

Frequently Asked Questions

1. Service

a. How do I obtain service on my copier? If your copier needs service, simply place a call to the number on the FGCU Helpdesk at 590.1188. You will need to reference the machine number also located on the sticker that begins with “109”.

b. I am having trouble printing to my copier, what do I do? Check that the correct printer is selected on the printer panel on your computer. The printer number is located on the front of your copier on the white sticker beside “Printer Name”. If all settings are correct, call the Help Desk at extension 1188.

c. Is there someone on campus who can help me with service issues? FGCU currently has a full time on-site copier technician who will respond to the service calls placed to the FGCU Helpdesk that cannot be resolved over the phone. The on-site technician will be available Monday – Friday from 8:00 a.m. – 5:00 p.m.

d. What can I do myself? There are self help instructions on the copier for paper jams, changing the toner and other common issues that you can do yourself. The Help Desk (ext. 1188) may direct you to try other solutions.

e. I can't see any or all of my Banner indexes when I want to print from my computer. If you only have one index associated with your name, you will not see a pop-up box before printing. If the pop-up box is coming up, you have more than one index associated with your name. If you are printing for the first time or have not printed with a particular index before, it will not display in the pop-up box. To display the index, place the % symbol in the Search Box and click Search. The Box displays the Most Recently Used cost centers (indexes).

f. How do I properly power down my copier? Your Energy Star compliant copier is equipped with a power down feature, so there is no need to turn off your copier when you leave the office. If you should find a need to turn off your copier *it is important that you follow these steps or risk damaging the hard drive*. Press the on/off button on the copier display panel for five seconds. When the copier powers down, turn the power off to the machine. Wait 30 seconds, turn the power back on and then press the on/off button to power up the machine.

g. My copier says “Connection to server lost”. This indicates that an update to the server is occurring. Log out of the computer and wait 30 seconds. Log back in and you should be able to access the copier. If you are still unsuccessful, call the Help Desk at 1188.

h. There is no Pharos Systems logo or wording on the screen. This indicates a software problem so please notify the Help Desk at extension 1188.

i. There is no green light on the card reader. Try rebooting the copier by following these steps. *It is important that you follow these steps or risk damaging the hard drive.* Press the on/off button on the copier display panel for five seconds. When the copier powers down, turn the power off to the machine. Unplug the card reader from the USB port located on the back of your machine. Wait 30 seconds, turn the power back on and then press the on/off button to power up the machine. Plug the card reader back into the USB port. You should see a green light on the card reader indicating you are ready to copy. If you don't, please call the Help Desk at extension 1188.

j. I can't collate or change the light/dark setting on my copier. Please call the Helpdesk at 590.1188.

k. My copier is asking for A4 paper. Call the Help Desk to assist you with selecting the desired paper tray rather than the auto detect setting.

2. Copier Access

a. Who do I need to contact to gain access to the copier? You will need an Eagle ID card and ensure with your departmental copier contact that you have a Banner Index associated with your name for chargeback purposes. The list of copier contacts for each department can be found at <http://www.fgcu.edu/BusinessOps/duplicating.html>

b. Why do I have to use my Eagle ID card to access the copier? Due to some deficiencies in PIN code security the university recognized the need for better security as it related to copier and printer access. Use of the ID card allows for better departmental control of copier access resulting in more savings for departments.

c. What do I need to do to have OPS and Student workers gain access to copy and print services? Ensure that anyone wishing to make copies has an Eagle ID card. This may be obtained at the Eagle ID Card Office located in Mc Tarnaghan Hall, Room #142. OPS and Student workers who need printing capabilities must be logged onto the computer using their FGCU username and password. They will also need to have a nonstudent FGCU email address. This can be obtained by requesting an email account from computing services at http://admin.fgcu.edu:2000/compservices/helpdesk/frm_accountreq.htm

e. How do I get copier access for new employees? A Copier Index Assignment Form will be included in each New Employee Sign-on Packet. The employee will be instructed to provide this to their supervisor or copier contact for submittal to Business Operations. Employees will need both an Eagle ID Card and an “@fgcu.edu” email account before being able to access these services. Once, they have both of these, email the user name, UIN, email address, and cost center index to bizop@fgcu.edu.

f. How do I terminate access for employees leaving the university? Complete a Copier Index Assignment Form indicating employee termination and return to Business Operations at bizop@fgcu.edu.

g. What if I want to use multiple copiers on campus? Anyone with an Eagle ID card and an assigned Banner index in the database can make copies using any copier on campus. All copiers may be used by students, faculty and staff. Personal copies may be made on any copier on campus with the deposit of Eagle Dollars onto the Eagle ID card at the Cashier’s Office or the cash depository machines located in the library.

h. What if I want to use several accounts to make copies? A person may have multiple accounts (indexes) available for their use. This will be dependent on the areas of responsibility to which they have budgetary access. This is a departmental decision that will be communicated to Business Operations via email at bizop@fgcu.edu

i. We don’t have a color copier in our department, how can I make color copies and prints? Copies may be made by anyone using any copier on campus including the color copiers. Simply download the print driver you wish from the <http://pharosprint.fgcu.edu>

j. I’m not in the Banner Payroll system yet, but I need access to print and copy. What do I do? Your departmental copier contact may request a temporary card that will charge copies to your assigned Banner index. This card will be returned to the ID card office upon issuance of an Eagle ID card.

3. Personal Use

a. Can I make personal prints and copies on my department’s copier? Yes, by placing Eagle Dollars on your Eagle ID card you will now be able to charge personal copies and prints. Eagle Dollars may be placed on your Eagle ID Card at the cashiers office or the Cash Management Center machines located in the library and student union. Eagle ID dollars are also a convenient way to make purchases in the University Bookstore and all dining locations on campus.

b. Can students make copies on departmental machines? Students, faculty, and staff will have the ability to make personal copies on any copier on campus using Eagle Dollars.

c. Who should I contact if I have problems making copies in the Library? The users of the “public copiers” in the library should report problems to the Circulation Desk, x7610.

