Ricoh Multi-Function Device (MFD)

Staff User Guide

Information Services: August 2017

Contents

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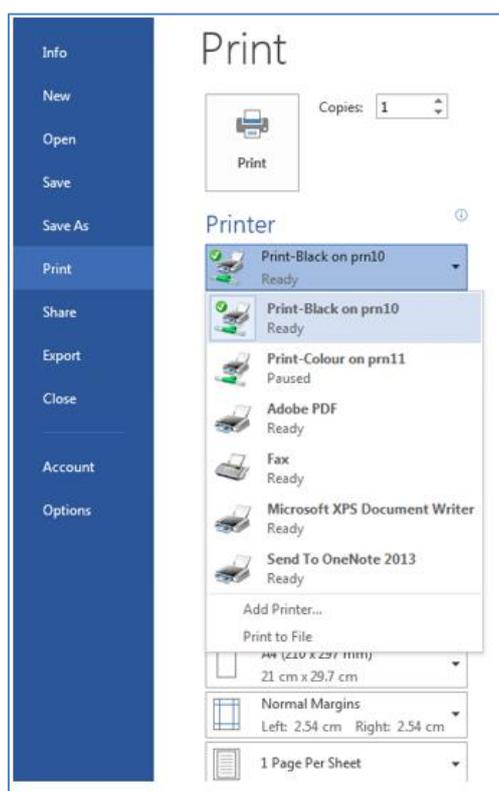
If necessary, select the print queue required from the **Printer** options in your application.

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.
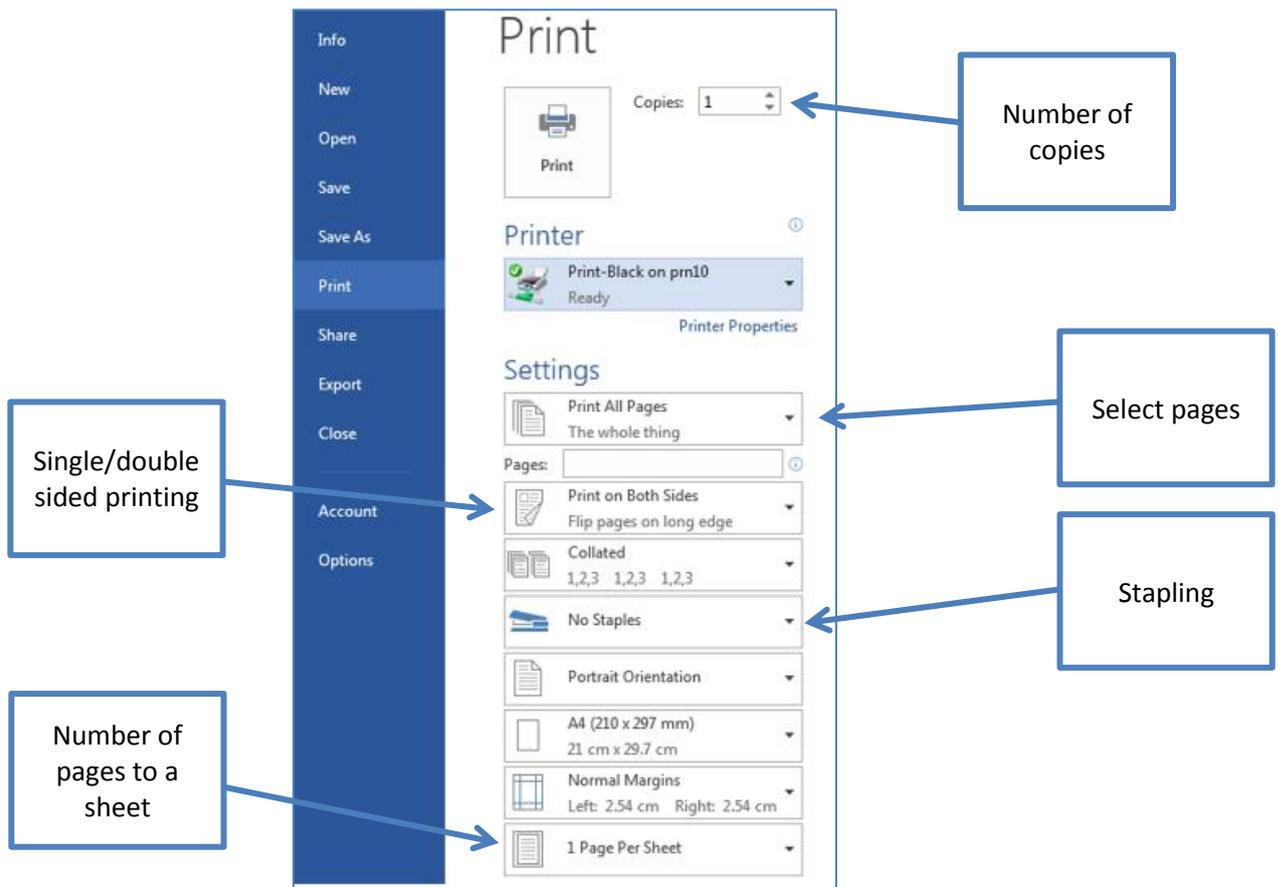
Print Options

