Toshiba Papercut at RBELC

Frequently Asked Questions

How do I first use the new Toshiba Multi-Function device?

First, you must authenticate your OCPS Badge to the device using your OCPS credentials.

How do I authenticate?

Tap your OCPS ID to the badge reader on the machine. Then use your OCPS personnel number and password to log in.

Do I have to re-authenticate every time my password changes?

No, you do **not** have to re- authenticate your badge after every password change.

What if I don't have my OCPS badge, will I be able to us the Multi-Function device?

Yes, you can access the device without your badge; you will need to type in your OCPS credentials (user name and password) to log into the machine.

What is Papercut?

Software application that is on the Toshiba devices that helps manage printing and improves document security. Papercut has the ability to provide chargeback reports to departments**.** Papercut is currently only being used for the RBELC and Ft. Gatlin location for shared devices (Not at school sites).

What is Follow me print?

A feature that allows users to print to a shared print queue and release their print job from any Toshiba device. This ensures printing is confidential to the user and reduces printed waste, from documents left uncollected at the devices. Your documents will **not** automatically print; you must release the job at the device.

What do the icons mean on the opening screen on the device?

Print Release- Release the jobs you sent to the printer from your computer.

Copy/ Fax – allows you to access the device to the Copier Settings and Fax settings.

Scan- Automatically set up to scan to your OCPS Email. Can change settings (1-sided, 2 sided, Portrait, Landscape, paper size)

How do I print to a Toshiba Device from my computer?

Select either the AEL_FollowMe_BW on aelpapercut or AEL_FollowMe_ Color on aelpapercut as your printer name and print. The document will **not** automatically print. Then go to any Toshiba device, badge into machine and release the job.

Can I release a job sent to the FollowMe _COLOR queue on a BW device?

No, jobs sent to the Color queue can only be released on a color device.

Can I release a job sent to the FollowMe_ BW queue on a color device?

Yes, FollowMe_BW qued jobs can be released at any Toshiba device. If it is sent to the BW queue, it will be released as black and white document charging the black and white price.

What is the best use practice?

The best practice is to have the AEL_FollowMe_ BW as your default printer. Use of the FollowMe_ Color should only be used as needed and approved by your manager.

Where can I make copies at the RBELC?

Usage is available on any Toshiba devices.

What if I released a print job, but it did not print?

First check to make sure copier has paper. The screen will show an image of the copy machine and blink job status. Just add more paper and the job will continue where it left off.

Occasionally the copier might not recognize the document size and you will need to manually select the correct paper drawer. Click the job status button on the device for more information (Skipped or suspended).

How long does my print job remain in the system?

When printing, you must retrieve your document within 3 days of submission or it will automatically delete and no longer show in your print queue.

How do I fax?

Badge into a device (that has a fax line) and select Copy and Fax. Once you have accessed the device (image of a copier screen). Select the home button, and then select the fax icon. To get the outside line, for long distance dial 8, the pause button, then the fax number. For local numbers, dial 9, the pause button, then the fax number.

How do I scan?

Badge into a device and select scan. Scan is set up to go your OCPS email. (Scanning is no charge)

Can I scan in color?

Yes, you can scan in color; just adjust the setting to be color. (Scanning is no charge)

Is there a size limitation with scanning?

Yes, scan limitation is based on OCPS Email file size. Adjusting the DPI to the lowest number and scan in black and white will allow for the most pages scanned. For larger scan jobs, the user can break the job into separate scans. Separate scans can be recombined using Adobe Acrobat software installed on your desktop/laptop.

Can I scan to other email addresses?

No, a user cannot specify an email address for security reasons. This prevents unsecured scan jobs from being sent. For example, users cannot accidentally mistype an email address and send information to the wrong person. Once the scan/email is received in Outlook, the user can forward the scan to other employees as needed.

Is paper included?

Yes, only 8 ½ X 11 paper will be provided for the Toshiba devices. To request more paper contact Printing/ Mail room or email OCPSmailroom@ocps.net. Paper will be delivered next to the device. Remember paper is only included for Toshiba devices.

Can I print using different sized paper?

Yes, legal size paper can be added to the 3rd drawer. The bypass tray can be selected for other paper sizes and envelopes.

Are staples included?

Yes, staples are included. If sending a job to the printer, set up stapling in the print queue before sending it to the device. If making a copy, select staple in the settings at the device.

How do I get more staples for a device?

Contact Print/ Mailroom (email OCPSmailroom@ocps.net) with the device number and they will reload the device with staples.

The machine shows the toner as low, do I need to order toner?

Toner is automatically shipped to OCPS when the level is low and delivered next to the machine. Toner should only be changed when the toner level is at 0%, the device will display a notification to change the toner. Extra toner and waste toner cartridges will be available downstairs in Printing Services.

Can we recycle Toshiba copier toner cartridges?

Yes, Toshiba has a recycling program, Ecosmart Toner Recycling. Just bring your used Toshiba cartridges to Printing/ Mailroom and place in provided recycling box. All cartridges are recycled with zero waste going to landfills.

Do Toshiba devices have waste toner?

Only the color Toshiba devices have waste toner. If full, contact print/ mail room for an empty waste toner.

Who do I call to repair my Toshiba copier?

Service Repair Phone 1-800-526-7926

Please have your device ID number on hand before calling. The ID number can be found on the Toshiba Sticker located on the copier front panel of each copier

What is the Cost per Copy Model?

A price structure to help reduce cost by paying only for what you print. Traditionally there is a Device rental and maintenance (click) cost. The cost per copy model includes everything in each click rate (Rental, maintenance, toner, staples and 8 1/2 X 11 paper)

The rate depends on the machine segment (desktop and bigger) and if it is BW or Color.

How will I be charged?

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). Provided cost centers are charged monthly based on the cost per copy model. For each copy/print made, there will be a fee. No charge for scanning. Department leaders will now be able to request detailed reports on copier usage.

I sent a document to the printer and did not release it, will I be charged?

No, charges are only for what is actually printed at the device. If you no longer need the document printed you can delete it off the device, or it will automatically deleted after 3 days.

The cost center showing on my account is not correct.

Contact printing services at copierhelp@ocps.net with the personnel number and correct cost center and it will be corrected.

Who do I contact if I have trouble logging into machine with ID badge.

Make sure your OCPS badge is the only badge in your badge holder. If the badge is not authenticating, contact copierhelp@ocps.net and provide your personnel number.

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

Training sessions will be scheduled upon installation. Additional departmental trainings will also be scheduled as needed. Detailed posters will be displayed near the copier with step-by-step instructions. Further instructions on how to use the Toshiba devices and Interactive-tutorials are located on the Printing Services web page.