



HISD Copiers - PaperCut User Guide

How to get the most from HISD digital print and copy services

What is PaperCut?

PaperCut is a print and copy output management software solution for printers and Multi-Function Devices (MFDs). The service is hosted and maintained on HISD servers with all data transmitted via HTTPS/SSL protocols; the same encryption used by bank websites. PaperCut facilitates printing from any HISD or internet connected computer to any HISD MFD. Users print to a virtual, centralized queue and the document(s) are released to the first copier the user walks up and logs into. You can even send PDF or image-based print jobs from anywhere in the world to the web print portal and then print out your document(s) when you arrive at your department or campus.

How do I use PaperCut?

From your HISD desktop it's business as usual. Simply print your document to the virtual queue (copier-print), walk up to any copier in the district, login, and print your job(s) from the queue.

From outside the district, or from the HISD wireless network, or from any other non-HISD owned device, point your web browser to <https://print.hisd.com>, login with your HISD desktop credentials, then upload your job(s) in PDF or image format. As soon as you're back in-district walk up to any copier, login, and print your job(s). This method also works with any laptop, Chromebook, even your phone or tablet.

Terminology

When referring to the copier controls layout, the *panels* are the hardware button clusters (usually plastic) on either side of the copier screen. The terms *hard button* or *physical button* refer to the plastic buttons located on the copier panels. The term *soft button* refers to any buttons or labels presented on the copier LCD screen.

Getting Started

This guide will cover the desktop, web, and email printing processes, walk-up procedures, and additional troubleshooting tips. As always, if you can't resolve your issue after reading through this guide, please call us at ext. 5701.



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Printing from the desktop

As mentioned, you won't do anything different when printing from the desktop. You have the same access to quantity, duplexing, imposition, stapling, and hole punching as always.

About varying capabilities

It's important to note that not all copiers at HISD have the same capabilities; if you are creating a print job that needs color, staples, or hole punch, make sure the walk-up copier has those capabilities before you release your print job to that location.

Walk-up Procedures

When you first walk up to the copier, you will be presented with the PaperCut logon screen (see [figure 1](#) below). Authenticate with the copier using your employee ID and PIN code (the last 4 of your SSN).

If you have one or more print jobs queued, you will be presented with a list of available print jobs (see [figure 2](#) below). If you only wish to fax, scan, or copy at this time **press the "Use Device Functions" soft button** then select your desired function from the device keys (hard buttons) on the left copier panel.

If you do not have any print jobs queued, you will only be presented with the "Use Device Functions" soft button (see [figure 3](#) below).

Heads up, this is Important!

After logging in, to use the copier built-in hard buttons (copy, scan, fax, etc.) you **must** press the "Use Device Functions" soft button on the PaperCut dialog (see [figure 2](#) and [figure 3](#) below) **before** pressing any of the copier hard button function keys.



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Figure 1, The PaperCut logon screen

PaperCut MF[®]
Enter ID Number

Cancel

ID Number

PIN

Log in

PaperCut MF v5.4.2

Figure 2, The PaperCut function screen (with pending print jobs)

PaperCut MF[®]
Held Print Jobs

Log out

Document name	Pages	Cost
iPadReset.pdf	6	\$1.20
Departmental Report - Sep 2017.pdf	1	\$0.20
Prop of Matter HW 1 p_1.pdf	1	\$0.10
2017 MFD Index.pdf	1	\$0.20