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.
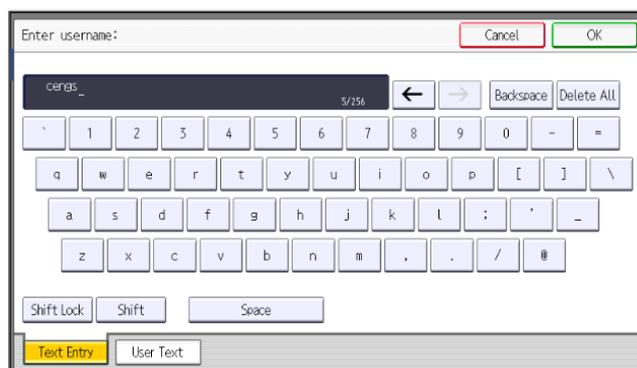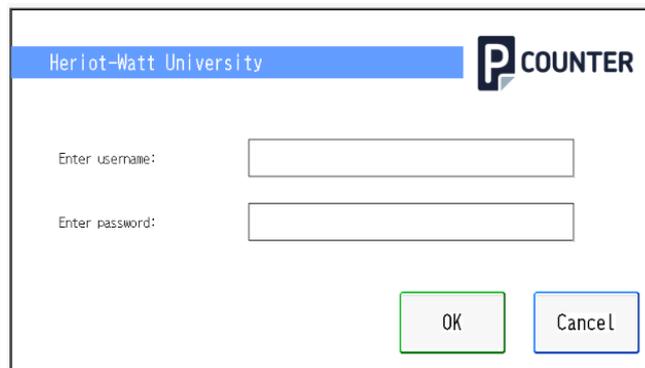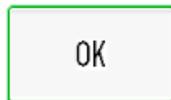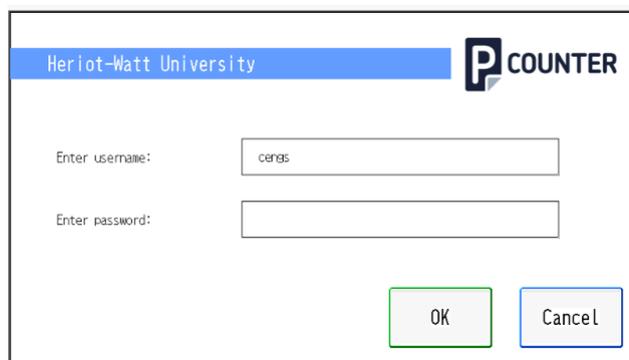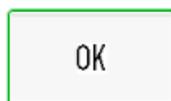
Logging in/out of MFD

