

# Smart Remote Services for Production devices

## Frequently Asked Questions

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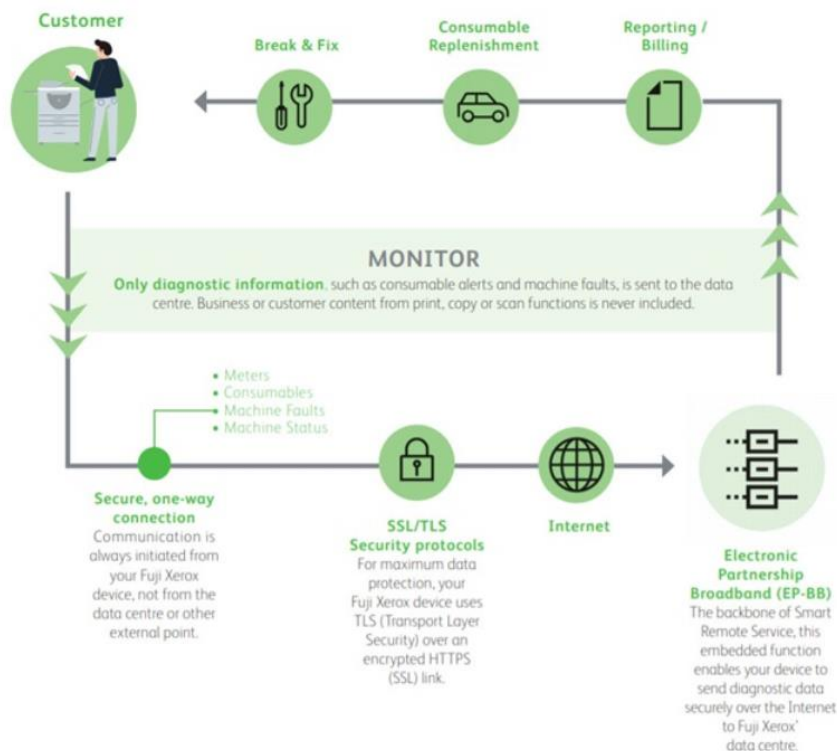
## What is Smart Remote Services?

Smart Remote Services ensures your FUJIFILM Business Innovation device functions at optimum performance levels, maintaining device health while keeping your business running. The service proactively alerts FUJIFILM Business Innovation to predicted performance issues, managing them before they can cause operational disruptions.

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

Available Smart Remote Services, with many more to come:

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



## What are the benefits of EP-BB Remote Services?

There are four main benefits to enabling Remote Services on FBAU devices:

- Increased productivity Smart and proactive alerts mean less administrative time wasted on manual checking and consumable stock management.
- Maximum performance Automatic health checks ensure your device performs at its optimum functionality at all times.
- Maximised uptime Accelerated resolution response and timely consumable replenishment to ensure smooth business operations.
- Predictive service Fault alerts and diagnostic data are automatically sent to Customer Support specialists, who will promptly call to provide solutions. *This feature will be made available soon.*
- Smart (Green) reports Access daily device Health Check reports via the customer portal. A period of two months data analysis is needed before the reports are visible. *This feature will be made available soon.*

## What Production 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** Iridesse Production Press, Color 1000/1000i Press & Color 800 Press are not available for Automatic Consumables Management.

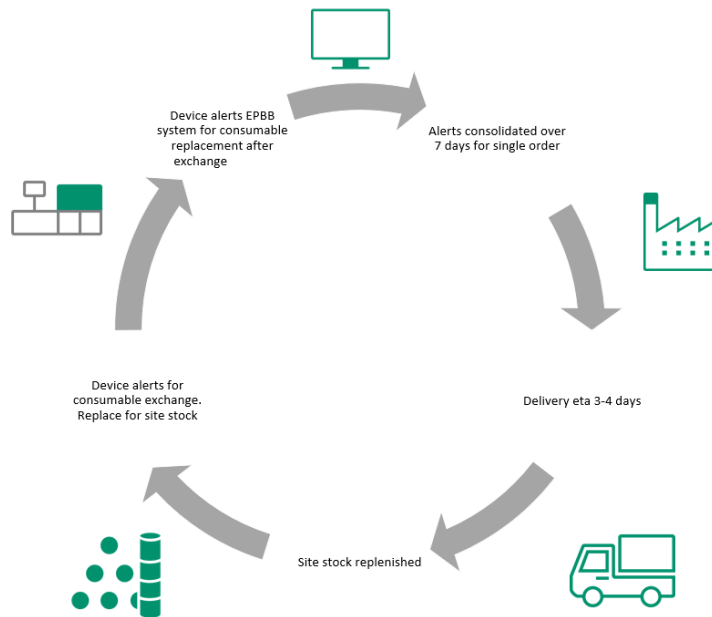
**Note** Remote Firmware is only applicable to devices running Standard Firmware.

## What method is used for managing consumables with Smart Remote Services for production devices?

- **Exchange Alerts (like for like)**

This method is primarily for specific models that do high volume & high area coverage. This method requires the customer to hold buffer stock which is replenished based on usage. When a consumable is changed on the device, a replenishment of the buffer stock is sent.

Customers may request a single point of delivery in writing via their Account Manager, simply email web support at [shm-fbau-websupport@fujifilm.com](mailto:shm-fbau-websupport@fujifilm.com)



### Existing customers

Please discuss your on-site stock requirements with your Account Manager. We suggest holding enough stock to cover you for a week, usually, 2 x sets of each are sufficient but just a suggestion. Please estimate your number and we will work with you to meet your toner requirements on-site.

