

One Print Student Printing Guide



Where can I print?

You can print out your work from any Printer across Campus; in the Libraries, Open Access areas and IT Labs (which are available to work in when they are not being used for teaching).

The printers are also available on the Student Desktop and Simply Web so you can print when using your own Laptop, Tablet, etc. on campus. See also **Simply Print** later in this guide for access to printers when off campus.

This means that, during the busiest times of the year and there are queues, you can use other printers. Take a look at our [Printer Locations](#) list which will give you information about where printers are installed.

How does my Smartcard work with the printer?

Your University Smartcard will be automatically associated with all University printers.

If it doesn't work immediately you will be asked to login using your Northumbria Username and Password.

Once you've done this your card is associated and you can just swipe and go in future.

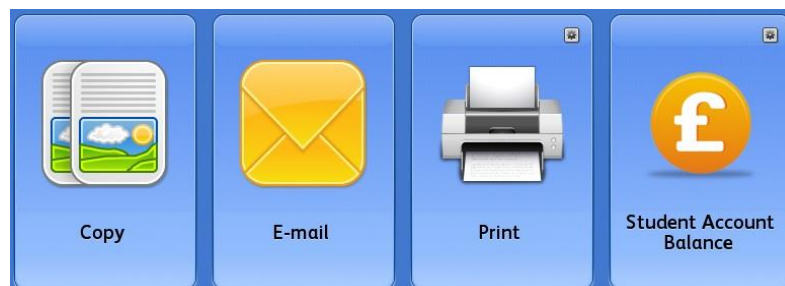


Logging Out of the Printer & Getting back "Home"

The printer will log you out automatically when you don't press anything on the touchpad for one minute.

To log out earlier, press the **Key** button on the right-hand side.

You can always return to the main menu by pressing the **Home** button from the left-hand side of the panel.



Charges for Printing & Copying

One A4 black and white	1p
One A3 black and white	2p
One A4 colour	5p
One A3 colour	5p

Note: These prices are per page, so double-sided will be double the price e.g. 2 sided B&W on A4 = 2p

Plotters

One A0	£3.00
One A1/A2	£1.50

Print credits will be debited from your account when you select and print out your document.

Top up your Print Credits Online, whenever you like

Click the **Print Balance > Buy Credits** button in the Student Portal or logon at northumbria.ac.uk/payforprinting

Print credits will show on your account in 5-10 minutes.

How do I check how many credits I have left on my account?

You can check your balance online in the **Print Balance** area of your **Student Portal**.

What happens if I don't have enough credits left to print the whole document?

If you don't have enough print credits left, the document will not print. You will get a message saying: "Sorry, you don't have enough credits to print your document".

How to Print

You print by sending your document to a "Print Queue" – we just have 2 queues for you, Colour or Mono (Black & White) and documents are set to print double-sided so that you save paper and money.

1 Send your document to print, changing any settings required e.g. larger paper, single-sided, multiple copies

2 Go to the nearest printer, swipe your Smartcard and select **Print** from the menu

3 Select the document and press the **Print** button on the touchpad screen.



Colour Printing - Student on nppcountstud
Ready



Mono Printing - Student on nppcountstud
Ready

What if I send a document to print by mistake?

Your documents will only print out when you swipe your Smartcard and select **Print** at the printer itself; meaning you have time to cancel this mistake before you are charged and, from the printer, you can select and delete the items you don't need.

Delete something that you've sent to print

Sometimes you may release something to the printer and find that the printer is taking too long to print and you don't have the time to wait. You can delete your job from the device and try again later.

- 1 After sending your items to print, press the Job Status button on the main panel

On the smaller A4 printers:

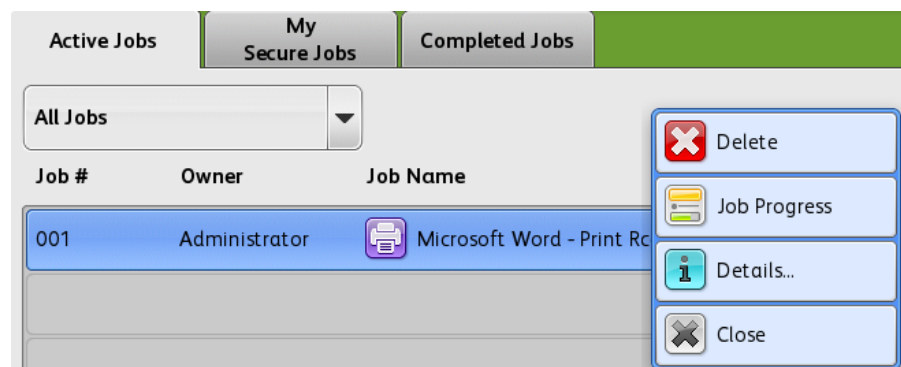


On the larger A3/A4 printers:



- 2 This will then show you all the **Active Jobs** on the printer

- 3 Tap on the job you want to stop and tap **Delete**.



