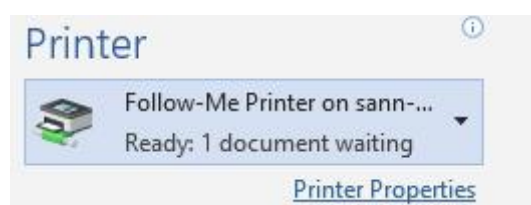

8. Printing

Printing from Public Machines

Select the 'Follow-Me Printer' as your printer from any College machine. Jobs sent to the 'Follow-Me Printer' queue are available for release at any printer/copier in College for up to 36 hours after sending.



- To release your print job(s) touch your University Card to the contactless card reader on any public printer or photocopier in College.
- Click on the on-screen **Print release** button. You will see the list of print jobs that you have sent to the 'Follow-Me Printer' queue (you only see the jobs that *you* have sent to the device, and no other users can see your print jobs).
- Click on any print job to see the cost and details of that job.
- If you are happy with the cost and details click on 'Print' to print the document.
- When you have finished printing click on the **Authentication/Logout** button (either on screen or on the physical button pad) to end your session. The copier will automatically log you off after a minute of inactivity, but you should log out manually to ensure no-one else runs up copy charges against your account.

E-Mail to Print

The e-mail to print service only accepts PDF documents. Most applications will save directly to pdf, or most computers have an option to print any document to pdf which you can then send via this service.

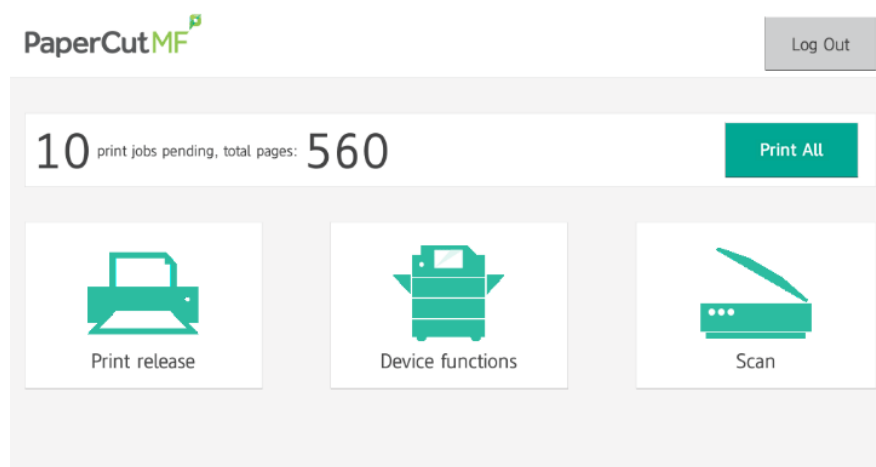
Documents will be printed A4 duplex black-and-white.

- Send your document to printing@st-annes.ox.ac.uk using your College e-mail account (e-mails sent from any other address will be rejected).
- Within a few minutes you will receive an e-mail confirmation that your document has been processed.
- Your document will appear in your print queue when you next touch your University Card at any print/release station in College.

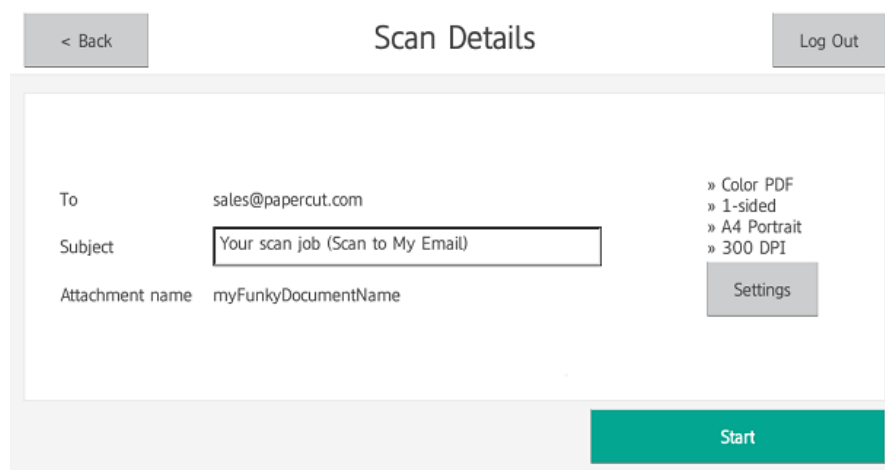
Scan to Your E-Mail

There is no charge for scanning to email. To scan a document directly to your College email address:

- Log on to the printer/copier by touching your University Card to the card reader on any public printer or photocopier in College.
- Press **Scan** on the touch-screen display.



- The next screen will show your Oxford email address pre-filled into the 'To' field. If your address is incorrect contact it-support@st-annes.ox.ac.uk



- *N.B. in our case the default scan settings are low resolution and are designed to minimise file size – you should adjust settings to a higher quality if required. To do this press the **Settings** button on the touch-screen. This allows you to change the file format, scan resolution, colour mode, page size, and select double sided scanning.*

Other Functions - Printing from USB / Sending to Another E-Mail Address

You can also print from (and scan to) a USB drive directly, or send a scan to another email address.