4. Training

a. What types of online training are available? There are training modules on-line for each type of copier. These can be found under Administrative Services Intranet/ Business Operations/Duplicating.

b. What types of in person training are available for me? Our on-site IKON technician is available for individual or group training. Training may be scheduled by emailing Business Operations at bizop@fgcu.edu.

c. Are there any training classes available for me? Training classes will be available each semester and will be publicized via email and the Business Operations website.

7. Sustainability

a. What happens to my toner after I use it? Please place used toner in the toner packaging by your copier and mark as USED. Place this carton in a designated location by the machine. The IKON technician will pick up USED toner on his normal rounds and recycle according to IKON’s recycling standards.

b. Are these copiers Energy Star rated? These machines have received an Energy Star rating for operational efficiency.

c. Our department wants to encourage sustainability, what can we do?

i. All paper ordered through Business Operations now contains 100% recycled content.

ii. Recycle your toner by placing it by your copier and clearly marking it as USED. The on-site technician will pick it up during regular rounds.

iii. Set all PC’s to use the copier as the default printer. The toner cartridges in the copiers are generally more environmentally friendly as a result of the volume in the toner cartridge. Use of a multi-functional device reduces the need for production of multiple machines. One can choose to duplex which saves paper.

8. Copier Moves

a. What do I do if I need my copier moved? Contact Business Operations with information regarding your desired move information including the desired location, date of move, and the availability in the new location for data ports and electrical outlets. Business Operations will assess the needs of the other users in the area and work with all stakeholders to determine the best course of action.

9. Scanning

a. Training for scanning from your copier to a departmental folder will be available in the near future. Scanning will be rolled out to campus in the near future.

10. Supplies

a. How do I order paper included in the Cost Per Impression? Complete the Paper Order Form located at: <http://admin.fgcu.edu:2000/auxsvcs/duplicating.htm> and email to Business Operations at bizop@fgcu.edu.

b. How do I order all other paper that is NOT included in the Cost Per Impression cost? You may purchase specialty paper from any source; however, FGCU has contracted with Office Depot for special discounted office supply rates. You may order supplies of all types on-line at <https://bsd.officedepot.com/login.do>

c. How do I order supplies that are included in the Cost Per Impression such as toner and staples? Toner and staples are included in the contract with FGCU. To obtain these supplies simply call the number listed on the IKON sticker on the front of your copier and provide the person with the machine number that begins with "109".

d. What should I do when someone representing IKON asks me to order toner or supplies for my copier? DO NOTHING, THIS IS A SCAM. You will never be phoned, emailed or receive any type of solicitation from our FGCU approved copy contractor. Any supplies ordered from these companies will incur a charge that will be the responsibility of the department that ordered the supplies.

11. Invoicing and Chargebacks

a. What is the cost per copy for copies and prints made to cost centers? Black and White copies will be charged at 6.5 cents per impression. Color copies are 20.25 cents per impression. Remember that duplexing (two-sided copies) and 11 x 17 ledger paper are

charged as two impressions.

b. What is the cost per copy for copies and prints made to Eagle ID Card Eagle Dollars?

Black and White copies will be charged at 8.5 cents per impression.

Color copies are charged at 38 cents per impression.

Remember that duplexing (two-sided copies) and 11 x 17 ledger paper are charged as two impressions.

c. How will I be charged for departmental copies and prints? A charge will be posted to your Banner Index within 15 days of each month's end.

d. How will I be charged for copies and prints made using my Eagle Dollars? Charges are taken from Eagle Dollars associated with your Eagle ID card. The charge is instantaneous and the new balance will be reflected on the copier screen.

e. What is included in the cost per impression? Included in the cost per impression for both copies and prints are: machine lease rate, maintenance and service, on-site technician, toner, staples and letter size, 20 lb 100% recycled content, white paper.

f. How do I choose the index that I wish to be charged? If there are multiple indexes assigned to your UIN and name you will be able to choose the index you wish to use when you print and copy. When printing, a pop up screen will appear on your computer screen with the indexes from which you can choose. When making a copy, after swiping your Eagle ID card, the list of indexes from which you can choose will appear on the touch screen.

g. What if our department doesn't have a banner index? You may request a departmental card by having your department's copier contact or other authorized departmental staff request cards from Auxiliary Services, including department, FGCU club or organization name and person responsible and billing information to be charged for copies/prints. There will be a cost of \$10.00/card annually for this service and will be charged to the billing information supplied on the original order. An invoice will be sent to you by the 15th of each calendar month.

h. How do I get a valid "fgcu.edu" account? This can be obtained by having your approved department contact request an email account from computing services at:

http://admin.fgcu.edu:2000/compservices/helpdesk/frm_accountreq.htm

12. Budget

a. Why use the multi-functional copier instead of my desk top printer?

Multi-functional copiers are generally less costly when looking at the cost of toner, paper, supplies, maintenance and equipment purchase price. All of the copiers come with paper, toner, staples, and maintenance.

Copiers allow you more printing features and most often at higher speeds. The copier will collate, staple, and sort jobs for you. You can even create a document using a variety of paper from different paper trays all at once...no more hand collation of multiple paper types.

b. What can we do to save on our copier and printing costs?

- i. Limit who can make color copies.
- ii. Limit the number of prints and copies allowed per person.
- iii. Make the copier the default printer.
- iv. Notify staff that personal copies and prints should be paid for with personal Eagle Dollars.