

ACC Copiers, Laser Printers and Inkjet Printers

ACC Copiers



ACC has a contract with IKON to provide Multi-Function Copier, Printer and scanner machines to support the copy requirements at all campus locations. The ACC contract requires IKON to provision, support and maintain these machines on a cost per copy basis. The machines are coded so only authorized users can use the business machines. Public access machines have payment methods and are controlled on each campus. On every machine is a machine ID number on a label mounted on the front of the copier. The toll free number to call if the machine malfunctions or jams is the same number to call when the copier indicates low toner. That IKON number is 1- **888-456-6457** or www.ikon.com/support and follow the page instructions. ACC IKON Service specialist is can also be contacted at 223-7445 or email ikon@austincc.edu

Laser Printers



Network Laser printers, Multifunction laser printers or stand alone Laser printers are supported under the IKON Printer Fleet Program. ACC pays a cost per copy to have the program provide all toner and monitor these machines. Services to troubleshoot or service the machine starts with the ACC department service technician or IT Help desk. Only IT representatives can call for IKON to service ACC owned laser printers or ACC owned laser multifunction devices. ACC IKON Printer fleet representative can also be contacted at 381-8628 or email IKONPrintMgr@IKON.com.

Additional information about this program is available at:

<http://www.austincc.edu/infotech/documents/ACCLaserJetTonerOrderingFags.pdf>

Toner is ordered through IKON by completing an email request form:

Toner order form: http://www.austincc.edu/infotech/ikon_order.html

Inkjet Printers

For more information about ordering inkjet cartridges, contact the BUYER email: vjohnso2@austincc.edu or call 223-1043



Network inkjet, multifunction inkjet printers, bubble jet or stand alone inkjet machines are not supported under the IKON Printer Fleet Program. ACC departments can request an initial check for problems by a service request through their department service technician or IT Help desk. Actual repairs will be at the department expense. All supplies or services are at the department's expense and will be ordered through a regular requisition. For questions regarding supplies or ordering, please contact the ACC Buyer Vickie Johnson at 223-1043 or email vjohnso2@austincc.edu