New MFD Print Go-Live Material

FAQ's

What Devices are we getting?

The new HP LaserJet E50145DN printers and floor standing E87750dn MFD's (Multi-Functional Devices) are next generation HP with enhanced features such as Scan to OneDrive and carbon neutral certification on the MFD's. The new devices will have Papercut software embedded from the outset.

When are we getting our HP printers?

Building	Dates (est.)
London Campus	10th July
Coach Lane Campus East and West	10th & 11 th July
Burt Hall	4th & 5th July
Drill Hall	4th & 5th July
Ellison Building	26th June to 6th July
Ellison Terrace	26th & 27th June
City Campus Library	30th June and 3rd July
Lipman	4th and 5th July
Northumberland Building and Sports Central	28th and 29th June
Sandyford Building	28th and 29th June
Squires Workshop	28th and 29th June
Squires Annex	4th and 5th July
Squires Building	30th June and 3rd July
Students Union	28th and 29th June
Sutherland Building	28th and 29th June
Trinity Building	28th and 29th June
Pandon	Printers available
CCE1	6th and 7th July
CCE2	4th and 5th July
Business Clinic and Incubator	4th and 5th July
University Nursery	4th July
Winn, Newbridge, Glenamare and Claude Gibb Halls	4th and 5th July

What printers are being replaced?

We are replacing the Northumbria University on-campus Xerox Multi-Function Devices (MFD) printers with HP MFD's. There will be a limited number of Xerox desktop devices that will be replaced by HP desktop printers.

What printers are not being replaced?

Any other Northumbria University on-campus printers that are not Multi-Function Print/Scan/Copy devices such as plotters and scanners.

What is Papercut?

Papercut is a type of print management software which allows for an enhanced user experience along with secure, "follow me" printing where the user will send a print job to one of two print queues which can then be printed at any printer within 48 hours.

Where do I find the support documents for the HP printers?

Should you need support you can find supporting documentation here:

- [Staff guides](#)
- [Student guides](#)

Will I still be able to print to existing Xerox devices?

Once a Xerox printer has been disconnected, you'll be unable to release a print from it. Please make sure you've printed all print jobs in the old Xerox print queues before they're removed.

Can I still print from my Northumbria device?

Yes, you can. The two print queues are called NU_Mono and NU_Colour.

How do I login to the printers as I currently use my Northumbria University smart card to do this?

Log in is the same on the new printers using you Northumbria University smart card as re registration is not required. If you do not have your card, you can still use your Northumbria University credentials to login at any MFD device.

What do I do if there's a problem with the printer?

If you experience an issue with any of the new HP or existing Xerox printers, you should continue to report them to IT Service Desk using the QR code on the printer itself or by completing the "Report Printer Issue" form on the self-service portal.

Will the default print settings change?

There is no change to staff and student print default settings and print queues will be in place for both mono and colour printing for both the new HP and existing Xerox printers.

Will the costs of print and copy change?

There will be no change to the current charges. Each year you get £10 print credit, this is the equivalent of 1,000 A4 black and white prints. This balance is topped up each year with £10 and will roll-over to your next year (we don't reset it to zero):

- One A4 black and white: 1p
- One A3 black and white: 2p
- One A4 colour: 5p
- One A3 colour: 5p

Print credits will be debited from your account when you select and print your document at a printer.

Note: These prices are per page, so double-sided will be double the price e.g., 2-sided B&W on A4 = 2p

Will I still be able to update my student print account?

Yes, you will be able to continue to do this through the PaperCut Portal link here after the 14th July 2023 when all of the Xerox printers have ben removed.

What do I do when I have finished using the printer?

Logout by pressing the log out button on the printer control panel or swipe your Northumbria University card on the card reader.

Which way is the paper placed in Tray 1 (bypass tray).

A4 paper should go in face down for 1-sided printing and face up for 2-sided printing. For best results use the portrait orientation. Place paper face up in the automatic document feeder (ADF) when scanning. The scanner will scan two sides at the same time to make scanning documents quicker.

For the main paper trays, place headed paper face up in the tray.

What happens if I forget to log out?

The printer will automatically log you out after 45 seconds of inactivity. This will limit the risk of anybody else accessing your print account. However, logging out yourself will ensure that your account is kept secure.

Who is responsible for toner replacement and paper filling.

Student Areas – Our on-site engineers will be responsible for replacing toners and replenishing paper.

Staff Areas – Print champions will be responsible for replacing toners as supplied by Apogee and will continue to be responsible for replenishing paper. On-site engineers will be available to guide and support when required.

Can I print from my Apple Mac device?
Yes you can.

All mac devices will have the HP print queues NU_Mono and NU_Colour except University owned staff MacBooks (laptops).

If you are a member of staff and have a Northumbria University owned MacBook (laptop) then you will need to install the print queues from the self-service store. Instructions can be found within the staff guides

Is there any further training and support available?
A number of guides containing the process of how to print, scan and copy using Papercut can be found here:
- Staff guides
- Student guides

If you require any further support, please contact IT services.
- northumbria.ac.uk/selfservice for Staff
- northumbria.ac.uk/StudentIT for Students