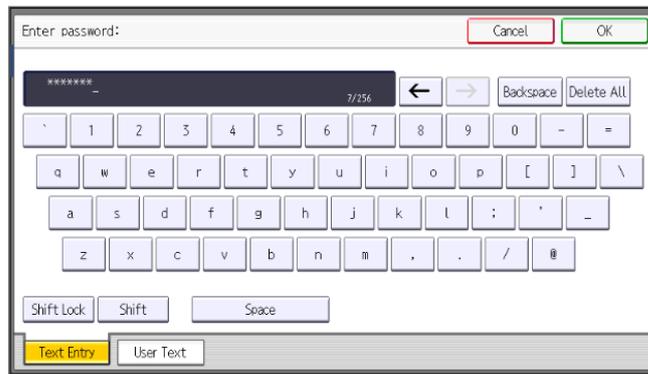**Using Touch Pad**

- Select **Login**
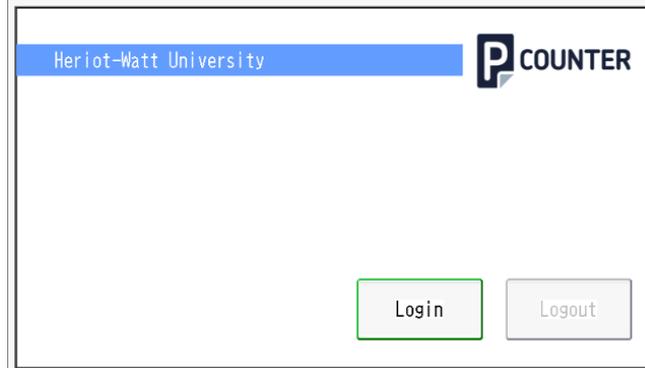
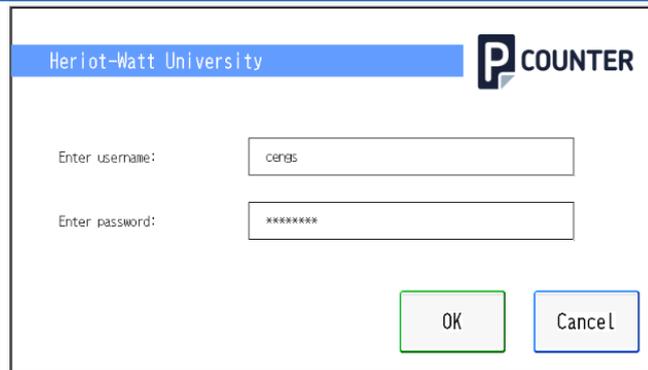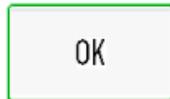1. Use the Touch Screen enter your **HWU User ID** and then tap **OK**

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

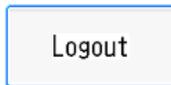|	
3. Finally Tap	

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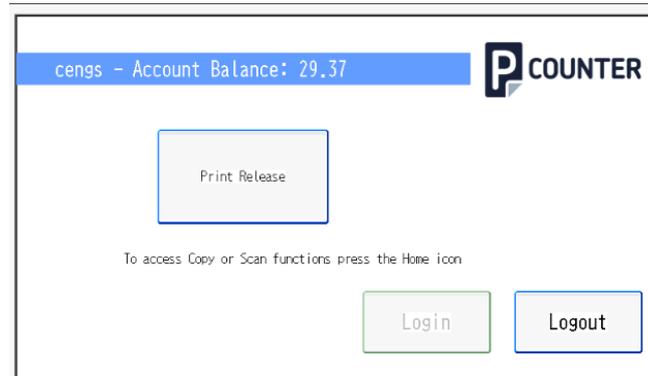
1. If required Tap **Home** 2. Tap **Pcounter Login** to get to logout window	

