

To Optimize Your Device

The meters on devices or printers indicate when preventative maintenance is needed. Regular maintenance of a print device will help to keep the device running at its optimal performance.

If meter reading is not automatically retrieved by EP-BB, customers should report meter on or before 25th of each month.



Meter Reading Steps

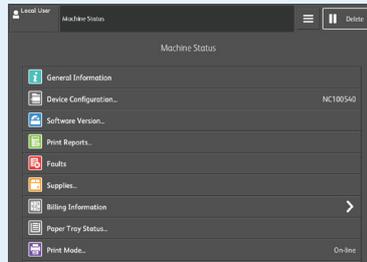
Find your Service devices or printers as below and follow the meter reading steps to report meter.

ApeosPort / DocuCentre-VII C7773/C6673/C5573/C4473/C3373/C3372/C2273

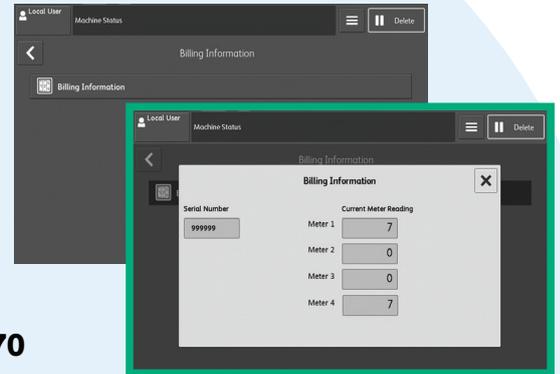
1. Select "Machine Status" on panel screen.



2. Select "Billing Information".

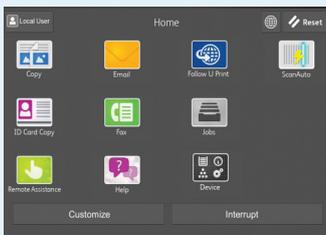


3. Select "Billing Information".

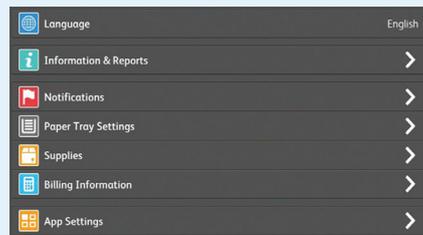


ApeosPort C7070 / C6570 / C5570 / C4570 / C3570 / C3070

1. Select "Device" on panel screen.



2. Select "Billing Information".



Serial Number:	501325
	Current Meter Reading
Color Impressions	2759
Black Impressions	1672
Color Large Impressions	308
Total Impressions	4431

Apeos C325 z/dw (MFP)

Tap > Device > Billing Meters



[Meter 1] Displays the total number of color printouts.

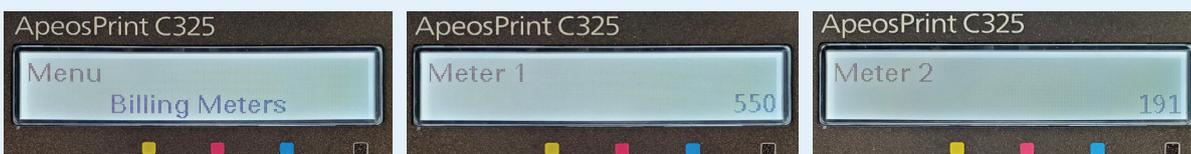
[Meter 2] Displays the total number of monochrome printouts.

[Meter 3] Always shows "0" on your printer.

[Meter 4] Displays the total number of color and monochrome prints (([Meter 1]+[Meter 2])).

ApeosPrint C325 dw (SFP)

Press the [Menu] button > Billing Meters



[Meter 1] Displays the total number of color printouts.

[Meter 2] Displays the total number of monochrome printouts.

[Meter 3] Always shows "0" on your printer.

[Meter 4] Displays the total number of color and monochrome prints (([Meter 1]+[Meter 2])).

