Get connected to Xerox Remote Print Services

It is essential for your business to have devices printing at all times.

Xerox provides you with a set of remote services to help you meet this goal, 100 % secure and under your control.

Increase your productivity

Xerox Remote Print Services gives you instant access to the highest level of technical expertise without the need of waiting for an engineer. All you have to do is call Xerox when you need technical support and a specialist will troubleshoot remotely by using a secure web connection in real time, with your agreement.

The specialist will use the secure remote session to:

- Check your equipment configuration
- Diagnose problems
- Repair machine failures
- Install any software you may need
- Provide you with application and workflow support
- Demonstrate new products' features
- Confirm if an on-site engineer is required to complete a technical repair

This translates into a faster response, greater accuracy in identifying the problem and the quickest possible time to resolution.

Automate your meter read submissions

Your devices can tell us automatically the exact meter reads, so you do not have to. This simplifies the contact with Xerox as we will not ask you to provide meter reads when calling for support or ordering your supplies as they will be in our system already.

Have your toners and ink replenished - automatically

Because your devices are connected, they can tell us daily the precise amount of supplies left.

We can take advantage of this data to ensure that you will always have fresh toner and ink at hand when needed. Our systems will accurately calculate and order the consumables required from Xerox automatically.

Most products can be supported in this way - please see the 'Supported Product List' at www.xerox.com/remoteservices. You can set up the auto replenishment service by speaking to one of our agents at the Xerox Welcome and Support Centre.

Accurate invoices

Do you spend a great deal of time providing reads to avoid estimations?

Accurate meter reads will also ensure that your invoices contain the right page consumption – every time. With Xerox Remote Print Services our back-office systems are automatically fed with your meter reads, so your invoices will always be right and your administrative staff can focus on more valuable activities.
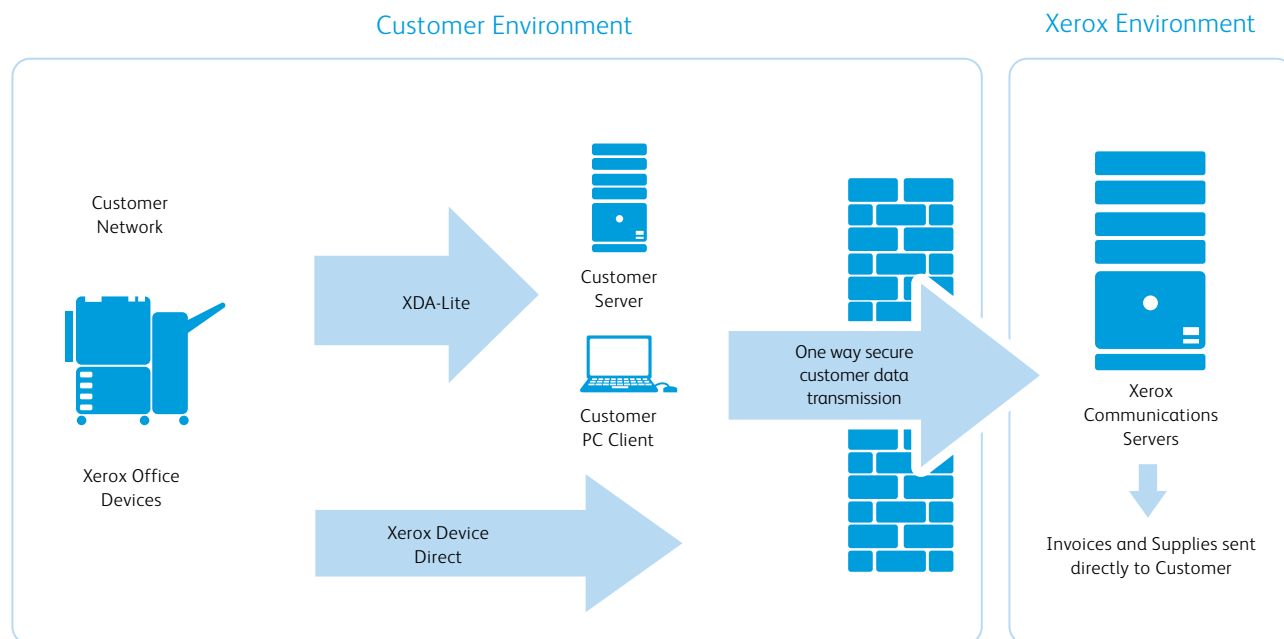
To see if your product can be auto-replenished, visit
www.xerox.com/remoteservices

To set up the service, just call us at your local Xerox number.
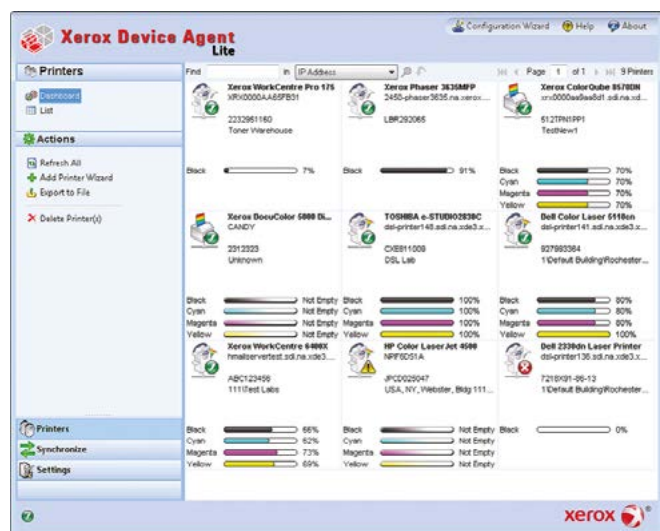
Get connected to Xerox Remote Print Services

Connecting your Xerox devices is simple.

Most Xerox products have built-in technology that allows communication directly from the device to Xerox when the device is network-connected, without the need to install any software. This tool is called Device Direct because it gets connected directly and automatically once the product is installed and networked.

Xerox Device Agent - XDA Lite

If your product does not support Device Direct, you can get connected by downloading the free software, XDA Lite. Even if your product supports Device Direct, you may still want to download XDA Lite to take advantage of additional features:

- XDA Lite automatically discovers newly installed devices periodically. It uses a highly secure HTTPS transmission (ie, Secure Socket Layer over Internet connections) with a 256-bit encryption.

- An intuitive graphical interface to view all of your Xerox and non-Xerox devices

- Auto-reconnection to bring 'dropped off' devices back online

- Auto-discovery of newly installed devices

- Ability to download device data into a CSV file

- Configuration of your own alerts, pop-ups and emails

Need more information?

Visit www.xerox.com/remoteservices. To get live support on how to connect to Xerox Remote Print Services, call our Welcome and Support Centre via your local support number.

xerox ®