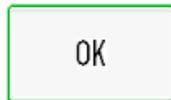|	
Using Staff Card or Building Access Control Card	1. **Login\Logout** by Tapping your card on to the MFD Card Reader
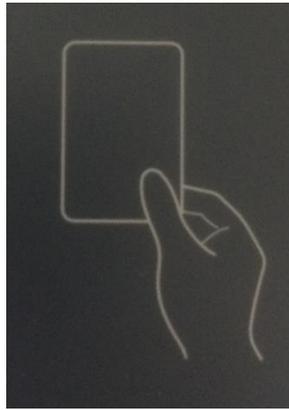
1. Self-Associating card on 1st use. Tap card on to Card Reader.
2. Enter your **HWU User ID**

3. Tap

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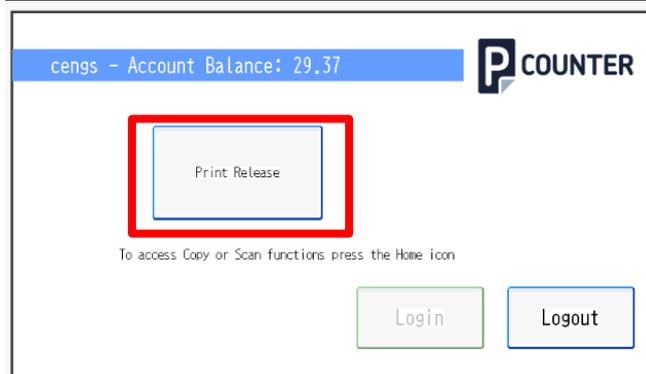
Select your document (s)	3.	Tap the document(s) required to select from the list Or

Your account balance is displayed here

		Tap **Select All** if you wish to print all of the documents
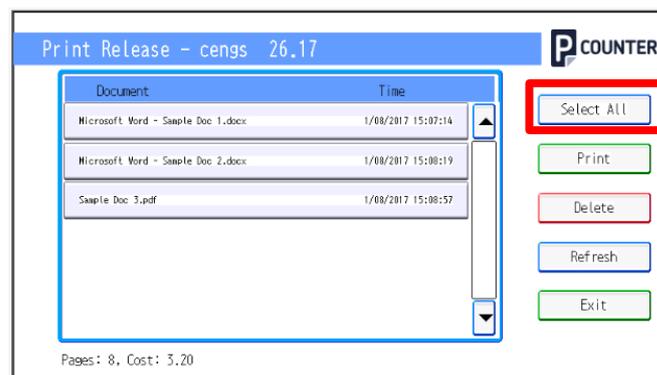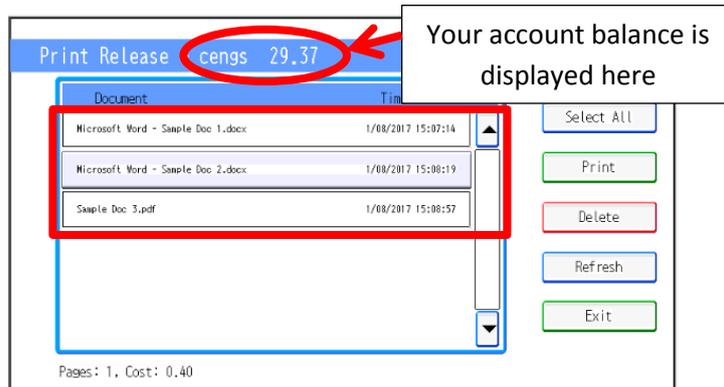
Print your document	4.	Once selected tap Print	Your Account Balance will be adjusted to pay for your printing
Remove document from print queue	5.	Select the document and tap Delete	Your Account Balance will not be affected.
Log out	6.	See above	

