Printer Support

The Konica Minolta Help Desk number is 800-456-5664. Your printer ID number is located on the front of the printer. If you are experiencing issues with a Konica Minolta printer, this is the first route you will need to take because this Help Desk is able to help with certain issues virtually or over the phone.

If you are experiencing issues with a Xerox printer, you will need to contact their Help Desk at 855-406-5188. You can also email them at donna.garrett@xerox.com or michael.jackson@xerox.com. The Xerox device model number listed on the front and the building location/room number should be included with a description of the problem.

- Konica Minolta Information and Benefits

Konica Minolta Information and Benefits

Benefits

A-State will utilize the One-Rate program from Konica. This rate includes unlimited black/white and color copies, toner, staples, parts and labor.
Departments will be charged the same rate each month, no overages or meter reconciliation will be billed to the department.
Your department will not be charged for color copies but be considerate of the usage. The current billing is based on the past history of usage. Future lease costs will be based on usage going forward.

Service or Supplies for Konica Minolta
Call 1-800-456-5664 (choose 1 or 2 only on the automated menu). You will need the eight-digit ID number from your copier to reference.

You can also email copier_support@astate.edu.

Billing
The copier charges will be posted to the Communication Services monthly statement.

Supplies
Supplies (toner, staples, etc.) ordered by the department will be shipped to Central Receiving in Facilities Management. The department must pick up their supplies in Central Receiving.
Supplies will not be brought to the department.

Request a Konica Minolta Copier

To request a copier for your department, complete the Copier/Printer Request Form and send to Taylor Edmonds - taylor.edmonds@kmbs.konicaminolta.us.

If you have questions or have not received your copier, please contact our designated Konica Minolta campus representative.

Your Customer Service Representative for North East Arkansas
Taylor Edmonds, 870-316-1525

taylor.edmonds@kmbs.konicaminolta.us

> Any other questions can be directed to Procurement Services at 870-972-2028.