Note: Other colleagues and Students may have jobs here too (especially if there is a problem with the device) - your username will show in the Owner field so you know which items are yours.

How the printer tells you it's out of paper

- 1 When the printer encounters the error that it is out of paper, it will beep and show the message:



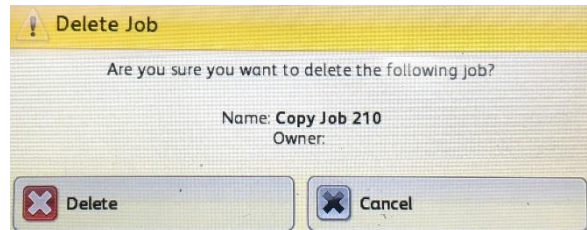
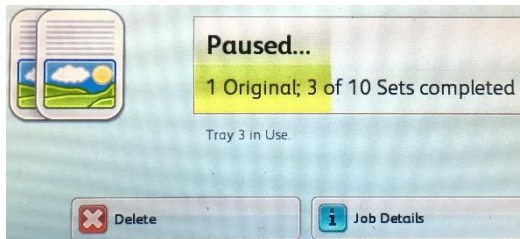
The on-screen illustration will also show you which tray is empty/you need to refill

- 2 If there is paper beside the printer, refill the tray and tap **Confirm**
- 3 The printer will resume printing from where it left off



To delete your 'In-Progress' print job

- 1 The printer display will show the **Load paper in tray** message,
- 2 Tap **Close** from the top right-hand corner of the display
- 3 The display will show that your job is **Paused**, tap **Delete** then **Delete** again to confirm you want to cancel your print job



- 4 When you're able to find paper to refill the tray, you should go back to your computer and send the print job again.

Paper Trays & Specialist Printing

There are 5 paper trays available which have been set to use the following:

Tray 1	A4
Tray 2	A3
Tray 3	A4
Tray 4	A4
Tray 5 (Bypass Tray)	Your choice for A4, A3 or specialist use of up to approx 100 sheets e.g. letterhead, colour paper, labels, card etc.



Note: On small printers, the Bypass tray is on the front.

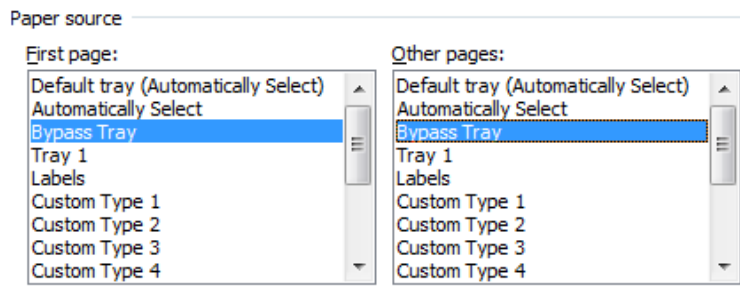
Printing A3

If you want to print on A3 paper you must select this from the print menu Settings before sending.

Go to **File > Print** then look at the **Settings** list and use the drop down menu to change the size to A3.

Using Tray 5 for Specialist Items

- 1 From your document select **File > Page Setup**
- 2 Select the **Paper** tab
- 3 Select **Bypass Tray** in both **First Page & Other Pages** menu



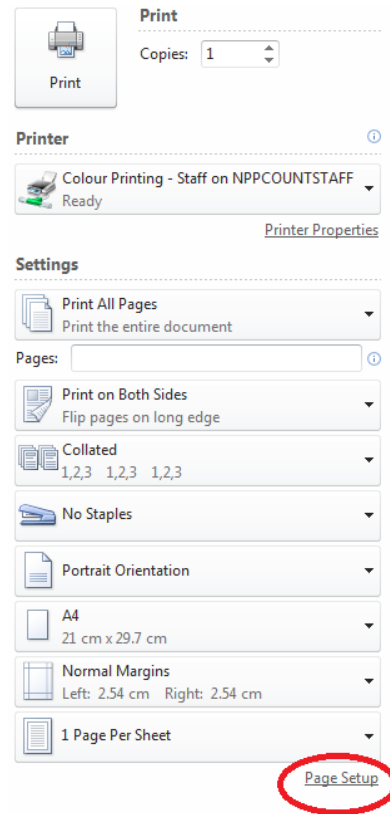
- 4 You can select the size and whether you want single or double sided etc
- 5 Click **OK > Print**

- 6 Lower Tray 5 and load your specialist paper/card



The icons on the tray will give you an indication on how to load the item e.g. face up, face down etc.

