

Ricoh Multi-Function Device (MFD)

Staff User Guide

Information Services: August 2017



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Print Release printing

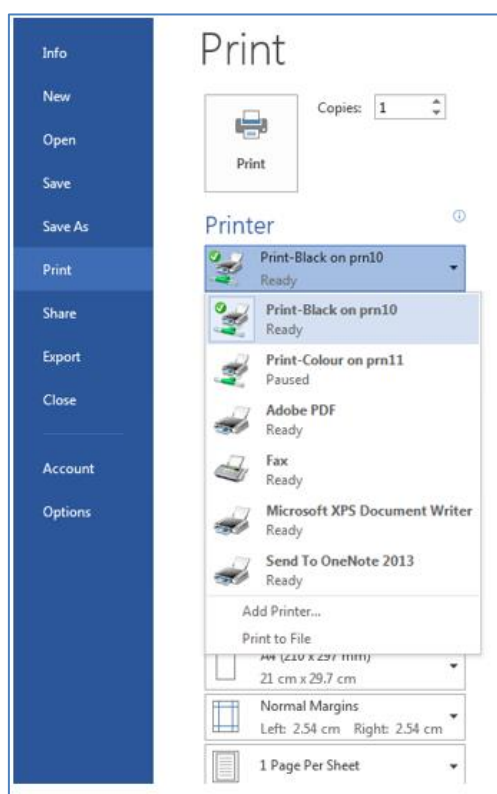
Information Services Managed Print Service for Staff now utilises Print Release printing, now all print jobs done on our Managed Staff Desktop Service are held securely on our print servers and can only be physically printed once you have logged in and released your print job from one of the many Ricoh MFD devices which are located in staff areas, Student PC Labs, Library and Learning Commons areas.

Print release printing provides a secure and confidential way off printing which mitigates against the risk of data security breaches due to confidential documents being left on printers because users have forgotten to pick up their print jobs.

No print jobs or personal data are held on the MFD device, all print jobs are held on our servers for up to 3 days, after this time they are automatically deleted.

On our Staff Managed Desktop there are 2 print release queues

- Print-Black on PRN10
- Print-Colour on PRN11



If necessary, select the print queue required from the **Printer** options in your application.

Once you have sent your document to print, you can release it at any MFD.

Default print setup

Staff will need to manually set their default print queue, Information Services recommendation is to set this to the **Print-black** queue (most environmentally friendly setting), and your document will be printed **double sided** (printed on both sides of the paper) by default.

