

With the centralization of ITS to UNH, we are pleased to share that the Multi-Function Devices, their supplies and servicing have remained with PSU. Below is some information about how to obtain service and supplies under our new delivery model.

- **MFD Paper Orders:**
 - Place your order with WB Mason through UshopNH. When ordering paper for your MFD or local printer, you must order
 - **WB Mason item # CSE5101 (Rolland Enviro White Laser Bond, 5000/CT)**
 - If special paper is required, indicate why in business purpose
 - Include the MFD ID number located on the Conway Office Solution sticker on your device in the business purpose

- **MFD Toner:**
 - Toner usage will be monitored electronically by Conway Technologies
 - When the toner cartridge in your machine reaches a certain level, the necessary cartridge will be automatically shipped to the MFD location
 - If for some reason you do not receive a toner cartridge in advance and you are critically low on a toner color, you may request a replacement cartridge via email to COP-Supplies@xerox.com
 - Include MFD ID number located on the Conway Office Solution sticker
 - Include what you need shipped (toner color)
 - You may continue to return used/empty cartridges to Tom Morin in the IT Repair Shop for recycling. **Please send used cartridges to ITS Repair Shop at MSC 28.**

- **MFD Waste Container Orders:**
 - Waste containers are not monitored by Conway Technologies
 - When your machine gives you a warning about the need to replace your waste container soon, place your order with Conway Technologies via email to COP-Supplies@xerox.com
 - Include MFD ID number located on the Conway Office Solution sticker
 - Include what you need shipped (waste container)

- **MFD Service:**
 - Using the direct link <https://conwayoffice.com/service-request/> contact Conway Office for service
 - Conway will call you or send a technician out to service the machine

- **MFD Networking issues**
 - If you are having problems with network connectivity with your MFD, please enter a helpdesk ticket via email helpdesk@plymouth.edu