

Xerox Direct Concierge

Frequently Asked Questions

What is Xerox Direct Concierge?

Xerox Direct Concierge is a service that monitors your printer status and ink/toner levels – so you don't have to. That means you'll always have the supplies you need, when you need them.

We developed Xerox Direct Concierge based on feedback from our customers who were frequently running out of critical supplies, and as a result were requesting expensive expedited shipping. We understand how critical printing, copying, scanning, and faxing are to our customers' daily operations and that running out of supplies can result in business disruptions. Because of this, Xerox now offers a proactive, easy-to-use solution for supplies fulfillment – Xerox Direct Concierge.

How much does Concierge cost?

Xerox Direct Concierge is a free service for Xerox Direct customers. In fact, Concierge will reduce your total printing expenses because Concierge members get free shipping on all orders from Xerox Direct, including new printer and multifunction devices. We offer free shipping to help further demonstrate the value of owning Xerox products and working with Xerox Direct, and hope that the convenience and cost savings of Concierge will enable positive, long-term relationships with our customers.

How does Concierge work?

Getting started with Concierge is fast and easy:

1. Sign up for Concierge by calling 866-460-2235, or by speaking with your Xerox Direct Account Manager directly.
2. An Account Manager will send you a link to download and install the free Concierge software.
3. After the Concierge software has been installed, you will need to start the service from the start menu on your PC. The software will quickly discover your network printers, and begin transmitting supplies status later that day.
4. Encrypted supply status updates are sent to Xerox approximately every 6 hours, and the size of the file transmitted is approximately 5 KB for each device reporting.
5. When ink or toner runs low on one of your devices, Concierge sends an automatic alert to your Account Manager.
6. Your Account Manager contacts you to customize your supply order.
7. Your supplies are delivered – quickly and free of charge.

Why can't I sign up online?

Concierge software requires a unique activation code, which will be emailed to you by your Xerox Direct Account Manager. We are hoping to offer online signup in the future.

Xerox Direct Concierge

Frequently Asked Questions

Once I sign up for Concierge, do I need to remain a member for a specified period of time?

No. If you decide to stop using the service, simply notify your Account Manager and then uninstall the software from the computer it is installed on.

Can I use Concierge for my non-Xerox printers too?

Yes. The Concierge software is capable of monitoring supply levels on many major brands of networked, laser-based printer and multifunction devices. In fact, Xerox Direct can also provide supplies fulfillment for a number of non-Xerox products. Shipping is always free with Concierge, even if the supplies aren't for Xerox products! If you would like to see if your non-Xerox devices qualify for supplies fulfillment, please contact us at 866-460-2235, or speak with your Account Manager directly.

What actually happens when I run low on ink or toner?

Concierge will send an automatic notification (similar to the example below) to your dedicated Account Manager. Your Account Manager will then contact you to provide details on low supply items, and help you customize and place your order should you decide to order supplies. You'll get the right supplies, when you need them.

What kind of data does Concierge collect about me?

Concierge does not capture any personal data whatsoever. Information collected is strictly limited to statistical (serial number, toner level, page count, etc) information about your printers and multifunction devices. In addition, information transmitted by the Concierge software is available in log format for you to access and review any time you choose. The log data is available from the program options menu in the start menu of the PC that the software is installed on.

What are the operating system requirements for Concierge?

Concierge requires Windows 2000/XP or higher on any networked computer. It does not have to run on a dedicated computer. Furthermore, no orders are ever placed without your review and approval.

Is the Concierge software secure?

Yes. In addition to limiting the data transmitted to strictly basic, non-sensitive machine-level information, a number of security measures exist at each step in the process. From 128-bit Secure Socket Layering (SSL) through to the fully PCI DSS (payment card industry data security) compliant supplies ordering process, you can be confident that your information is secure with Xerox.

My IT manager has questions about the technology, is there more technical information available?

You may wish to review the Technical Specifications located on the Concierge web site at:
www.xeroxdirect.com/concierge.

If you still have questions, please contact us at 866-460-2235, or speak with your Account Manager directly and we will get you the answers you need. Xerox Direct leverages the core technology that the Concierge software is based on for a number of Xerox's largest customers. As such, we are confident that we can support any special requests that you may have – including testing the software in a lab environment.

Smart Alert for Jennamaya / CUST

Status	Device	Serial	Location	IP Address	Custom Field #1	Custom Field #2
Toner Low	Phaser 6300DN	WHH565081	Benefits P/L	10.125.1.183		

Device	Serial	Location	IP Address	Custom Field #1	Custom Field #2
LaserJet 4250	CNGXL19895		10.125.1.179		

Status	Toner Type	Name	Current Level
Toner Low	Black	Black Cartridge HP Q5942X	26%

Device	Serial	Location	IP Address	Custom Field #1	Custom Field #2
Phaser 6300DN	WHH565081	Benefits P/L	10.125.1.183		

Status	Toner Type	Name	Current Level
Toner Low	Yellow	Yellow Toner Cartridge, Phaser 6300/6350, PN 106R01075	0%
Toner Empty	Yellow	Yellow Toner Cartridge, Phaser 6300/6350, PN 106R01075	0%
Toner Low	Black	Black Toner Cartridge, Phaser 6300/6350, PN 106R01076	30%
Toner Low	Yellow	Yellow Toner Cartridge, Phaser 6300/6350, PN 106R01075	0%

