

Copier Issues...

- **Toner** is provided as part of our contract. One backup toner should be retained in the department. Additional toner is available from the Print and Copy Center in the lower level of Moench. There is no charge back to your department for this item.
- **Paper** is ordered and maintained by each department. Standard, multi-use paper is recommended for best performance and lowest cost. This item is available from the current office supply vendor, and is delivered to each department.
- **Error Messages** indicating networking problems can often be cleared by shutting down the machine for a few minutes and then powering it back up. **Do not call IAIT.**
- **Recurrent Errors or Mechanical Problems** should be phoned in (see instructions to the right)
- **Machine information** needed to phone in a service call may be obtained as follows:
 - Your **model number** is affixed to the front of the machine
 - Push the display button labeled, **Machine Status**, and select **Machine Details** button
 - The machine **serial number** and support phone number will be displayed
 - Select the tab labeled, **Supplies**, to view toner and drum status
 - Push the **Clear All** button twice and then the **Confirm** to clear the machine display
 - For additional information, contact **Dan Wells** in ADS, x8205



Reporting Problems...

- **1-800-821-2797**
- Give **model number** (from front of machine)
- Give **serial number** (see instructions to left)
- Describe **problem**
- You will receive a call back verifying that your call has been scheduled