Scan QR code
for more devices





Top Quality Service, from a Distance

Electronic Partnership Broadband (EP-BB)

EP-BB enabling Smart Remote Service ensures your device functions at optimum performance levels and maintains device health while keeping your business running. The service proactively sends alerts to preempt performance issues so that it can be re-mediated before they cause operational disruptions.

Enjoy the Benefits at Zero Cost

The EP-BB enabling Smart Remote Service has proactive and predictive capabilities that allows you to focus on your business needs, while we take care of the device's maintenance and performance issues.



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.



Proactive service

Fault alerts and diagnostic data are automatically sent to Customer Support specialists who will call you to provide solutions promptly.



Maximised uptime

Accelerated resolution response and timely consumable replenishment to ensure smooth business operations.



Smart reports

Green Reports or Comprehensive Monthly Reports* showing statistics on detailed device usage and environmental impact.



Automatic Meter Capture

Accurate meter readings are retrieved automatically, which eliminates productive time lost in manual checking and subsequent report submission.

One Secure Platform, Three Smart Pillars

EP-BB enabling Smart Remote Service relies on three pillars for better device health.

CONNECT		Secured connectivity platform Seamless one way communication between your device and our data centre, to analyse diagnostic data and solve performance issues.
		Proactive tools Automatic fault alerts, billing meter reading, and firmware updates.
MAINTAIN		Consumable replenishment** Proactive consumables alerts is prompted when consumables are running low.
		Diagnostic data Device automatically sent to Customer Support helps to troubleshoot malfunctions and analyse device health.
		Predictive features* Artificial Intelligence and Trace Quality Management System use advanced analytics and hundreds of sensors predict performance issues to manage them before they occur.
REPORT		Green Reporting Monitor print/scan/fax usage, service history information, energy usage, and environmental impacts of your device.
		Comprehensive Monthly Reports* Get a better understanding with detailed summaries of device health status, service activity, consumable usage, and other relevant high-level information.

* Available on selected models only. Fixed Internet connection, proxy server, firewall, and other system requirements to be provided by customers.

** Please note that your toner status will remain low while the system processes your consumable order.

Report Meter Reading Methods

Customer can choose one of the 4 ways as below to report meter readings:

- 1 Call our hotline
- 2 Fill in the e-form on our website
- 3 Report through Live Chat on our website
- 4 Fill in the Meter Reading Form and send to us by email/ mail/ fax:



Fill the e-form here:

www-fbhk.fujifilm.com/en/Services/Billing-and-Financial-Service/Billing-Service

Methods	Hong Kong Customers	Macau Customers
Email	shm-fbhk-meter@fujifilm.com	shm-fbhk-Macau.meter@fujifilm.com
Telephone	(852) 2513 2513	(853) 2855 8008
Facsimile	(852) 2513 1170	(853) 2857 4996
Mail	P.O. Box 500, General Post Office, Hong Kong	9/F ABN, Golden Dragon Centre, No. 105 Avenida Xian Xing Hai, Macau
Website	https://www-fbhk.fujifilm.com/en/Services/Billing-and-Financial-Service/Billing-Service	

To save time for manual checking and self-meter reading reporting, please contact us at **(852) 2513 2513** or **(853) 2855 8008** to reconnect your devices with Electronic Partnership Broadband (EP-BB) now.

Remark: FBHK reserves the right to invoice based on meter reading estimated or recorded by FBHK. Estimated meter/Service meter will be applied for those do not report meter.

fujifilm.com/fbhk

FUJIFILM

FUJIFILM Business Innovation Hong Kong Limited

11/F, 12 Taikoo Wan Road, Taikoo Shing, Hong Kong
Tel. +852 2513 2888 Fax. +852 2560 6433

Customer Support Center

Hong Kong Tel. +852 2513 2513 Fax. +852 2513 2518
Macau Tel. +853 2855 8008 Fax. +853 2857 4996
Email: shm-fbhk-csc@fujifilm.com

FUJIFILM BI Hong Kong    