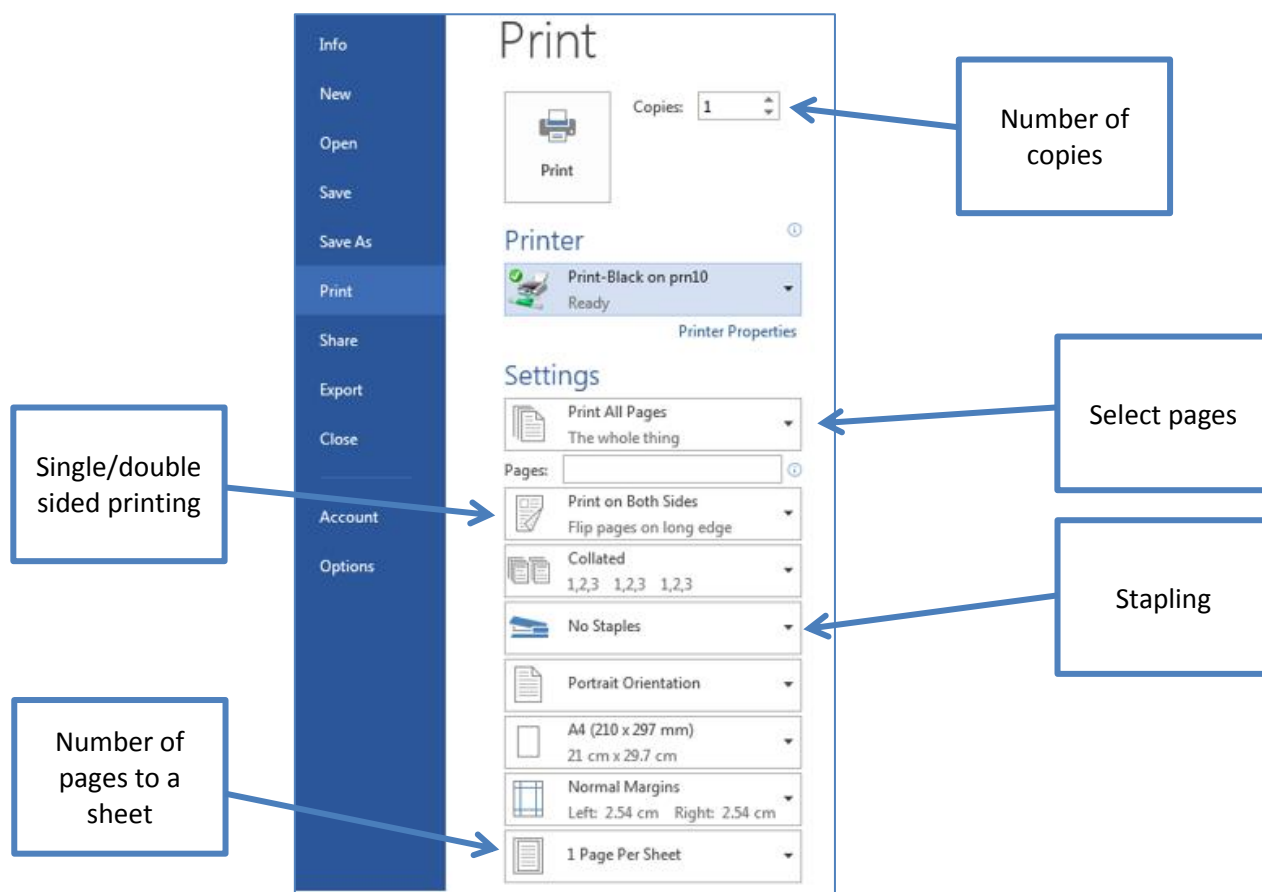
Print Options

The following example is from Microsoft Word – the principle is similar in other applications.

1. Open the **File** tab and then select **Print** from the menu on the left
2. Set the number of copies /other options required
3. Click **Print**

Other applications print in a similar way – look for the **File** menu or tab.

Print settings



The following instructions apply when printing from the HWU Managed desktop (staff and student).
If you are printing from your own device, see **WiFi printing** instructions on page 10.

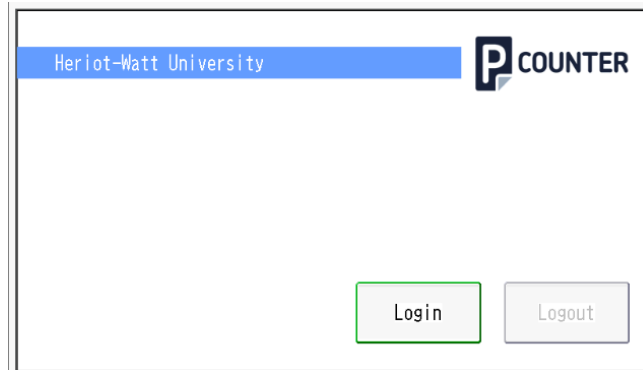
Stapling

Stapling options are available on all MFD devices in Information Services Student PC Labs, Library and Learning Commons Study Areas. For staff devices please check your local device as not all staff devices have stapling options installed.

Logging in/out of MFD

Using
Touch Pad

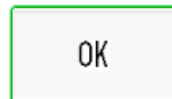
- Select **Login**



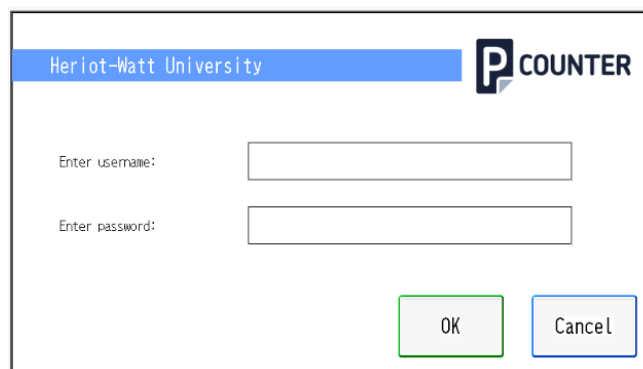
Heriot-Watt University P-COUNTER

Login Logout

1. Use the Touch Screen enter your **HWU User ID** and then tap



OK



Heriot-Watt University P-COUNTER

Enter username:

Enter password:

OK Cancel



Enter username: Cancel OK

cengs 5/256

Backspace Delete All

1 2 3 4 5 6 7 8 9 0 - =

q w e r t y u i o p [] \

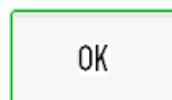
a s d f g h j k l ; ' _

z x c v b n m , . / #

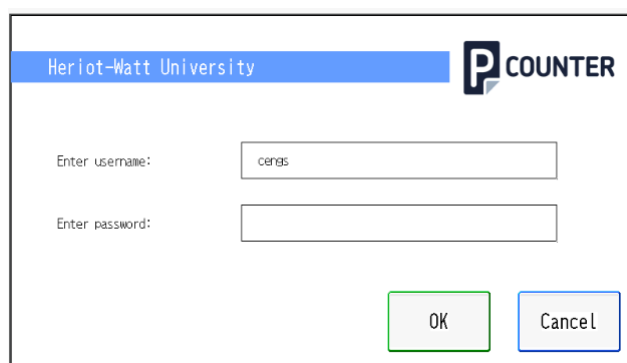
Shift Lock Shift Space

Text Entry User Text

2. Enter your **Password** and then tap



OK

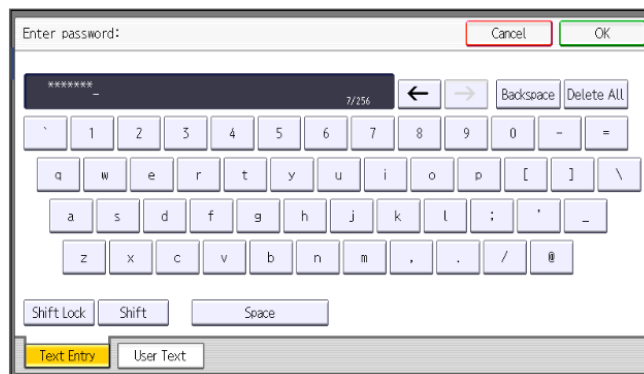


Heriot-Watt University P-COUNTER

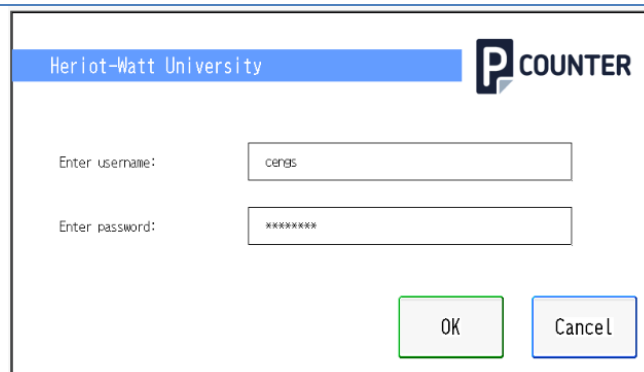
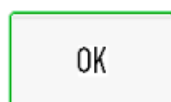
Enter username:

Enter password:

OK Cancel

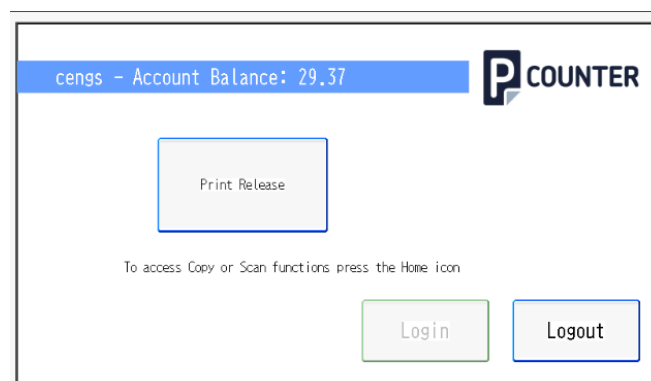
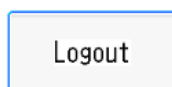


