

New 'Managed Print Service' brought to you by Xerox
and the University of Exeter Print & Copy Services

Managed Print Service Guide

This booklet contains important information about the new printing
and copying facilities at University of Exeter – you will need this
document to help you get started.



PCMD edition.



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1. Managed Print Service at the University of Exeter

This guide will tell you how to use the devices that form the Managed Print Service, but first an overview of why the University is moving to such a service:

- **COST** - The University's current estate of 1500 various desktop printers consume an inordinate amount of power and consumables, as well as taking up much staff time in their support. By moving to a consolidated print system based around modern Xerox devices, the University's energy and associated costs can be reduced considerably.
- **EFFICIENCY** - Not only do the new devices have a full range of print, copy and scan facilities, but they'll also be compatible with forthcoming document management systems.
- **ENVIRONMENTAL** - The University is firmly committed to reducing its carbon output by 60%, as well as reducing waste by 1% per annum and regards the Managed Print System as integral to its plans for attaining these targets.

The Managed Print Service will eventually consist of over 200 Xerox Multi-Function Devices (MFDs) which will offer printing, copying and scanning to email. Some devices will have Fax capability.

Printing will be 'secure release, follow-me' – only you can release the print jobs you have sent, and you'll be able to do so at any of the Managed Print System devices on the campus, which are compatible with your print request (A4/A3, monochrome/colour).

The service will be both reactive and proactive to ensure that wherever possible, equipment will always be in full working order:

- All new MFDs will be monitored remotely for status by Print & Copy Services and by Xerox.
- If a device needs toner or other consumables, the system will automatically dispatch these without a request from you.
- Should Print & Copy Services be unable to rectify a device fault, a Xerox service engineer will visit.

2. A New Way of Printing

The new Xerox MFDs will eventually replace the old copiers, MFDs and desktop printers, and you will be given access to a set of print queues to which to send documents you wish to print.

Documents sent to print will wait in the print queue to which you sent it, until you visit a compatible MFD in the Managed Print Service to 'release' it for printing, which you will be able to do by swiping your University of Exeter (or Peninsula College of M&D) card at the device to login to the service.

There may be more than one device compatible with your print request near you; if one is in use, you can use the other with no need to resend your documents.

There will be four printer queues:

- STAFF_A4_MONO
- STAFF_A4_COLOUR
- STAFF_A3_MONO
- STAFF_A3_COLOUR

Within this document there are instructions on how to set up access to these queues, which is quite straightforward. In addition 'floorwalkers' will be present when devices are being installed to ensure users are able to access the queues.

Please note that you will be required to enter a billing code. These codes will be distributed to key personnel in your department for circulation. Once you've entered a billing code, the service will offer you the automatic option of using the same billing code next time you login at the device.

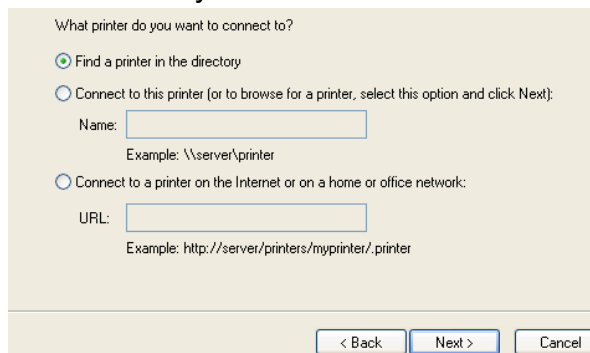
All the devices employed should be left turned on, as they go into a very low-energy standby mode when not in use, which demands less energy than being periodically restarted.