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

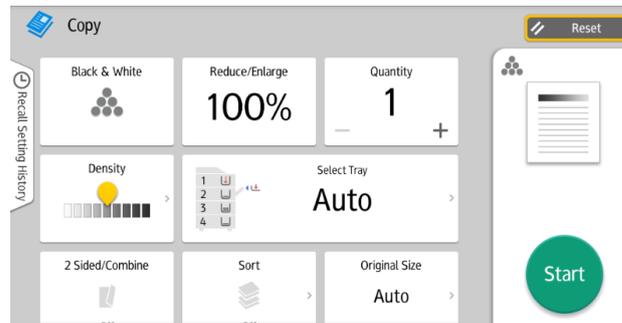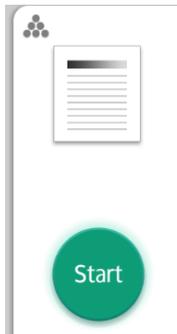|		
Log in	1.	See page 9
Activate the Copy feature	2.	Select **Home**
	3.	**Select Copy**
Set your options	4.	Select the options and number of copies you require
Start Copy	5.	Press **START**
Log out	6.	See above

REMEMBER TO LOG OUT!

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

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)

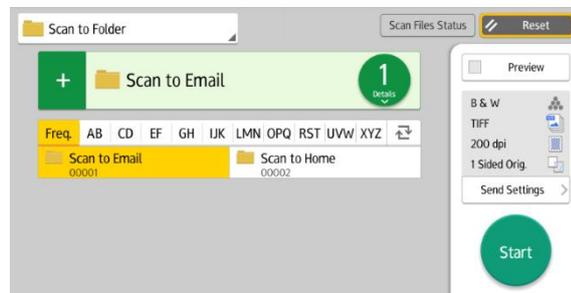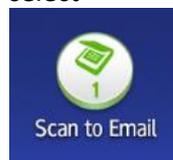*Place your document face up in the tray on the top of the device.*

Use the touch screen to operate the MFD

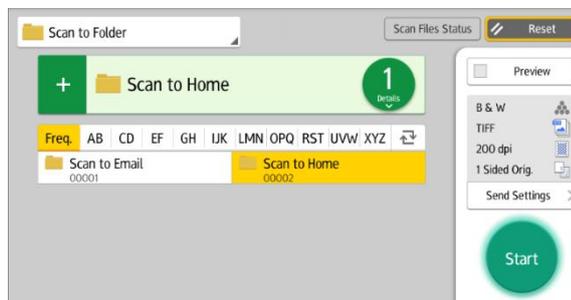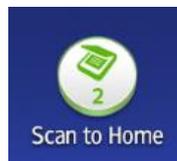|		
Log in	1.	See page 9
Activate the Scanning feature	2.	Select **Home**

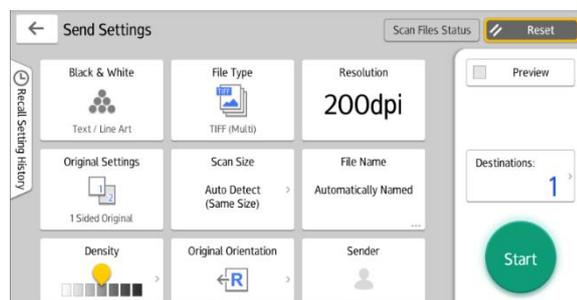|		
Set destination	3.	To Scan to Email select

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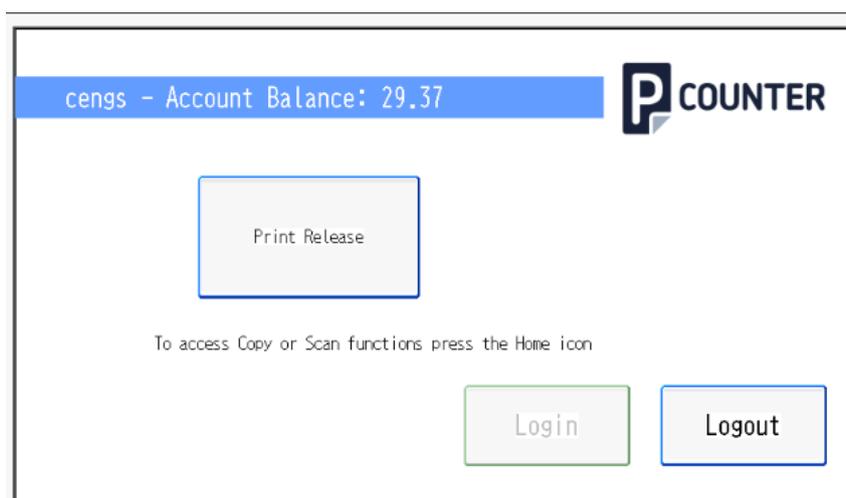
You can add credit to or review your account status at https://heriotwatt.pcounterwebpay.com/

