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## UMaine Canon Support, Xerox, Updates & Survey

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**Matthew Revitt** <matthew.revitt@maine.edu>

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## **UMaine Canon Support, Xerox Updates & Survey**

1 message

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**IT at UMaine** <it.at.umaine@maine.edu>  
Reply-To: IT at UMaine <it.at.umaine@maine.edu>  
To: UM-EMPLOYEES@lists.maine.edu

Wed, Oct 12, 2022 at 4:22 PM

Dear UMaine Employee,

Previously, I shared information with you regarding our transition away from Canon support. I want to take this opportunity to provide you with additional support information and updates related to the managed print project.

### Existing Canon Device Support

UMS: IT is now your point of contact for supplies and support.

- For additional details on Canon supplies and support, please visit this [UMS IT Canon knowledge base article](#). Canon supplies are distributed and centrally located at each campus and can be requested using this form [Canon Device Supplies and Service Request Form](#). Please expect a 1-2 business days turnaround on requests and for your convenience, IT staff can coordinate a pickup or delivery.
- To report issues with your Canon device, please contact the IT Help Desk by emailing [help@maine.edu](mailto:help@maine.edu) or calling **1-800-696-4357**, or submitting a request using the [Canon Device Supplies and Service Request Form](#).
- If you have been experiencing issues with your Canon device and have plans for high-volume printing (i.e., final exams), then please submit a support ticket in advance by emailing [help@maine.edu](mailto:help@maine.edu) so we can identify alternate solutions.

### Xerox On-Site Assessments

The first step in transitioning our managed print service to Xerox is conducting campus walkthrough assessments with Xerox. This will help shape recommendations for equipment required to meet the business needs at each campus. Xerox, partnered with an IT staff member, will visit all offices on campus briefly to collect usage data, and assess any physical requirements for the transition to the new devices.

- UMaine Xerox walkthrough assessments are scheduled for multiple days **Mon-Oct-24 - Thu-Oct-27**.

### Project Timeline (subject to change)

October = Xerox campus assessments

November = Campus stakeholder review of Xerox assessment, device selection, and equipment ordering

December = End-user testing

Early 2023 = Implementation of new Xerox devices and removal of Canon devices

### Share Your Managed Printing Needs

We invite you to fill out this brief [Managed Printing User Survey](#) identifying your needs for multifunction devices. This survey is short and expected to take less than 3 minutes to complete.

Additional information and a Frequently Asked Questions project-related web page will be shared soon.

UMS: IT thanks you for your continued patience and understanding throughout the transition.

Tom Drake  
Director of Campus Technology, UM/UMM