

NEW OE CANADA / TOSHIBA FLEET INSTALLATION INSTRUCTIONS

As you are aware, all of the Toshiba systems will be replaced over the summer months.

On delivery day, below is the basic agenda:

1. A truck will arrive with the new MFD & delivered to your area
2. The device will be unwrapped, moved into the current MFD spot & dunnage removed
3. An OE Technician will be onsite to transfer your user defined settings (i.e. dept. codes and address books)
4. An ITS Onsite member (Rosemary) will be onsite to oversee the swap (ensure connectivity)
5. The drivers will circle back and pick up the old devices once they have delivered the units to the area
6. In the event that there is a situation where the old device cannot be picked up due to unforeseen circumstances the OE technician will inform the OE office and the alternate arrangements will be made.
7. Within 2 hrs. of arrival, a trainer from OE Canada will be onsite to provide a basic overview of how to use the console
8. A business card will be provided should you require future training or have further questions for OE Canada
9. The old MFD will be removed from your area (we anticipate later the same day, if not you will be notified of when)

Your Responsibilities to Prepare for the Upgrade:

1. If your area uses logs or reports (such as dept. code usage reports), please print this out prior to the deployment date & time.  The transfer of user settings does NOT include any device usage information.
2. Also, any scanned documents need to be copied to your computer or network drive, as the file-share contents stay with the old unit.
3. If you are using the Toshiba e-Filing feature, please have backup copies of these documents as they are not transferred either.

Please remind the faculty, staff &/or students in your area that the day of deployment there will be some downtime of the MFD (approximate 2 hr. window).

We recommend you have an alternative print, scan, copy &/or fax solution in place for this time frame. Make it clear that they are NOT to use the Toshiba unit in your area during the swap.

We anticipate the transition from the OLD to NEW MFD to be seamless, as in there should NOT be any need to visit users nor their devices once your new MFD goes live.  However, the actual time it takes to swap the devices may take up to 2 hours (more or less depending on a few factors).

The delivery schedule is also posted on the Western website, when you have a moment would you please confirm the speedcode posted is the correct speedcode for the billing of the new contract.   If a speedcode change needs to be made please email [bmckay@oecanada.com](mailto:bmckay@oecanada.com).

If you have any questions or concerns please contact the appropriate person for your needs:

* OE Canada Inc.: [lsousa@oecanada.com](mailto:lsousa@oecanada.com)
* Western: [mfd@uwo.ca](mailto:mfd@uwo.ca) or call helpdesk x83800
* FAQs can be answered at: [Western Finance's MFD webpage](http://www.uwo.ca/finance/procurement/multifunctional_devices/Index.html)

Thank you for your consideration & attention to this communication and we look forward to providing you our new Toshiba Multi-Functional Device that will support your business needs.