3. Getting started

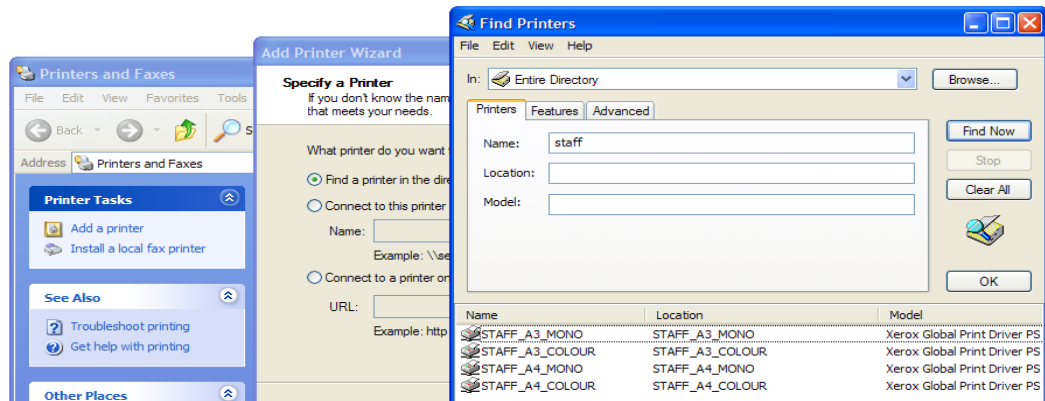
In order to print to the new Xerox devices you will need to send your documents to the print service. Once you have sent your document to the print service you will be able to print it by visiting any of the Xerox devices on the campus compatible with your print request and then swiping your University of Exeter (or Peninsula College of M&D) card. All printing is Secure-Release Follow-Me Printing.

These instructions will tell you what to do to add the necessary print queues to your PC in order to send documents to the print service.

1. From the start menu, select Printers and Faxes and then “Add a printer”. This starts up the “Add Printer Wizard”. Click on the “Next” button.
2. Select “Network Printer” then click on the “Next” button. Another window will open.
3. Select “Find a printer in the directory” then click on the “Next” button.



4. A search window will now open. Ensure ‘Entire Directory’ is selected from the drop down list. In the ‘name’ box enter ‘staff’ then click “Find Now”.



5. As you will see from above, all the staff print queues will be listed. Click on the queue you wish to install first. **There may be a delay of some time as the first queue is installed.** Click ‘okay’.
6. You will then be presented with a new window asking you to set the printer as default – make your choice and click on the “Next” button.
7. Click on the “Finish” button.
8. Repeat the process to add further queues for other formats (Mono, Colour, A3, A4).

4. Equipment Types and Capabilities

You will see one or a combination of the devices listed here:

ColorQube High Volume Mono and Colour Multi Function Device

- High speed print and copy
- Collating, stapling, booklet creation
- Double-sided print as standard
- Scan to email
- A4 and A3 with multiple paper tray options for additional paper stock
- Mono and colour
- Page numbering
- Book copying
- Scan to email



Any print queue can be used to print to these devices.

Xerox 5735 and 5755 Mono MFDs

- Fast - Medium speed print
- A4 and A3
- Double-sided print as standard
- Scan to e-mail
- Page numbering
- Mono print and copy
- Collate and staple
- Additional paper trays
- Book copying



Use the **STAFF_A4_MONO** or **STAFF_A3_MONO** queue at your PC to print to these devices.

Xerox 6400 Colour Capable Desktop MFD

- Slower speed print
- A4 only
- Double-sided print as standard
- Mono and colour
- Limited collate, no staple
- Scan to e-mail



Use the **STAFF_A4_MONO** or **STAFF_A4_COLOUR** queue at your PC to print to these devices.

5. Using the Follow-Me Secure Release System

- All MFDs will have a card reader attached.
- To access print, copy and scan to email facilities, swipe your University of Exeter (or Peninsula College of M&D) ID card at the device.
- This is to save paper waste, ensure confidentiality for all printed output and to enable you to print your documents at a choice of devices throughout the University of Exeter and PCMD without needing a specific print queue.
- This will enable you to work in different University of Exeter locations but have the same print, copy and scanning capabilities wherever you go. You can also save up several printing tasks and collect them together when convenient.

6. Registering your University of Exeter (or Peninsula College of M&D) ID Card

- At any of the Xerox devices, swipe your University ID card through the card reader, which is located on top of the machine beside the display screen. The card reader LED light will flash green.



- In most cases (excluding PCMD) your card will have been pre-activated for you, but if it has not, the screen will ask if you wish to associate your card with a user name. Use the display screen keyboard to enter your network login details – these are the same as your University username and password (you will only be required to do this once, at one machine only).
- Please note that the MFD keyboard has a shift key and alternate symbols to help with all characters you may have in your password.
- For any future use of the devices, you will only need to swipe your card through the reader. Once you have successfully swiped your card, the light on the reader will turn solid green.
- You will now be prompted to enter a billing code.

