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Disclosed to: All-FBAU

Author: Rom Franceschi, CSO

Prepared on: 6/03/2018

Handling:

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Remote Services

EP-BB (Office Products)

Frequently Asked Questions

Internal Use Only

June 2021 V1.1

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Revision History [Page Heading]

Version	Date of revision	Description of revision	Revised by
V1.0	March 2018	Document creation	R. Franceschi
V1.1	June 2021	Document review and rebranding	F. Augusto and R. Franceschi

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Document Version: 1.0 (April 2021).

Frequently Asked Questions

1. What is Remote Services?

Save time with Smart Remote Services on printers.

Smart predictive features take care of FUJIFILM Business Innovation device maintenance and performance, including consumable stock management, automatic health checks, fault alerts and provide smart analytical reports.

Never worry about replenishing a toner cartridge order again, by enabling Remote Services, toner will be sent to you without a phone call, email or worry.

2. What devices are included?

There are three aspects to Smart Remote Services, with many more to come.

1. Automatic Meter Readings
2. Automatic Consumables Management
3. Automatic Remote Firmware Management

Check if your equipment is supported under "Remote Services" on the link below

<https://www-fbau.fujifilm.com/en/Support-and-Drivers/Remote-Services>

Note* Remote Firmware is only applicable to devices running Standard Firmware. Devices running SPAR (Non-Standard) Firmware are unable to have firmware upgraded remotely.

3. What does FBAU need from the customer?

- Consumable contact name, contact number and email address
- IT contact, contact number and email address

During the setup process for remote services **some devices** will have a request to be rebooted on the user interface, following the reboot the required configuration is applied to the device to support Remote Services.

4. What happens when the device drops off?

When a device stops communicating it is recognised in the system as a Non-Communicating device and a Non Comm Team in KL will contact the customer to get the device reconnected ASAP. The customer will be supported through remote assistance to resolve the issue.

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5. Implementation timeline

Total expected time to implement is 10 Business days.

6. Notification to confirm that EP/Toner are activated and working will be sent to the customer.

An email will be sent to the Customer contact advising remote services are activated and working. There will be no change to Non FSMA ordering via the web.

7. When remote services is enabled what alerts are displayed on the device UI?

The 'Order Now' and 'Replace Soon' message will no longer display on the UI. The 'Replace Now' message will display when the consumable is required.

8. If I am planning an unusually high print run including over a weekend, what should I do?

Contact CSC to discuss and request additional Consumables via email (shm-fbau-websupport@fujifilm.com) chat (<https://www-fbau.fujifilm.com/#>) or Phone 1800 028 962

Reference material <http://docushare.aus.xerox.com/dsweb/View/Collection-252593?ALLOW>