

support-fb.fujifilm.com



Device & Documentation, Self Help and Online Learning are 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.

Carefree Management

Minimize Downtime
Reduce costs with effective responsive technology



Learn more at the link below. Fill in the form at the link on the bottom of the page and our friendly support team will get in touch with you.

<https://www.fujifilm.com/fbsg/en/Freedom-From/Carefree-Management>

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.



Gain 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 available to learn more about your product.

Video Tutorials

Do you prefer visual instructions?
Learn with short "step by step" videos.



Training videos are integrated into our Self-Help knowledge base. They are also available on our dedicated support channel on YouTube.

Find us at: <https://www.youtube.com/supportfbfujifilm/>

Contact Us

Customer Support Centre
Talk to the experts and minimize your downtime



A benchmark facility offering comprehensive support, with access to tools for a quick 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.
Chat with us at 8:30am-5:30pm on weekdays and Saturday mornings. Our Customer Support team will get your business back on track, fast.

<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/fbsg/en/Contact/Make-a-Support-Request/>

Feedback

We value your comments
Share your experience online - anytime.



FUJIFILM Business Innovation Corp. provides an online tool for you to share your experience with us.

<https://www.fujifilm.com/fbsg/en/Contact/FBSG-Customer-Feedback/>