Comprehensive Printer Installation & Configuration Guide (HP & Xerox Printers with Epic Integration)

Set up enterprise printers in healthcare settings by planning ahead, installing them correctly, and testing fully. Follow these steps to deploy network printers including Epic Systems integration—and confirm security and reliability. You'll find key troubleshooting advice and support tips for ongoing use. Instructions are general for all printer lines but call out brand-specific differences as needed.

Contents

1. Pre-Installation Planning and Site Preparation

Proper planning ensures a smooth installation. Before touching the printer hardware, complete these preparatory steps:

- **Site and Power Assessment:**
  - Verify the intended location meets requirements. Ensure there is adequate physical space, a sturdy surface (or proper stand), and a nearby **powered outlet**.
  - Check for any **safety protocols** for equipment placement (e.g. not blocking doors, medical equipment, etc). These considerations are part of the pre-installation site checklist.

- **Network Readiness:**
  - Identify the network port (jack) where the printer will connect. Test with a network capable device that the port is active. If not create a task to Telecom to activate the port
  - Document the building, floor, room, and jack number for reference. You will need to gather the printer's **MAC address** (usually on a sticker or the configuration page) and its **IP address**.

- **Printer Naming Convention:**
  - Printers use the following naming convention: PRT<Building><Room><Sequence><Type> (for example, PRTTB01A01064LS) which may already be determined by IT/End-User Technology (EUT) team.
  - Ensure you have the correct **printer name label** that will be used on the network. (Do **not** confuse this with the vendor's asset tag; the **name label** is what's used for configuration, whereas the Asset tag is used only for warranty service calls.)

- **Tools and Accessories:**
  - Prepare the tools needed for installation. Typically a screwdriver is handy for assembling any parts or securing trays. Have any optional **accessories** (additional paper trays, envelope feeders, etc.) ready to install if they were ordered.
  - Make sure you have the initial supply of **toner or ink cartridges** and imaging units for the printer.
  - Also bring cable ties or labels to dress network/power cables neatly.

- **Inform Stakeholders:**
  - Schedule the installation at a convenient time for the department. If replacing an existing printer, coordinate a short downtime.
  - Inform the department that printing may be unavailable during the cutover window.
  - If this is a new printer/different mac address and will be integrated with Epic, notify the Epic support team of the planned install time as well, so they can be ready to add it on their side when you're done.

By completing these steps, you'll address the **Pre-Installation Requirements** (site, power, network, tools) laid out in the Field Service Guide and gather all necessary information upfront. In summary, **have a plan for network configuration, know the printer's intended name and IP, and ensure the environment is prepared** before you proceed to unbox the printer.

Pre-Installation & Site Preparation Checklist

- Verify physical location meets requirements (space, surface, power outlet)
- Confirm compliance with safety protocols for equipment placement
- Identify and document network port (jack), building, floor, room, and jack number
- Confirm network port is active on the correct VLAN with Telecom
- Gather printer's MAC address and planned IP address
- Coordinate with Network Services for IP reservation or DHCP update
- Ensure new printer stays offline until IP reservation is confirmed
- Apply official naming convention and obtain correct printer name label
- Prepare all necessary tools (screwdriver, cable ties, etc.)
- Have initial toner/ink and imaging units ready
- Bring any ordered accessories (extra trays, feeders)
- Schedule installation and coordinate downtime with stakeholders
- Notify Epic support team for new printer integration (if required)

2. Physical Setup of the Printer Hardware

With planning done, you can set up the printer hardware on site:

- **Unboxing and Inspection:**
  - Carefully unbox the printer and remove packaging materials.
  - Check that all components (toner/ink, drum unit, paper trays, power cable, manuals) are included.
  - If the printer is large or floor-standing, you may need a second person to help move it safely. Inspect for any shipping damage.

- **Assembly:**
  - Install any components that were shipped separately. Common steps include: inserting the toner or ink cartridges, installing the imaging drum or fuser (if separate), and attaching additional trays or feeders. Follow any **quick start guide** included by the manufacturer for model-specific assembly.
  - Ensure you remove all transit restraints (e.g., strips, clips) from inside the device.

- **Placement:**
  - Position the printer in the designated spot. Ensure proper ventilation around the device (especially laser printers, which can run hot) and that it's within reach of the network jack and a power outlet.
  - Lock the wheels if it's on a rolling stand to prevent movement.

- **Power and Initial Boot:**
  - Plug in the power cable and turn on the printer.

- o On first startup, printers often run a setup routine. **Configure basic settings** on the control panel: select the language, set the date/time, and confirm any regional settings.
- o These basics ensure logs are timestamped correctly and any locale-specific defaults (paper size, etc.) are set.

