



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 production 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



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

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 production 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 specialty papers, software, storage media, toner cartridges and other Customer Replaceable Units (CRUs) to fulfill your business needs.

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

For a full range of products, you can access the site directly at www.xeroxsupplies.com.au

If you place an order online by 11am, same day delivery applies and is free of charge⁽¹⁾.



> Support & Drivers > DocuColor 252/260/5065-II/6075-II Support > Search Results

Solution: Create a Booklet From a Copy

Booklet creation enables the production of booklets or multiple-page copies from one- or two-sided originals. The machine will scan the originals and automatically reduce and arrange the images in the correct sequence on the selected paper so that a booklet is created when the copy set is folded in half.

To create a booklet from a copy:

1. Place the document to be copied face-up in the Automatic Document Feeder (ADF).
2. Select the [Output Format] tab on the Touch Screen.
3. Select the [Booklet Creation] button.
4. Select the required option for covers from the following:
 - o [No Covers]
 - o [Blank Covers]
 - o [Printed Covers]
5. Select the [Save] button.
6. Select the [On-Create] button.
7. Select the [Save] button.
8. Select the [Fold and Staple Options] button.

NOTE: Depending on the Finisher, there may be an option to choose from the following Fold and Staple selections:

- o [No Finishing]
- o [Folded]
- o [Folded and Stapled]

In addition to folding and stapling, Binding Shift or Divide Output (subdividing a large booklet into subsets) may be selected on the Booklet Creation screen.

9. Select the [Save] button on the Booklet Creation screen to save the settings.
10. Press the [Start] button on the Control Panel.

> Product Specifications

How To

- Copy or Print
- Find the Serial Number
- Install or Remove Print Drivers
- Perform Color Calibration
- Perform Machine Maintenance
- Perform Network Functions
- Program Features
- Read the Meter
- Replace Cartridges
- Scan
- Use the Auditron for Account Management
- Use the Built-in Fiery Server
- Use the Creo Spire
- Use the DocuSP
- Use the EFI Fiery Color Server
- Use the EFI Splash
- Other

Solutions for

- Copy or Print Problems
- Image Quality
- Jams
- Noise
- Other Problems

Product Resources

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

(1) 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.



TeleSupport

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 for the full range of Fuji Xerox equipment. 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 production 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

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 production 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 2 working hours.

Equipped with the latest technology including laptops, a high speed 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.



Our technical engineers ensure the best service for your equipment.

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 any of the below services or for further information.

Advanced customer education

In addition to the initial introductory training course, further training can be arranged upon request for a new operator or for more advanced training.

The National Education Centre in Sydney has laboratories built specifically for advanced training courses on digital press and workflow solutions. In addition to our national training team, Production Solution Trainers are available through your local Fuji Xerox branch office. Simply call 1800 028 962 for further information.

Colour Management Services

If printing to international standards or matching colour across multiple print output devices is a key requirement for your business, Colour Management Services can work with you to achieve these goals. Contact us directly on 13 14 12 for a consultation or for further information.

Consultancy services

As businesses grow and technology changes, Fuji Xerox Australia offer personalised consultancy services that ensure your business won't be left behind the competition. Consultancy services range from software development for customised applications, to digital print consulting and network integration. Contact us directly on 13 14 12 for a consultation or for further information⁽²⁾.



A Customer Education demonstration conducted by a Fuji Xerox representative.

(2) An additional service charge applies for Advanced Services.

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.

To assist with our goal of waste-free products from waste-free factories, Fuji Xerox Australia also offers its customers the opportunity to return used toner bottles and cartridges for reuse or recycling.

This important contribution from our customers helps to:

- Reduce landfill
- Minimise the carbon footprint of new cartridge manufacture and
- Conserve valuable natural resources.

Fuji Xerox has been dedicated to resource recovery since 1995, achieving over 99% resource recovery from used equipment, parts and cartridges gathered throughout a product's life cycle.



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

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

1800 028 962

www.fujixerox.com.au

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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.