Xerox HelpDesk Information

To place a service call for your MFD or laser printer, please contact the Xerox Helpdesk @ 1-800-821-2797. To order supplies for your MFD, please contact the Xerox Supplies Auto-replenishment @ 1-800-599-2198. In either case, you will be asked for the serial # of the device you are calling about. You will also be asked to confirm the appropriate contact name and phone # for the device either receiving service or supplies.

When you place a service call, the Xerox HelpDesk will try to resolve / trouble shoot the problem with you over the telephone. If that is not successful, a service technician will be dispatched to the location of the device.

For any networked MFD, proactive monitoring / ordering of Supplies is part of the Xerox Print Management Program. However, if you have a concern for whether Proactive Supplies have been ordered, please contact the Xerox Helpdesk to confirm whether an order is in already in or needs to be placed. You should also receive an email confirmation whenever a Proactive alert for Service and /or Supplies have been ordered.