

2014 Copier Rollout

INFORMATION GUIDE

Wow, what a fast 3 months it has been for this copier deployment. As of September 29th, we have delivered over 1,250 copiers throughout the district. A big ‘Thank You’ to all the Campus Principals, Business Managers, Copier Contacts and Campus Secretaries for being so responsive and attentive during this rushed deployment.

We began this project with plans to consolidate to one vendor offering schools and administrative offices with plenty of size and feature options. Our goal of standardizing on equipment district wide offered the following benefits:

- Increased functionality – scan to email and USB drive options and eventually scan-to-fax for incoming and out going faxes.
- Identical functions and buttons on copiers district wide
- Identical login & work screens on all district copiers – so we can offer increased features (scan to email, scan to USB, etc) rather than disabling them due multiple equipment requirements
- Ability to work with vendor to provide training and support and increased accountability for service calls
- Potential cost savings (cost avoidance) close to 2.5 million dollars
- One invoice to reconcile saves hours/days worth of administrative time at campuses, in Procurement, Accounts Payable and Budgeting.

POWER & NETWORK ISSUES

Network:

The new copiers must have a dedicated network connection. The software on the machine requires a network connection to take full advantage of the features and enable the updates and management of the units.

Power:

Some of the copiers have specific power plug needs. Those campuses placed work orders with our facility and building services teams. When contacted, CFS is deploying 3rd party vendors to complete installations.

They have negotiated pricing for this work with certain vendors and they are ready to assist you in getting this work completed as soon as possible.



HOW DO WE USE THIS NEW EQUIPMENT

Training is available in several different formats for the new copiers. Face to face training at your location is available upon request, contact the Technology Service desk (713-892-7378) to submit your request and someone will contact you to coordinate a convenient date and time.

Posters hung above the units and quick reference guides posted online are also available to assist in the use of the new machines.

ORDERING SUPPLIES AND PLACING SERVICE CALLS

Toner, staple cartridges and preventative maintenance materials are available from the vendor.

Service requests are also included at no cost for your devices.

Follow the instructions on the next page to place your order for supplies or service using the MyRicoh.com or Dahill.com sites.

CONTROLLING THE USE OF YOUR NEW COPIER

Some campuses have requested the ability to “lock-down” or control the use of the MFPs. This capability will be available soon and will give you the ability to see exactly who is printing and copying.

Right now, the machines are unlocked so everyone can learn the functions as we complete the installations. Information on requesting the controlled copier options will be available soon.

Introducing MyRicoh.com

Ricoh's customer portal
to order supplies and
track supply orders!



Houston ISD customers can order supplies and place service calls directly on the MyRicoh.com site. The campus copier contacts have already had their email addresses preloaded on the site for your convenience, please go through them for any orders.

MyRicoh.com Registration

- Go to www.MyRicoh.com
- Click Register
- Enter the requested information, including one Equipment ID number, and click Next. If you cannot locate your equipment, please use the Equipment Not Found Form
- Click Add Equipment, then review information and Submit

Placing and Tracking Supply Orders

- Go to MyRicoh.com and login (see above for initial registration)
- Select the Remember Me box to be automatically logged in each time you access the site (must have cookies enabled)
- If you forget your password, click Forgot Password to receive a temporary password
- Click the My Equipment and Service tab
- Select the Equipment ID requiring supplies and click the Order Supplies button
- Add the desired supplies to your cart
- Complete the checkout process. You may search for a different shipping and billing address as needed
- Review and Submit your order
- You will receive a confirmation number via email when your order is placed. You will also receive an email with the UPS tracking number for easy tracking once your order is shipped

Contacts/Help

Phone: 866-239-8494; Email: MyRicoh@ricoh-usa.com

Chat: Use the Chat/Talk feature within MyRicoh

MyRicoh Supply Tutorials are available at: <http://tinyurl.com/6umn952>

Using MyRicoh.com, you are able to:

- Place and track supply orders
- Place and track service requests
- View a 12-month service history
- Escalate or cancel an open service request
- Enter meter readings (coming soon)

In the near future, the site will allow you to purchase contracted equipment, view and pay invoices and much, much more.

To Order Supplies for the Xerox 3615s and Xerox 6605s

Go to: Dahill.com

From the main screen pick “Technical Support”

Contact Us • Portal Login • Support • Careers • Live Chat

Search Go

dahill Proven Leadership. Powerful Results
A Xerox Company

Xerox ▾ Business Solutions ▾ **Technical Support ▾** Customer Value Add Services ▾ Branch Locations ▾ About Dahill ▾

CUSTOMER PORTAL
on demand information your account. anywhere. anytime

Dahill represents the best of both worlds when it comes to your business solutions. The national resources and strength of a \$26 billion company and the agility and leadership of a locally managed services and support team.

Dahill continues to be the leader in providing outstanding [printing equipment](#) and [software products](#) in our industry.

LIVE CHAT SUPPORT
BETWEEN 8am - 5pm CST
Monday - Friday

Then go to “Order Supplies”

[Enter Meter Reads manually](#)
Please visit our online meter read wizard to manually enter your meter reading.

[eXpressMeters - Meter Read Automation](#)
We can automate the meter reading process to give you accurate billing information. Request today.

[Remote Technical Support](#)
With our live remote-assistance tool, a member of our support team can view and share your desktop remotely.

[Order Supplies Online](#)
Order your Online Supplies by completing our one-step form.

Put in the requested information and the information requested on the next screen and your supplies will be delivered in 2 to 4 working days

The screenshot shows the Dahill website interface. At the top left is the Dahill logo with the tagline "Proven Leadership. Powerful Results" and "A Xerox Company". To the right are links for "Contact Us", "Portal Login", "Support", "Careers", and "Live Chat", along with a search bar. A red navigation bar contains links for "Xerox", "Business Solutions", "Technical Support", "Customer Value Add Services", "Branch Locations", and "About Dahill". Below this is a breadcrumb trail: "Home > Supplies > Dahill Online Supply Ordering". A purple banner features the text "online supply ordering" and "streamline the process and apply for an online account today!". Below the banner, contact information is provided: "Have questions? Please reach out to us at 210-805-8200 x 10606" and "Help us improve your online experience and take our online survey". The main form area is titled "Order Supplies" and contains two input fields: "Equipment ID or Serial Number" and "Your Email Address" (with the example "e.g. me@someplace.com"). A blue button labeled "Lookup My Equipment" is positioned below the email field.

If you have any questions please call:

713-329-9909 x 10606

or click the "Live Chat" button on the web site.
Please have the ID number on the metal tag from the machine handy.