



HealthNet IT Process to Install PrintSmart Device

Step 1: Once Xerox has been confirmed a device has been shipped and is in transit, a Xerox representative will email HealthNet helpdesk (support@shands.ufl.edu) or the specific department IT team usually within 5 days before the planned installation with the device **MAC address** and the “**subject ASSIGN: ISAMG3**”

Step 2: If the department receiving the device is supported by HealthNet directly, the email from Xerox will include the following formatted information:

Good Morning,

Please see below for a new request. This device is at the carrier and can be scheduled for delivery as soon as the port is set up and the IP reservation is complete.

Contact:

Contact Number:

Contact Email:

Model:

Serial:

MAC Address:

Address:

Please advise and we will schedule delivery. Thanks in advance!

Step 3: If the department is supported by their own IT team, a Xerox representative will email the device **MAC address** usually within 5 days before the planned installation with the “**subject ASSIGN: ISAMG3**” to the contact IT listed on the “new device request” form. The department IT team should forward the email to support@shands.ufl.edu which should include the following formatted information:

SUBJECT: ASSIGN: ISAMG3

Good Morning,

Please see below for a new request. This device is at the carrier and can be scheduled for delivery as soon as the port is set up and the IP reservation is complete.

Contact:

Contact Number:

Contact Email:

Model:

Serial:

MAC Address:

Address:

Please advise and we will schedule delivery. Thanks in advance!

Step 4: Once Support@shands.ufl.edu receives the request, the helpdesk will send back an email with a ticket number for reference to either the Xerox representative or the department IT team.

Step 5: Once HealthNet is able to reserve a new IP address and assign a DNS name for the new device, an email will be sent to either Xerox or the department IT person when the ticket has been completed.

Step 6: HealthNet is responsible for the following:

- a. Setting the proper SNMPv3 for all new / redeployed PrintSmart devices.
- b. Print queue creation on print Server
- c. Help with VLAN port switch over
- d. Escalation point for install day.

Step 7: Xerox is responsible for the following:

- a) Deliver, confirm paper path test
- b) Confirm device configuration
- c) Work with local IT to confirm printing and scanning set up

Step 8: Local IT emails Xerox to have XDM properly configured on the server. Local IT will include the printer IP address, serial number, and the SNMPv3 user ID. Once system is functional and on the new VLAN, please notify and email to the following address:

eric.gibbs@xerox.com

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