



# Departmental Network Copier/Printer

## Frequently Asked Questions

### **What printer do I use when printing?**

Select FollowMe print queue when printing. For more information please [CLICK HERE](#) to access the Papercut printing guide.

### **Why are my print jobs not processing?**

Do you have PaperCut Installed and running? Make sure you printing to the correct print device.

### **PaperCut is installed but I still can't print?**

Check to see if PaperCut is running. If not, start the application.

### **Where do I get PaperCut?**

Software Center or \\papercut02.ad.fiu.edu\PCClient

### **Why is my computer freezing when I print?**

When processing a print job it can take time for your system to render the pages being queued. This of course, depends on the amount of pages and document complexity you are printing. For further information please contact Toshiba at 1-877-855-1344

### **Why won't my print job automatically come out?**

Toshiba has implemented a new technology called FollowMe. This means that when you print your document the print job will be waiting for you at any campus wide Toshiba printer. All you have to do is swipe your OneCard and select the print job you would like to retrieve.

### **My print jobs wont print it says my account does not have money?**

In some cases the wrong account has been tied to a group. This is a service setup by Toshiba and Business Services. You must escalate your call to 1-877-855-1344

### **When I swipe my card I don't see my print jobs.**

Make sure you are logged in with your username when you print. Make sure Papercut is running. Make sure you are printing to the correct printer. Does your Panther ID start with a '0'? If so, that could be the issue, contact Toshiba at 1-877-855-1344

### **What is the cost of copying and printing using my departmental equipment?**

Cost depends on the model of copier chosen. Under the new contract, each model has a base rate which varies depending on the model of the copier chosen. Additionally, there is a nominal click charge of \$0.0047 per side for each monochrome (black and white) copy and/or

print and a nominal click charge of \$0.045 per side for each color copy and/or print. An additional, base monthly charge is assessed for additional services and accessory capabilities such as faxing, hole punching, etc. Go to [shop.fiu.edu](http://shop.fiu.edu) for listing of available models and accessories along with the associated pricing.

### **Is there a cost for Scanning?**

Scanning to USB and scanning to FIU email are free features for most models. When scanning is the predominant use for the equipment, an additional monthly fee may be assessed for maintenance and servicing.

### **Are paper and supplies included in the cost?**

Staples, toner, fuser oil, and parts are included in the click rate and therefore no additional charges will apply for these supplies. Departments are responsible for purchasing and maintaining their own paper. Please visit Office Max at <http://www.officemaxworkplace.com/> to order the recommended paper choices. All equipment models work best with 20lb, 30% recycled bond paper. Please use the recommended product to maintain efficient operation and a long life for your equipment.

### **How will I be charged for copies and prints?**

The software system (PaperCut) will track copy and print usage on an individual and departmental level via Active Directory (AD) authentication credentials (username and password). Printing authentication will occur when an individual logs onto their computers using their AD credentials. Copying authentication will occur by the use of an individual's One Card or simply by typing in AD authentication information at the copier console.

### **What other features are available with the new system and equipment?**

Mobile (follow-me) printing, USB printing, cloud printing, double-sided copying and printing and many other features are available depending on the model. The equipment is a copier and printing device so that you are able to staple and print (one-sided or double-sided) from your desktop computer. Copiers are set to automatically default to double-sided copying and printing as a part of FIU's environmental efforts on campus. The new system also offers an app feature for ease of submitting documents and jobs for printing from mobile devices.

### **What is the mobile app and how can I get it?**

The copier/printer devices work with Google Cloud Print. Multiple applications allow you to print to Google Cloud Print found at [www.google.com/cloudprint/learn/apps.html](http://www.google.com/cloudprint/learn/apps.html). There is a list of applications that will pertain to whichever mobile device you are using (i.e. Android, IOS or Laptop). Each application will give you the ability to print from your device and be securely released at any Toshiba device.

### **Where can I make copies on campus?**

Usage is available on any equipment that you have been authorized to copy and print. Most departments have dedicated equipment which provides access to employees of their specific

unit. Codes can also be used in all areas, with the exception of student-related areas (i.e., computer labs, library).

### **How long does my print job remain in the system?**

When printing, you must retrieve your document within 24 hours of submission or the user may delete after printing. Should the equipment fail to print your document or you wish to print later, you should be able to retrieve your document within the 24-hour time frame. All jobs are automatically erased and cannot be retrieved after 24 hours.

### **Where can I get training or find tutorials on how to use of the equipment?**

Training sessions will be scheduled upon installation. Additional departmental trainings will also be scheduled as needed. See [shop.fiu.edu](http://shop.fiu.edu) for additional information concerning training. Detailed signage will be displayed near your copy/print device with step by step instructions. In addition, an online tutorial, webinar, and/or recorded video will be available on the [shop.fiu.edu](http://shop.fiu.edu) website.