- **Connect to Network:**
  - o Connect the Ethernet cable from the printer to the network jack. Check the Ethernet **link light** by the port – it should illuminate, indicating a physical network connection.
  - o If there's no link light, the network port may be inactive; contact Telecom to activate the jack before proceeding.

- **Print Configuration Page:**
  - o Once the printer is powered on and idle, use the front panel menu to print a **Configuration Page** (sometimes called a test or settings page). For most printers, this is found under an "Information" or "Reports" menu.
  - o The config page is important for documenting the device's current settings – it will usually list the firmware version, installed options, and crucially the **network settings** (MAC address and any IP it has). **Save this page** for your records and attach it to the install ticket for documentation.
  - o The MAC address on this page should match what you provided for the IP reservation. If the printer already shows the correct static IP on the config page, then network configuration was successful (more on that below).
  - o **Load Paper and Set Trays:** Load the paper trays with the appropriate media and configure the tray settings on the printer's panel. This step is critical for hospital use because printers often handle special paper types

Supplies Details

Media				
Input/Output	Status	Capacity	Size	Type
Tray 1	└──┘ Empty	100 sheets	Letter	Plain
Tray 2	▭ OK	550 sheets	Letter	Preprinted
Tray 3	▭ OK	550 sheets	Letter	Bond
Tray 4	└──┘ Empty	550 sheets	Letter	Plain
Tray 5	▭ OK	550 sheets	Any Size	Any Type
Standard bin	└──┘ OK	500 sheets	N/A	N/A

Change Settings

Use Case	Tray	Media	Paper Type
Prescription printers	1	Any Size	Any Type
	2	Plain paper	Plain

	3	Prescription	Preprinted
Wristbands (Adult) & Labels	1	Any Size	Any Type
	2	Adult Wristband / 20-Label combo	Preprinted
	3	30-label sheets	Labels
	4	Plain paper	Plain
Wristbands (Adult & Pediatric) & Labels	1	Any Size	Any Type
	2	Adult Wristband / 20-Label combo	Preprinted
	3	Peds Wristband / 20-Label combo	Bond
	4	30-label sheets	Labels

The exact tray numbering and media will depend on your printer model and department needs, but the principle is the same: **dedicate trays and use the correct settings** for each media type. The above configurations align with internal guidelines.

Double-check on the printer's panel that each tray's settings match what you've loaded. This will prevent the printer from prompting for paper or sending jobs to the wrong tray.

- **Initial Function Check:** After trays are loaded, do a quick test. Many printers have a "Demo Page" or additional test prints (sometimes accessible via the web UI). This isn't strictly necessary if the config page printed fine, but it helps verify print quality. Also test the control panel responsiveness and that no error lights are on.
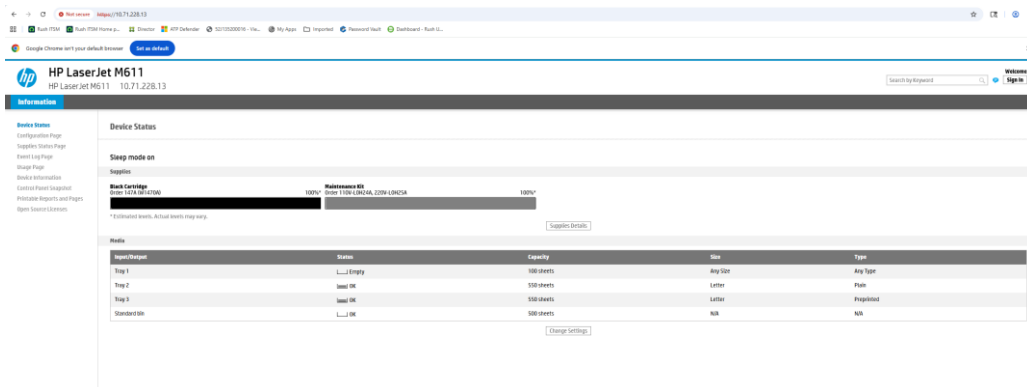
At this stage, the printer hardware is set up with correct media. You should have in hand the configuration page with the device's MAC address and current IP.

3. Network Configuration and IP Assignment

Review the network configuration

- o Coordinate with Network Services to reserve an IP if needed.
- o For a **replacement printer**, request the old printer's IP/hostname be re-assigned to the new printer's MAC address (update the DHCP reservation).
- o **Important:** Keep the new printer set to DHCP and **connected to the network** the Network team will want to confirm the printer is ONLINE

- **Verify Network Connectivity:** Once the printer has the intended IP, verify connectivity from a computer:
    a. **Ping the IP:** From a workstation on the network, ping the printer's IP to ensure it responds. If it doesn't, troubleshoot: check if the subnet is correct and if there are firewall restrictions. If ping is disabled in your environment, try accessing the web interface instead.

    b. **Access the Web Interface:** Open a web browser and go to the printer's IP (e.g., http://10.xx.xx.xx). You should see the printer's Embedded Web Server page. Log in if required. (Out of the box, HP printers often have a default admin with no password or a default password; Xerox devices commonly default to admin / 1111. We will change these defaults in the security step.) The web interface allows easier configuration of settings.