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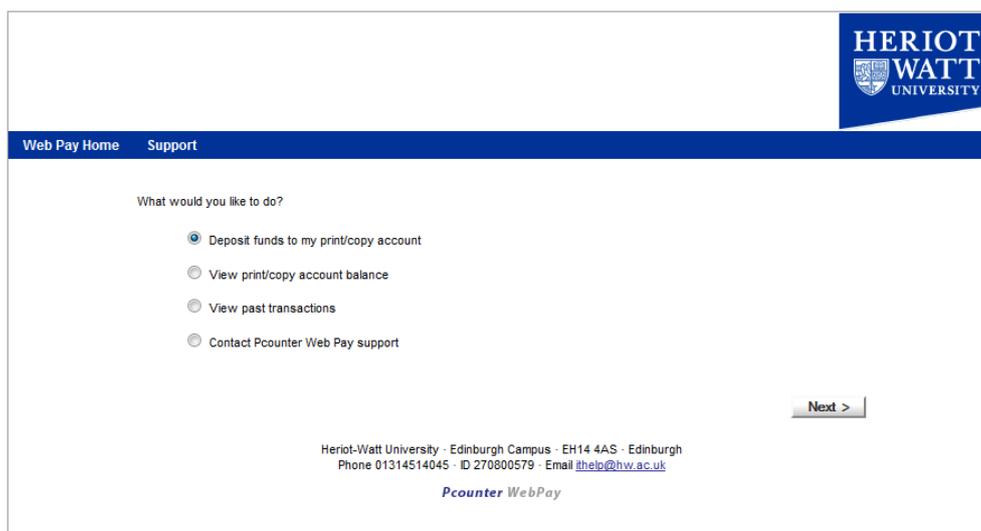
Please note that Print and Copy Charging against your print quota is not applicable when using Staff MFD Devices in your School of Professional Services business unit. You do not need to have Print Quota on your account to use Staff devices.

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 **M**ulti-**F**unction **D**evices 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: ms198 Password: ●●●●●● Login
	Welcome Screen displayed	HERIOT WATT UNIVERSITY — My Print Jobs · Web Print · My Printers — Log Out **My Print Jobs** Upload Document To Print Browse... Supported documents include Microsoft Office, PDF, JPG, GIF, PNG, TIF, BMP. Next » Date/Time · Filename · Pages · Status · refresh EveryonePrint 3.2.1 © 2003–2013 Next Print Solutions Aps All logos, brand and product names may be registered trademarks or trademarks of their respective holders and are hereby acknowledged.
Locate the file you want to print	3. Click **Browse** and select the file you want to print	HERIOT WATT UNIVERSITY — My Print Jobs · Web Print · My Printers — Log Out **My Print Jobs** Upload Document To Print H:\Student_wifi_printing.pdf Browse... Supported documents include Microsoft Office, PDF, JPG, GIF, PNG, TIF, BMP. Next » Date/Time · Filename · Pages · Status · refresh EveryonePrint 3.2.1 © 2003–2013 Next Print Solutions Aps All logos, brand and product names may be registered trademarks or trademarks of their respective holders and are hereby acknowledged.
Convert the document to be printed	4. Click Next »	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

To change the default options before printing	5. Select the checkbox beside the printer you wish to use 6. Select the options required e.g. • Number of copies • Page range • Single-sided
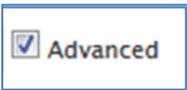
Print	7. Click on the Printer Button e.g. of the device you want to print to
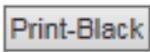
The status will change to **Printed** when the print has been sent to the printer

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