- Once your billing code is confirmed the device is ready for use.

7. What if I forget my ID card?

Swiping your University ID card is the fastest means to access the devices, but if you forget to bring your ID card to work, or have lost your card and are awaiting a permanent replacement, you can still log into the MFD by using your University username and password via the keyboard on the device.

Instead of swiping your card, touch the 'Keyboard' or 'Alternate login' button on the MFD display screen and use the keypad displayed to login.

8. Using Your Card

Energy Save Mode

If the top screen on the machine is blank it is in energy save mode – please wake the device up by first touching the Energy Saver button (coloured light green). Once the screen is lit up swipe your card to copy, print, fax or scan to email.



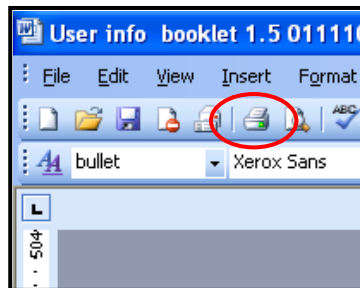
Copying

- If the machine screen is black – use the energy saver button to wake it up.
- Check that the card reader LED light is solid red then swipe your ID card through the card reader.
- When the reader has acknowledged your card the light on the reader will flash green then turn to a solid green.
- From the “All Services Screen”, select the ‘Copy’ operation and you can proceed with your copying requirements.

- Please note that all devices have been defaulted to double-sided copy. To change it to single-sided, select 1→1 Sided.

Printing

- From your desktop PC, send your print job by selecting File/Print then one of the Xerox print queues from the drop down list ('Name').
- Please avoid using the Printer Icon at the top of your document, or ctrl+P to print until you are confident about which print queue is your default.



- Please note that all devices have been defaulted to double-sided print. If you would like to change it to single-sided, select '1-Sided' print on the Paper/Output tab in your printing dialogue box (sometimes referred to as the 'print driver').
- At the Xerox device, check that the card reader LED light is solid red then swipe your ID card through the card reader.
- When the reader has acknowledged your card the light on the reader will flash green then turn to a solid green.
- Select the 'Custom Services' button and then 'Release Documents' button on the screen.
- A list of your documents will be shown. Select a single or multiple documents and select Print (keys on bottom of display). You may change quantity or delete a document at this stage. You may also just release all.
- Your printing will now be processed.
- Please wait while the machine prints and avoid leaving the machine unattended.

Scanning

The devices are also equipped with scan to your own e-mail box.

This allows you to attach pdf scanned documents to an email which will appear in your own email in-box. You will be able to forward this to a 3rd party from your PC, or save the attached pdf to a folder, document management system or your desktop.

- To scan a document, check that the card reader LED is solid red then swipe your ID card through the card reader.
- When the reader has acknowledged your card the light on the reader will flash green then turn to a solid green.
- From the “All Services Screen”, select the ‘E-mail’ button or the button that shows an envelope symbol.
- The screen will be populated with your University of Exeter email address; if you are a PCMD student all email to your UoE address will be forwarded to your PCMD email account. [PCMD students automa](#) . If you are a PCMD staff member and wish for this to happen then visit the University’s email pages to set up forwarding (<http://as.exeter.ac.uk/it/email/>)
-
- Add a subject if you wish, then select any scan options you may wish to use, double sided original, colour or mono, document type, etc.
- Place the documents face-up in the document handler or face down on the glass and press the green Copy button.
- Your document will scan and be e-mailed to you automatically.

Logging Out

- The device will log you out if there is no activity after 30 seconds, even if the device is printing. Your printing will continue even after logout.
- If the device has not logged you out, please always log out after your session has completed by pressing the logout button shown below.



9. Checking that Your Printing is Complete

If you swipe your card but your printing does not appear in the list, please check:

- which queue you used at your PC. Check to make sure you are not sending the file to the correct print queue rather than the one you've previously been using. It's best to avoid using the printer button at the top of a document – use 'File' then 'Print' to ensure you can see and select the right printer queue.

Once at the machine if your jobs appear in the queue and you select 'Print' but you believe that some or all of your printing has not completed, please check the Job Status on the MFD:

- Select Job Status (button shown below).
N.B. this may be on the right on some models.