- **Apply Hostname:**
    a. Assign **hostname** to the printer This might already be set to the standard name (e.g., PRT...). If not, and if DNS is used, set the printer's hostname to the agreed name and ensure the DNS record is created/updated.
- **SMTP Configuration:** Configure email settings on the printer if required for scan-to-email or alert emails.
    a. use the SMTP server (e.g., smtp.rush.edu at IP 144.74.63.29 in this environment).
    b. Set the device's email address (often something like <printername>@rush.edu as per convention[1]). This will allow the printer to send out scan PDFs or notify admins of issues. (If the printer isn't a multi-function or if your organization doesn't use email features, you can skip this.)

- **Document the Network Setup:** Update the installation ticket with the network details. The Field Tech should note the final IP address in the records. For replacement scenarios, fill out the "IP Reservation Update" section with both the old

and new printer info (hostname, MAC, IP, location)[2] so that network services have a record of the swap. An example template in use lists fields like old/new hostname, MAC, IP, location, department[3]. Ensure this is completed.
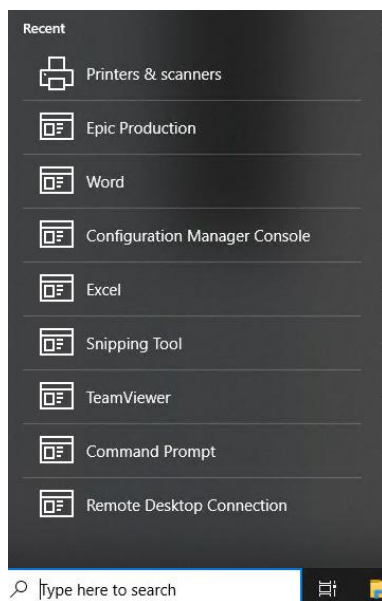
At this point, the printer is on the network with a stable IP and can be reached. Next, you'll set up the print queue on the server or workstations and integrate with Epic.

4. Driver Installation and Print Queue Setup
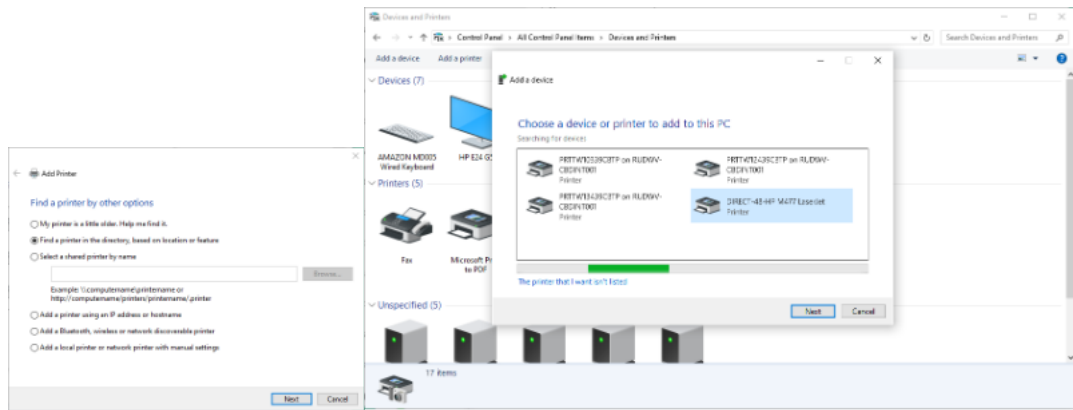
Users can add the printer manually:

Step 1: Set Your Default Printer in Windows

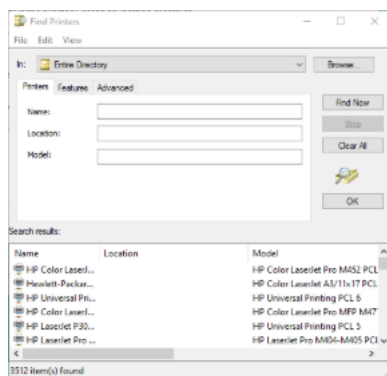1. **Click the Start Menu** (Windows icon in the bottom-left corner).

2. **Search for "Printers & Scanners"** and click on the result.

3. Add a printer > Click "The printer that I want isn't listed" > Select "Find a printer in the directory, based on location or feature" > Next…

4. Enter Printer name in the "Name" field > Find Now > Double-click the corresponding printer > Printer should be installed, now run a test print job!

