

## Responsibilities for Installation of MFP Device

### Client

1. Request a quote for the required Multifunction Printer (MFP) from the options available from the Computer Shop.
2. Complete and return the supplied order form to the CSU Computer Shop to confirm the order.
3. Ensure that an active network and phone point is available for the device and if not, contact the Service Desk 84357 to have one installed prior to the arrival of the device.
4. Ensure a power point is available is available for the device.
5. When the printer is installed, ensure that the Share Administrator is familiar with using the Printer Deployment Page and that the required drivers have been installed on all users machines.
6. Inform the Computer Shop [computershop@csu.edu.au](mailto:computershop@csu.edu.au) that the installation has been completed.

### Computer Shop

1. Supply quote and order form on request from the client.
2. On confirmation of the order, order the device from the vendor.
3. Upon receipt of the MAC address details, arrange for the device to be enabled on the network, added to the Printer Deployment Page and the details added for the monthly network charge.
4. On confirmation of installation, approve the invoice for payment.

### Technology Support Services

1. Enable the new device on the CSU network.
2. Add the new device to the Printer Deployment Page.

### Vendor

1. Ensure that the model and price information supplied to the Computer Shop is up to date.
2. Forward any direct enquires for quotes to the Computer Shop.
3. Supply MAC address details to the Computer Shop, a minimum of the one business day prior to the proposed installation.
4. Contact client to arrange installation.
5. On installation ensure the required drivers are installed on all of the user's machines.
6. Inform the Computer Shop the installation has been completed and provide the serial number of the device.

## Standards for Installation of MFP Device.

1. Current CSU Standards are LPR Print Services or TCP/IP Print Services
2. No hard coding of IP address or printer shares allowed.
3. Driver installation on Thin Client will be installed by Technology Support Services only if required.
4. Current OS used within CSU is XP and MAC OS. Mail server name used is [mailhost@csu.edu.au](mailto:mailhost@csu.edu.au)