IT Tech Talk: Printers so much to think about.
Wednesday July 15th, 2009

Need a new printer? Printer not working?
Read on for handy tips regarding what IT can do to help!

Get a recommendation
Email techsupport@ccsu.edu or call 832-1720 with answers to questions:
New install or replacement printer?
If New - are power and data jack available?
Number of employees printing?
Volume of printing?
What printer is being replaced? CCSU asset tag?
Network or local connection?
Is Banner printing required?

Visit www.hp.com. Only Hewlett Packard printers and scanners are currently supported on campus.

Multi-function printers – Savin or HP?
HP recommended for Banner.
Savin lease only and HP purchase only.
Purchase a maintenance contract for the highend MFP HP printer models – 4345, 9040, 5500.

Apple printers – be aware of compatibility issues.


Making the purchase
You can purchase a printer through the Purchase Requisition process, or you can order it over the phone. Flo-Tech is the vendor on contract, they are local (Cromwell) and shipping is free. To order over the phone using your departmental PCard, please contact Robin Nadeau directly at Flotech, her number is 613-3333 ext 111.

Toner purchase –Corporate Express, Staples, Office Max, Flo-Tech.
From the CCSU Purchasing website: Link to Corporate Express.
(https://www.eway.com/ce/eway/enter?ps=N) Use Corporate Express (CE) for your office supply needs, including toner cartridges and copy paper. Pricing includes next day desk top deliver. For recycling call Corporate Express for pick-up of old toner
Connect your new printer.


Email techsupport@ccsu.edu or call 832-1720

SUBJECT: PRINTER CONNECTION
Printer location
Data drop #
CCSU Asset tag number

Service request:

Cleaning: Poor print quality or squeaky rollers. Onsite Support will clean and if needed, replace rollers, fuser and more. Printers should be cleaned once a year. Best time to call for cleaning is late May - early June.

HP printer repair: Cover all printer ailments, from poor print quality, no printing, toner spills, and squeaking. Includes parts not exceeding value of printer.

Inkjet: On-Site Support will attempt to fix an inkjet per available tech support from the manufacturer. Parts replacement for inkjets is not supported because the cost of repair often exceeds the value of the printer and thus a printer replacement is recommended.

Plotter and non-HP printer: On-Site Support will attempt a repair, but does not support cost of parts replacement and will recommend a vendor to repair printer if extensive repairs are required.

Toner: On-Site Support replaces Toners, image drums, and fuser kits (limited color printers) that are purchased by the requesting department.

Who do you call? - 832-1720 or email techsupport@ccsu.edu

Preventative maintenance tips

Caution when printing labels. Run labels in small batches. Large print jobs may cause excessive heat, the labels will peel off and destroy the fuser.

Keep your printer in a well ventilated area.

Yearly cleaning.

Check TechTalk out at the web by going to www.ccsu.edu/its and clicking on the TechTalk link.