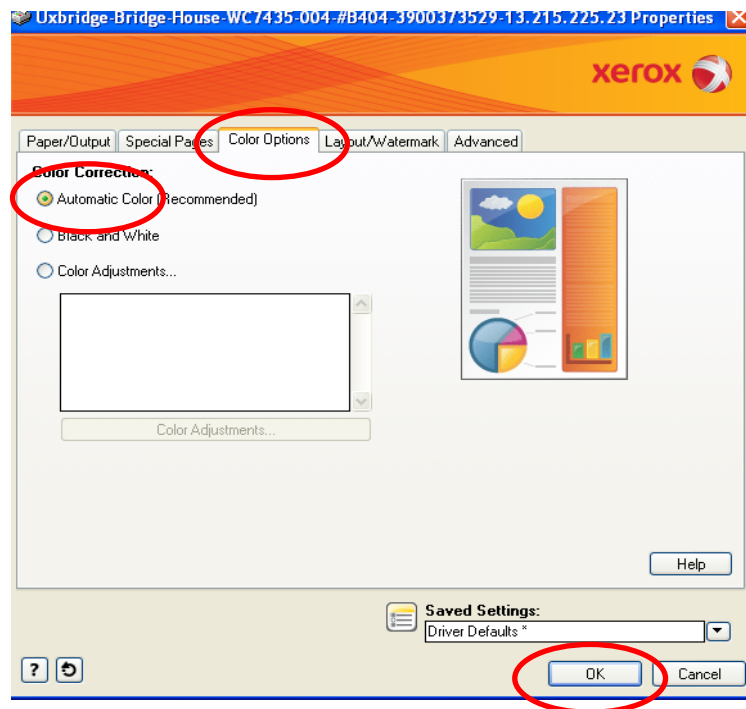


- This will show a list of all incomplete print jobs. If any of your documents have failed to print they will be listed here.
- Select your document and select Job Status, there will be a message as to why the job has failed.
- The most common reason is that the correct paper (the paper you selected when you sent the job to print) is not loaded. Or you have specified a specific output tray that does not have the correct paper loaded.
- It could also be because the toner has run out or another consumable needs to be replaced.
- If you wish to print, follow the instructions the machine gives you about loading paper or any other reason given.
- If you load a different paper from that which was loaded, you must confirm on the top screen what you have loaded, if it is the same paper, just confirm the paper settings, your job will then complete.
- If you no longer wish to print the document, select 'delete', although any documents not printed within 24 hours will be deleted from the queue.

10. Printing in Colour

All print queues are defaulted to Mono print. If you wish to print your document in colour, please follow below steps:

- Choose the 'STAFF_A4_COLOUR' or 'STAFF_A3_COLOUR' print queue
- Once you have selected the queue select the printer properties page
- Choose the 'Colour Options' tab

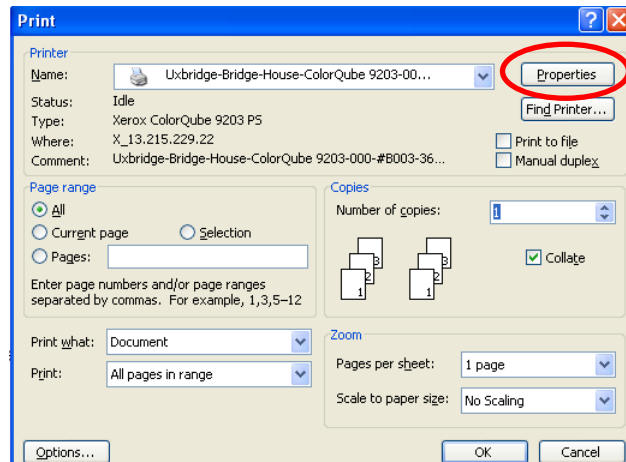


- Then select 'Automatic Colour' and 'OK'
- Your job will then print in colour when released at a colour capable device