3. Finally Tap

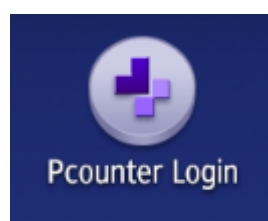


Logout

1. Tap

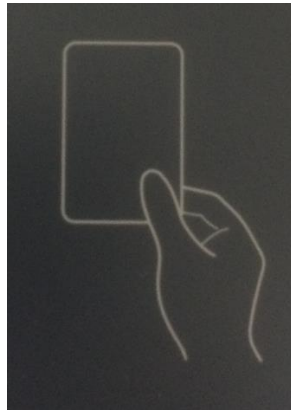


1. If required Tap **Home**
2. Tap **Pcounter Login** to get to logout window



**Using Staff
Card or
Building
Access
Control
Card**

1. **Login\Logout**
by Tapping
your card on to
the MFD Card
Reader



1. Self-Associating
card on 1st use.
Tap card on to
Card Reader.
2. Enter your
HWU User ID

A screenshot of a login interface titled "Heriot-Watt University" and "P-COUNTER". It prompts the user to "Enter the account to associate with the card." with fields for "Enter username:" and "Enter password:". At the bottom are "OK" and "Cancel" buttons.

Heriot-Watt University P-COUNTER

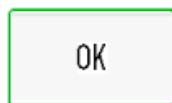
Enter the account to associate with the card.

Enter username:

Enter password:

OK Cancel

3. Tap

A screenshot of the same login interface as above, but with the username field filled with "lans" and the password field filled with "*****".

Heriot-Watt University P-COUNTER

Enter the account to associate with the card.

Enter username:

Enter password:

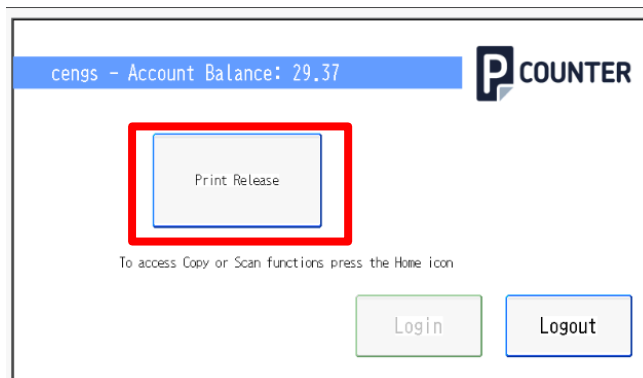
OK Cancel

Print release

Print Quota : Information Services provide every staff member £30 (600 BW Prints) of Print Quota that can be used on our MFD devices located in Student PC Labs, Library and Learning Commons Study Areas, all printing and copying from these devices is charged against your quota. **Printing or copying from staff devices is not charged against your quota as your school or business unit finances your printing and copy costs.**

Use the touch screen to release your document

- | | |
|----------------------------|-------------------------|
| Log in | 1. See above |
| Activate the Print feature | 2. Select Print Release |

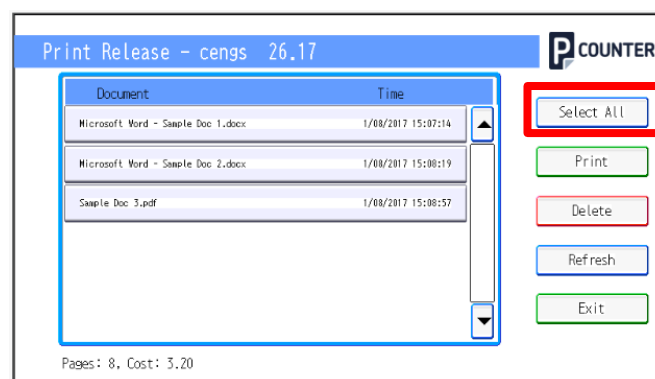
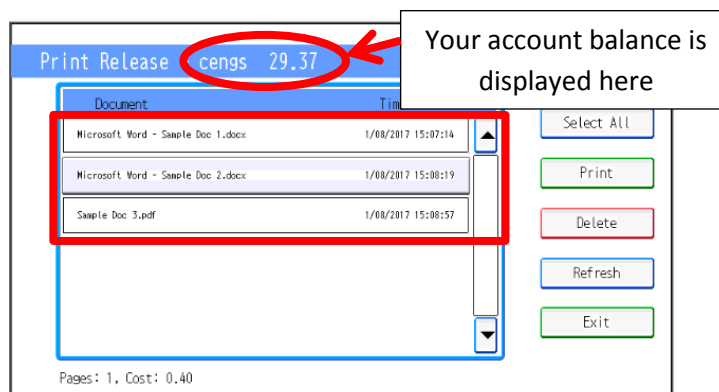


