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5 Failures

5.1 How do I report a printer failure, problems with print credits or payments?

5.2 The printer displays a red light and my documents aren’t printed.
The print facility (Ricoh myPrint) allows you to print from the (student) workstation, your own laptop or (home) PC and your smartphone or tablet. Should you still have any questions after reading this FAQ, please contact the ICTS Service Desk (tel. 043-3885555).

1.1 What is an MFP?
MFP stands for Multi Functional Printer, the official term for a machine you can use to print, scan, fax and copy. For convenience, we will use the term ‘printer’ in this document.

1.2 What is Follow You printing?
Follow You printing means you send print jobs to a central print server and you can retrieve documents on all Ricoh MFPs, at each UM location. If a printer is busy, you can walk to the next printer and print, scan or copy your documents there.

1.3 What is Ricoh myPrint?
Ricoh myPrint is a mobile printing solution. You can print from the (student) workstation, via a smartphone or tablet and use your own laptop or PC. Even from home. You can simply collect your documents at the printer the next day.

1.4 How does Follow You printing work?
Your print job is stored securely on a central print server. Each printer is connected to it. After you log in, you can thus retrieve documents at each printer.

1.5 How secure is Follow You printing?
Only you can print your documents after you have signed in with your UM-card. Other students or staff cannot print your documents. Because everyone is required to log on to the printer with his UM-card in order to be able to print documents, you will no longer encounter situations where your printed pages end up in another print job and/or are taken by someone else.

1.6 How long will my print job be stored?
Your print job will be stored for 24 hours.

1.7 Can I print from my own devices?
Yes. You can print using your own laptop or home PC, your own smartphone or tablet, just as long as you are connected to the internet. You don’t need to be on campus to print. You can send a print job from home and pick up your documents at a printer the next day, at any UM location.

1.8 Do I need to create an account for myPrint?
No, you don’t. We have made it easy for you and created an account for you.
1.9 **Should I accept the terms first?**
Yes, you should. To use myPrint, you must first sign in at https://myprint.maastrichtuniversity.nl, using your UM username and password. The first time you sign in, you will be asked to accept the terms. Enter the checkmark and then press ‘Agree’.

**Please note:** If you do not first agree to the terms, you will not be able to buy credits to print, scan or copy!

1.10 **Is there a manual available?**
Yes. It can be found at http://www.maastrichtuniversity.nl/myprint or via the help function at https://myprint.maastrichtuniversity.nl.
Chapter 2

Using the UM-card

Everyone will soon use the new printers: teachers, students, staff and guests. A card reader is installed with all printers. These use the card to identify students, teachers, staff members or guests. After logging in, you will only see your print jobs listed, which you can then print. Once you use the printer to print, your credit is deducted (only for students and guests). Therefore, printer use is a lot safer. In addition, printer use becomes transparent.

Students and guests must purchase credit before they can print. This does not apply to teachers and staff. Questions and answers about print credit are therefore only intended for students and guests.

2.1 How do I register my UM-card on the printer?
To activate your UM-card, you need to follow these steps:

• Swipe the card along the card reader on the printer.
• The printer’s display will show the notifications ‘Card not recognised’ and ‘Log in to register card’.
• Click in the grey ‘User ID’ box to show the keyboard.
• Enter your UM username at ‘User ID’.
• Enter your password at ‘Password’.
• Your UM-account is now linked to the UM-card that you can now use to log in on all MFPS. You can now print, copy and scan. Students need a sufficient balance.

2.2 How can I log in to the printer?
You can log in by placing your UM-card against the reader. Alternatively, you can log in by entering your UM username and password at the printer’s touch screen. If you tap the box on the touch screen, a keyboard will appear.

2.3 Should I log out of the printer?
Yes, it is important to log out! The system will sign you off automatically after a few minutes of inactivity. However, someone who uses the printer right after you can still make copies using your credits.

2.4 How can I log out of the printer?
You can log out by placing your UM-card against the card reader. Alternatively, you can use the ‘Log out’ button on the control panel. If the logout button is not visible on the touchscreen, press the ‘Home’ button to return to the main menu from where you can logout.
Chapter 3

Working with print credit
(only for students)

3.1 How do I buy print credit?
Log in at https://myprint.maastrichtuniversity.nl, using your UM username and password. Now, choose ‘Buy print credit’ and select the amount you need. Follow the instructions on the payment module. You can pay and charge your account with credit using iDeal, Maestro, Visa, Mastercard, PayPal, MultiSafepay, Banktransfer. The credit will not be stored on your UM-card, but it is linked to your account. This makes it safe, since your UM-card represents no value this way.