Make sure that the Printer is set to default. If this computer is supposed to print from Epic make sure that printer is set as default.

5. In the **Printers & Scanners** window, find your printer from the list.

Printers & scanners

App available for this device

Microsoft Print to PDF (redirected 2)

Microsoft XPS Document Writer
App available for this device

Microsoft XPS Document Writer (redirected 2)

OneNote (Desktop)
App available for this device

PRTTB000051T2LS on RUDWV-PS401

Send To OneNote 2013 (redirected 2)

Send To OneNote 2016 (redirected 2)

TB000051BLS on RUDWV-PS401
Default

6. Click on your printer to expand the options.

7. Click **Manage**.

PRTTB000051T2LS on RUDWV-PS401

Open queue   Manage   Remove device

8. Click **Set as Default** to make this your default printer.

⌂ PRTTB000051T2LS on RUDWV-PS401

Manage your device

Printer status: Idle

Open print queue   Set as default

Print a test page

Run the troubleshooter

Printer properties

Printing preferences

Hardware properties

- **Important: Do not to use the IP address for connecting printers on the network** (unless absolutely necessary). Always use the printer's name via the print server or directory service. This ensures if the IP changes (like after hardware replacement), the connection for users doesn't break — the name remains constant. The name-based connection also allows leveraging driver installation from the server rather than local installs.

- **Post-Installation Checks on Clients:**
    o Once the printer is deployed, perform a test from a user's perspective. On a typical workstation that received the new queue, open a document and try to print to the new printer.
    o Ensure the job prints successfully and to the correct tray. This confirms that driver installation and queue sharing are working. The internal SOP emphasizes doing an on-PC validation including test prints and checking tray selection.
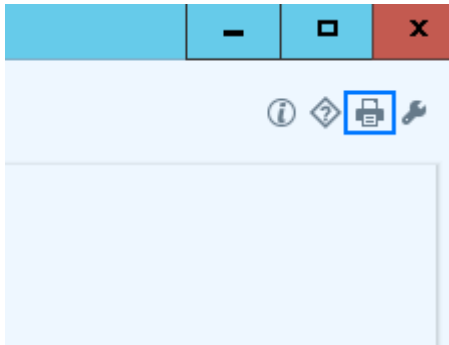
At this point, the printer is fully installed on the network and accessible to users. Next, we need to ensure it's integrated with Epic if it will be used for clinical printing.

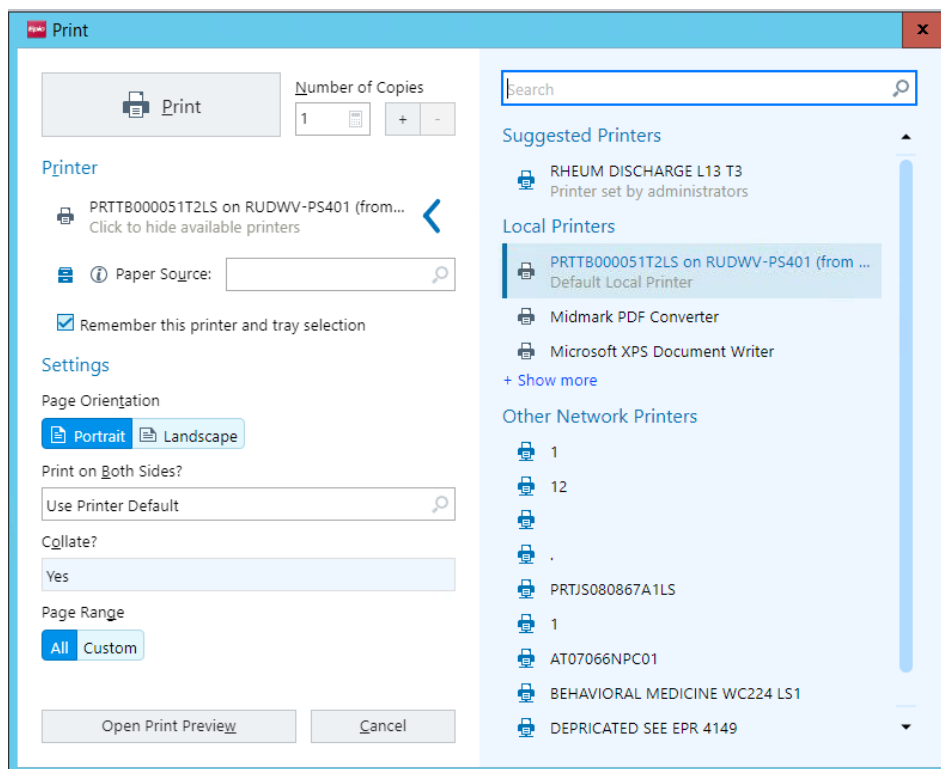# 5. Integration with Epic Systems (EHR Printing)

