

# **New Printing System**

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## Getting Started

Q1. Why are we changing to a new printing system.

A. The old printing system has been in use for over 10 years and the equipment is now out of date or obsolete. Providing a new system will give you many advantages.

Q2. Why can't I just use my card with the new system straight away.

A. The old system stored your credit on your card. The new system stores it against your user account. You will need to either use up your old credit, or have it transferred to the new system.

Q3. How do I use the new system.

A. Before you do anything else, you should register your card by going to a new copier and presenting your card to the card reader.

You will then be prompted to enter your username (Student Number), password, and a PIN number. The PIN number must consist of numbers only and be 4 digits long. You will also need to confirm the PIN. Remember the PIN, you will need to use it every time you want to print, copy or scan.

Assuming everything was entered correctly you should receive a message that your card was successfully registered. If not, try again paying particular attention to enter all details correctly.

Once the card is registered you may add credit using the Cash top up kiosks.

Q4. How do I add credit on the new system.

A. Firstly we will be offering a service to transfer your balance from the old system to the new system. Ask at the IT Support Desk.

Secondly, once registered you may use the cash top up kiosks located on Level 2 copier area and Level 4 PC area.

Thirdly, There will be a secure web payment portal. Go to "[URL Coming Soon](#)" to top up online using a debit or credit card.

Fourthly, Payments can be taken over the counter at the IT Support Counter. This is not the preferred method of payment and will only be available if problems are experienced using the other methods.

Q5. What happens the next time I use a copier.

A. After your card is registered, once you present your card to the card reader, you will only be asked for your PIN. After successfully logging in with the pin you will be presented with a menu offering copying, printing and scanning. Never leave the machine before logging out (close any windows requiring confirmation and press the "Access" button. Physically check that the login screen is present before leaving.).

Q6. What happens if I don't log out.

- A. If you are lucky, the copier may automatically log out after about 60 seconds delay, or the next user may press the "Access" button to log you out before using their card. If the next user is dishonest, or just unfamiliar with the system, they may potentially use the copy facility to copy at your expense. They cannot print their documents since it is logged in as you, not them. It is your responsibility to log out, just as it is with a PC. We will not offer refunds of printing credit lost in this way.

### **Sending to Print**

Q7. How do I print to the new system.

- A. While we change over from one system to the other it is necessary to have printers on both systems available. Learn the names of the print queues below and use the appropriate ones.

#### Old System

ISS Monochrome Printing

ISS Colour Printing

#### New System

Mono Printing

Colour Printing

Notice that ISS is missing from the new print queue names. This is because we envisage the same queues to be used throughout the campus rather than just in the ISS building.

Simply choose the appropriate printer name above to print to the old or new system.

Q8. How much does printing cost.

- A. As now, printing will cost 5p for mono and 30p for colour per A4 sheet. In addition A3 can be printed for 10p for mono and 60p for colour. More excitingly all printing will be in duplex (double sided) by default. The above prices will apply regardless of whether printed on one or both sides of the sheet.

Q9. What if I don't want double sided printing.

- A. Simply change double sided or "Print both sides" to single sided or "Print one sided" in the printer options.

Q10. How do I print an A3 size document.

- A. Firstly check in the "Page Layout" options that the document is actually A3 size. Secondly select the paper to print on to A3. Printing an A4 page on A3 paper will probably result in it only taking up half of the sheet. Use the "print preview" function if available prior to printing. We will not offer refunds for "getting what you asked for".

Q11. When I go to the copier my print job has disappeared. There may have been a popup message about paper size.

A. The new copiers can only print on A4, or A3 paper. Letter size is automatically re-scaled to A4. Other sizes cannot be automatically be re-scaled so will be deleted. You are advised to manually re-scale your document to one of these sizes (change paper size in page layout). Also check that the requested paper size is set to A4 or A3 in the print options. This may cause the document to be displayed differently and may need some adjustment. In certain circumstances using smaller sizes, you may get a message at the copier asking you to choose a paper size in which case the copier will use a best guess to fit the printout on the page. This is not the recommended method of printing and should only be attempted on an "own risk" basis. We recommend abandoning the print job and re-submitting after attempting to re-size as above.

Q12. What happens if I send a colour printout to the mono print queue.

A. The print job will be automatically converted to mono. Colours will appear as greyscale.  
You will be charged the mono rate (5p A4, 10p A3).

Q13. What happens if I send a mono printout to the colour print queue.

A. The charge displayed will be based on all pages being colour. The system is unable to determine if a page is actually mono or colour until after it has printed. You may find that despite being quoted the colour price, only the cheaper mono price is deducted from your account for mono pages. We cannot guarantee that this will always be the case for technical reasons. A single spec of colour on an otherwise mono page would be charged at the higher price.  
If you wish to be guaranteed to pay mono price for mono pages, always send the job to the "Mono printing" queue.

Q14. The copier ran out of paper or jammed. I tried another copier but my job wasn't listed.

