

support-fb.fujifilm.com

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.



Self Help

Get the most from FUJIFILM-BI technology.
Resolve minor problems fast & get back to business.

Direct access to our solutions knowledge base. With instructions provided in 7 languages. Designed for both desktop and mobile viewing, our site provides assistance in a fast, self-directed manner.



Online Education

eLearning tools to support you on the job.
Maximise the investment in your 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 Learning, available 24/7 on the FUJIFILM BI self help website. Get easy access from this brochure by scanning the QR Code with a camera or app on your mobile device, or via a web browser at:

<https://support-fb.fujifilm.com/>

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.

EP-BB (Electronic Partnership - Broadband)

From Reactive to Prognostic Support
Maximising Productivity

A service offering from FUJIFILM Business Innovation to improve the quality of our after sales service, by remotely managing your multi-function device. Learn more about EP-BB by visiting:

<https://www.fujifilm.com/fbph/en/Company/Our-Commitment/Dream-Service>



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/supportfbfujifilm/>



Contact Us

Customer Support Centre

A community working together to solve your problems.

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

Technical Support Centre

Highly skilled, industry certified professionals, with access to 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.

Chat with Us!

Instant responses to queries and requests, reduce wait times.
Chat with us, 8:30am-5:30pm weekdays and Saturday mornings.

<https://support-fb.fujifilm.com/>

eLogging

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

<https://www.fujifilm.com/fbph/en/Contact/Make-a-Support-Request>



Feedback

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

FUJIFILM Business Innovation provides an online feature that allows you to share your experience with us.

<https://survey4.medallia.com/?FujiFilmFBPH&la=1&l=7>

