

Xerox Printer Support/Troubleshooting

All calls should be routed to Xerox before calling the CMS Customer Service Center (CSC). If the CSC receives a call on a Xerox device, the caller will first be referred to the process as detailed below. Suggestions, complaints and comments can be received directly by Xerox at SOI_XRX_requests@xerox.com.

1. Make sure you have the printer Serial Number before calling Xerox. To locate the Serial Number, press the Machine Status button on the front display. The Serial Number may be found in the bottom left corner of the screen.
2. Call Xerox at 1-800-821-2797.
3. Obtain a Case Number from the Xerox Customer Service Representative.
4. Document the Case Number. It will be needed if you're asked to call the CSC. The CSC will not be able to assist you without the Case Number and you will be referred back to Xerox to obtain one.

If you have any questions pertaining to the support of printers, please use the following link for information on available support and resources: <http://www.portal.xerox.com/Illinois>