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## Printer service call errors

Rhys Lyford - 2026-01-07 - [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](mailto: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.