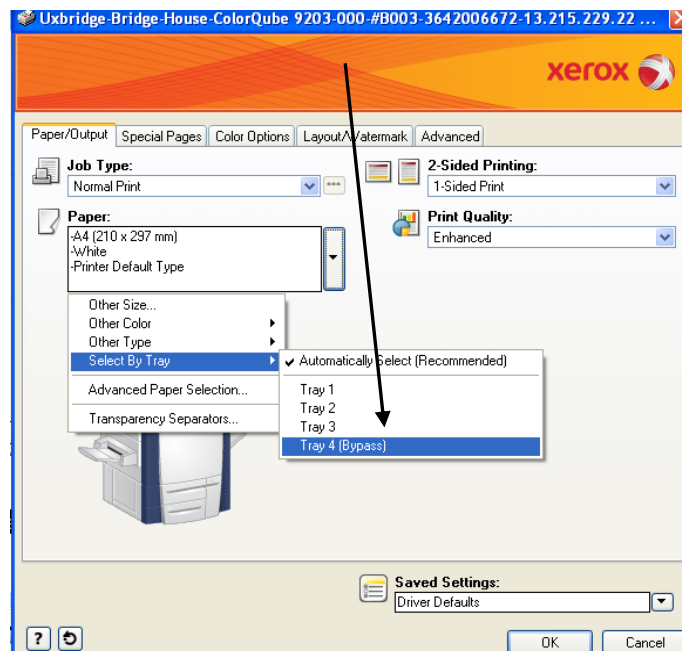
11. Using Special Paper or Selecting a Specific Paper Tray

On occasions you may wish to print onto special paper, e.g. certificates, headed paper, A4 sheet labels. The simplest way to do this is to select the 'bypass' tray on the print options before you send your document to print.

- Select the print queue you wish to use.
- On the print options page select 'Properties'

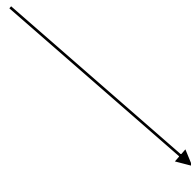


- For printing to a specific tray, go to the 'Paper Options' and chose 'Select by Tray'.
- Next select 'Tray 4 (Bypass)' and 'OK' (note that on some print queues the Bypass tray may be tray 5).



- Once at the printer, place your special stationery in the bypass tray (the small manual feed tray on the left of the machine) – then follow the instructions on the machine to ensure you put the paper in the correct way round.
- Next, swipe your card and release your printing. Any jobs that you have sent using the bypass option will print from that tray.
- Please ensure when you next print, the bypass tray option is no longer selected.

The Bypass tray



12. Dedicating a Paper Tray to Special Paper

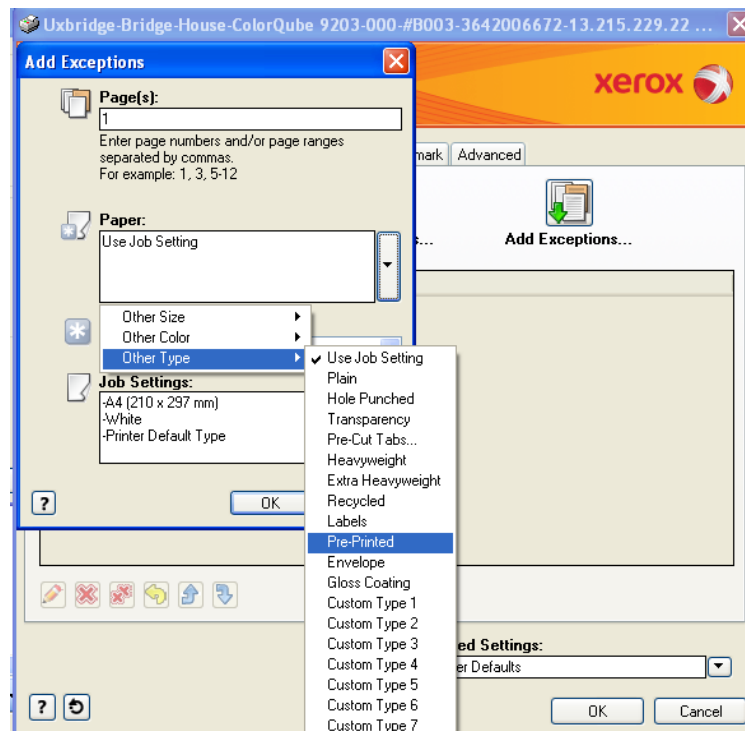
If you have a regular requirement to print onto large amounts of special paper (other than A4 white or A3 white), you can also have a paper tray dedicated on your local machine to use special paper.

