

The BluePrint Program services more than 2,100 devices including copiers, printers, fax machines, scanners, and plotters at more than 300 University locations. Our unique program offers a single point of contact for increased efficiency in managing your print environment. It is a complete print solution that keeps your IT staff focused on other priorities, improves productivity, and generally enhances the effectiveness of your print environment.

**Never Pay for
Toner or
Maintenance
Repairs with
BluePrint!**



To Place a Service or Toner Request

(please have equipment ID ready)



By Phone:
1.203.878.3581

By Email:
support@bbitech.com

ORDERING TONER & SERVICE IS EASY !

Our BluePrint support team is here to help! We provide you with this added service at no additional cost to you. With some staff still working remotely, there may be some confusion about how to get service and supplies for your **Kyocera** copiers and printers.

Request Toner & Equipment Service

BBI Technologies will fulfill all toner and service requests on new and existing Kyocera devices. Please contact BBI if your Kyocera printer or copier is jammed, displays an error message, or requires routine maintenance repair. A BBI service technician will be dispatched to repair any mechanical errors on your device.

Anyone from your department may initiate a BBI service request by phone or email. The BBI Call Center is staffed to respond to live customer service inquiries Monday through Friday 8:00 AM to 5:00 PM.

If you have any difficulty getting service or supplies from BBI, please email BluePrint@yale.edu and we will escalate your service request.

Request Technical Support

BluePrint Technical Support is available to assist you with any IT print related issues. BluePrint technicians can help with all networking (including NGN), remote device management, security, PaperCut and print driver related requests.

BluePrint Support is available Monday through Friday 8:30 AM to 5:00 PM. You may also contact the Yale ITS Helpdesk for any technical related issues outside our regular business hours.