



Sharp Copier Frequently Asked Questions

Q. How do I place a service call?

- A.** Per request. All service calls should go through the BC Helpdesk by submitting a ticket. Please add the following information. Name, machine ID, phone number, location, and detail of problem.

Q. How do I order toner?

- A.** When placing a supply order, please dial (305) 779-6350 or email Ginnie Quiroga at quirogag@sharpusa.com. You may also contact Ana Sanchez by dialing (305) 779-7927. Her email is sancheza@sharpusa.com. Alternatively you may submit a helpdesk ticket.

Q. Do staples come with my copier?

- A.** When you receive a new copier machine equipped with stapling ability, the machine comes with one full cartridge of staples. To order staples please dial (305) 779-6350 or email Ginnie Quiroga at quirogag@sharpusa.com. You may also contact Ana Sanchez by dialing (305) 779-7927. Her email is sancheza@sharpusa.com. Alternatively you may submit a helpdesk ticket.

Q. How long will it take to get my copier properly working after a service call has been placed?

- A.** As per our contract with Sharp “the guaranteed in-person response time following any service call is four business hours or less.”

Q. Can I receive training on my copier machine?

- A.** Yes, you can schedule on site training by calling Emmalee Pellot at 954-315-0583. Alternatively, you can submit a helpdesk ticket.

Q. How do I request a copier move?

- A.** To request a copier move please dial (305) 779-6350 or email Ginnie Quiroga at quirogag@sharpusa.com. You may also contact Ana Sanchez by dialing (305)

779-7927. Her email is sancheza@sharpusa.com. Alternatively you may submit a helpdesk ticket.

Q. What are Toner Pirates?

A. A Toner Pirate is a salesperson who claims to be a representative of Sharp or another manufacturer who sells copier supplies. Their objective is to get you to buy supplies from them. All supplies are provided by Sharp at no cost to us.

Q. Can I use my copier as a printer or scanner?

A. Yes, links on how to print and scan can be found on the tutorials section.

Q. Will toners be recycled?

A. Yes, by your onsite representative Wesley Toy. His email is toyw@sharpusa.com. For information explaining our recycle program please visit www.sharpusa.com/recycle.



Printer naming convention changes

When printing from a Microsoft Office application, a list of available printers will display with the printers building/room location and additional information, such as 31-330-INFOTECH-Canon IR3300

When printing from CID a 4 character id was used to identify the printer, such as Q31D.

The Sharp printers will use a simpler 3 character naming system.

The first letter will identify the campus you will print to.

- C - Central
- N - North
- S - South
- D - WHC
- T - Town Center
- M - Miramar Center
- P - Pines Center
- W - Weston Center

The second letter represents the Sharp device, a total of 6 models. Labels will be placed on the Sharp devices for identification.

A - 3501 (Most common device College Wide)

B - 5500

C - 550

D - 850

E - C311

F - 7001 (Least common device College Wide)

The third letter represents the page layout or black/color, a total of 4 options.

L-Landscape (sidewise)

P-Portrait

B-Black example: *DAB-WHC-SH3501 Black*

C-Color (No color option from CID)

Examples of queue names for the 3501 device at each campus.

- Central – CAL, CAP, CAB & CAC
- Downtown – DAL, DAP, DAB & DAC
- North – NAL, NAP, NAB & NAC
- South – SAL, SAP, SAB & SAC