3.2 My credit is insufficient.
If your credit is insufficient, you will find that your job will not print after sending it to the printer. First go to https://myprint.maastrichtuniversity.nl and log in. Check if you have sufficient credit and, if necessary, add credit. Do not send the print job again if you think something has gone wrong with this! This print job will be printed later as well. Please check the printer’s display and select only those jobs you really want to print.

Tip: The myPrint website allows you to set when you want to be notified, for example, when your credit amount drops below a set amount. You can use an email address of your choice for this.

3.3 Is there a maximum credit?
Yes, the maximum credit for an account is € 60. You cannot charge your account with more credit.

3.4 How much does a print cost?
op myprint.maastrichtuniversity kun je de actuele prijshoek vinden.
The prices for a print are:

<table>
<thead>
<tr>
<th>Format</th>
<th>Black/White</th>
<th>Colour</th>
<th>Scan</th>
</tr>
</thead>
<tbody>
<tr>
<td>A4</td>
<td>€ 0.03</td>
<td>€ 0.15</td>
<td>€ 0.01</td>
</tr>
<tr>
<td>A3</td>
<td>€ 0.06</td>
<td>€ 0.30</td>
<td></td>
</tr>
</tbody>
</table>

3.5 Can I transfer credit to another account/student?
It’s not possible to transfer credits to another account, student or employee. Your credit is personal and linked to your data.

3.6 How long is my credit valid?
The standard setting for your credit, after purchasing it, is that after activation on the myPrint website it will remain valid until you have shown no activity for one consecutive year. Then, your credit will expire and you will need to purchase credit again. Remember to use all your credit when you are in your final year.

3.7 Where can I check my credit?
Go to https://myprint.maastrichtuniversity.nl. You will see your credit at the top right of the screen.
Printing, scanning and copying

4.1 How do I print?
Send a print job from the program you’re working in (e.g. Word). Go to a printer and select “Follow You” on the touch screen. Use your UM-card or your UM username and password to sign in. Select the print job you want to print, and then press the ‘Print’ button or the green button.

4.2 How can I set up the myPrint App on my iPhone or iPad?
Download the Ricoh myPrint App from the Apple App Store and open the app. At the ‘Choose server’ field, enter https://myprint.maastrichtuniversity.nl and continue. Enter your UM username and password and click ‘Log in’.

4.3 How do I print from my iPhone or iPad?
Open the document you want to print in its own app (e.g. Pages). Activate the ‘Open In’ feature and choose ‘myPrint’. The document now opens in the myPrint app. Note: you must be logged in to the myPrint App. Choose ‘Print’ in the myPrint app. Your document is sent to the printer. Go to one of the Ricoh printers to collect your document.

4.4 How can I set up the myPrint App on my Android phone or tablet?
Download the Ricoh myPrint App from the Google Play Store and open the app. Enter https://myprint.maastrichtuniversity.nl at ‘Select server’ and continue. Now, enter your UM username and password and select ‘Log in’.

4.5 How do I print from my Android phone or tablet?
Open the document you want to print in its own app (e.g. Office or Adobe). Activate the ‘Send’ feature and choose ‘myPrint’. The myPrint App now starts. Note: you must be logged in to the myPrint App. Choose ‘Print’ in the myPrint app. Your document is sent to the printer. Go to one of the Ricoh printers to collect your document.

4.6 How do I set the driver on my own laptop or home PC?
Download the driver (Windows only)
Go to https://myprint.maastrichtuniversity.nl and log in using your UM username and password. On the home page, choose ‘Install printer’. A file will be downloaded. Follow the instructions when installing the printer on your private laptop or home PC.

Configuring the driver
Open ‘Devices and printers’ via the control panel on your computer. Right click on the newly installed driver ‘myPrint on http: //.......myPrint’ and select ‘Printing preferences’. Click ‘Details …’ Enter your personal myPrint ID (case sensitive). Your personal myPrint ID can be found on the home page of the myPrint website (https://myprint.maastrichtuniversity.nl). Confirm your selection.
4.7 I am unable to install the myPrint driver, what should I do?

Installing the printer only works on Windows.

