

## COPIER SERVICE CALL ESCALATION PROCESS:



- ❖ If your copier is not printing, scanning or if your computer is not communicating with the copier please call CCPS Helpdesk.

- ❖ If your copier has any of the following issues please call or email DEX Imaging.
  - ❖ Paper Jam
  - ❖ Toner Streaking
  - ❖ Quality Issues
  - ❖ Finisher Issues



## DESKTOP PRINTER SERVICE CALL ESCALATION PROCESS:



- ❖ If your desktop printer is not printing, scanning or if your computer is not communicating with the printer please call CCPS Helpdesk.

- ❖ If your desktop printer has any of the following issues please call or email DEX Imaging.
  - ❖ Paper Jam
  - ❖ Toner Streaking
  - ❖ Quality Issues



## DEX Imaging Service and Support Options

**866-350-7900 | Supplies-FL@DEXimaging.com | DEXimaging.com/Service**

You can place a service call using any of the options listed above. By phone, email or the DEX Portal. You will need to include the following information in that request:

1. ID Number on the tag on the Front of Machine.
2. Your Name, Address, Email, and Phone Number
3. The issue that you are having with the machine.



**DEX IMAGING**  
**BONITA SPRINGS & SARASOTA, FL**

**COPIERS**

<b>Mfg Name, Model #</b>	<b>Unit Price to buy MFP</b>	<b>\$/Click</b>
<a href="#">Kyocera M2540dw</a>	\$746	\$0.0055
<a href="#">Kyocera M4125idn</a>	\$2,342	\$0.0055
<a href="#">Kyocera 4002i</a>	\$2,962	\$0.0055
<a href="#">Kyocera 5002i</a>	\$3,124	\$0.0055
<a href="#">Kyocera 7002i</a>	\$3,568	\$0.0050

<b>Mfg Name, Model #</b>	<b>Unit Price to buy MFP</b>	<b>Mono \$/Click</b>	<b>Color \$/Click</b>
<a href="#">Kyocera 3252ci</a>	\$3,537	\$0.0055	\$0.0475

**PRINTERS**

<b>Mfg Name, Model #</b>	<b>Unit Price to buy MFP</b>	<b>\$/Click</b>
<a href="#">HP E50045dn</a>	\$360	\$0.0110
<a href="#">HP E60055dn</a>	\$600	\$0.0110

<b>Mfg Name, Model #</b>	<b>Unit Price to buy MFP</b>	<b>Mono \$/Click</b>	<b>Color \$/Click</b>
<a href="#">HP E55040dw</a>	\$450	\$0.0110	\$0.0640