If the printer will be used within Epic (the healthcare EMR system), additional configuration is needed so that Epic knows about the device. Typically, Epic has its own print management setup that references the Windows print queues or direct IPs through an Epic Print Service. Here's how to handle Epic integration:

Verify Printing in Epic

1. Open **Epic** and try to print a document.

2. When prompted to select a printer, look for the **"Default" printer**.

3. Select the default printer and proceed with printing.

Step 3: Further Troubleshooting

- If you cannot still print from Epic:
    - Contact EUT with the following:
        - Computer name
        - Printer name/label (e.g., PRTTB01A01064LS).
        - User
        - Department / Location (for example, "Tower Building 1st Floor Registration"). Epic will use this to associate the printer with the correct contexts (like nurses station or front desk in the application).
        - Workstation nearby that can print the document.
        - What kind of documents is the user trying to print? (AVS, Label, etc…)
        - Is it one user or multiple people having the same issue?
    - **IP Address or Print Server Path:** Depending on how Epic is configured, they might map the printer by its network path. In many cases, Epic's print service will use the Windows print server queue. So you'd provide the UNC path (e.g., \\RUDWV-PS401\PRTTB01A01064LS).
    - **Tray and Paper Details:** Inform them if the printer has special tray usage. For instance, "Tray 3 has prescription paper" or "this printer is for labels only, uses custom label sheets." Epic can be configured to direct certain print tasks (like prescription printouts) to a specific tray of the device.

- **Epic Configuration:** The Epic team will create a record for the printer in the Epic system (often in an application like Epic's Prelude or Record Viewer under "LWS" – which stands for Location Workstation records – or in the Epic Print Server configuration if they use that architecture).

  Basically, they link the printer's network address to an Epic **device ID** and make it available in the appropriate contexts. According to role definitions, the EUT team is accountable for configuring **Epic records (EPR/LWS)** and the Windows queue in Epic. From the field perspective, you just need to ensure they have what they need.

- **Epic Print Servers:** Be aware that Epic might route jobs through specialized print servers (often named with "EPS"). In our environment, for example, servers named RUDWV-EPS401 etc., are used for Epic printing. These servers run Epic's Print Service which communicates with the Epic application to receive print jobs and then spools them to the Windows queues. The Epic team will handle setting up the printer on those servers if needed. Your main role is to ensure the printer exists on the general

print server (if Epic uses that) and to coordinate testing.

- **Testing from Epic:** Once the printer is added in Epic (they sometimes call this publishing the printer or associating it with a profile), perform a test print via the Epic application:
  - If possible, have an analyst or end user trigger a print of a test patient chart or a labels print to the new printer from Epic.

  - Confirm that the job prints at the device and on the expected paper. For example, send a lab label from Epic – does it print on the label stock correctly? Or print a patient discharge summary – does it come on plain paper, double-sided if expected, etc.

  - If the job fails to print from Epic but regular Windows printing works, it indicates an Epic configuration issue.

    - Double-check that the Epic record matches the printer name exactly and that Epic's print service has connectivity to the printer.
    - In some cases it could be a security/firewall issue: Epic print service might run under certain credentials that need access to the print queue. Work with the Epic team to resolve any such issues.

The Key Point: Epic printing will not work until the printer is set up within Epic's system.

- Field techs usually do not make the Epic changes themselves (unless they have dual roles), but they must ensure the process happens by working with the correct team.

- In our case, the process might feel redundant (providing printer info to EUT who just creates a Windows queue entry) but it's necessary for tracking and ensuring proper setup. After integration, clinicians using Epic should see the printer as an option for reports, labels, etc.

- *(If the printer is not intended for Epic use, you can skip this step. Internally, there are different procedures for "Printer (New – Epic)" vs "Printer (New – non-Epic)", so clarifying the use case is important.)*

6. Basic Security Configuration

Printers, being network devices, require some basic security hardening especially in a healthcare environment where they may handle sensitive PHI. After the printer is on the network and functioning, take these security steps:

- **Change Default Passwords:** As soon as possible, set a new admin password on the printer's web interface. If you don't know what the RUSH printer passwords are please ask other FS team members.
  By default, many printers are wide open:

  - HP enterprise printers often have either a blank password for the **Admin** account or a well-known default.

  - Xerox devices typically use admin as the username and 1111 as the default password.

- **Update Firmware (if feasible):** Check the printer's firmware version (it's on the configuration page). If there are known critical updates or if your standard procedure is to apply the latest firmware, do so now.