A. Once you ask a copier to print a job, it disappears from the list of available jobs. You will not be charged for the job until it is completed. If either of the above happen, your print job will still be in the copier and the printout will be completed as soon as the paper is replenished or the jam is fixed. If you are in a hurry and send the job again and print it out on another copier, you will be charged for printing it. You will also be charged for the first job when it prints out later when the first copier is re-filled or fixed. Always report such problems to the IT support desk and staff will endeavour to fix it as soon as possible.

Q15. How do I print from my lap-top, e-book, tablet or phone.

A. As long as your device has a web browser, it can print any of the following types of files.

Any Microsoft Office file

Any Open Office file

PDF files (Acrobat reader files)

JPG,GIF, PNG, TIF, BMP files (Picture format)

TXT (text files)

If you wish to print a file type which is not listed, you will need to copy it via usb, or mail it to yourself and print it from a PC.

To print go to <http://print.swan.ac.uk> and enter your normal username and password. Select the "Choose File" button and browse to the file you wish to print. Once selected choose "Next". The document will be uploaded to the server and will appear in the list below. You may repeat the above if there are more files to print. Finally to send the jobs to the printer, select the box "Colour Print" or "Mono Print" for each job you want to print. Before selecting a box you may select the "Advanced" box and select from a few options. The status entry should change from "Awaiting release" to "Printed". Now just go to a copier and follow the regular printing instructions.

### General issues

Q16. I can't remember my PIN number, what do I do.

A. Firstly you can still print your jobs and copy/scan. Instead of using your card at the copier, enter your full username and password. You will not be asked for your pin. When you wish to re-register your pin, go to the IT Support desk and tell them. They will de-register your card. Next time you go to a copier it will be like the first time and you will be prompted for your username, password and PIN. It does not need to be the same PIN as the first time. This will not affect your remaining credit.

Q17. I have lost my card, or it may have been stolen.

A. Report this matter to the IT Support desk as soon as possible. They will de-register the missing card so it will no longer be associated with your account. It is unlikely anyone could use your credit since they would need your PIN. If there is any delay in obtaining a replacement, remember you can still print without you card by logging into the copier as in the answer above.

### Printing at the Copier

Q18. How do I find my jobs

A. Log into the copier as in Q5. Choose the "XPR Print" option from the menu. You should see the print jobs you sent listed. If not, check that you sent them to the right queue (See Q7).

Q19. How do I know how much each job will cost.

- A. Press on the “Details” box to the right of an entry. A window will display the name of the document, how many pages, cost, paper size and if colour or black & white. Press the “Close” button at the bottom right of the window to return to the list.

Q20. Do I have to print all of the jobs I sent.

- A. No, press on the long bar for each job you want printed (the bar should become highlighted). When you have selected the jobs you want, press the round start button below the screen which should now be lit up blue. Printing should commence. You may then select any remaining jobs and chose “Delete”. If you do not delete unwanted jobs, they will be deleted automatically after 2 hours. Don’t forget to log out (see Q5/6).

Q21. The start button will not light up blue when I want to print or copy.

- A. This may be caused by the copier being out of the size paper you need to print, or some other fault. Please notify the “IT Support Desk” as soon as possible.

Q22. I’ve finished printing but now want to copy or scan.

- A. Press on the “Exit” button at the top of the screen. This will return you to the main menu where you can select Copy, Print or Scan.

### **Photocopying**

Q23. How do I copy.

- A. Log into the copier as in Q5. Choose the “Copy” option from the menu. You will see the familiar copier interface.

Q24. How much does copying cost.

- A. Copying will cost 5p for mono and 30p for colour per A4 sheet. In addition A3 can be copied for 10p for mono and 60p for colour. If using the zoom functions to re-size, it is the size of printed output, not the size of the original which determines the price paid. Ensure you choose black or colour as appropriate to suit your needs. Don’t forget to log out (see Q5/6) if finished.

Q25. I’ve finished copying but now want to print or scan.

- A. There is no “Exit” button on the copier interface. Instead press the “Menu” button, the top one of the row of buttons to the right of the screen.

## Scanning

Q26. How do I scan.

- A. Log into the copier as in Q5. Choose the “XPR Scan” option from the menu. You will see two options. “Scan to Folder” and “Scan to Email”  
If you use “Scan to Folder” the resulting document(s) will appear in your personal network drive (P drive).  
If you use “Scan to Email” the resulting document(s) will be sent as email attachments to your university email account which is associated with your login details.  
Ensure the document(s) to scan are loaded correctly, choose one of the above options, then you will have the opportunity to change settings depending on your desired output. Once satisfied with the settings press the “Scan Job/Stamp Job” button. The start button should change from orange to blue. Press the start button to commence scanning. Don’t forget to log out (see Q5/6) if finished.

Q27. I’ve finished scanning but now want to copy or print.

- B. Press on the “Exit” button at the top of the screen. This will return you to the main menu where you can select Copy, Print or Scan.