If you install the myPrint driver on a Windows 8 system, Internet Explorer should be running in 'Desktop mode' and not from the Windows© home screen (UI mode). You can put Internet Explorer in 'Desktop mode' by starting it from the home screen. Right click the key symbol at the bottom of the screen. Select 'Show in desktop'.

If you want to install the myPrint driver on a Windows XP system, you may need to install a plug-in for Internet Explorer first (OLEprn.dll). A yellow bar will appear at the top of your screen. Click it and install the plug-in.

You will need to have sufficient Windows account rights to install a printer.

4.8 How do I print from my laptop?

Make sure you are connected to the internet. In the application you are using, select ‘Print’. Select the correct driver (myPrint). Your document will now be sent to the central print server. You can collect your prints at one of the Ricoh printers in any UM location. Do this within 24 hours, otherwise the job will be automatically deleted.

4.9 How do I print from home or on the go?

Make sure you are connected to the internet. In the application you are using, select ‘Print’. Select the correct driver (myPrint). Your document will now be sent to the central print server. You can collect your prints at one of the Ricoh printers at any UM location. Do this within 24 hours; otherwise the job will be automatically deleted.

4.10 How can I print via e-mail?

Send an e-mail with the document (Office or PDF) to myprint@maastrichtuniversity.nl. Each email generates two prints; the e-mail itself and the attached file. You can choose not to print the e-mail itself, by cancelling it using the printer’s touch screen.

4.11 How do I print via the website https://myprint.maastrichtuniversity.nl?

Go to https://myprint.maastrichtuniversity.nl and log in using your UM username and password. On the home page, select the ‘Browse’ button and locate the document that you want to print. Print the document by clicking the print button. You can now collect your print at one of the printers at any UM location.
4.12 How do I print in color?
By default all printers are set to print in black & white. You can change these settings in the Print dialogue in the program you are using.
Click ‘Printer Properties’
Change the Color / Black and White setting to ‘Color’
Click ‘OK’ to close the Properties
Click ‘Print’ to print your document

4.13 How do I scan a document?
Select ‘Scan to me’ on the printer’s touch screen. Log in using your UM-card or your UM username and password. Place the documents in the feeder on top of the printer or use the scanner glass. Now click ‘Scan’ or the green button. For this professional scanning service, you pay € 0.01 per scan.

4.14 How do I scan a 2-sided document?
Select ShareScan. Press ‘Scanner Settings’. At the bottom you see an (down)arrow which you can use to navigate through the settings. Press it once and select ‘Double-Sided’.

4.15 How do I copy a document?
Select ‘Copy’ on the printer’s touch screen. Log in using your UM-card or your UM username and password. Place the documents in the feeder on top of the printer or use the scanner glass. Now click ‘Copy’ or the green button.
4.16 I cannot set up / log in to the MyPrint App
This is most likely due to the fact that you did not log in on the MyPrint website first. Logging in on the website (https://myprint.maastrichtuniversity.nl) is a mandatory step, because it is the only place where you are able to accept the terms of use for the Ricoh myPrint functions. Upon logging in and accepting these terms you should be able to complete the setup of the MyPrint App.

4.17 I am unable to print in colour. The printer even gives the option “Force B/W”, but the prints always come out in Black and White
By default the printing preferences in the UM MyPrint driver on Windows systems are set to print in Black and White, because UM wants to minimize the amount of Colour prints. To print in Colour you need to change the drivers printing preferences (Right-Click on the printer in the Windows control panel) or change the printer options (in the print dialogue box within Windows applications) to print in Colour. When these are set to Black and White no colour information is sent to the printer, therefore printing in colour is not possible.

It is possible to create so called “Print presets” in the printing preferences. This allows you to easily select preferred printing settings which you can use when printing.

4.18 I am an employee and therefore do not purchase print credit. However in the upper right corner of the display a large negative balance is shown. How is this possible and do I need to worry about abuse of my print budget?
The balance in the upper right corner of the display shows the accumulated usage balance of your complete department since the balance was last reset. It does not display your individual print balance.

For students, guests and others that do print on pre-paid budget the individual balance will be shown. In that case it will always be a positive number as they will not be able to perform activities after the balance reaches 0.

4.19 There are black / coloured lines on my scanned pages when I use the auto-feeder for feeding the originals. How is this possible?
These lines are caused by stains on the small scan strip which is located on the left of the glass-plate when you open the copier lid. Because the paper is feeded past the stip a stain on the strip will result in a line across the page. Normally the printer will warn you when it detects pollution of the scan strip. You can use a soft cloth to clean the strip after cleaning no lines should appear on the scans anymore.

