

## Xerox HelpDesk Information

To place a service call or to order supplies for your MFD or laser printer, please contact the Xerox Helpdesk @ 1-866-237-9728. You will be asked for the serial # of the device you are calling in which is located on the asset tag attached to the device. You will also be asked to confirm the appropriate contact name and phone # for the device either receiving service or supplies.

When you place a service call, the Xerox HelpDesk will try to resolve / trouble shoot the problem with you over the telephone. If that is not successful, a service technician will be dispatched to the location of the device. You will receive a call back with an eta. Expected turnaround time for service is 4-8 hours from the time the call is placed.

For any networked devices, Proactive monitoring / ordering of Service and Supplies is also part of the Xerox Print Management Program. However, if you have a concern for whether Proactive Service or Supplies have been ordered, please contact the Xerox HelpDesk to confirm whether an order is in already in or needs to be placed. You will also receive an email confirmation whenever a Proactive alert for Service and /or Supplies have been ordered.