In this issue
Accessing DCS Support

Quick Tips

- If you use the Zendesk portal, make sure the name and password are recorded and shared with those that may need them.

- Establish a place in the production environment where the phone number, email address and other support contacts are accessible to all shifts so they can easily access them.

- When using the email method, make sure to use the same thread. Sending additional emails outside the thread will generate a new ticket number.

Best Options to Reach DCS for Post-Sales Support

When you need some help or require some technical support, it helps to know ahead of time how to access the support staff. This can save time and avoid frustration.

Option 1
Call DCS at +1 860 829-2244
   Press 1 for technical support related issues.

   Press 2 for inks, consumables, shipping, invoices and other customer service-related topics.

Option 2
Use email to send a message to the appropriate department:

   For inks, consumables, shipping and invoice related issues, email
   orders@directcolorsystems.com

   For technical and related issues, email:
   techsupport@directcolorsystems.com

The Zendesk system will generate a ticket and assign a case number automatically. It will enter it in the ticket handling queue and send you a confirmation by email.
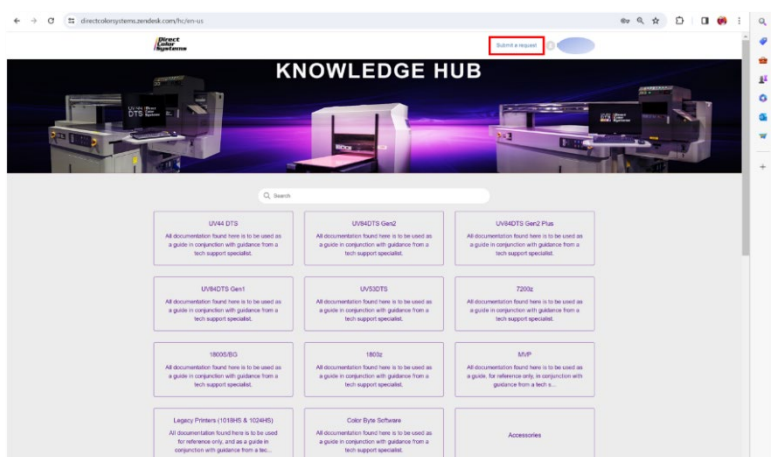
Option 3
Log onto DCS Zendesk and submit a request directly
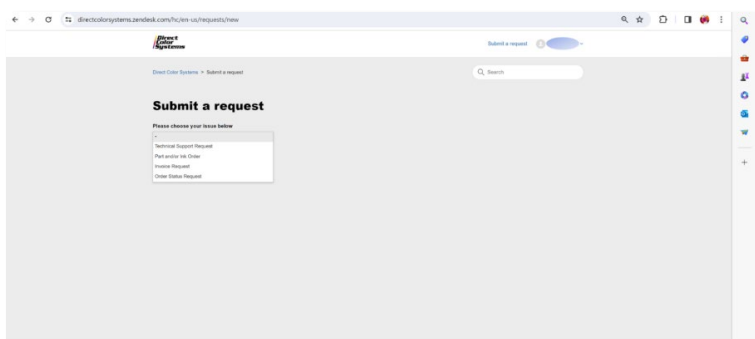www.directcolorsystems.zendesk.com/hc/en-us

Follow the steps illustrated in the following figures for more details.

Steps in Zendesk:

Fill out necessary information such as Company Name, Printer Model and Serial Number. More detailed description of the information will help DCS Tech Support team to understand the issue.

Tip: "Printer Currently Running" field will alert DCS Tech Support team. Printers that are not running will be given higher priorities in the ticket handling queue.
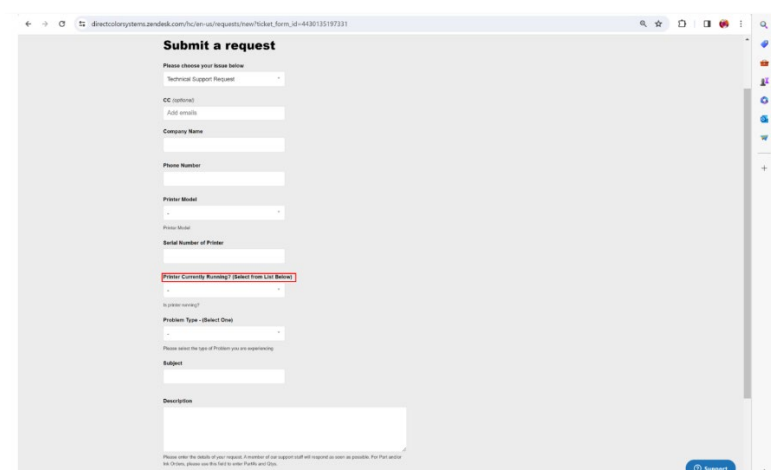
The DCS Zendesk access should be set up when the printer is sold or invoiced. If you don't have access, please reach out to DCS Customer Service.