



The Customer Support Advantage  
Support you can rely on

# Supporting your Fuji Xerox technology is what we do best

**We understand that you will choose the best office equipment for your business needs.** But do you know about all the support services that come with your investment?

We offer several leading industry certified support initiatives to ensure that you, as a valued customer, enjoy the maximum return on your investment.

## Service Capability and Performance Certification

Fuji Xerox is the only company of its kind in Australia with the internationally recognised Service Capability and Performance (SCP) Certification.

The SCP Certification, created by a consortium of leading technology companies and achieved by the Fuji Xerox Technical Support Centre, quantifies the effectiveness of customer support based upon a stringent set of criteria. The criteria focus on corporate commitment, strategic direction, customer satisfaction, performance metrics, research and development, ensures that Fuji Xerox customers receive world-class service and support.

For additional information on the SCP Certification, visit [www.scpcertification.com](http://www.scpcertification.com)



## Range of support services

Our range of internet, phone and onsite support systems provides around the clock support— readily available when needed the most.

The Fuji Xerox internet-based support system provides your organisation with around-the-clock support in a fast, efficient and self-directed manner. Our range of online services are at your fingertips, simply go to [www.fujixerox.com.au/support](http://www.fujixerox.com.au/support)

## Online Support Assistant

The web enabled Online Support Assistant (featured below) is a continually updated resource that allows you to obtain instant self-help, step-by-step instructions and information on Fuji Xerox products 24 hours a day, 7 days a week. This feature allows anyone in your company to resolve office equipment queries faster and when most convenient.

## My Account and eLogging

My Account provides easy and accessible information about your account. You can view your invoice details, submit your meter readings, order toner or request machine relocations. The eLogging service allows the logging and tracking of hardware or software support requests online, with the information accessible in real time.

## Online supply ordering

Fuji Xerox draws on its strategic network of international suppliers to deliver an extensive range of office and specialty papers, software, binding equipment, storage media and every laser printer cartridge imaginable.

What's more, every Fuji Xerox product has been tested to ensure superb results that can enhance the performance of your office equipment.

For a full range of products, you can access the site directly at [www.xeroxsupplies.com.au](http://www.xeroxsupplies.com.au)


If you place an order online by 11am, same day delivery applies and is free of charge.

Delivery is free, except for urgent deliveries made at your request, or for orders valued at less than \$150.00 (excluding GST) or to non-metropolitan addresses.

## MyDesignToolKit

A great marketing resource that is available at your fingertips. Fuji Xerox offers a wide selection of design templates that are specifically designed for optimal output on your device, including letterheads, business cards, mail pieces and many more, with a variety of styles to choose from.

Make an impact with MyDesignToolKit, which can be accessed, downloaded and printed from [www.mydesigntoolkit.com.au](http://www.mydesigntoolkit.com.au)



**FUJI XEROX**

> Support & Drivers > DocuCentre-II C6500 Support

### DocuCentre-II C6500 Online Support

Search For Keyword or Phrase:

Example: install toner cartridge

[Drivers and Downloads](#)  
[Documentation](#)

To find a specific fault code, try our [Fault Code Search](#).

For further help, try our [Tips on Searching](#).

Use the **"How To"** and **"Solutions For"** links on the navigation bar for a quick reference.

Any system messages that are shown in Online Support may vary slightly from those actually displayed on the product.

#### Frequently Asked Questions:

- How To Read the Meter**  
The Billing Meter / Print Report screen will be displayed. The total number of prints made on the machine will be displayed in the Current Meter Reading field as follows: . Meter 4 / Total Impressions: Displays the total number of pages processed for all services. [more...](#)
- How To Change the Toner (Dry Ink) Cartridges**  
If copying or printing is continued without replacing the Toner Cartridge, a message will be displayed and the machine will stop after copying / printing approximately 1,800 pages for black Toner, or approximately 1,200 pages for cyan, magenta and yellow colored Toner. NOTE: Follow the disposal instructions for the old Toner Cartridge when you replace the new cartridge. NOTE: Replace the Toner (Dry Ink) Cartridge while the machine is powered ON. [more...](#)
- How To Replace the Charge Corotron**  
Remove the new Charge Corotron from its packaging, and gently place the new Charge Corotron on a flat surface near the machine. Grasp both of the amber / gold colored Charge Corotron casings and push towards the back of the machine. CAUTION: Close the Drum Drawer immediately after replacing the corotron to protect the Drum Cartridges from light. [more...](#)

**Product Specifications**

**How To**

- Copy or Print
- Email or Scan
- Find the Serial Number
- Install or Remove Print Drivers
- Perform Machine Maintenance
- Program Features
- Read Meters
- Replace Cartridges
- Use the Auditor for Account Management
- Other

**Solutions for**

- Image Quality
- Jams
- Machine Components
- Noise
- Power
- Other Problems

**Product Resources**

- Drivers and Downloads
- Documentation
- Supplies/Consumables
- Recycling
- Security Information
- Xerox Environment, Health & Safety

**Our Customer Care Centre provides customers with an easy and efficient single point of contact, 24 hours a day, 7 days a week, 365 days a year.** The Customer Care Centre can be contacted on 1800 028 962.

## Customer Care Centre

The Fuji Xerox Customer Care Centre is based in Australia and is available 24/7 to assist with enquiries, from providing immediate solutions over the phone to ensuring the most appropriate support resources are allocated for your needs.

