

Gates Chili Centralized Printing FAQ's

- 1. Who will be responsible for basic maintenance (refilling paper, toner cartridges, clearing jams, emptying paper punches, etc.) for each printer?**

We would hope that we can all police ourselves on refilling paper just as we do now with our current room printers. Building Computer Aides will handle the larger paper jams and toner cartridges. If it is a small jam, please follow directions on the display screen. It will walk you through all steps. If the machine breaks, Tech Services will get an automatic notification.

- 2. Will these printers be located in teacher classrooms?**

No. The printers are located in common areas and offices throughout each building.

- 3. Will there be a dedicated staff member to load paper, change toner, etc. on the centralized printers**

No. It is the responsibility of all staff to refill paper if the machine runs out.

- 4. How many pages per minute do these copiers print?**

Up to 55 pages per minute

- 5. Can I print from my teacher device at home?**

Yes. You will be able to print from home and pick up your documents when you come to work.

- 6. Will our paper be monitored since we are activating with our ID badge?**

We are only monitoring the system to make sure that we provide the most effective copying machines for our staff. If the machine breaks, we will get notified. If the machine runs out of toner, it is automatically ordered, and if you need repair please contact the building Computer Aide.

- 7. Will teachers be able to bring in their own printers to use in their classroom?**

No. As a district, we are unable to hook up any personal printers to our school devices due to data privacy issues for students and staff. Also, we are unable to support it or place personal machines attached to our computer system.

- 8. Who do you contact if the copiers break?**

Please contact the Computer Aide in your building. Based on the issue, a rep would be dispatched and on scene within 24 hours.

- 9. Once I print, can I swipe my ID again to print again or does the item get automatically deleted?**

Once you print, the document does get deleted from your queue. You could ultimately make additional copies from your printed original.

10. Can I print the same item(s) at multiple printers without sending it again?

No, unfortunately the system doesn't work this way. You will have one print driver for all of the machines in the district.

11. If I forget to bring my badge, can I still print?

Absolutely. You will just need to login to any copier using your computer/network login and password.

12. Do I need a new badge?

No. You can use your current badge. When you login the first time, you will swipe your badge. You will then be prompted to type in your computer login and password. This process will link the badge.

13. Can I pick up a colleagues copy/print jobs or students?

Printing/jobs are tied to your user information (computer login/password). Your badge or your computer login information are the only way to release your jobs. If you have a copier staff member in your building, you will still be able to have them copy for you as well. In this case you could pick up your colleagues copies once they have been printed by the building copy person.

14. Will the new printers have scanning/emailing features?

Yes. However, it is not currently configured, but will be in the near future. See resources on the technology integration page for this process.

15. How will students print?

Elementary classrooms have an ID badge that will release print jobs for their classroom student devices. Secondary carts will have an ID badge assigned to each cart that will release print jobs for the classroom student devices in that cart.

16. Will the centralized printers have color capabilities?

Each building will have one printer that is designated to print in color.