



## HOW TO ORDER TONER OR SUBMIT A SERVICE REQUEST

### LOGIN PROCEDURE

To order toner or submit a service request, please follow this link: [www.ikonoffice.co.za](http://www.ikonoffice.co.za)

1. Click on the **Service & Support** tab.
2. Under **Client Login**, enter your username and password, then click on **Log in**.

**Client Login**

Username \*

Password \*

- Request new password

Log in

Login details are specified in the **Website Login Details** letter e-mailed to our main contact person on site. Alternatively, send an e-mail to [support@ikonoffice.co.za](mailto:support@ikonoffice.co.za) to request your login details.

3. A screen similar to the below will open.

**STAR**

**Your Machines**

**PLEASE NOTE:** You have to press the "SUBMIT" button on each machine separately for the submission to get processed. If you press the submit button at the bottom of the page only the last submission will be submitted.

Company Name:  Serial Number:

Machine Name:  Location:

**Client Information**

**Physical Address:**  
2406 Marvel Avenue, Cape Town, 7995

**Phone Number:**  
086-666-7777

**Contact Name:**  
Tony Stark

**E-mail:** tony@starkindustries.com

**Alternate Email Address:**  
pepper@starkindustries.com

[Logout](#)

**Develop Ineo + 364** Location: Physics Lab Serial Number: A3LU569425852

**Submit a Service Call/Order Consumables**

Toner Required  Black  Cyan  Magenta  Yellow  Waste toner

**Service Call**

Comments/Problem description:

Error Code:

**Meter reading**

Mono meter reading \*:

Colour meter reading \*:

All printers on site, supported by IKON Office Technology, will be listed under your profile.

## TO ORDER TONER

1. If you have more than one printer supported by IKON Office Technology, scroll down to the printer you would like to order toner for.
2. Next to **Toner Required**, select the relevant tick box / boxes.
  - a. If for example 2 black toners are required, add a comment "2 X black" under **Comments/Problem description**.
3. Under **Mono meter reading**, fill in the current mono (black & white) meter reading of the device.
4. Under **Colour meter reading** do the following:
  - a. If it is a mono (black & white) device, fill in a zero (0).
  - b. If it is a colour device, fill in the current colour meter reading.
5. Click the **Submit** button.
6. The following message will appear at the top of the page:

The website won't allow you to submit any request unless the meter reading fields are filled in.

 Thank you. Your Service Call has been submitted and we will process it shortly.

7. Click on **Logout**, unless you would like to submit another request.
8. You will receive an e-mail notification to confirm that your request has been processed.
  - a. If no e-mail notification is received, please note we did not receive the request - you most likely forgot to click the **Submit** button.

### Please note:

There is a **Submit** button for each printer if you have more than one printer listed under your profile. It is very important to click the **Submit** button for each printer individually when ordering toner or submitting a service request for more than one printer at a time.

## TO LOG A SERVICE REQUEST

1. If you have more than one printer supported by IKON Office Technology, scroll down to the printer you would like to log a service request for.
2. Under **Comments/Problem description**, please provide a problem description.
  - a. If the printer displays an error code, please fill in the error code or error message under **Error Code**.
3. Under **Mono meter reading**, fill in the current mono (black & white) meter reading of the device.
4. Under **Colour meter reading** do the following:
  - b. If it is a mono (black & white) device, fill in a zero (0).
  - c. If it is a colour device, fill in the current colour meter reading.
5. Click on the **Submit** button.
6. The following message will appear at the top of the page:

The website won't allow you to submit any request unless the meter reading fields are filled in.



Thank you. Your Service Call has been submitted and we will process it shortly.

7. Click on **Logout**, unless you would like to submit another request.
8. You will receive an e-mail notification to confirm that your request has been processed.
  - a. **If no e-mail notification is received, please note we did not receive the request – you most likely forgot to click the **Submit** button.**

### Please note:

There is a **Submit** button for each printer if you have more than one printer listed under your profile. It is very important to click the **Submit** button for each printer individually when ordering toner or submitting a service request for more than one printer at a time.

❖ **Spare toner**

To ensure timeous delivery of toner and avoid unnecessary downtime, we recommend the following system:

- **Mono printers**

Customers to always have a spare black toner for each of their printers, stored somewhere in a safe place. As soon as you've inserted a spare toner cartridge, immediately request a replacement on our website.

- **Colour printers**

Customers to always have a spare toner of each colour (black, cyan, magenta & yellow) for each of their printers, stored somewhere in a safe place. As soon as you've inserted one of your spare toner cartridges, immediately request a replacement on our website.

Customers quite often run out of toner (the printer will stop printing / copying) because they don't adhere to the above system and then expect toner to be delivered immediately. Toner is delivered within 24 - 48 hours depending on area and stock availability.

❖ **We don't accept toner or service requests over the phone or e-mail. All toner and service requests must be submitted via our website.**

- Should you experience any problems accessing our website or your profile, please send an e-mail to [support@ikonoffice.co.za](mailto:support@ikonoffice.co.za).