Use Device Functions

Print All

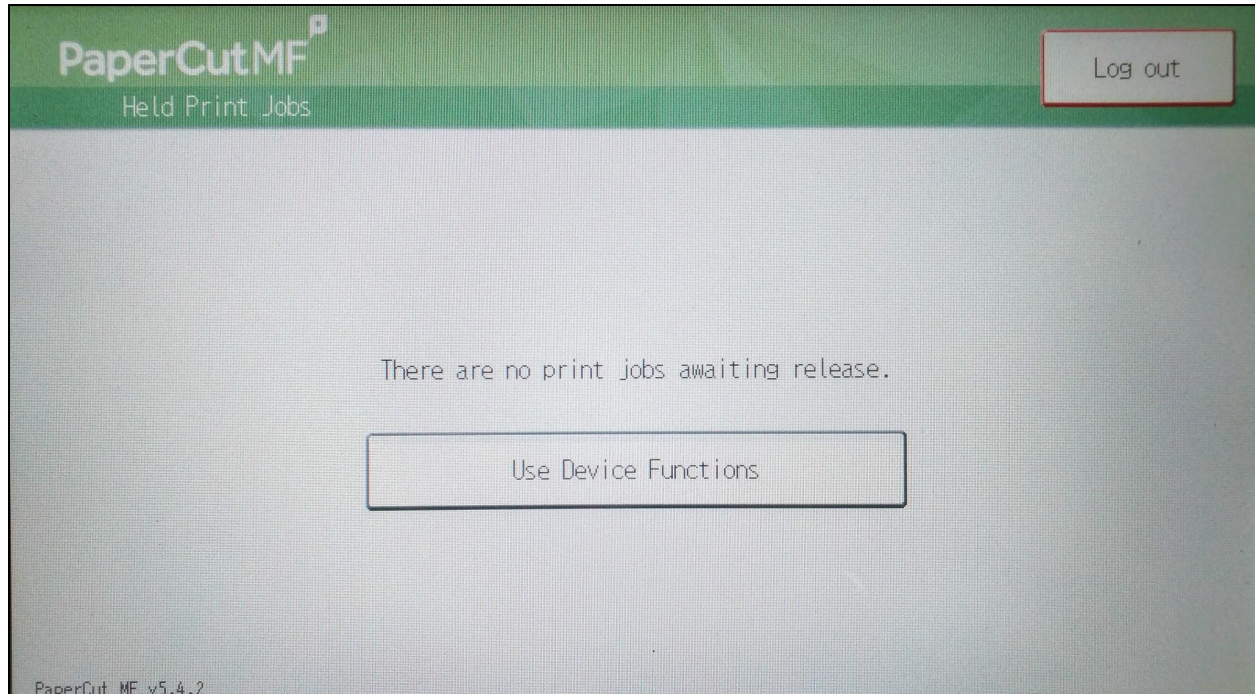
PaperCut MF v5.4.2



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Figure 3, The PaperCut function screen (without pending print jobs)



Heads up, this is Important!

Make sure to press the “Log Out” hard button on the right copier panel when you’re done using the copier. The default timeout for dialogs and sessions is 180 seconds (3 minutes). We provide an usually long session timeout to allow navigating and moving through copier functions as these are new to everyone and we’d like to eliminate as much frustration as possible.



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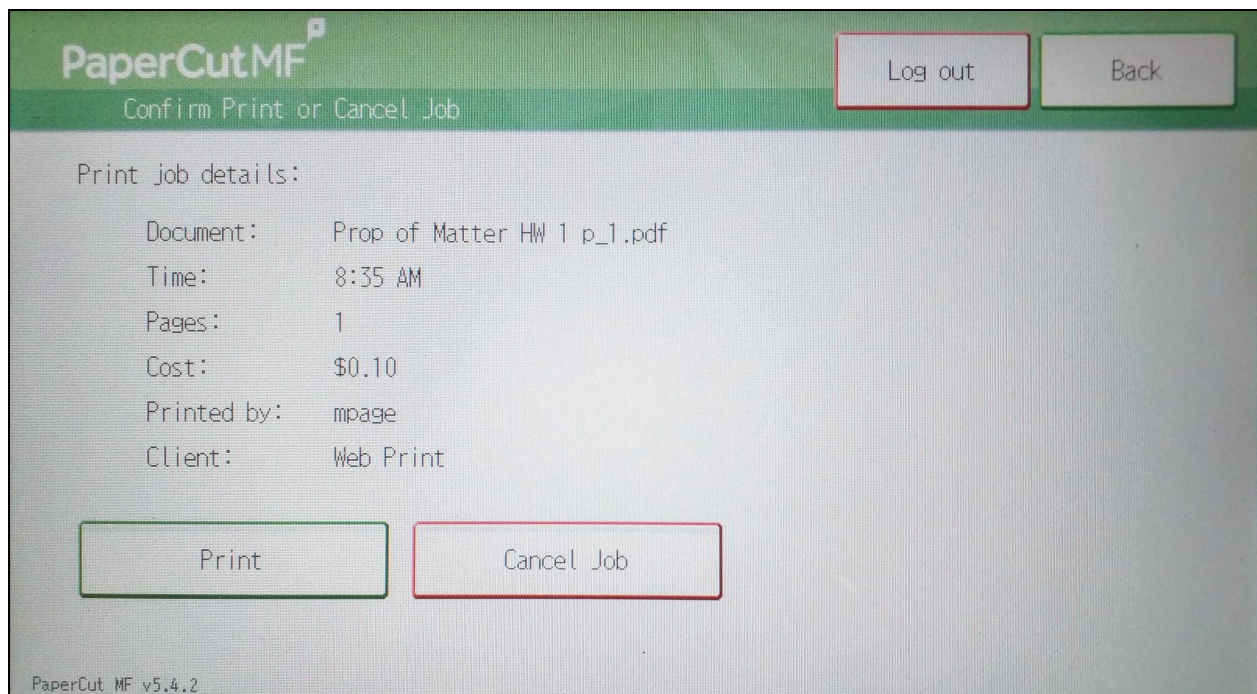
Printing jobs at the copier

