

PrintSmart Helpdesk

Call 1-855-306-1220

If you need to contact the PrintSmart Helpdesk to report a Break/fix issue or order toner supplies, you'll need to call **1-855-306-1220**. You will need to know the serial number of the device you're requesting a break/fix or replacement supplies. You can locate this information on the PrintSmart label affixed to the front or top of your printer (see images below).

The attendant answering the phone will ask a series of questions confirming specific information regarding the device before taking your request such as the location of your printer and the key device contact (KDC) etc... In addition, the phone attendant may also ask you some probing questions to help self-diagnose the problem in hopes of resolving the issue without dispatching a technician. In addition, knowing this information beforehand allows the technician to understand the issue before arriving at your location to make repair.

