

# Fujitsu Scanner Contact Support

## Information needed to open a Support Ticket

Before contacting Technical Support, please ensure you have the following information ready, or our support agents will be unable to open your support ticket.

1. Scanner Model
2. Scanner Part Number
3. Scanner Serial Number
4. Contact Person's Name
5. Address where the scanner is located (including post/zip code)
6. Contact Telephone Number
7. Contact Email Address
8. Operating System being used
9. A description of the problem or error message that has been encountered



## Technical Support Process

Upon contacting support and opening a support ticket;

- You will be asked further relevant questions to help us diagnose and resolve the issue.
- Our Support Representative may offer a Remote Desktop Support session, this is intended to provide extra assistance to customers who are less knowledgeable about computers, devices and software. It will allow the Support Agent to troubleshoot settings and obtain important support information, such as software versions, on your behalf while the user watches on screen. A secure connection to this service can only be made with the customers permission via an on-screen prompt and with permission from the owner of the computer or the IT Administrator. More information on Remote Desktop Support Session, including security, can be found on our website.
- The most commonly reported issues (approx 50%) are related to document feeding or image quality and can normally be resolved by the customer through cleaning or changing the consumables. The Support Agent can advise on what to do in these circumstances. Following the Support Agents advice allows a very high percentage of customers to quickly get back to their important work with a minimum of disruption.
- If the customer is experiencing feeding issues, they will be asked to provide the "Lifetime Scan Count" and "Consumable Count" from the scanner.
- If the customer is experiencing image quality issues, they will be asked to send a copy of an image that exhibits the issue encountered (e.g. JPEG, TIFF, BMP or PDF format). The support agent will provide you with an email address where you can send your images.
- If the issue cannot be resolved by our Support Representative and requires a Service Intervention, the Support Agent will need to verify if your product is within its Warranty period or covered by an active Service Plan. If we are unable to verify the Warranty or Service Entitlement, you or the customer may be asked to provide a proof of purchase before any service intervention is organised.

## Contact Support using the Online Support Forms

You can contact our support team using the Online Support Forms. After submitting the enquiry, you will receive a support ticket number by email shortly afterwards. We aim to respond with a callback within 30-60 minutes of the enquiry being submitted.

Online Support Form for Customers:

<http://www.fujitsu.com/emea/contact/peripherals/enquiryform/support-form.html>

## Contact Support by Telephone



### Hours of Operation

09:00am – 17:00pm (local time) Monday – Friday.