- 7 Swipe your Smartcard at the printer
- 8 Select your document and press **Print** on the touch screen.



How to Scan to Email

- 1 Place the document(s) you would like to copy either in the feed tray or on the glass
- 2 Swipe your Smartcard and select Email from the menu



- 3 You will see that the system defaults to email the document to your Northumbria email address:
 - If you would like to send the document to another person or email address at the same time, select **New Recipient** to add the additional address
 - If you would like to send the document to another person and not yourself, select **New Recipient** to add the additional address. Then select your name and select the **Remove Recipient** button on the right-hand menu
- 4 Press the large **Green button** on the top of the printer to begin scanning.



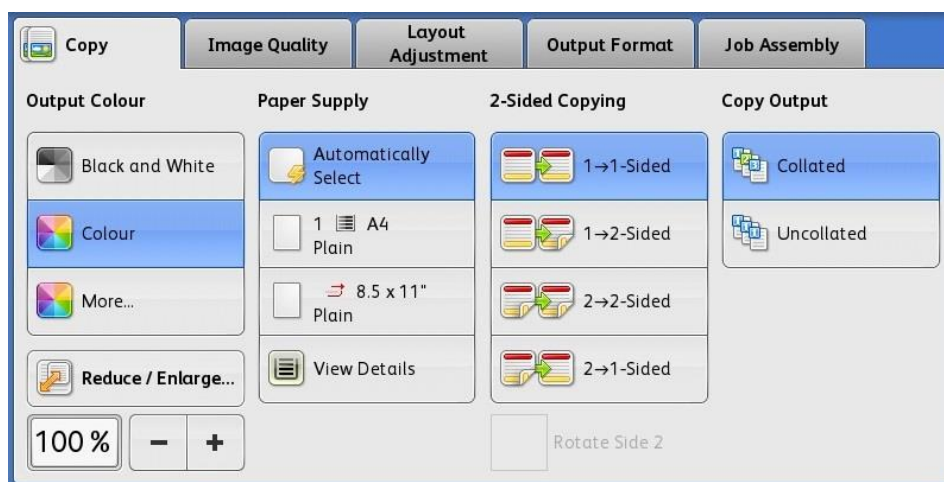
Using the Job Assembly function

You can build up several pages into just one emailed document but selecting the Job Assembly tab.

- 1 Select **Build Job > On**
- 2 You will now be able to scan items in where they will sit until you are ready
- 3 Press the **Green button** to send the final scanned documents to your email address.

How to Copy

- 1 Place the document(s) you would like to copy either in the feed tray (face-up) or on the glass (face-down)
- 2 Swipe your Smartcard and select Copy from the menu:
 - **Black and White:** Makes a copy in black and white
 - **Colour:** Makes a copy in colour
 - **Match My Originals:** Makes a copy in both, identifying which sheets are black and white and which are colour so that you are charged accordingly.



- 3 You can then change settings to get the copy you'd like, when set click the green button on the top of the printer to begin copying.

Copying Non-Standard Sizes e.g. books

Many books have pages which are not a standard size such as A4 or A3, so you will need to set the paper size before copying.

Place the item on the glass and select the paper size that you want to print on. You can do this from the **Paper Supply** menu or select **Layout Adjustment > Original Size** for a custom size. Then press the **Green button**.

Simply Print

Simply Print allows you to upload and print a document from your own laptop, Smartphone or home computer to the University printers. Your request will go into to the print queue just like it would on campus and you can go to any available printer, swipe your Smartcard and print out your document.

See our guide for detailed instructions on [How to Use Simply Print](#)

Want to check your printing history?

You can take a look at what you have printed here: northumbria.ac.uk/printhistory
Simply login with your Northumbria Username and Password to view.

And now for the boring bit


We all know terms and conditions are a bit dull, but please read through these before you use the printing system:

- You will receive £10 free print credits at the beginning of each year of your course. That's the equivalent of 1000 black & white prints!
- The free print credits are given to cover mandatory printing in exams, printing your assessment cover/hand-in sheets, and to compensate for technical problems such as printing errors or paper jams.
- Your print credit balance will roll over from one year to the next. However, on completion of your course no refund will be given for unused credits.
- No refunds/re-credits will be given for printing errors. If a printer is out of order, you can use the next available printer. Cash refunds are not available.

IT Customer Service, September 2018.

The University reserves the right to change these terms.

IT Support - open 24 hours, 365 days a year

Email	it.helpline@northumbria.ac.uk
Phone	0191 227 4242
Chat	northumbria.ac.uk/itchat
	twitter.com/NorthumbriaIT