4.20 I employ students. So far they used a department print card to print on the Canon printers. However on the Ricoh machines no department cards exist anymore. Do I need to “”buy”” personal UM Cards for all my students?
The following options exist:
• Log in manually. It is not necessary to use a UM Card to identify yourself on the MFPs (you can log in manually, using your UM account, every time as well). However using a UM Card is of course a lot faster than logging in manually.
• Get a personal "employee" UM Card per student: You have the possibility to buy UM Cards for your student employees. When a person has an employment at UM with a duration of at least 4 weeks you can order a UM card at FS without direct costs.
4.21 How can Guest users print?
Guest users are defined as users that are not linked to a UM budget number via SAP HR. They can have a UM account, or not. However due to the fact that they do not have a budget number linked they need to have enough prepaid print budget.

The following options exist:

• They purchase budget themselves via the website https://myprint.maastrichtuniversity.nl
• UM departments buy print vouchers for their guests and hand them out (or sell them). Vouchers in fixed amounts will become available in January 2015. They can be purchased on a UM budget number.

4.22 I created a document in another Office Suite (OpenOffice / LibreOffice / …). After e-mailing / uploading via the website I receive an error stating “The document can’t be opened because it is password protected” or another error message.

Unfortunately non-Microsoft Office suites are not always 100% compatible with the MS Office document formats. A workaround is to save the file in the PDF format and then upload or e-mail the document to the UM MyPrint environment or to print the document via the MyPrint printer driver (installation instructions are available at: http://www.icts.maastrichtuniversity.nl/myprint).

4.23 Can I scan duplex originals using the automatic feeder? The scanner now only scans one side of the originals.

Yes this is possible. On the left side of the Scan menu some options can be altered (they are listed in a scrollable list). The option to scan duplex originals can also be chosen in this list. Unfortunately the colour scheme that was used when that list was designed by Ricoh seems to indicate the options as well as the arrows available to scroll through the list are inactive. The colour scheme unfortunately could not be altered. All options can however be changed and more options will appear when you scroll through the list using the up and down arrows.

After setting the options on the left side chose any of the pre-defined scan functions via the “large icons” on the touch screen (colour / black & white / own settings). When you chose for duplex originals the feeder will then scan in duplex mode.

4.24 Can I use other cards or a phone to link my UM account on the Ricoh printers

Technically that will be possible, however we do not recommend using other solutions besides the UM card. We have found that e.g. some smartphone with NFC capabilities do not emit a unique serial number which may result in others being able to log on on the Ricoh machines on your account and allowing them to copy and scan on your MyPrint credits.
4.25 **In SAP I cannot change the print properties. As a result I cannot print single-sided.**

A printer is available on the SAP Production system that will show the print dialogue box where you can change these settings. The following procedure describes how to act:

1. Start SAP GUI
2. Log in
3. Open “System” - “User Profile” - “Own data”
4. Open the tab “Defaults”
5. Change the OutputDevice from the default “PRT” to “PRG”
6. Save your settings
7. Log off and Log on again
8. When printing a dialogue pop-up will now appear allowing you to change the print options

4.26 **I lost my UM card, how do I unlink my MyPrint account to prevent others to copy on my budget?**

Offer your new UM card to any Ricoh MFP. When you link this card to your account the link to the old card will automatically be deleted.

4.27 **Prints from my Mac are not delivered to the MyPrint printers. They keep hanging in the local queue. Sometime I see a warning flash by that the server cannot be found.**

You are probably using an earlier version of the Mac OS X. The length of the default queue is too long for those systems. Change the https queue name to: https://myprint.maastrichtuniversity.nl/printers/RMP/.printer this will resolve your issue.
Failures

5.1 How do I report a printer failure, problems with print credits or payments?

Please report the failure at the ICTS Service Desk (tel. 043-3885555). The data you need to report a fault can be found on the printer. It has a Ricoh sticker with the serial number that you will need to pass on to the Service Desk.

5.2 The printer displays a red light and my documents aren’t printed.

This behaviour is typical when your document still contains old configuration settings. If you print a document, select a tray with A4-paper in the ‘Printer Properties’. From now on this document will print as normal. Make sure to do this for all documents that you’ve printed on the old printers.