

## Printer Procedures: Repair/Troubleshooting

Library units with printer problem requests for the following items should be referred to Copy Services or the InfoSys Service Desk as shown below.

Toner/Paper for all printers	Call Copy Services, Michael McGovern
Paper Jams on Copier/Printers	Call Copy Services, Michael McGovern
Troubleshooting Copier/Printers	Call Copy Services, Michael McGovern
Paper Jams on <b>Public</b> Paid Printers	Call Copy Services, Michael McGovern
Troubleshooting <b>Public</b> Paid Printers	Place SR with the InfoSys Service Desk
Paper Jams on <b>F/S</b> Printers	Place SR with the InfoSys Service Desk
Troubleshooting <b>F/S</b> Printers	Place SR with the InfoSys Service Desk

**NOTE:** The InfoSys Service Desk should use SANS for Staff Referral on SR's requiring printer repair.

**Faculty and staff printers** are repaired (including paper jams) or replaced on a case-by-case need using a State funded Open PO. SANS technicians will notify their Lead technician, Dennis Shannon or IDT Operations Manager, Carol Phillips for approval before notifying Sandy Neer (primary) or Lisa Elkins (backup) to coordinate a repair order via the Open PO with Printer Repair Depot.

**Public paid printers** are repaired via the Printer Repair Depot Foundation Contract. Copy Services - Michael McGovern is the first contact on public printer problems.

- If **Copy Services** - Michael McGovern cannot clear a paper jam or the printer problem is beyond Michael's abilities, he will see that an SR is placed with a Staff Referral to **SANS**. If SANS technicians cannot fix the problem, they will refer the SR to **Vendor Repair-non Dell** for 2<sup>nd</sup> Referral and alert Sandy Neer (primary) or Lisa Elkins (backup) to coordinate a repair order with Printer Repair Depot.

**NOTE:** SCC is responsible for notifying Printer Repair Depot regarding the public printers for SCC. These printer repairs will not be entered in the SR database.

### Printer Repair Depot (PRD) Procedure

When a printer is in need of repair and SANS cannot fix it, a 2<sup>nd</sup> referral is done in the SR database to **Vendor Repair-Non Dell**, citing the reason for the referral (description of problem). Accept the SR and do the following:

1. In the Vendor Repair layout of the SR database, click on either **F/S Printer** or the **Public Printer** button for the appropriate fiscal year on the lower right of the screen depending on what type of printer needs repair.

The following information will be placed in the Vendor Comments box.

**TYPE OF PRINTER -**

**BARCODE OF PRINTER -**

**PROBLEM DESCRIPTION -**

**CURRENT LOCATION -**

**CONTACT ON-SITE -**

**CONTACT OF RECORD -** INFOSYS SERVICE DESK, 594-6753

**PAYMENT PO -** 40059943 (NEEDS AN INVOICE TO CLOSE EACH REQUEST)

**CALL PLACED -**

**VENDOR -** PRINTER REPAIR DEPOT, VOICE:858-874-8262,  
FAX: 858-874-8265 (M-F 7:30 to 5:00)

**DATE COMPLETED -**

2. Enter the appropriate information (type of printer, barcode, etc.) info the Vendor comments box. The **Public Printer** vs. **F/S Printer** buttons have a different *Payment PO's* each year.
3. Switch to the *Printer Repair Layout*, and do a find on the appropriate SR number.
4. Print this layout, and fax it to Printer Repair Depot, at (858) 874-8265. Place the paper copy/fax form in the pending **PRD folder** in the top tray at Sandy's Desk.
5. Printer Repair Depot will come and fix the printer within a couple of days. After repair, the PRD technician may leave an invoice (*if the printer is F/S*). Sign the invoice and write **OK to pay**. Send invoice through campus mail to Lisa Peters in Library Admin. **NOTE:** *Public printers do not require an invoice as they are on a maintenance contract.*
6. When repair is complete, go to the SR in the *Vendor Repair* layout and enter the **Date Completed**. Close out the 2<sup>nd</sup> *referral* portion of the SR with your time and completed date.