



# Smart Remote Services for Production devices

## Frequently asked questions

### What's the Smart Remote Service about?

The Smart Remote Service ensures your FUJIFILM Business Innovation device delivers optimal performance at all times. Think of it as an extra team member that keeps an eye on your device's health and alerts us about any possible issues before they become a problem. This means automated maintenance, consumable management, device health checks, and insightful reports.

Features include:

- Automatic Meter Readings
- Automatic Consumables Management
- Automatic Remote Firmware Management

### What are the benefits for me with the EP-BB Remote Services?

**Efficiency Boost:** Proactive alerts help cut down unnecessary admin tasks on manual consumable stock management.

**Peak Performance:** Your device gets automatic regular health check-ups ensuring it's always at optimum functionality.

**Maximized Uptime:** Quick issue resolutions and timely consumable replenishment.

**Predictive Services:** Get timely solutions as issues are identified and reported automatically.

**Smart Eco-Reports:** Track device health daily via our portal. (Please allow two months of data collection for visibility.)

### Which devices can use this service?

Please check our list of supported devices here.

[fbau.fujifilm.com/en/Support-and-Drivers/Remote-Services](http://fbau.fujifilm.com/en/Support-and-Drivers/Remote-Services) Note: remote firmware only applies to devices running standard firmware.

### How are consumables managed?

We use the Exchange Alert Program. For high-usage models, you keep an extra stock which we refill based on usage. When you replace a consumable, we restock it.

**For existing customers:** Discuss stock needs with your Account Manager. We suggest holding onsite a two-week stock buffer.

**New devices** come with additional consumables 2 x CMYK toners and 2x waste toners (excluding drums) for onsite stock.

**Drums** – initial buffer stock of drums requires an initial order through the Customer Care Centre when your device first prompts to order. Subsequent replacement is automated. (Limit applies to one set of Drums onsite).

## Does every toner change trigger an order?

We consolidate alerts over a week and place an order every eighth day.

We recommend keeping two-week stock as a safety net. For extra stock needs, reach out to us via LiveChat

<https://www.fujifilm.com/fbau>

Deliveries take 3-4 days post order consolidation.

## How will I know my toners are on their way?

An order confirmation email is sent to your nominated consumables contact. Delivery is by default the devices' location. Need a specific delivery point for multiple devices? You can request this through your account manager.

## What if I need to order manually?

Absolutely! If there's a hiccup and your device can't communicate, reach out via phone or via LiveChat <https://www.fujifilm.com/fbau>

## Experiencing high volume or a busy printing season? How do I stay stocked?

Don't worry! Reach out to our CSC team to request additional Consumables via LiveChat <https://www.fujifilm.com/fbau>

Phone 1800 028 962.

## What do I need to get started?

If your device is not currently participating in automatic meter readings you will need to complete a simple form providing device connection details and contact details for your nominated contact, you can request this form through your Account Manager.

## How long before everything's set up?

For our current customers, it typically takes around seven days. The device must remain switched on or in standby during this period.

## How do I ensure the best experience?

Keep your device powered on with power-safe mode. We have more tips in our Customer Expectation Document.

## My device stopped communicating. What now?

If your device has not communicated for seven (7) consecutive days, our dedicated Non-Comm (Non- Communicating device) Team will reach out to reconnect your device.

## How will I know when I'm onboarded to Smart Remote Services?

You will receive an email to confirm everything's up and running and that access to web orders will no longer be available for Drum, Toner and Waste Tone bottles. There will be no change to ordering Non-FSMA consumables, specifically specialty toners and staples.

## Need clarity on security?

Your Account Manager can provide our detailed Security White Paper.

## Which alerts will I see on my device once Smart Remote Services are on?

You'll only see the 'Replace Now' message when a consumable change is essential. Although, your drivers might still notify about low levels, rest assured, a new order is already on its way.

## Need local assistance?

Your Account Manager's always there for you!

## Can I opt out of Toner Management?

Absolutely. While we'd love for you to enjoy the full benefits, if you wish to disable, contact your Account Manager or via LiveChat <https://www.fujifilm.com/fbau>

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