Click on the **Device Functions** on-screen button and then click on the physical 'Home' key just below the display.



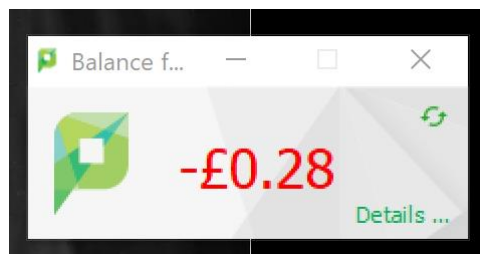
This will call up the programs menu, with options to **Send** to another e-mail address (e-mails will be flagged as sent from your email address) or to access a **USB Drive** to print from USB.



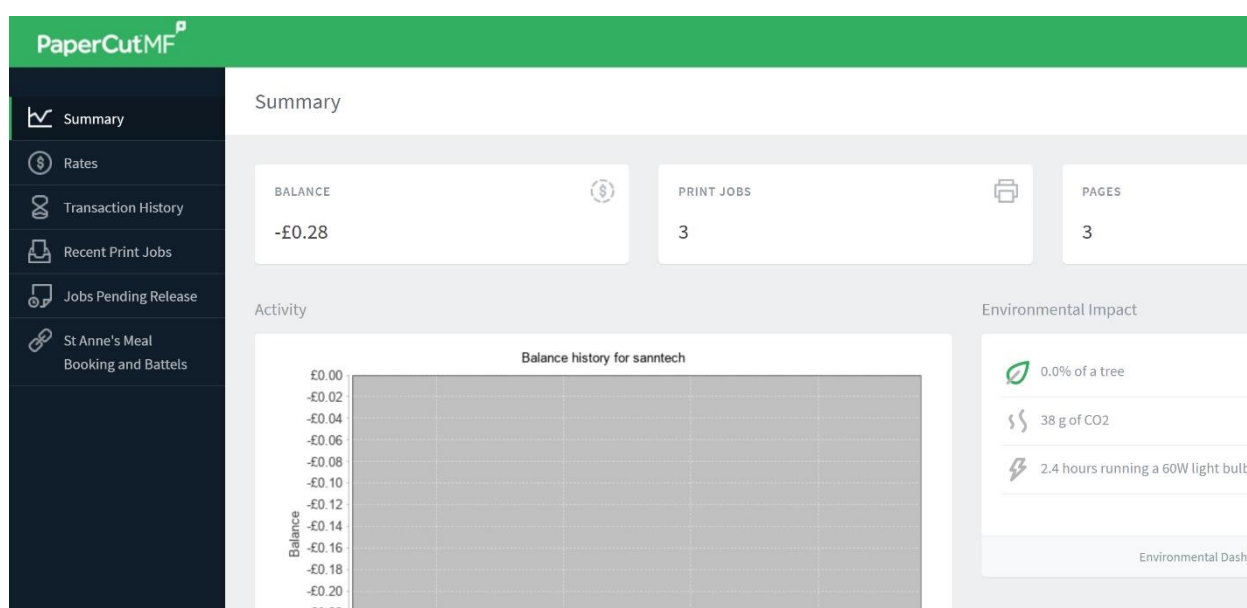
There is no charge for scanning.

Viewing Your Print History

When logged on to a public machine in College click on the 'Details...' link on the little PaperCut Balance window at the top right of your screen.



This will open your PaperCut print-details window.



From here you can review previous print jobs, look at your print charge and payment history, and view (or cancel) jobs you have queued for printing.

Requesting Refunds

From the 'Recent Print Jobs' page you can also request refunds if any jobs have gone wrong through machine or system fault (e.g. damaged paper, smudged print, faint printout, etc.). N.B. refunds are not available for print errors made through user error, such as accidentally printing in colour, or accidentally printing multiple copies – ALWAYS CHECK YOUR PRINT COST AND DETAILS BEFORE RELEASING YOUR DOCUMENT TO THE PRINTER.

Click on the 'request refund' link next to the job that has a fault

DOCUMENT NAME	ATTRIBS.	STATUS
Microsoft Word - ... t System Status.docx	A4 (ISO_A4) Duplex: Yes	 Printed request refund

Fill out the request form that pops up

Refund Request

Give full details of the problem/reason for requesting a refund and this will be reviewed alongside the print logs. In the case of a refund requests relating to print output/quality etc. retain the print-outs so that they can be examined by staff.

Job Details

Time	02-Sep-2019 13:54:19
Pages	1
Cost	£0.05
Document Name	Microsoft Word - 190725 Papercut System Status.docx
Printer	sann-ad-02\Hartland Library Kyocera TASKalfa 6053ci KX

Refund Details

Refund Amount

- ☒ Full amount
☐ Partial amount:

£0.00

Reason for Request

Send

Cancel