Simplify the management of your digital printing technology.

Xerox® Remote Print Services

xerox ®

Maximize uptime, improve productivity and simplify the management of your Xerox® digital technology.

Are you frustrated by having to wait for a service technician? Do you spend too much time on meter collection and reporting? With Xerox® Remote Print Services, managing your Xerox® technology is easy. By securely connecting your Xerox® enabled devices to our team of service and support experts, you'll spend less time managing your products and more time focusing on your business.

Xerox® Remote Print Services— Xerox expertise at your fingertips.

Xerox® Remote Print Services connects your enabled digital printing technology to our experienced support team and intelligent, best-in-class tools, helping take the time and effort out of managing your digital presses and multifunction devices.

Xerox® Connect Advantage Services
Comprehensive suite of technical service capabilities to maximize uptime.

Secure Device Monitoring
Safe transmission of data ensures confidentiality.

Client Dashboard
Convenient dashboards provide easy access to online support and device data.

With Xerox® Connect Advantage Services you have complete access to a comprehensive set of technical service capabilities that will ensure your issues are resolved fast and with minimal disruption to your business. You'll receive the most effective and efficient service support in a way that works for you—whether it be on the device, desktop, web, phone or on-site.

Using advanced diagnostic technology and a secure web connection, we're able to continually monitor the performance of your Xerox® Remote Print Services enabled device and make adjustments where necessary, often resolving the issue before a service call is even placed.

You'll have access to a variety of information on the web, like videos, hints and tips, software releases and more, all just a click away. You can also engage social media outlets to share and find information.

We have a worldwide organization that is dedicated to solving your issues over the phone, so we can maximize your uptime. Our highly skilled service experts have over 25 years of field experience, so they can solve even the most complex issues over the phone without ever needing to send someone on-site.

Xerox® Device Direct polls your digital presses for meter reads and diagnostic information before transmitting the data to customer support personnel and technicians using secure, industry-standard web protocols.

Xerox® Device Agent (DA) Lite supports up to 2,000 devices at once and provides secure basic monitoring for both Xerox® and non-Xerox office products, including device alerts, usage data and other product information.

Automated Meter Reads
Accurate, real-time meter reads help improve efficiency.

Automated Meter Reads simplify the process of collecting meter reads for the tracking and billing of connected Xerox® devices. This feature increases productivity by minimizing manual meter read collection and improves accuracy by reporting on actual usage.

Xerox® Remote Print Services provides a convenient, personalized platform to monitor and gain access to online support and metrics for your fleet of Xerox® digital printing technology. Using one of two client dashboards, the MySupport Portal or the Account Management Portal, you can easily stay on top of important software updates and information tailored to your operation, resulting in better efficiency and productivity.

Automated Supplies Replenishment for Office Devices
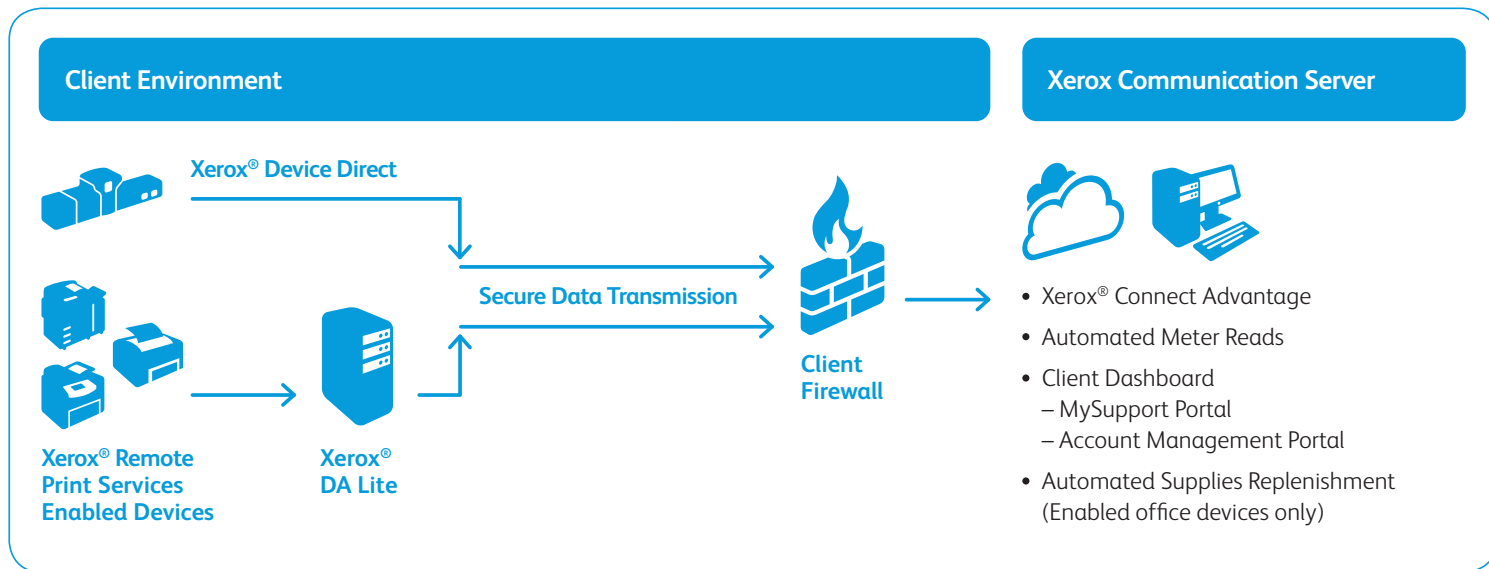Software automatically orders toner and ink based on actual usage.

Automated Supplies Replenishment automatically orders toner and ink supplies for eligible and connected Xerox® offerings. This minimizes order hassles and saves time. Because the software uses actual usage and toner levels, your inventory is optimized and you'll have supplies available when needed.

How does Xerox® Remote Print Services work?

Once your connection is established, a discovery agent (e.g., Xerox® Device Direct or Xerox® DA Lite) automatically captures service data such as diagnostics and status information directly from your device. This data is then transmitted to Xerox customer support personnel and technicians. At the same time, client dashboards display critical information, enabling you to easily access and manage the information.
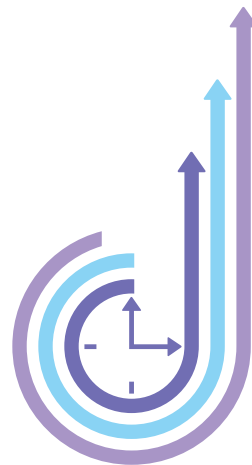
The diagram below shows the flow of communication from your environment to Xerox.

Client Environment

Xerox® Device Direct

Secure Data Transmission

Client Firewall

Xerox® Remote Print Services Enabled Devices

Xerox® DA Lite

Xerox Communication Server

- Xerox® Connect Advantage
- Automated Meter Reads
- Client Dashboard
  – MySupport Portal
  – Account Management Portal
- Automated Supplies Replenishment (Enabled office devices only)

Simplify your print management. Visit xerox.com/remoteservices to learn more about Xerox® Remote Print Services.

xerox ®