



UPrint Service and Support

UPrint Support Guide

CANON SERVICE & SUPPORT

IF YOU ARE HAVING TROUBLE WITH YOUR DEVICE AND NEED SERVICE, PLEASE NOTE THE FOLLOWING IMPORTANT NUMBERS:

Hours	Type	Contact
24/7 Help Desk	<ul style="list-style-type: none">• Canon device support• UPrint Software related issues• System wide problems (i.e. service or network failure)	<u>24/7 Canon Help Desk Line</u> 1(855)477-4783 or <u>Canon Help Desk Email</u> csa_um_hd@csa.canon.com
*Be sure to have the device's serial # on hand to give to the customer support agent/technician.		

Hours of Operation

Normal onsite support hours of operation are from 8:00am to 5:00pm, Monday through Friday on University business days. Canon's UPrint on call team is also available for UPrint critical issues only (*i.e server down*). Please place service call via normal help desk procedures. Critical issues (system wide problems) will be forwarded to on call team. Non-critical issue (device and user specific problems) will be logged and addressed on the next business day.

If a user encounters a problem with UPrint that you are not sure about please have them fill out the "UPrint Feedback Form" located on www.miami.edu/UPrint by navigating to: [UPrint Feedback Form](#)

When Do I Call For service?

- General Questions
- If there is an error message on the device interface that can't be cleared
- Jobs can't be sent or released properly from UPrint
- User is not able to log on to device and self-registration fails

What do I need when I call for help (System Errors)?

- The device serial number located on the front (Required)
- User Cane ID (i.e. j.doe)

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- The device UPrint number
- As much information regarding the error and what caused it as possible
- The exact error message
- The callers contact information (for call back)

UPRINT SOFTWARE SYSTEM

UPrint System Error Troubleshooting:

Invalid Username/Password

- This error is usually caused by the user inputting their credentials wrong. Perform these checks before having them fill out a feedback form.
- Have them log into myUM to make sure their password doesn't require updating
- Ask if they have any dashes or underscores in their password or username. These are hard to distinguish on the screen's keyboard. Also ask about slash or backslash
- Make sure that the caps key is on only when they need a capital letter and off the rest of the time

UPrint Self Registration

- These errors are usually caused by someone using UPrint for the first time and needing to establish authentication for UPrint service
- Have the user swipe their card and when prompted, enter their credentials
- If user does not have a card, simply have them enter their credentials
- The user should now be registered in UPrint, and should now be able to copy, print, and scan.
- If user has account issues, please refer back to [UPrint Feedback Form](#)

Timeout Errors

- These errors are usually caused by a disruption in the UPrint system. Please contact the Canon Help Desk if you receive any of these errors more than once.

Jobs Not Showing

This can happen for a number of reasons:

The user selected the UPrintColor driver, and is trying to release their job from a B/W printer (*the job will not show up*).

- Have them log in to a color device or resubmit the job under UPrintBW. When submitting a job under UPrintBW, the job will be available on both Color and black and white devices.

The user entered the wrong credentials when they submitted the job.

- It sometimes takes a few seconds for a popup saying that you made a mistake and if you get up or log out too fast you may not see it. Have them resubmit the job.

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The user submitted a large job.

- Larger jobs, such as PowerPoint's, or jobs printed from the Internet take longer to show up in UPrint. Have them log out and wait about 30 seconds then log back in, the jobs should be there. If not see the previous solutions.

Jobs Not Printing

- Check to see if the processing light is on. If on, then either their job is rather large, complex or another job may be stuck in the printer preventing further printing. Lab Managers can utilize Pharos remote to clear, move, or reprint jobs
- Check to see if the device is online. All printers should have a light on the panel that says online. If this light is off press the online button
- If neither of these solutions works, do not turn off or reset any part of the machine. Place an out of order sign on the machine and call the Canon Help Desk

UPRINT HARDWARE

Device Basics

Loading Paper:

If the selected paper runs out, or the selected paper drawer runs out of paper during printing, a screen prompting you to load paper appears on the touch panel display.

- Never fill the paper drawer past the fill line
- Always remember to fan out the paper
- Always check to make sure the gates are pushed in on all sides of the paper and locked

Replacing Toner:

- When the message <Toner cartridge. (color type) is low> is displayed on the touch panel, ensure you have a spare on hand.
- When any toner runs out completely and prints can no longer be made, a screen with instructions on how to replace the toner cartridge appears on the touch panel display. Follow the instructions on the touch panel to replace the toner cartridge.
- If you press [Close], you can continue to scan, even if you do not replace the toner cartridge immediately.

Alert Light and Error Messages:

Error messages appear on the bottom portion of the touch panel. The message will say <Check the printer. Call Service rep >. Select the [Settings/Registration] button to get the exact error message and alpha-numeric error code to provide the Help Desk.

If the device displays a self-diagnostic error message, follow the instructions on the touch panel display. Self-diagnostic error messages appear on the touch panel display at the following times:

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- When scanning or printing cannot be performed because of an operational error
- When you need to make a decision or take some action during scanning, copying, or printing

Paper Jams:

If a paper jam occurs, a screen indicating the location of the paper jam appears on the touch panel display. **Please be sure you follow the removal instructions in the correct order so as not to have paper trapped in the machine.**

- Be sure to remove trapped paper by pulling straight out and not at an angle
- Always check for paper behind any slide out parts before pushing them back into place
- If a device jams in the same spot more than 3 times in a row, place a service call via the Help Desk.
- If there is a jam you are unable to get out, contact Canon's Help Desk by phone or by email.