Once logged in the copier you may proceed with the print process. You may print all queued jobs by pressing the “Print All” soft button on the PaperCut function screen or print selected jobs from your queue by pressing an entry in the job list (see [figure 2](#) above). If selecting a single job you will be presented with print confirmation screen (see [figure 4](#) below). You may also cancel any queued jobs here as well.

About cancelling jobs

Cancelling a queued job removes it from your queue; you will not be able to print this job from another copier. To cancel printing without removing the job from your queue, press the “Back” soft button in the upper right corner of the print confirmation screen (see [figure 4](#) below).

Figure 4, The PaperCut print confirmation screen





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Queuing print jobs from the web

PaperCut has the ability to receive print jobs from most modern web-enabled devices. Point your device web browser to <https://print.hisd.com>, logon using your HISD desktop credentials (see figure 5), select the “Web Print” option from the left menu (see figure 6) and your job will be sent to the global virtual queue. From there follow the [Walk-up Procedures](#) to release the job to your desired copier.

Web print limitations

The PaperCut web portal will only accept documents in PDF and image formats (jpg, png, gif, etc.). When printing from Google apps or from the web it may be necessary to use the browser’s save to PDF function to produce a compatible document. The PaperCut web portal does not provide control for imposition, stapling, or hole punching.

Figure 5, PaperCut web logon

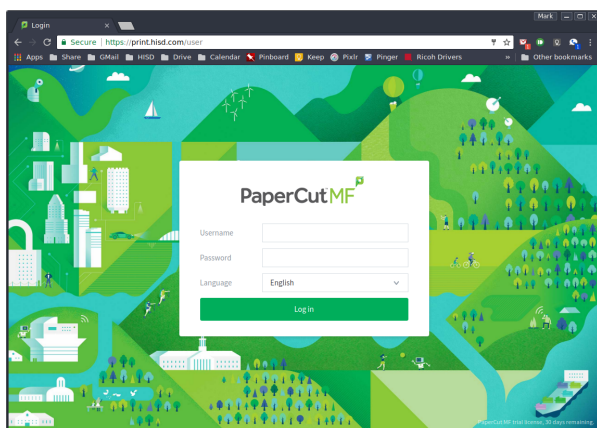
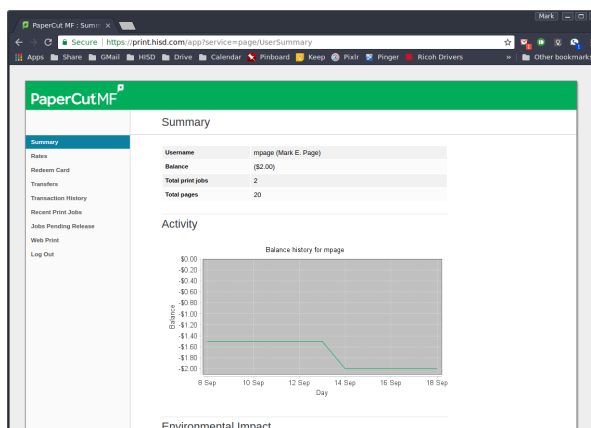


Figure 6, PaperCut web options



Viewing your printing stats

The PaperCut web portal is also your go-to spot for checking queued jobs, printing statistics, even the environmental impact of printing from both a user and district perspective. View your dashboard at <https://print.hisd.com/environment/dashboard/>.