  - Only perform firmware updates with proper change control, as they will reboot the printer and could introduce new issues. If you're not sure, note it as a task for the device's next maintenance window.

- **Enable Security Features:** Modern HP and Xerox printers have many security options – only enable what is applicable:

  - **Access Control:** Some printers let you set who can access certain functions. For instance, if the device is multi-function, you might restrict address book editing or USB printing to admins only. In a generic setup, this is usually not configured, but be aware of the option.
  - **Networking Protocols:** Disable any protocols not used. For example, if the printer supports FTP, Telnet, or outdated protocols like IPX, turn them off. In our environment, printing is done via TCP/IP (LPR/RAW) and management via HTTP/HTTPS and SNMP – that's all that's needed. Disabling unused services reduces threat surface.

  - **SNMP Communities:** Change the SNMP community string from default "public" if SNMP v2 is used, or use SNMPv3 with a username/password if supported. This prevents outsiders from querying device status or potentially making changes.
  - **Encryption:** If possible, enable HTTPS for the web interface and disable HTTP. Also, ensure the IPP/IPPS requires authentication if it's enabled. These steps might be optional but are good practice.

- **Secure Print (Optional):** If concerned about sensitive documents sitting on the printer tray, consider enabling **Secure Print** (a feature where jobs are held until a user enters a PIN at the device).

  - This is often used for confidential documents. However, this may not be practical for all hospital workflows (it can slow down printing in fast-paced environments). Implement it only if there is a policy or request for it.

- **Physical Security:** Attach the **asset tag** if required and record the serial number. If the printer has a lockable tray (some have locks for trays with expensive paper or prescription paper), lock it and give the key to the appropriate person (or keep it secure per policy). Ensure any default access ports (like USB ports on the front) are not a security risk – e.g., some organizations disable USB printing to prevent unauthorized devices or removal of print jobs.

- **Security Logging:** Enable audit logs on the printer if available. At minimum, the printer should log admin access and configuration changes. Some printers can even be configured to send syslog to a SIEM system.

- **Email Alerts:** It might be useful to configure the printer to send email alerts for certain conditions (paper low, toner low, etc.) to the IT support email. This was partially done when setting up SMTP. If that's in scope, set the recipient and types of alerts (or use fleet management software to monitor instead).

In summary, **treat the printer like any other networked endpoint**: change default passwords, limit unnecessary access, and keep its software updated. These steps will protect the device from being an entry point into the network or leaking information.

Given that our printers handle potentially confidential patient information (labels, reports), these security measures are very important.

7. Testing and Validation

With the printer fully installed and configured, perform comprehensive testing to validate that everything works as expected. Testing should cover connectivity, functionality (all required print jobs), and user acceptance:

- **Network Connectivity Test:** Confirm again that the printer is online from the perspective of the print server and clients. On the print server, check that the queue does not show the printer as "Offline". If it does, there might be a HOSTNAME misconfiguration (the dns server vs device not matching) – fix that and refresh. A steady "Ready" status is what you want to see.

- **Windows Test Print:** From the print server, send a Windows Test Page to the printer. This ensures the driver and port are functioning end-to-end.

  - The test page also prints useful info like driver name and printer name. Verify it comes out on the expected tray and is readable.

  - Next, from a user workstation (one that has the printer mapped), send a simple print (e.g., a one-page Word document). This checks the client-side connection. The internal SOP specifically lists an **on-PC validation** including printing tests and ensuring correct tray output as a required step.

- **Multi-Page and Duplex Test:** If the printer supports duplex, test a double-sided print to ensure that works and pages are oriented properly. Print a longer document to see that the printer handles it without issues (and to observe performance).

- **Special Media Tests:** Very important in hospital scenarios:
  - Print a test label (if the printer is set up for labels). Use whatever system is appropriate (could be a test from Epic or just printing a PDF of labels). Check alignment and that there is no smearing or mis-feed. If the labels didn't print, check that the printer didn't throw a "load paper" error – that could indicate it expected a different tray or size (meaning tray configuration mismatch).

  - If the printer is for **prescriptions**, do a sample prescription print. Often this can be done from Epic using a test patient.

    - Ensure it prints on the prescription paper from Tray 3 and not on plain paper. If it prints on plain, double-check Epic's configuration and the driver's settings – you may need to force output to the correct tray via the driver or Epic config.

  - For **wristband/label combo** printers, test one adult wristband print and one pediatric (if applicable) to ensure both types work. These usually involve scanning a test patient's ID band. Verify that the wristband prints clearly, barcodes are crisp, and the labels on the same sheet are printed correctly. Check that no extra blank pages or labels come out (common if the page size or margins are off – if that happens, adjust the driver or application settings for that print format).