Select your document (s)

3. Tap the document(s) required to select from the list

Or

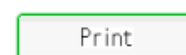
Tap **Select All** if you wish to print all of the documents



Print your document

4. Once selected tap Print

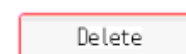
Your Account Balance will be adjusted to pay for your printing



Remove document from print queue
Log out

5. Select the document and tap Delete
6. See above

Your Account Balance will not be affected.



Copy

All of our Ricoh MFDs use Energy-Saving mode, just tap the MFD's touch screen to wake the device up.

Place your copies face up in the tray on the top of the device.

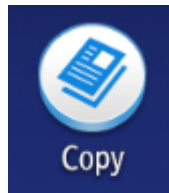
Use the touch screen to operate the MFD

Log in 1. See page 9

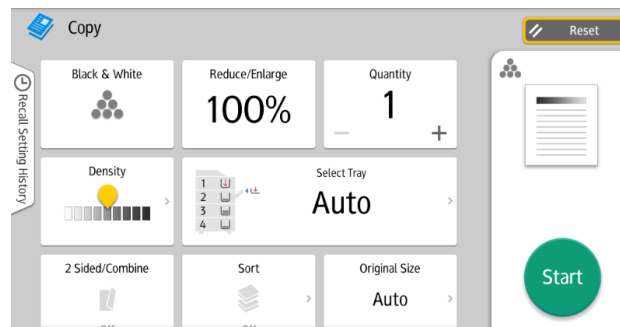
Activate the Copy feature 2. Select **Home**



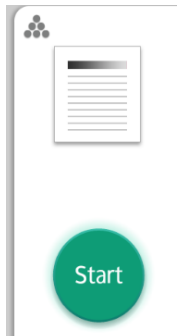
3. Select **Copy**



Set your options 4. Select the options and number of copies you require



Start Copy 5. Press **START**



REMEMBER TO LOG OUT!

Collect your copies from the tray on the left of the device.

Log out 6. See above

Scan

All of our Ricoh MFDs use Energy-Saving mode, just tap the MFD's touch screen to wake the device up.

You can either Scan your Document to your Heriot-Watt Email Address to your University Home Directory (H: Drive)

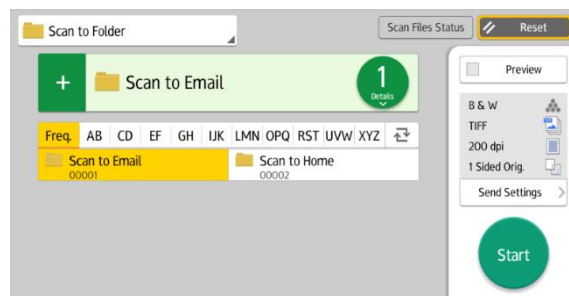
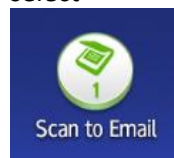
Place your document face up in the tray on the top of the device.

Use the touch screen to operate the MFD

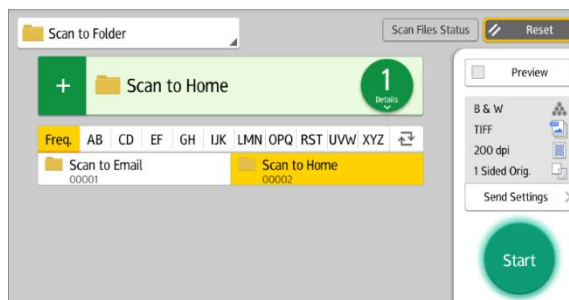
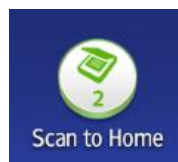
Log in 1. See page 9

