

Hardware Support Policy

This policy defines Technology Services support of university-owned hardware.

Supported Equipment

- TS will support and maintain computers and peripherals it orders and installs. Such equipment includes computers, monitors, and laser printers purchased with systems.
- These purchases must be approved by TS to guarantee compatibility with systems already in use and supportability of the equipment. Unapproved purchases will not be supported by TS.
- Computing-related items costing less than \$500 must be approved by TS if the item is to be supported by TS staff. Approval will be granted only for items that TS agrees to maintain.

Support Provisions

- TS will provide assistance with installing and moving approved computing items, will assist with training, and will respond to trouble calls when the item malfunctions.
- Scanners will be installed by TS with limited support and troubleshooting. TS will provide assistance with moving and setup of a scanner. Limited support will include online documentation and troubleshooting of the product and a best effort to make the product operate properly with supported software at the university. TS staff will provide a maximum amount of 2 hours to troubleshoot these types of devices.

Non-Supported Equipment

- TS does not provide support for office machines such as copiers, label makers, and fax machines, and multi-function devices such as all-in-1 printer/copier/fax units. Departments choosing to purchase these do so at their own risk and should carefully investigate whether the vendor will assist with installation and use. If non-supported products cause problems with computer or network operation, TS will require them to be disconnected.
- Faculty and staff should see [Mobile Device Support](#) before making a purchase.
- TS does not support personally-owned machines of university faculty and staff.