

**Federation University Australia (FedUni)
Photocopier/Printer
Rules/Guidelines – January 2016**

The MFD (Multi-Function Device) fleet of printers now operates as a fully Managed Print Service, leveraging off the Governments Managed Print Service.

- All enquiries or applications re FedUni MFD Printers/Copiers are to be directed to the Service Desk via the Service Now Portal (<https://federation.service-now.com/ess/>) for job ticket creation and assignment.
- All MFD photocopiers/printers are the sole property of Federation University Australia with the Manager, Print Services being responsible for the Management, Administration and oversight of the contractual agreement and service delivery by the vendor.
- Unless exceptional circumstances exist all FedUni Printers must be connected to the FedUni network,
 - a. All users of non-networked printers are to contact the Print Services Manager on 5327 9181 or k.aston@federation.edu.au to discuss further their printing circumstance and requirement.

Removals or Relocations

It is the sole responsibility of the vendor to remove or relocate any FedUni MFD printers. – A job request briefly outlining the circumstances must be lodged with the Service Desk via the Service Now portal or 9999.

Applications

- A photocopier/printer application form is located on Print Services web page. (<http://federation.edu.au/staff/business-and-communication/print-services/request-forms>)
- **A New Printer** – Application requires a brief business case outlining the circumstances for the need, the anticipated weekly usage, the number of users and proximity to its nearest MFD.
Documents are to be approved and signed by the appropriate authority.
- **A Printer Relocation** – requires a brief outline covering:
 - Circumstances for the move
 - Printer Queue Identity
 - Location where printer is to be placed
 - Power & Data availability
 - Any impact on other users
- **A Printer Removal/Disposal** – requires a brief outline covering:
 - Reason for removal
 - Printer Queue Identity (if applicable)
 - Name and brand of printer to be removed
 - Working order and condition of printer
 - Exact location where to be removed from
 - Contact Persons details for access if required
 - Is the room being vacated?

Application Assessment

All assessments undergo the following considerations:

- Assess appropriate printer to meet requirement
- How many users are anticipated
- Anticipated volume
- The suitability and availability of other printers in immediate proximity
- Building constraints/obstacles
- Network constraints
- Space availability
- & any other special circumstance

Follow Me Print (FMP) Students Only

Follow Me Print is a web based program enabling Students to:

- Access their printing from any FedUni networked printer at any FedUni campus.
- Overcome issues surrounding confidentiality and privacy
- Top up ID card with funds electronically via ATM
- Reduce wastage

Data & Power

Subject to approval being obtained, installation requests for power and data is the responsibility of the requester via a WMMS with Facilities Services.

Printer protection

Photocopiers/Printer is to be removed from any area undergoing refurbishment. A call must be logged with the service desk to arrange its removal. MFD's are removed and stored by the vendor pending their return.

Servicing

- All servicing issues are to be logged with the Service Desk via the Service Now Portal or contact the Service Desk on 9999.
- Supply of the unique print queue name located on the front of the printer is required.
- For all other non-fleet, unnumbered printers the brand name and room number where the printer is located is to be stated.
- For any unresolved application or on-going printing issues please refer to Service Desk via Service Now or 9999

Toner Replenishment

- The KM Printer Fleet is covered by a service and maintenance agreement which
- includes the delivery of toners and the collection of empty toner cartridges. Remote monitoring ensures delivery of toners prior to them running out.
- *In circumstances where the MFD is calling for toner please don't remove and shake the toner cartridge as this interferes with remote readings, just wait for toner to run out, a toner cartridge should have arrived. If a toner hasn't arrived log a call with the Service Desk.*

Support

We are here to support and assist you as best we can, within FedUni guidelines, and are More than happy to field your enquiries.