Activate the Scanning feature

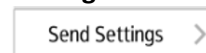
Set destination 2. Select **Home**



Set destination 4. To Scan to Home Directory select

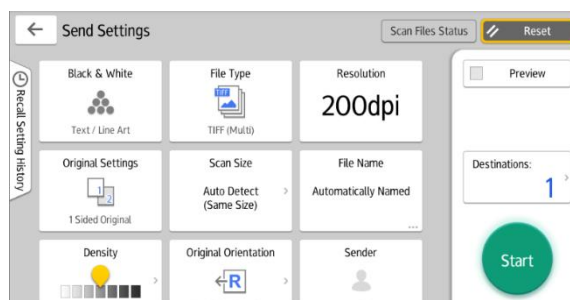
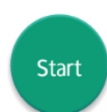


5. Select **Send Settings**



To change to colour scanning, type of file to save as TIFF or PDF and resolution (DPI).

6. Press Start to Scan.



REMEMBER TO LOG OUT!

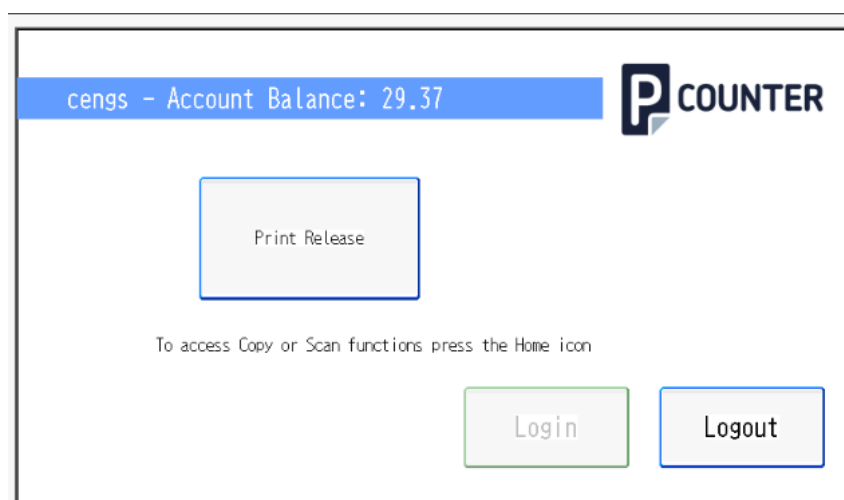
Log out 7. See above

Account balance

Your account balance is displayed on the touch screen when you are logged into the MFD. Please note that on Staff devices your Account Balance does not include any Free Quota that Information Services has provided you with, Free Quota contribution to your balance will only be displayed on our devices in the Library, Learning Common study areas or Student PC labs.

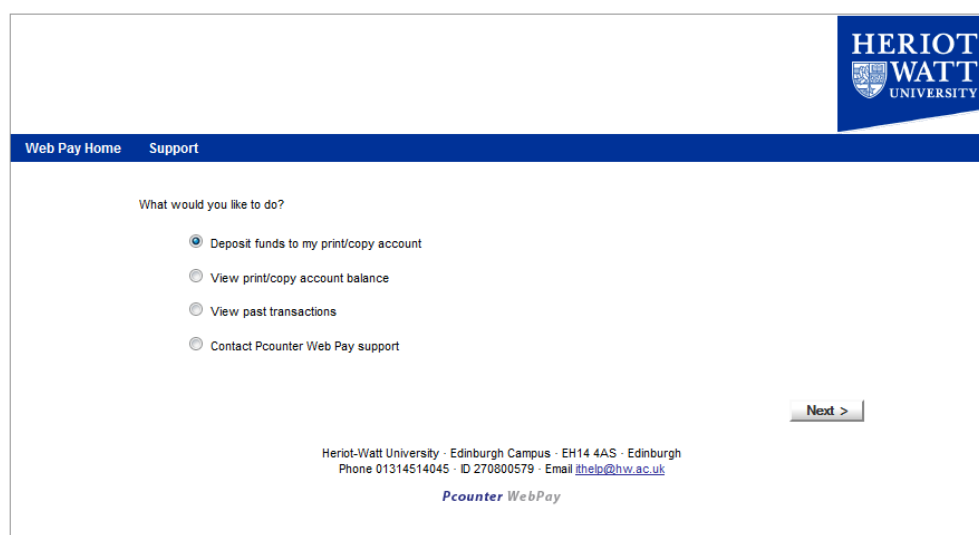
When you print or copy using one of Information Services devices in our Library, Learning Commons study areas or student pc labs the balance is automatically adjusted to pay for your print or copy.

