# Printer service call errors

Rhys Lyford - 2026-11-05 - Devices

## Hardware issues with printing

Toner need replacing - Proceed to log a Vocosa Ticket.

Staples need replacing - Proceed to log a Vocosa Ticket.

Paperjam that end user is unable to resolve using on-screen prompts - Proceed to log a Vocosa Ticket.

For service call, or contact administrator for assistance errors shown on device contact service provider below :

**ITEC Customers**

For hardware related issues or service call errors.

**Log a request :** E-Mail XBSUK.ServiceSouth@xerox.com or call 0117 951 1500

Provide Details: Fill out the support request form with relevant details about your issue. Include information such as your name, contact information, organization name (if applicable), and a detailed description of the problem you're experiencing.
Please include the device serial number or code located on the front of the device.

**IBS Customers**

For hardware related issues or service call errors.

**Visit the Support Website:** Start by visiting IBS Printing Solutions' official website. IBS Printing Solutions Contact or call 01491 411996

Provide Details: Fill out the support request form with relevant details about your issue. Include information such as your name, contact information, organization name (if applicable), and a detailed description of the problem you're experiencing.
Please include the device serial number or code located on the front of the device.

**Ricoh Customers**
For hardware related issues or service call errors.

**Log a request :** Ricoh Printing Support or call live chat Ricoh Printing Support Live Chat

Provide Details: Fill out the support request form with relevant details about your issue. Include information such as your name, contact information, organization name (if applicable), and a detailed description of the

problem you're experiencing.
Please include the device serial number or code located on the front of the device.