- **Epic Workflow Test:** Coordinate with a user or analyst to do an end-to-end test from Epic. For example, in the Emergency Department, have a unit clerk print patient paperwork to the new printer through Epic. Or in Pharmacy, have a pharmacist print a prescription via Epic. This is the true integration test that combines the previous steps (Epic config + queue + device). The job should appear in the correct place. If it's an Epic label or wristband, ensure the formatting is correct (Epic often has specific templates – if something is off, it could be an Epic print definition issue, not the printer's fault).

- **Checklist of Key Functions:**
  - Does the printer wake from sleep when a job is sent?
  - Are printed pages clean, with no streaks or artifacts?
  - Do all trays feed properly? (If you have multiple trays, test at least one job from each, if you can force it, to ensure no jamming or misfeeds.)
  - If the device has other functions (scan, fax) that will be used, test those as well: e.g., perform a quick scan-to-email to yourself to verify the SMTP settings, or send a fax if the fax line is connected.
  - Check the control panel for any error messages or alerts (toner low, etc.). Address those now (replace toner if it's very low) so the device is handed off in top shape.

- **Inspecting the Output Quality:** As you do test prints, keep an eye on print quality. The text should be sharp, and for any barcodes (on labels or wristbands), scan them with a scanner to verify they are scannable. If you notice any print-quality issues like light printing or lines:
  - Ensure packing materials were fully removed from toner/drum.
  - Print a cleaning page or calibration page if the printer has that utility.
  - It's rare for a brand-new printer to have quality issues, but if it does, you might have a bad cartridge or component – escalate to get it replaced.

After completing testing, the printer should be functionally ready for use. Document the testing results in the ticket (for example, note "Tested OK from Epic and Windows; user verified label print quality" etc.). This fulfills the "Testing and Validation" portion of the deployment, confirming connectivity and that user requirements are met.

8. Documentation, Handoff, and Post-Installation Tasks

Finally, wrap up the installation with proper documentation and communication:

- **Update the Ticket:** Using the "Printer Installation/Replacement" template in the ITSM system (ServiceNow), record all relevant information. This includes:
  - Old Printer info (if replaced): hostname, make/model, MAC, IP, location, etc..

- o New Printer info: hostname, make/model, MAC, IP, location, department.
- o Confirmation that IP reservations have been updated and by whom.
- o Confirmation that the device was added to print servers and Epic (note the Epic device record ID if provided).
- o Testing results and user acceptance notes ("Printed test page – OK. Epic test – OK. User Jane Doe approved output.").

- **Asset Management:** If this is a new printer, create or update the asset record in the asset management database. Enter the serial number, model, install location, and tag the responsible support group. If it's a replacement, retire the old asset if appropriate. This aligns with the "Asset Management Entry" step in the process.

- **Notify Stakeholders:** Send a brief email or Teams message to the requesting party and any key stakeholders (e.g., nurse manager, department head) that the printer is installed and ready. Include the printer name and location, and if relevant, any instructions (like "select 'RX_Printer_5N' in Epic to print prescriptions for 5 North").

- **Vendor Coordination (if replacement):** Since we replaced a printer, the old device likely has a **RHS service tag**. We need to inform our vendor rep so they can update their records (transfer the maintenance contract to the new unit's serial/tag if applicable). According to our procedure, we should assign the ticket to PRINTER MANAGEMENT (RHS) with the old and new printer details to handle the RHS ticket and tag switch. Ensure this email is sent so that the vendor knows the old printer is out of service and the new one is covered under the support agreement.

- **Label the Printer:** Ensure the printer has a proper identification label (usually the printer name) visibly on it. Often, Field Services will print a label (if one wasn't pre-made) and affix it to the front. Also, leave the RHS tag on the device (usually a sticker with a number) since that's used for service calls.

- **Guide End Users:** If this printer is in a new location or significantly different from the old one, provide a quick orientation to the staff:
    - o Point out which tray has what paper (especially if multiple types are loaded).
    - o Show how to clear simple jams or replace toner, if they are expected to do that.
    - o Provide any **user guide or cheat-sheet** if available. Sometimes, Field Techs leave a one-page instruction near specialty printers (e.g., how to load wristband sheets properly).
    - o Ensure users know how to select the printer from their applications (verify it's set as default if it should be).

- **Post-Installation Support Plan:** Let the department know whom to call for support. Typically, they would call the help desk for any issues, but if there's a specialized process (like calling RHS for hardware issues directly), clarify that. (Usually, the Service Desk will triage and assign RHS when needed, so users might not call RHS themselves except in certain cases. The knowledge article suggests the Service Desk or Field Tech would involve RHS and provide the tag number.

