Troubleshooting FAQ

I can’t log onto the device
Wait for 1 minute and try again (could be a server issue). If the problem persists for longer than 5 minutes, please log a call with the IT Service desk (87870)

I can’t see the print queue
Once the print queue has been set up by IT Services, you will need to reboot your PC for the drives to be automatically mapped. If the queue is not automatically mapped click on Windows explorer (bottom tool bar)

In the search box, enter:
\is-print3.pcr.bris.ac.uk\Print_Release_B&W_Staff
press return then enter:
\is-print3.pcr.bris.ac.uk\Print_Release_Colour_Staff
Remember to set the black and white queue as your default.

My UCard is not recognised by the MFD
IT will need to ensure that you are set up in the appropriate user group to have access to the MFD. If you are set up in the right group, the card serial number might not be attributed correctly to your UCard. To check, you will need to contact Card Services, Royal Fort Lodge, Tyndall Avenue, Bristol, BS8 1UH Tel: 0117 3311190. You will still be able to login manually using the key pad.

I am currently listed to access my printing from an incorrect location. Will that affect my ability to print on new MFD devices?
Specific device locations will no longer be relevant with the print release functionality.

What do I do if the MFD has a fault?
Telephone: 0844 892 0844 providing the serial number of the print device.

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.
Who do I contact if the toner runs out?
Telephone: 0844 892 0844 providing the serial number of the print device.

If required you can request automatic replenishment to a central delivery point within the building, administered by a central administrator.

Canon requires the following information to set up EM Auto Toner Replenishment:
- central administrator name
- email address and telephone number
- delivery address including postcode
- model type and serial number of the devices that require automatic replenishment

How quickly can I expect an engineer to fix the MFD?
There is a service level agreement (SLA) in place, managed by Print Services. For new devices, it is 4 hours.

Note: The University print devices are for business use only; staff are not permitted to print for personal use

Hints and Tips
If you have a regular complicated copy job you can save the parameters of your job within favourite settings.

Please note this is set on the individual machine and will not “follow” you.

Useful function buttons:
- Use to return to the main menu
- Reset
- To log on using the key pad or log off