

# eSupport

www.fujixerox.co.nz/support | 0800 4 XEROX (0800 493 769)

## Drivers & Documentation



Access the latest product support tools online  
Download these important resources at any time.

Printer drivers, documentation and software patches are available for our products. All fully tested and approved by our specialists.

## Video Tutorials



Do you prefer visual instruction?  
Learn with short "step by step" videos.

Training videos are integrated into our Self-Help knowledge base. Also available in a dedicated support YouTube Channel.

Search for: <https://www.youtube.com/fujixeroxsupport>

## Self Help



Get the most from Fuji Xerox technology.  
Resolve minor problems quickly and get back to business.

Direct access to our solutions knowledge base. With instructions provided in 6 languages. Designed for both desktop and mobile viewing, our site provides assistance in a fast, self-directed manner.

## Contact Us



Customer Support Centre  
Talk to the experts and minimise your downtime.

A benchmark facility offering comprehensive support, with access to tools that can provide a fast resolution to your problem.

Technical Support Centre  
A community working together to solve your problems.

A team of highly skilled, industry certified professionals. Accessing state of the art laboratories and remote diagnostic tools to replicate problems and provide timely solutions.

Also delivering remote technical support to our onsite service representatives, in over 14 countries in the Asia Pacific region. With direct access to product development and engineering, this focused team assists in the resolution of complex technical issues.

## Online Education



eLearning tools to support you on the job.  
Maximise the investment in your Fuji Xerox solution.

Online Training Summaries, Interactive User Guides, Quick Reference Posters, Quick Start Guides and How To documents are some of the resources for learning more about your product.



Drivers & Documentation, Self Help, Online Education are all available 24/7 on the Fuji Xerox Online Support Centre website. Easy access from this brochure by scanning the QR Code with a QR Code Reader app on your mobile device, or via a web browser by typing <https://www.fujixerox.co.nz/support>

1. Download a QR Code Reader app onto your mobile device.
2. Open the QR Code Reader app on your mobile device.
3. Hold mobile device camera over the QR Code.
4. The Online Support Centre will open.

## Chat with Us!

Instant responses to queries and requests, reduce wait times.  
Chat with us, 8:00am-5:00pm weekdays.

<https://www.fujixerox.co.nz/support>

## eLogging

Request service and support via the Fuji Xerox website.  
The fastest and most efficient way to lodge your request.

<https://myaccount.fujixerox.co.nz>

## EP-BB & MCT



From Reactive to Prognostic Support  
Maximising Productivity.

Electronic Partnership - Broadband & Meter Collection Tool. A service offering from Fuji Xerox to improve the quality of our after sales service, by remotely managing your Fuji Xerox multi-function device. Learn more by visiting:

<https://www.fujixerox.co.nz/en/Company/EP-BB>

## Feedback



We value your comments  
Share compliments or improvements, online - anytime.

Fuji Xerox provides an online feature that allows you to share your experience with us.

<https://survey4.medallia.com/?FujiXeroxNZ&la=1&l=8>