Print Release - Frequently Asked Questions

Why Print Release
The print release functionality provides confidentiality for your print jobs - you send your print jobs to the default print queue and then release it from any print device that has this functionality (there are some at Old Park Hill for example) using your UCard at the device. This reduces the wastage of print jobs not required and ensures that you only release the print job when you need it.

Can anyone else list my documents, or print them?
When you log in to the device you will have sight of only your documents held in the print queue. For security, the device will automatically log you out if there is no activity for 2 minutes.

NOTE: If you have sent a job to print from the device but the device is not functioning (out of paper or fault) your documents will print once the device is back online. To delete the print job, either click on the system monitor button on the bottom left of the control panel or press system monitor button on the display panel. Select the print tab, select the relevant print job and press cancel.

If I forget to log out will there be an automatic timeout?
The system will automatically log you out after 2 minutes.

How long before my print release queue is deleted?
Print jobs will be deleted from the queue after 16 hours.

Can I print and keep my document in the print queue?
Yes, select print and keep. The job will be purged from the queue after 16 hours.

Can I still use different paper such as coloured paper and headed paper?
Yes. When you release the print at the MFD, ensure the appropriate paper stock is stacked in the default paper tray.

I need to use headed paper – should I use special stationery or will the MFD be set up to print the headed part of documents?
This is a matter of choice. It is becoming increasingly easy to print high quality images and logos directly onto the paper. If you wish to use headed stationery, the drawer/tray can be selected via MFD properties-paper source when you send the document to print and the correct stationery can be loaded into the selected tray prior to release of the print.

I need to be able to print certificates on card; will I still be able to able to do that with the new MFDs?
This will depend on the weight or “gsm” of the card and the device used to print. If the card weight is over 120gsm it is best to load the card through the manual feeder located at the side of the machine. This can be selected via printer properties-paper source.

Can I print on label and acetate stocks on the Canon devices?
Load the label or acetate stock on the side ‘bypass’ tray - do not use the internal paper tray as there is a high chance the labels will peel off while in the device due to the roller. Amend the stationery type as appropriate, this will change the internal temperature of the device.

When the old printers are decommissioned, will I lose any printing in the direct print queue?
Yes, you should complete any printing before the old printer is decommissioned or resend the print job once the new device is installed.

I have a specialist printer / plotter. Will I be affected by this change?
You will continue to be able to use any specialist plotters by printing directly to them. They will not be covered by the print release functionality and the direct print queue for the specialist printer will be retained. You will need to change the print queue when printing to this device.

I use Metro apps under Windows, can I print from these?
Print Release is not currently supported when using ”Metro” style apps within Windows 8 & 8.1, i.e. the default Mail, PDF Reader, IE10 apps. You can use Print Release from any desktop app though, e.g. Microsoft Office, Chrome etc.