To request additional training, please contact Toshiba at:

Email: [CustomerCare@tbsfl.toshiba.com](mailto:CustomerCare@tbsfl.toshiba.com)

Phone Customer Service: 1-800-526-7926

Please provide the following information when you call for service: Model#, ID#, Contact Name, Contact Phone Number

### **Are my copies/prints secured?**

Software on the equipment encrypts and overwrites all copies, prints, scans, faxes, and disks, immediately after every job operation ensuring, that overwritten data cannot be retrieved or recompiled in a readable format. The software system follows applicable Department of Defense (DoD) standards to assure that information is secure.

### **Can students use the departmental network equipment?**

Students who are employees in a department will have access to use the equipment for departmental work-related purposes use. Should there be a desire to limit use of any employee in your department (student and/or staff), the department head, budget manager or designee may request credentials to manage employee access for your specific department. Please visit [ww.shop.fiu.edu](http://ww.shop.fiu.edu) to obtain the Departmental Network Copier/Printer Order Form to request management credentials.

### **When is my old copier equipment going to be removed?**

All of the current Toshiba equipment will be replaced according to the deployment schedule developed in conjunction with each department. There may be a short overlap of both the old equipment and the new equipment being housed on the floor. The unused equipment should be removed within same day or no more than one day following the installation of the new equipment. If unused equipment remains in your area longer, we apologize, please contact Business Services at x72172 to schedule pickup.

### **What are the requirements to obtain new copier equipment and added features?**

To obtain new equipment, please review the 5-steps found at [shop.fiu.edu](http://shop.fiu.edu). You should receive notification within 48 hours acknowledging that your request was received. Subsequently, you should receive a phone call or email confirming your order and you will receive a date of delivery.

### **Service Repair**

Email: [FIU.Service@Tbs.toshiba.com](mailto:FIU.Service@Tbs.toshiba.com) (please provide Model#, ID#, Contact Name and description of problem)

Phone 1-800-526-7926

After Hours (5:00PM & weekends) – 954-428-1300, follow VM prompts pick Dade County

### **Supply Deliveries**

Email: [FIU.Supplies@Tbs.toshiba.com](mailto:FIU.Supplies@Tbs.toshiba.com) (please provide Model#, ID#, Contact name and description of supplies needed)

Phone: 1-800-526-7926

### **General Issues, Service Escalation**

Phone: 1-800-526-7926 (please prompt to customer service)

954-608-8308 – Brian Curry, Account Representative

Ext 18466 – Daniela SanMiguel, Customer Service

Email: [Customer.Care@tbsfl.toshiba.com](mailto:Customer.Care@tbsfl.toshiba.com)

For emergency repairs after hours, holidays and weekends, there is a fee of \$250 per hour. Service Tech on call will call back within 30 minutes.

### **What are the electrical and space requirements for the new copier equipment?**

Space and electrical requirements vary based upon the equipment model. Please [CLICK HERE](#) to review the requirements for the equipment that you have chosen.

### **What can I do if I suspect that an unauthorized person is using my FIU *One Card* or if my FIU *One Card* is lost?**

Your department will be responsible for all copies and prints associated with your copier/printer device. If you suspect that your authentication credentials have been breached, report immediately to the FIU Information Technology Department. If your card was lost or stolen, you must deactivate your card immediately at [onecard.fiu.edu](http://onecard.fiu.edu). You may visit the FIU *One Card* office to receive a duplicate ID and you will be charged \$15.00 cash or check. If your card was stolen, you may bring a copy of your police report to reduce your replacement cost to \$5.00.

**How do I get a new FIU *One Card*?**

The Faculty/Staff member must be an active FIU employee with a valid Panther ID number in order to receive a FIU *One Card*. Visit the FIU *One Card* Office located in Gold Garage (PG 1 - 100) and present a valid government issued photo ID when requesting a new FIU *One Card*. You may contact the FIU *One Card* Office at 305-348-2273 or email [onecard@fiu.edu](mailto:onecard@fiu.edu) for more details.

**Do I have to get a new copier/printer?**

No, you can elect to consolidate, share or eliminate a machine. However, Toshiba is the sole provider at FIU of networked copiers. While desktop printers are admissible outside of this process, purchase of copiers from an alternative manufacturer is not permitted. Please visit [shop.fiu.edu](http://shop.fiu.edu) to understand the definition for a desktop printer.

**Can I use desktop printers?**

Yes, desktop printers may be used. However, we strongly encourage you to factor in all cost when make the decision to use desk top printers. While the printers themselves can be economical, the cost of toner and repairs often far exceeds the cost of a networked copier/printer. Additionally, cost associated with multiple desktop printers will add up quickly. The most cost effective approach is typically sharing one machine across multiple users.

**Why does my apple computer not print in color?**

The default print setting for all Apple computers is to print in Black + White. To send a color print job, ensure to select the proper color options from the print settings menu

**Where can I get training or find tutorials on how to use of the equipment?**

Training sessions will be scheduled upon installation. Additional departmental trainings will also be scheduled as needed. See [shop.fiu.edu](http://shop.fiu.edu) for additional information concerning training. Detailed signage will be displayed near your copy/print device with step by step instructions. In addition, an online tutorial, webinar, and/or recorded video will be available on the [shop.fiu.edu](http://shop.fiu.edu) website.

For a quick operating training guide please [CLICK HERE](#).