- **Schedule Follow-up (if needed):** If this is a critical area, you might schedule to check back in after a day or two to ensure everything is stable. Also, if any supplies were low (toner ~10%, etc.), plan with the department on how to get replacements before it runs out. Users can order toner from list form: Order Toner (Page 1 of 4)

Finally, close out the ticket once all parties agree the printer is working properly. The new printer is now fully deployed and integrated into the environment.

HP Printers

Model	Description	Recommended Uses	Image (reference)
HP LaserJet Pro M501dn	Black and White Workgroup Printer. Up to 40 pages per minute. 250-sheet input tray. Up to 1 optional 550-sheet input tray. Automatic duplex printing. USB or Ethernet Connection.	Shared B&W printer for exam rooms. This printer should be networked for multiple users. Please contact the Help Desk for connection to the network.	
HP Color LaserJet Pro 4201dn	Color/Workgroup Printer. Up to 35 pages per minute. 250-sheet input tray. Up to 1 optional 550-sheet input tray. Automatic duplex printing. USB or Ethernet Connection.	Shared color printer for medium workgroups. This printer should be networked for multiple users. Please contact the Help Desk for connection to the network.	
HP Color LaserJet Enterprise 6701dn (Older model) M653dn	Color/Workgroup Printer. Up to 45 pages per minute. 100-sheet multipurpose tray. Up to 2 optional 500-sheet input trays. Automatic duplex printing. USB or Ethernet Connection.	Shared color printer for large workgroups. This printer should be networked for multiple users. Please contact the Help Desk for connection to the network.	
HP LaserJet M610dn Rush standard for Epic, Wristband, and Orders printing	Up to 52 pages per minute. 1200 x 1200 dpi Resolution. 100-sheet multipurpose tray. Up to 3 optional 500-sheet input trays. Automatic duplex printing. USB or Ethernet Connection.	Shared printer for larger workgroups. This printer available to print prescriptions (requires Epic configuration). This printer should be networked for multiple users. Please contact the Help Desk for connection to the network.	

HP Color LaserJet Enterprise M653dn (Older model)	Color/Workgroup Printer. Up to 60 pages per minute. 100-sheet multipurpose tray. Up to 1 optional 550-sheet input tray. Automatic duplex printing. USB or Ethernet Connection.	Shared color printer for large workgroups. This printer should be networked for multiple users. Please contact the Help Desk for connection to the network.	
HP Color Multi-Function Printer M578dn (Older model)	Color/Workgroup Printer. Up to 40 pages per minute. 100-sheet multipurpose tray. Up to 1 optional 550-sheet input tray. Automatic duplex printing. USB or Ethernet Connection.	Shared color printer for medium workgroups. This printer should be networked for multiple users. Please contact the Help Desk for connection to the network.	
HP Multi-Function Printer M528dn	Black and White Workgroup Printer/Scanner. Up to 45 pages per minute. 100-sheet multipurpose tray. Up to 1 optional 550-sheet input tray. Automatic duplex printing. USB or Ethernet Connection.	Shared B&W printer for medium workgroups. This printer should be networked for multiple users. Please contact the Help Desk for connection to the network.	

Xerox MF Printer/Copiers

Model	Description	Recommended Uses	Image
Xerox VersaLink B405 / Color Version Xerox VersaLink C405	Black and White Workgroup Printer / Scanner / Fax. 600 x 600 dpi copier resolution. 1200 x 1200 dpi printer resolution. Up to 36 pages per minute. 150-sheet multipurpose (Bypass) input tray. 550-sheet input tray. Optional 4 550-sheet trays available. Automatic duplex printing. USB or Ethernet Connection.	Shared B&W printer for medium workgroups. This printer should be networked for multiple users. Please contact the Help Desk for connection to the network.	
Xerox Altalink B8155	Black and White Workgroup Printer / Scanner / Fax. 600 x 600 dpi copier resolution. 1200 x 1200 dpi printer resolution. Up to 55 pages per minute. 100-sheet multipurpose (Bypass) input tray. 2x 500-sheet input trays. 1x 867-sheet input tray. 1x 1133-sheet input tray. Automatic duplex printing. Stapler. USB or Ethernet Connection.	Shared B&W printer for larger workgroups. This printer should be networked for multiple users. Please contact the Help Desk for connection to the network.	
Xerox Altalink C8155	Color Workgroup Printer / Scanner / Fax. 600 x 600 dpi copier resolution. 1200 x 2400 dpi printer resolution. Up to 55 pages per minute. 100-sheet multipurpose (Bypass) input tray. 2x 520-sheet input trays. 1x 867-sheet input tray. 1x 1133-sheet input tray. Automatic duplex printing. USB or Ethernet Connection.	Shared Color printer for larger workgroups. This printer should be networked for multiple users. Please contact the Help Desk for connection to the network.	