

TOSHIBA

End User Quick Guide for Service & Supplies:

What to Expect:

- All laser printers and multi-function devices that are tagged with a **TOSHIBA** sticker are covered under an all-inclusive MPS program. This program includes all toner and service.
- The intent of the MPS program is to enhance end user satisfaction, provide break/fix support to the printer fleet, and to achieve cost savings.

What Does This Mean for You?

- A **TOSHIBA** sticker has been placed on each laser printer and is covered by the program. Each sticker indicates the model and serial number of the device.

Service and Supplies

If your device is tagged with a **TOSHIBA** sticker it will be monitored online and refills will be delivered automatically for this printer.

For a service request, please contact your SUNY Downstate help desk via phone number located on the device sticker.

Please Note: Staples are not included or monitored. If you would like to order supplies, please call the number below.

Telephone: 877-855-1344

Defective Toner

If your existing cartridge has a defect, please contact our supplies team for assistance at:

Email: ncentral.service@tbs.toshiba.com

Telephone Number: 1-877-338-8227

