

Installation, movement, repairs, and loaning of copiers are actions that often require multiple considerations. Please review the applicable section of this quick guide to ensure that any of these processes occurs in the most efficient manner possible.

Installation Process:

1. Graphic Services emails vendor a purchase order for an MFP including the ticket number DoIT uses to setup network printing and scanning
2. Vendor verifies with end user the availability of space, power, fax line, and network connectivity
 - For unmet requirements, vendor should inform the customer of their responsibility to provide:
 - adequate space
 - power - customer can work with their facilities staff
 - network and fax connectivity - customer should open a helpdesk ticket and possibly a TSR
3. When the MFP is ready for installation, vendor calls DoIT at 603 223-5735 with the following info:
 - DoIT ticket number and date/time MFP will be installed and connected to the network
 - This number is monitored from 7:00 AM to 4:30 PM and is a direct line to the DoIT technicians who support the connectivity and configurations of the devices
4. DoIT will confirm delivery date and time
5. Vendor completes delivery and installation including full functionality of all MFP components
 - When vendor technician completes installation they need to call DoIT at 603 223-5735, reference the DoIT ticket number, and provide the current IP and MAC of the MFP
 - Vendor tech needs to remain onsite while DoIT validates connectivity to the MFP

Movement of pre-existing copiers:

When agencies place requests to have leased MFPs moved, it is very important provide the following information to both the Help Desk and the Vendor prior to the date of installation.

- Relocation Date
- MFP Manufacturer
- Model
- Serial Number
- Old Printer Name
- New Location Contact
- New Location Phone Number
- New Business Unit

Repairs

1. If work conducted by a repair technician risks impacting MFP network connectivity or system configurations the vendor technician needs to call DoIT at 603-223-5735 to coordinate the work
 - This number is monitored from 7:00 AM to 4:30 PM and is a direct line to the DoIT technicians who support the connectivity and configurations of the devices
 - DoIT understands these risks may not be known until the repair technician is onsite
 - Repair technicians still need to call DoIT to coordinate work to avoid unnecessary service interruptions due to lost system configurations
2. If, during any service call, a repair technician concludes that problem resolution belongs with DoIT, they need to call DoIT at 603 223-5735 and be prepared to provide:
 - agency name
 - agency contact
 - the MFP IP
 - the nature of the problem
 - any troubleshooting conducted
 - vendor contact info

Loaners

1. If a temporary loaner needs to be deployed until a faulty MFP is repaired, vendor needs to email helpdesk@nh.gov to coordinate the removal of the faulty MFP and installation of the replacement MFP. Included in the email should be:
 - Subject:
 - Loaner setup to replace broken MFP
 - Body:
 - New MFP MAC address if available
 - New MFP make
 - New MFP model
 - Old MFP IP
 - Agency name
 - Agency contact name
 - Agency contact phone
 - Vendor contact info
 - Desired delivery date/time
2. The Helpdesk will send an automated reply with a DoIT ticket number.
3. DoIT will confirm the delivery/date time with a call to the listed vendor contact and will preserve the old MFP's scan configuration if possible.
4. When the vendor completes the installation of the replacement MFP they will call DoIT at 223-5735, reference the DoIT ticket number, and provide the current IP of the MFP.
5. Vendor tech needs to remain onsite while DoIT validates connectivity to the MFP.

