

To: Creighton Administrators

RE: Xerox Consumables

Xerox Multifunction Devices

An alert will appear on all Xerox multifunction devices (print/copy/scan/fax) user interface when it is low on toner or the waste toner bottle is nearly full. This is a normal message that will display when a consumable is near end of life. Keep in mind that the low on toner alert will appear with up to 25% of the toner still available. The alert electronically notifies the Xerox helpdesk that your device is low on a consumable, at which time the consumable will be shipped to the department contact name for that device. Once you replace the empty cartridge return it via inter-campus mail to the Creighton Print Center. No action should be needed on your department's part unless you do not receive a replacement item within 3 to 5 days, in which case you may call the Creighton Print Center for assistance at: 402-280-2515 Monday through Friday from 8:00 AM – 4:30 PM.

If you need to order staples, please contact the Creighton Print Center at 280-2515. The print center has staples on hand. They are a billable item which will be charged to the same fund and org as the device.

Xerox Print Only Devices

Xerox consumable supplies except paper and staples are included in the cost of the Xerox contract. Devices send an automatic message to the Creighton Print Center when toner is low, if you do not receive the toner through campus mail, and your device becomes inoperable; please call the Creighton Print Center at 402-280-2515. They will deliver your toner. The Print Center's hours of operation are Monday through Friday from 8:00 AM – 4:30 PM.

Xerox Service

For all other printer or multifunction device service related requests, please contact the Creighton help desk M-F 7a.m.-7p.m., at 402-280-1111 option 5; a technician will be dispatched as soon as possible. The Xerox team looks forward to serving you.

Best regards,

Joseph Zaborowski

Director