UW-Green Bay is Going “Green “  
by using Network Printers & Multi-function Devices

Frequently Asked Questions

What are the different features of Printers and MFD’s?

<table>
<thead>
<tr>
<th>Printers</th>
<th>MFD's</th>
</tr>
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<tbody>
<tr>
<td>Print</td>
<td>Print</td>
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<td>Network (option)</td>
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<td>Copier</td>
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<td>Scanner</td>
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<td>Collates/Staples</td>
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<td>Fax (option)</td>
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I’m concerned about the environment, but I am also concerned about our budget. Will this cost us more?  
It shouldn’t cost you more, but this depends on your area’s current equipment and usage. Cost information will be considered in the assessment so you may make an informed decision.

What if our MFD is not working properly and we need to print?  
You should always have an alternate available for printing. Networked central printers and MFD’s can be mapped so that you may route your prints to at least two devices.

What if we have problems with our printer?  
Contact the Help Desk for assistance x2309

What if we have problems with our MFD?  
Place a service request with Ricoh on-line www.RicohDirect.com or 800.432.9707 (see tag on your MFD). The State contract provides many protections to assure the quality and reliability of your MFD:
  o 4 hour response time to your request
  o 8 hour replacement for a failed unit (we have an extra MFD on campus for such situations)
  o Performance Uptime Guarantee of at least 95% during every calendar month

I do a lot of confidential printing and am concerned about confidentiality with a shared device.  
All of the networked MFD’s, along with some of the HP printers, offer the Print and Hold feature. This allows print jobs to be sent to the printer, but not actually printed until a user releases the job at the printer, with optional password, thus ensuring sensitive data stays secure.
How can I reduce unwanted page printing and duplex?
Every year, extra pages are printed that just go straight to the recycle bin. Please consider these options to save the paper, electricity and toner used in those unwanted pages:
- Use GreenPrint to automatically preview print jobs. GreenPrint will also automatically duplex the multi-page print jobs if printing to a duplex capable printer.
- Set your printer to duplex by default if you have that option. You can switch to simple as needed.
- Set color printers to print black by default. Again – color can be turned on via the GreenPrint interface or by going into preferences.

How can I get help with selecting a Printer or an MFD for my area?
Contact Helen Alexander who will guide you to purchasing a printer or will refer you to Robin Kepler (X2693) to obtain an MFD. This will be based on YOUR individual area’s needs.

When should I use the DigiCOPY Copy Center?
Located on the first floor of the University Union, DigiCopy provides a wide variety of services to support students, faculty and staff needs. Large print jobs, flyers, and posters are just some of the services that they offer. See the Copy Center for more information.

When should I obtain traditional PRINTING services?
- **Quantity:** The higher the quantity, the more likely that it will be more cost effective to have the piece printed off-campus rather than at the Copy Center.
- **Color:** The Copy Center pricing is the same price no matter how many colors are included on the piece — one color is priced the same as one, two or four colors. In off-campus printing, one of the factors in determining price is how many colors are included — one color costs less than two colors, two colors cost less than four colors.
- **Production time:** In some cases, time outweighs cost. The Copy Center offers a three-day turnaround time, and if requested and possible, even shorter. If printing off-campus, the approximate turnaround time is 10 working days.

If you are uncertain which traditional print option will be best for you, please contact Nancy Matzke x2214 for a cost estimate.