Printer service call errors

Rhys Lyford - 2026-10-30 - 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.