

## Xerox Hints and Tips

Here's some hints and tips to try and stop the common problems. Read on...



### Do Not Power off the device!

- Your Xerox device generates alerts when toner is low. If you switch the device off at night, the alert will be lost and you will run out of toner.
- Your device is configured to overwrite during the night, if devices are switched off this will generate errors.
- You may be switching your Xerox off to improve your carbon footprint. This is not the case, as the device uses more energy starting from cold than coming out of sleep mode.



### Paper

- When filling your Xerox with fresh paper, fan the edges before inserting into paper trays.
- Always store paper in a dry, heated environment and if the device is going to be unused for long periods (school holidays etc.) the paper in the device should be removed.



### Toners and other Consumables

Networked devices are set-up to auto order toner (when the reorder trigger level is reached the device sends a message to Xerox to send further toner out, as well as alerting the user that toner is getting low). However, where your usage sharply increases (especially at exam times) you run the risk of running out. If your print volume is going to increase, you should call the Xerox Service Desk (telephone number is on silver sticker on your device) and supply a business case (e.g. that you are entering the exam period) to request additional toner stock to be held.

In an emergency, you can contact the Xerox Local Account team who keep a small buffer stock. Email [aberdeenMPS@xerox.com](mailto:aberdeenMPS@xerox.com)



### Most importantly

Each toner arrives with the designated serial number on the box. You can only use this toner for that designated device. Do not use in another device, as this will mix up the auto ordering process and likely mean you will be refused/run-out of toner for another device in near future.

When your toner and consumables are delivered by UKMail, please ensure they are immediately either put somewhere visible next to the device or a sign is put up beside the device detailing where the new toners/consumables are stored. Quite frequently replacement consumables are already at the site, but the person needing them is not aware where the person that signed for them has put them.

## Recycling toners – there’s now a new returns process



Xerox UK – Ecobox ordering and collection process for used consumables (2019)

Please place orders via the new links below.

### Ordering empty Ecoboxes

1. Connect to the web link [https://row.ups.com/Default.aspx?Company=Xerox-ECO&LoginId=64hdfTgrjU378dGFE34&Password=74Tg3HZ6\\$fe63Hu3du](https://row.ups.com/Default.aspx?Company=Xerox-ECO&LoginId=64hdfTgrjU378dGFE34&Password=74Tg3HZ6$fe63Hu3du)
2. Complete all of the mandatory fields on this page and then select “Process Shipment”. By entering the number “1” into “Amount of Box bundles” you will be requesting 5 Ecoboxes (flat packed), this is a minimum. (Ecobox dimensions are 58cm x 44cm x 74cm)

(Ensure United Kingdom is selected in the Country box.)

For ordering bundle(s) of empty eco-boxes, please:

- Fill the form on the right Fields marked \* are mandatory.
- Click the "Process Shipment" button.

1 Bundle contains 5 eco-boxes, set of bags and tie-raps.

**Shipping Information.**

Ship To	Shipment
Company Name *	5 boxes per bundle
Attention *	Package 1
Address Line 1 *	Amount of Box bundles
Address Line 2	1
City *	
State	
Postal Code *	
Country or Territory	
United Kingdom	
Phone Number *	

Process Shipment Clear

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The boxes will then be delivered to you by UPS as soon as possible

### Returning a full Ecobox

(Ensure the used Xerox cartridges are packed in the Xerox boxes from which the replacement items have been removed, place in the Ecobox and then seal the box.)

1. Connect to the web link [https://row.ups.com/Default.aspx?Company=Xerox&LoginId=74FTgrtT5347jhdsdFe8&Password=84Fret5\\$hZ63je7](https://row.ups.com/Default.aspx?Company=Xerox&LoginId=74FTgrtT5347jhdsdFe8&Password=84Fret5$hZ63je7)
2. Complete all of the mandatory fields on this page and then select “Process Shipment”. If you are unaware of the weight please either estimate, if you are still unsure please just enter “15” into

this field. To note: the “Weight” field represents kilograms.

(If you are returning multiple Ecoboxes, please just type in the weight of 1 full box as an example.)

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Having ‘Processed’ the shipment, the aim is that UPS will then arrive as soon as possible to collect (next day or within 2 or 3 working days), bringing returns labels with them, which they will affix to the boxes. Please ensure full boxes are left in an easily accessible area, such as a loading bay or reception area.

## What to do if a collection doesn’t take place

The aim is that UPS should collect at the first attempt.

If UPS leave returns labels and don’t collect on the first occasion, then the process to follow is as below. (Collections have to first be placed on-line.)

- Phone the UPS call centre on 03457 877 877.
- When phoning, select the option ‘Schedule a collection’.
- Respond ‘No’ when asked if you have a six character account number and ‘No’ to the remaining questions, which will enable you speak to a customer service representative.
- Explain that a collection was already booked but only labels was left and the box was not removed - inform the contact of one of the (long) tracking numbers on the labels and confirm the collection address. (Advise you have also attached the labels to the boxes.)
- Then ask UPS to re-schedule the collection.
- They should then come back to collect.



### Xerox Standard Accounting

This free software tool within the Xerox MFDs (not Desktop Printers), is perfect for helping:

- control copying and printing
- helping allocate relevant costs across Departments or After School Clubs.

Limits per user can be set or month end reports can be produced to allow accurate recharging. More details can be found at: <http://www.office.xerox.com/support/dctips/dc09cc0452.pdf>