

FAQs: Managed Print with Cannon IV

Resources: [IPS Managed Print Training - District 10/2021](#), [Intra School Cost Sharing - PaperCut Funds](#)

Overview of Managed Print

Managed print is a procurement initiative within IPS to manage print and copier usage costs across the district. Cannon devices in IPS buildings will sync to Papercut, a print management software that helps organizations minimize waste while having a secure and easy printing experience.

Access to managed print is contingent upon access to the IPS IT network. For schools that are on the IPS IT network that opt into Managed Print, IPS will cover all printing devices, utility services, usage and toner costs on behalf of innovation schools.

For existing schools that are not on the IPS network and have received a Cannon IV device, IPS will no longer cover any new printing devices, utility services, usage and toner costs on behalf of innovation schools starting July 1, 2021. Moving forward, Cannon IV will bill these schools directly on a monthly basis for all printing devices, utility services, usage, and toner costs.

New innovation schools in IPS buildings that do not choose to be on the IPS network will not have access to Managed Print Program. IPS will not cover printing new devices, utility services, usage and toner costs on behalf of innovation schools.

How Managed Print Works with Cannon IV and Equipment Service Requests

Toner: All networked devices will be on an “Auto Toner Replenishment” program. This program will monitor the device usage and automatically ship toner approximately 10 days before needed. As a contingency Cannon IV will reserve an emergency toner stock where there is high volume use. If at any time the status of toner levels on a device is needed contact Cannon IV service.

Equipment Service: Cannon IV has a dedicated local service team and will now service ALL old and new district printing devices. When a service request is entered, a technician will respond within four business hours to assess needs.

Service Requests: If a repair, replacement, or toner is needed please contact Cannon IV by emailing IPS service desk through the IPS IT service portal.

Frequently Asked Questions

Q: How does managed print work with Cannon IV?

A: [How MP Works with Cannon IV and How to Make Equipment Service Request](#)

Q: Will I receive training about managed print with Cannon IV?

A: [How MP Works with Cannon IV and How to Make Equipment Service Request](#)

Q: Can I choose the type of printers I want and where they will be placed in my building?

A: The district has chosen a selected category of devices; any devices outside of that scope cannot be monitored, serviced, or maintained. When the assessment is complete, a design solution will be developed to best serve the needs of the location in an efficient and cost-effective manner. Cannon IV will send the recommended print design solution to location officials and district leadership, for collective approval.

Q: Will Cannon IV service my old device?

A: Yes. Cannon IV has a dedicated local service team and will now service ALL old and new district printing devices (with the exception of specialty devices). When a service request is entered, a technician will respond within four business hours to assess needs. If the device is not able to be repaired or supported, it will be replaced.

Q: My device is broken and needs repair, who do I contact?

A: [How MP Works with Cannon IV and How to Make Equipment Service Request](#)

Q: My printer has run out of ink/toner, who do I contact?

A: [How MP Works with Cannon IV and How to Make Equipment Service Request](#)

Q: Should I order all printing supplies from Cannon IV?

A: Yes, with the exception of paper and specialty devices. Approved toner, ink, repairs, and devices are all supplied through Cannon IV.

Q: Does Cannon IV ship to the schools?

A: Yes. A Cannon IV sticker with a 6 digit asset number has been placed on all devices. This asset number is tied to the location of the device.

Q: Can I keep extra toner and supplies on-site?

A: No. The district is moving away from “stockpiling” supplies. When you send an email request or put in a ticket request, ink/toner will be shipped to your location within 24 hours. When all-district printers are on the network in August of 2020, an email will no longer be needed as the printers will automatically order toner 10 days before running out.

Q: Does Cannon IV bill individual district locations for toner, ink, and services?

A: No. All devices covered under managed print (with the exception of specialty devices) are billed to the district directly.

Q: Are plotters and poster printers (specialty devices) serviced through managed print?

A: Yes and no. Plotters/poster/photo printers fall outside of the managed print scope however Cannon IV can service these devices. The cost incurred to maintain specialty devices will come out of your department's budget and will have to go through the procurement process.

Q: Is a PO (Purchasing Order) required to order supplies?

A: No. P.O .is not required; with the exception of specialty devices.

Q: Can I keep my old, donated, and/or personal printers?

A: No. The goal of managed print is to help save time and money by streamlining printing needs and reducing the number of personal devices in the district. In order to make that happen all devices must be capable of functioning on the network. The district has chosen a selected category of devices; any devices outside of that scope cannot be monitored, serviced, or maintained.

Q: I have never logged into PaperCut, how do I create a profile?

A: [Creating a PaperCut Username and Password](#)

Q: I have never logged into PaperCut; my district location currently does not have ID badge readers installed on printers.

A: [PaperCut Login Instructions -- WITHOUT ID Badge Readers.pptx](#)

Q: I have never logged into PaperCut; my district location does have ID badge readers installed on printers.

A: [PaperCut Login Instruction -- WITH ID Badge Readers.pptx](#)

Q: How do I release a print job with my ID badge?

A: [Releasing Your Print Job](#)

Q: Can PaperCut auto-launch to avoid logging in daily?

A: [How to Auto Launch PaperCut on Windows Devices](#)

Q: Can I print without opening Papercut software?

A: No. PaperCut software must be running in order to print to the FindMe(virtual) queues.

To avoid logging into PaperCut daily, you can set up auto-launch.

[How to Auto Launch PaperCut on Windows Devices](#)

Q: Why are my emails only printing in black and white?

A: All emails are set by default to black and white print.

Q: Do I need to use a long-distance code to fax?

A: Yes. If you do not have a code please contact your supervisor, principal, or the IPS Telephone & Communication Department.