



First Response Center



Carolina Business Equipment

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First Response Center

Help Desk Support

Troubleshoot

Connectivity and
Functionality issues
with MFPs & Printers

Remote Software for
Technical Support

Assist with Updating Scan
Destinations and
Firmware

Assist with Updating Print
Drivers

Assist with Updating Fax
Destinations & PC Fax
Drivers

On-Going Technical
Training Needs

Service Loaner

Get the Support You'll Need and Want

When your business environment changes, it directly affects your MFP and printer needs. Updating PCs, servers and your internal software also creates needs to update your output devices. New print drivers will need to be installed, new scan destinations will need to be updated and additional training will be necessary.

The **First Response Center (FRC)** provides the IT and training support you'll need to resolve printing, scanning and faxing issues. In addition to professional IT and training support, our service staff will be able to resolve your service needs in minutes rather than hours by utilizing remote software tools to directly link into your MFP and/or printing device. These services are proven to dramatically increase your uptime and improve your overall productivity.

Professional Help Desk Support

WHAT YOU CAN EXPECT FROM US

Our First Response Center is staffed with the technical expertise you'll need to support your MFP and printing devices. Our FRC team consists of a Certified Service Technician and an IT Support Specialist. Your service needs will be quickly assessed and directly assigned to the appropriate resource for resolution. Whether your need is mechanical or software related, we have the expertise you'll need to resolve your issues.

Our FRC team is prepared to quickly identify your service requirements and will respond with unsurpassed expertise and resources. From training needs to complex printing or scanning issues, you can rely on our FRC to provide you with complete satisfaction.