- Choose a tray other than tray 1 to dedicate, load the appropriate paper in the tray and when the device asks you to confirm the paper type you have inserted, use the display screen to tell the device.
- You may need to agree with colleagues what tray you are going to dedicate and the paper type you have programmed into the device so that when you print and choose this paper type in your print properties you use the same name, e.g. Blue A4 or Letterhead A4. As long as what you choose matches what is loaded in the machine, your print job will complete.

13. Using Multiple Paper Stocks in one Print Job

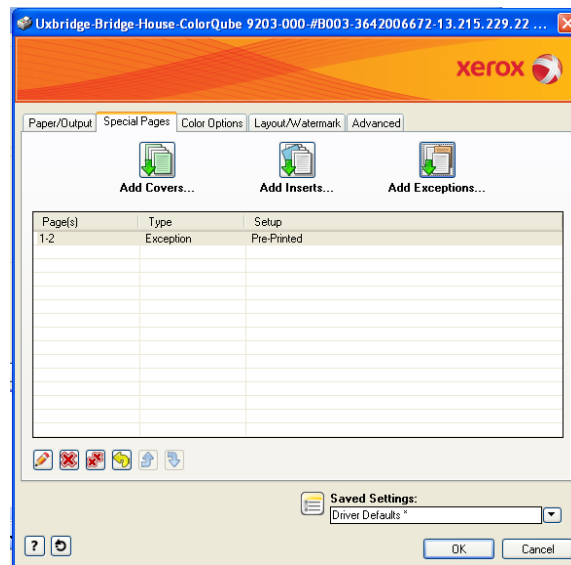
If you wish to use multiple paper stocks in one document, e.g. the 1st page headed paper, subsequent pages on plain.

- Select File/Print to the queue of your choice and then Properties.
- Then select the 'Exceptions' tab.



- Enter the number range of the pages you wish to have printed on different paper – usually either page 1 or pages 1-2 for double-sided.
- Then select the paper stock you wish to use, e.g. pre-printed (note: as long as the MFD you are going to use has the same paper loaded in one of its trays it will print the document).
- Leave the subsequent section for the remainder of pages to be printed on the 'use job setting' choice – this will print the remainder of the document on plain paper.
- Now select Close.

- This screen will show you what you have chosen for your 'exceptions' pages.

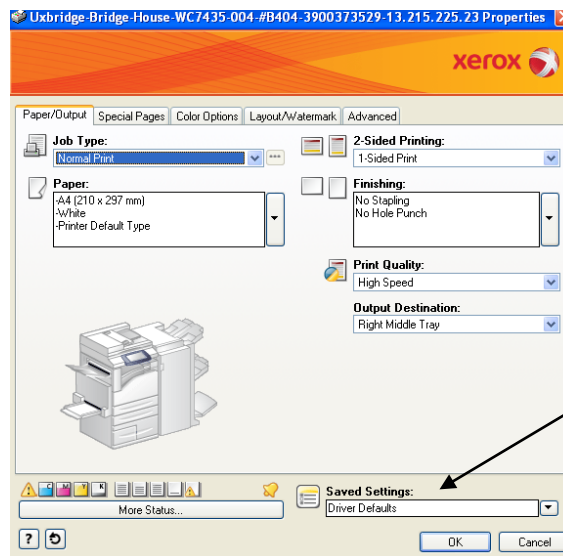


- Now select OK.
- At the printer ensure that the correct paper is loaded into the MFD you are using. If you are not sure you can check all paper tray stocks by pressing the Machine Status button – indicated on page 17. This will tell you what paper stocks the MFD has loaded.
- To load a different stock, pick a tray other than tray 1, load the paper and confirm on the display screen the type and name of paper you have loaded. For the example above you would need to tell the device you have loaded 'pre-printed' stock as this is the choice you made when using the Exceptions option.
- Unless there is an agreement in your department to use another paper stock please return the tray you used back to plain white paper.

14. Saving Your Print Settings

You can save particular sets of print properties to save time when you print to different paper stocks or wish to print particular documents in colour.

- Make your selections in the print properties, then choose “Saved Settings” at the bottom of the print properties box.



- You can give a set of print settings a name that will appear in this list for you to use in the future.
- If you wish to use saved settings, select print then ‘Properties’ then choose the saved name from the Saved Settings list.

