

Customer Onboarding Guide

A practical guide for everything you need to know



You're in smart company



Welcome to ion smart business solutions!

We're delighted to have you on board. Our goal is to make managing your print environment simple, reliable and stress-free. This guide contains everything your team needs to get started, access support and make the most of your new print solution.

Your ion support team

Whatever you need, we'll point you in the right direction.



Service, toner & technical Support

 1300 189 476

 service@ionsolutions.com.au



 [Log a service request online](#)

Accounts & billing

For invoices, payments, account details or billing enquiries.

 1300 189 476



 accounts@ionsolutions.com.au

Your account manager

Your account manager is here to help with contract questions, additional devices, upgrades or any changes to your print requirements.



How to request service support?

The quickest way to get the right support



Logging your service request online is the fastest and most efficient way to get help. Your request goes directly to our service team, a job number is allocated and the job is assigned to a technician in your area.



You're always welcome to call or email us. However, our team will need to manually log the same information into the service system before a technician can be assigned. Using the online form simply skips that extra step and gets your request moving sooner.



How to log a request online.

Open the online form

1

Visit our [intelligent support hub](#). Select either Toner & Supplies or Service Request, depending on what you need.

Enter your details

2

Have your machine number handy (you'll find it on the ion sticker on the front of your device). Then, simply complete all the required fields on the form.

Tell us whats happening

3

Briefly describe the issue, including any error codes. Add a photo or screenshot if it helps explain the problem.

Submit your request

4

You'll receive a confirmation email once your service request has been logged. An ion team member will then be in touch to confirm the next steps.

Get to know your Ricoh.

Every Ricoh model is a little different, but finding the right instructions is easy. Use the resources below and search for your device model.



How-to videos ↙

Watch step-by-step demonstrations for everyday tasks, including printing, copying, scanning, loading paper and clearing paper jams.

[View Ricoh How-to videos](#)

Product Manuals ↙

Find detailed operating instructions for your specific Ricoh model, including available features and device settings.

[Find your Ricoh device](#)

FAQs & Troubleshooting ↙

Find quick answers for common issues, including paper misfeeds, toner warnings, print-quality problems and service codes.

[Visit Ricoh Australia FAQ](#)

Working Together.

A few simple things from your side help us support you faster and keep your device performing at its best.



Keep us updated

Let ion know if your contact, billing or site details change so our records and deliveries remain accurate.



Tell us about network changes

Let us know before making significant changes to your network, server, email system or internet provider.



Give us the right information

When logging a service request, include your machine number, device location and a clear description of the issue.



Contact us before moving your device

Please speak with ion before relocating the machine - even within the same building.



Use approved supplies

Only use toner and consumables supplied or approved by ion, and store them in a cool, dry location until needed.



Keep the device accessible

Make sure the area around the machine is clear, ventilated and safely accessible.

Meet the wider ion team.

Your Ricoh device is only one part of what we do. ion can also help simplify the way your team meets, and automate your everyday business processes.



Boardroom solutions ↙

You don't need to redo your entire boardroom to create a better hybrid meeting experience.

- Upgrade your existing setup with a simple plug-and-play solution.
- Add an interactive touchscreen display.
- Build a fully integrated, end-to-end boardroom solution.

Workflow Automation ↙

Spend less time on repetitive admin and more time on work that matters.

- Automate manual tasks and processes across departments.
- Integrate seamlessly with your existing ERP systems.
- Improve visibility, reduce errors, and save time and money.

Had a great experience?

We'd love to hear about your experience with ion.
Your feedback helps us improve and lets others know what they can expect from our team.

We want to hear from you!



Google Rating 5.0



TrustScore 4.6



[Angela Surch](#)

11 reviews • 0 photos

★★★★★ 10 weeks ago

The team always responds quickly and helps whenever I need them.



Apr 8, 2026

Always speedy service with a smile be...
Always speedy service with a smile be it delivery or machine service



Mar 27, 2026

Amazing service
Amazing service, called for toner and they came the same day. Brilliant staff,
super friendly and helpful



[Madison Murphy](#)

Local Guide • 17 reviews

★★★★★ 1 week

Easy to order online

Let's rewrite the standard

Sydney | Gold Coast | Brisbane | Sunshine Coast | Bundaberg | Hervey Bay