

Guidelines for New Network Printer Setups

Leased Printers

Installation and setup on the UHCL network for Canon and Xerox leased printers requires some initial preparation prior to the vendor setup. The more advanced notice you give UCT, the smoother the transition and minimal downtime.

Contact the Support Center at supportcenter@uhcl.edu with the following information at least one-week advance:

- New Printer or Replacement Printer
- Printer Make – Canon or Xerox
- Model Number
- Current Printer Queue Name (if replacement)
- Exact Room location for the Printer
- Approximate Date for Vendor Installation

Purchased Printers

Printers that are purchased through the Purchasing department must be approved by UCT prior to placing the order. If a quote is needed or you have a quote that needs approving, email supportcenter@uhcl.edu with your request.

All Network Printers

All network printers need a network line. Replacement printers can use the same network line as the previous printer. New printers may need a new line run if a line doesn't already exist. UCT can check that prior to purchase or installation.

All network printers need a network queue created so they can be found on the network and your computer can connect to them. New printers will need a new queue name created so they can be easily identified on the network. Printer queue names typically contain the building, suite number.

Printer Maintenance

Aside from network issues, support for leased printers is covered in the maintenance contract with either Canon or Xerox. Check your contract to see what's covered. Contact the appropriate vendor for assistance.

HP network or local printer support is handled by UCT by calling or emailing the Support Center.

