

MCS/Vehicle Printer Resources

MVD Systems and Administration Bureau

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PRINTER IDENTIFICATION

- Each printer has its own unique serial number. This needs to be used when ordering supplies or contacting Marco for service. This number is on a sticker on the front of the printer.
- Replacement toners and imaging units will have a designated printer on the shipping box, but they can be used where needed.

ORDERING SUPPLIES

- Toners are on automatic reorder based on supply audits done by Marco.
- Imaging units must be ordered when the printer gives you a low alert or when the printing is consistently faded or light. Contact Rhonda with the printer serial number.
- Maintenance kits are ordered by contacting a Marco technician.
- It is critically important that only toner cartridges and imaging units supplied by Marco be used in the VRT printers.

RECYCLING TONERS AND IMAGING UNITS

- A return label should come in the supply box received. Place the old toner or imaging unit in the new box, seal the box, apply the label, and ship.
- If you need a label, you can order one by going to this link <https://lexmarktoner.bgmailing.com/>

MARCO SERVICE

Marco is available to provide service for hardware and connectivity issues.

- Call Marco at the service phone number that is on the sticker on the front of the printer – 1-800-847-3098
- Marco will need to determine which of their teams they need to engage and if they need to send a technician to your location.
- Marco technicians cannot remote into DOT printers, so almost all calls for a service will require the technician to be present on site.

DOT SERVICE

DOT is available to provide service for items which are IT-related in terms of software. Please submit a ticket to DOT helpdesk

- Submit a ticket to DOT.helpdesk@iowadot.us or call 1-515-239-1075
- Please do not correspond directly with DOT IT staff. The structure for resolving user-related needs is to go through the ticketing system.