Reduce Frequency of Paper Jams:

If paper jams occur frequently, even though there is no apparent problem with the device, either one of the following two reasons may be the cause. Follow the instructions described below to reduce the frequency of paper jams.

A: There are torn pieces of paper left inside the device.

Pulling jammed paper out of the device by force may leave parts of the paper torn inside, leading to frequent paper jams. If paper tears while you are trying to remove jammed paper from the machine, make sure that you remove all of the torn pieces.

B: The paper loaded in the paper drawer differs from the setting.

Make sure that the paper size plate of a paper drawer matches the size of the paper loaded in the paper drawer. If the sizes do not match this can cause the machine to jam.

Waste Toner Container:

When the waste toner container is full, the message <Replace the waste toner container > appears on the touch panel display. At that time, call the Canon Help Desk for assistance. A technician will remove and replace the container. If you press [Close], you can continue operations temporarily, such as setting modes and scanning originals, even if you do not replace the waste toner container immediately.

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Frequently Asked Questions

For Students:

Q: How much credit do I get?

A: Students allowances have been increased to 130 of UPrint credits per school year at the beginning of the **Fall semester**.

Q: Will I receive print credit for duplexing?

A: Yes. The new system will extend a 0.02 print credit on the second page when duplexing. See print credit summary below:

Black & White	Credits/Print
Letter Size(8.5" x 11")	.05
Legal Size(8.5" x 14")	.05
Ledger Size(11" x 17")	.05
Double-sided(<i>any of the above sizes</i>)	.08
Color	Credits/Print
Letter Size(8.5" x 11")	.10
Legal Size(8.5" x 14")	.10
Ledger Size(11" x 17")	.10
Double-sided(<i>any of the above sizes</i>)	.18

Q: What happens when I run out of UPrint Credit?

A: When you run out of credits, printing and copying will be deducted from your Cane Express Account.

Q: Can I add money to my UPrint account?

A: Yes. You can add money to your account with a credit card via MyUM.

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Q: Will my left over UPrint credit roll over to the next year?

A: No. All students' UPrint credits will reset to 130 at the beginning of the Fall semester. Any money you added to your Cane Express account will roll over.

Q: Can I get a refund if the device messed up my job and I had to reprint?

A: No. Refunds will not be available.

Q: My print job is not showing up on the black & white device?

A: In most cases this is because the print job was released at the computer or mobile device in the color queue. If a job is released to the color device it **will not** show up on a black & white only device.

Q: Why should I print my black & white jobs from a black & white device only?

A: It is more environmentally sound to print black & white documents from black & white devices only. Although color devices will print jobs released to a black and white device, it is not ideal for the environment since this utilizes more resources.

Q: How does MobilePrint work?

A: With MobilePrint you can print your document by emailing it to UPrintcolor@miami.edu or UPrintBW@miami.edu as an attachment. Each attachment will print as its own document and the email will print as well if it is sufficient characters long. If the email is not long enough to print or if you send a file type that is not supported by MobilePrint, you will receive an email notification. Please visit the MobilePrint page at www.miami.edu/mobileprint for more information.

Q: Can I use any email address to submit jobs via MobilePrint?

A: No. MobilePrint is only available using a University of Miami-issued email address (@miami.edu or variation such as law.miami.edu.) Pharos will use whichever email you have in CaneLink on MyUM as your preferred email address. The only time this is different is if your preferred email is an "@umail" address. In this case, the MobilePrint system will only recognize your "@miami.edu" email.

Q: Can I print using my own paper?

A: No. These machines are set to only allow for certain types of paper and using anything other than what is provided may damage them.

Q: Will I get charged for color if I print a black & white job from a color device?

A: No. You will only be charged for a color print if: 1) the document being printed has color in it, and 2) you sent the job to the color queue. If both are not the case, you will be charged the black & white rate.

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Q: Only the first page of my job is in color, will I be charged color for the whole thing?

A: No. The new UPrint system will only charge the color rate for the pages that actually have color in them; the rest will be charged as black & white.

Q: UPrint is not working, can I still print?

A: Yes. If there is an error in the system, it is possible for part of the system to continue working while another part is down. We are also working with all of the departments to implement by-pass printing in case of a total system crash.

Q: Where can students go to download the proper drivers to use UPrint?

A: Click on the link to download the appropriate drivers, and follow the instructions: [Student UPrint Drivers Page](#)

Q: Where can I go or who can I contact for assistance with a UPrint device?

A: The Lab Manager in your area is available to assist you with UPrint devices. If you're experiencing service issues and the lab manager is not available, please contact our help desk at CSA_UM_HD@csa.canon.com or at 855-477-4783. Additionally, the Managed Print Services department is available to answer your questions and concerns at MPS@miami.edu, or via the [MPS Feedback Form](#).

Q: Where can I locate a UPrint map with all locations and hours of operation?

A: A UPrint map with all locations and hours of operation is posted on the MPS website, at: [UPRINT LOCATION MAP - Coral Gables](#)

Q: Why am I unable to log onto a UPrint device?

A: If you have been able to log on before, please make sure you are logged off of the previous UPrint device you were using. The device will automatically log you off after a short period of inactivity. If this does not resolve the issue please see a lab manager or fill out the [MPS Feedback Form](#).