

KEY OPERATOR TIPS

Information Regarding the Canon Office Copier Program

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In order for the Office Copier Program to flow smoothly, Key Operator's have been assigned to each department copier. Some responsibilities of the Key Operators are:

Being familiar with all copying, printing, scanning and faxing operations

Visit Our Office Copier Program website at <http://www.csuchico.edu/itss/officecopier/index.shtml> or the team dynamix knowledgebase <https://support.csuchico.edu/TDClient/KB/?CategoryID=2193> for a quick guide that can help you with these features. All quick guides can be printed and saved for your Office Copier records. We also highly recommend that you add the Office Copier Program websites to your favorites for easy access!

Supplies for your department Office Copier (MFP)

The Office Copier Program provides the following supplies for your department MFP:

- Toner
- Staples (at a cost)

Key Operators should also be able add these supplies to their department Office Copier. If you need training to do so, please contact our department so we can schedule training for you with a Ray Morgan technician.

Note: We no longer supply paper. Departments will have to purchase their own paper from any source they prefer. We do supply staples at a cost. Each box of staples contains 3 cubes, totaling 3,000 staples and \$70.30. We also supply cubes individually at a cost of \$23.44 per 1,000 staples (cube).

Contact ITSS when supplies are needed

When supplies are needed for your MFP, you may place an order the following 3 ways:

1. Call x4357 to IT Support Services on campus. Please have your Ray Morgan ID (for the MFP) ready.
 - o Note: This ID# can be found on the front of your department copier, on the Ray Morgan Company sticker.
2. A ticket created in Team Dynamix with a list of supplies needed, location of the Office Copier and the RMC ID#. See note from above to find your Office Copier ID#.
 - Go to <https://support.csuchico.edu/TDClient/Home/> > "Request Service" > Hardware & Software > Printer Support > Supply Request > Request Service <https://support.csuchico.edu/TDClient/Requests/ServiceDet?ID=10477>

Once you have placed your request for Office Copier Supplies, it will take up to 3 full business days for your request to be completed. If you need your supplies rushed, please let us know and we will do our best to arrange a special delivery to your department or you can pick them up at our department.

Contact IT Support Services when a Service Call is needed

If there is any problem with your department Office Copier, please call ITSS at x4357 or create a Team Dynamix ticket and we will notify the repair technicians. A technician will respond within an hour with an estimated time of arrival. If a tech does not show up after 4 business hours, please call us back & we will follow up and arrange to have someone out as soon as possible.

"Support for MFP"

<https://support.csuchico.edu/TDClient/Requests/ServiceDet?ID=10475>

Managing Office Copier Cost Centers

Here is some helpful information regarding the management of your Office Copier Cost Center in your Department:

- Every User has a unique PIN (Personal Identification Number) that identifies them as a user in the Office Copier Program and Uniflow. ITSS recommends that each user be assigned their own unique PIN. When each user has their own PIN, as the Office Copier Program was intended for, Key Operators have the ability to request reports on users printing/copying expenses and usage.
- Cost Centers bill to the department ID they are set up with (as part of the Chartfield String).
- The Cost Center is a chain of identifiers based on what department is using that specific MFP, where it is located, and the department ID as used in regular billing processes. This type of account can ONLY be funded with these State Chartfields strings. Each Department has a specified package of 'prints per month' that they requested during installation. This determines the monthly rate at which they pay, in addition to any overages charged. Each Key Operator or administrative person handling billing should be receiving a monthly report that shows usage and expenses to their Department's Cost Center(s). These monthly reports are used to reconcile their print expenses with their department's Insight report. Multiple users can also be input to receive monthly Credit Billing Summaries.

NOTE: Even though the Cost Centers state where the MFP is located, a user may print to a different MFP with their code.

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- When there are any changes in personnel in your department, make a request to add or remove users to the existing Billing Codes your department may have. These requests can be placed by submitting a team dynamix ticket under "Uniflow Changes". <https://support.csuchico.edu/TDClient/Requests/ServiceDet?ID=14806>
- When a user copies at the Office Copier, the users PIN is entered first. User will then be prompted to select the Cost Center if they are assigned multiple.
- If you are missing PINs for any users in your department, or want to know what users are connected to a specific Cost Center, please contact us. These requests sometimes take extra time to complete and additional information may be required.
- Please contact ITSS - Print Support for these requests by:
 - Creating a Team Dynamix - "Uniflow Changes" ticket as described above
- ITSS - Print Support highly recommends:
 - That the Key Operator has an internal file for your department that lists each user's PIN and Cost Center they may be connected to. Please contact us for assistance, or to receive an updated list.
 - Not to publicly post or have easy access to users' PIN and Billing Codes. If people can easily access other user's PINS and Billing Codes, it defeats the purpose of having the ability to closely manage printing expenses of Office Copier Users in your department.
- When setting up a user to print from their computer, visit our Office Copier Program in the Team Dynamix knowledgebase for the How-To Guide section to view our detailed instructions on Installing a Canon MFP Print Driver and the required Uniflow software. <https://support.csuchico.edu/TDClient/KB/?CategoryID=2193>

Submitting Request for a Cost Center through ITSS

If you believe your account is malfunctioning, would like to set up an overage account, or if you have moved departments and need an updated Billing Code, please submit a Team Dynamix ticket for Uniflow as shown previously.

How to Reboot your Canon MFP:

1. Hold down the Grey power button on the top right of the copier for 5 seconds
2. The main display will change and ask if you want to shut down. Press “Shutdown”
3. The screen will then ask if you want to Restart, Press “Restart”
4. It will prompt for confirmation. Press “Yes”
5. The copier will now Restart
6. Wait for the display to say “Uniflow waiting for configuration from server, contact your administrator.” Ignore this message since it will go away once it has properly rebooted, and the copier properly reconnected to the server. It may take up to 10-15 minutes to connect to the server
7. Once the copier reconnects to the server, the login screen will be displayed on the screen and will allow for the users to log onto the copier

How to properly shut down your Canon MFP:

1. Hold down the grey power button on the key pad for 5 seconds
2. When the prompt to shut down comes up on the screen, leave the copier as is. No further action is required. The MFP will automatically trip the main power switch located on the right of copier, near the bypass tray
3. To turn the MFP back on, you will need to flip the main power switch, located on the right of copier, near the bypass tray

If the copier does not respond to holding down the power button when shutting down, do the following: (As with any computer, this should always be your last option):

1. On the right side of the copier, next to the bypass tray is the main power switch.
2. Lift cover and flip the switch.
3. Wait for 5 seconds and flip the power back on
4. The copier is now turned on
5. Wait for the display for say “Uniflow waiting for configuration from server, contact your administrator.” Ignore this message since it will go away once it has properly reconnected to the server. It may take up to 10-15 minutes to connect to the server
6. Once the copier reconnects to the server, the login screen will be displayed on the screen and will allow for the users to log onto the copier