### New customers

Each new Production device will receive additional CMYK toners plus waste toners, excluding drums, to have as an on-site inventory.

**Note:** This method requires the customer to hold buffer stock which is replenished based on usage.

*Drums – initial buffer stock of drums should be ordered when the device first prompts an order.*

### How will the delivery of toners be managed?

Delivery will be typically in 3-4 days from when the collated orders are ready to dispatch. See below diagram for more details on this process.

The Consumable contact will receive an email confirming the order has been placed. The delivery location will automatically be the same as the device location.

For example:

**This is a system generated email - DO NOT REPLY**

**An order has been placed to deliver consumables for the following devices, expected eta is within 4 days.**

**Account Number:** LXXXXX  
**Model Number:** PCV180  
**Serial Number:** XXXXXX  
**Message Date/Time:** XX/XX/XXXX  
**Order Ref.No:** FXXXXX

**Details**

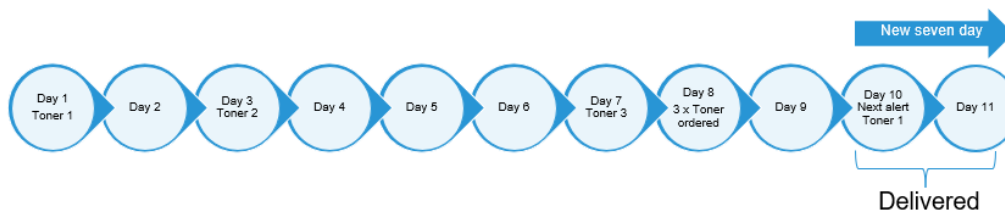
1x BLACK TONER  
1x WASTE TONER  
1x YELLOW TONER  
1x MAGENTA TONER

**For further enquire regarding deliveries and/or  
If the recipient for these email notifications needs to be updated**

**Please contact our Customer Care Centre (1800 028 962 or [shm-fbau-websupport@fujifilm.com](mailto:shm-fbau-websupport@fujifilm.com))**

As a Production customer, every time I change a toner,  
does it place an order?

Seven-day consolidation toner deliveries means alerts are consolidated over a seven-day period i.e. an initial exchange alert is generated, the system will consolidate all alerts for seven days and generates an order on the eighth. The cycle begins again from when the next alert is generated.



The recommendation is to maintain two (2) weeks inventory to meet seven (7) days consolidation alerts. Most devices won't require more than two (2) sets of each colour. For additional buffer stock contact [shm-fbau-websupport@fujifilm.com](mailto:shm-fbau-websupport@fujifilm.com)

## Can I still order toner over the phone/web if my network is down?

Yes, you can. If your device has stopped communicating you will need to manually order toner by phone or email (1800 028 962 or [shm-fbau-websupport@fujifilm.com](mailto:shm-fbau-websupport@fujifilm.com))

Note: Access to web orders is blocked where a device is recognized under consumables management)

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

Contact us to discuss and request additional Consumables via phone 1800 028 962 or email [shm-fbau-websupport@fujifilm.com](mailto:shm-fbau-websupport@fujifilm.com)

## I have peak periods, how can you cater to my requirements in these times?

- If you require buffer stock to cater for peak periods, contact 1800 028 962 or email [shm-fbau-websupport@fujifilm.com](mailto:shm-fbau-websupport@fujifilm.com)
- Any new GCS devices, by default, receive buffer stock to meet peak periods.
- If your printing patterns change and adjustments are required contact via phone 1800 028 962 or email [shm-fbau-websupport@fujifilm.com](mailto:shm-fbau-websupport@fujifilm.com)

## What is required for implementation?

A form is required to be completed if your device is not currently participating in Automatic Meter Readings. This form provides internet connection information and two essential contact details:

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

The online version of the form is here: <https://www-fbau.fujifilm.com/en/Support-and-Divers/Remote-Services-Registration-old> or request your Account Manager to provide an excel version (recommended).

## What is the implementation timeline?

The total expected time to implement for current customers is five (7) days pending customer environment ready state. The device must remain switched on or in standby mode during this period.

## What are the device/s power recommendations?

For an accurate Smart Remote Serve experience, it is recommended to have your device switched on with power safe mode enabled. Please refer to the Customer Expectation Document for further power and ECO information.

## What happens if my device/s stop communicating?

If your device/s stops communicating for seven (7) consecutive days, it is recognised in the system as a Non-Communicating device and a Non-Comm Team in KL will contact you to have your device reconnected ASAP.

## How do I know when Smart Remote Services are active?

You will receive an email advising Remote Services are activated and working. It will also be advised that access to Web orders for Drum, Toner and Waste Toner Bottles will no longer be available. There will be no change to Non-FSMA ordering (Specialty toners, staples etc.) via the web.

## Where can I find the Security White Paper?

Most security concerns can be addressed via the Security White Paper and are available from your Account Manager.

## When Smart 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. Print drivers and RIPs may still notify of low toner, but rest assure the new order has been placed.

## Who can support me locally?

Contact your Account Manager for additional support and advice.

## How do I disable Toner Management?

If you would like to disable Toner Management, please keep Smart Remote Services on for the meantime and contact your Account Manager or [shm-fbau-websupport@fujifilm.com](mailto:shm-fbau-websupport@fujifilm.com) to disable the service.