet® 6 mobile printers print at up to 6ppm, making them among the fastest mobile printers on the market today. Since your techs will be able to print their documents faster in the field, there will be less wasted time between completing service and moving on to the next incident on their schedule. RuggedJet™ models print up to 60% faster than some competitor's models – so your techs will be able to print receipts, invoices, customer notifications and other documents and labels up to 4" wide faster than ever before.

Easier to operate and maintain in the field

With wireless connectivity to handheld devices via Bluetooth® technology interfaces and with no inks, toners or ribbons to replace, Brother™ mobile thermal printers are easy to use and maintain by field techs of all levels of computer experience. There's only one consumable – high-quality Brother™ thermal media. So with easy connectivity, simple operation, and fewer supplies to manage, there's a lot less to go wrong in the field.

Easily adaptable to the way your techs work now

Brother™ produces among the smallest and lightest mobile printers for public utility professionals. Various options* are available to carry, mount, power and connect these units to match the needs of your workforce. So they can go wherever your techs go, print practically anywhere they need to, and perform reliably day after day.

RuggedJet™ RJ-4030
RuggedJet™ RJ-4040

PocketJet® 6
PocketJet® 6 Plus

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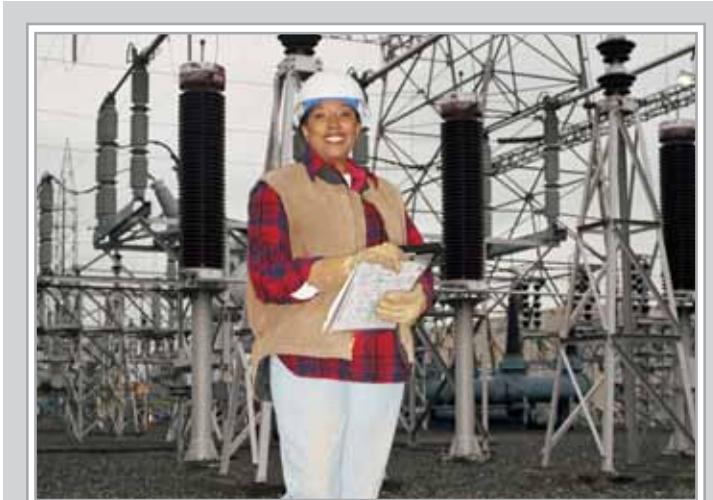
About the PocketJet® 6 line of mobile printers

PocketJet® 6 Plus
- Up to 6ppm, at 300 dpi resolution
- Prints up to 8.5" wide on cut-sheet or continuous-roll thermal paper
- Stores downloaded templates
- Resident fonts
- Engine retraction mode standard
- Full-speed USB 2.0 and IrDA interfaces
- Optional Bluetooth® Version 2.0 plus EDR support available*
- Optional Ni-MH battery or Li-ion battery available*

PocketJet® 6
All the features of the PocketJet® 6 Plus, but with:
- Up to 6ppm, at 200 dpi resolution

Premium Brother™ papers for the PocketJet® line:
PocketJet® models accept a variety of premium Brother™ thermal media …
- Cut-sheet letter or legal-size paper
- Continuous or perforated roll paper
- Fanfold paper
- Premium archival paper – lasts 20 years or more
- Standard archival paper – lasts 7 years or more
- Synthetic Weatherproof media – withstands outdoor environments
- Custom preprinted paper available

All PocketJet® 6 and PocketJet® 6 Plus Kits include a printer, carrying case, NiMH battery, USB cable, AC adapter and power cord, a pack of letter-size thermal paper, roller cleaning sheet, software CD, and documentation.

About the RuggedJet™ line of 4″ mobile printers

RuggedJet™ RJ-4030
- Up to 5 ips, at industry-standard 203 dpi resolution
- IP54 certification to withstand dust and moisture
- 6 ft. drop protection
- Prints labels and receipts from 2" to 4" wide from convenient drop-in rolls
- Resident fonts
- USB 2.0, Serial and Bluetooth® technology interfaces
- Optional magnetic card reader available*
- Other optional accessories* include: extra batteries, shoulder strap, belt clip, vehicle mount, in-vehicle DC adapter, 4-bay battery charger, and more.
- Industry-leading 2-year "bumper-to-bumper" warranty▼ against defects and damage, standard

RuggedJet™ RJ-4040
All the features of the RuggedJet™ RJ-4030, but with:
- USB 2.0, Serial and Wi-Fi (802.11b/g/n) interfaces

Premium Brother™ papers for the RuggedJet™ line:
RuggedJet™ models accept a variety of premium Brother™ thermal media …

Paper (4" wide)
- Standard (Uncoated) Paper
- Premium (Top-coated) Paper
- Weatherproof Paper

Label Rolls (Die-cut media)
- 4" x 1" Labels • 4" x 4" Labels
- 4" x 2" Labels • 4" x 6" Labels
- 4" x 3" Labels
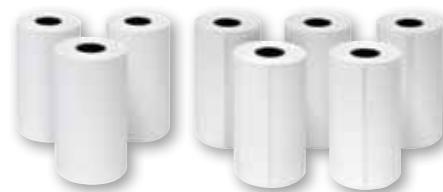
All specifications subject to change without notice.

BROTHER MOBILE SOLUTIONS, INC.

For more information
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