



# CUSTOMER SERVICE/SUPPORT

ALBUQUERQUE PUBLIC SCHOOLS  
XEROX COPIER INFORMATION SHEET



## SUPPLIES & SERVICE



Please contact the Xerox help desk designated for APS at **505.883.1947 / [apshelpdesk2@xerox.com](mailto:apshelpdesk2@xerox.com)** for **all** service and supply needs. Operator will ask for machine serial number.

## PLACEMENT OF UNIT



Make sure unit is in an area that can easily be accessible by everyone who uses it. Also make sure that it is away from doors and drawers to prevent damage and have adequate ventilation.

## MOVING OF UNIT



Should you need to move any of your **Xerox** units for **any** reason, it is imperative that you contact the APS/Xerox help desk to make arrangements to have this done. Their technicians are the only one authorized and trained to relocate a unit. If not, school will be liable for any damages.

## TRAINING



If you or your staff requires training on how to operate the Xerox units, you may contact Keisha Brown at **[keisha.brown@xerox.com](mailto:keisha.brown@xerox.com)** to set up a day and time for Xerox to come to your site for training.

## REMINDER

### DO NOT ACCEPT SOLICITED SUPPLY ORDERS FROM "TONER PHONERS"



These vendors make their sales by misrepresenting themselves; if you place an order with an outside vendor, it will be the financial responsibility of the department entering into such an agreement.

Additionally, these imitation supplies may cause severe damage to your Xerox copier, with resulting repair charges not covered under the Xerox contract with APS. Incurred costs will become the financial responsibility of the department.

