

PRINTING & PHOTOCOPYING AT WIT

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Introduction

This open system architecture operates on the campus network. This facility provides all users with a system with simple and flexible control of the self-service printers, photocopiers and multi-function devices. A full audit trail of all transactions is available to all users.

Photocopying and printing can be completed at any WITCard operated photocopying device on the campus.

Each printer/photocopier or multi-function device is networked into the existing infrastructure and it provides real time validation.

Photocopying @ WIT

- Proceed to any of the photocopying machines located around the college
- Swipe your card through the swipe reader or tap it on the Mifare reader located at the station.
- Select 'copy' and the machine is enabled for copying
- Log out when you are finished copying, (there is an automatic log out after 60 seconds).

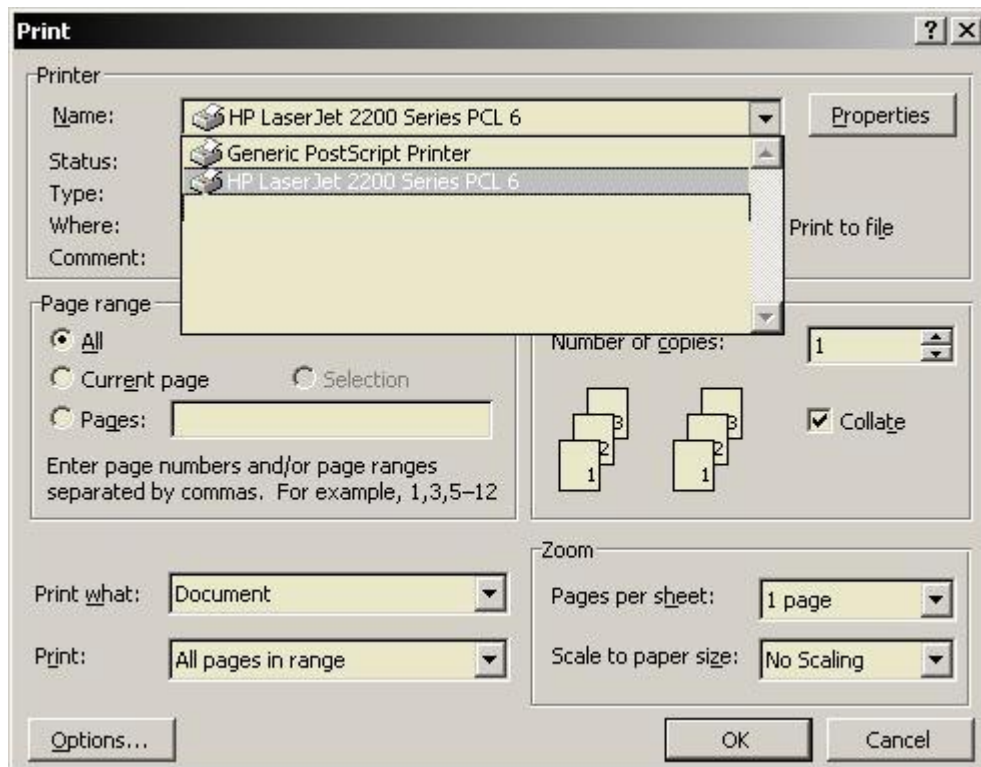
Printing @ WIT

In order to use the printing facility at WIT it involves following the two Steps as outlined below:

1) At a college PC:

Log on to the PC using your Student number and password.

Most applications respond to the print command on the file menu by displaying a list of available printers on your system, as in this diagram



Most public access computers around campus have print queues defined which will submit your jobs to WITCard print servers. Once you have submitted your document it is stored in the WITCard system for two days before it is automatically deleted. Please note that it can take several minutes to 1 hour to have a document submitted during very busy periods.
!! Please do not submit the document repeatedly it only exaggerates the problem !!

You then need to proceed to any PRINT Station on Campus to release your print job. For problems at this stage (at the PC/College computer) please report the issue to the computer services help desk located in the IT Building. They maintain the end user computers around the campus and will be able to help with any problems you may be having with the applications on these machines.



2) At the PRINT station:

Once you have sent your document from the PC, as per step one above, proceed to any WITCard operated Print station and proceed as follows:

- Swipe your card through the swipe reader or tap it on the Mifare reader located at the station.
- Your details will appear on screen
- You will then be presented with a list of jobs that you have sent to print over the previous two days.
- Select the print job(s) you want to print by selecting them on the screen.
- Press the print button at the bottom of the screen.
- As each job is sent to the printer it will be marked as charging, once successfully sent it will be charged, if the printer fails to accept the job it will be refunded
- Charged jobs are deleted from the system
- Collect your print job from the printer
- Click the finish button on screen to reset the station for the next user.

