

# Customer Support

*Instantly request supplies or repair assistance*



## Business challenge:

Managing supplies or repairs efficiently to reduce downtime.

## Lexmark's advantage:

Customer Support allows you to immediately inform the Service Provider or internal help desk, by email from the device, when supplies are needed or intervention is necessary. You can even include additional information in the body of the email, such as, "Toner is low, please send a new one."

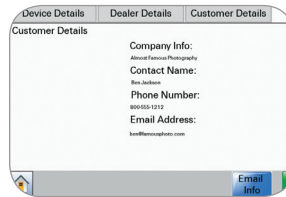
## What are the advantages of Customer Support?

- **Reduces downtime**
  - Immediate intervention request
  - Expedited service times
  - Faster repair
- **Improves productivity**
  - Quick response to supply or repair needs
  - Reduced workflow interruption
- **Convenient supplies ordering**
  - Quick and easy, directly from the device.
- **Reduces supplies storage space needs**
  - Order on an as-needed basis
  - No need to dedicate space for supplies storage

### Ideal for:

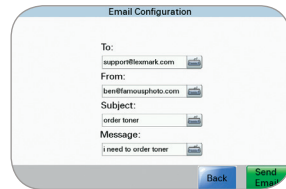
- Dealers maintaining small office printers
- Corporate help desks

## Features



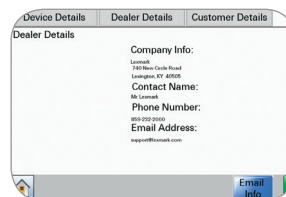
### Vital details

Customer Support includes device, dealer and customer details, so requests can be addressed correctly.



### Email Information

One touch of the "Email Info" button allows you to write and send your request directly to the Service Provider or help desk.



### Print Information

If the device is not configured to send emails, you can print out the dealer contact information.

<b>Part Number</b>	82S0247
<b>Memory</b>	256MB RAM
<b>Hard Disk</b>	Not required