## Technical Support Centre

The Technical Support Centre resolves over 90% of technical issues on the spot. The team consists of highly skilled industry certified IT professionals, with access to state of the art laboratory facilities where they can replicate and solve a wide range of issues related to industry standard networks and applications over the phone.



Access to our Customer Care Centre is available around-the-clock.



The Technical Support Centre's extensive laboratory facilities.

# Onsite Support

**Fuji Xerox has a team of over 500 highly skilled and trained engineers, analysts and software specialists to provide onsite support as and when needed.** For assistance or to log a call, dial 1800 028 962 or visit [www.fujixerox.com.au/support](http://www.fujixerox.com.au/support)

## Technical engineer support

Fuji Xerox engineers provide superior levels of onsite support for our customers, achieved through extensive in-house training and experience.

For 98% of onsite calls, our engineers can promptly access parts to fix your office device from one of our local distribution centres located throughout the capital cities. It is because of this accessibility that the average response time for a technical engineer to arrive on site is just 4 working hours.

Equipped with the latest technology including laptops, a 3G wireless connection and PDAs, our engineers are able to move faster from one call to the next, ordering replacement parts from the local distribution centres in advance.

## Network support

It is important for new equipment to be seamlessly integrated into your business. Throughout the implementation process, Fuji Xerox employs field analysts to ensure total network compatibility.

An analyst will test the compatibility of existing software, diagnose faults, optimise the performance of the Fuji Xerox solution in your network and ensure equipment is installed to the required OH&S standards.

## Customer education

Fuji Xerox's dedicated training professionals help you get the most value from the solution that you have selected. This training will ensure that the features available in your new Fuji Xerox solution are put to good use.

## Valet services

Fuji Xerox offers a convenient Valet service that will deliver and install a range of consumables at your premises within an average of 4 business hours of ordering them via the Customer Care Centre (in metropolitan areas).

For further information or to order consumables via our Valets program, please contact the Customer Care Centre on **1800 028 962**.



A Customer Education demonstration conducted by a Fuji Xerox representative.

# Advanced Services

**Fuji Xerox Support also provides a range of advanced support services on request, designed to help you increase your business productivity.** You can contact us directly to request either of the below services or for further information.

## Office Services

Office staff often become responsible for equipment maintenance, such as supplies replenishment, administration tasks and other issues; consuming valuable time and taking them away from their core responsibilities.

Fuji Xerox Office Services can manage all aspects of your document output infrastructure, delivering optimal performance and productivity and freeing your staff to focus on business critical activities.

With Office Services, Fuji Xerox provides services to address a range of office challenges. These services can be tailored in order to support your business needs as they grow and change. Contact us directly on 13 14 12 for a consultation or for further information on our Office Services.

## Advanced customer education

In addition to the initial introductory training course, further training can be arranged upon request for a new operator or to learn how to use colour for better professional presentation.

Training can be arranged through your local Fuji Xerox branch office, simply call 1800 028 962.

An additional service charge applies for Advanced Services.



Fuji Xerox Advanced Services will work with you to increase your productivity.

# Supporting you and the Environment

**At Fuji Xerox, we strive to provide waste-free products from waste-free factories.** We currently achieve over 99% resource recovery through our state-of-the-art Integrated Recycling System.

## Integrated Recycling System

Our long-standing commitment to environmentally responsible product design means that any used parts and materials collected and recovered from customers at the end of a product's life will then either be remanufactured at our Eco-Manufacturing Centre in Sydney or recycled at our Asia Pacific Integrated Recycling Centre in Thailand.

Fuji Xerox has been dedicated to resource recovery since 1995, achieving over 99% resource recovery from equipment, parts and cartridges gathered at end-of-life.

## Cartridge Recovery Program

To assist with the goal of waste-free products from waste-free factories, Fuji Xerox Australia offers a cartridge recovery program to our customers. The program provides customers with a Cartridge Recovery box which,

when filled with used cartridges and toner bottles, will be collected by Fuji Xerox for recycling. The cartridge recovery program helps to reduce landfill and conserve valuable natural resources, minimising the carbon footprint on the planet.

These collection boxes are available free of charge to any customer upon request, simply call **1800 028 962**.



**Contacting Fuji Xerox Customer Support is easy.  
Simply call 1800 028 962 and we will be happy  
to assist you with any query.**

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## About Fuji Xerox Australia

Fuji Xerox Australia is one of Australia's leading document management technology and services companies marketing innovative technologies, products and solutions.

Our mission is to be the unrivalled leader in providing print and electronic document services and solutions, as well as business process expertise to government and business communities.

With more than 12 billion pages produced on Xerox technology in Australia annually, Fuji Xerox has the experience and knowledge to design and implement document solutions for offices, print rooms, commercial printers or publishing environments, with expertise that includes Print Solutions, Software, Managed Services, Consulting and Integrating Services and Supplies.

The company, its management and its staff are driven to create sustainable value for its customers and that is reflected in its commitment to environmental responsibility and continuous improvement across all aspects of the business.

For further information, please visit [www.fujixerox.com.au](http://www.fujixerox.com.au)

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**1800 028 962**

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**Certified  
Environmental  
Management**

**ISO 14001  
C10094  
SAI Global**



Protecting the environment is a fundamental component of our company's commitment to corporate citizenship. At Fuji Xerox Australia, we supply products that have been designed with both our customers and the environment in mind. As a world leader in the development of parts and components Remanufacturing Programs, we have made Eco Manufacturing an integral part of our business.

All our sites have achieved ISO 14001:2004 Environmental Management System Certification, as a demonstration of our commitment to protecting the environment.