15. The MFD Control Panel - 5735, 5755 and ColorQube



<p>1. Services Home: Provides access to the services available on the device, e.g. copy, release printing.</p>	<p>2. Services: Returns the display to the previous screen when the Job Status screen or Machine Status screen is displayed.</p>
<p>3. Job Status: Use to check the progress of active jobs, or display detailed information about completed jobs. This screen will give you device status alerts such as no paper.</p>	<p>4. Machine Status: Use to check the device status, the billing meters, the status of consumables, or print the user documentation and reports.</p>
<p>5. Touch Screen: Use to select programming features and display fault clearance procedures and general device information.</p>	<p>6. Log Out: Use this key to log out at the end of your session.</p>

7. Numeric Keypad: Use to enter alphanumeric characters.	8. Help: Displays help messages for device features.
9. Interrupt Printing: Use to pause the job which is currently copying, to run a more urgent copy job.	10. Start: Use to start a copy job.
11. Clear All: Press once to clear a current entry. Press twice to return to default copy settings.	12. Stop: Stops the copy job in progress.
13. Energy Saver: Use to bring the device out of energy saver mode, perform a quick restart or to power down the device.	14. Language: Use to select a different language for the touch screen options.
15. Not in use	16. 'C' Cancel Entry: Cancels the previous entry made on the Numeric Keypad. Use this if you make an error when typing.

16. The MFD Control Panel – 6400



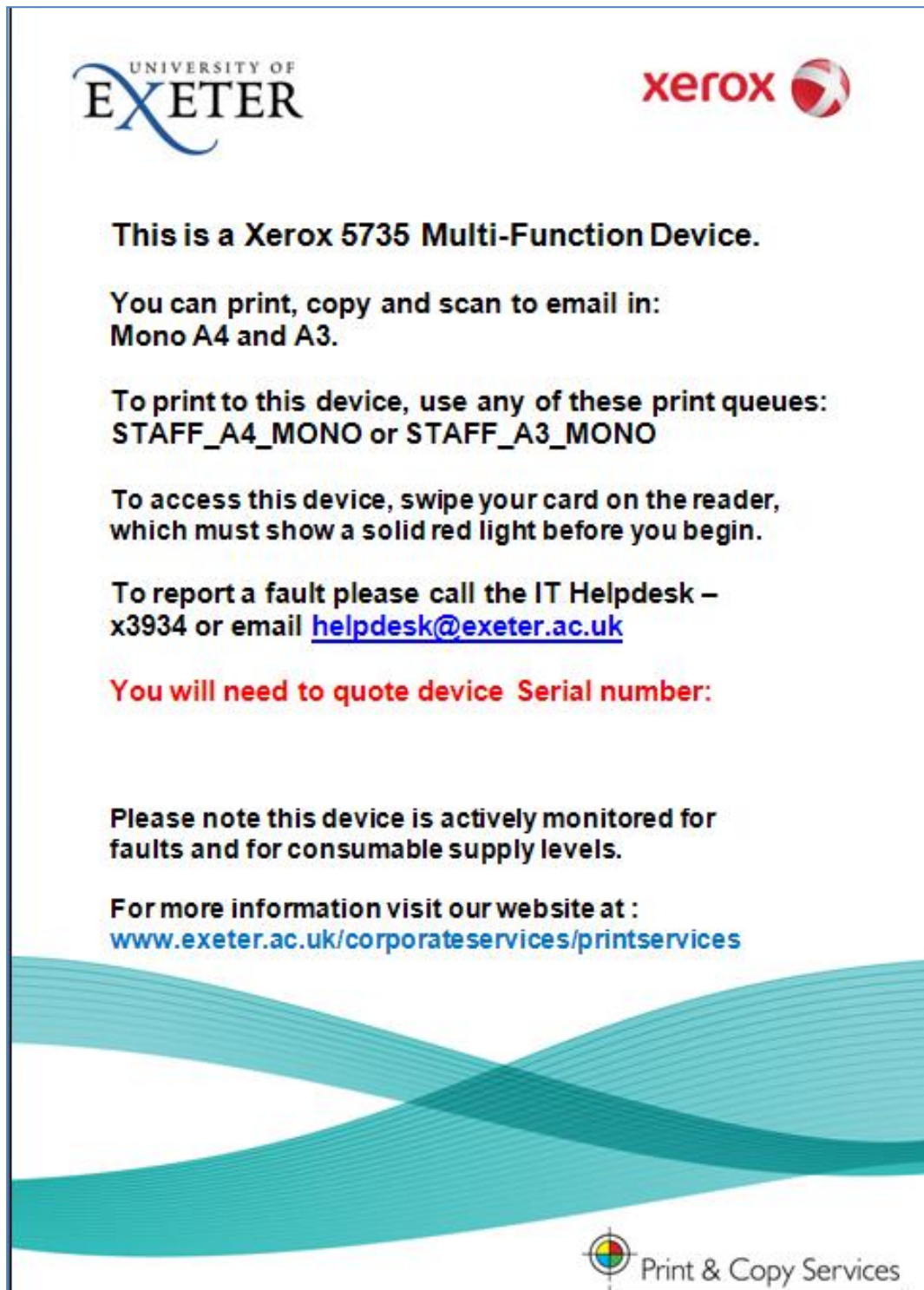
Please note: not all displayed features will be available on all devices

