

COPIER SUPPLY AND SERVICE INFORMATION

CSUCI Copier Program

Service Request Instructions

Canon Copier

Dial 1-866-Go-Canon (462-2666) and follow the automated instructions.

Press #1 to place a service call.

Have your serial number available as located on your machine on the red and white sticker. To locate the serial number if none is listed on the label, press the "Counter Check" button. SN: _____

Indicate the service/technical problem. If an error code appears on your copier, please have that ready as well.

The representative will record your name and phone number and page the service technician.

The service technician will return the call. Their response time window to return your call to setup the time of their arrival is four (4) hours.

Visit the <http://www.solutions.canon.com/> site, select the "Services/Support" tab, select "Service Call Request" link, and complete the online service call form.

Their response time window to return your call to setup the time of their arrival is four (4) hours.

Xerox Copier

Dial 1-800-821-2797.

Specify the copier serial number. Press the "Machine Status" button to obtain the serial number. SN: _____

The solutions representative will verify that you are calling from the university.

Indicate the service problem.

They will ask you if you are the individual that is listed as the contact for that copier. If you are not, you will need to give them your name and phone number.

The service technician will return the call. Their response time window to return your call to setup the time of their arrival is one (1) hour.

Hewlett Packard (H.P.) Multifunction Printer/Copier

Dial H.P. CarePack at 1-800-633-3600

Press Option 1.

Press Option 2.

Say "Printing."

Say "LaserJet Printer."

Give the representative the serial number of the machine you are requesting service for. SN: _____

The representative will give you a confirmation number and the service technician will be notified.

The service technician will return your call within one (1) hour. Their response time to fix the machine from the time you call is four (4) hours.

If the service technician determines that the problem can be fixed simply, they have the option to talk you through the fix over the telephone.

Copier Supplies

CSU Channel Islands has a **toner/cartridge** inclusive contract with Canon and Xerox but not H.P. Being such, we do not pay for toner/cartridge for Canon or Xerox. H.P. toner/cartridges are stocked in the CSUCI warehouse. To replenish your toner supply you may use any one of the following options:

Canon Copier

Dial 1-866-Go-Canon (462-2666) and follow the automated instructions.

Enter our zip code – 93012.

Press #2 to order supplies.

Press #1 for orders with a toner inclusive contract.

Give the representative your copier model and serial numbers.

Model: _____ SN: _____

Indicate the number of toner cartridges needed.

The mailing address and the contact person for the delivery will be verified. Please make sure that the supplies are sent directly to the CSUCI Receiving Warehouse, One University Drive, Camarillo, CA 93012 and that the contact person's name be listed on the Canon packing slip.

Fax the "Canon Toner Inclusive Order Form" to (310) 217-3851.

Visit the <http://www.solutions.canon.com/> site, select the "Services/Support" tab, select "Order Supplies Request" link, and complete the online order supplies form.

Or call 310-217-3716.

Toner is delivered within 2-3 business days.

Xerox Copier

Dial 1-800-822-2200 and follow the automated instructions

Press #1 to order supplies

Press #2 for supplies covered under contract

Press #3 for toner

Have your serial number, current meter read, and balance of supplies on hand available SN: _____

Provide the representative with the requested information

Request that the supplies be sent to: CSUCI Receiving Warehouse, One University Drive, Camarillo, CA 93012 and that the contact person's name be listed on the Xerox packing slip

The mailing address and the contact person for the delivery will be verified

Toner is delivered within 1-3 business days.

H.P. Multifunction Printer/Copier

The copier contact for the copier needing toner must contact the OPC Workcenter at opcworkcenter@csuci.edu
List the copier ID number attached to the copier.
List the model number of the H.P. printer/copier you are requesting the toner for.
List the delivery location.

OPC will let you know when they will be delivering the toner.

The CSU Channel Islands service agreements do not include staple supplies. Please contact Cathy Strauch in Procurement via email at cathy.strauch@csuci.edu. Please provide copier model number, serial number(s) and copier location.

Cartridge Recycling

Recycling containers located near copy machines are for the collection of toner and printer cartridges. For cartridge collection, please contact CSUCI Mail Services at extension 3380 to have container(s) emptied.

Paper Ordering/Distribution

For copier paper ordering and delivery please submit a work order via email to opcworkcenter@csuci.edu. Please provide the paper size, number of boxes requested, delivery location (Bldg and room number), name of requester and extension. The paper will be delivered within two (2) business days.

Paper Provided *(for copier use only)*:

The Copier Program provides for 20 lb, White - 8½x11, 8½x14, 11x17 paper

Individual departments will be responsible for purchasing:

- White paper for desktop/network printers and fax machines
- Colored paper for copiers