1. Laser Printers.
   a. All black and white laser printers are to be under NNU’s service maintenance contract with the following exceptions:
      i. Color printers. Color laser printers may be added to the NNU service contract at the request of the office or department that owns it.
      ii. Printers that are currently on a warranty. When these printers are out of their warranty period, IT will automatically put them on the NNU service contract by notifying the IT secretary and the NNU contract company.
   b. Departments may not opt to purchase their own laser cartridges in order to circumvent the maintenance contract.
   c. All departments are highly encouraged to print to the new Canon copy machines when possible. By shifting printing volume to these printers, printing costs will go down and feature sets will go up. If confidentiality is a concern, training is available on how to send a document to the printer and then print it while the user is present.

2. Desk Jet Printers.
   a. Information Technology no longer supports deskjet printers, unless they have been approved as a necessity for a specific purpose.
   b. Use of deskjet (inkjet) printers is discouraged. Deskjet printing is significantly more expensive than laser printing, whether it is in color or black and white. Black and white deskjet printing is approximately 20 cents per page, and color deskjet printing is approximately 50 cents per page. Laser printers have much lower operating costs and longevity.

3. Personal Digital Assistants (PDA’s) and Smart Phones. Due to the many types of PDA’s and smart devices, and the versions of software constantly being developed for them, as well as the considerable time required to learn about these devices and to set them up, the following policies have been put into place:
   a. Information Technology will only offer limited support in setting up wireless connections for smart devices. This support will be limited to the following:
      i. Helping the user find the MAC address to create a wireless connection, as needed.
      ii. Helping the user to understand POP3 functions.
      iii. Referring the user to NotifyLink for GroupWise synchronization.
   b. Because Blackberry phones are easily set up, we will advise users in the set up and use of these phones, and will refer them to NotifyLink for support of GroupWise synchronization, should they wish to subscribe.
   c. When smart device support exceeds these limits, IT will refer the user to their manufacturer for support help. Many manuals are available online for these devices as well as FAQ pages that will help them understand how to use their devices.