<p>1. Services Home: Provides access to the services available on the device, e.g. copy, release printing.</p>	<p>2. Features/All Services: Makes all features of the device available for your to view on the display.</p>
<p>3. Job Status: Use to check the progress of active jobs, or display detailed information about completed jobs. This screen will give you device status alerts such – no paper.</p>	<p>4. Machine Status: Use to check the device status, the billing meters, the status of consumables, or print the user documentation and reports.</p>
<p>5. Log In/Out: Use this key to manually log in, or out at the end of your session.</p>	<p>6. Help/?: Provides information on how to use the different features accessed.</p>

17. Device Information Posters

Each device will have a poster or label placed nearby explaining the model number, the capabilities of the device and which print queue to use.

Printer Poster Example:



The poster features the University of Exeter logo on the top left and the Xerox logo on the top right. The main text is centered and provides instructions for using the device. At the bottom, there is a decorative teal wave graphic and the 'Print & Copy Services' logo.

UNIVERSITY OF EXETER

xerox

This is a Xerox 5735 Multi-Function Device.

**You can print, copy and scan to email in:
Mono A4 and A3.**

**To print to this device, use any of these print queues:
STAFF_A4_MONO or STAFF_A3_MONO**


**To access this device, swipe your card on the reader,
which must show a solid red light before you begin.**

**To report a fault please call the IT Helpdesk –
x3934 or email helpdesk@exeter.ac.uk**

You will need to quote device Serial number:

**Please note this device is actively monitored for
faults and for consumable supply levels.**

**For more information visit our website at :
www.exeter.ac.uk/corporateservices/printservices**

 **Print & Copy Services**

18. Help and Support

What if a machine has a fault?

All the new MFD's are monitored by Xerox remotely. They are able to tell if:

- A machine requires toner or other consumables.
- The machine is jammed.
- The machine has a fault that requires an engineer.

Consumables will be sent automatically.

If the machine has a jam that you are able to clear, please do so, but if you are unable to clear the problem, or if you are concerned that a machine has been out of action for some time please call:

UNIVERSITY OF EXETER IT HELPDESK ON EXTENSION: X3934

- The University of Exeter IT Helpdesk will ask for the device serial number and location. These will be visible at the machine on the poster.
- The University of Exeter IT Helpdesk will try to resolve your problem if possible, and if unable to, they will contact the dedicated Xerox Helpdesk.

What if I need extra help?

- Each MFD has a full set of user guides and quick guides for more detailed information about how to get the most out of them. These are available on the University of Exeter Print & Copy Services web pages at: www.exeter.ac.uk/corporateservices/printservices/.
- Training is being offered during the first weeks of transition – look out for information about when training will be held in your area.
- When the machines first arrive there will be Xerox staff walking the floors on hand to assist.
- If in the future you have trouble logging on or you cannot get your documents to print, call the University of Exeter IT Helpdesk.
- www.xerox.com will give you PDF quick guides, full user guides and interactive guides for the MFD's. Just use the search bar and type in the device model number.
- For any questions on charges, which will be subject to regular review, please see the Print & Copy Services webpage.