

NAME: **Multifunction Printer Support Policy**
ISSUING DEPARTMENT Campus Technologies
ISSUED DATE: Fall 2005
REVIEWED DATE:
APPROVING AUTHORITY:
DATE REVISED: January 2009

DEFINITION

What is a multifunction network printer? A multifunction network printer typically supports centralized printing from several desktop computers routed over the network and may have other features such as copying, scanning, and emailed job status.

PURPOSE

It is the intention of this policy to make departments aware of Campus Technologies' multifunction printer support.

SCOPE

This procedure concerns all departments.

FORMS

N/A

RESPONSIBILITY

Campus Technologies

PROCEDURE

The CT Helpdesk would like to assist departments on campus with their printing needs. Some departments have chosen to replace the copiers and printers in departmental settings either on or off Print Cost Recovery (PCR) with Multifunction Network Printers. Other departments may also make these arrangements for printing and internet device needs. In these areas, CT cannot provide technical troubleshooting for these types of devices. Contracts for technical support will be made with the vendor at the time of purchase and all support calls will be coordinated by the department with that vendor.

Who should you contact if a printing problem occurs with an unsupported printer? You should contact the vendor under the terms of your support contract. You should have a single representative in the department appointed as the support contact person. All complaints about the printer and functions should go to the support contact person. That person will do basic trouble-shooting, such as verifying that the network works, the machine is plugged in, there is paper in the machine, etc. That person will then call the vendor support on behalf of a department. Vendors prefer to work directly with the department that they support within their contract terms. If CT assists the vendor there is a time charge of \$100 per hour to the department.

Does CT provide network support to these devices? Yes, CT provides network support to the network port and provides network connectivity. We provide support to the computers that send jobs to the multifunction printer for the standard desktop configuration. We support

the network cables and ports that connect the computers and printer together. We would also coordinate a network drop install to the location of the multi-function printer. If a new network drop is required, that service is chargeable to the department at the current Telecom rates.

What is a print queue? A print queue allows multiple people to print to a printer and organizes print jobs that are waiting so that output is not mixed up. The print queue is managed by a centralized server, located in CT network center. The printer may also have a print release device that is located in the department and serviced by the departmental support person.

Does CT make sure the network ports are active? Yes, if CT is called about checking a network port that is going to be used for a multi-function printer, we will make sure the network port is functional. The check should be done in advance and before the vendor technician is scheduled to set up the multi-function printer. To arrange a port check, call the helpdesk.

Does CT supply network settings for the multifunction printer? Yes. The vendor may need network settings (such as an IP address and gateway address) to set up the multi-function printer. The departmental support contact person should call the CT helpdesk in advance to request these settings before the vendor technician arrives to install the multi-function printer. This request normally takes 3 days.

Does CT supply the system with a network name and email address? Many multifunction devices utilize a specific network name and email address. These are designated based upon the building and sub-net in which they reside. The department contact person is responsible for coordinating this information with CT before the vendor technician arrives to campus to set up the multifunction printer. This request must be made 3 days before installation.

Does CT supply information about email settings? The vendor may need the name of the mail server or the IP address of the mail server and the queue manager. The departmental support person should contact CT network services 3 days in advance of the vendor installation technician arrival to set up the multi-function printer. The vendor will set up the email account and network settings on the printer.

Does CT support desktop computers that connect to this system? Yes. The vendor may provide instructions on how to make the computer connect to the multi-function printer. The vendor and the departmental contact person are then responsible for making sure the instructions work and are properly implemented on the client machines within the security restrictions for the subject desktops. If they do not work, the departmental support person may call the helpdesk for assistance so that they may fix the printing problem. Other desktop issues may be called in to the helpdesk as they are now.

DISTRIBUTION

This policy will be distributed through the web and maintained by the staff of Campus Technologies.