



Marco Print Aware – Client FAQ

What is Marco Print Aware 2.0?

Marco Print Aware 2.0 is the latest version of Marco's print monitoring and device management platform. It is a substantially new solution, designed with a modern architecture that delivers improved performance and more efficient data communication to support managed print environments at scale.

How is Marco Print Aware 2.0 different from the current version?

Marco Print Aware 2.0:

- Uses a more efficient and modern platform architecture
- Improves device scanning and data collection methods
- Reduces overall network traffic compared to older versions
- Supports ongoing enhancements and feature improvements without customer disruption

Will this change impact how my printers work?

No. Marco Print Aware 2.0 runs in the background and does not interfere with daily printing, scanning, or copying activity. Your users will continue using their devices as they do today.

Does this require new hardware or printer replacements?

No. Marco Print Aware 2.0 works with your **existing Marco-supported printers and MFPs** and does not require new devices to be installed or replaced as part of the upgrade.

Will my users need to install or learn anything new?

Yes. A new version of the client will need to be installed as part of this update. The installation process is quick and easy. No additional training is required. For convenience, the update can be completed through a self-serve option, or we can schedule a remote session to assist with installation.

How is Marco Print Aware 2.0 delivered?

A Marco Print Aware 2.0 is delivered as a **secure, cloud-enabled solution** that communicates only the information needed to monitor device health, meter reads, and consumable levels.



What data does Marco Print Aware 2.0 collect?

Marco Print Aware 2.0 collects **printer-related operational data only**, such as:

- Meter reads
- Toner and consumable levels
- Device status and alerts

It **does not collect** document content, scanned images, or user print data.

Is any personal, confidential, or customer data stored?

No. Marco Print Aware 2.0 **does not collect or store**:

- Personally identifiable information (PII)
- Protected health information (PHI)
- Printed document content

Only printer operational data is transmitted and stored.

Where is the data stored?

Printer operational data is stored in a **secure U.S.-based cloud environment** that supports encrypted communication and industry-standard security practices.

Is Marco Print Aware 2.0 secure?

Yes. Marco Print Aware 2.0 uses:

- Encrypted communication (TLS)
- Secure authentication
- Industry-recognized security standards and third-party validation

Security is built into the platform design and continuously maintained.

Will this affect my network performance?

No. Marco Print Aware 2.0 was specifically designed to **reduce network impact** compared to earlier versions while improving reliability and responsiveness.



How are updates handled?

Updates are applied automatically in the background to improve functionality, reliability, and security—without requiring customer intervention or causing downtime.

Who supports Marco Print Aware 2.0?

Marco Print Aware 2.0 is fully supported by **Marco's Print Aware team**. Customers should continue using their existing Marco support channels for any questions or assistance.

Will I notice any change as a customer?

In most cases, customers will not notice any visible change—except:

- Improved accuracy of meter reads
- More proactive service and supplies management
- Fewer disruptions related to device monitoring issues