For problems occurring at this stage, please report to the WITCard Office

WITCard Fault Finding and Correction Guide

1) At the computer Possible faults	
Symptom	Possible Reason/resolution
No printers appear when you go to print the document	<p>If you press the print icon  rather than use the file menu the program may decide to send the job directly to the printer rather than show a dialog box. Try using file menu print and see if the printer appears this way</p> <p>If no printers are installed on the machine, contact computer services (or whomsoever maintains the machine) to install a printer</p>
<p>An error message appears about a minute after you send the job to print e.g. There was an error found when printing the document.</p> 	<p>The local computer was unable to communicate to the print server. If you can successfully use the internet (indicating your machine has a working network connection).. Please contact the WITCard Office to inform them.</p> <p>If you cannot contact any other machine (try www.wit.ie for a quick check) there is some fault with your local network configuration or wiring, please contact computer services, first making note of any machine identification on the suspect machine.</p>

1) At the Print Station Possible faults	
Symptom	Possible Reason/resolution
Swiping my card does not work, The screensaver was active when I attempted this action. A message pops up at the bottom of the screen and it beeps	Waking up the screensaver 'eats' part of the information needed to identify the card, Simply retry.
Swiping my card does not work, The screen is black with some white writing on it, possibly including the word Login:	Somehow the mouse cable has become dislodged or the mouse has ceased to function and the machine has been rebooted, contact the Card Office and they will fix it.
Swiping my card does not work, Some message about invalid login conditions	Somehow the information on your card does not match what we have in our databases. Either the card has been replaced and/or you are using the old one, the card has been misencoded or some other such error. Please bring the card to the Card Office where we will fix the problem for you
Swiping my card does not work, Some message about invalid login conditions	Check to see if there is a green light on the swipe reader. A red light indicates that there is a fault with this device (please report this to the card office). No light indicates that it is not plugged into the keyboard port (please report this to the card office)
Swiping my card does not work, No message appears but the system appears to be ok	Check to see that both monitor and system unit are powered on. (please report it to the card office if they are not)

Swiping my card does not work, the screen is completely black	Check to see that both monitor and system unit are powered on. (please report it to the card office if they are not)
Swiping my card does not work, none of the above applies in this situation	Please contact the card office with as much detail as you can about the problem
I have successfully swiped my card, but all I get is the standard photocopier screen	The machine to which the station is attached is not able to/configured to print. Use another station
I have successfully swiped my card, but no jobs appear, I printed my jobs several days ago	We delete, for reasons of space, all jobs over 2 days old. You will have to print your job again.
I have successfully swiped my card but no jobs appear, I am using someone else's account/card	Each card is configured only to print jobs from the login name that is on the card (your student number). Using WITCard to print other people's jobs is not possible.
I have successfully swiped my card but no jobs appear, I am a staff member	Related to the above problem, we have no way of knowing what each staff member's login name is, contact the card office should you need to use the WITCard printing facilities and we can fix this for you.
I have successfully swiped my card but no jobs appear, I printed something very large (20 page picture-heavy PDFs/webpages, architectural drawings etc)	The printing process for very large documents may take several minutes to complete, please be patient and try again later.
I have successfully swiped my card but no jobs appear, I am attempting to collect a job somewhere other than near where I printed it.	Each station only contacts stations near it in order to find jobs. You can force the station to do a college-wide search by pressing the search button at the bottom of the screen. This will take some time, please be patient
I have successfully swiped my card but no jobs appear, none of the above reasons apply to my situation	Please contact the card office with as much detail as you can about the problem
I have successfully swiped my card, jobs appear, I select them and try to print them, but they don't come out. The station tells me they have been refunded	The printer is not accepting jobs for some reason; it may not be powered on. Finish your session and try a different printer. Please contact the card office to inform them of the faulty printer.
I have successfully swiped my card, jobs appear, I select them and try to print them, but they don't come out. The station tells me they have been charged	The printer has accepted your job, but is not printing it because it is out of paper/has a jam/is otherwise broken. Please contact the card office to inform them of the faulty printer. If you are able, please diagnose the printer fault (check it for jams/paper etc) Unfortunately the job will be deleted from our machines. Once the printer is fixed they should emerge unscathed however.

Reporting Faults:

Should you continue to encounter difficulties/problems please follow one of the three steps below:

1. For problems at stage one (at the PC/College computer) please report the issue to the computer services help desk located in the IT Building. They maintain the end user computers around the campus and will be able to help with any problems you may be having with the applications on these machines.
2. For problems occurring at stage two (at the print station), please report to the WITCard Office which is located in the courtyard at the back of the main college. In College Street please contact secretarial services.
3. For all other problems e.g. photocopying etc please report to the WITCard office.

In order for a speedy resolution of your problem, please provide the following information:

- Your name, student number/login name.
- The location at which the fault occurred (which machine in which room)
- The time at which the fault occurred (approximately)
- The nature of the fault (I was unable to view jobs I had sent and so forth)
- Any error messages displayed (preferably transcribed directly from the screen)

Please send an email to witcard@wit.ie with the above information