Chemistry Administrative/Teaching printers, their support and supplies

For service or supplies for Administrative/Teaching printers, contact ChemIT. We encourage you using our ChemIT service request webform. This documentation page also includes procedures for ChemIT staff.

See also

- Eastern issues tracking
- Connecting computers to Chemistry Group printers

Applicable to select Xerox printers in some research groups

Chemistry IT staff: See our inventory for list of printers under Eastern contract, within our FMPro hardware inventory.

CCB Administrative/Teaching staff should contact ChemIT for any printer issues, please

- Issues can include supplies, repairs, replacement, additions, and so forth.

Please use our web form's "printer" section, or include that info in your email to us:

- http://it.chem.cornell.edu/request/
- No need to put in an account number.

ChemIT staff procedures

This concerns CCB Administrative/Teaching printers covered by the Eastern contract (they have an Eastern Inventory Tag on them). Be warned that not all Administrative/Teaching printers are not under Eastern contract - toner is via the regular procurement procedures.

Supplies ordering for Eastern contract printers:

Get supplies from our toner cabinet. Reorder from Easter, filling form using snapshot below as a guide:

- http://www.easternmpn.com/Supplies

Need to place a supply order?

Give us a call at 800.836.2505:

For Supplies, **press 3**

When placing Supply Orders, please have the following information handy:

1. Eastern Managed Print Network Equipment ID (small white sticker located on each printer)

2. Description of the service issue or supply being requested

3. Your name and phone number

Get all your office and equipment supplies from one reliable source.

Feel free to fill out the form below and have supplies shipped directly to your company's door.

Company Name	Cornell Chemistry IT
Contact Name	You!
Phone	607-255-6278
Email	crcf@cornell.edu
Fax	
Equipment ID	Put the tag info here.

Supplies Needed

What cartridge you need replaced, especially which color.

You can provide redundant info (make and cartridge code), but make sure it's correct. :-) Get this info from printer's web interface. If giving an HP cartridge's code for a color printer, use the "longer" HP code for printers with color because the "shorter" code doesn't convey that info.

For Xerox ColorQubes, remind Easter that we need "unmetered" ink.

Would you like us to contact you to confirm the order?
◉ Yes
◯ No

If yes, how should we contact you?
◉ Email
◯ Phone
◯ Fax

Additional Comments

To help prevent automated submissions, please enter the letters in the image below.

DE8R8R RELOAD IMAGE

Print the resulting page after you submit so we have a time stamp record of the request. You should also receive an email from Eastern to crcf@cornell.edu acknowledging the order. Keep both the printout and the email until the order arrives - helps trace down what happened when toner doesn't arrive. They don't tell you a cartridge has gone out of stock until several days after the order is placed, this is why we keep one of every cartridge under contract.

Services ordering for Eastern contract printers:

* http://www.easternmpn.com/Service

Example:

Company Name: Cornell Chemistry IT
Your Name: Michael Hint
Your Email: crcf@(...)
Phone: 6072556278
Departement/Room #: (Leave blank)
System inoperable: No
Equipment ID: 452FJ
Machine Serial #: (Leave blank)
Problem: Printer is having tray issues – sometimes thinks tray 2 has no paper when it really does – also have paper jamming issues.
Tech MUST contact our office before working on printer to coordinate work and access to printer.

In general, do not identify printer's user or location since repair person should be connecting with our office FIRST.