

DATE: February 19, 2013

SUBJECT: Toshiba Unified Print Program - Automated Toner Replenishment (ATR)

Dear LAUSD Team Member,

LAUSD and Toshiba Business Solutions are pleased to announce a significant enhancement to our Toshiba Unified Print Program to help enhance the user experience. Effective March 1<sup>st</sup>, Toshiba will provide Automated Toner Replenishment (ATR) services for qualified networked printer devices on the Toshiba Unified Print Program throughout LAUSD.

## Automated Toner Replenishment

### How It Works

The system is set up as just-in-time, meaning your printer toner arrives approximately one week before the toner is fully depleted. Therefore, if you see a "low toner" alert, do not be alarmed. Our system will ensure the replacement toner is delivered before the cartridge is empty.

The toner cartridge is delivered with a label clearly showing the internal device location, serial number, device make/model, and designated SAA (shown here).



### Qualified ATR Devices

The SAA will receive a specific list of networked assets that will be managed through ATR. In the event the SAA would like to add devices to the ATR program, please contact your Toshiba representative at [LAUSD.Implementation@tbs.toshiba.com](mailto:LAUSD.Implementation@tbs.toshiba.com) to complete an add/change request.

### Easy Tracking

The SAA can access Toshiba's online tool, PageSmart Plus+, to check toner status. PageSmart Plus+ provides information on current toner levels, anticipated replenishment dates and recent shipment information, including tracking numbers. Detailed instructions have been sent to each SAA; they are also available at: <https://psd.lausd.net/unifiedPrint.asp>.

## Service

For printer maintenance and service requests, users can request service by contacting the Toshiba Help Desk at 800-260-6320, select option 2.

## Questions

Should you have any questions or need additional support, please contact the Toshiba Help Desk or the Toshiba Supplies Team at [supplies.toshiba@tbs.toshiba.com](mailto:supplies.toshiba@tbs.toshiba.com) or 800-260-6320, select option 2.

Thank you for your support,

LAUSD and Toshiba Business Solutions