If you don't have enough credit in your account an error message will be displayed.



You can add credit to or review your account status at <https://heriotwatt.pcounterwebpay.com/>

Your School or Professional Services business unit can also add quote on to your account by contacting IThelp@hw.ac.uk and providing a cost centre for us to charge your quote to.



Please note that Print and Copy Charging against your print quota is not applicable when using Staff MFD Devices in your School of Professional Services business unit. You do not need to have Print Quota on your account to use Staff devices.

WiFi printing

You can use our WiFi printing service to print from your own device

This is a service available on all student centrally timetabled PC Labs and areas including all floors of the library and enabled staff areas. The Wi-Fi print service allows anyone connected to the University **Eduroam** wireless network, with a valid Heriot Watt University IT account and enough balance on their print quota, to print in either black and white or colour from their Wi-Fi enabled device to enabled **Multi-Function Devices** via the university's print release service.

To use WiFi printing

Log in to the WiFi service

1. Go to <http://wifiprinting.hw.ac.uk>
2. Log in with your Heriot-Watt username and password

To sign in, please enter your username and password below.

Username:

Password:

Login

Welcome Screen displayed

HERIOT WATT UNIVERSITY

Log Out

My Print Jobs Web Print My Printers

My Print Jobs

Upload Document To Print

Supported documents include Microsoft Office, PDF, JPG, GIF, PNG, TIF, BMP.

Next »

Date/Time	Filename	Pages	Status	refresh
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Locate the file you want to print

3. Click **Browse** and select the file you want to print

HERIOT WATT UNIVERSITY

Log Out

My Print Jobs Web Print My Printers

My Print Jobs

Upload Document To Print

Supported documents include Microsoft Office, PDF, JPG, GIF, PNG, TIF, BMP.

Next »

Date/Time	Filename	Pages	Status	refresh
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Convert the document to be printed

4. Click



Wait while the document is converted for printing

This may take a few minutes if the document is large so please be patient

A list of available printers will appear

HERIOT WATT UNIVERSITY

My Print Jobs Web Print Driver Print Email Print My Printers

My Print Jobs

Your print job has been added successfully. It will be processed automatically in a moment.

Upload Document To Print

Browse...

Supported documents include Microsoft Office, PDF, JPG, GIF, PNG, TIFF, BMP, TXT. For other formats, use [Driver Print](#).

Next >

Date/Time	Filename	Pages	Status	refresh
01/09/17 16:27	MFD User Guide for Staff 2017.docx	13	Awaiting release	

To print this job, select a printer below:

Print-Black ☐ Advanced

Print-Colour ☐ Advanced

To change the default options before printing

5. Select the  Advanced checkbox beside the printer you wish to use
6. Select the options required e.g.
 - Number of copies
 - Page range
 - Single-sided

HERIOT WATT UNIVERSITY

My Print Jobs Web Print Driver Print Email Print My Printers

My Print Jobs

Your print job has been added successfully. It will be processed automatically in a moment.

Upload Document To Print

Browse...

Supported documents include Microsoft Office, PDF, JPG, GIF, PNG, TIFF, BMP, TXT. For other formats, use [Driver Print](#).

Next >

Date/Time	Filename	Pages	Status
01/09/17 16:27	MFD User Guide for Staff 2017.docx	13	Awaiting release

To print this job, select a printer below:

Print-Black ☒ Advanced

Number of copies:

Print from page to

Double-sided print (works only if the printer supports duplex):

☐ None

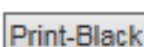
☒ Long-side (most common)

☐ Short-side

Print in black/white even if document contains color: ☐

Print-Colour ☐ Advanced

Print

7. Click on the Printer Button e.g.  of the device you want to print to

  Advanced

The status will change to **Printed** when the print has been sent to the printer

Date/Time	Filename	Pages	Status
04/09/17 08:52	MFD User Guide for Staff 2017.pdf	13	Printed (Print-Black)

All feedback on this service is welcome. Please direct all comments to the ithelp@hw.ac.uk