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Queueing print jobs from email

PaperCut has the ability to receive print jobs from any modern email client. Simply compose an email message on your desktop or mobile device using your HISD Gmail account, address the message to copier-print@hisd.com and attach a PDF or image-based file. You don't need a subject or even text in the body. After a few seconds you will receive a confirmation message from print@hisd.com asking you to verify the print job. Follow the link provided in the confirmation message and your print job will be added to the global virtual queue. From there follow the [Walk-up Procedures](#) to release the job to your desired copier.

Email print limitations

The PaperCut email to print function will only accept email messages from the HISD email domain (@hisd.com). In other words, be sure to send the documents using your HISD email address, not a personal account.

The PaperCut email to print function will only accept documents in PDF and image formats (jpg, png, gif, etc.). When printing from Google apps or from the web it may be necessary to use the browser's 'save to PDF' function to produce a compatible document. The PaperCut email to print function does not provide control for imposition, stapling, or hole punching.



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Common problems and troubleshooting

To use the following function(s), set Key Card (Error)

The most common error encountered is the “To use the following function(s), set Key Card” response from the Ricoh operating system ([see figure 7](#)).

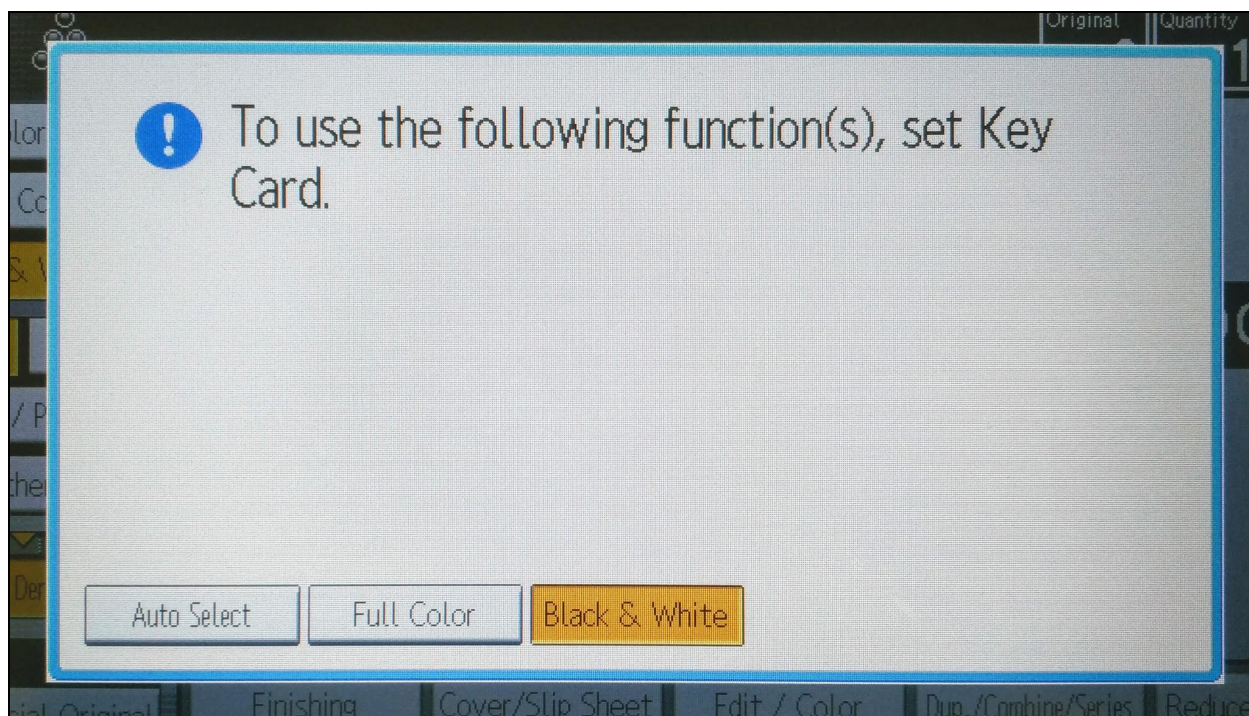
This error can be caused by:

- Failure to press the “Use Device Functions” soft button (see [figure 2](#) or [figure 3](#))

To resolve this issue:

- Press the physical “Other Function” button in the lower left copier panel or the physical “Home” button on the top left copier panel ([see figure 8](#))
- Press the “PaperCut” icon on the home screen ([see figure 9](#))
- Press the “Use Device Functions” soft button (see [figure 2](#) or [figure 3](#))

Figure 7, To use the following function(s), set Key Card Error





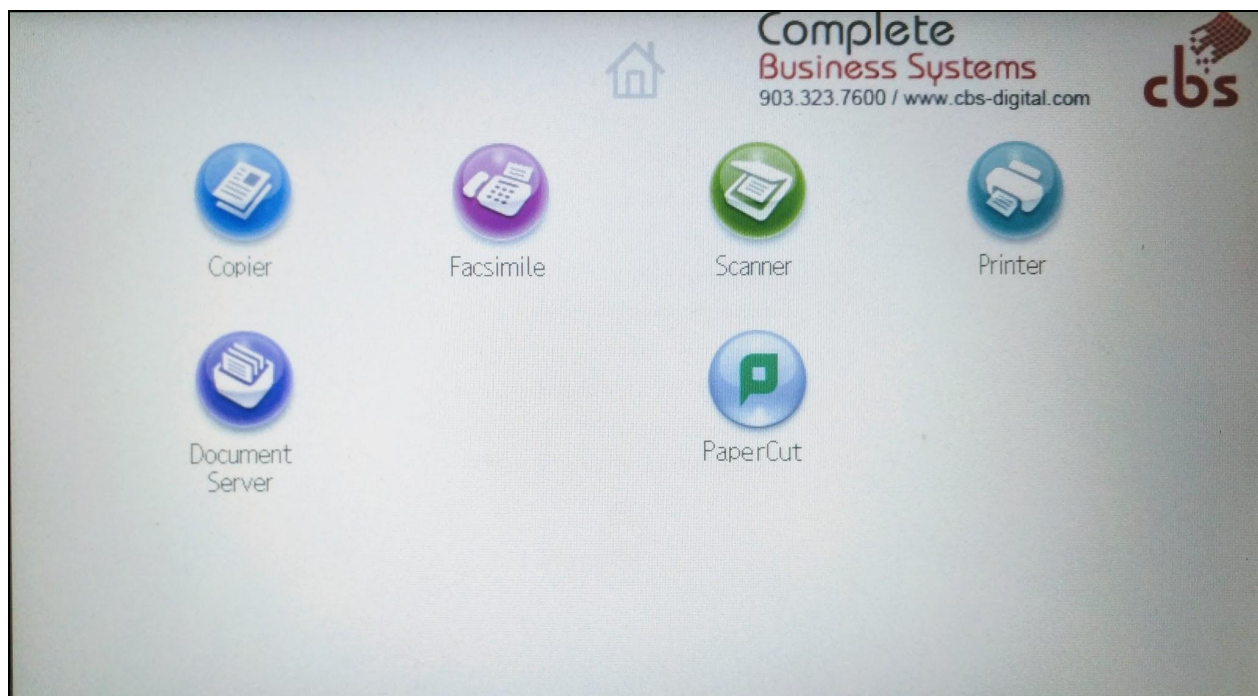
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Figure 8, Other Function and Home Physical Buttons - Copier Panel



Figure 9, Copier Home Screen





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Frequently asked questions

Why do we need to logon to the copiers in the first place?

You must be associated with a copier session to facilitate scanning destinations (email, folders, etc.) and to release print jobs sent from your desktop or the [HISD Web Print Portal](#). We also track copier usage for cost analysis and to aid in estimating toner / paper replenishment cycles.

I see a “cost” entry associated with my print and copy jobs -- Am I being charged?

No one is being charged to use print and copy functions at Hallsville ISD. We use this data to predict supply usage and budgeting. HISD spends ~\$800,000 per annum for print / copy usage and maintenance -- much of it goes to waste through mis-printed and abandoned print jobs. Our goal is to curb this loss, become more environmentally responsible, and still provide feature rich, highly-available copy and print services throughout the district. We show this data to help you make informed decisions about your copier and print practices. You can view your summary data and environmental impact report at your [PaperCut Dashboard](#).